

# Outreach, Access, and Coordination Committees

## Minutes

### June 12th, 2024

#### 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](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](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](#).

#### Agenda

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| <b>1. Welcome / Introductions</b> (Kate Hart)   | 2:00pm – 2:05pm |
| <b>2. Approval of minutes, May 8th, 2024</b> (Kate Hart)<br><br><i>No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.</i>   | 2:05pm – 2:10pm |
| <b>3. Public Comment</b> (Kate Hart)<br><br><ul style="list-style-type: none"> <li>• <i>No written comment. No public comment.</i></li> </ul>   | 2:10pm – 2:15pm |
| <b>4. Homeless System Updates or Urgent Items</b> (All)<br><br><ul style="list-style-type: none"> <li>• NOFO - See the EveryOne Home <a href="#">NOFO page</a> for the latest Updates                     <ul style="list-style-type: none"> <li>○ 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</li> </ul> </li> </ul> | 2:15pm – 2:20pm |

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| <p>competition is in full swing. Letters are optional, and due by May 15th.</p> <ul style="list-style-type: none"> <li>○ 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.</li> <li>● 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.</li> <li>● Reminder to fill out the Community Meeting debrief on survey monkey: <a href="https://www.surveymonkey.com/r/eohcommunitymeeting424">https://www.surveymonkey.com/r/eohcommunitymeeting424</a></li> </ul>                       |                        |
| <p><b>5. Racial Equity Liaisons Report</b> (Daniel Scott and Laurie Flores)</p> <ul style="list-style-type: none"> <li>● No updates at this time.</li> </ul>  | <p>2:20pm – 2:35pm</p> |
| <p><b>6. Review of Committee Norms</b> (Katricia Stewart)</p> <ul style="list-style-type: none"> <li>● See the bottom of the minutes for an updated list of committee meeting norms and ground rules.</li> <li>● Ray Corona: Are AI’s [artificial intelligence] allowed in office hours? <ul style="list-style-type: none"> <li>○ The policy for AI was written for committee meetings. Any other meetings, it is up to the facilitator to decide if AI’s are appropriate.</li> </ul> </li> <li>● <b>Committee members are asked to review these norms and provide feedback before the next meeting.</b> They will be finalized for the group at that time, but it is noted that committee members can always ask for an adjustment outside of the annual review.</li> </ul>  | <p>2:35pm – 2:50pm</p> |
| <p><b>7. Revisiting the Role of OAC – Highlighting “Access”</b> (Kate Hart)</p> <ul style="list-style-type: none"> <li>● The presenter reviewed the OAC committee purpose based on the charter. Specifically looking at the meaning and role of “Access”.</li> </ul> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>● What activities could the OAC take on to fulfill its purpose around Access? “Access” is very broad, how do we pace ourselves through the many possible projects? <ul style="list-style-type: none"> <li>○ Courtney Pal: My understanding of the Coordinated Entry process is that people can be referred to either (1) interim resources like Shelter, or (2) housing.</li> <li>○ Kate: We have some areas where we can influence and others where we may not be able to as much, and we have to decide where to focus our energy.</li> <li>○ Kerry: Through CE processes, we are actually focused on a lot on housing and access to resources</li> </ul> </li> </ul> | <p>2:50pm – 3:10pm</p> |

- Jonathan: Sometimes we reduce the question of "Access" to matched housing or not, when our system is also about problem solving and other kinds of support. So it'd be great if we can include things beyond assessment in "access".
- Veronica: It would be nice to get clear on the goals of this group and what we are trying to do for those in need.
- Katricia: One way to think about it could be (1) Access to the system, and (2) Access to resources within the system.
- Peter Radu: what guidance have we had from leadership board?
- Kim: the only referral we've had is the one from leadership board, and the unsheltered workgroup is working on that right now
- Kerry: The one with the unsheltered workgroup is the only one that is addition to the one that always designated to this committee, which is the CE evaluation and what it is in the workplan. Also want to plug the unsheltered workgroup in this committee -- we're looking at resources gaps for people unsheltered, gaps that healthcare for the homeless and street health team have identified, gaps identified in unsheltered NOFO process, and then additional things brought to us as part of the state of emergency by advocated and PWLE. That points to areas where access is either insufficient (in terms of those who are unsheltered being able to reach the resources they need). Would be interesting to do some similar focus groups with people in shelter and interim housing programs.
- Kate: Is there a list of access issues we can track and work on?
- Daniel: It would be helpful to have something to refer to that speaks to the evaluation or what the gaps are. If we're going to pick up items, I'm not sure that we all know what the gaps are in the CES. If we can lay that out, it will be easier for us to put our heads together and tackle them.
- Jenn: we're talking about access to CE through outreach and other means, right? I feel like nobody is saying how there needs to be more street outreach for people to have access to the CE system.
- Kerry: we are bringing on new mobile access point contracts through unsheltered NOFO with peer navigators. those contracts are under negotiation and should be launching within the next several months.
- Jenn: what about access from shelters?
- Kerry: we are trying to bring on additional access sites, and Anna is going to present on this next!
- Courtney: We haven't gotten a large number of issues raised in this committee, so it seems like we should investigate this and be intentional about the questions we're asking in the annual CE evaluation to figure out what we want to understand about access.
- Kara: We would be remiss in not talking to shelter providers about what their barriers are to providing some things. They are underfunded and constantly cutting staff. If we put more demands on them, we need to better support them.
- Stephanie Are there any unofficial PIT Counts that we can do as a committee in between official PIT Counts, that might generate better accuracy for CE on a more yearly basis that will help

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| <p>contribute better accurate numbers for the official PIT Counts that happen every two years?</p> <ul style="list-style-type: none"> <li>○ Kerry: We have HMIS info between PIT and can look year to year. That's mostly what we are using in Home Together.</li> <li>○ Anna: We should be talking about CE, but I think we need to continue elevating that access is not just CE and we need to think broadly and creatively about how people are getting connected to resources of all kinds.</li> </ul>   |                        |
| <p><b>8. Limited Access Points Update (Anna Fellers)</b></p> <ul style="list-style-type: none"> <li>• The County CES Team is proposing a revision to Limited Access Points, expanding. They have submitted a memo to OAC for consideration. See PowerPoint and memo for more information.</li> </ul>  | <p>3:10pm – 3:20pm</p> |
| <p><b>9. Frontline Staff Supports – Continued Discussion (Katricia Stewart)</b></p> <ul style="list-style-type: none"> <li>• Based on past conversations, we are still exploring how OAC and the CoC in general can support frontline staff working in the homelessness field in Alameda County. Today's discussion continues brainstorming ideas. One priority is wages.</li> <li>• Daniel: Can also work with the agencies on how to adjust their budgets for CoC grants e.g., using indirect costs to support staffing costs.</li> <li>• Andrea: I get a lot of feedback from providers, and having access to clinical supervision for non-degreed staff who are working with folks in crisis every day -- I hear a lot about safety concerns, how to work with folks having crises / mental health crises. Finding a way to encourage and support clinical supervisions across the workforce is critical for people to feel safe in their jobs. Need for thoughtful supervision.</li> <li>• Phil: what can we do to improve working conditions while we try to increase salaries? If they can't build the skillset they need within the couple of years they're there to sustain the work they are doing, how can we look at how to support them better and build career ladders, change the culture of the agency, etc. How do we maximize the development of the staff? How do we support and build a career path for people who used to be homeless? How do we deal with vicarious trauma?</li> <li>• Kate: we're working on hiring practices and equitable hiring practices, which includes the ladder issue.</li> <li>• Phil: Could look into more strategic partnerships with other orgs and the tech industries to see how we could leverage their support.</li> <li>• Laurie: So many programs are cobbled together by multiple funding sources, some of which are one time - it's hard for providers and contractors to plan. What can be done to protect and secure personnel costs?</li> <li>• Daniel: More collaboration with the private sector.</li> <li>• Kim: what would we like to do as a group?             <ul style="list-style-type: none"> <li>○ Type up an issues statement that summarizes what we think about the problem and what needs to be done.</li> <li>○ Advocacy statement with recommendations.</li> <li>○ Training</li> </ul> </li> </ul> | <p>3:20pm – 3:55pm</p> |

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| <ul style="list-style-type: none"><li>○ Workforce development consultants</li></ul>  |                    |
| <p><b>10. Closing</b></p> <ul style="list-style-type: none"><li>• <u>Upcoming Agenda Items</u></li><li>• Next meeting <b>August 14th, 2024</b><ul style="list-style-type: none"><li>○ Note: July meeting is cancelled for summer break</li></ul></li></ul> | 3:55pm –<br>4:00pm |

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## Meeting Norms

### For all Committee Members:

1. Each meeting starts with space for introductions: committee purpose, purpose of meeting, who is in the room, and an icebreaker (optional in the chat).
  - a. When you first speak: state your name, preferred pronouns, where you live or work, and your organization, agency, or general affiliation.
2. Committees have agendas and goals based on the committee's work plan. We all agree to stick to the agenda as much as possible.
  - a. Agenda items will be explained in the context of the committee's workplan and/or the CoC's work at large.
  - b. If other items arise, they will be tabled for future agendas.
  - c. The committee can decide as a group whether a non-agendized item should be discussed at a future meeting or whether it's not a topic for that committee to tackle.
3. Explain acronyms the first time they are introduced, and maybe say the whole word within the acronym, and then the acronym as a reminder for the first few meetings.
4. Everyone is encouraged to participate.
  - a. One person speaks at a time.
  - b. No one or two individuals should dominate a discussion.
5. Seek first to understand.
  - a. Listen to and respect other points of view.
  - b. Do your best to understand the pros and cons of every option.
  - c. This is a public discussion, not a debate.
6. If someone needs to be reminded of the ground rules and norms, remind them to assume good intentions and handle each other with grace.
7. Need to work from a trauma centered perspective.

Attendance

Committee Attendance:

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|--------------------|---------|------------------|---------|
| Alison Dejung      | absent  | Kate Hart        | present |
| Amy Cole-Bloom     | absent  | Kerry Abbott     | present |
| Ariana Nawabi      | absent  | Laurie Flores    | present |
| Catharine Casimere | absent  | Marcela Munoz    | present |
| Daniel Scott       | present | Stacey Burmaster | present |
| Jenn Oakley        | present | Stephanie Semien | present |
| Kara Carnahan      | present | Tiara Jones      | absent  |
| Veronica Alder     | present |                  |         |

Public attendance:

- Adriann Pemberton
- Alex Baker
- Andrea Zeppa
- Anna Fellers
- Chloe Greene
- Courtney Pal
- Hanna Toda
- Heather Duchscherer
- Jonathan Russell
- Nic Ming
- Nicole Adibi
- Peter Radu
- Phil Clark
- Ray Corona
- Rhee Pates
- Tori Nichols