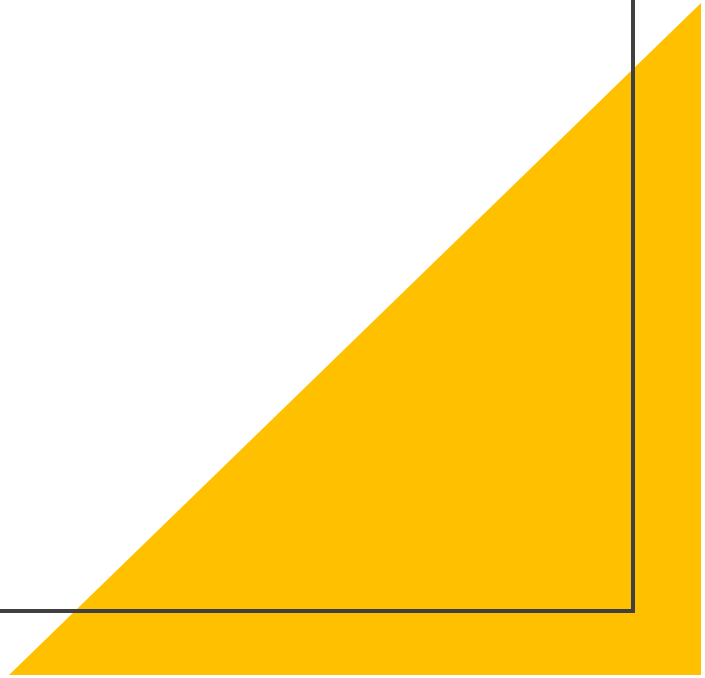




EveryOneHome

Outreach, Access and Coordination Committee

December 11, 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 County Self Evaluation**
6. **Coordinated Entry Budget Presentation**
7. **Coordinated Entry Evaluation Process: Planning Part II**
8. **Draft: 2025 OAC Workplan**
9. 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



Confirmation of County Self Evaluation



Alameda County Housing &
Homelessness Services (H&H)

Action Item:

Finalize Part I of the 2024 CES Evaluation: County Self Evaluation of CES Management Entity Performance

County staff prepared an evaluation of their performance as CES Management Entity, using the approved template. OAC members provided their input on the evaluation results on November 13th.

Action Item: Motion to approve the December 11th, 2024 version of the CES Management Entity self evaluation.



Coordinated Entry Budget Presentation

Alameda County Housing &
Homelessness Services (H&H)



Housing and Homelessness Services

System Access and Equity Budget

November 13, 2024



System Access and Equity Team

Coordinated Entry

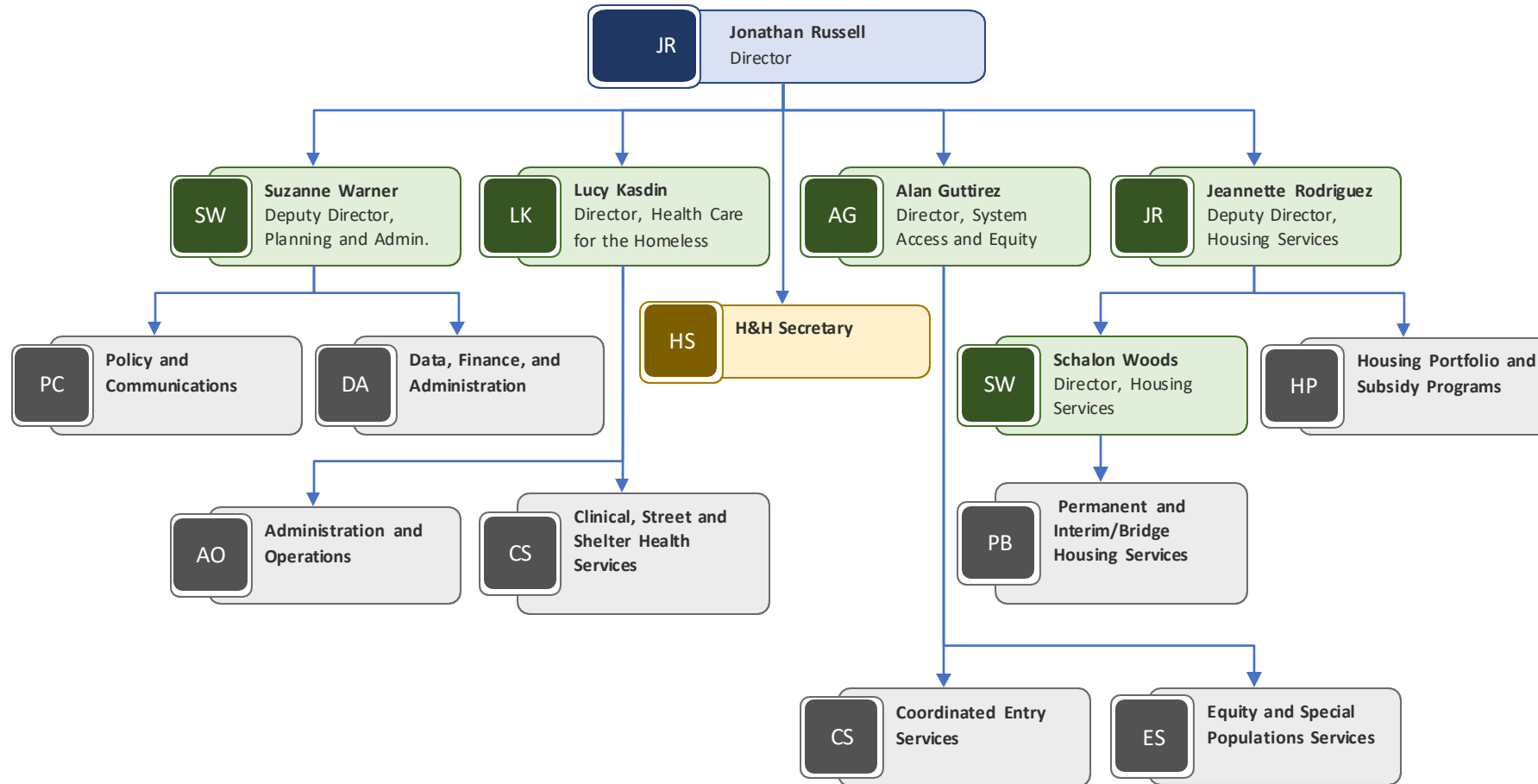
- Access Points
- Housing Problem Solving
- Assessment & Prioritization for available resources
- Referral/Matching to Housing/Homelessness Resources

Equity and Special Populations

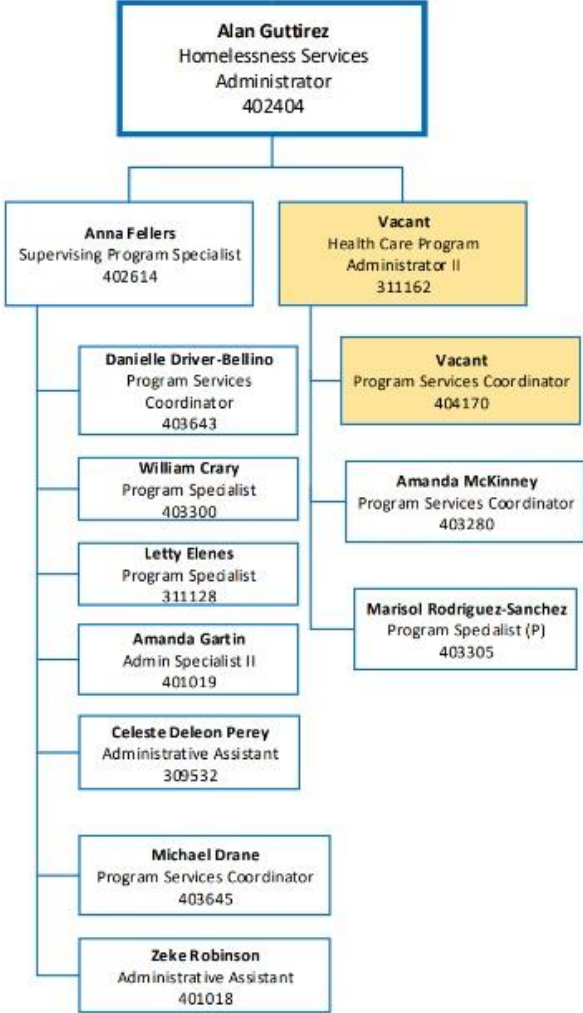
- Equity Initiatives
- Survivor Services
- Youth Services

System Access and Equity Budget

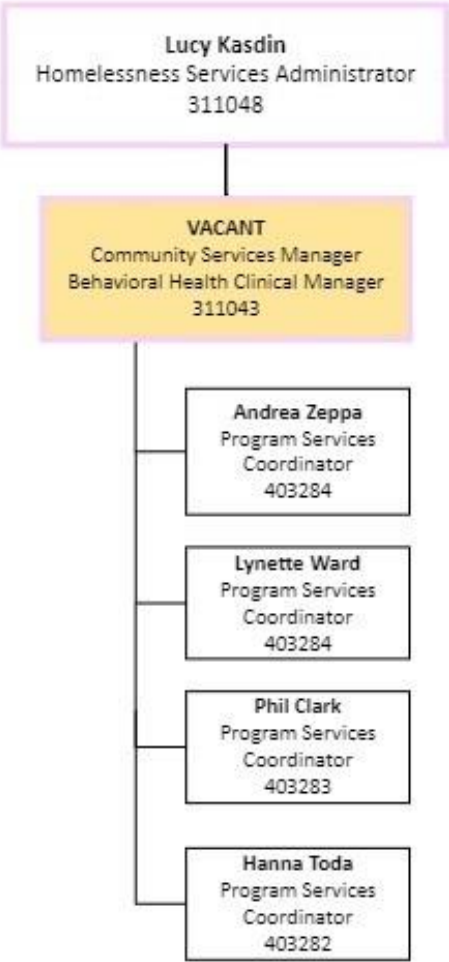
System Access & Equity Program Area	Budget	FTE
H&H Employees	\$3,053,537	18
H&H Operations	\$183,212	N/A
Contracts	\$12,612,811	N/A
Total	\$15,849,560	



System Access and Equity Organization Chart



Regional Coordinator's Organization Chart



Contracts

- Mid-County TAY Shelter
- Youth Homelessness Demonstration Program
 - TAY Access Point
 - Peer Navigation
 - Transitional Housing-to-Rapid Rehousing
 - HMIS
- Gender-Based Violence Coordinated Entry Services
- 13 Housing Resource Centers/Access Points (includes TAY Access Point)
- Housing Assistance Fund

System Access and Equity Budget

System Access & Equity Program Area	Budget
Youth Services	\$3,663,714
Survivor Services	\$611,542
Access Points/HRCs	\$5,107,554
Housing Assistance Fund	\$3,260,001
Total	\$12,612,811

Questions or Comments?

Coordinated Entry Evaluation Process: Planning Part II



Kim Natarajan

Coordinated Entry Evaluation Process:

Planning Part II – Questions to Answer

Questions asked at the November Meeting:

- **Survey Design** – Who do we want to survey? What questions do we want to ask?
- **Focus Groups** – Where will we be holding the focus groups? Who do we want to invite to participate? What questions do we want to ask?
- **Timing** – Do we want to complete the Surveys and Focus Groups before ‘Targeted Conversations’? Do we need to talk more outside of regular OAC meetings?
- **Leadership** – Do we want to form a workgroup to lead the Survey and Focus Groups portions of the evaluation? Do we want to designate leads another way?

Today, Homebase staff have prepared a proposed set of answers to these questions for committee feedback

Coordinated Entry Evaluation Process:

Planning Part II – Leadership and Timeline

- **Survey Launch and Call for Feedback**
 - Survey to be confirmed by OAC, conducted and compiled by Homebase
 - Survey release will include offer of other Ways to provide Feedback:
 - Invitation to Focus Groups
 - Invitation to Targeted Conversations
 - Invitation to submit written feedback/letter via email to Homebase
 - *Launch as early as January 2025*
- **Focus Groups**
 - To be hosted by Homebase, outside of OAC meeting time
 - 5 calls over 5 weeks, *January-February 2025*
- **Targeted Conversations**
 - To be hosted by Homebase and County Staff, outside of OAC meeting time
 - 7 calls over 7 weeks, *January-February 2025*

Coordinated Entry Evaluation Process:

Planning Part II – Estimated Timeline, with dates

Week	Date	Survey	Focus Groups	Targeted Conversations
Week 1	Jan 3, 2025	Release Survey		
Week 2	Jan 10, 2025		1 - Providers	
Week 3	Jan 17, 2025		2 – Persons with Lived Expertise (sheltered)	
Week 4	Jan 24, 2025	Survey Closes	3 – Persons with Lived Expertise (unsheltered)	
Week 5	Jan 31, 2025	Analyze Survey Results	Analyze Focus Group Results	
Week 6	Feb 7, 2025			1 - Access: Communications, 211, and Outreach
Week 7	Feb 14, 2025			2 - Housing Problem Solving
Week 8	Feb 21, 2025			3 - Assessment
Week 9	Feb 28, 2025			4 - Follow-Up and Tracking CE Outcomes
Week 10	March 7, 2025			5 - Staffing, Providers, and Grievances
Week 11	March 12, 2025	Presentation at OAC		

Survey Proposal

Who to share it with?

- Entire EveryOne Home Mailing List
- Committee Members
- Persons with Lived Experience
- Providers

What to ask?

- Specific questions for each of the 5 groups of topic areas
- Open-Ended questions
- **Different Questions for Different Roles**

Survey Proposal

Provider Questions

- What is your experience with CES?
- How would you improve the system?

PWLE Questions

- What was your experience with CES?
- Was the person you spoke with helpful?
- Did you receive the resources you needed?
- How would you improve the system?

Focus Groups Proposal

Who to meet with?

- Persons with Lived Experience
 - Sheltered Clients
 - Outreach/Unsheltered Clients
- Providers:
 - 211
 - Housing Resource Centers, Assessors
 - Outreach Workers

What to ask?

- Open-Ended Questions
- Results summarized by HB and fit to themes

Targeted Conversations Proposal

Who to meet with?

- Open to everyone
- Specifically targeting OAC members, PWLE
- Invitations to Racial Equity Committee, Youth Committee, and Leadership Board

Topics to Discuss

1. Access: Communications, 211, and Outreach
2. Housing Problem Solving
3. Assessment
4. Follow-Up and Tracking CE Outcomes
5. Staffing, Providers, and Grievances

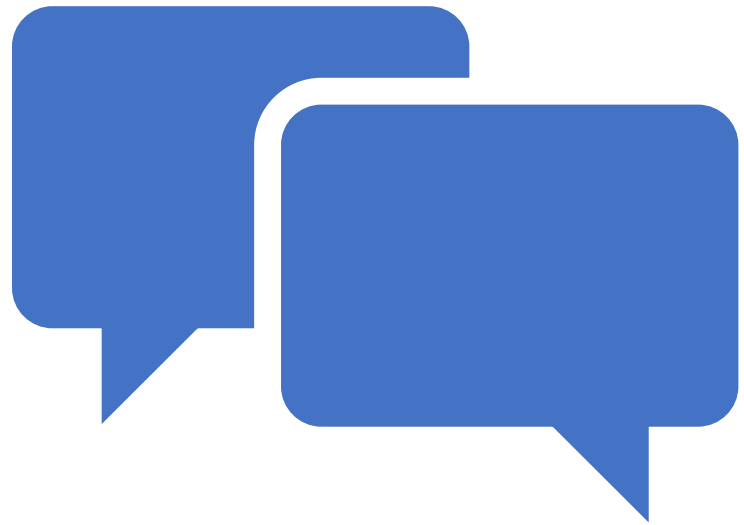
Targeted Conversations - Consistent Agenda

Presentation of Data on the Topic:

- County CES Team: Status of previous recommendations in this topic and lessons learned in the past year
- Homebase: Summary of feedback heard for this topic in survey, focus group, or written
- Both: Overview of potential policy implications of the data

Discussion with those present

- What more is needed to improve in this topic area?
- Would there be **policy updates** needed?
- Other types of updates?
- What data/report back would you want to see?



Discussion

2025 OAC Workplan Draft



Kim Natarajan

2025 OAC Workplan - DRAFT

- We are currently drafting a proposal for the 2025 workplan. We'd love your input today on high-level project plans.
- In the spreadsheet:
 - The rows summarize both the required and additional projects planned for the OAC to complete in 2025.
 - The columns outline expected timing of committee discussions needed to complete the projects.

2025 OAC Workplan - DRAFT

Projects Required Per Charter	Activities	Timeline
CE Policy Oversight (annual)	<ul style="list-style-type: none">• Finish 2024 CES Annual Evaluation	<ul style="list-style-type: none">• January - May
	<ul style="list-style-type: none">• Complete 2025 CE Policy Annual Review	<ul style="list-style-type: none">• April - May
CE Dashboard Oversight (ongoing)	<ul style="list-style-type: none">• Receive a quarterly CE report from the County	<ul style="list-style-type: none">• Jan-June:<ul style="list-style-type: none">• Look at CES data as part of the CES Evaluation• July-December:<ul style="list-style-type: none">• Receive CE quarterly report
CE Entity Oversight (bi-annual)	<ul style="list-style-type: none">• Will be completed as part of 2024 Annual Evaluation	<ul style="list-style-type: none">• January - May

2025 OAC Workplan - DRAFT

OAC Role/Responsibility	Special Project	Timeline
Centering Equity in all we do	<ul style="list-style-type: none">• Develop an Equity Lens for the OAC, have Equity time on all agendas	<ul style="list-style-type: none">• January - December
Outreach	<ul style="list-style-type: none">• Open Outreach Workgroup	<ul style="list-style-type: none">• Beginning February or March
Access	<ul style="list-style-type: none">• Explore ways to support those with Disabilities Accessing Coordinated Entry	
Coordination	<ul style="list-style-type: none">• Finish Unsheltered Workgroup's process of Matrix feedback	<ul style="list-style-type: none">• January - April
	<ul style="list-style-type: none">• Explore ways to support DV and Coordinated Entry Coordination	<ul style="list-style-type: none">• July - December

2025 OAC Workplan - DRAFT

- **Outreach Workgroup**

- Originally created January 2024, but not opened.
- Tentatively opening early 2025

Outreach Workgroup Purpose :

- Define current outreach strategies, capacity, and capability
- Understand landscape of key players, engage with those directly in the field
- Define goals for outcomes and impacts
- Develop strategies to enhance efforts and increase both output, outcomes, and impact



Discussion

Closing

- Next Meeting to be held January 8th
- Upcoming Meeting Agenda Items:

