

## Outreach, Access, and Coordination Committees

### Agenda

May 14, 2025

2:00pm – 4:00pm

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Join Zoom Meeting

<https://homebaseccc.zoom.us/j/86902912480>

Meeting ID: 869 0291 2480

One tap mobile

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+16699006833,,86902912480# 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.

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#### 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](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/1I8hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive\\_link](https://docs.google.com/spreadsheets/d/1I8hFMAU2IE-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](#).

#### Meeting Purpose

The May 14 meeting of the Outreach, Access, and Coordination (OAC) Committee will include approval of updated Coordinated Entry policies related to gender-based violence, updates from the Unsheltered Workgroup on the development of a countywide Encampment Resolution

Package, and targeted conversations on the roles of 211 and Housing Problem Solving in the Coordinated Entry System (CES). Committee members will participate in a reflective icebreaker, hear community announcements, and help shape upcoming agendas focused on assessment and grievances. Public comment is welcomed at the beginning of the meeting, and Alameda County residents with lived experience of homelessness are especially encouraged to attend.

## Agenda

### 1. Welcome / Introductions (Amy Cole-Bloom)

**Minutes:**

Facilitators welcomed attendees and initiated introductions. Quorum was confirmed.

### 2. Approval of minutes, April 9th, 2025 (Amy Cole-Bloom)

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

**Minutes:**

No corrections were received in advance or raised during the meeting. The minutes from April 9, 2025, were approved by consensus.

### 3. Public Comment (Amy Cole-Bloom)

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](mailto:alameda@homebaseccc.org)

**Minutes:**

No public comments were submitted in writing or raised during the meeting.

### 4. Homeless System Updates or Urgent Items (All)

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

**Minutes:**

Final version of the updated acronym glossary is now posted on the Everyone Home website. It is mobile-responsive and includes a Google form for community feedback.

May is Affordable Housing Month. Related events and resources from EBHO will be included in meeting follow-up.

A community meeting feedback form is available to help improve future meetings.

**5. Evidence-Based Solutions Committee Update (OAC Liaison)**

**Minutes:**

ESC is updating its charter and framework to protect against federal targeting and embed equity more effectively across CoC committees.

Members were encouraged to include ESC in future conversations about CES evaluations and policy updates.

ESC may consider re-engaging other committees once the updated framework is finalized.

**6. Ice Breaker (Homebase)**

“To kick us off, let’s go around and each share:

**One resource, tool, or policy you wish existed—or existed more consistently—when responding to encampments or supporting unsheltered residents.”**

- This could be anything from mobile outreach vans, to clearer diversion protocols.
- Doesn’t need to be feasible—just something you’ve wished for in the moment.

**Minutes:**

Members shared ideas for resources or tools they wish existed to better support unsheltered residents. Themes included:

- Real-time shelter bed availability.
- Mobile hygiene and storage solutions.
- Family-inclusive services.
- Specialty mental health and outreach teams.
- Better coordination and feedback loops across the system.

**Zoom Chat Submissions:**

- A “legacy skills” resource to help people protect belongings and remain mobile during sweeps.
- More access to immediate housing resources to share with those in need.

**7. Review and Approve Policies for Gender Based Violence Coordinated Entry and Updates to CES Policies and Procedures (Kate)**

H&H and SAVE will review policies and procedures for the Gender Based Violence Coordinated Entry System as we anticipate launch of the Gender-Based Violence Coordinated Entry System.

At this time, Housing and Homelessness Services (H&H) is proposing only minor edits—such as updates to reflect their new department name—to ensure compliance. We are requesting your approval of this version for compliance purposes.

Please note that a more thorough review and opportunity to propose broader changes will take place after the Coordinated Entry System (CES) Evaluation is complete

- [Grievance policy](#)
- [Housing Problem Solving Policy](#)
- [Coordinated Entry Policy](#)

**Minutes:**

Background: Creation of a parallel CE system to serve GBV survivors while complying with VAWA confidentiality requirements.

New comparable database developed with Bitfocus for GBV service providers.

Policy updates include:

- New training requirements for GBV CE staff.
- Data confidentiality and release of information protocols.
- Role of GBV access points.
- Definitions added to policies (GBV, VSP, comparable database).

A new “view only” access role in HMIS was created for GBV providers to prevent duplication and support coordination.

H&H expressed gratitude to ESC for feedback that helped shape access protocols.

**8. ACTION ITEM - Coordinated Entry Policies and Procedures:**

**Minutes:**

Motion to approve annual policy updates and authorize the launch of the GBV CES system was passed.

**Vote outcome:** 9 yes, 1 abstention.

**9. Unsheltered Workgroup Update (Unsheltered Workgroup)**

The workgroup is taking a new direction following response from the Mayor’s Technical Working Group (TWG). As suggested from the TWG, the workgroup is reviewing the Benioff Homelessness & Housing Initiative Encampment Resolution Guide to modify and tailor the

Encampment Resolution Guide to Alameda County. This document will serve as the Leadership Board requested CoC Stance on Encampment Resolution.

The workgroup identified Measure W as a potential future funding source that could align with the goals of a comprehensive Encampment Resolution Package. If the workgroup recommends such a package, the CoC could encourage future funding opportunities—including but not limited to Measure W—to consider incorporating the package as reference materials or guiding documents in relevant contracts. The proposed package, as developed through recommendations to the TWG, may include:

- The CoC Encampment Resolution Guide
- Shelter Written Standards
- Outreach Best Practices

The first goal of developing a stance on Encampment resolution was determining a universal definition of Encampments to be used throughout the package:

“A place where one or more people stay with the presence of physical structures (tents, vehicles, etc.) and/or a constant or recurring collection of belongings. Both the person and the physical structure or collection of belongings have been present in the same location more than one night.”

**Minutes:**

The group collaborated with the Mayor’s Technical Working Group (TWG) on encampment resolution guidance.

TWG declined formal adoption of CoC best practices but expressed interest in ongoing collaboration.

The workgroup is assembling an Encampment Resolution Package, which may include:

- CoC Encampment Resolution Guide.
- Updated Shelter Written Standards.
- Outreach Best Practices.

Final drafts will be brought to the OAC and then to the SCF Committee for approval and shared with the Leadership Board.

**10. ACTION ITEM - Approve CoC Definition of “Encampment”:**

**Minutes:**

Definition approved:

“A place where one or more people stay with the presence of physical structures (tents, vehicles, etc.) and/or a recurring collection of belongings. The person and belongings have been present in the same location for more than one night.”

**Vote outcome:** 9 yes, 1 abstention.

**11. CES Targeted Conversations: 211 and Housing Problem Solving** (Homebase and County CES Staff)

This is part of a series of “Targeted Conversations” around the selected CES evaluation topics, with the goal to refresh the committee’s understanding and create updated recommendations.

The County and Homebase will present about the current knowledge we have around 211 and Housing Problem Solving. Homebase will provide summarize 211 focus group findings

Minutes:

**211 Focus Group Key Takeaways** (System Evaluation):

- 211 is fielding more CES calls, but confusion among callers remains.
- Not all staff have HMIS access, limiting consistency.
- Updated scripts are helping, but more training is needed.
- Limited real-time visibility into shelter availability and lack of follow-up from providers are challenges.
- Equity concerns raised about gaps for families headed by single fathers and those in motels.

**Successes Noted by 211 Staff:**

- More accurate resource info and better client communication.
- Use of HMIS where available has supported better matching and fewer duplicate intakes.
- Staff are effectively referring clients to services beyond CES when needed.

**Opportunities for Improvement:**

- Expand HMIS access and training.
- Increase coordination with HRCs.
- Clarify messaging around assessments and CES entry points.
- Address variation in access across HRCs.
- Reassess exclusion of “near homeless” populations.

**Open Discussion Highlights:**

- Committee emphasized the need for accurate, real-time data on shelter beds.
- Pam (211) and Jen (PWLE) shared firsthand experiences highlighting gaps and frustrations with the current shelter referral process.
- Members called for updated messaging scripts and better feedback loops.
- Strong interest in clarifying shelter eligibility pathways (direct access vs. CES-matched beds).
- Suggestions made to track average referral success rates and manage expectations.

**Next Steps:**

- Homebase will coordinate with 211 and HMIS leads to clarify system roles and explore improved messaging and data-sharing.
- GBV CES launch will proceed in July following policy approval.
- Encampment Resolution Package to be finalized by June.

**12. Closing**

- Upcoming Agenda Items
  - Possible Topics: Assessment and Grievances and Housing Problem Solving
  - Content: Past evaluation slides and equity analysis (H&H); related focus group findings (Homebase)
  - Discussion of upcoming agenda items for next meeting. Requests for agenda items are also welcome at this time or via email: [alameda@homebaseccc.org](mailto:alameda@homebaseccc.org)

Next meeting June **11th, 2025**

**Attendance**

Committee Member Attendance:

Committee Member	Present, Absent	Committee Member	Present, Absent
Alan Gutierrez	Present	Laurie Flores	Present
Pam Glassoff	Present	Marcela Munoz	Absent
Amy Cole-Bloom	Absent	Marlisa Fischer	Absent
Shane Rogge	Absent	Stacey Burmaster	Absent
Daniel Scott	Present	Stephanie Semien	Absent
Jenn Oakley	Present	Tiara Jones	Present
Kara Carnahan	Present	Veronica Alder	Present
Kate Hart	Present		

**Voting**

**1. Approve Updates to CES Policies and Procedures & Review and Approve Gender Based Violence Coordinated Entry:**

Committee Member	Yes, No, Abstain	Committee Member	Yes, No, Abstain
Alan Guttirez	Abstain	Laurie Flores	Yes
Pam Glassoff	Yes	Marcela Munoz	
Amy Cole-Bloom		Marlisa Fischer	
Shane Rogge		Stacey Burmaster	
Daniel Scott	Yes	Stephanie Semien	
Jenn Oakley	Yes	Tiara Jones	Yes
Kara Carnahan	Yes	Veronica Alder	Yes
Kate Hart	Yes		

**2. Approve Universal Definition of Encampment for CoC to Adopt:**

Committee Member	Yes, No, Abstain	Committee Member	Yes, No, Abstain
Alan Guttirez	Abstain	Laurie Flores	Yes
Pam Glassoff	Yes	Marcela Munoz	
Amy Cole-Bloom		Marlisa Fischer	
Shane Rogge		Stacey Burmaster	
Daniel Scott	Yes	Stephanie Semien	
Jenn Oakley	Yes	Tiara Jones	Yes
Kara Carnahan	Yes	Veronica Alder	Yes
Kate Hart	Yes		

**Meeting Norms For all Committee Members:**

## OAKLAND, BERKELEY / ALAMEDA COUNTY CoC

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.