

System Impact Committee

Minutes

January 7th, 2024

12:00pm-1:30pm

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 System Impact Committee:
https://drive.google.com/drive/folders/1nM9ePaLZFrBi_PTMI PW1tk20WtpQ8gIU?usp=sharing
- **Website page** (on EveryOne Home website) for the System Impact Committee:
<https://everyonehome.org/about/committees/system-impact-committee/>
- **Acronyms and Glossary:**
https://docs.google.com/spreadsheets/d/1I8hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive_link
- **Alameda County data dashboard:**
https://homelessness.acgov.org/data_homeless_response.page

Committee Purpose

The purpose of the System Impact Committee is to monitor progress against the community's [strategic plan \(Home Together\)](#), including regular review of system-level and provider performance to support more rapid identification of emerging trends and needed changes to policy and programming. The committee will also be responsible for monitoring actual system performance against assumptions used in the Home Together system modeling to support updates to the plan as needed. You can learn more about the Committee Purpose [here](#).

Meeting Purpose / Overview

The focus of this month's meeting will be to review the draft 2025 work plan the committee co-chairs and Homepage facilitators have prepared. We are hoping to gather feedback from the committee to update and enhance the plan with the goal of having the committee vote to approve the final plan at the January or February meeting. You can submit written comments and feedback before or after our December using this [survey](#).

Agenda

1. Welcome and Introductions

- Please come off mute and/or put in the chat your: Name, pronouns, affiliation (organization, etc.).
- Ground Rules

2. Approval of minutes, 10/02/2024

- Homebase distributed the meeting minutes (meeting minutes are the written record of our monthly meetings) from the October 2nd System Impact Committee meeting for committee members to review on October 2nd.
 - The draft minutes have also been posted in the System Impact Committee's [google drive folder](#).
- This time is held for committee members to let us know if they believe the minutes to do not accurately capture the discussion items from the September meeting and need to be amended.
- You may also email Homebase at jose@homebaseccc.org and matthieu@homebaseccc.org copying alameda@homebaseccc.org, if you see anything in the draft minutes that are distributed following today's meeting that should be amended.

Minutes approved without comments or revisions.

3. System Impact Committee Public Comment

- Public Comment will be taken at the beginning of each meeting and is limited to 2 minutes per person.
- Homebase has created a public comment tracker where public comments across CoC meetings will be recorded.
- Comments will be directed to the appropriate CoC committee or County staff.

No Public Comment.

4. Announcements

Alameda H+H is Hiring

- a. https://www.linkedin.com/posts/tyler-clark-269a781b8_healthcare-systems-integration-administrator-activity-7275215816101388288-KT6F?utm_source=share&utm_medium=member_desktop

Morgan from Homebase is asking for voting committee members to sign their annual Conflict of Interest forms, please check for her email

5. **Ice Breaker** (Homebase)

- In this activity, we'll break into small groups and come up with 10 things we all have in common that aren't related to work. It could be anything from hobbies to everyday experiences. Once we have our list, each group will share theirs with everyone else and have us connect as a committee. As we move forward, committee meetings will regularly have ice breaker activities that relate to racial equity. Hopefully this can serve as a teaser for the next year! These activities will be designed by our Racial Equity Committee and facilitated by our Racial Equity Liaisons.

6. **Draft 2025 Committee Work Plan Review**

During the work plan discussion all comments and questions were noted on the workplan itself. See [Miro board](#) workplan parking lot on left hand side to review discussion.

Nic Ming: I would like to answer collectively as a committee what are our priorities. I would like to share a sheet that I wrote to align on our work streams before we finish the meeting.

Jose: Sure! The sheet has listed as Charter areas: Monitor progress against the community's strategic plan (Home Together), Point in Time (PIT) Count, System Performance, Provider Performance, Provider capacity building recommendations for system expansion, Track and monitor implementation of Racial Equity, HTP and Priorities Alignment advise to local government recipients of Fed and State (Homelessness) Funds.

Nic: These literally come from how our work is listed in the charter. Can we talk as a committee and see how people feel about the order of priorities. You can see on the document what I listed as my priorities. Jose can we add a third column to include what the committee sees as a priority called collective priority? This will help us determine where to focus our attention and how everything will flow over the year.

Ms. Shelley: Are we responsible for doing a report card? Do we contribute or help with that?

Nic: Yes that comes under the provider measures.

Ms. Shelley: Could that act as a sister policy to the grievance policy?

Nic: It may or may not. The grievance policy also falls under provider performance though. It could also come under system performance looking at micro or macro level.

Jose: The only thing I would flag is that in the Standards, Compliance, and Funding committee is where we are planning to develop a model grievance policy. I would suggest we don't duplicate that work. Although we could always show the work being done in that

committee and then look how to incorporate the final policy into either provider or system level performance reviews.

Ms. Shelley: Thank you for saying that! Part of the conversations in other committees has been on the lines of whether we will only be providing recommendations, or will we be giving teeth to the documentation we produce. There has been similar conversations on presentations. We want to know in presentations how we can create solutions and look for answers to issues.

Jose: I think that is a good point. We need to find ways to see how build teeth into the system. This is why across the committees we work on we are looking to hold players accountable. By tying things to performance and rankings we are able to shape the system how we want it to work.

Nic: What I want to add is that we are in the beginning stages of building the CoC. The CoC is a policy making body. What you are talking about is something we may not be ready to do yet.

Miguel: I think provider level performance should be a number 1 priority.

Nic: Ok thanks Miguel! We will make sure to change that.

Miguel: I heard Ms. Shelley talk about a grievance policy. Nic let me know if I'm wrong, but didn't we come up with a grievance policy?

Nic: I am not sure, is this a separate policy like the coordinated entry policy?

Jose: Right, we have a coordinated entry policy, a HMIS grievance policy. We have heard a lot from the People with Lived Experience space that we develop a grievance policy for providers more specifically. The Standards, Compliance, and Funding Committee is tasked with coming up with written standards when there isn't one. So part of the process has been receiving a presentation on grievance policies centered on racial equity, then we will take that information to draft a sample policy before providing it to the Racial Equity Committee and the People with Lived Experience group for review. After incorporating their feedback we would be able to provide it on our website for providers to model after.

Nic: To answer the question about who is accountable to support clients when they need help. The county said there was no budget to hire someone who could do this. We need to look with other committees perhaps, or the leadership board, to ask the county to reconsider their positions. Another way to provide complaints is through public comment so we can direct the information to the appropriate party. I hope that helps. So besides Miguel saying that provider performance should be priority 1 does anyone else have thoughts?

Miguel: Yes correct. As for the PIT Count, we are just reviewing the results we are not designing or carrying out the PIT count, correct?

Nic: Yes, that is true but the charter requires us to serve as a forum to go over the results and provide recommendations in organizing future counts to the leadership board.

Jose: That is why we will actually have Jonathan come in March to present on the PIT count.

Nic: Yes, but we also need to put out an RFP for the actual analysis of the PIT count as quickly as possible. We are already behind based on how long the last PIT count took. We need to think about this and use the delays as a lesson to plan better for the future. When Jonathan comes, we need to ask about the timelines to make sure everything happens right for the future count.

Annie: What is the difference between System performance and monitoring the progress on the community's strategic plan.

Jose: They are different but related. The community strategic plan has identified metrics and goals we monitor progress against. There are also seven measures that HUD requires us to monitor provider performance against. Does that help?

Annie: Yes, thank you!

Jose: Alright we will gather all this feedback and organize for our next meeting, have a great one!

Committee Members

Alex Baker	HMIS Lead / OHCC	X
Annie Bailey	City of Fremont	X
David Amaral	All Home	
Dorris Freeman	City of Oakland	
Fiani Johnson	The Araminta Ross Foundation	
Jared DeFig	Wood Street	X
Jason Espinoza	Insight Housing	
Jonathan Medrano	Covenant House	
Josh Jacobs	City of Berkeley	X
Miguel Dwin	Alameda County	X

Nic Ming	Social Action Wheel	X
Nicole Adibi	FVLC-policy	
Resheemah White	Emerging Leaders/BACS	
Sabrina Abong	Youth Action Board	X
Suzanne Warner	OHCC	X