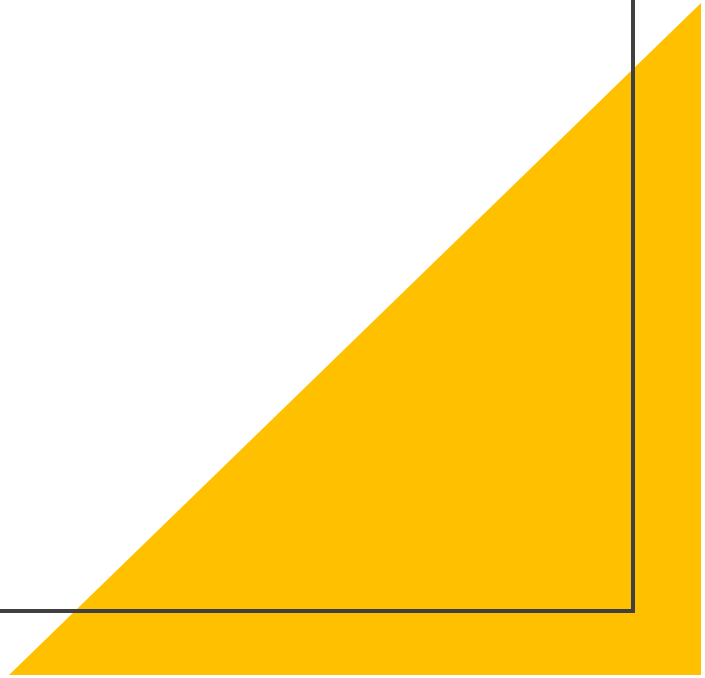




EveryOneHome

# Leadership Board

November 21, 2024



# Welcome/Introductions



# Shared Agreements



- Have sensitivity and respect for each other's experiences.
- Agree to show up and engage. When meeting virtually, this includes having the camera on when possible and safe, while recognizing there are many valid reasons not to have cameras on.
- When making decisions, prioritize the best interests of the homelessness response system and people experiencing homelessness above the interests of the individual board member/organization.
- Commit to racial equity and justice in decision-making. Participate in training and create space and time for this practice.
- Function as peers instead of a hierarchy of persons with lived experience and others.
- Be constructive, not obstructive; try to offer solutions along with barriers.
- One voice at a time, no interruptions.
- Give people the chance to speak once before you speak twice.
- Share and review the materials in the packet in advance of meetings.
- Prioritize action items near top of agenda to help with time management in meetings.



# Agenda

1. Welcome
2. Public Comment
3. Minutes
4. Homeless System Updates
5. Leadership Board Updates
6. Coordinated Entry System Evaluation Process
7. Alameda County Homelessness Prevention Framework
8. Artificial Intelligence Policy follow-up
9. Racial Equity Committee Workshop
10. Home Together Refresh Workgroups
11. CoC Builds NOFO Results
12. CoC Funded Providers' Monitoring Results
13. Closing



# Public Comment



# Approval of Minutes

- No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.



# Homeless System Updates



# Leadership Board Updates





# Leadership Board New Members

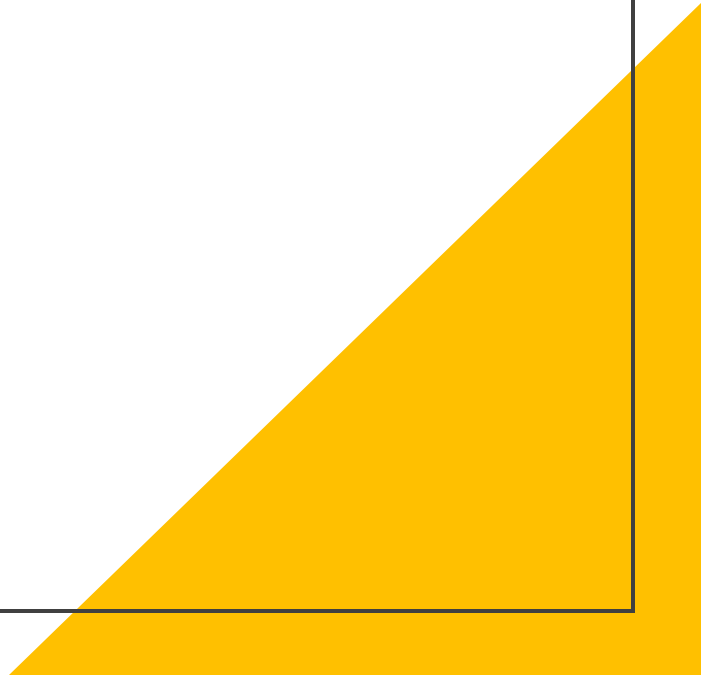
**Confirmed at Oct 2024 Community Meeting**

Seat	Name	Affiliation
Person with Lived Expertise	Isamar Ochoa Dominguez	PWLE
Person with Lived Expertise	Caroline Topee	PWLE
Person with Lived Expertise	Elsie Lee	PWLE
Non-Profit Homeless Service Providers	Kalani Smith	LifeLong Medical
Non-Profit Homeless Service Providers	Marcell Lloyd	St. Vincent De Paul
A representative of a policy advocacy or affordable housing advocacy organization	John Janosko	Wood Street Commons



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Action Items



# *Action Item: Coordinated Entry System Evaluation Process*

**Action Item 1:** Motion to approve the Coordinated Entry System Evaluation Process as developed in collaboration with the Outreach, Access, and Coordination Committee, the County Coordinated Entry System Management staff, and with guidance from the Racial Equity Committee.



# Proposed CES Evaluation Process

It is the purpose of the Outreach, Access, and Coordination Committee (OAC) to ensure people experiencing homelessness receive services tailored to their needs, and that the CES system provide welcoming and effective points of engagement.

Memo proposes annual CES evaluation process for FY 2023-2024 (July 1, 2023 through June 30, 2024)

## Two-part Evaluation Process:

- Part 1:
  - Coordinated Entry **Management Entity** Evaluation
- Part 2:
  - Coordinated Entry **System** Evaluation

# Part 1: Evaluation of the Coordinated Entry Management Entity

- The Coordinated Entry **Management Entity (ME)** will be evaluated for its performance in the role of overseer and primary hands-on staff for implementation of the Coordinated Entry System.
- The template for CE **Management Entity** evaluation was developed and approved by the EveryOne Home Leadership Board in April 2024.
  - This template was created by looking at the requirements of the Management Entity that are in the Memorandum of Understanding (MOU) between the ME and the CoC.

# Timeline for Management Entity Evaluation

## Part 1: Coordinated Entry Management Entity Evaluation – Estimated Timeline

Step	Estimated Date	Status
Finalize <u>CE Management Entity</u> self-evaluation template	April 2024	Complete
County to complete <u>CE Management Entity</u> self-evaluation	September 2024	Complete – 09/30/2024
<b>OAC to provide input on <u>CE Management Entity</u> self-evaluation</b>	November 2024	Complete – 11/13/2024
County to revise <u>CE Management Entity</u> self-evaluation	December 2024	In-progress
OAC to review and finalize <u>CE Management Entity</u> self-evaluation	January 2025	Not started

# Part 2: Evaluation of the Coordinated Entry System

- Part 2 will focus on the evaluation of the Coordinated Entry System itself. Performance of the system describes how easily people are able to access CES and how well it is able to provide available resources to those most in need.
- To complete Part 2, a final **CES Evaluation Report** will be compiled by Homebase. Homebase will summarize all of the information gathered and the updated recommendations.
- **Recommendations** for improvement to the CES will be developed jointly with the CE Management Entity and the OAC.

## Main Components of System Evaluation:

1. HUD CES Self-Evaluation Template
2. "Targeted Conversations" on Key Topics
3. Survey
4. Focus Group
5. Research/Analysis of HMIS Data
  - Focus Strategies Equity Report
6. Other Material
  - Letters from Providers/Interested Parties
  - Other Outside Reports
  - Additional data as needed

# CES Self-Evaluation: Existing HUD Template

- HUD provides a [template](#) for CES Self-evaluation with required, recommended, and optional areas for review.

- Topics of the HUD CES Self-Evaluation template include:

**A: Planning**

**B: Access**

**C: Assessment**

**D: Prioritization**

**E: Referral**

**F: Data Management**



# 'Targeted Conversations' hosted by OAC

- A 'Targeted Conversation' is a public discussion where those present will have the opportunity to hear about the progress made in the specific topic and provide their additional feedback or observations.
- During Targeted Conversations, Alameda County will provide a status report on each component, with explanations of the impacts of any updates implemented since the last evaluation. The OAC committee will then offer input, questions, or requests for information from attendees and people with lived experience. Additional data sources may be identified through the targeted conversations, for example, hosting focus groups with people with lived experience and providers.

- Topics Proposed include:
  - **Access:** *Communications, Outreach, 211*
  - **Housing Problem Solving**
  - **Assessment**
  - **Follow Up**
  - **Staffing and Providers**
  - **Grievances**
  - **Tracking Outcomes**

# Timeline for CE System Evaluation

## Part 2: Evaluation of the Coordinated Entry System – Estimated Timeline

HUD Coordinated Entry Self-Assessment		
Step	Estimated Date	Status
County to complete <u>HUD CE Self-Assessment</u> and present to OAC for input	December 2024	In-progress
OAC to provide input on the <u>HUD CE Self-Assessment</u>	December 2024	Planning Phase
Alameda County to incorporate feedback into the <u>HUD CE Self-Assessment</u>	January 2025	Not started
OAC to review and finalize <u>HUD CE Self-Assessment</u>	February 2025	Not started
Focus Strategies' Equity Analysis of Housing Needs Assessment Tool		
Step	Estimated Date	Status
Focus Strategies submits Equity Analysis report to Alameda County	January 2025	In-progress
Alameda County presents Focus Strategies' Equity Analysis report with OAC	February 2025	Not started

# Timeline for CE System Evaluation (continued)

Outreach Access & Coordination Committee Processes		
Step	Estimated Date	Status
Request for approval for the CE Evaluation framework	November 2024	In Progress, OAC Confirmed 11-13-2024
<b>Host 'Targeted Conversations':</b>		
<b>Outreach</b>	Date TBD	Planning Phase
<b>Communications, Follow-Up</b>	Date TBD	In progress
<b>211, Housing Problem Solving</b>	OAC Meeting, date TBD	In progress
<b>Assessment</b>	OAC Meeting, date TBD	In progress
<b>Staffing and Providers</b>	Date TBD	In progress
<b>Grievances</b>	Date TBD	In progress
<b>Tracking Outcomes</b>	Date TBD	In progress
<b>CES Performance Survey</b>	Date TBD	Planning Phase
<b>Focus groups with people with lived experience and providers</b>	Date TBD	Planning Phase
<b>Collect any necessary additional data and analysis as identified</b>	Date TBD	As-Needed
<b>Compile a Part 2 Summary CES Evaluation Report</b>	Approximately May 2025	Planning Phase
<b>Collect Recommendations based on what was learned in the CES Evaluation Report</b>	Approximately May 2025-December 2025	Planning Phase

# *Action Item: Coordinated Entry System Evaluation Process*

**Action Item 1:** Motion to approve the Coordinated Entry System Evaluation Process as developed in collaboration with the Outreach, Access, and Coordination Committee, the County Coordinated Entry System Management staff, and with guidance from the Racial Equity Committee.



# *Action Item: Alameda County Homelessness Prevention Framework*

**Action Item 2:** Motion to endorse the Alameda County Health, Housing and Homelessness Services Prevention Framework.



# Alameda County Homelessness Prevention Framework



Racial Equity Community CoC Meeting Presentation | September 12, 2024

# Agenda

- Background and Context
- Components of a Coordinated Prevention Response
- Objectives, Strategies and Critical Action Steps
- Investment and Infrastructure Needs
- Conclusion

# Development of the Homelessness Prevention Framework

**Preventing homelessness is Goal 1 of the Home Together 2026 Community Plan, which also outlines critical objectives to realize this goal.**

1

**Prevent  
homelessness  
for our residents**

1. Address racial disparities in mainstream/upstream systems to prevent racially disproportionate inflow into homelessness
2. Focus resources for prevention on people most likely to lose their homes
3. Rapidly resolve episodes of homelessness through Housing Problem Solving
4. Prevent racially disproportionate returns to homelessness

- The Homelessness Prevention Framework was developed using evidence from national research, key informant interviews with local government and nonprofit leaders, and input from local stakeholders with lived and professional expertise.
- Stakeholders met as the **Homelessness Prevention Strategy Team** (HPST) eight times in 2023 to draft the Framework.



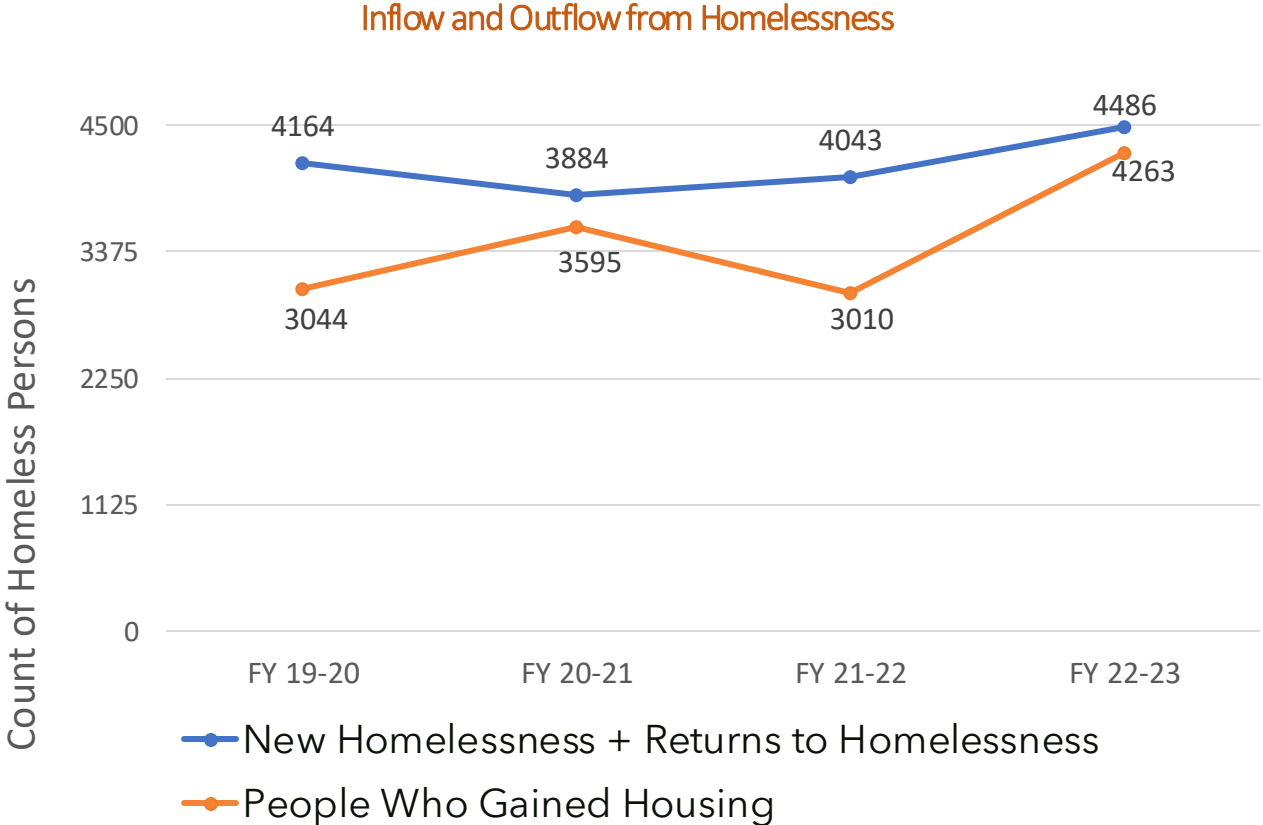
# HPST Framework Stakeholders

- **Kerry Abbott, Alameda County H&H**
- **Sabrina Abong, Youth Advisory Board, Alameda County**
- **Veronica Alder, Peers Organizing for Community Change**
- **Patrick Anderson, Emerging Leaders**
- Tuere Anderson, Alameda County Health Care Services Agency
- Samantha Beckett, Centro Legal de la Raza
- Myron Benn, Black Cultural Zone
- **Colleen Budenholzer, Alameda County H&H**
- Aneeka Chaudry, Alameda County Health Care Services Agency
- Agnes Cho, Alameda County HCD
- Danielle Davis, Alameda County Department of Public Health
- **Alison Dejung, Eden I&R/211**
- Nick Draper, Alameda County HCD
- Shannon Eng, Alameda County Health Care Services Agency
- Anna Erickson, Alameda County H&H
- Lisa Erickson, Alameda County Health Care Services Agency
- Mark Fisher, Community Pastor at Seek & Save
- **Andrea Ford, Alameda County Social Services Agency**
- Donald Frazer, Building Opportunities for Self-Sufficiency
- Eia Gardner, Oakland Unified School District
- Laphonsa Gibbs, Alameda County Behavioral Health Care Services
- Chris Gibson, Alameda County Public Health Department
- Katy Guimond, Centro Legal de la Raza
- Stacy Hill, Alameda County Health Care Services Agency
- Greg Hodge, Brotherhood of Elders Network
- **Kelly Hoffman, City of Oakland**
- Elaine Jackson, Alameda County Social Services Agency
- Carolyn Johnson, Black Cultural Zone
- Kym Johnson, BANANAS
- **Mary Kate Johnson, All Home**
- Shuja Damon Johnson, Black Men Speak
- Pamela Jordan, Peers Organizing for Community Change
- Joanne Karchmer, All Home
- **Ksna, Emerging Leaders**
- Corrine Lee, Alameda County Behavioral Health Care Services
- Lakeisha Livingston, Building Futures
- Michelle Love, Alameda County Social Services Agency
- **Jennifer Lucky, Alameda County H&H**
- **Logan McDonald, Bay Area Community Services**
- **Jennifer Oakley, Equal Access to Services and Housing**
- Jennifer Pierce, Alameda County HCD
- Humberto Piza, Downtown Streets Team
- **Jeannette Rodriguez, Alameda County H&H**
- **Jonathan Russell, Bay Area Community Services**
- **LaTonda Simmons, City of Oakland**
- **Michelle Starratt, Alameda County HCD**
- Dylan Sweeny, Alameda County HCD
- Kimi Watkins-Tart, Alameda County Health Care Services Agency
- Damon Suja Johnson, Black Men Speak
- Jennifer Vasquez, City of Berkeley
- **Emily Weinstein, City of Oakland**
- **Rasheema White, Emerging Leaders**
- **Chaleen White-Leach, Emerging Leaders**
- **Michael Willard, Emerging Leaders**
- Tyler Zatcoff, Alameda County Probation Department
- Angel Ibarra, Centro Legal de la Raza
- Carla Javitz, REDF

# Home Together Progress Update

Our homelessness response system is not currently allocating sufficient resources towards **prevention** or new housing placements. Therefore, we are not seeing progress towards reducing the number of households experiencing homelessness.

Homelessness could be dramatically reduced if significant new investments were allocated towards **prevention to reduce inflow**, and new housing opportunities for those already homeless.



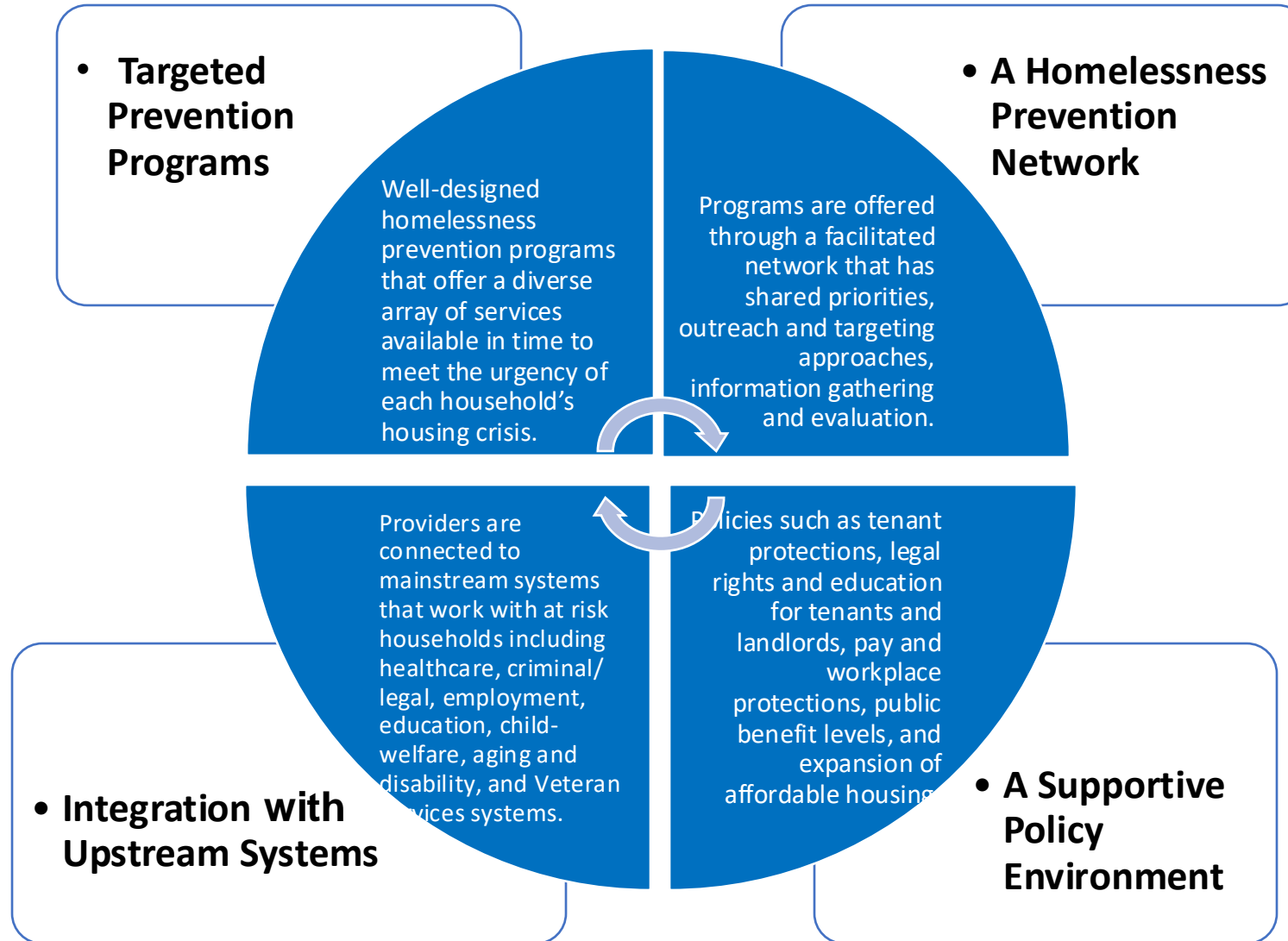
# Centering Racial Equity Across Objective Areas

Risk of homelessness is not evenly distributed across the population and the racial disparities reported in Home Together are even more pronounced in rates of new homelessness and returns.

- Of those people who entered the homelessness response system for the first time in FY22, nearly 54% identified as Black/African American, **five times** the proportion of Black/African Americans in the overall county population – a stark representation of the way structural racism operates across historically Black and Brown communities throughout Alameda County.

**Centering racial equity in homelessness prevention** is critical to addressing the interlocking pressures of systemic racism in the housing market, rising rents combined with insufficient wages, and displacement pressures exacerbated by the persistent underproduction of affordable housing – all forces most directly affecting and pushing BIPOC communities out of their homes

# Components of a Coordinated Prevention Response



# Alameda County: Existing Prevention Programs

- Keep People Housed Network (Oakland)
- Alameda County Housing Secure  
(legal assistance and emergency rent assistance to households facing eviction)
- Alameda County's child welfare system's support for youth exiting foster care to transition to stable housing
- Probation Department's support for people exiting institutional settings to access transitional and permanent housing
- AC Health's programs aimed at supporting housing stability
  - CalAIM Housing Community Supports - Tenancy Sustaining Services

# Objectives, Strategies and Critical Action Steps

## Objective 1

Address racial disparities in mainstream/upstream systems to prevent racially disproportionate inflow into homelessness

- Partner with school districts, social services agencies, child welfare, community health organizations and others to connect people to prevention and economic supports in a timely manner and through trusted sources.
- Work with institutions in the criminal legal system to create housing planning and homelessness prevention resources.
- Ensure that workforce services are accessible to and structured to support people whose housing is unstable.
- Target resources to assist children and vulnerable transition-aged youth leaving their homes or foster care.

## Objective 2

Focus resources for prevention on people most likely to lose their homes

- Work with government and private funders to increase targeted prevention for people most likely to become homeless.
- Tailor outreach and prioritization to reach those at highest risk and coordinate these efforts in all areas of the county.
- Implement and expand shallow subsidy availability for people on fixed or limited incomes with housing insecurity to relieve rent burden and reduce the risk of becoming homeless.

## Objective 3

Rapidly resolve episodes of homelessness through Housing Problem Solving

- Add resources to flexible funding pools for Housing Problem Solving, a practice of helping people newly homeless or on the verge of homelessness to identify rapid solutions to their situation with light financial support.
- Offer Housing Problem Solving training and funding throughout the system so that providers can quickly assist people when and where they seek help.
- Provide Housing Problem Solving training and funding to mainstream systems and to organizations in the homelessness prevention network.

# Objectives, Strategies and Critical Action Steps

## Objective 4

Prevent racially disproportionate returns to homelessness

- Partner with educational, vocational and employment services to ensure that people moving toward employment have strong support in obtaining and maintaining employment.
- Establish a flexible funding pool for preventing homelessness, including a shallow subsidy option.
- Review and evaluate methods for determining types of housing placements to ensure high rates of success and avoid unsustainable housing placements.
- Provide additional support services, such as behavioral health care and case management, in existing sites and programs for people who have transitioned from homelessness to permanent housing.

## Objective 5

Create a policy environment supporting homelessness prevention

- City and County legislators advocate collectively with state and federal leaders for needed policy changes and ongoing funding.
- Increase the supply of deeply affordable housing.
- Strengthen and enforce local tenant protections.
- Increase enforcement of federal, state, and local anti-discrimination laws.
- Reduce barriers to housing stability for people who have been convicted of crimes.

# Investment Needs

To achieve significant reductions in new homelessness through targeted prevention strategies *requires significant new investment*. There are currently no large, recurring sources from the Federal or State government that can be dedicated to targeted prevention efforts. Local and ongoing resources are needed.

- **An estimated \$10 million is needed annually to reduce Returns to Homelessness,** from 16% to 9% per year.
- **An estimated \$43 million is needed to reduce new entries into homelessness.** This investment would lead to an estimated reduction of 1,070 people becoming homeless for the first time.



# Infrastructure Needs

A community-wide homelessness prevention response will require the support of an engaged leadership and administrative structure able to oversee continued planning, ensure ongoing oversight and accountability, and support implementation.

- **Fund and develop administrative capacity that ensures implementation, ongoing accountability to goals, and continuous quality improvement.**
- Designate the Continuum of Care's Housing Stability and Homelessness Prevention Committee (HSHP) as the public body responsible for ongoing public information and recommendations for implementing the homelessness prevention response.
- Identify and fund an agency or office within Alameda County to serve as the administrative hub for the homelessness prevention response. Convene Alameda County agencies, departments, and divisions to guide implementation.
- Establish a shared data system.
- Streamline access to homelessness prevention financial assistance.
- Establish a learning collaborative to provide ongoing training, peer to peer learning, and information sharing.

# Prevention Framework Leadership and Administrative Structure

**COC: Housing Stability and  
Homelessness Prevention  
Committee (HSHP)**

**Alameda County - Internal  
Mainstream Systems  
Convening**

**Homelessness Prevention  
Services Network Lead  
Agency/Partnership**

**Homelessness Prevention Response Administrative Hub**

# Framework for Communitywide Prevention Response

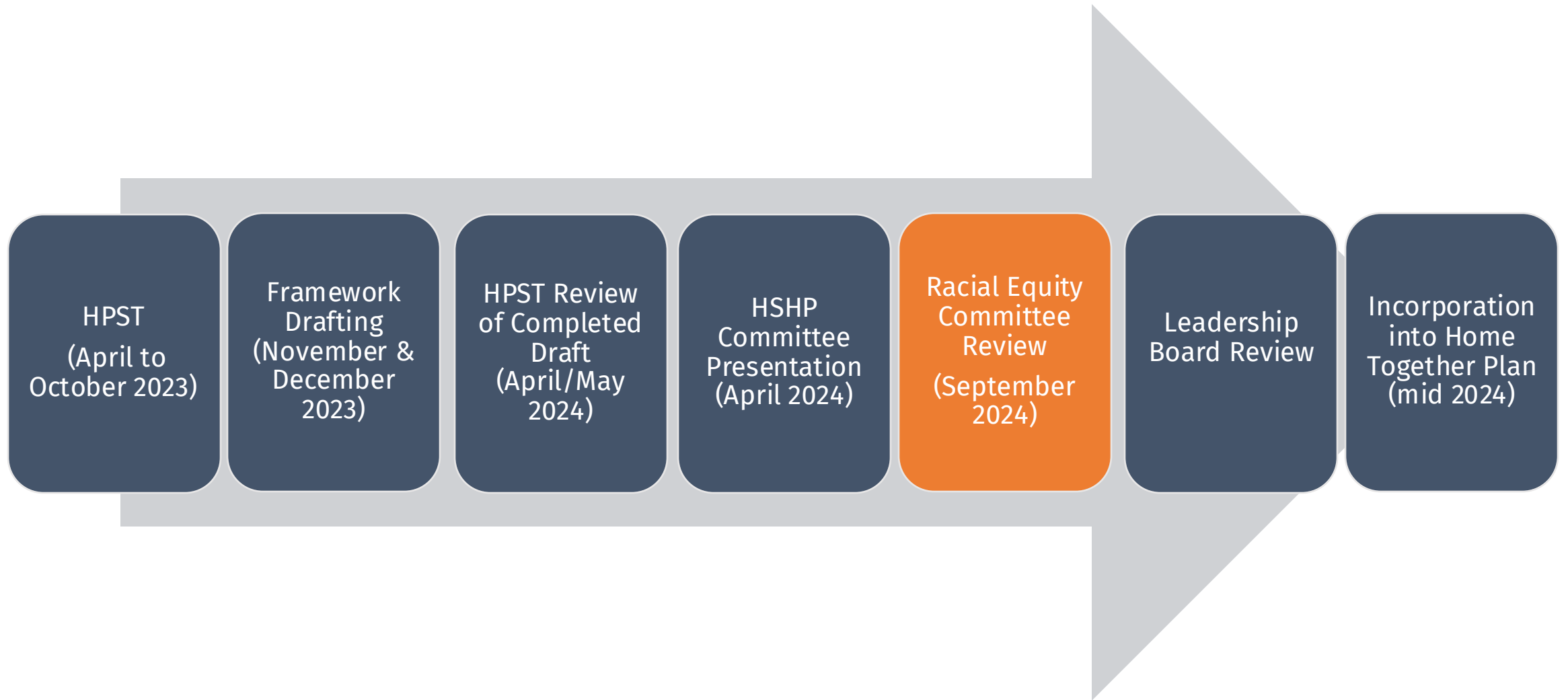
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- Creating a community-wide homelessness prevention response that is effective, efficient, and equitable is critical to achieving the goal of dramatically reducing homelessness and racial disparities in Alameda County.
- Alameda County already benefits from several very good homelessness prevention programs that informed this Framework, and a growing body of academic research also shaped the objectives and strategies.
- In order to succeed, the Homeless Prevention Framework requires broad support as well as significant new financial investments, and continues federal, state and local policy change.

# Where We Go From Here....

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# Thank you

Questions and Comments



Alameda County Health



# *Action Item: Artificial Intelligence Policy follow-up*

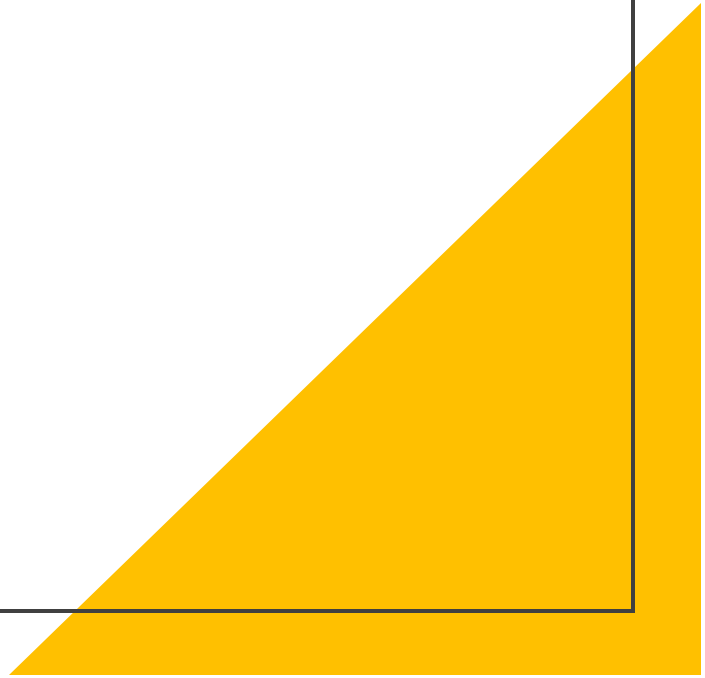
**Action Item 3:** Motion to establish a permanent policy on the Use of Artificial Intelligence Tools in Committee Meetings.





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# Discussion Items



*Racial Equity Committee Workshop: Setting Equity  
Priorities within CoC Work*







**CoC Leadership Board RE Framework Reflection**  
Guiding Principle: Honoring the Racial Equity Journey

**Presented by Racial Equity Committee**

**November 21, 2024**

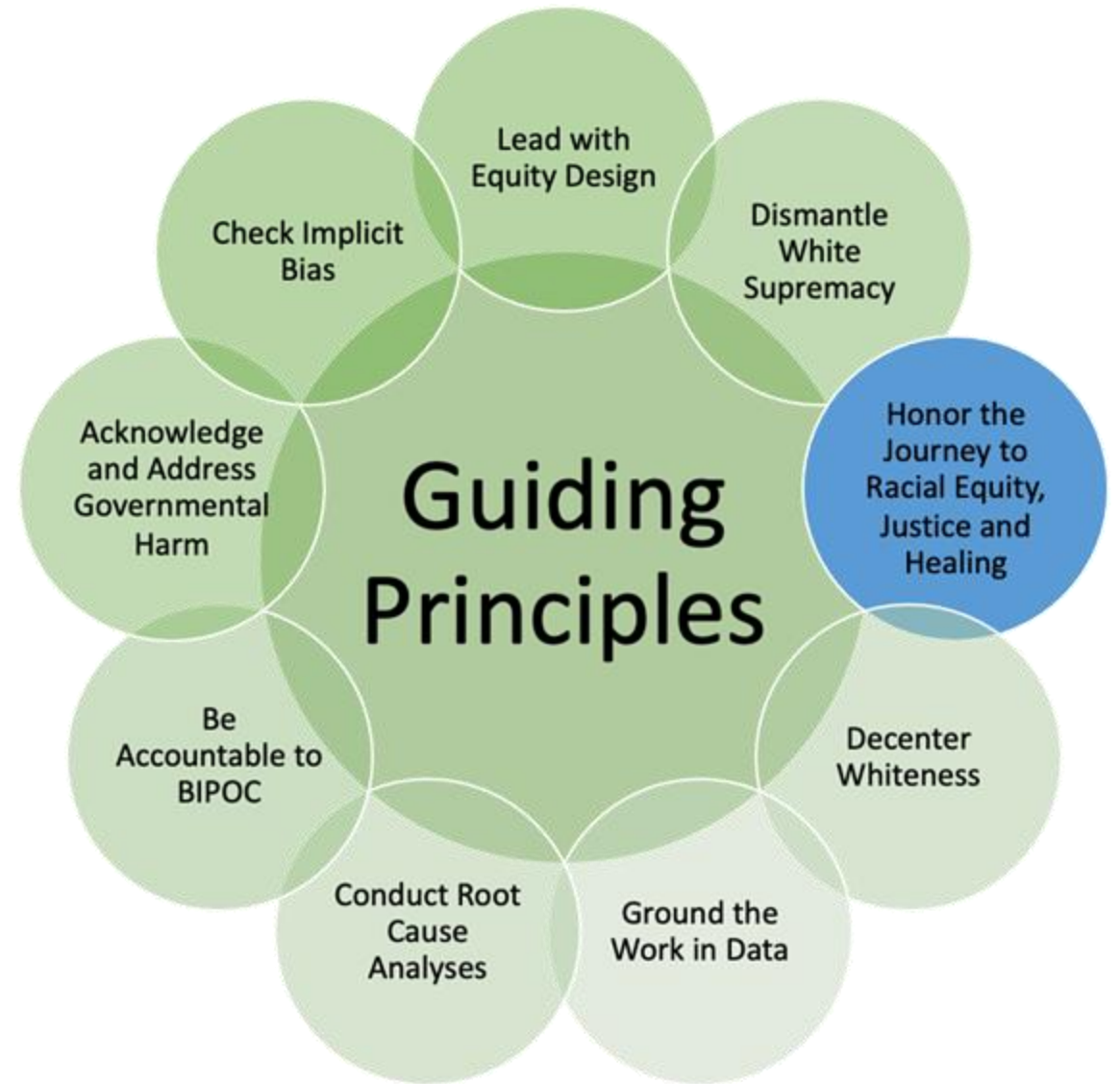
# Session Agreements



- Confidentiality: Details of what's shared stays here, lessons learned may leave.
- Take space, leave space.
- Active participation and listening.
- Listen to hear, understand and not just respond.
- Engage in the process and embrace that there is always more to learn and do.
- Sit with what's uncomfortable.
- Own your intentions. Own your impact.
- Acknowledge and honor that participating in equity conversations require emotional labor of impacted communities including people with lived experience and expertise of homelessness, people of color and LGBTQ+ folks.

# Racial Equity Guiding Principles

Honor the Journey to  
Racial Equity, Justice,  
and Healing



# Honor the Journey to Racial Equity, Justice, and Healing

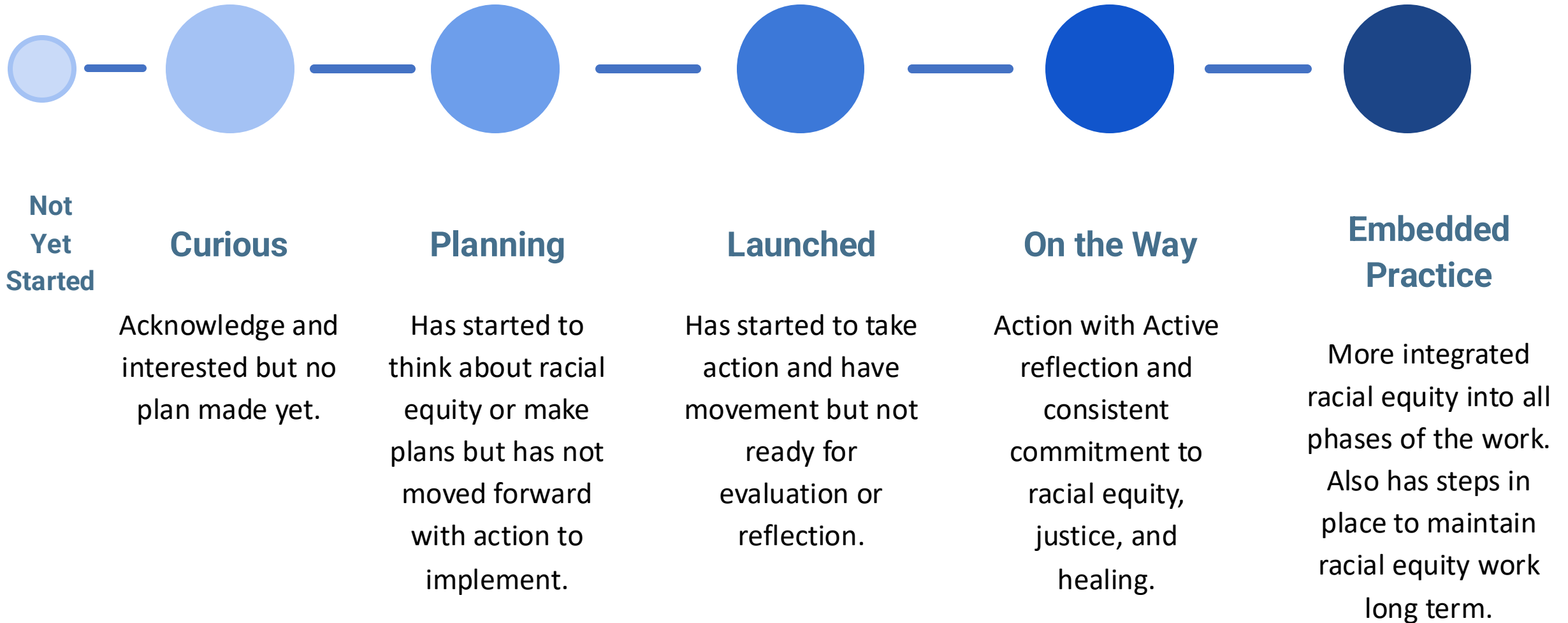
- **Requires long term commitment**
- **Begins with acknowledgment of historical and present day systemic inequities and oppression**
- **Fosters liberation**
- **Intentional active work to strategically address and resist conditions that continue to perpetuate inequities.**
- **Willing Self/Individual and Collective accountability**
- **Requires sustained and coordinated efforts**

This work requires a long term commitment that begins with an acknowledgment of historical and present day systemic oppression of Black, Indigenous and People of Color, and intentional work to actively resist and strategically address conditions that have or continue to perpetuate inequities.

We must all be accountable and begin the hard work of racial justice healing which requires sustained and coordinated efforts to eradicate all the forms of oppression and injustice in our homelessness response system. These efforts also happen at an individual level.



# Journey to Racial Equity, Justice, and Healing



# Honor the Journey: Planning



**Has started to think about racial equity and/or make plans, but has not moved forward with action to implement.**

- Acknowledges the historical and present day inequities and oppression of Black, Indigenous, and people of color in our communities.
- Has started to think about racial equity, justice, or healing but isn't totally clear or may be unsure about how to move forward.
- For CoC committees, the committee believes racial equity is important but there aren't consistent conversations or actions leading to equitable change.

# Honor the Journey: Launched



**Has started to make movement but not ready for evaluation or reflection.**

- Acknowledges the historical and present day oppression of Black, Indigenous, and people of color.
- Thinking about racial equity, justice, or healing and participating in conversations to deepen learning.
- May be thinking about how to be accountable to racial equity, justice, or healing but not sure what individual or collective action to take.
- For CoC committees, the committee is committed to racial equity and is moving forward with actionable plans that can help lead to equitable change.

# Honor the Journey: On the Way



## **Action with Active reflection and consistent commitment and work to racial equity, justice, and healing.**

- Acknowledges the historical and present day oppression of Black, Indigenous, and people of color and the need to strategically fix conditions that deepen inequities.
- Actively thinking about racial equity, justice, or healing and engaged in conversations to deepen learning.
- Working to be accountable to advancing racial equity, justice, or healing.
- For CoC committees, the committee is committed to racial equity, has a racial equity action plan, and is actively working on equitable change (e.g. reviewing policies, receiving racial equity training, collaborating with the racial equity committee).



# Group Dialogue



Where are you in your RE journey individually or as the CoC Leadership Board?

RE Framework  
Equity Journey Principle  
Reflection

What is one step the Leadership Board can take to move ahead in your racial equity journey?

# *Home Together Refresh Workgroups*



# *CoC Builds NOFO Results*



# Overview of CoC Builds NOFO



- \$175,000,000 available nationally for new PSH development projects
- 25 awards will be made nationally
- Alameda County eligible for \$10 million for 1 project
- 70% of the request must be for acquisition, rehabilitation or new construction
- Projects must serve participants who meet HUD homeless definition and have a disability.
- Project must use Coordinated Entry system to fill units.

# Application Process and Timeline

Date	Activity/Milestone
July 19, 2024	NOFO Issued by HUD
August 15, 2024	Leadership Board Meeting to proceed with application
August 21, 2024	HCC seated a work group to review and score applications
October 1, 2024	Deadline for applicants to submit initial information (RFI)
October 25, 2024	Phase 2 Applications Due
Oct. 25 to 31, 2024	HCC work group review and scoring of applications
November 1, 2024	Final project applicant selected by HCC work group
Nov. 1 - Nov. 19, 2024	Selected applicant finalizes application, with input from H&H
November 20, 2024	H&H submitted application via grants.gov
November 21, 2024	HUD Deadline

# Selection Process and Criteria



- HCC work group members scored 4 applications
- Focus on HUD evaluation criteria
- Goal = identify which project will be most competitive nationally
- Key factors: experience, leverage, readiness
- Selected applicant was a unanimous pick as most likely to score high in the national competition

# Selected Project

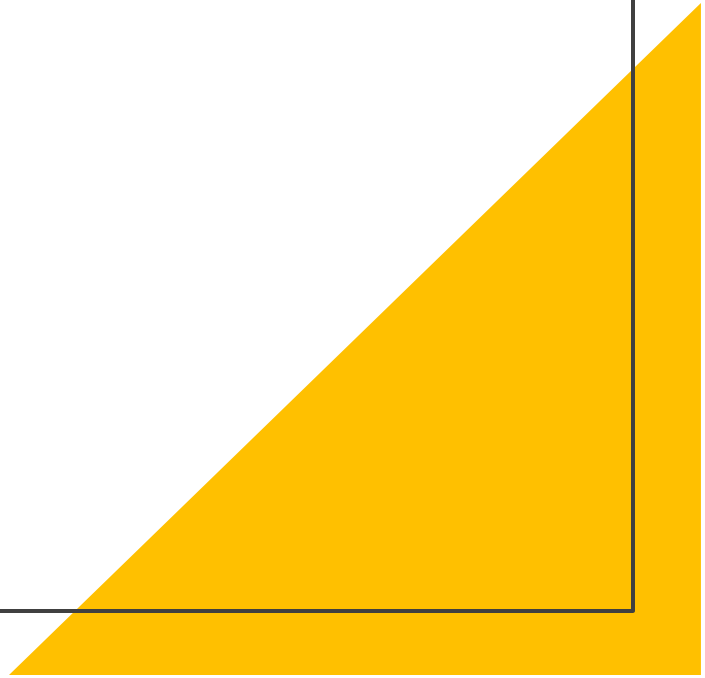


- Applicant: Abode Housing Development
- Project: Edes Avenue Community Apartments (in east Oakland)
- 104 unit motel conversion
- Creates 102 units of PSH plus 2 managers units
- Will be ready for occupancy within 24 months of HUD contract (requirement is 36 months).
- Leverages almost 80% of budget from non-HUD sources



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QUESTIONS AND DISCUSSION





# *CoC Funded Providers' Monitoring Results*



# 2024 Alameda County CoC Project Assessment



# Reasons to Monitor

- Fulfill the requirement of a grant recipient and the CoC to monitor CoC-funded recipients and subrecipients
- Improve program performance, effectiveness and efficiency
- Increase knowledge and capacity among CoC-funded agency and contract staff regarding CoC compliance and fiscal management
- Help agencies prepare for HUD and California HCD monitoring by reviewing agency and program documents, including client files for compliance, and assist agencies in remedying any issues
- Create monitoring plans and protocols for the Office of Homeless Care and Coordination staff for future years
- Identify opportunities and gaps for additional technical assistance trainings or similar support



# Process

- Phase 1= Risk assessment
  - Get providers used to monitoring process
  - Look for outliers in need of immediate TA
  - System-level review of racial equity and housing first compliance
- Plan is to continue to have annual monitoring process going forward
  - Look more and more like HUD compliance monitoring
- Reviewed 41 CoC and/or YHDP projects
  - Across 15 agencies
- Focus on:
  - Racial equity
  - Housing first
- Six sections:
  1. Internal policies and structure
  2. Staff recruitment and training
  3. Eligibility, Screening and Intake
  4. Leases and Participant responsibilities
  5. Participant services
  6. CES, HMIS and Planning Projects

Month	Action Steps
February 2024	Develop 2024 compliance monitoring proposal and timeline.
March 2024	Homebase works with County to finalize monitoring plan, risk assessment questions and timeline.
April 2024	Programs are notified of upcoming compliance monitoring review and timeline.
May 2024	Programs submit monitoring self-assessment and upload requested documentation.
June 2024	Homebase review of self-assessments and drafting summary of assessment findings and recommended next steps.
July 2024	Individualized summary of assessment findings and recommended next steps provided to agencies.
August 2024	Summary of Common Findings and Recommendations drafted.
September 2024	System-level summary of compliance findings shared with H&H.
November 2024	System-level summary of compliance findings shared with CoC; Presentation to CoC re: same.



# Overall Results

- 100% participation
- Most agencies and projects met requirements across most areas
- CES, HMIS and planning project grant questions were inadequate
- A few common issues and areas identified for CoC-wide attention and support



# 1. Use of criminal background checks

- Issue:
  - Several projects ran background checks to screen applicants for housing
  - Others denied placement due to criminal histories unrelated to tenancy.
- Recommended actions:
  - Provide additional support and technical assistance
    - Sample policies
    - CoC-wide training
    - One-on-one technical assistance
  - Additional support and technical assistance to projects that serve survivors of intimate partner violence and trafficking



## 2. Referrals from Outside Coordinated Entry

- Issue:
  - Some projects do not accept any client through coordinated entry
  - Others receive some but not all from coordinated entry
- Recommended actions:
  - More thorough evaluation of referral processes in future monitoring
  - CoC work to ensure that agencies understand coordinated entry requirements and are given information and support to implement and comply with those requirements
    - Could be overseen by CoC Standards, Compliance and Funding and/or Outreach, Access and Coordination Committees



# 3. Integration and Tracking of Racial Equity Goals

- Issue:
  - Many projects did not provide complete answers with specific details about goals, metrics, monitoring, evaluation and long-term strategies
  - Many projects lacked specific benchmarks or metrics to measure progress toward diversity goals
- Recommended actions:
  - Ask for this information differently in future monitoring and/or NOFO processes
  - CoC review monitoring results and issue guidance about how to fully integrate racial equity practices into internal structures and processes
  - Coc and County support regarding expectations and standards, and process to share information and feedback





# 4. Inadequate Language Access

- Issue:
  - Numerous projects have limited translated materials and multi-lingual services on-site
  - Heavy reliance on language lines or web-based and AI translation services
  - System-wide lack of understanding about what constitutes adequate language access
- Recommended actions:
  - County and CoC provide guidance about specific language access and policy expectations
    - Work with people with lived experience
  - Identify multilingual staff and translators and provide process to collaborate and share resources



# Going Forward

- Embedding monitoring processes and findings into CoC work
  - Encourage CoC Committees to think about the results and how they can be integrated into their work plans!
    - Let us know if you would like our support!
  - Relationship to the NOFO
    - New two-year cycle allows for more space for bi-annual monitoring process
    - Using monitoring and NOFO to inform and support one another
  - Following up on recommendations from this round
- Future processes to consider and include feedback from participants this round



# Closing

- Next Meeting to be held **December 19, 2024**
- **Potential Upcoming Agenda Items**
  - Update from the OAC's Unsheltered Workgroup
  - 2025 CoC Work Plans

