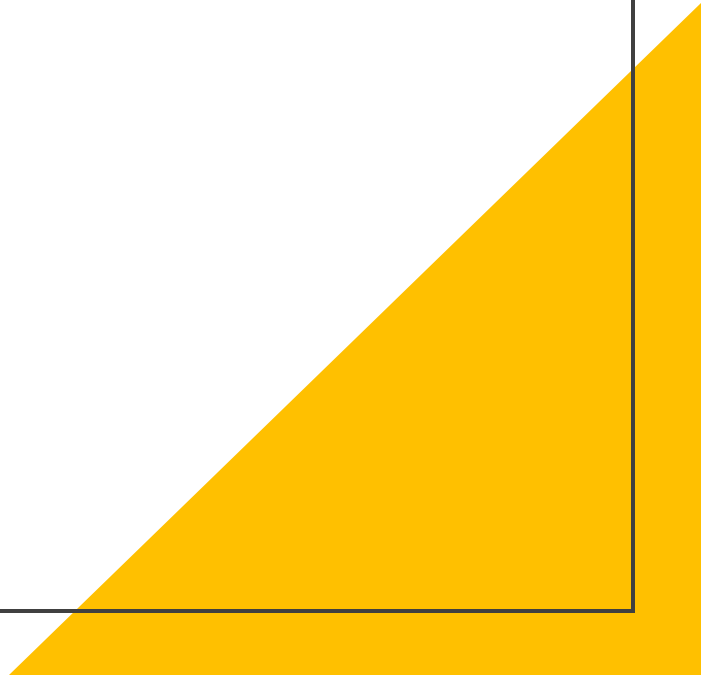




EveryOneHome

Outreach, Access and Coordination Committee

June 11th, 2025



Meeting Purpose

The June 11th meeting will focus on two key topics: first, an update on the launch of the Gender-Based Violence Coordinated Entry system from H&H and Kate Hart; and second, a targeted discussion on Assessment and Grievances as part of the CES evaluation. This conversation will help refresh the committee's understanding and future CE recommendations. County staff will share relevant findings from the Equity Analysis, and Homebase will present focus group insights gathered from Housing Resource Center staff, people currently experiencing homelessness, and housing providers.



Agenda

1. Welcome / Introduction
2. Minutes
3. Public Comment
4. Announcements/Urgent Items and/or Homeless System Updates
5. Evidence Based Solutions Committee Update
6. Ice Breaker
7. Review and Approve Gender Based Violence Coordinated Entry
8. ACTION ITEM: Approve updates to CES Policies and Procedures
9. Unsheltered Workgroup Update
10. CES Targeted Conversations
11. Closing



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



Approval of Minutes

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



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.
- You may also email Homebase at jose@homebaseccc.org and matthieu@homebaseccc.org, copying alameda@homebaseccc.org, if you would like to submit written comments.



Homelessness System Updates

- Acronym Glossary
 - About the Project:
 - The updated Acronym Glossary was developed over the last several months through collaboration with community partners, especially those with lived experience of homelessness. For more information about how this project was developed, you can review the [project plan here](#).
 - Finished Acronym Glossary!
 - [The interactive Acronym Glossary dashboard is available on the EveryOne Home website](#).
 - The full Acronym Glossary can also be viewed in an [Excel spreadsheet here](#).
 - Feedback on the Acronym Glossary Project:
 - If you participated in the project by providing input or feedback through a survey, focus group, or other method, we'd love to hear your feedback on the project! To provide feedback on the project, please complete this [Google Form](#) by May 16th.
- Affordable Housing Month, East Bay Housing Organization, link with events and info: <https://ebho.org/our-work/affordable-housing-month/>
- Community Meeting Feedback form: https://docs.google.com/forms/d/e/1FAIpQLSe6Q5eKK6c4bX_3HRUF5EU5bYA15KDkqZ87vQp_u-RmcAruPvg/viewform?usp=sharing



Evidence Based Solutions Committee Updates

Laurie Flores - Committee Liaison



Attend Evidence Based Solutions Committee Meetings!

Evidence Based Solutions Committee (ESC) Meetings

2nd Thursdays of each Month

11:00 am - 1:00 pm PT

ESC Zoom Information

Join Zoom Meeting: <https://homebaseccc.zoom.us/j/88193971818>

Meeting ID: 881 9397 1818

+1507-473-4847

ESC meetings are open to the public. Anyone interested is welcome to attend!



Ice Breaker (Homebase)

Icebreaker: “What’s a form, application, or system you wish were *way* easier to use?”

- (Examples: the DMV, online expense reports, housing applications, etc.)



Gender Based Violence Coordinated Entry Launch Update

Kate Hart and H&H



CES Targeted Conversations: Housing Problem Solving and Assessment

Homebase and H&H



High Level Takeaways

Basic Needs Block Housing Progress:

Clients often miss out on housing opportunities due to small but critical unmet needs like phones, storage, car repairs, or unpaid fees.

Problem Solving Happens, But Off the Grid:

Staff frequently resolve crises creatively, but these efforts are informal, undocumented, and unsupported by system tools or protocols.

Follow-Up Is Rare and Uneven:

Clients describe being left without updates after initial CES contact—especially those without phones or assigned staff.

Housing Problem Solving Lacks Definition:

Many staff and clients are unclear about what HPS includes, when it's used, or how to access it, leading to inconsistent delivery.

Trusted Staff Make the Difference:

Clients who connected with peer advocates or trusted case managers were more likely to receive help and stay engaged.

Success Is Possible With Tools:

When HPS resources like deposit assistance or flexible funding were available, clients moved into housing more quickly and smoothly.

Successes!

Improved Public Understanding of CES and Housing Options

- Updated 211 scripting and referral databases have made it easier to explain CES and available supports to callers.
- Callers now better understand that help may include short-term solutions beyond permanent housing.
- These changes help manage expectations and improve trust in the system.

Targeted Resources Make Housing Possible

- Providers shared that deposit assistance and housing navigation—especially through CAL AIM—have helped clients move into units more quickly.
- These supports are especially helpful for clients with high acuity or limited documentation.
- When available, these resources dramatically reduce delays between referral and housing placement.

Successes!

Staff Who Build Trust Make the System Work

- Clients consistently said peer advocates and case managers made them feel seen and supported.
- These staff were key to helping clients understand their options and stay engaged in the process.
- Consistency and empathy were often more impactful than any specific program feature.

Creative Solutions Already in Practice

- Case managers are already using Housing Problem Solving in creative ways, such as helping with reunification travel or securing temporary housing with friends.
- These informal efforts often align with HPS goals even if not officially tracked.
- Supporting and legitimizing this work could scale what's already working on the ground.

Opportunities for Future Enhancements

Create Flexible Funding for One-Time Needs

- Staff shared that clients often lose housing opportunities due to unmet needs like car repairs, storage, or phone access.
- There is no centralized fund available for small but urgent housing-related costs.
- A low-barrier, CES-wide flexible fund could allow providers to quickly resolve these barriers and stabilize clients.

Strengthen Follow-Up After CES Contact

- Clients often receive no follow-up after initial contact, especially if they lack phones or a designated case manager.
- Missed connections result in clients falling out of the system or assuming they've been deprioritized.
- A follow-up protocol—including staff assignments, preferred contact methods, and potential phone distribution—could improve engagement.

Clarify What Housing Problem Solving Is

- Staff and clients gave inconsistent definitions of HPS—many don't recognize it when they receive it.
- Confusion over whether HPS is “real help” reduces its perceived value and effectiveness.
- Standardized messaging, one-pagers, and success story sharing could help normalize HPS and increase its impact.

Assessment: What Did We Hear?



High Level Takeaways

Assessments Are Not Well Understood:

Clients often don't know why they're being assessed, what the results mean, or what happens next.

Delays Are Common, Especially Outside Central Hubs:

Participants described wait times of weeks or months, especially in areas without nearby Housing Resource Centers.

No Phone, No Follow-Up:

Clients without phones or stable contact info are frequently disconnected after assessment, with no clear way to re-engage.

Tone and Language Cause Discomfort:

Questions often feel clinical or judgmental, which can alienate clients and affect their willingness to share openly.

Staff Know the Tool, But Training Is Inconsistent:

Staff feel confident using the assessment once trained—but training delivery is uneven across roles and regions.

Assessments Work Best When Followed by Support:

Clients who were paired with navigation or case management after assessment had clearer next steps and better experiences.

Successes!

Staff Confident Using the Assessment Tool

- Staff reported strong familiarity and fluency once trained on the assessment process.
- The tool felt manageable and consistent for those with proper onboarding.
- Confidence increased with hands-on experience and peer support.

Mobile and Peer-Led Assessments Increased Access

- Unsheltered clients and those unable to reach HRCs benefited from in-field assessments.
- Peer assessors created more comfort and trust, especially for high-barrier clients.
- These models were seen as more trauma-informed and equitable.

Better Outcomes When Follow-Up Is Provided

- Clients who received help after assessment had clearer next steps and higher engagement.
- Support included document gathering, housing navigation, and clarification of results.
- This follow-up made the system feel more human and responsive.

Opportunities for Future Enhancements

Clarify the Purpose and Outcome of Assessments

- Clients shared that they didn't understand why they were assessed or what their score meant.
- Some were told they weren't prioritized, but received no guidance on what to do next.
- A standardized explanation (e.g. script or handout) could improve understanding and set expectations around follow-up.

Reduce Delays and Expand Access to Assessments

- Clients in some areas waited weeks or months to be assessed due to limited staffing and scheduling.
- Walk-in and after-hours options were rare; outreach teams weren't always authorized to assess.
- Training more frontline staff and enabling mobile options could improve timeliness and equity.

Use More Respectful, Trauma-Informed Language

- Some questions felt clinical or judgmental, especially around mental health or disability.
- Inconsistencies in how assessments were introduced made clients feel uncomfortable or scrutinized.
- Revising wording and training assessors on tone and delivery would improve client experience.

Opportunities for Future Enhancements

Ensure Clients Without Phones Stay Connected

- Clients without phones often missed follow-up and dropped out of the system completely.
- This gap affected people living in encampments or vehicles most severely.
- Providing phones, voicemail boxes, or assigning a follow-up contact could reduce disconnection and improve access.

Update Referral Tracking After Assessment

- Email-based referrals are hard to follow and often result in missed or duplicative efforts.
- Clients and staff lack visibility into referral status or next steps.
- A centralized, real-time system—similar to those used in neighboring counties—could support transparency and accountability.

Closing

- Next Meeting to be held July 9th, 2025

Upcoming Meeting Agenda Items:

- Staffing and Grievances
- 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

