

SYSTEM COORDINATION COMMITTEE

DRAFT MINUTES

Wednesday, April 14, 2021

2:00 p.m. – 4:00 p.m.

System Coordination Committee: Fina Perez (Alameda County Probation), Alison DeJung (Eden I&R), Jamie Almanza (BACS), Kate Hart (SAVE), Gloria Wroten (Consumer Member), Kerry Abbot (Alameda County HCSA), C'Mone Falls (City of Oakland), Jessica Lobedan (City of Hayward), Lara Tannenbaum (City of Oakland), Vivian Wan (Abode Services)

EveryOne Home Staff: Chelsea Andrews (Executive Director), Ja'Nai Aubry (Director of CoC Strategies), Dorcas Chang (Operations Associate), Alexis Lozano (Data Analyst), Jessica Shimmin (Director of Analytics), Courtney Welch (CoC Specialist)

Members of the Public: Marta Lutsky (HCSA), Tunisia Owens (FVLC), Nic Ming (Social Impact Wheel), Phil Clark (Homeless Regional Services Coordinator), Dr. Christine Ma (UCSF's Benioff Children's Hospital Oakland), Liz Varela (Building Futures), Josh Jacobs (City of Berkeley), Caitlin Chan (Legal Assistance fo Seniors), Nashi Gunasekara (FVLC), Martha Elias (HCSA), Lynette Ward (HCSA), Katharine Gale (Consultant), Kathy Treggiari (Berkeley Food & Housing), Jennifer Lucky (Alameda Public Health) ,Trevor M. (AC Probation)

Absent: Calleene Egan (Berkeley Food and Housing), Daniel Cooperman (Alameda County HCD)

1. Welcome/ Introductions (Fina)

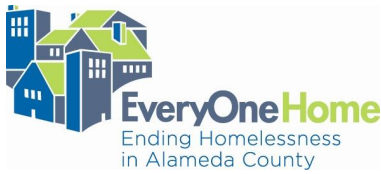
- a. Check-in
 - i. Committee members, EveryOne Home staff, and attendees went into breakout rooms to discuss the icebreaker question selected by Co-Chair Fina Perez.

2. Public Comment (Ja'Nai)

- a. No public comments submitted prior to the meeting.
- b. No public comments offered during the meeting.

3. Staff Report (Ja'Nai)

- a. Governance Drafting Updates
 - i. Chelsea Andrews (Executive Director) provided an update on the governance drafting.
 1. Chelsea reviewed the timeline, the successes of the listening session and governance information webinar, and the next steps for approved items and proposed revisions.
 - a. Community meeting date projection moved from the end of April to the end of May.
 - b. The Leadership Board will set the strategic direction for the homeless response system.



4. Urgent Items (Kate)

- a. No urgent items.

5. Discussion Items (Fina)

a. Homeless System Updates (All)

i. Kerry offered updates on Project Roomkey (PRK)

1. Implemented an open referral process in the month of March from the middle to the end of the month.
2. 220 rooms were available
3. Received 270 complete referrals, of those 28 referrals turned out to be ineligible.
4. PRK residents are being sent from the hotels to the permanent housing locations. As of the end of last week, 500 people have been moved from the hotels into permanent housing.

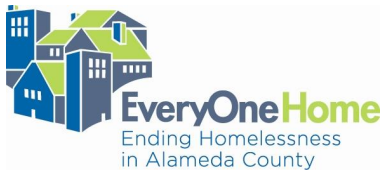
ii. Vaccinations

1. The Johnson and Johnson vaccine pause is causing a few issues with the vaccination roll out for the homeless population, medical teams started out using Pfizer and Moderna but then moved to using the Johnson and Johnson vaccine in the encampments.
2. We will continue doing the vaccine pods with Pfizer and Moderna and confirming clients are attending all of the appointments.
3. 2,000 people received a vaccine from Healthcare for the Homeless and AHS Vaccinators and an estimated 920 have been fully vaccinated.
4. Vivian Wan added, Alameda County has done well compared to other counties at prioritizing folks who are experience homelessness and the people who support them.

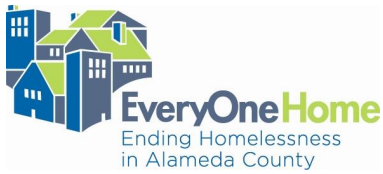
b. Coordinated Entry Update (Marta)

i. Marta Lutsky gave an update on the coordinated entry redesign timeline and goals.

1. Reviewed the housing problem solving policy and recommendations from the working group.
2. Regional coordinators were hired to facilitate the coordination between the access points and housing navigation.
3. These meetings will replace the case conferences beginning in May.
4. Trainings are scheduled from April 20th through May 4th, there will ' be an initial info session about the coordinated entry refresh, and on the 22nd there will be a more comprehensive housing problem solving training.
5. Training will include retiring the old assessment and starting the use of the new assessments by May 5th.
 - a. There is a chance that may be delayed one week.
6. The first Implementation Learning Community will be for access points and housing problem solving providers. Then there will be one for HMIS users.
7. June through August, the reports and dashboards will be presented to the System Coordination Committee, and an analysis on assessments.



8. By August 1st the old list will be fully retired.
 9. Alison DeJung asked about plans or intention around communicating changes to the larger community and the various community-based organizations that would be interested in knowing this information.
 - a. Marta answered they are working on creating some better materials that are easy to understand.
 10. Tunisia Owens asked about providers that aren't HMIS providers participating and getting resources for clients.
 - a. Marta answered that there are discussions around pulling in providers outside of HMIS.
- c. Affordable Housing Workgroup Update (Kerry)
- i. The last meeting had to be rescheduled . **HCSA will send the new date and time.**
- d. Housing Fast/ Navigation Workgroup Update (Jamie/ Jonathan)
- i. Jamie Almanza reviewed the recommendations to provide an update to the committee.
 1. Workgroup was tasked with overlaying the racial equity analysis and addressing gaps to the housing navigation center model.
 2. The work group recommended to diversifying the target subpopulations of the navigation centers in the community
 3. Some of the beds dedicated as Bridge housing for people on the Permanent Supportive Housing (PSH) target list. They would live in the interim housing until they get PSH and then target sub-populations that are low barrier due to employment and income barriers.
 4. Our Interim Housing Programs use a loose rapid rehousing model. There is a desire to make sure that rehousing is being performed ethically and responsibly.
 5. Jamie proposed a question to the committee: how to consider the best way to implement the proposed model because some of the models do utilize very limited funds and engage in practices that the racial equity analysis deemed inappropriate. Asked if the committee wanted to review the recommendations that had been proposed.
 - a. **Recommended that the committee follow up on this discussion in three months. after the new Coordinated Entry System roll out.**
- e. HUD DV Bonus Update (Liz Varela/Tunisia Owens)
- i. Liz and Tunisia provided an update on the HUD DV Bonus grant and the Project Roomkey partnership for domestic violence survivors.
 1. The Family Violence Law Center and Building Futures received a grant from HUD, the HUD DV SSO Grant, to provide policy recommendations and Domestic Violence training for homeless service providers. The grant is to be utilized to engage the county and with coordinated entry around integrating domestic violence agencies and survivors into coordinated entry system.
 - a. Marta mentioned in the previous item it was not done well previously.
 2. The goal is to ensure individuals and families experiencing domestic violence have a safe, confidential way to access the coordinated entry system.
 - a. COVID-19 helped with mobilizing providers to get the system ready to address people who are experiencing homelessness and facing high COVID risks.



- b. Major progress was made with getting domestic violence agencies incorporated into the coordinated entry system.
- 3. Through the grant advocacy, progress was made through establishing a Project Roomkey site for survivors of domestic violence. Marina Village Inn was a 52-unit hotel that served survivors. 10 to 15 residents were solely just survivors of domestic violence from DV agencies.
- 4. Some lessons learned showed the need for ongoing integration of DV providers. System is designed for the greatest amount of people that are chronically homeless which are men and there's a tendency to lose focus on other populations like families, women and survivors.
- 5. There needs to be more nuance around service delivery and more discussion on how to serve domestic violence survivors.
 - a. The housing problem solving must be viewed from a DV perspective, recognizing that survivors of DV need to be served differently.
 - b. Discussion questions included: What are the gaps? What are the ways that the system could be improved? There was a realization that DV survivors have challenges accessing CE system resources.
- 6. There will be ongoing advocacy in this next year to make sure communication and access is prioritized for survivors.
- 7. Having a DV coordinator for the entire Continuum of Care and then investing in a communications channel between homeless providers and DV providers would shift the accessibility of the system for DV survivors.

6. Action Items for Vote

b. Action Item: Coordinated Entry Grievance Policy

i. Presentation of Recommendation

- 1. The proposed grievance policy provides both the policy and procedures for Coordinated Entry access points and the Office of Homeless Care and Coordination to ensure that clients and potential clients can submit a grievance, get a response and appeal if they are not satisfied with the response.

i. Amendments

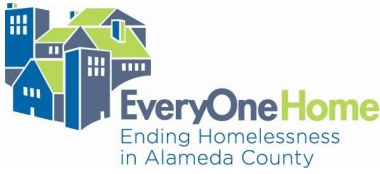
- 1. No amendments.

ii. Call to Vote

- 1. Fina motioned to approve the proposed grievance policy.

iii. Vote

- 1. Fina=Yes
- 2. Alison=Yes
- 3. Jamie=Yes
- 4. Kate=Yes



- 5. Gloria=Yes
- 6. Kerry=Yes
- 7. C’Mone=Yes
- 8. Jessica=Yes
- 9. Lara=Yes
- 10. Vivian=Yes

a. Motion passes.

7. Conclusion (Ja’Nai)

- a. Upcoming Agenda Items
- b. Next meeting scheduled for May 12th, 2021 2:00-4:00pm

Notes submitted by: Courtney Welch

Reviewed by: Ja’Nai Aubry