

Outreach, Access, and Coordination Committees

Minutes

April 10th, 2024

2:00pm – 4:00pm

Helpful links:

- **Google Drive folder** for the Outreach, Access, and Coordination (OAC) Committee: https://drive.google.com/drive/folders/1XydfAT-_booxFXw5eg3fmv_ZeXWhlrB9?usp=drive_link
- **Website page** (on Everyone Home website) for the OAC Committee: <https://everyonehome.org/about/committees/outreach-access-coordination/>
- **Acronyms and Glossary**: https://docs.google.com/spreadsheets/d/1I8hFMAU2IE-EqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive_link

Committee 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 and mainstream or other community services. Learn more about the purpose of this committee [here](#).

Meeting Overview

The Outreach, Access, and Coordination (OAC) committee heard from the Racial Equity Committee on the Racial Equity Framework. There are links to the framework and resources in the minutes, and a survey for feedback. Then the County presented on the Coordinated Entry (CE) policy and procedure for annual reconfirmation. After much discussion, a vote was unable to be taken due to loss of quorum during the call. The item will be reconsidered at the May 2024 OAC meeting.

Minutes

<p>1. Welcome / Introductions (Kate Hart)</p>	<p>2:00pm – 2:05pm</p>
<p>2. Approval of minutes, March 13th, 2024 (Kate Hart)</p> <p><i>No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.</i></p> <p><i>No edits to minutes from the last meeting. Minutes approved.</i></p>	<p>2:05pm – 2:10pm</p>
<p>3. Public Comment</p> <p><i>No comments were submitted. No public comments made in the meeting.</i></p>	<p>2:10pm – 2:15pm</p>
<p>4. Homeless System Updates or Urgent Items (All)</p> <ul style="list-style-type: none"> • Reminder: the Spring Community meeting is on April 24th. In person registration is now closed, but you can still attend online. https://homebaseccc.zoom.us/j/81559819707 • Alameda County Office of Homeless Care and Coordination (OHCC) is rebranding. <ul style="list-style-type: none"> ○ OHCC are now called Housing and Homelessness Services (H&H). ○ Alameda County Healthcare Services Agency (HCHSA) is now called Alameda County Health (ACH). 	<p>2:15pm – 2:20pm</p>
<p>5. Racial Equity Liaisons Report (Daniel Scott, Laurie Flores, Nic Ming, and Chloé Green)</p> <p>Tools to support RE Framework Dialog with CoC Committees:</p> <ul style="list-style-type: none"> • Racial Equity Framework (DRAFT) which is the set of guiding racial equity principles and questions that help committees apply the racial equity principles to their relevant areas. • RE Framework Overview video which outlines the purpose of the RE Framework, its nine guiding principles and questions that can help committees to apply the principles to their relevant areas. • RE Framework survey to help the REC to understand how committees and members are engaging and understanding materials about RE and the RE Framework as a tool they will work with. • RE Framework Dialog Summary Talking Points summarizing most of the key points in the RE Framework. • RE Framework presentation deck in the overview video which is the set of presentation slides that are shared in the overview video. 	<p>2:20pm – 2:25pm</p>

<p>Presentation and Discussion</p> <ul style="list-style-type: none"> • Chloé Greene presented the intention and purpose of the framework as well as shared a survey for people to provide comments and feedback on the framework. • The hope is that the framework will guide the CoC's approach to committee work, grounding it in racial equity and justice. • As committees get into the work, there may be components of the framework that need to evolve -- it is intended to be a living document that can evolve with the committees' work. 	
<p>6. Action Item: CES Annual Review and Policy Approval (Kerry Abbott and Anna Fellers)</p> <ul style="list-style-type: none"> • The Alameda County Coordinated Entry team reported on changes to policies and procedures proposed to be incorporated during the annual approval of those policies and procedures by this committee. • H&H is charged with implementing the CE policies that are decided upon by the CoC, and the CE policies and procedures are intended to comply with HUD's guidance on CE. • H&H reviewed both the incremental updates from last year's policies as approved by OAC and those proposed for this annual renewal review. <p>Presentation and Discussion</p> <ul style="list-style-type: none"> • H&H noted that these materials up for review and reconfirmation today had also been shared during the March 2024 OAC meeting and this is a continuation of explaining that material in more detail. • H&H Reviewed the 2023 CE evaluation topic areas, comments, and action steps taken or planned (see slides). • Question from Nic Ming: What do the data tell us about disparities in terms of returns to homelessness? <ul style="list-style-type: none"> ○ Answer from Kerry: What we're seeing is that it is more informative to look at the rate of return rather than proportion of return. If you look at the proportion of housing next to the proportion of return, it is more information. So that is getting incorporated into Home Together Reporting this year. Essentially, the overall rate of return is down, but not majorly down. Part of that is related to eviction moratorium and anti-eviction funding all ending. In regards to disparities, we actually find that returns are proportionately lower (for 2023) for Black / 	<p>2:25pm – 3:55pm</p>

<p>African American folks (compared to how many were housed).</p> <ul style="list-style-type: none">○ Nic noted there are challenges with that formula, but wanted to table it for a conversation another time.○ Additionally, data is available in on the H&H website. The Home Together Year 2 data report will be first presented at the April 24th CoC Community Meeting. <ul style="list-style-type: none">● Question from Nic Ming: Is there information that people can get on their current status in the system?<ul style="list-style-type: none">○ Answer from H&H: Yes. They can call 211 or go back to the access point where they received services.● Question from Courtney Pal: Section 4.6.2 explains how a person can be removed from the queue – I like what I see in the slide and want to be sure that is documented in the policy.<ul style="list-style-type: none">○ Answer from H&H: Yes that is the intention of the policy. Folks on the crisis queue vs. the housing queue would have different status changes that would result in their removal from the queue. For crisis queue a referral to housing is sufficient and they would remain on the housing queue. For housing queue a successful enrollment in a housing project would be the point of removal from the housing queue.● Question from Stacey Burmaster: What if a person is removed from CE but they need to be put back on the queue?<ul style="list-style-type: none">○ Answer from H&H: There is a reference document explaining how to do this available from H&H. The circumstances of the Why they were exited determines the appropriate way to put them back on the queue. There is a difference between an error and a household actually needing to be added to the queue as a new entry to CE.○ Stacey: We'd like to understand those differences more to ensure we have staff fully versed in these processes.○ Anna: We can connect and provide further technical assistance to your organization.● Question from Christoverre Kohler: There is a section describing that a person should be meeting with their case manager monthly when they have been placed in permanent housing. This seems to contradict the idea of exiting someone from CE.<ul style="list-style-type: none">○ Answer: CE enrollments differ from Program enrollments. Someone who is placed in permanent housing switches from and active CE enrollment to an active Program enrollment, and they would be receiving case management services as a part of that Program enrollment. They are exited from CE because a CE	
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<p>enrollment is only for those still looking for program placement. This is how HMIS keeps records separate for various phases of service for a household. During the program enrollment the program agency is responsible.</p> <ul style="list-style-type: none">• Question from Ray Corona: If a young person is going to age out of their housing program, before they age out or their two years are up, are they still in the queue for housing support? If you are getting 6 months to aging out but have not yet hit the two-years, perhaps only having a year of housing assistance, what do you do to continue receiving housing assistance for the full two years?<ul style="list-style-type: none">○ Answer: If this is someone you know please contact Anna Fellers and she will assist. If someone is in a permanent housing resource they do not need to be in the queue at that time. If someone is in rapid rehousing and about to end their program enrollment but unable to pay their own rent going forward, they could reconnect with CE.○ Clarifying question about Home Stretch: Does the Home Stretch Resource for household needs portion take place before they take residence? Yes all of the Home Stretch work happens before move-in. Home Stretch sends a referral to a property with an opening and then next steps are with property management. Home Stretch monitors in case something gets stuck but the majority of the work happens at time of referral and complete application to a property. Home Stretch stops at successful move in.• Multiple written questions were received via email and H&H went over their responses with the group as noted in the slides. Some of those are noted below:• Question about communication protocol for notifying agencies to changes in the threshold score: That has not happened since CE 2.0 but if there were a change H&H would spread word widely in advance of the change taking effect.• Question if a person were to refuse a certain number of housing opportunities offered would they be removed from the queue? H&H is currently collecting data to see if there are patterns that would suggest a need to implement such a policy. It is being considered but are in data collection phase and will bring those results to partners before making any change.• Question: What if someone sends an incomplete application to Home Stretch? - Typically the timeline is 48 hours for Home Stretch staff to reconnect and attempt to complete the application. This sometimes is longer when there is a high volume.	
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- Q: How do we enforce the rule of Developers responding within 10 days to people who referred? – This is not 100% under the control of Home Stretch or H&H, different types of units operate on different timelines due to varied funding sources for developing those units having varied rules. There can be many elements to the application process for a unit. H&H reviews the anticipated timeline for every project type and establish those agreements at the start of every new project and monitor to ensure each project is meeting their specific timeline. If a referring provider hasn't heard back from the developer within 10 business days the provider can reach out to Home Stretch for support regardless.
- Q: What happens if Home Stretch makes a referral but then the application is not accepted for the project? There are many circumstances where this might happen. Home Stretch expects property managers or developers to share this information as soon as they know. Home Stretch will check back on application status no longer than 2 weeks after the application is completed with the referral. Home Stretch will confirm all appropriate communications have been made.
- During and after the presentation there were several program-specific questions that were not directly applicable to the CE policies and procedures. For program specific questions, please reach out directly to Kerry Abbott: kerry.abbott@acgov.org or Anna Fellers anna.fellers@acgov.org
- Discussion begins.
- Q from Nic Ming: Do you have any data on the rates of matches and declines? – Yes we have 20 more slides of data we lost time for! We had planned to do the vote and then data. Due to lost time this data content was pushed to the May meeting.
- A revision to clarify section 4.6.2 was suggested in the chat, and the room agreed the revision should be included in the final as below:
 - **“A participant should be removed from the Housing Queue when they have been approved for a permanent housing resource or if they are connected to and enrolled in a mainstream housing resource such as a Housing Choice Voucher, even if they are still engaged in housing search.”**
- Statement from Marcela Munoz: For me, I agree and don't agree with this decision because I got into a program and found several housing options but couldn't get approved because my income was too low. The program ended up refusing service and I never got the help I needed. There could be more people out there whose case is closed without getting the service they need.

<ul style="list-style-type: none">○ Anna Fellers offered to connect on this specific situation● Statement from Stacey Burmaster: Our system allows for households to be matched to several PSH resources at a time while still on the queue. This may help clarify. There are pros and cons to single matches, in a single match households can be held hostage to that match. – Clarification by AF: Yes households can get multiple matches until they are referred, that is when a complete application goes to a housing resource. Once that is done the household stays with one at a time until that is resolved.● Followup from Stacey: For rapid rehousing, once people are enrolled providers need to put a move-in date. That removes them from the queue but they retain their homeless status. H&H – that is true, and if someone is about to time out from rapid rehousing they should be working with their provider and team to figure out the appropriate next step. In our system we do consider RRH to be a permanent housing resource.● Christoverre: I obtained a copy of my HMIS file and was shocked by what wasn't in there. As a participant that explains why I didn't receive help I had expected or was told I would get. There is a vulnerability with the participants, being told things without any witnesses, and with no way of knowing what the rules are. Home Stretch as I read it in the literature the worker is supposed to fill out documents jointly with the participant and then submit it. For me, I was told what I was getting, and I had no idea it was a Home Stretch program as opposed to another program. You become submissive and subordinate. I had to check because it wasn't going well. There could be a lot of people out there who don't want to waste their time with processes that yield nothing and then become called 'service resistant'.● Anna: There are ways we can do reminders to providers about the intention and design of the system.● Christoverre: We need more oversight and more support for the participants to make sure they be are treated for what they are eligible for and I know that agencies are breaking rules.● Kate: unfortunately we need to move forward with voting and we'd be happy to discuss these important issues more in further meetings. <p>Kate Hart made a motion to adopt the policy changes as recommended. Kara Carnahan provided a second for the motion.</p> <p>Unfortunately, the committee lost quorum as the discussion continued. OAC will hold another vote on the CE policy and procedures annual reconfirmation at the May 2024 meeting.</p>	
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<p><u>Record of the votes noted for the record without quorum:</u></p> <p>AYES: Amy Cole-Bloom, Kara Carnahan, Kate Hart, Stacey Burmaster, Stephanie Semien.</p> <p>NOES: None.</p> <p>ABSTAINS: Kerry Abbott, Marcela Munoz.</p> <p>Due to no quorum the vote did not pass.</p>	
<p>7. Frontline Staff Supports Exploratory Conversation (Kim Natarajan)</p> <ul style="list-style-type: none"> We did not get to this item due to time. 	NA
<p>8. Closing</p> <ul style="list-style-type: none"> <u>Upcoming Agenda Items</u> Next meeting May 8th, 2024 	3:55pm – 4:00pm