

**Outreach, Access, and Coordination Committees
Minutes
May 8th, 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-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/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 Summary

The committee voted to approve the recommended changes to the Coordinated Entry System Policy and Procedures documents as provided in the meeting packet. This week's meeting focused on a review of data from the Coordinated Entry System and questions and discussion about those data. The committee then discussed workforce support and retention and will continue this conversation and discuss how this topic aligns with this committee's purpose at a future meeting.

Minutes

1. Welcome / Introductions (Kate Hart)	2:00pm – 2:05pm
2. Approval of minutes, April 10th, 2024 (Kate Hart)	2:05pm – 2:10pm

<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 request for changes.</i></p>	
<p>3. Public Comment</p> <ul style="list-style-type: none"> No written or public comment provided. 	<p>2:10pm – 2:15pm</p>
<ul style="list-style-type: none"> Homeless System Updates or Urgent Items (All) NOFO - See the EveryOne Home NOFO page for the latest Updates <ul style="list-style-type: none"> Letters of Intent now being accepted for new project apps. This is a new process for this year’s NOFO to see who is thinking of applying for funding so that they can be offered TA and support to help make their proposal as strong as possible before the NOFO competition is in full swing. Letters are optional, and due by May 15th. A Beginner’s CoC NOFO Funding Orientation will be held on Monday, May 13, 2024 from 1:00 to 2:30 p.m. This training is not required for CoC NOFO applicants, is not the same as the Bidder's Conference, and is not the official announcement of the competition. HUD has not yet released the 2024 CoC NOFO. The Nominations Committee review process is taking a bit longer than expected, so applicants should not expect to be notified of acceptance within the timeline they were initially given. This is to give Nominations Committee additional time to review the Leadership Board nominees and conduct interviews. If you attended the Community Meeting April 24th, please remember to fill out the meeting feedback survey: https://www.surveymonkey.com/r/eohcommunitymeeting424 	<p>2:15pm – 2:20pm</p>
<p>4. Racial Equity Liaisons Report (Daniel Scott and Laurie Flores)</p> <ul style="list-style-type: none"> No updates. 	<p>2:20pm – 2:35pm</p>
<p>5. Action Item: CES Annual Review and Policy Approval (Kerry Abbott and Anna Fellers)</p> <p><i>Motion made by Jenn Oakley, Seconded by Veronica Alder, to approve the recommended changes to the Coordinated Entry System Policy and Procedures documents as provided in the May 2024 OAC meeting packet.</i></p> <ul style="list-style-type: none"> Alison Dejung - Yes Amy Cole-Bloom - absent Ariana Nawabi - absent Catharine Casimere - Yes 	<p>2:35pm – 2:50pm</p>

<ul style="list-style-type: none"> • Daniel Scott - Yes • Jenn Oakley - Yes • Kara Carnahan - absent • Kate Hart - Yes • Kerry Abbott - Abstain • Laurie Flores - absent • Marcela Munoz - Yes • Stacey Burmaster - absent • Stephanie Semien - absent • Tiara Jones - absent • Veronica Alder - Yes <p><i>AYES: 7, NOES: 0, ABSTAIN: 1. Motion passes.</i></p>	
<p>6. CES Annual Data Report (Anna Fellers)</p> <ul style="list-style-type: none"> • Please see slides included with the materials for specific details. • Discussion and Questions: <ul style="list-style-type: none"> ○ Jenn Oakley: with the discrepancies between the percentage of people in the PIT Count in different areas vs. their CE enrollments, what does that mean or suggest? <ul style="list-style-type: none"> ▪ Kerry: It's like that a housing resource center in a given area is more actively enrolling people in Coordinated Entry than others. It's about how many people go into that resource center and how many people that housing resource center is able to assist based on quantity of local resources participating in CE. ▪ Anna: Also just want to clarify that people can be served anywhere, and these locations are just where people are identifying as their home zone. ○ Jenn Oakley: Are these based on this year's PIT Count? <ul style="list-style-type: none"> ▪ Anna: No. This data is from the PIT Count two years ago. So the numbers are potentially outdated. ○ Ray Corona: Should we be keeping track of undocumented people who are unable to use the referral in the CES? Is that necessary or not? <ul style="list-style-type: none"> ▪ Kerry: It is something we're looking at, especially with permanent housing referrals. In terms of the crisis queue, because we're seeing a much smaller percentage of the population, I don't think we could get a representative sense of which demographics of people are using the emergency shelter and who is documented or not. In our system overall, if we saw an increase in the PIT Count in people who identify as Hispanic / Latinx, but we didn't see an increase in housing placements / referrals in that same group, we would know where to look in terms of: is this because of legal status, or is something else going on? One of the things we asked in the focus groups when 	<p>2:50pm – 3:25pm</p>

<p>doing the Centering Race Equity work was: why haven't you gone to these different resources? That information is really important to understanding why some populations in the county are/are not using the resources we have.</p> <ul style="list-style-type: none">▪ Ray: I think we should be counting that so we understand the numbers.▪ Kerry: I agree, we want to make sure people have access to whatever resources we have, within the constraints of what HUD allows within the programs they fund. Historically, there has been a reluctance to keep immigration status records within HMIS because we don't want people to feel like those records will be vulnerable to review by federal authorities. <ul style="list-style-type: none">○ Jenn Oakley: I am surprised to see the numbers for Oakland for referrals for emergency housing from the crisis queue (they seem low).<ul style="list-style-type: none">▪ Kerry: Many emergency shelters are not using the crisis queue because they want to be able to take walk-ins and continue to serve the people already there. Shelters in Oakland have commonly decided not to put most of those shelter beds in the crisis queue. They could, but we're not tracking those referrals right now within the crisis queue. The idea is Oakland wants to maintain their own referral system for the city-funded shelters. However, the ones that receive or also receive the county shelter bed night rate should be reflected in the crisis queue, and sometimes there may be inconsistencies in that.○ Ray Corona: Why do some TAY not qualify for PSH?<ul style="list-style-type: none">▪ Anna: One of the criteria for PSH is having a disability, and what I'm hearing from TAY providers is that a lot of TAY are not qualifying because they do not have a disability. So they don't show up in the PSH referral numbers at the same rates as older adult groups.▪ Ray: If someone has SSDI benefits, do they have a qualifying disability?▪ Anna: Yes▪ Ray: So they don't qualify if they don't have SSDI or SSI?▪ Anna: There are a lot of ways to prove that someone does have a disability, and either SSDI documents or other types of documents would work for that verification.▪ Kerry: most federal funding for housing for TAY has been focused on transitional housing rather than permanent housing.○ Kim Natarajan: The time to move-in in these data -- that's the time from when they received a referral to a specific project, right? I think when we look at these numbers that are really specific to CE system numbers, it might not tell the full story of someone's individual experience. Someone who is coming into CE gets an	
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assessment then waits for a referral, and that wait time is dependent upon project openings coming available. It's not entirely under the control of the CE team when those units come online. But when they do have a unit, they make the referral quickly. Then the time from referral to move-in is something the CE team can have some influence over and somewhat does reflect the performance of that process more directly than the initial assessment to referral time. There are narratives that say it takes a long time to get a placement, and these data maybe tell a different story, so I think it's important to explain how that process really works.

- Kerry: that is something we hope to bring to this committee as we move forward in discussions. Right now, to be in that referral queue for PSH, it is taking longer for people to get a referral -- we have more people in that queue than we can refer within 90 days. People are waiting longer because of the number of people we have who are scoring quite high on assessments in terms of vulnerability.
- Kim: It might be nice to see some of those numbers for background context, even though they aren't directly under CE control.
- Kerry: Of course, it's all about system access and people connecting to the resources they need to end homelessness. We may not be able to change the number of days for everyone, but within CE we do have the ability to look at what that experience is like for folks.
- Courtney: I wanted to get additional context... the average score of someone receiving a PSH referral is 90.2. How does that compare to the PSH queue threshold vs. maximum score?
 - Anna: Currently the threshold score for households without minor children (which is the majority) for PSH is 80. For those with children, it is 90. The max possible score is in the 120s? Going to look that up. The range is pretty wide. But once people get into the pool [i.e. above the threshold score] we prioritize based on how long they've been waiting in the queue. The average is interesting, but it doesn't speak to everyone who got housed last year.
 - Courtney: Do we also track the scores of people who fall out of the process? Do those who don't end up moving in have higher scores? Are they falling out of the process for some reason related to their vulnerability?
 - Anna: That is an interesting question worth looking into.
- Jenn Oakley: I thought that the numbers given today were based on, once they have a match, how long it takes to get them in that

<p>unit - is that correct? But I also hear numbers on getting into the pool, and then how long it takes to get a match?</p> <ul style="list-style-type: none">▪ Anna: We were talking about the score.▪ Jenn Oakley: The number of days to go from being in the pool to getting a match, that was not included, right?▪ Anna: Correct, we looked at referral to move-in. Not assessment to move-in.▪ Jenn Oakley: So they can get a match at a score of 80? I thought highest score was highest priority?▪ Anna: In the before times, there was a single by-name list with the score as the number one prioritization factor. Now, we use a few different prioritization factors because people would get continually pushed down the list. When we revamped, we set a threshold based on who we think we will actually be able to house (based on inventory in the next year) so that people are not waiting for three years to get a housing resource. But we also needed to change how long people wait, so we included that wait time as a priority once they are scored into the pool for PSH.▪ Jenn Oakley: I have more questions (Jenn and Anna will connect offline). <ul style="list-style-type: none">○ Kerry: Can you say more about why rapid rehousing was not in this presentation?<ul style="list-style-type: none">▪ Anna: Rapid Rehousing (RRH) - there just isn't a lot of it in the countywide CE. Similar to emergency shelter, a lot of communities are using their RRH money more nimbly. I imagine in future years we will have more. But in general, RRH is happening more at the regional or community level.○ Kim: With the future quarterly CE data updates, can you speak to how they may be the same or different from today?<ul style="list-style-type: none">▪ Anna: Historically, we provided more high-level information. The intent now is to create a quarterly update in between that level of detail and today's level of detail. We're still thinking through what we want to include, and we're open to feedback from you all about what will be most interesting or helpful.▪ Kerry: When we were looking at these numbers, one thing we wanted to share (are close, but weren't there yet), is how many people come from unsheltered vs. sheltered settings into housing. That is data that we will be able to show in future reports. As this committee works more with the System Impact and Racial Equity committees, there will be more focus on looking at things through a racial equity lens, which will be really valuable.	
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<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Anna: I could take a look and bring some year-over-year comparisons if desired. They are pretty similar to last year, but a few notable upticks for 2023. ○ Nic Ming: What does the system look like between providers and HHS as CE management entity in terms of reporting on grievances? How many grievances are there? Do we track that? <ul style="list-style-type: none"> ▪ Anna: One of the elements in the grievance policy that was approved today is that agencies that receive grievances should be keeping a log, and we will check in once per year. We didn't have any CE grievances logged from 2023, but we will continue to monitor that. If there are any that rise to a system level, we will bring those back to this group. ▪ Kerry: Looking at grievances over time for CE or other programs at H&H, most of the ones that cross our awareness are related to site-based programs, particularly shelters. We work with social services and they have a uniform grievance policy with the shelters. There have been very few grievances related to the CES or housing resources centers, housing navigators, etc. It is more often site-based programs. ○ Daniel: I want to hear about how the CES is achieving performance benchmarks and outcomes related to improvements you all have made. It's one thing to hear the data report, but it'd be good to hear about benchmarks. <ul style="list-style-type: none"> ▪ Kerry: When we say "Serving a lot of folks," just want to be clear that is the providers! On the H&H side, it's the system coordination. WE do have metrics in each contract for housing resources centers and access points. We measure those and report on those to our board, so we could bring that in. and then there is the system evaluation for looking at the CE system overall and the management entity performance and what the expectations are and the input on outcomes for that evaluation. 	
<p>7. Frontline Staff Supports Exploratory Conversation (Kim Natarajan and Katricia Stewart)</p> <ul style="list-style-type: none"> • Recognizing that support for frontline staff is an issue widely nationally, what can be done to support frontline staff locally in Alameda County? What can be done from our position as a CoC Committee? • Discussion: <ul style="list-style-type: none"> ○ Jenn Oakley: Where would the funding come from to raise wages? ○ Phil: we need to support staff with skill building to do their jobs, especially for a growing elderly homeless population. Wages are a part of it, need for adequate support, appropriate supervision, impacts of vicarious trauma, etc. 	<p>3:25pm – 3:55pm</p>

<ul style="list-style-type: none"> ○ Alison: Paying higher wages is obviously a huge need. But also training, support, recognition, input into the systems/processes, and greater mental health/self-care options. As we work toward increasing frontline staff salaries, what if there could be some sort of bundle/pot of funds that could provide one-time bonuses/stipends to frontline staff? ○ Kate: Are there small pieces of work the CoC can do to support staff? ○ General discussion: Data on wages is key. There are different metrics we could use to understand what wages to pay. ○ Jenn: We need to track burnout for staff to understand which staff are experiencing it. Is there a way to do that? ○ Katricia: Yes, there are ways to assess this. We probably need more conversations about this to determine what we might do to assess, when, why, how, etc.? ○ Phil: How do we build in additional support for PWLE in the workforce to support their career growth? Also agree with the need understanding living wages. ○ Daniel: Is there a way for us to incorporate this into NOFO? ○ Homebase: It depends. The way HUD CoC renewals work, potentially not. But we need more discussion on this. ● Next steps: <ul style="list-style-type: none"> ○ Look to other communities and organizations to see what other people are trying (Multnomah, Seattle, NAEH, etc.). ○ Training and support angle is easier to tackle, can discuss further. ○ Homebase to come back with examples of what other communities are doing. 	
<p>8. Closing</p> <ul style="list-style-type: none"> ● <u>Upcoming Agenda Items</u> ● Next meeting June 12th, 2024 	<p>3:55pm – 4:00pm</p>

Committee Member	Attendance
Alison Dejung	present
Amy Cole-Bloom	absent
Ariana Nawabi	absent
Catharine Casimere	present
Daniel Scott	present

Jenn Oakley	present
Kara Carnahan	present
Kate Hart	present
Kerry Abbott	present
Laurie Flores	absent
Marcela Munoz	present
Stacey Burmaster	absent
Stephanie Semien	absent
Tiara Jones	absent
Veronica Alder	present

Homebase Staff

- Kim Natarajan
- Katricia Stewart

Public Attendance

- Adriann Pemberton
- Alex Baker
- Andrea Zeppa Anna Fellers
- Courtney Pal
- Dr. Kenisha Bryant
- Eleni Spiru
- Hanna Toda
- Jonathan Russell
- Josh Jacobs
- Katricia Stewart
- Kim Natarajan
- Lucy Kasdin
- Lynette Ward
- Martha Elias
- Nic Ming
- Nicole Adibi
- Phil Clark
- Ray Corona
- Rhee Pates
- Sasha Hauswald
- Shatae Jones
- Tori Nichols