

## Outreach, Access, and Coordination Committees

### Minutes

November 13th, 2024

2:00pm – 4:00pm

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Join Zoom Meeting

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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.

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#### 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/118hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive\\_link](https://docs.google.com/spreadsheets/d/118hFMAU2IE-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

<p><b>1. Welcome / Introductions</b> (Kate Hart)</p>	<p>2:00pm – 2:05pm</p>
<p><b>2. Approval of minutes, October 9th, 2024</b> (Kate Hart)</p> <p><i>No roll call vote is needed, corrections not already received by Homepage will be noted and minutes changed accordingly.</i></p>	<p>2:05pm – 2:10pm</p>
<p><b>3. Public Comment</b> (Kate Hart)</p> <p>a. Public comments are welcome from anyone in attendance at the meeting, but are limited to 2 minutes per person. Comments are also accepted in advance of the meeting via email sent to: <a href="mailto:alameda@homebaseccc.org">alameda@homebaseccc.org</a></p>	<p>2:10pm – 2:15pm</p>
<p><b>4. Homeless System Updates or Urgent Items</b> (All)</p> <p>a. Community members are encouraged to share announcements or other brief informational items with the group.</p> <p>Alan Gutierrez: Alameda County Department of Housing &amp; Homelessness will try to use Homeless System Updates to answer any public comments. H&amp;H wants to respond to questions on current living situation assessments. Assessments are not required to be updated monthly. There are benefits to updating them regularly as it keeps the county apprised of folks active in coordinated entry. They also help determine chronic homelessness. This is one of the many ways to keep people active in queues. People can enter service notes and other ways. We would like it to be updated as often as possible but there is not a strict requirement. This is one of the actions that can be taken to keep folks active in CES instead of them being auto exited in the HMIS</p>	<p>2:15pm – 2:20pm</p>
<p><b>5. Action Item: Confirmation of Proposed CES Evaluation Process</b> (Kim Natarajan)</p> <p>a. We will review together a Memo which outlines the proposed process for the Annual Coordination Entry Evaluation for this year. OAC will need to present the process to Leadership Board at the November 21<sup>st</sup> meeting of the Board.</p> <p>Jenn Oakley: How many meetings will this take?</p> <p>Kim Natarajan: It will take a long time; this is an annual process.</p> <p>Jenn Oakley: Will the system evaluation process be conducted within the committee</p>	<p>2:20pm – 3:00pm</p>

Kim Natarajan: This is open for discussion. Do we want to meet in workgroups or office hours is something the committee can decide.

Jenn Oakley: Will materials be posted on the evaluation?

Kim Natarajan: Everything will be made available in the google drive and before any meeting.

Courtney Pal: Can we talk about the order of steps - Should we maybe get the data come first before we have targeted conversation?

Kim Natarajan: We can definitely run surveys now to collect data and have conversations later, that is up for discussion within the committee. Depends on other's thoughts. If we follow with targeted discussions first then we would heavily rely on last year's data versus current data.

Laurie Flores: Can we just make sure that surveys and data collection be as closely grounded to direct service and people with lived experience

Kim Natarajan: Focus groups and surveys will be created. We can address how we want to retrieve feedback on coordinated entry as we get there.

Jenn Oakley: Will we be looking at accountability of staffing and providers?

Alan Guttirez: Accountability for providers and the County can definitely come up during staffing and providers as well as grievances targeted conversations.

Amy Cole-Bloom: Who will facilitate the targeted conversations?

Kim Natarajan: The county will provide past recommendations and findings as well as updates to the system with incorporated feedback from past year. Then committee will have its own discussion in relation to the topics.

Alan Guttirez: We definitely will want input from the committee on the targeted topics.

Chloe Green: Is the intention of focus groups and surveys to touch the topics of targeted conversations?

Kim Natarajan: We can definitely format them around these topics or make more open ended?

<p>Chloe Green: Will the committee have focus on racial equity? Or will that only be Focus Strategies?</p> <p>Alan Guttirez: H&amp;H can definitely give monthly updates to REC on equity analysis. The analysis will look at outcomes from Coordinated Entry. The idea to look at disparities in race/ethnicity or gender through Coordinated Entry outcomes. We want the analysis to be known so that H&amp;H in partnership with REC and OAC can discuss ways to improve.</p> <p>Ray Corona: Will the equity analysis look at young adults and youth?</p> <p>Alan Guttirez: We can definitely create a focus group that looks at youth experience.</p> <p>Amy Cole-Bloom: Since the process is annual will it happen every year?</p> <p>Kim Natarajan: This is to set a process and layout steps so that in future years it becomes easier. We can always revise and see how the process goes to make sure it does not take up all committee time.</p> <p>Kate Hart: Makes a motion to adopt memo as it is.</p> <p>Daniel Scott: Seconds the motion.</p> <p>Kim Natarajan: Motion passes with 12 yes and 1 abstain.</p>	
<p><b>6. Review County Self Evaluation: CES Management Entity Performance</b> (Alameda County H+H)</p> <ul style="list-style-type: none"> <li>a. County staff have prepared an evaluation of their performance as CES Management Entity, using the approved template. The OAC members will be asked for feedback before this section of the evaluation is finalized.</li> </ul> <p>Ray Cocona: What does it mean “but who are seeking shelter or services from nonvictim service providers”</p> <p>Kate Hart: if a person shows up at a regular entry point then that means that the access center will have policies to address the needs of those experiencing/fleeing domestic violence. The policy doesn’t force a survivor somewhere else it just expands what they are offered based on their status as a survivor does not prohibit them from getting other services they are eligible for</p>	<p>3:00pm – 3:40pm</p>

Ray Cocona: Does this mean that such folks experiencing domestic violence will be referred to other programs?

Kate Hart: It does not prevent people from accessing any service or program, more so it means there will be resources leveraged for survivors.

Stacey Burmaster: Providers that do not target such populations and are not trained or have security measures for survivors, when such referrals are made there should be some responsibility to train providers in receiving such folks.

Alan Guttirez: We do need to make trainings across providers to help better support survivors. There is also an emergency transfer policy for those who need to escape dangerous situations.

Bridgette Cook: Not all other victims of crime are included in the coordinated entry policy. How could survivors of crimes besides domestic violence be prioritized?

Kim Natarajan: The definition is from HUD and refers to violence within the home/primary nighttime residence. Some of the crimes that occur in encampments could be considered. We have to look at how the definition can apply to more people than we traditionally think domestic violence applies to.

Jenn Oakley: What does Alan refer to when saying some have limited access?

Alan Guttirez: It means that the county has developed limited access points to reach people who are not accessing typical brick and mortar housing resources centers. H&H will also launch mobile access points.

Stacey Burmaster: Issue with HMIS system that not everyone can remain on queues as only the Housing Resource Centers can conduct living situation assessments.

Emma Welty: Very little people can conduct current living situation assessments. It would be helpful to have people that don't have coordinated entry access be able to conduct such assessments.

Alan Guttirez: We will look into it and reach out to see exactly what is going on.

<p>Stacey Burmaster: Those who score highest in assessment will still wait for a long time. How are people being scored?</p> <p>Kim Natarajan: We will be going over such issues during the part 2 of the evaluation process.</p> <p>Alan Guttirez: We will definitely have conversations on prioritization during the part 2 of the evaluation process.</p> <p>Stacey Burmaster: Matches can take longer than needed. Especially in the context of prevention it would be good to improve coordination and increase speed in Coordinated Entry. Need to set standard for matches.</p> <p>Laurie Flores: How can data be available for cities to plan efforts in preventing homelessness. What does distribution of resources accessed look like by city?</p> <p>Jenn Oakley: Lots of confusion on coordinated entry system. Those supposed to hold information on housing resource centers do not know basic coordinated entry system information.</p> <p>Kim Natarajan: What is difference between written standards and policies and procedures?</p> <p>Alan Guttirez: We will clarify this in the evaluation tool.</p>	
<p><b>7. Coordinated Entry Budget Presentation (Alameda County H+H)</b></p> <p>a. Time permitting, County staff will explain how the CES System is funded, and what the money is used for to support effective CE implementation.</p> <p>Alan Guttirez: We will give presentation during December as we ran out of time.</p>	<p>3:40pm – 3:55pm</p>
<p><b>8. Closing</b></p> <ul style="list-style-type: none"> <li>• <u>Upcoming Agenda Items</u> <ul style="list-style-type: none"> <li>○ Discussion of upcoming agenda items for next meeting. Requests for agenda items are also welcome at this time or via email: <a href="mailto:alameda@homebaseccc.org">alameda@homebaseccc.org</a></li> </ul> </li> <li>• Next meeting <b>December 11th, 2024</b></li> </ul>	<p>3:55pm – 4:00pm</p>

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.