

Outreach, Access, and Coordination Committees

Minutes

January 8th, 2025

2:00pm – 4:00pm

Join Zoom Meeting

<https://homebaseccc.zoom.us/j/88408677321>

Meeting ID: 884 0867 7321

One tap mobile

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Dial by your location

+1 669 900 6833 US (San Jose)

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.

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
- **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

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

1. Welcome / Introductions (Kate Hart)

2. Approval of minutes, December 14th, 2024 (Kate Hart)

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

3. Public Comment (Kate Hart)

- 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: alameda@homebaseccc.org

4. Homeless System Updates or Urgent Items (All)

- Community members are encouraged to share announcements or other brief informational items.

Kim: Please check your email for the Conflict of Interest form from Morgan, morgan@homebaseccc.org. This needs to be updated once a year.

Homebase will be re-recording all of the trainings for EveryOne Home members. It has been more than a year since the last trainings. We will refresh them with new information and we are looking for people who would like to be the trainers.

We are working on using less jargon and making sessions more accessible to the public. This month we will share a tool called a readability checker. The one I am demoing is the [Hemingway App](#).

5. Racial Equity Standing Time (OAC Racial Equity Liaisons)

- In an effort to Center Racial Equity within all committee spaces, each meeting contains standing time for equity liaisons to provide updates or host discussions with the committee on equity topics.

6. First Draft – 2025 OAC Workplan (Kim Natarajan)

- Continued from December 2024, we will preview the projects planned for the committee to be working on in 2025. The list of projects and rough timeline will be open for feedback from the group.

Kate: I wanted to offer a bit of context on the domestic violence piece. We haven't talked about it much in the committee. We, the county, and several domestic violence providers are in the process now of developing a parallel coordinated entry system specific for domestic violence survivors who are fleeing and in need of housing. What's going to be coming our way, hopefully relatively soon, is going to be a little more formal than maybe a toolkit would be. We're going to be coming to the this committee with the need for approving processes and procedures around how survivors are going to access this system. It's going to look very much like the current system. But we will have a housing resource center/access points in domestic violence provider offices. I am trying to use more GBV versus DV, gender based violence vs domestic violence survivors. This includes DV survivors, sexual assault survivors, trafficking survivors and more, so broader than just domestic violence. There's going to be a

real formal system happening that folks will need to get informed about and learn how to access.

Alan: I really appreciate that and thought it was a great summary. We're really excited in the months ahead to be sharing updates on the work. As Kate said, we will need to get approval on process and procedure policies related to this work.

Jenn: I this going to include, not just domestic violence, because there is also a need for unhoused who are victims of violent crimes that are not necessarily done by domestic partners but by other community members. I feel like they are usually left out the conversation because it's not a domestic partner that is victimizing them.

Alan: Yeah, and that's part of why we move toward using gender based violence as the definition because we want to include various forms of violence folks experience. This would include sexual assault, stalking, survivors of trafficking, domestic violence, and dating violence.

Kate: Yes, there's an actual HUD definition of what's allowable to be included in that. I think you hit them all. So the only thing we'd like to preclude is if somebody is a victim of a mugging that is violent, and it's a stranger that attacked you, it is not gender based. That type of violence would not be included.

Jenn: That's great. I'm glad that they're making that inclusion these days, because they were not back when I was unhoused. That's awesome!

Matthieu: Are there any other thoughts on other sections of the work plan?

Kim: Anything specifically on the dashboards?

Nic: Need for deeper conversation on overlap and intersection between committees. The SIC work we've been doing largely rests on the Home Together plan. A lot of the second goal of the plan falls within the work of this actual committee. This is helpful thinking at system level and provider level. I raised my hand initially to ask for a timeline as far as the actual metrics are concerned, on the timeline being tied to the end of the coordinated entry evaluation. And if this implies that you're going to start to looking at the metrics with the coordinated entry evaluation particularly in light of your point about the other areas such as outreach, unsheltered homelessness and so forth.

Kim: These are great points, but we don't have an answer yet for any of them. It is on the table for discussion this year for us to try to figure out.

Christoverre: If I understand what you expressed to us about this item. You're saying the people who entered the coordinated entry system at the other end that then showed as an outcome for having done so. What was the concern about getting the report?

Kim: It's just a matter of what information, when, to who. It's not that we don't want the information, it's where does it belong?

Christoverre: It sounds like what you're talking about is whether or not that's even working to say that it's stopped or it's the people that come into the system via coordinated entry. And then through that entry portal they have an outcome at some point, and if it doesn't look like much change has happened then I would say that is a pulse to keep current

Kim: I may have misspoken a little bit on that. It's not that change wasn't happening, it's more like rates were similar. It's not that movement is not happening, but the movement happens at a similar pace.

Christoverre: Well that seems significant as well. I'm going to propose it is of high significance because it's the whole purpose of it.

Kim: What's important is what are our expectations in our committee on what do we think is going to change. What do we want to see impacted and how quickly. So if we're saying we want placements from queue into a match program. So people from a waiting list into a project, if we want that time to decrease 10% then how long do we think that might take. Should we look regularly or once a year. We need to choose how much time we spend looking at numbers when they take time to shift.

Christoverre: I'm not sure I follow. When we talk about Racial Equity we consistently look at numbers and pay attention to disparities. Now when we look at all outcomes then we are looking at an outcome rate for the entire homeless population. That may suggest concerns to dive into. It may not require lengthy reports but could point to needed discussions.

Kim: So the county team is actively monitoring all these different things all the time. We don't want to hear about the whole list every month but we want to hear what's new and interesting and different that they have highlighted and said. It's a little bit their responsibility to flag things and say there is a change – this is worth discussing. Then the second level is, what do we, as a committee proactively want to hear about every time. Not whether it's highlighted or not but to recheck, these are the core elements that we have chosen for this year or this period of time, that we want to hear about. We need our shortlist of things that we think are important for our committee.

Amy: I want to take us back to the item at hand to look at this work plan. It sounds like people think the work plan looks good. Kim, do we have to vote on this and adopt it?

Kim: since this is the 1st presentation we will want to adopt it the next go around as we incorporate people's feedback.

Amy: Perfect, then I would like to recommend that if folks have feedback on specific items to communicate them to homebase and the co-chairs. We want to hear more on the broad buckets that are in the work plan.

Ray: I wanted to know what the main point of the work group.

Matthieu: We will go over this for the official call out in the last item of the day!

Alan: Could we go down to accessibility? I love that accessibility is on here. I imagine we may need to flesh this out but I don't have detailed comments that I want to give besides that I am excited to see it. We'll continue to explore ways in which we'll be focusing on accessibility from the system, access to coordinated entry in the homeless response system, but also accessibility for folks with disabilities as well so really appreciate that.

Amy: I also think it's responsive to public comment that we have heard at this committee in the past.

Kim: As was the line item for the gender-based violence as well was responsive to public comment.

Alan: On that note, I think some of the feedback that we've heard on the DV piece was centered on training. So I wonder if best practices and training would be part of this DV toolkit? Part of the self-evaluation the management entity was related. Would that be the different scope that we could implement.

Kate: We can talk Alan because there is funding in the mix from other agencies to make this training.

Kim: we also need to meet the CoC required annual training and serving people experiencing gender-based violence is one of them.

7. Coordinated Entry Evaluation Process (Kim Natarajan)

- Continuing the project for coordinated entry evaluation, we will discuss the proposed survey questions and focus groups to be hosted early in 2025.

All feedback was captured in the surveys themselves. They can be accessed at the following links:

[PWLE survey](#)

[Service Provider Survey](#)

[General public survey](#)

8. Outreach Workgroup Update (Kim Natarajan)

- An Outreach Workgroup was planned to launch in 2024 but has been delayed. We will discuss next steps to move the idea forward in 2025.

Veronica: Outreach is a very important part of this work. I am sad it was put on a back burner but understand. This is a good time to bring this in. That's how you reach the people. We have to get out there and come behind our desks and homes. We have to do some outreach. I am glad it came back up. Thank you.

Jenn: I'm down for outreach work group. The timing of it will be tight. Can we do something later in the day.

Kim: Yes! You are not the only one. Homebase does not have to be there. This is up to who wants to be part of the workgroup. Homebase does not need to be there. Matt is also West Coast time so if Homebase does support it will be easier to schedule.

Tori: Can we go back to talk about combining the workgroups. As an outreach worker I think both of these would be good. They are tied together.

Phil: I believe the idea was that as the workgroup comes to a close it changes into the outreach workgroup.

Kim: Yes this was the idea. For people who come into the workgroup right now it would be a lot of catch up. If anything it does make sense, like Phil says, that as we close out people join and we add outreach discussions.

Phil: What is the timeline on the unsheltered work?

Kim: we are finalizing the document are getting very close to finishing. I would guesstimate a month or two.

Stacey: It's been a journey. There is a collective hope that we will come to a stopping point. It is a very fair point as we combine this into the outreach group. Although as we did mention it would be good to transition the workgroup into the outreach work group, others may want to join the new efforts so may need to do a solid break.

Phil: How many people want to transition? If there isn't significant overlap it's not a big issue. And if we wanted to start sooner then those people could transition out of the group into the outreach group. I just don't know how many people are involved. It just seemed to have a lot of traction. There's like 6 people who signed up just like that for the group.

Stacey: I think you just called out the primary problem. Many people in the group want to do both but don't have the capacity.

Phil: Ok let's wait then.

Kim: Some of the outreach conversation can start in the committee as well. If there's something we want to try to tackle as a group and then hand over to the work group we can do that.

9. Closing

- Upcoming Agenda Items
 - Discussion of upcoming agenda items for next meeting. Requests for agenda items are also welcome at this time or via email: alameda@homebaseccc.org

- Next meeting **February 11th, 2025**

Attendance

Committee Member Attendance:

Alan Guttirez	present	Laurie Flores	present
Alison Dejung	absent	Marcela Munoz	present
Amy Cole-Bloom	present	Marlisa Fischer	absent
Shane Rogge	Absent	Stacey Burmaster	present
Daniel Scott	present	Stephanie Semien	present
Jenn Oakley	present	Tiara Jones	present
Kara Carnahan	present	Veronica Alder	present
Kate Hart	present		

Public Attendance:

<ul style="list-style-type: none"> • Amy Lara • Andrea Zeppa • Anna Fellers • Christoverre Kohler • Elizabeth Winstead • Heather Duchscherer • Tori Nichols • Nicole Adibi • Chloe Greene • Wyanet Tasker 	<ul style="list-style-type: none"> • Suzanne Campillo • Lynette Ward • Courtney Pal • Hanna Toda • Alex Baker • Nic Ming • Delene Rankin • Gary Tia • Jonathan Russell • Ray Corona
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