



## Results-Based Accountability Committee

June 7, 2021

Attendees: Julian Leiserson (Abode Services), Karen Erickson (Catholic Charities East Bay), Ja’Nai Aubry (EveryOne Home), Sharon Osterweil (Lifelong Medical), Brittany Carnegie (City of Berkeley), Patrick Crosby (Alameda County Housing and Community Development), Ali Mashal (Alameda County Housing and Community Development), Fernando Equival (Bay Area Community Services), Chelsea Andrews (EveryOne Home) and Melvin Cowan (Building Opportunities for Self-Sufficiency).

### 1. Welcome and Introductions

- RBA Committee is an open committee and welcomes participation from anyone committed to learning and implementing the RBA framework
- Next RBA Meeting: 2-3:30 PM on Monday, August 2nd.

### 2. Announcements

- The 2021 Practitioner Scorecard with second quarter data is available on the Results Based Accountability Committee page.
- Staff anticipate that the Notice of Funding Availability (NOFA) for Continuum of Care Funds will be released very soon. Projects that anticipate renewing their funding should run their Annual Performance Report (APR) and clean-up data for timeframe of October 1, 2019-September 30, 2020.

### 3. Housing Inventory Chart and Point in Time Count Presentation

- Ali Mashal (Alameda County’s Housing and Community Development Department) presented the 2021 data submitted to HUD.
  - Our Continuum of Care (CoC) added 1,100 beds from FEMA to support the shelter decompression to limit the spread of COVID-19 in congregate shelters.
  - Permanent Supportive Housing (PSH) utilization is lower because there are units in HMIS without a move-in date.
  - Rapid Rehousing (RRH) only reports units that are occupied so they will always be at 100% capacity and utilization.

### 4. Coordinated Entry Evaluation

- Staff provided an [overview](#) of the HUD guidance on how CoCs should conduct the annual evaluation. Evaluating and monitoring your coordinated entry is important because it’s a HUD requirement, we need to know whether coordinated entry is operating as intended and we want to know how to make our system better. Staff solicited input from the committee on how to proceed with the annual evaluation, completed by the end of 2021, given the current transition to Coordinated Entry 2.0.
  - The evaluation can include visits to Housing Resource Centers to see how they are operating
  - If there is a survey it should be short format and short answer
  - Abode Services recently conducted a phone, email and in person surveys and received a lot of phone completions (~20%)
  - It is important to engage persons with lived experience of Coordinated Entry however in the last evaluation some agencies had a hard time getting clients to participate in focus groups. There was

- not enough staff capacity to coordinate the effort and the incentives were not high enough to engage clients. To implement focus groups well there should be resources to cover transportation, food, and gift cards.
- It might be possible to tack our survey onto other surveying efforts already underway in the County, including surveys going out for COVID-19 relief efforts. There is an opportunity to collaborate with other departments in the county with population overlap, like Health Care for the Homeless. 2-1-1 also will also usually conduct client satisfaction surveys
  - Provider feedback is also important to compare Coordinated Entry 1.0 to 2.0 and solicit feedback for improvement. It would be valuable to know how Housing Problem Solving is going and if additional training or supports are needed.
  - Instead of focus groups for clients, short surveys can be developed. However there will still need to be adequate incentives for participation. If the surveys are in person, staff will need access to PPE kits. Having the survey on a tablet can work but providers have seen success with pencil and sheet and having someone there to walk through the survey. If a survey is used, be sure to include geographical representation. Also there is a Hemingway tool to interpret the tool to a 4<sup>th</sup>/5<sup>th</sup> grade level to it can be easily understood. Having the survey available in multiple languages is also important.
- Staff will confirm the requirements of the scope of the evaluation and reach out to RBA Committee members for additional feedback.