



SYSTEM COORDINATION COMMITTEE AGENDA

Wednesday, November 10th, 2021

2:00 p.m. – 4:00 p.m.

Present: Kate Hart (Co-Chair), Alison DeJung (Eden I&R/211), C'Mone Falls (City of Oakland), Vivian Wan (Abode Services), Natasha Paddock (Alameda County Housing and Community Development), Jessica Lobedan (City of Hayward), Jamie Almanza (BACS), Lara Tannenbaum (City of Oakland), Fina Perez (Co-Chair), Kerry Abbott (Alameda County Health Care Services Agency), Kathy Treggiari (Calleene Egan's representative, Berkeley Food and Housing Project),

Absent: Helen Ayala (Ruby's Place), Calleene Egan (Berkeley Food & Housing Project)

Members of the Public: Daniel Scott (Alameda County HCD), Nic Ming (Social Impact Wheel), Suzanne Warner (HCSA), Phil Clark (HCSA), Andrea Zeppa (Health Care for the Homeless), Colleen Budenholzer (HCSA), Nashi Gunasekara (Family Violence Law Center), Jonathan Russell (Bay Area Community Services)

EveryOne Home Staff: Chelsea Andrews (Executive Director), Dorcas Chang (Operations Coordinator), Tirza White (Senior Director of Performance Improvement and Data Analytics), Katie Haverly (Director of Research and Data Analytics)

Meetings are public. Alameda County residents with lived experience of homelessness 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

2. Approval of Meeting Minutes, #9 – 10.13.21

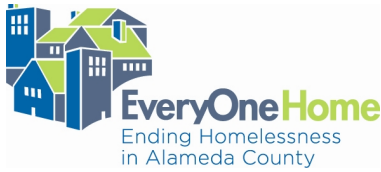
Vivian Wan (Abode Services) made motion to approve minutes.

Natasha Paddock(Alameda County HCD) seconded.

- i. Kate Hart - yes
- ii. Vivian Wan - yes
- iii. Natasha Paddock - yes
- iv. Fina - yes
- v. Alison - yes
- vi. Kerry - abstain
- vii. C'Mone - yes
- viii. Jessica Lobedan - yes
- ix. Lara- yes
- x. Kathy -yes
- xi. Jamie- yes

1. Motion passed.

3. Public Comment



a. None.

4. Staff Report (Chelsea)

a. Governance Drafting Updates

- i. The Leadership Board met in October and is still in the process of finalizing the governance charter revisions. The decisions they're making at this stage are about the number of chairs on each committee, the use of designated proxies, and some other nuances that have required discussion. They will meet again on November 15th. Those meetings are open to the public, and members of SCC are welcome to attend.
- ii. Once the Leadership Board approves the revised governance charter, EveryOne Home will begin a 30-day community engagement process.
- iii. The proposed governance will then be voted on by the membership body of EveryOne Home. The hope is that this will happen at a Community Meeting sometime in December. After that, the transition to the new governance model will begin; the goal is a summer 2022 launch.

b. NOFO Updates

- i. The collective CoC NOFO application will be submitted on November 12th, as planned. All renewal applications in this year's local competition were ranked in Tier 1 and will be fully funded. Tier 2 includes a 1.5 million allocation for the HMIS system. There are some new projects in Tier 2 as well, including Rapid Rehousing for LGBTQ+ Transition Age Youth, and Domestic Violence Coordinated Entry.
- ii. This was the first year Homebase supported our NOFO. There were clear benefits to having their expertise help guide the process. There were also challenges and opportunities to learn and improve moving forward.
- iii. Surveys will be sent out to all providers and members of the NOFO Committee to get feedback on the process.

c. PIT Count Status

- i. The Point in Time Count is off to a great start. The media is very engaged, and there's a lot of public interest. The Community Kick-Off Meeting had a great turnout, and a large number of volunteers have already signed up.
- ii. There are several upcoming meetings and opportunities for engagement. Attending the community meetings and participating in this stage of the process is both welcome and encouraged.

d. SCC Committee Roles Overview

- i. Chelsea Andrews (Executive Director) presented a refresher on the role and responsibilities of the SCC, as detailed in the current governance charter.
 1. The key responsibility is to review the performance and operations of Alameda County's housing crisis response system and adopt and recommend improvements.
 2. The committee is also responsible for fulfilling the responsibilities designated to it from the HUD CoC Committee. Because of this there is often some overlap for the committees and their work.
 3. The authority to take action or make significant changes lies with the HUD CoC Committee. However, that committee can and does take such action based on recommendations from SCC.

- ii. Jamie Almanza (BACS) noted that, as a former SCC co-chair, she appreciated this was addressed and clarified. The SCC is primarily looking at analytics and making system changes based on that data. In the past, the lack of clarity about the process of how the decisions made in SCC can be implemented has been a significant challenge.
 - iii. Chelsea Andrews (Executive Director) noted this has been an issue for other committees as well.
 - e. Vivian Wan (Abode Services) expressed concern and confusion about the challenges she's experienced trying find information, flyers, and other materials about the 2022 Point in Time Count.
 - i. Katie Haverly (Director of Research and Data Analytics) explained that the Point in Time Count page on EveryOne Home's site was in the process of being updated, and it would have materials up soon.
 - ii. Chelsea Andrews (Executive Director) thanked Vivian for her engagement at this stage, noting that this particular count is unusually important, but there are many new challenges related to COVID precautions. Input and insight from SCC members would be valuable and appreciated when these issues are discussed at upcoming Point in Time Count community meetings.
 - iii. Vivian Wan (Abode Services) noted that the count has immense value that extends beyond the technical and logistical aspects of the event. It's a unique way to engage the community and include them directly in our work. In some places, elected officials even participate, which inevitably helps them understand that work differently. We would benefit from planning not only strategies related to numbers and the subsequent funding outcomes, but also look at it in terms of political strategy.

5. Urgent Items (Kate)

- a. None.

6. Discussion Items (Fina)

- a. Homeless System Updates (All)
 - i. Natasha Paddock (HCD) noted that HCD hosts an all-cities meeting that alternates between focusing on housing and focusing on homelessness. The homeless agenda is scheduled for November 19th and city partners are encouraged to attend for additional updates and details related to the Point in Time Count
- b. Coordinated Entry 2.0 (Colleen)
 - i. Colleen Budenholzer (HCSA) provided an update on Coordinated Entry data.
 - 1. Enrollment numbers are high, but there's a notable discrepancy between the number of Coordinated Entry enrollments (3063) and Housing Problem Solving enrollments (1853). Viewing the disaggregated data, this is true in all regions.
 - a. In response to this, a quality assurance plan is being developed.
 - 2. There are currently 580 people on the crisis queue and 791 people on the housing queue.
 - ii. Policy updates
 - 1. Colleen Budenholzer (HCSA) presented the first set of new Coordinated Entry policies that have been developed alongside the Coordinated Entry 2.0 training

- series. These policies relate to access, assessment, and prioritization. The second set of policies will be presented at the January meeting.
2. A goal today is to get feedback on the quality of this as a policy framework; if it's written and formatted in a way that would make it a helpful guide for future policies from management entities.
 3. Feedback on the guidance principles was also encouraged. The guiding principles were taken from a variety of other sources, including the Housing Crisis Response Manual and early Coordinated Entry trainings. The goal was to have actionable guiding principles that can be used as a litmus test for policy changes that are proposed in the future.
 4. The portion of the policy regarding accessibility was met with several concerns from providers.
 - a. Vivian Wan (Abode Services) pointed out that access points are not well-funded or well-staffed, yet the policy states they are required to hire staff who speak designated languages other than English, and also provide translations of all written materials. Unless the county takes the responsibility of providing translations, the language in the policy is not realistic. Access points were not funded with this in mind.
 - b. Kate Hart (Co-Chair) suggested modifying the language to require phone interpretation, and the rest if resources allow.
 5. Nic Ming (Social Impact Wheel) asked if effort will be made to present this policy draft to other groups of providers, the public, and individuals with lived expertise, so that input could be incorporated into subsequent revisions.
 - a. Colleen Budenholzer (HCSA) responded that it hadn't been discussed, but it could be if that was deemed necessary.
 6. The assessment and prioritization policies were reviewed; these relate to the housing queue, a new feature of Coordinated Entry 2.0, and associated threshold scores.
 - a. Jonathan Russell (BACS) voiced concern about the language regarding threshold scores. It seems like the same form of prioritization, but there's broad support for adopting a more nuanced, person-first model of matching, which would prioritize meeting an individual's needs rather than placing the most vulnerable in whatever housing is available. The policy doesn't seem to reflect that goal at all.
 - b. Subsequent discussion clarified that threshold scores are dynamic, and they're necessary in order to meet another goal, which is transparency that enables clients to check their status and understand how likely it is they will have access to certain resources.
 7. Chelsea Andrews (Executive Director) asked the committee if there was interest in voting on the policies now, or waiting and voting on all of them in January.
 8. Fina Perez (Co-Chair) noted that some members might require more time to review the materials before they're comfortable voting on them.
 9. Nic Ming (Social Impact Wheel) asked for clarification on what the committee would be voting on, and why a vote would happen before input was solicited from providers and other stakeholders.
 - a. Chelsea Andrews (Executive Director) clarified that the SCC decision on adopting the policies would not be subject to approval from the HUD CoC Committee. The SCC regularly reviews and adopts policies.
 - i. Chelsea also noted that SCC meetings are subject to the public participation policy, so the community and other stakeholders

have had the opportunity to express their feedback on these policies already.

10. Vivian Wan (Abode Services) asked if it would be possible to share the policy draft with her staff who work directly with Coordinated Entry and could offer her more insight.
11. Jamie Almanza (BACS) echoed the desire to get more feedback before voting. Clarification was requested about whether this vote was necessary before the CE 2.0 system could be used.
 - a. Colleen Budenholzer (HCSA) answered that the system is already in use. The policies were intended to codify decisions already made by the community; they reflect the way the new system operates.
12. Kerry Abbott (HCSA) clarified that this is a working draft, subject to any revisions deemed necessary; the official policies adopted should reflect the goals of the committee, and would benefit from additional input. There's no reason the vote can't be postponed until January.
13. Subsequent discussion reflected a consensus to postpone voting on the Coordinated Entry 2.0 policies.
 - a. Colleen Budenholzer (HCSA) noted that members should feel free to share any feedback they get prior to the next meeting, so it will be reflected in the draft at the January 2022 meeting.

iii. Training updates

1. The rollout of training modules has faced some delays, but more are expected to be published in the coming week.

c. Emergency Housing Vouchers updates (Colleen)

- i. The total number of Emergency Housing Vouchers is 875, and 868 people have now been matched. 455 applications have been submitted to Public Housing Authorities (PHAs). 222 vouchers have been issued. There have been 17 lease-ups.
 1. Increasing the number of lease-ups is a priority. Efforts are underway to bring together landlord liaisons, PHAs, and housing navigators to determine what barriers are causing this and how they can be overcome.
 2. One notable challenge seems to be obtaining Requests for Tenancy Approval, the agreement between the landlord, tenant, and PHA. This step occurs after a unit is found.
 3. Confusion was voiced about why and how it's easier to find units than complete a subsequent step in the process. Colleen clarified that individuals who are currently unhoused are having challenges finding units.
 4. Lara Tannenbaum (City of Oakland) asked how many of these vouchers are expected to lease up a unit the voucher holder is currently living in.
 - a. Colleen Budenholzer (HCSA) will provide it at the next meeting. Since the process of issue vouchers started with individuals already in units, the assumption is that most of the individuals who have submitted applications to PHAs are in units already. Getting those households leased up is something that can likely be done quickly.
 5. Nic Ming (Social Impact Wheel) asked about the length of time between when an application is submitted and when the voucher is actually issued.
 - a. Colleen Budenholzer (HCSA) will bring information about that back next time, but noted that after applications are submitted, there are often additional documents and information needed, which makes it a slow process. It also varies considerably depending on which PHA is involved.
 6. Colleen Budenholzer (HCSA) noted that 455 applications have been submitted. Given the length and complexity of those applications, that is a remarkable achievement.

- ii. The current numbers for the Transitional Age Youth set-aside are: 152 notifications sent, 54 assignments to PHAs, and 21 applications submitted to PHAs.
 - d. Work Plan Working Group (Chelsea)
 - i. The chairs of SCC and the HUD CoC Committee met and reviewed past work plans for both committees. SCC, like most committees, voted to not create a work plan for 2021, because it was assumed that the governance changes would already have been implemented.
 - ii. Having gone a full year without strategic direction, it's important for the committee to build out a work plan for 2022. Volunteers are needed to meet for approximately half an hour to review past work plans and make recommendations for the new one.
 - 1. Jessica Lobedan (City of Hayward) and Colleen Budenholzer (HCSA) volunteered.
 - iii. Since some members had to leave before this agenda item, a call for volunteers will be sent out to the committee members, followed by a Doodle poll.
- 7. Action Items for Vote** (Kate)
- a. Adopt the policies substantially in the form of the presented CE Policy Guide
 - i. This vote has been postponed until the next meeting.
- 8. Conclusion**
- a. Upcoming Agenda Items
 - b. Next meeting
 - i. Wednesday, **January 12th**, 2pm to 4pm PT