



EveryOneHome

Outreach, Access and Coordination Committee

November 13, 2024



Welcome/Introductions

- New folks say hello!
- OAC is tasked with:
 - Ensuring people experiencing homelessness receive available services tailored to their individual needs
 - Supporting providers in the system to offer welcoming and effective points of engagement
 - coordinating, monitoring, and improving the quality and effectiveness of outreach, coordinated entry and other services



Agenda

1. Welcome / Introduction
2. Minutes
3. Public Comment
4. Urgent Items and/or Homeless System Updates
5. Action Item: Confirmation of Proposed CES Evaluation Process
6. Review County Self Evaluation: CES Management Entity Performance
7. Coordinated Entry Budget Presentation
8. Closing



Approval of Minutes

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



Public Comment



Homelessness System Updates



- **Community Meeting**
 - [Feedback Form](#)
- **Reminder of Meeting Materials**
 - <https://everyonehome.org/about/committees/outreach-access-coordination/>
 - https://drive.google.com/drive/folders/1XydfAT-booxFXw5eg3fmv_ZeXWhlrB9?usp=drive_link

Confirmation of Proposed CES Evaluation Process



Kim Natarajan, Homebase



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
OAC to provide input on <u>CE Management Entity</u> self-evaluation	November 2024	In-progress
County to revise <u>CE Management Entity</u> self-evaluation	December 2024	Not started
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
Host 'Targeted Conversations':		
Outreach	Date TBD	Planning Phase
Communications, Follow-Up	Date TBD	In progress
211, Housing Problem Solving	OAC Meeting, date TBD	In progress
Assessment	OAC Meeting, date TBD	In progress
Staffing and Providers	Date TBD	In progress
Grievances	Date TBD	In progress
Tracking Outcomes	Date TBD	In progress
CES Performance Survey	Date TBD	Planning Phase
Focus groups with people with lived experience and providers	Date TBD	Planning Phase
Collect any necessary additional data and analysis as identified	Date TBD	As-Needed
Compile a Part 2 Summary CES Evaluation Report	Approximately May 2025	Planning Phase
Collect Recommendations based on what was learned in the CES Evaluation Report	Approximately May 2025-December 2025	Planning Phase

Action Item:

Approve Proposed CES Evaluation Process

We will work according to the the current outline of the proposed process for the Annual Coordination Entry Evaluation. OAC will need to present the process to Leadership Board at the November 21st meeting of the Board.



Review County Self Evaluation: CES Management Entity Performance



Alameda County Housing &
Homelessness Services (H&H)



Coordinated Entry Budget Presentation



Alameda County Housing &
Homelessness Services (H&H)





Discussion

Closing

- Next Meeting to be held December 11th
- Upcoming Meeting Agenda Items:

