SYSTEM COORDINATION COMMITTEE AGENDA
Wednesday, October 13, 2021
2:00 p.m. – 4:00 p.m.

Due to the COVID-19 stay-at-home restrictions, System Coordination Committee meetings will be held via zoom.

Join Zoom Meeting
https://us02web.zoom.us/j/84272212052?pwd=WExOUVoyTDdvTzhTaIV1Vm5saQjcyUT09

Meeting ID: 842 722 2052
Passcode: 805908
One tap mobile
+13462487799,,*805908# US (Houston)
+16699006833,,*805908# US (San Jose)

Dial by your location
+1 669 900 6833 US (San Jose)
Find your local number: https://us02web.zoom.us/u/kcXaXqibLB

Meetings are public. Homeless and formerly homeless Alameda County residents are encouraged to attend. Public Comment will be taken at the beginning of each meeting and is limited to 2 minutes per person. Click here to learn more about the public participation policy.

1. Welcome/ Introductions (Kate & Fina) 2:00 - 2:10pm

2. Public Comment 2:10 - 2:20pm
   a. Public comment
   b. Reading of written comments submitted, if any

3. Staff Report (Chelsea) 2:20 - 2:30pm
   a. Governance Drafting Updates

4. Urgent Items (Kate) 2:30 - 2:45pm

5. Discussion Items (Fina) 2:45 - 3:25pm
   a. Homeless System Updates (All)
   b. Coordinated Entry 2.0 Updates (Colleen)
      i. Phase I update
      ii. Policy updates
      iii. Training updates
   iv. Management Entity Self-Assessment Tool
c. Emergency Housing Vouchers updates (Colleen)

6. **Action Items for Vote** (Kate) 3:25 - 3:55pm
   a. RBA recommendations regarding CE monitoring (Action)

7. **Conclusion** 3:55 - 4:00pm
   a. Upcoming Agenda Items
   b. Next meeting
      i. Wednesday, November 10th 2021, 2pm to 4pm PT
EveryOne Home Governance Updates
As of 09.17.21
New Proposed Governance Structure

COLLECTIVE IMPACT MODEL

EOH Board of Directors
(and committees)

EveryOne Home

Provider Forum
Racial Equity Forum
Lived Experience Forum

Reimagined Leadership Board
(Name TBD)

Racial Equity Workgroup

Outreach, Access & Connections
Housing Capacity
Housing Stability & Homelessness Prevention
CoC Standards, Compliance & Funding
System Impact

Youth Action Board
Champions Council
Funders Council

*Committee names TBD
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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Person with lived expertise (8 of 25 people nomination Committee)</td>
<td>14. Alameda County Health Care Services Agency, Office of Homeless Care and Coordination Director (appointed seat)</td>
</tr>
<tr>
<td>2</td>
<td>Person with lived expertise</td>
<td>15. Alameda County Social Services Agency (appointed seat)</td>
</tr>
<tr>
<td>3</td>
<td>Person with lived expertise</td>
<td>16. Alameda County Housing and Community Development (represents unincorporated areas, appointed seat)</td>
</tr>
<tr>
<td>4</td>
<td>Person with lived expertise</td>
<td>17. Alameda County Probation (appointed Seat)</td>
</tr>
<tr>
<td>5</td>
<td>Person with lived expertise</td>
<td>18. Public Housing Authority (elected by membership)</td>
</tr>
<tr>
<td>6</td>
<td>Person with lived expertise</td>
<td>19. Representative from nonprofit affordable housing development (elected by membership)</td>
</tr>
<tr>
<td>7</td>
<td>Person with lived expertise</td>
<td>20. Non-profit homeless service providers (4 of 28 people, nomination committee)</td>
</tr>
<tr>
<td>8</td>
<td>Person with lived expertise (Youth Action Board Seat)</td>
<td>21. Non-profit homeless service providers</td>
</tr>
<tr>
<td>9</td>
<td>City of Oakland (appointed seat)</td>
<td>22. Non-profit homeless service providers</td>
</tr>
<tr>
<td>10</td>
<td>City of Berkeley (represents Albany and Emeryville, appointed seat)</td>
<td>23. Non-profit homeless service providers</td>
</tr>
<tr>
<td>11</td>
<td>City from the mid-county region (elected from Alameda County Conference of Mayors)</td>
<td>24. Advocacy and/or citizen (elected from membership)</td>
</tr>
<tr>
<td>12</td>
<td>City from the south-county region (elected from Alameda County Conference of Mayors)</td>
<td>25. Policy advocacy or affordable housing advocacy organization (elected by membership)</td>
</tr>
<tr>
<td>13</td>
<td>City from the east-county region (elected from Alameda County Conferences of Mayors)</td>
<td>26. Chair or co-chair from Racial Equity Workgroup (appointed seat)</td>
</tr>
<tr>
<td>27</td>
<td>Chairs of the Committees, if different than those serving on the Leadership Board (appointed seat)</td>
<td>27. Chairs of the Committees, if different than those serving on the Leadership Board (appointed seat)</td>
</tr>
</tbody>
</table>
Diverse Representation Benchmarks

**Lived Experience Benchmark**
- People with lived experience would makeup **1/3 of the membership seats available**
- Targeted outreach would be performed to meet this benchmark

**Racial Diversity Benchmark**
- The biennial **Point-In-Time (PIT) Count** will determine the benchmarks for recruiting People of Color and Black/African Americans
- Based upon 2019 data, 65% of the available seats will be filled by People of Color and Black/African Americans
# Outreach, Access and Coordination

## Purpose

The purpose of the Outreach, Access, and Coordination Committee is to ensure that people experiencing homelessness receive available services tailored to their individual needs, and that the system offers welcoming and effective points of engagement. The committee will coordinate, monitor, and improve the quality and effectiveness of outreach, Coordinated Entry and other services that connect people to the homelessness response system.

## Roles

- Provide oversight for the Coordinated Entry System*
- Provide oversight for CE related to prioritization with CE Management Entity*
- Adopt standards of care and guiding principles*
- Report [relevant] HMIS data at least twice annually to Leadership Board*
- Determine costs of complying with HUD mandates
- Ensure all activities are grounded in racial equity
- Track and monitor [relevant] racial equity targets
- Facilitate inclusion of BIPOC-led organizations in all funding opportunities

* = required by HUD Continuum of Care regulations
Outreach, Access and Coordination

Recommended partners:
- HCSA, OHCC = Co-staff (no voting)
- 211
- Diverse geographic representation in the county
- ALL IN
- Culturally specific orgs
- DV providers
- Probation
- Diverse selection of CE and Outreach/Street Health orgs

No Designated seats
CoC Standards, Compliance and Funding

Purpose
The purpose of the CoC Standards, Compliance, and Funding Committee will be to secure HUD and CoC-specific funding, monitor programmatic compliance with HUD and CoC-specific requirements, and implement corrective actions as directed by the CoC Board (i.e., the Leadership Board). The committee will coordinate, monitor, and implement quality improvement of HUD CoC/ESG-funded programs and HMIS; apply for annual HUD funding; implement or assure compliance with HUD requirements except those under the purview of the System Impact Committee.

Roles
- Design, operate, and implement a collaborative process for submitting the CoC application to HUD*
- Facilitate inclusion of BIPOC-led organizations in all funding opportunities
- Implement Project Monitoring evaluation process*
- Monitor and evaluate to improve poor performance of CoC funded projects*
- Notify System Impact Committee and Leadership Board about poor performers*
- Evaluate outcomes of ESG and CoC projects and report to HUD*
- Adopt written standards for CoC assistance and ensure compliance*
- Determine costs of complying with HUD mandates
- Ensure all CoC activities are grounded in racial equity
- Track and monitor racial equity targets
CoC Standards, Compliance and Funding

**Recommended partners:**
- HCD = Co- staff/Collab applicant (no voting)
- Seek non-conflicted members of the CoC representing a wide range of stakeholders throughout the CoC (majority goal)
- Representatives from Alameda County Departments
- Representatives from Cities
- Representatives from homeless assistance providers

**No Designated seats**
Purpose

The purpose of the System Impact Committee is to make sure the system helps people exit homelessness and become rehoused quickly. The committee’s work is to implement system-level effectiveness activities, identify system needs and gaps, and conduct system modeling. The group is also responsible for monitoring and reporting system performance and timeliness outcomes; developing and overseeing prioritization; identifying system gaps and needs; and recommending action for poor performance.

Roles

- Consult with local government recipients on allocations of ESG funds*
- Operate an HMIS system in collaboration with HMIS Lead; ensures it meets system performance needs*
- Approve methodology for Homeless Count; submit results*
- Direct an annual gaps analysis*
- Adopt standards of care and guiding principles*
- **Monitor system performance outcomes**
- Recommend to Leadership Board how to improve poor performing CoC projects*
- Report HMIS data at least twice annually to Leadership Board
- Provide information to jurisdictions that submit Consolidated Plans
- Ensure all activities are grounded in racial equity
- Track and monitor racial equity targets
- Facilitate inclusion of BIPOC-led organizations in all funding opportunities

* indicates areas of focus for the System Impact Committee
Recommended partners:

- HMIS Lead /HCD = co-staff (no voting)
- Open membership
- Member(s) of the HUD COC Committee
- Coordinated Entry Lead Operator(s) Data Quality Staff
- End User/Data Entry Staff including housing navigators, case managers, outreach workers, etc.
- Members that are subject-matter expert

No Designated seats
Housing Stability and Homelessness Prevention

Purpose
The purpose of the Housing Stability and Homelessness Prevention Committee is to ensure that people experiencing housing crises including those formerly homeless can obtain and stably maintain housing. The committee will also work to develop strategies and collaborations to prevent new homelessness. To achieve these ambitious goals, the group will collaborate, coordinate, and improve the effectiveness of existing homelessness prevention initiatives; implement best practices; and plan proactively for funding and expansion.

Roles
- Consult with local government recipients on allocations of prevention funding*
- Support annual gaps analysis*
- Adopt standards of care and guiding principles*
- Report [relevant] HMIS data at least twice annually to Leadership Board*
- Determine costs of complying with HUD mandates
- Develop partnerships and strategies to prevent new homelessness
- Work to expand the range, stock, and quality of affordable housing options
- Ensure all activities are grounded in racial equity
- Track and monitor racial equity targets
- Facilitate inclusion of BIPOC-led organizations in all funding opportunities
Housing Stability and Homelessness Prevention

Recommended Partners:
- Parallel systems (foster care, DV, education, etc.)
- All Home
- Legal Aid Orgs / Keep Oakland Housed
- Probation
- SSA
- Workforce development organizations
- HCD
- LGBTQ+ advocacy groups
- Immigration advocacy groups
- Senior services partners
- Mental health service providers
- Housing Providers (developers/ owners/ property managers)

- No Designated seats
Housing Capacity

Purpose

The purpose of the Housing Capacity Committee is to manage and increase the supply of deeply affordable housing targeted to people experiencing housing crises. To achieve these ambitious goals, the group will acquire funding for affordable housing, advocate to target funding to housing dedicated to households at 10% or less of AMI, coordinate funding, track units apart from and in HMIS, coordinate with housing authority resources, and plan proactively for funding and expansion.

Roles

- Work to expand the range, stock, and quality of affordable housing options and target to people with the lowest incomes
- Consult with local government recipients on allocations of housing funds
- Collaborate with East Bay Housing Organizations (EBHO), local housing authorities, jurisdictions and housing developers
- Support annual gaps analysis and reporting about supply*
- Ensure all activities are grounded in racial equity
- Track and monitor racial equity targets
- Facilitate inclusion of BIPOC-led organizations in all funding opportunities
Housing Capacity

**Recommended Partners:**
- Landlords, PHA’s, housing providers
- HCD
- Affordable Housing policy orgs
- City departments (development, zoning, etc.)
- Advocacy/policy organizations
- ACBH or Home Stretch
- Realtor associations
- Partners that bring innovation (YIMBY)
- Corporate partners

**• No Designated seats**
Nomination Committee Composition
Nomination Committee Role

- Solicit candidates, review applications, interview candidates and make recommendations for the following positions:
  - Leadership Board
    - Lived Expertise (8 seats)
    - Non-profit homeless service providers (4 seats)
  - NOFO Committee Members
  - Non-appointed/designated Committee members
Nomination Committee
Composition

9 members from the Leadership Board (final vote made by LB)

**Appointed seats:**
- Leadership Board Chair
- Jurisdiction:
  - Oakland
  - Berkeley
  - One city excluding Oakland and Berkeley
- County OHCC Director or designee
- Racial Equity Workgroup Chair

**Elected by Leadership Board:**
- Nonprofit provider
- 2 Lived experience members
Racial Equity Workgroup
Racial Equity Workgroup

**Purpose**

The purpose of the Racial Equity Workgroup is to ensure that racial equity is centered across the homelessness response system and that racially disparate outcomes around homelessness and housing are eliminated.
Racial Equity Workgroup Role

- Develop a racial equity action plan to guide the entire system’s work on equity
- **Lead implementation** of the plan
- Assist other committees in setting racial equity metrics and monitoring progress
- **Annually set a racial diversity representation metric for all boards, committees, and workgroups**, based on the annual PIT count and approved by the Leadership Board; the metric will be, at minimum, reflective of the racial demographics documented in the PIT count, with specific metrics for the groups that are most over-represented in the homeless population compared to their proportion of the general population

- **Monitor** whether the Leadership Board and all other committees and workgroups are achieving and maintaining the racial diversity metric set each year; if one or more bodies are not achieving or maintaining the metrics, work with the group to develop a plan to achieve it within a specific timeframe and report to Leadership Board
- **Regularly report progress** towards achieving goals outlined in the racial equity action plan to the Leadership Board and the wider CoC membership
Racial Equity Workgroup

Recommended Partners:
• Member from Leadership Board
• Member from each Committee
• Reps from City/County Race and Equity or similar
• REAL members (Racial Equity Action Lab)
• Youth Action Board member
• Subject-matter experts and Thought leaders
• Race Equity Policy Think Tanks

• No Designated seats
Next Steps

Community Meeting – Overview of decisions to date (Sept. 30th)

Community engagement: Video + Q&A Session (1 month)

Community Meeting to vote (TBD; Nov/December)

Transition Plan: Staffing, Budget, Elections, etc.

Summer 2022 LAUNCH!!
CE Updates

SCC Meeting

10/13/21
CE Updates

• Information about how to access the first CE training will be sent out by the end of the day tomorrow. The trainings will be available through the training platform on the AC HCD website.

• Plan to retire the PSH Target List created from the old BNL at the end of October and fully transition to matching to PSH utilizing the Housing Queue 11/1/21.

• Feedback in regional coordination meetings indicates that staff at HRCs/CBOs are starting to feel more comfortable with the new CE workflows and processes.
Training & Policy Update

• Policies and training need to be fully aligned, and therefore policies are being worked on and created as training material and workflows are finalized.

• Training Modules:
  1. Coordinated Entry Overview
  2. System Entry & HPS
  3. Pre-Questions & Enrollment
  4. Crisis Assessment & Queue
  5. Housing Assessment & Queue
  6. Matching & After
  7. HMIS Reports
  8. FAQ/Q & A
# CE Data

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<thead>
<tr>
<th>HPS Enrollments</th>
<th>CE Enrollments</th>
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<tr>
<td>1671</td>
<td>2716</td>
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## CE Data

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<tr>
<th>Resource Zone</th>
<th>Households on Crisis Queue</th>
<th>Households on Housing Queue</th>
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<tbody>
<tr>
<td>East County (Dublin, Pleasanton, Livermore)</td>
<td>29</td>
<td>35</td>
</tr>
<tr>
<td>Mid County East (Hayward, Unincorporated)</td>
<td>92</td>
<td>96</td>
</tr>
<tr>
<td>Mid County West (Alameda, San Leandro)</td>
<td>22</td>
<td>52</td>
</tr>
<tr>
<td>North County (Berkeley, Emeryville, Albany)</td>
<td>77</td>
<td>150</td>
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<tr>
<td>Oakland</td>
<td>202</td>
<td>268</td>
</tr>
<tr>
<td>South County (Fremont, Newark, Union City)</td>
<td>64</td>
<td>51</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>486</strong></td>
<td><strong>652</strong></td>
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In 2020:

• COVID response was a significant area of focus. CE implemented targeted outreach to vulnerable individuals to access safe non-congregate housing.

• Implemented Temporary Resource Prioritization Policy, which ensured that individuals at high-risk for complications if infected with COVID-19 were able to access housing resources.

• There was significant planning related to CE 2.0 in 2020 to be implemented in 2021.

• Trainings were held or made available online that were not previously, including training for conducting CE assessments.
CE Self-Assessment Summary

In 2021:

• CE policies are being developed and implemented County-wide.
• Housing problem solving implemented as a key aspect of CE.
• Training being made readily available.
• Further coordination between the GBV/DV system of care and coordinated entry is in development.
• Crisis queue developed and being used to match to shelter and TH resources.
• Centralized matching to housing navigation.
• Standard grievance policy adopted and implemented.
• After hours matching to shelter being explored and developed.
EHV Update

<table>
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<tr>
<th></th>
<th>Total Vouchers</th>
<th>Total Matched to EHV</th>
<th>Application Submitted to PHA</th>
<th>Vouchers Issued</th>
<th>Leased Up</th>
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<tr>
<td>BHA</td>
<td>51</td>
<td>41</td>
<td>15</td>
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<td>HACA</td>
<td>252</td>
<td>230</td>
<td>37</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>875</strong></td>
<td><strong>757</strong></td>
<td><strong>352</strong></td>
<td><strong>80</strong></td>
<td><strong>7</strong></td>
</tr>
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</table>

*9 approved waiting for briefing

EHV Set Asides:

- **10% Gender-Based Violence Community**
  - GBV program leadership has been trained, referral process is being piloted currently.

- **9% Transitional Aged Youth (TAY) Community**
  - 152 notifications sent out
  - 7 applications submitted to PHAs
  - 42 TAY assigned to a PHA and working on completing the applications.
## Coordinated Entry Process Self-Assessment

### Contents

- A. Planning
- B. Access
- C. Assessment
- D. Prioritization
- E. Referral
- F. Data Management
- G. Evaluation

### Coordinated Entry Process Self-Assessment (Ver. 1.1)

**Version 1.1**

This document is Version 1.1, which replaces the original version posted on the HUD Exchange on January 23, 2017. This Version 1.1 reflects the following changes:

1. **Section A. Planning.** Item #1 has been updated to correct the date that CoCs are expected to achieve full compliance with Coordinated Entry requirements established by the Notice. The correct date is January 23, 2018.

2. **Section C. Assessment.** Item #9 has been updated to correct an earlier error in citation. The privacy protections noted in the requirement are from HUD’s Coordinated Entry Notice: Section II.B.12.f.

3. **Section E. Referral.** Item #2, in “Referrals to Participating Projects,” has been moved from Required to Recommended. The CoC’s Coordinated Entry policies and procedures used to prioritize homeless persons within the CoC’s geographic area for referral to housing and services must be made publicly available and must be applied consistently throughout the CoC’s area for all subpopulations. HUD recommends that each CoC homeless assistance project also make its prioritization policies and procedures publicly available. That is, the requirement is at the CoC level, not the individual project level.

### A. PLANNING

**Click on the checkbox to indicate that the item is fulfilled.**

**Deadline for Compliance.**
1. CoC establishes or updates its coordinated entry process in full compliance with HUD requirements by January 23, 2018.

   - **CoC Program interim rule: 24 CFR 578.7(a)(8), HUD Coordinated Entry Notice: Section I.B.**

   **Core Requirements since 2012.**

   CoCs coordinated entry process meets the requirements (below) established by the CoC Program interim rule.

   - **CoC Program interim rule: 24 CFR 578.3 & 24 CFR 578.7(a)(8)**

2. CES covers the entire geographic area claimed by the CoC.

3. CES is easily accessed by individuals and families seeking housing or services.

4. CES is well-advertised.

5. CES includes a comprehensive and standardized assessment tool(s).

6. CES provides an initial, comprehensive assessment of individuals and families for housing and services.

7. CES includes a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

   - 211 served as a central access point for DV shelter and services. This is an area of focus for further improvement for 2021/22. Future goals include better integrating the DV system with CE so that households being served in that system can equitably access CE system resources.

   **Core Requirements.**

   Policies were in place for PSH. Policies exist for who should receive RRH but in practice are implemented differently, these policies were under reconsideration in 2020 as part of the CES 2.0 redesign. There was guidance for the TH and navigation centers in 2020 but the approach was program by program. System-wide policies are being more fully implemented in 2021 as part of CE 2.0.
8. CoC, in consultation with recipients of Emergency Solutions Grants program funds within the geographic area, has established and consistently follows written standards for providing Continuum of Care assistance which can guide the development of formalized policies and procedures for the coordinated entry process:

- Written standards provide guidance for evaluating individuals’ and families’ eligibility for assistance under 24 CFR Part 578.
- Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive transitional housing assistance.
- Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance.
- Written standards provide guidance for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance.
- Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance.

-CoC Program interim rule: 24 CFR 578.7(a)(8)

9. CoC and each ESG recipient operating within the CoC’s geographic area must work together to ensure the CoC’s coordinated entry process allows for coordinated screening, assessment and referrals for ESG projects consistent with the written standards for administering ESG assistance.

-CoC Program interim rule: 24 CFR 578.7(a)(8) ESG interim rule: 24 CFR 576.400(d) and (e)

**Full Coverage.**

10. If multiple CoCs have joined together to use the same regional coordinated entry process, written policies and procedures describe the following:

- The relationship of the CoC(s) geographic area(s) to the geographic area(s) covered by the coordinated entry process(es); and
- How the requirements of ensuring access, standardizing assessments, and implementing uniform referral processes occur in situations where the CoCs geographic boundaries and the geographic boundaries of the coordinated entry process are different.

-HUD Coordinated Entry Notice: Section II.B.1

**Marketing.**

11. CoC affirmatively markets housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, handicap or who are least likely to apply in the absence of special outreach.

-CoC Program interim rule: 24 CFR 578.93(c) ESG Program interim rule: 24 CFR 576.407(a) and (b)

12. Coordinated entry written policies and procedures include a strategy to ensure the coordinated entry process is available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

-HUD Coordinated Entry Notice: Section II.B.5 HUD Equal Access rule: 24 CFR 5.105(a)(2) and 5.106(b)

13. Coordinated entry written policies and procedures ensure all people in different populations and subpopulations in the CoC’s geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the coordinated entry process.

-HUD Coordinated Entry Notice: Section II.B.5

**Nondiscrimination.**

14. CoC has developed and operates a coordinated entry that permits recipients of Federal and State funds to comply with applicable civil rights and fair housing laws and requirements. Recipients and subrecipients of CoC Program and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws, including the following:

- Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status.
- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance.
• Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin under any program or activity receiving Federal financial assistance.

• Title II of the Americans with Disabilities Act prohibits public entities, which includes State and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance.

• Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

### Access Models

<table>
<thead>
<tr>
<th>Access Models.</th>
<th>Description</th>
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<tbody>
<tr>
<td>1. CoC offers the same assessment approach at all access points and all access points are usable by all people who may be experiencing homelessness or at risk of homelessness. If separate access points are identified to meet the needs of one of the five populations allowable by HUDs Coordinated Entry Notice, initial screening at each access point allows for immediate linkage to the appropriate subpopulation access point (e.g. unaccompanied youth who access CES at the access point defined for adults without children are immediately connected to the youth-specific access point).</td>
<td></td>
</tr>
<tr>
<td>2. CoC ensures that households who are included in more than one of the populations for which an access point is dedicated (for example, a parenting unaccompanied youth who is fleeing domestic violence) can be served at all of the access points for which they qualify as a target population.</td>
<td></td>
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<tr>
<td>3. CoC provides the same assessment approach, including standardized decision-making at all access points.</td>
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<tr>
<td>4. CoC ensures participants may not be denied access to the coordinated entry process on the basis that the participant is or has been a victim of domestic violence, dating violence, sexual assault or stalking.</td>
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<tr>
<td>5. CoC’s access point(s) must be easily accessed by individuals and families seeking homeless or homelessness prevention services.</td>
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<tr>
<td>6. CoC’s CE process allows emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, and emergency shelters, including domestic violence shelters and other short-term crisis residential programs, to operate with as few barriers to entry as possible. People are able to access emergency services, such as emergency shelter, independent of the operating hours of the system’s intake and assessment processes.</td>
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<tr>
<td>7. CoC’s written CE policies and procedures document a process by which persons are ensured access to emergency services during hours when the coordinated entry’s intake and assessment processes are not operating. CE written policies and procedures document how CE participants are connected, as necessary, to coordinated entry as soon as the intake and assessment processes are operating.</td>
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### Accessibility

<table>
<thead>
<tr>
<th>Accessibility.</th>
<th>Description</th>
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<tbody>
<tr>
<td>1. CoC offers the same assessment approach at all access points and all access points are usable by all people who may be experiencing homelessness or at risk of homelessness. If separate access points are identified to meet the needs of one of the five populations allowable by HUDs Coordinated Entry Notice, initial screening at each access point allows for immediate linkage to the appropriate subpopulation access point (e.g. unaccompanied youth who access CES at the access point defined for adults without children are immediately connected to the youth-specific access point).</td>
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</tr>
<tr>
<td>2. CoC ensures that households who are included in more than one of the populations for which an access point is dedicated (for example, a parenting unaccompanied youth who is fleeing domestic violence) can be served at all of the access points for which they qualify as a target population.</td>
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<tr>
<td>3. CoC provides the same assessment approach, including standardized decision-making at all access points.</td>
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<tr>
<td>4. CoC ensures participants may not be denied access to the coordinated entry process on the basis that the participant is or has been a victim of domestic violence, dating violence, sexual assault or stalking.</td>
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<tr>
<td>5. CoC’s access point(s) must be easily accessed by individuals and families seeking homeless or homelessness prevention services.</td>
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<tr>
<td>6. CoC’s CE process allows emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, and emergency shelters, including domestic violence shelters and other short-term crisis residential programs, to operate with as few barriers to entry as possible. People are able to access emergency services, such as emergency shelter, independent of the operating hours of the system’s intake and assessment processes.</td>
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<tr>
<td>7. CoC’s written CE policies and procedures document a process by which persons are ensured access to emergency services during hours when the coordinated entry’s intake and assessment processes are not operating. CE written policies and procedures document how CE participants are connected, as necessary, to coordinated entry as soon as the intake and assessment processes are operating.</td>
<td></td>
</tr>
</tbody>
</table>

### Required

<table>
<thead>
<tr>
<th>Required.</th>
<th>Description</th>
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<tbody>
<tr>
<td>211 does some referrals for prevention but it is not clear whether all Access Points can connect households who do not qualify for CE to prevention. Housing Problem Solving in 2021 and new prevention resources will address some of this but a formal practice for connecting CES to prevention resources is still needed.</td>
<td></td>
</tr>
<tr>
<td>Coordinated entry was only implemented to fill shelter beds to the extent that it would not impede or slow access to shelter. During 2020 access to emergency services and shelter was variable across the county. The development of a crisis screening and queue to be rolled out in 2021 will address some barriers and support wider use of CE to fill shelter beds. Ensuring 24 hour coverage will be explored.</td>
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<tr>
<td>211 provides weekend and evening phone service but in most cases response would not be received by a person seeking services until the next business day. 24/7 coverage will be explored in 2021.</td>
<td></td>
</tr>
</tbody>
</table>
Prevention Services.

8. CoC’s written CE policies and procedures document a process for persons seeking access to homelessness prevention services funded with ESG program funds through the coordinated entry process. If the CoC defines separate access points for homelessness prevention services, written policies and procedures must describe the process by which persons are prioritized for referrals to homelessness prevention services. To the extent to which other (i.e., non-ESG-funded) homelessness prevention services participate in coordinated entry processes, the policies and procedures must also describe the process by which persons will be prioritized for referrals to these programs.

HUD Coordinated Entry Notice: Section II.B.8

CE refers clients in need of prevention services to relevant resources. Prioritization is dictated the policies that the prevention services hold.

Full Coverage.

9. CoC’s access points cover and are accessible throughout the entirety of the geographic area of the CoC.

HUD Coordinated Entry Notice: Section II.B.1

Marketing.

10. CoC’s written coordinated entry policies and procedures document steps taken to ensure access points, if physical locations, are accessible to individuals with disabilities, including accessible physical locations for individuals who use wheelchairs, as well as people in the CoC who are least likely to access homeless assistance.

HUD Coordinated Entry Notice: Section II.B.5.c

11. CE policies and procedures document steps taken to ensure effective communication with individuals with disabilities. Recipients of Federal funds and CoCs must provide appropriate auxiliary aids and services necessary to ensure effective communication (e.g., Braille, audio, large type, assistive listening devices, and sign language interpreters).

HUD Coordinated Entry Notice: Section II.B.5.c

12. Access point(s) take reasonable steps to offer CE process materials and participant instruction in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency (LEP).

HUD Coordinated Entry Notice: Section II.B.5.d

Safety Planning.

13. CoC has a specific written CE policy and procedure to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers. At a minimum, people fleeing or attempting to flee domestic violence and victims of trafficking have safe and confidential access to the coordinated entry process and victim services, including access to the comparable process used by victim service providers, as applicable, and immediate access to emergency services such as domestic violence hotlines and shelter.

HUD Coordinated Entry Notice: Section II.B.10

Policies reference Safety Screening but not Safety Planning and is very limited in specifics about how to handle this. This an area that needs improvement in the next round of policies.

Street Outreach.

14. Street outreach efforts funded under ESG or the CoC program are linked to the coordinated entry process. Written policies and procedures describe the process by which all participating street outreach staff, regardless of funding source, ensure that persons encountered by street outreach workers are offered the same standardized process as persons who access coordinated entry through site-based access points.

HUD Coordinated Entry Notice: Section II.B.4

C. ASSESSMENT

Click on the checkbox to indicate that the item is fulfilled.

Assessment Process.

1. CoC consistently applies one or more standardized assessment tool(s), applying a consistent process throughout the CoC in order to achieve fair, equitable, and equal access to services within the community.

HUD Coordinated Entry Notice: Section II.B.2.a
2. Written policies and procedures describe the standardized assessment process, including assessment information, factors, and documentation of the criteria used for uniform decision-making across access points and staff.
HUD Coordinated Entry Notice: Sections II.B.2.g.1 and II.B.3

3. CoC maintains written policies and procedures that prohibit the coordinated entry process from screening people out of the coordinated entry process due to perceived barriers to housing or services, including, but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of a disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.
HUD Coordinated Entry Notice: Section II.B.4

4. CoC provides training opportunities at least once annually to organizations and or staff persons at organizations that serve as access points or administer assessments. CoC updates and distributes training protocols at least annually. The purpose of the training is to provide all staff administering assessments with access to materials that clearly describe the methods by which assessments are to be conducted with fidelity to the CoC’s coordinated entry written policies and procedures.
HUD Coordinated Entry Notice: Section II.B.14

5. CoC’s coordinated entry process training curricula includes the following topics for staff conducting assessments:
   • Review of CoC’s written CE policies and procedures, including any adopted variations for specific subpopulations;
   • Requirements for use of assessment information to determine prioritization; and
   • Criteria for uniform decision-making and referrals.
HUD Coordinated Entry Notice: Section II.B.14

6. Participants must be informed of the ability to file a nondiscrimination complaint.
HUD Coordinated Entry Notice: Section II.B.12.g

7. CoC coordinated assessment participants are freely allowed to decide what information they provide during the assessment process, to refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to other forms of assistance. Written policies and procedures specify the conditions for participants to maintain their place in coordinated entry prioritization lists when the participant rejects options.
*Note – Programs may require participants to provide certain pieces of information to determine program eligibility only when the applicable program regulation requires the information to establish or document eligibility.
HUD Coordinated Entry Notice: Section II.B.11

8. CoC has established written policies and procedures concerning protection of all data collected through the CE assessment process.
HUD Coordinated Entry Notice: Section II.B.12

9. CoC has established written policies and procedures establishing that the assessment process cannot require disclosure of specific disabilities or diagnosis. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals.
HUD Coordinated Entry Notice: Section II.B.12.f

D. PRIORITIZATION
Click on the checkbox to indicate that the item is fulfilled.

Core Requirements.
Note: Required

1. CoC uses the coordinated entry process to prioritize homeless persons within the CoC’s geographic area:
   • Prioritization is based on a specific and definable set of criteria that are documented, made publicly available and applied consistently throughout the CoC for all populations.
• CoC’s written policies and procedures include the factors and assessment information with which prioritization decisions are made.
• CoC’s prioritization policies and procedures are consistent with CoC and ESG written standards under 24 CFR 578(a)(9) and 24 CFR 576.4.

*Note – Refer to HUD Prioritization Notice: CPD-16-11 for detailed guidance on prioritizing persons experiencing chronic homelessness and other vulnerable homeless populations in permanent supportive housing.

HUD Coordinated Entry Notice: Section II.B.3

2. CoC’s written CE policies and procedures include the factors and assessment information with which prioritization decisions are made for all homeless assistance.

HUD Coordinated Entry Notice: Section II.B.3

Emergency Services.

3. CoC’s written CE policies and procedures clearly distinguish between the interventions that will not be prioritized based on severity of service need or vulnerability, such as entry to emergency shelter, allowing for an immediate crisis response, and those that will be prioritized, such as permanent supportive housing (PSH).

Table in System Manual shows which interventions are matched to by Zones and centrally but did not list explicitly emergency services that are not matched to and are available for an immediate crisis response.

HUD Coordinated Entry Notice: Section II.B.7

Nondiscrimination.

4. CoC does not use data collected from the assessment process to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex age, familial status, disability, actual or perceived sexual orientation, gender identity or marital status. CoC’s written policies and procedures for CE document how determining eligibility is a different process than prioritization.

*Note – In certain circumstances some projects may use disability status or other protected class information to limit enrollment, but only if Federal or State statute explicitly allows the limitation (e.g. HOPWA-funded projects may only serve participants who are HIV+/AIDS).

HUD Coordinated Entry Notice: Sections I.D and II.B.2.g(2)

5. CoC’s written CE policies and procedures document process for participants to file a nondiscrimination complaint.

System manual requires this but it has not been implemented as a specific process. A new standardized grievance policy including discrimination complaints will be developed and adopted in 2021.

HUD Coordinated Entry Notice: Section II.B.12.g

7. CoC’s written CE policies and procedures document conditions under which participants maintain their place in coordinated entry prioritization lists when the participant rejects referral options.

HUD Coordinated Entry Notice: Section II.B.9

Prioritization List.

8. If the CoC manages prioritization order using a “Prioritization List,” CoC extends the same HMIS data privacy and security protections prescribed by HUD for HMIS practices in the HMIS Data and Technical Standards.

HUD Coordinated Entry Notice: Section II.B.3

Prevention Services.

9. If separate access point(s) for homelessness prevention services exist in the CoC, written CE policies and procedures describe the process by which persons will be prioritized for referrals to homelessness prevention services.

N/A

HUD Coordinated Entry Notice: Section II.B.8

E. REFERRAL

Referrals to Participating Projects.

1. CoC’s CE process includes uniform and coordinated referral process for all beds, units, and services available at participating projects within the CoC’s geographic area for referral to housing and services.

HUD Coordinated Entry Notice: Section II.B.3

2. CoC and projects participating in the coordinated entry process do not screen potential project participants out for assistance based on perceived barriers related to housing or services.

Required **

Process for PSH is uniform; process is different for other resources in different Zones. CE Working group is looking at making more standard and preparing to move matching and inventory into HMIS when possible.

N/A

- Please elaborate on the reasons for the indicated answer. How can we improve?
<table>
<thead>
<tr>
<th>Section</th>
<th>Notice</th>
<th>Core Requirements</th>
<th>fulfills</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>II.B.3</td>
<td>HUD Coordinated Entry Notice</td>
<td>3. CoC- and ESG-program recipients and subrecipients use the coordinated entry process established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs.</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>I.B</td>
<td>Nondiscrimination.</td>
<td>4. CoC and all agencies participating in the coordinated entry process comply with the equal access and nondiscrimination provisions of Federal civil rights laws.</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>I.D</td>
<td>—</td>
<td>5. CoC’s referral process is informed by Federal, State, and local Fair Housing laws and regulations and ensures participants are not “steered” toward any particular housing facility or neighborhood because of race, color, national origin, religion, sex, disability, or the presence of children.</td>
<td>✗</td>
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</tbody>
</table>

**F. DATA MANAGEMENT**

Click on the checkbox to indicate that the item is fulfilled. Please elaborate on the reasons for the indicated answer. How can we improve?

<table>
<thead>
<tr>
<th>Core Requirements</th>
<th>fulfills</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. When using an HMIS or any other data system to manage coordinated entry data, CoC ensures adequate privacy protections of all participant information per the HMIS Data and Technical Standards at CoC Program interim rule 24 CFR 578.76(a)(8).</td>
<td>✗</td>
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</table>

**G. EVALUATION**

Click on the checkbox to indicate that the item is fulfilled. Please elaborate on the reasons for the indicated answer. How can we improve?

<table>
<thead>
<tr>
<th>Core Requirements</th>
<th>fulfills</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. CoC consults with each participating project and project participants at least annually to evaluate the intake, assessment, and referral processes associated with coordinated entry. Solicitations for feedback must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households.</td>
<td>✗</td>
<td>This did not happen in 2020 due to COVID and due to the work occurring to refine the CE system in 2021, which did include participation from some projects and system users.</td>
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</table>

**Evaluation Methods.**

<table>
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<th>fulfills</th>
<th>Additional Notes</th>
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<tbody>
<tr>
<td>2. CoC ensures through written CE policies and procedures the frequency and method by which the CE evaluation will be conducted, including how project participants will be selected to provide feedback, and must describe a process by which the evaluation is used to implement updates to existing policies and procedures.</td>
<td>✗</td>
</tr>
</tbody>
</table>
3. CoC ensures adequate privacy protections of all participant information collected in the course of the annual coordinated entry evaluation.