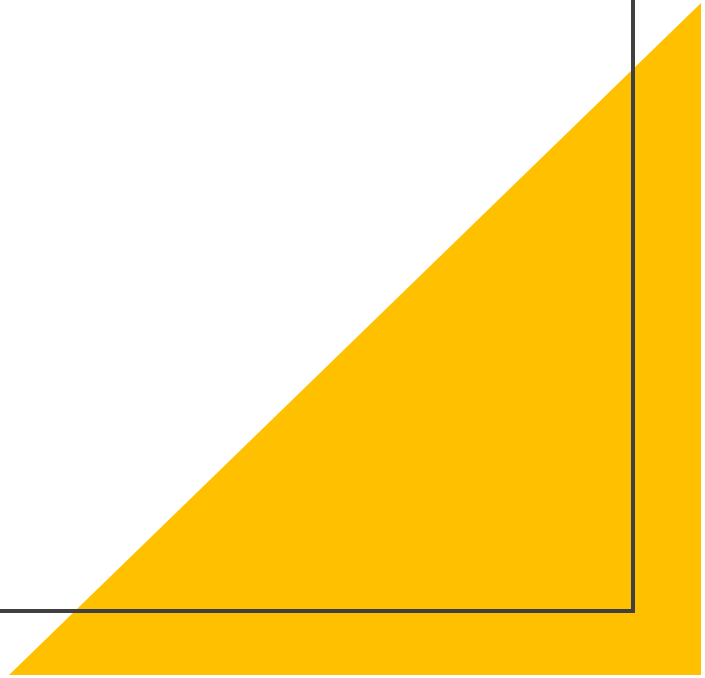




EveryOneHome

# Outreach, Access and Coordination Committee

January 8th, 2025



# 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. **Centering Racial Equity**
6. **First Draft – 2025 OAC Work Plan**
7. **Coordinated Entry Evaluation Process: Planning Part II**
8. **Outreach Work Group Update**
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



# Centering Racial Equity



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

# 2025 OAC Workplan Draft



Kim Natarajan/Matthieu Kaman



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

# 2025 OAC Workplan - DRAFT

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



Discussion

# Coordinated Entry Evaluation Process: Planning Part II



Kim Natarajan/Amy Cole-Bloom

# Coordinated Entry Evaluation Process:

## *Planning Part II – Status Summary*

### **Questions Answered at the December Meeting:**

- **Survey Design** –
- **Focus Groups** –
- **Timing** –
- **Leadership** –

**Current Goal:** Launch the surveys and begin scheduling focus groups by **next Friday, January 17th**

### **Today, our Objectives are:**

- Final comments on the survey and focus group questions
- Authorization to move forward with a final version of the questions, to the best of our ability responding to the feedback and guiding principles from OAC
- Last comments to be accepted online or via email before: **Monday, January 14th, noon**

# Coordinated Entry Evaluation Process:

## *Planning Part II – Survey Questions*

### **Summary of Comments Received so Far on the Survey Drafts:**

- Make it easier to read – remove jargon, especially on PWLE questions
- Make all the demographic questions and others match closely to PIT questions – use the same terms/language wherever possible
- Add a question about their location within the County for receiving/providing services
- Include NA as an option on all the rating questions
- Avoid asking someone to interpret their homeless status, veteran status, etc.
- Ensure survey is more inclusive of different identities, cultural affiliations, and intra-personal relationships
- Simplify, reduce repeat questions, shorten
- When simplifying the survey, consider moving questions to focus groups instead
- Ensure "open-ended" questions are re-phrased so Yes/No is not an option

# Coordinated Entry Evaluation Process:

## *Planning Part II – Survey Questions*

### **Remaining Questions on the Survey Drafts:**

- Should we split city/county staff onto their own survey questions aside from providers? What about city/county staff who do direct service, do they answer provider questions?
- How much jargon is OK on the provider survey?
- What questions to ask during the focus groups?



# 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		



Discussion

# Outreach Work Group Update



Kim Natarajan

# 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

# Closing

- Next Meeting to be held February 20th
- Upcoming Meeting Agenda Items:
  - Results of County-funded independent contractor reviews of Coordinated Entry

