

Outreach, Access, and Coordination Committees

Minutes

March 12th, 2025

2:00pm – 4:00pm

Join Zoom Meeting

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

Meeting ID: 884 0867 7321

One tap mobile

+16699006833,,84272212052#,,,,,0#,,805908# US (San Jose)

+12532158782,,84272212052#,,,,,0#,,805908# US (Tacoma)

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](#).

Minutes

1. Welcome / Introductions (Kate Hart)

2. Approval of minutes, February 12th, 2025 (Kate Hart)

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

We did not have quorum and need to approve February minutes in April.

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.

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. Coordinated Entry System Evaluation Updates (Homebase and County representatives)

- The Survey has been released
- Focus groups beginning to be scheduled:
 - 211 Operators – 3/10, 3/19
 - Unsheltered Households – 3/14
 - Sheltered Households – pending scheduling
 - Housing Resource Center – pending scheduling
 - Outreach – pending scheduling
 - Shelter Staff – pending scheduling
 - Provider Staff – pending scheduling

7. CES Targeted Conversation: Outcomes (Homebase and County CES Staff)

The County and Homebase will present about the current knowledge we have around Coordinated Entry System (CES) Outcomes. The County will explain what Outcomes are currently tracked for CES and summarize 2024 results. This will include a review of past CES evaluation report recommendations for on the topic of CES Outcomes. The group

will be encouraged to share their own understanding of outcomes and draft updated recommendations for this year's CES evaluation report.

This is the first of multiple "Targeted Conversations" around the selected CES evaluation topics. More "Targeted Conversations" will be scheduled over the next few meetings, each with the goal to refresh understanding and create updated recommendations.

Jenn: I am seeing that only 53 folks from Oakland were referred to Emergency Shelter?

Anna: Yes, that many identified Oakland as a home that were referred to Emergency Shelter.

Kate: What is a referral defined as?

Anna: A referral means that an opening was identified, a person was matched to the opening and the organization accepted the referral and contact info was forwarded to the provider. This is crisis queue specific.

Kate: Some of these numbers seem very low.

Laurie: Yes it might be a reporting issue.

Anna: We can definitely work through it together!

Kara: Can I be included on that?

Machai: I would love to speak about the numbers and how many were folks with disabilities?

Anna: Yes feel free to email me with any request!

Courtney: My question is about the scale of ES and TH resources in each region. Approximately how many beds/placements are available for folks to be referred into?

Stacey: Just wanting to add that the numbers can't be correct for ES referrals in North County. One of our shelters at Insight has 90+ per year

Laurie: Unfortunately, reduced confidence in the referral data now calls the remainder of data into question.

Jenn: How are people getting referrals to Oakland Shelters other than referral through Coordinated Entry. Because if you call a lot of the shelters, they are saying that you must get a referral from Coordinated Entry, but these numbers are showing there are only 53 people being referred.

Phil: What is the total number of shelter beds that are referred thru the crisis queue? This data seems very low and oddly high in mid-county. Does data include families?

Pam: Are emergency shelter options provided to anyone in crisis cue and are some people turning down this option?

Amy Cole-Bloom: I am concerned about the data quality. People are concerned about the data quality about the rest of the slides possibly having incorrect numbers. Will there be issues in the data across the remaining slides?

Anna: The data that were of concern was crisis queue data. What I am talking about now is permanent housing queue data. The data was put together by folks from data team.

Alan: There are several folks flagging that the emergency shelter data is off. We may be collectively discovering an HMIS data issue. This is the same methodology we have used previously. We do agree that the data seems off. There is a difference in data from crisis queue to data from permanent housing referrals. I think the permanent housing queue data will look much more accurate.

Amy: I think that's a great solution. Let's just hear people's final questions first and then move to permanent referral data.

Phil: Does this include both data on families and single adults?

Anna: I would love to have a way to capture the comments in the chat. We can find a way to discuss this again next time.

Alan: I am copying every comment in the chat for us to review.

Stacey: I think this may be a data collection issue. When CE makes a referral to shelters there is a process to accept folks into a bed. I am wondering if people are not making these data triggers.

Laurie: I appreciate you hearing us out. I don't think we should hear more conclusions from the referral data and I think we should move on to the other data.

Anna: Yes, let's move to the permanent housing queue!

Jenn: We're seeing more openings to move ins. Does that mean units are sitting empty?

Anna: We're looking at only what happened in 2024. So we are counting referrals that happened in 2024 and openings in 2024, not if those openings were filled in 2024. Some move ins might have been in process in 2024 but wouldn't be counted in that year.

Jenn: It still sounds like the difference is large.

Anna: Those units are not sitting vacant without something happening. All of those openings most likely are in some part of the referral process (i.e. HQS, intake, viewing, etc..)

Laurie: Sometimes it's not related to individual trying to get housed. Sometimes it's related to the build process. In Fremont we had a lot of people ready to move in then the building had a delay in passing inspections meant openings were sitting while the units were not passed yet.

Anna: Yes that is common occurrence with lease ups!

Courtney: It's interesting to me that the percentages are very similar to PIT count. Is that because they influence each other?

Anna: you are right that they are very very close. We will take a look at that to confirm its accuracy.

Jenn: Are there any numbers on seniors? We are seeing multiple groups on this chart.

Anna: yes! I didn't add it to this slide. We can take a closer look on age slide. The reason I didn't include it is because senior is defined differently across different sites. Sometimes it's 55+ or other times it's 65+.

Kate: Are those numbers for GBV related to EHV vouchers? And they have never been 32% of the PIT count.

Anna: I copied the number from the executive summary of PIT count. It is not related to EHV.

Jonathan: There are two questions – currently fleeing or anytime you have experienced in your life. It is 34% for folks who experienced it at any time in their life. 7% are currently fleeing.

Jenn: so we had 355 people moved into Permanent Supportive Housing out of 8,000 that entered the system.

Anna: Yes that is a great point. We do have more move ins than usual but we do have to acknowledge that PSH is not the solution for homelessness. We do not have the resources to match the need with PSH. We need to think of problem solving and other interventions and how they can help solve homelessness.

Amy: Can this last information be disaggregated by race and ethnicity?

Anna: yes we could. The variance in lease ups is more so related to projects specifically rather than race or ethnicity. We can do that analysis though.

Pam: Are we not including RRH?

Anna: Yes you are correct we are not including RRH. Only PSH.

Kim: We may need to do some follow up as we do not have time to get into a deep conversation. Let's start with what are people's ideas. What do folks want to see or do? What can we do as community?

Laurie: There are concurrent convos on outcomes in the system as we are going through the Home Together Refresh. My ask would be to make sure that county does look at feedback in both spaces to simultaneously use feedback on CE to update things in real time

Amy: It does seem like there could be areas for streamlining. I am curious to see where that work goes.

Christoverre: I don't know if you've noticed but in local media there are articles on homeless encampments. Those articles often don't check with CoC. Comments are often anti-homeless and very harsh. Maybe there needs to be a larger outreach with the public on efforts to solve homelessness.

Courtney: I want to track longer term outcomes. I know we're not responsible for evaluating single providers and nor is it fair to study folks on a longer period of time. It would be interesting to know if anyone is making this effort and to coordinate with them to see the results.

Amy: There is another committee looking at those longer numbers. Also Home Together looks at that data as well.

Stacey: Something I haven't heard mentioned is the Housing Authority partnerships. Getting background checks also are extensively long. It's not just on providers, developers, or CE, there are other things involved in long move in times.

8. 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 **April 9th, 2025**

Meeting Norms

For all Committee Members:

1. Each meeting starts with space for introductions: committee purpose, purpose of meeting, who is in the room, and an icebreaker (optional in the chat).
 - a. When you first speak: state your name, preferred pronouns, where you live or work, and your organization, agency, or general affiliation.
2. Committees have agendas and goals based on the committee's work plan. We all agree to stick to the agenda as much as possible.
 - a. Agenda items will be explained in the context of the committee's workplan and/or the CoC's work at large.
 - b. If other items arise, they will be tabled for future agendas.
 - c. The committee can decide as a group whether a non-agendized item should be discussed at a future meeting or whether it's not a topic for that committee to tackle.
3. Explain acronyms the first time they are introduced, and maybe say the whole word within the acronym, and then the acronym as a reminder for the first few meetings.
4. Everyone is encouraged to participate.
 - a. One person speaks at a time.
 - b. No one or two individuals should dominate a discussion.
5. Seek first to understand.
 - a. Listen to and respect other points of view.
 - b. Do your best to understand the pros and cons of every option.
 - c. This is a public discussion, not a debate.
6. If someone needs to be reminded of the ground rules and norms, remind them to assume good intentions and handle each other with grace.
7. Need to work from a trauma centered perspective.

Attendance

Committee Member Attendance:

Alan Guttirez	Present	Laurie Flores	Present
Pam Glassoff	Present	Marcela Munoz	Present
Amy Cole-Bloom	Present	Marlisa Fischer	
Shane Rogge		Stacey Burmaster	present

OAKLAND, BERKELEY / ALAMEDA COUNTY CoC

Daniel Scott		Stephanie Semien	
Jenn Oakley	Present	Tiara Jones	
Kara Carnahan	Present	Veronica Alder	
Kate Hart	present		

Homebase Staff in Attendance: Kim Natarajan, Matthieu Kaman

Public Attendance:

<ul style="list-style-type: none"> • Anna Fellers • Chloe Greene • Lucy Kasdin • Hanna Toda • Courtney Pal • Letty Elenes • Lynette Ward • Tiara Jones 	<ul style="list-style-type: none"> • Phil Clark • DK Bellino • Ray Corona • Nic Ming • Michai Freeman • Adriann Pemberton • Amy Lara
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