

Outreach, Access, and Coordination Committees

Minutes

June 11, 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 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 / Introductions (Amy Cole-Bloom)

Minutes:

- The meeting was called to order by Amy.
- Amy reviewed the agenda, noting the two main focuses of the day:
 - Launch of the Gender-Based Violence (GBV) Coordinated Entry System (CE).
 - Targeted conversation on Housing Problem Solving and Assessment (as part of the ongoing Coordinated Entry evaluation).
- Participants were invited to introduce themselves if new; none did so verbally, but participants were welcome to introduce themselves in the chat.

2. Approval of minutes, April 9th, 2025

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 during the meeting.
- The minutes were approved without objection.

3. Public Comment

- 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

Minutes:

- No public comments were received.

4. Homeless System Updates or Urgent Items (All)

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

Jenn got a condo in Emeryville!

Minutes:

- Homebase shared that there are no new updates for June; May updates include:
- An interactive **Acronym Glossary Dashboard** is now live on the Homebase website.
- Personal milestone shared: **Jen Oakley** celebrated purchasing her first home—transitioning from homelessness to homeownership.
- Survey distribution: A survey from the Harvard School of Public Health, in partnership with the Homeless Prevention and Housing Stability Group, is being circulated to gather information on the effectiveness of prevention services.

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

Minutes:

- No major updates this month; the committee meeting is scheduled for the following week.
- One current project is the **review and redraft of the Racial Equity Framework**.

6. Ice Breaker

Icebreaker: “What’s a form, application, or system you wish were way easier to use?”
(Examples: the DMV, online expense reports, housing applications, etc.)

7. Gender Based Violence Coordinated Entry Launch Update (Danielle Driver-Bellino, Alan Guttirez, and Kate Hart)

Minutes:

- **Launch Date:** Targeting July 2025.
- Key partners: 211, Safe Alternatives to Violent Environments, Family Violence Law Center, Building Futures, and key H&H staff.
- Current work includes:
 - Finalizing **brick-and-mortar access points** and incorporating their hours into the Housing Resource Center (HRC) document (live document—will be updated).
 - Completing **database training** for frontline staff (ongoing but progressing).
- Next steps:
 - The July **Implementation Learning Collaborative meeting** will focus on **workflow and communication strategies** between new GBV access points and existing CE access points.
 - Emphasis on supporting **survivor choice and safety**—survivors can present at any access point and be supported accordingly.

8. CES Targeted Conversations: Housing Problem Solving and Assessment (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 Assessment and Grievances. The County will provide findings from the Equity Analysis relating to those topics. Homebase will provide summarize focus group findings from sessions with a Housing Resource Center, sheltered and unsheltered individuals currently experiencing homelessness, and housing providers.

Minutes:

Housing Problem Solving (HPS) – Homebase Findings & Discussion

Key Findings:

- **Basic needs block housing progress:** Issues such as phone access, storage, car repairs, and fees frequently hinder progress.
- **Problem solving is happening informally:** Many case managers engage in HPS-like activities without formal recognition or consistent documentation.
- **Follow-up is rare:** Especially problematic for clients without phones or designated staff.
- **Lack of clear definition:** Both staff and clients often do not understand what constitutes HPS.
- **Trusted staff matter:** Engagement is higher when clients are connected with trusted, often peer-based, staff.

Opportunities:

- Expand and standardize **flexible funding** to cover common needs (phones, car repair, storage).
- Develop consistent **follow-up protocols** (including for clients without phones).
- Clarify and communicate **what HPS is and is not** to clients and staff.
- **Track HPS outcomes** more systematically to improve learning and replication of effective strategies.
- Explore **shared knowledge bank of effective problem-solving approaches**.
- Address **jurisdictional funding disparities** that create inequities in access to resources.

Participant Discussion Themes:

- **Phones** are critical and frequently missing.

- Need for **continuity of relationships** with clients—high staff turnover and lack of follow-up harm outcomes.
- Proposal to **expand eligibility for flexible funds** and to align what different providers can offer.
- Suggested using **mobile access teams** to help locate hard-to-reach clients.
- Emphasis on standardizing how follow-up and contact are managed across agencies.

Assessment – Homebase Findings & Discussion

Key Findings:

- **Poor understanding of assessments:** Clients often don't know which assessment they are receiving or why.
- **Delays common, especially outside central hubs:** Wait times can be weeks/months.
- **Tone/language issues:** Some questions not trauma-informed; inconsistent administration across agencies.
- **Follow-up is key:** Success improves when assessments are followed by robust case management.
- **Mobile assessments and peer-led models** show promise and are well-received.

Opportunities:

- Clarify the purpose and process of assessments to clients.
- Expand access by allowing **more mobile and outreach-based assessments**.
- Improve the **tone and trauma-informing** of assessment language.
- Address **inconsistencies in scoring across agencies**.
- Strengthen follow-up systems for clients without phones.
- Replace the **email-based referral system** with a more centralized, transparent system within HMIS.

H&H Updates on Work Plan Items:

- **Translated assessments** now available in all threshold languages.
- Data now cascades through HMIS workflow to **reduce repetition** of information.
- Racial equity review of the assessment tool shows no disparities for Black clients; however, **prioritization criteria modifications (collapsing health condition categories and adding zip code)** will help further improve equity for Latino clients.
- Proposed prioritization changes will need **OAC Committee vote**.

Participant Discussion Themes:

- Need clearer **client-facing communication about assessments and scoring.**
- Concern about clients told they will not receive follow-up without a phone—clarified that this is not policy, but often a practice due to capacity constraints.
- Interest in leveraging **other community partners** (e.g., libraries, grassroots organizations, outreach groups) to help maintain contact with clients.
- Exploration of **view-only access** to HMIS or client portal to support external partners in locating clients.
- Need to expand and fund **after-hours and flexible assessment options.**

9. Closing

- Upcoming Agenda Items
 - Topics: Assessment and Grievances
 - 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

Next meeting June **11th, 2025**

Minutes:

- The next **targeted conversation** will focus on **Staffing and Grievances**—noted that all issues (assessment, HPS, staffing, grievances) are deeply interconnected.
- Homebase will provide a summary of **potential action items**, categorizing items that:
 - H&H can move on immediately.
 - Require OAC Committee vote.
 - May need escalation to the Leadership Board.
- Participants were thanked for their engagement and reminded that the July meeting is during a popular vacation period but will proceed as planned.

Attendance

Committee Member Attendance:

Committee Member	Present, Absent	Committee Member	Present, Absent
Alan Guttirez	Present	Laurie Flores	Present
Pam Glassoff	Present	Marcela Munoz	Present



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Amy Cole-Bloom	Present	Marlisa Fischer	
Shane Rogge		Stacey Burmaster	Present
Daniel Scott	Present	Stephanie Semien	Present
Jenn Oakley	Present	Tiara Jones	
Kara Carnahan		Veronica Alder	
Kate Hart	Present	Courtney Pal	Present

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.