

Outreach, Access, and Coordination Committees

Minutes

April 9, 2025

2:00pm – 4:00pm

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.

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/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 April 9th Outreach, Access, and Coordination (OAC) Committee meeting will focus on key system updates, targeted discussions on Coordinated Entry System (CES) outcomes, and

planning for the upcoming May 6th Community Meeting. Committee members will revisit crisis queue referral data with additional context, engage in a structured conversation on housing queue processes, and contribute to refining CES evaluation recommendations. Additionally, the group will collaborate to develop key updates for the Community Meeting and select a representative to present these updates. The meeting will provide an opportunity for meaningful discussion, alignment on priorities, and preparation for future committee initiatives.

Agenda

<p>1. Welcome / Introductions (Amy Cole-Bloom)</p>
<p>2. Homebase Staffing Update (Homebase)</p>
<p>3. Approval of minutes, February 12th, 2025 (Amy Cole-Bloom)</p> <p><i>No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.</i></p>
<p>4. Public Comment (Amy Cole-Bloom)</p> <ul style="list-style-type: none">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
<p>5. Homeless System Updates or Urgent Items (All)</p> <ul style="list-style-type: none">Community members are encouraged to share announcements or other brief informational items.
<p>6. Transition to Evidence-Based Solutions Committee (OAC Liaison)</p>
<p>7. Ice Breaker (Homebase)</p> <p>Because today’s OAC meeting is focused on improving Coordinated Entry (CES), refining evaluation recommendations, and preparing for the May Community Meeting, let’s start with some big-picture thinking!</p> <p>Prompt: <i>If you had a magic wand and could instantly improve one thing about the homeless response system (or the way we coordinate outreach and access), what would it be?</i></p> <p>💬 Each participant will have 30 seconds to share their response in the chat OR unmute and share aloud.</p> <p>👉 Twist: If you see someone’s response in the chat that you agree with or find interesting, give it a 👍 or ✨ emoji!</p> <p>This will help set the stage for a solutions-focused conversation while also letting us dream big before we dive into the work!</p>

- Participants shared what they would change in the homeless response system if they had a “magic wand.”
- Themes included: universal housing, living wages for staff, systems centered around people with lived experience, public understanding, and guaranteed income.

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

- Overview of Survey Results
- Focus Groups:
 - Summary of 211 Operator Focus Groups
 - Summary of Unsheltered Households Focus Groups
 - Summary of Outreach Focus Group
 - Summary of Provider Staff Focus Group
- Focus Groups being Scheduled:
 - Sheltered Households – pending scheduling
 - Housing Resource Center – pending scheduling
 - Shelter Staff – pending scheduling

Survey closed on March 28th with 143 responses, including a mix of lived experience, providers, and government staff.

Focus groups conducted with various stakeholders including outreach, shelter residents, and provider staff.

Concerns were raised about the survey’s accessibility and representation of disabled individuals.

Preliminary findings will be shared after incorporating focus group input.

9. Coordinated Entry Policies and Procedures Introduction:

We will introduce the policies and procedures

- Grievance policy
- Housing Problem Solving Policy
- Coordinated Entry Policy

Three coordinated entry policy documents are up for annual review.

Minor updates proposed: name/logo corrections, more inclusive language, clarity around scope of CE-matched resources.

A vote will occur in May, with potential for additional updates after the CE evaluation concludes.

10. Tracking Outcomes: CES Targeted Conversations (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 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.

Crisis Queue:

Three slides related to crisis queue referrals were presented during the March OAC meeting and generated thoughtful questions and discussion. In response, the data was re-reviewed and confirmed to accurately reflect entries in HMIS. We appreciate the engagement and feedback from the group and are revisiting these slides today with additional context and clarity.

Referrals into shelter and housing resources were revisited with better data clarity.

Emphasis on improving HMIS documentation and training.

Data breakdowns were presented by demographics, geography, and housing type.

11. Gender Based Violence Coordinated Entry Overview (Kate)

H&H and SAVE will provide an update on the partners, planning, future OAC action items, and anticipated launch date for the Gender-Based Violence Coordinated Entry System.

Presentation to clarify and improve policies regarding survivors of gender-based violence accessing CE.

Aimed to ensure sensitivity and protection in the assessment and referral process.

12. Planning for the May 2025 Community Meeting

The Committee will discuss and develop key updates to share at the May 6 Community Meeting at the California Endowment. The group will also identify a committee member to present these updates at the meeting.

Community meeting scheduled for May 6, 2025 (online and in-person).

Registration deadline: April 25.

Encouragement for in-person attendance; lunch provided.

Final data training hosted by Harvard Kennedy School on April 18.

13. 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 **May 14th, 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.