Tuesday, November 16th, 2021
2:00 p.m. - 4:30 p.m.

Zoom Link:  https://us02web.zoom.us/j/82227753659
Meeting ID: 822 2775 3659
One tap mobile: +16699006833, 82227753659# US (San Jose)

Meetings are public. Homeless and formerly homeless Alameda County residents are especially 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 (C’Mone Falls, HUD CoC Chair) 2:00-2:10pm
2. HUD CoC Public Comment 2:10-2:20pm
3. Approval of Meeting Minutes, #9- 10.19.21 2:20-2:30pm
   Action Item
4. Homeless System Updates (All) 2:30-2:35pm
   Update
5. Youth Action Board and YHDP (Hannah/ Paul) 2:35-2:45pm
   Update
   • Community Kick Off
   • Planning Grant Budget
   • Adultism
6. Governance Update (Chelsea) 2:45-2:55pm
   Update
7. NOFO Overview (Chelsea) 2:55-3:10pm
   Update & Action Item
   • Fred Finch Youth Center’s Turning Point Transfer Request
8. PIT Count (Katie H./Kathie Barkow (Aspire)/Peter Connery (ASR)) 3:10-3:40pm
   Action Item
   • Approve PIT Count methodology
   • Update on survey
9. HMIS Oversight Update (Mike Keller & Patrick Connelly) 3:40-3:50pm
   Update
10. Emergency Housing Vouchers (Colleen) 3:50 – 4:00
    Update
11. Annual C.E. Assessment (Colleen) 4:00-4:10 pm
Action Item

- RBA/SCC recommendation to postpone CE Self-Assessment until 2022

12. 2022 Workplan (Executive Session) 4:10-4:25 pm
13. HUD CoC Committee Upcoming Events 4:25-4:30pm
   a. Next meeting – January 18th 2pm to 4:30pm
Tuesday, October 19th, 2021
2:00 p.m. - 4:30 p.m.

HUD CoC Members: C'Mone Falls (City of Oakland), Paulette Franklin (Alameda County Behavioral Health), Marnelle Timson (Consumer Member), Lara Tanenbaum (City of Oakland), Paul Berry (Youth Action Board), Tunisia Owens (Family Violence Law Center), Riley Wilkerson (Alameda County Housing and Community Development)

EveryOne Home Team: Chelsea Andrews (Executive Director), Tirza White (Senior Director of Performance and Data Analytics), Katie Martin (Systems Planning Coordinator), Katie Haverly (Director of Research and Data Analytics)

Members of the Public: Hannah Moore (All In), Patrick Crosby (HMIS), Sarah Nawabi (Youth Action Board), Andrea Ford (Alameda County Social Services Agency), Chrissy Love (City of Oakland), Melvin Cohen (Building Opportunities for Self-Sufficiency), Dee Balliet (True Colors United), Kathryn Primas (ABT Associates), Henry Love (ABT Associates), John Noe (HMIS)

Absent: Wendy Jackson (East Oakland Community Project), Josh Jacobs (City of Berkeley)

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1. Welcome (C'Mone Falls, HUD CoC Chair)

2. HUD CoC Public Comment

None.

3. Approval of Meeting Minutes, #8- 9.21.21
   a. Marnelle Timson moved to approve the meeting minutes from 9/21/21.
      i. Lara Tanenbaum seconded.
         1. C'Mone Falls - Yes
         2. Marnelle Timson - Yes
         3. Tunisia Owens - Yes
         4. Paulette Franklin - Yes
         5. Paul Berry - Yes
         6. Lara Tannenbaum - Yes
   b. Motion passed.

4. Homeless System Updates (All)
5. **Youth Action Board and YHDP**
   
a. Kathryn Primas (ABT Associates) and Henry Love (ABT Associates) are two of Alameda County’s designated Technical Assistance providers for the Youth Homelessness Demonstration Program (YHDP) grant. They presented an overview of the YHDP grant and its rollout.
   
i. Alameda County received $6,573,979. The grant will need to be used over a 2-year period of time on new youth homelessness projects. Aside from the planning projects, YHDP funded projects will be renewable for the CoC.
   
ii. YHDP funding can cover supportive services projects, coordinated entry projects, transitional housing, and permanent housing.

b. Dee Balliet (True Colors United) addressed the importance of youth collaboration on every aspect of the process.
   
i. Technical assistance providers will be assisting the Youth Action Board (YAB) to help build it in ways that are needed and ensure it is sustainable.

c. Chelsea Andrews (Executive Director) asked for a high level overview.

d. The first step of the process is creating a Coordinated Community Plan, which must be submitted to HUD by March 15th. It requires approval before funding can be accessed. Developing it will require engagement from a variety of stakeholders and the YAB Data from HMIS will also be consulted to help identify gaps and areas for improvement. HUD approval will happen approximately two weeks after submission. E-Snaps submissions for projects will be due in July 2022.

f. Chelsea Andrews (Executive Director) concurred and noted the need to think through how the collaborative process with the YAB will work. It’s important to note that the YAB d will have the power to veto certain decisions. Meetings are underway to determine possibilities for that decision-making structure.
   
i. Short-term decisions do need to be made. There is a $100,000 planning grant that’s been made accessible. Once the YAB has been able to meet with county stakeholders, a budget for the planning grant will be created.

g. Sara Nawabi (YAB) emphasized the importance of centering the voices of youth with lived experience of homelessness when decisions are made.

h. Hannah Moore (All In) urges those who work directly with youth to connect them with the YAB
6. Governance Update (Chelsea Andrews)
   
a. The Leadership Board has not convened since the last update was given at September’s HUD CoC Committee meeting, so there are no new updates to give at this time. The next Leadership Board meeting is Thursday, October 28th. Those meetings are also open to the public, and all are welcome to attend.

b. If there is consensus from the Leadership Board at that time about the remaining topics, such as bylaws, it will be followed by a month-long community engagement process. Ultimately, the changes to governance will all need to be voted on and approved by the community.

c. That information will be publicized, and there will be many opportunities for engagement, to ensure the community fully understands what’s being proposed.

7. NOFO Status and Next Steps (Chelsea Andrews)
   
a. All renewal projects were submitted on time. Three new projects have also submitted applications. The all-day ranking and review process will be Thursday, 10/21.

b. Non-conflicted members of the HUD CoC Committee will need to convene to vote and approve the final list.

c. This is the first time the process has been a collaboration with Homebase. Surveys will be circulated among applicants as well as the NOFO Committee to determine what has worked and what could be improved next time.

8. PIT Count Update
   
a. Katie Haverly (Director of Research and Data Analytics) provided a report on the status of the 2022 Point in Time (PIT) Count.

   i. COVID-19 safety protocols are being developed. A phone app will be used to collect data as part of a switch over from paper.

   ii. More than 500 volunteers and 200 guides will be needed.

   iii. There will be a Community Kick Off Meeting on 10/25 and a Community Meeting regarding survey development on 11/01.

b. Chelsea Andrews (Executive Director) noted the HUD CoC Committee will be voting on the survey methodology in November.

c. Lara Tanenbaum (City of Oakland) asked if the mobile app will improve the speed with which data from the PIT Count is distributed to communities, and whether there is language in the contract with Applied Survey Research (ASR) about a timeframe for data distribution. Interest was expressed in possibly involving the Cities of Oakland and Berkeley in those contract negotiations.

   i. Riley Wilkerson (HCD) responded that the technology will likely not have an impact on that. He will have to return with an answer regarding the contract with ASR.
9. **2022 Workplan**  
   a. Chelsea Andrews (Executive Director) explained that the HUD CoC Committee previously voted to not create a 2021 workplan.  
   b. A workplan for 2022 will be drafted soon and brought to the committee. It is being developed in coordination with the System Coordination Committee's (SCC) 2022 workplan, to streamline wherever possible.  
   c. The workplan draft will be brought to the HUD CoC Committee for review in the near future.

10. **Annual C.E. Assessment**  
    a. C'Mone Falls (City of Oakland) provided an update on the recent vote by the SCC to postpone the Coordinated Entry assessment until 2022 and allow the Coordinated Entry Self-Assessment be the tool used for monitoring at this time.  
    b. Chelsea Andrews (Executive Director) noted that SCC’s vote was to recommend this idea to the HUD CoC Committee. The final decision rests with the HUD CoC Committee.  
    c. Requests were made for clarification about the reason for this proposal.  
       i. Due to the ongoing rollout of Coordinated Entry 2.0, there are concerns that conducting a Coordinated Entry assessment any earlier than 2022 would be premature. Postponing the evaluation allows for adjustment to the new system, and the results will provide insight into how Coordinated Entry 2.0 is functioning.  
    d. Since a formal report-out on the Self-Assessment tool was not possible at this meeting, C'Mone Falls (City of Oakland) suggested the HUD CoC Committee’s vote be postponed until the November meeting.

11. **C.E. 2.0 (Colleen)**  
    a. Colleen Budenholzer (HCSA) provided an update on Coordinated Entry 2.0.  
       i. The first Coordinated Entry training is now available online. Initial feedback has been mostly positive. It provides an overview of the new system and what the client experience will be within that workflow. The second module is expected to be available by the end of the week.  
       ii. Effort is being made to ensure the policies and training are fully aligned, so policies are being created as training materials and workflows are finalized.  
    b. For details on current Coordinated Entry data, see meeting materials.  
    c. Colleen Budenholzer (HCSA) also provided an update on Emergency Housing Vouchers (EHV).  
       i. 759 people have been matched to the program. 102 vouchers have been issued, and 13 vouchers have been leased up.  
       ii. The reason for the relatively low number of vouchers being leased up relates to the target population. The initial group of people matched with EHV were Project
Roomkey participants who already had units. Housing quality inspections and other HUD requirements have caused some delays in switching to using EHV as a subsidy.

iii. Referrals have begun for the 10% set-aside for the gender-based violence community. Referrals for the Transitional Age Youth set-aside are well underway. 42 have been assigned to a Public Housing Authority and are working on applications, and 152 notifications have been sent out.

iv. Building Futures has taken a lead role in assisting with the gender-based violence set-aside vouchers.

12. HMIS Privacy & Security
   a. Jessica Hansard (Hanserd Health Solutions) presented on HMIS Privacy & Security project, which has been in development for over a year.
      i. The goal for this project was to support cross-sector data sharing and coordination, while also shifting stakeholder attitudes and behaviors to do so with workflows and tools that protect individual consumers’ privacy and security. A significant priority was respecting consumer ownership of one’s own data by providing consumer-facing materials written in plain English.
      ii. Policies were modeled after similar efforts in Boise, Idaho, and was carefully aligned with HUD regulations.
      iii. Organizations can easily modify the forms to add stricter requirements; they’re designed to be a baseline of what expectations should be throughout the Continuum of Care.
      iv. The privacy policy that existed was nine pages; the new version is one page. It can be used as a sign displayed at any desk where consent is collected.
   b. Chelsea Andrews (Executive Director) asked if there were areas modified by feedback received from the HMIS Oversight Committee.
      i. Suzanne Wagner (OHCC) noted that those meetings and workgroups involved rigorous discussion and debate about consent, and when consent could be inferred rather than directly solicited. It was ultimately very productive and beneficial to the process of overhauling these policies.
   c. Tunisia Owens motioned to approve the HMIS Privacy and Security policy. Riley Wilkerson seconded.
      1. Lara Tannenbaum - Yes
      2. Riley Wilkerson - Yes
      3. Marnelle Timson - Yes
      4. Tunisia Owens - Yes
      5. Paulette Franklin - Yes
      6. Paul Berry – Yes
      ii. Motion passed.
13. Announcements and Next Meeting
   a. Next meeting – November 16\textsuperscript{th} 2pm to 4:30pm
November 8, 2021

Armani Yarbrough, Financial Analyst
Community Planning and Development Division
San Francisco Regional Office
US Department of Housing and Urban Development
One Sansome Street, Suite 1200
San Francisco, CA 94104-4430
(sent via email to Armani.D.Yarbrough@hud.gov)

**Grant Transfer Request:** Fred Finch Youth Center’s Turning Point Program
**Project Number:** CA0126L9T022013 (FY20 grant)
**Applicant DUNS Identifier Number:** 073933434

Dear Mr. Yarbrough,

Fred Finch Youth Center (“Assignor” or “FF”, dba Fred Finch Youth & Family Services) is requesting to transfer our Turning Point Transitional Housing program for homeless young adults to Youth Employment Partnership, Inc. (“Assignee” or “YEP”).

Fred Finch’s Turning Point transitional housing program provides temporary housing and comprehensive supportive services for homeless young adults aged 18-25. We assist residents to find permanent housing options as soon as possible by quickly identifying their housing resources and options and addressing obstacles. Supportive services, including case management, crisis intervention, mental health and substance abuse counseling, employment support, educational support and advocacy, housing search, financial literacy training, and life skills training, are brought together on-site through a team approach that supports each resident to achieve his or her individual goals. The house is fully furnished and offers food, transportation, and other basic necessities as needed.

This request is a result of our need to reduce our fiscal losses and our agency’s administrative obligations. Our Finance, Executive, fundraising, and administrative leadership spends considerable time and effort meeting HUD requirements and ensuring match funding, and by eliminating HUD funding from our portfolio we are better able to streamline our processes for our other funding streams. In addition, this transfer enables YEP to obtain operating and services funding for its transitional housing program for homeless young adults, thereby meeting its mission and expanding its array of services for the population.

FF has executed a Grant Agreement number CA0126L9T022013 with HUD in the amount of $422,579, with an operating start date of November 1, 2021, to be used for costs for the Turning Point project. The term of the grant agreement is one (1) year.

Our request is for the transfer to be effective next summer when the YEP facility will be ready for occupancy. Please note that, HUD regulations permitting, we would like this transfer to apply to future grant years,
including to the current renewal application, recently submitted as part of the Alameda County Continuum of Care FY21 renewal application (grant year starting on 11/1/22), assuming that renewal is funded. The transfer will include the grant from HUD, and any personnel who may apply for and engage in employment at YEP’s program. There will be no changes to the target population except for a small shift in the age range to include 18-24-year-olds. There will be no change for funded activities (Supportive Services, Operating, Administration, and HMIS) and the same supportive services will be available to youth in the program. The program capacity will increase from 12 to 13 beds. The site will change from Berkeley to Oakland and the staffing positions may shift slightly. The grant amount will be pro-rated for an approximate date of transfer of Sept. 1, 2022, so that FF will utilize 10/12 of the total grant amount ($352,149) and the remaining 2/12 ($70,430) will be assumed by YEP in the grant year the transfer occurs. Beginning with the following year, YEP will assume the full amount of the grant.

As per the attached letter, YEP, the Assignee, has agreed to assume all rights, duties, and obligations of Assignor under the Grant Agreement commencing on the date of transfer, and has been evaluated by the CoC to have the capacity and experience to manage this grant and program. The assignee has agreed to maintain the current service levels and activities as outlined in the Grant Agreement. All current clients at the time of the transfer will either be transferred to YEP, transferred to another equivalent program, or placed in permanent housing so as to avoid any returns to homelessness. YEP has agreed to offer up to 4 youth the option to transfer directly to their program.

This request is supported by the Alameda County Continuum of Care, as evidenced by the attached letter of support from EveryOne Home. The need for assistance to homeless young adults via this project continues in Alameda County.

Once the grant has been assumed, YEP will be responsible for ensuring that the audit requirements set forth in OMB Circular A-133 are met. Since the Assignor will no longer have access to this project’s line of credit after the execution of this Agreement, the Assignee has agreed to reimburse the Assignor for reasonable eligible expenses incurred prior to the date of transfer, should that be necessary. As agreed upon, the Assignor will be responsible for ensuring that the match requirements are met for those expenses. Any amounts due the Assignor must be claimed within 90 (ninety) days after the date of transfer. In response, the Assignee will reimburse the Assignor within 10 (ten) days of receipt of the funds from the line of credit.

Responsibility for submission of the Annual Performance Report for the grant year ending October 31, 2022 lies with the Assignee; the Assignor will provide any additional data needed from the period prior to the transfer date to assist the Assignee in preparing and submitting the Report.

Sincerely,

Tom Alexander, LCSW
President & CEO

cc:
Susanna Marshland, Regional Vice President, FF
Chelsea Andrews, Continuum of Care Director, EveryOne Home (Continuum of Care Lead).
Riley Wilkerson, Manager, Alameda County Housing and Community Development, Collaborative Applicant.
Michele Clark, CEO, YEP
Attachments:

1. Letter from Alameda County Continuum of Care supporting grant transfer.

2. Letter of Commitment from YEP:
   ✓ Intention of continuing the Turning Point program to serve homeless persons referred through the Alameda County Coordinated Entry system;
   ✓ Intent to assume all rights, duties, and obligations of Assignor under the Grant Agreement commencing on the date of transfer.
   ✓ Intent to provide match and quarterly drawdown of funds: YEP commits to providing the required match for this program and drawing down funds on a quarterly basis.
2019 and Before

- Multiple PIT Day Sites
- 164 Lived experience Guides (85% of goal) recruited by EOH
- 489 volunteers (100% of goal) recruited through campaign
- 360 census tracts (143 Oakland, 39 in N, 70 in Mid, 42 in E, 66 in S)
- PIT day team creation
- Generally 4 hour routes
- 2-3 Person teams
- Each team responsible for 2-3 census tracts
- Paper tally sheets
- Post count countywide quota survey
2022 Methodology

- Retain full coverage street blitz methodology (360 census tracts)
- Limited PIT Day Sites - Virtual route management
- Compliant with Public Health engagement guidelines
- PIT teams organized into 3 strata
  - Outreach/guide teams – high density tracts (potentially >4 hours)
  - Program staff/maybe guides for medium density tracts
  - All volunteer teams for low density tracts
- Limited lived experience guides recruited by outreach staff and program staff (est. 40-50)
- Limited volunteer participation due to public health considerations – Volunteer teams to be encouraged to sign up in teams or PODs (friends, family, work)
- Count day planned for 1.25.22
- Jurisdictional and/or regional coordinators being recruited to help optimize pre-assignments
- Post-count quota survey for sub-population and community question detail
Special Population Outreach

- Youth count
  - Afternoon/Evening 1.25.22 with peer led youth teams going to youth “hot” spots
  - “Come and Be Counted” events at unhoused youth day service sites
  - TAY (18-24) will be largest group & generally found more in general count

- Encampments to be counted by outreach staff

- Vehicle dwellers
  - Dedicated vehicle routes to be explored
  - Integration of Safe Parking staff

- Unsheltered Families
  - Continues to be a challenge to enumerate (double-ups, private property, vehicles, etc)
  - Considerations in multiplier work and surveyor recruitment and training
  - Increased participation of family surveyors & unsheltered family advocates & outreach groups
# 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

<table>
<thead>
<tr>
<th>Deadline for Compliance.</th>
<th>Please elaborate on the reasons for the indicated answer. How can we improve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. CoC establishes or updates its coordinated entry process in full compliance with HUD requirements by January 23, 2018.</td>
<td>![ ]</td>
</tr>
<tr>
<td>CoC Program interim rule: 24 CFR 578.7(a)(8), HUD Coordinated Entry Notice: Section I.B</td>
<td>![ ]</td>
</tr>
</tbody>
</table>

## Core Requirements since 2012.

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

<table>
<thead>
<tr>
<th>Core Requirements since 2012.</th>
<th>Please elaborate on the reasons for the indicated answer. How can we improve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. CES covers the entire geographic area claimed by the CoC.</td>
<td>![ ]</td>
</tr>
<tr>
<td>CoC Program interim rule: 24 CFR 578.3 &amp; 24 CFR 578.7(a)(8)</td>
<td>![ ]</td>
</tr>
<tr>
<td>3. CES is easily accessed by individuals and families seeking housing or services.</td>
<td>![ ]</td>
</tr>
<tr>
<td>During COVID-19 drop in hours have been halted and street outreach was less accessible. 211 and HRCs remained available via phone.</td>
<td>![ ]</td>
</tr>
<tr>
<td>4. CES is well-advertised.</td>
<td>![ ]</td>
</tr>
<tr>
<td>Efforts were made in 2020 to widely circulate information about how people experiencing homelessness could access 211 and HRCs, as well as new COVID-19 specific resources. &quot;Advertising&quot; to the general public is not done but that is consistent with the local decision that such advertising is not as useful as targeted approaches.</td>
<td>![ ]</td>
</tr>
<tr>
<td>5. CES includes a comprehensive and standardized assessment tool(s).</td>
<td>![ ]</td>
</tr>
<tr>
<td>At the end of 2020 the community was in the process of finalizing changes to the tool and approach to be launch in 2021</td>
<td>![ ]</td>
</tr>
<tr>
<td>6. CES provides an initial, comprehensive assessment of individuals and families for housing and services.</td>
<td>![ ]</td>
</tr>
<tr>
<td>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.</td>
<td>![ ]</td>
</tr>
<tr>
<td>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.</td>
<td>![ ]</td>
</tr>
</tbody>
</table>

## 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.

Written standards for ESG assistance which guide RRH and Prevention. Only RRH goes through CES at this time.

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.

| HUD Coordinated Entry Notice: Section I.D |

B. ACCESS

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

**Access Models.**

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).

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.

3. CoC provides the same assessment approach, including standardized decision-making, at all access points.

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.

5. CoC’s access point(s) must be easily accessed by individual and families seeking homeless or homelessness prevention services.

| HUD Coordinated Entry Notice: Section II.B.2.a |

| HUD Coordinated Entry Notice: Section II.B.2.f |

3.  CoC’s access point(s) must be easily accessed by individual and families seeking homeless or homelessness prevention services.

| HUD Coordinated Entry Notice: Section II.B.8 |

| HUD Coordinated Entry Notice: Section II.B.7.b |

| HUD Coordinated Entry Notice: Section II.B.7.e |

| HUD Coordinated Entry Notice: Section II.B.10.e |

**Emergency Services.**

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.

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.

| HUD Coordinated Entry Notice: Section II.B.7.b |

| HUD Coordinated Entry Notice: Section II.B.8.b |

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.

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.
### 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 by 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

### 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 is 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.6

### C. ASSESSMENT

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

Assessment Process.

1. CoC consistently applies one or more standardized assessment tools, 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

   Please elaborate on the reasons for the indicated answer. How can we improve?
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.8

Assessor Training.

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

Client-Centered.

6. Participants must be informed of the ability to file a nondiscrimination complaint.

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

Participant Autonomy.

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

Privacy Protections.

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. Please elaborate on the reasons for the indicated answer. How can we improve?

Core Requirements.

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.

   **Required**
### 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.

   CoC’s written policies and procedures include the factors and assessment information with which prioritization decisions are made.

   HUD Coordinated Entry Notice: Section II.B.3

2. 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

<table>
<thead>
<tr>
<th>Number</th>
<th>Requirement</th>
<th>Recommended Status</th>
<th>Reason for Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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.</td>
<td>✔️</td>
<td>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.</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

#### Emergency Services.

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

<table>
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<tbody>
<tr>
<td>2</td>
<td>CoC’s written CE policies and procedures include the factors and assessment information with which prioritization decisions are made for all homeless assistance.</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

#### 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.

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

6. 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.

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

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

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<tr>
<td>7</td>
<td>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.</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

#### 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.

   HUD Coordinated Entry Notice: Section II.B.8

<table>
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</thead>
<tbody>
<tr>
<td>9</td>
<td>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.</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>
### F. DATA MANAGEMENT

**Core Requirements.**

<table>
<thead>
<tr>
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</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 578.7(a)(8).</td>
<td>✔️</td>
</tr>
</tbody>
</table>

**Privacy Protections.**

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>2. CoC’s written CE policies and procedures include protocols for obtaining participant consent to share and store participant information for purposes of assessing and referring participants through the coordinated entry process.</td>
<td>✔️</td>
</tr>
</tbody>
</table>

### G. EVALUATION

**Core Requirements.**

<table>
<thead>
<tr>
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<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>
</tr>
</tbody>
</table>

**Evaluation Methods.**

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<thead>
<tr>
<th>Requirement</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.

HUD Coordinated Entry Notice: Section II.B.12