

Outreach, Access, and Coordination Committees

Minutes

July 9th, 2025

2:00pm – 4:00pm

Join Zoom Meeting

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

Meeting ID: 869 0291 2480

One tap mobile

+16694449171,,86902912480# US

+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/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](#).

Meeting Purpose

The July 9th meeting will focus on a targeted discussion on Staffing 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 Cole-Bloom.
- No new attendees identified; all participants were returning members.
- Attendees were invited to introduce themselves via chat or unmute.

2. Approval of minutes, June 11th, 2025

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

Minutes:

- No corrections were submitted in advance or during the meeting.
- The minutes were approved by consensus without a roll call vote.

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 submitted or voiced during the allotted time.

4. Homeless System Updates or Urgent Items (All)

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

Minutes:

Prevention Program Survey & Chart:

- The Housing Stability and Homeless Prevention Committee released a participant survey and Google form to gather information on prevention programs.
- Links were shared during the meeting and will be sent out post-meeting.

TA Youth Engagement Guide:

- The Youth Committee and Youth Advisory Board released the Transitional Aged Youth (TAY) Engagement Guide.

- Link shared during the meeting.

Shelter Workgroup Closure:

- The Shelter Workgroup officially concluded its work last Tuesday.
- Final products will be shared in the August meeting.

Upcoming Outreach Workgroup:

- The Outreach Workgroup will launch now that the shelter work is complete.
- Members with outreach experience or lived expertise are encouraged to join. Contact Amy or Jose for more information.

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

Minutes:

- Members are working to update language from a prior framework and will seek CoC-wide feedback on a revised version.
- Discussions include how to operationalize equity-based principles and increase liaison involvement in committee planning.

6. Ice Breaker

Icebreaker: “You’re Now the CES Superhero—What’s Your Power?”

Prompt:

If you were a CES superhero, what’s your unique power—and how would it help staff or clients?

Examples:

- **“Captain Follow-Up”** – always knows when and how to reach clients.
- **“The De-escalator”** – instantly diffuses all grievances with empathy and snacks.
- **“Time-Stretcher”** – gives frontline staff an extra hour every day.

Minutes:

Participants shared creative answers to the prompt:

- **Invisibility Cloak** – Observe all corners of the system and identify gaps.
- **Resource Manifester** – Instantly create housing units and subsidies.
- **Crystal Ball** – Help clients see and choose from possible housing paths.
- **Client Locator** – Reconnect lost clients with services, especially those with active matches.

7. CES Targeted Conversations: Staffing and Grievances (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:

Topic 1: Staffing

Findings from Focus Groups:

- Staff are committed but overwhelmed; some report caseloads as high as 200–300 people.
- Training is inconsistent and often relies on peer support or learning on the job.
- Communication between providers is weak and often siloed; handoffs can be cold or duplicative.
- Mobile assessors and peer roles are effective in reaching high-barrier clients.
- Outreach and shelter staff often feel excluded from CES processes.
- Staff with lived experience are especially effective at building trust with clients.
- 211 staff were recognized for being helpful first points of contact.

Opportunities for Improvement:

- Clarify roles and reduce duplication to avoid confusion and client drop-off.
- Improve staffing ratios and address caseload imbalance, especially during the matching phase.
- Invest in retention strategies to reduce staff turnover and preserve client relationships.
- Promote staff wellness, supervision, and professional development.

Management Entity Response:

- H&H contracts include language strongly encouraging the hiring of staff with lived experience.
- Current efforts include training and participation in a supportive housing learning collaborative.
- Staff turnover and wage disparities are recognized as systemic issues requiring broader solutions and more funding.
- H&H is committed to supporting partner agencies, but major change will require system-wide investment (e.g., Measure W funds).

Discussion Highlights:

- Staff burnout and turnover disrupt care and coordination.
- Gaps in onboarding and inconsistent training were raised as concerns.

- Suggestions included annual cross-checks of HMIS users, agency transparency about staffing changes, and creating better workflows for cross-agency communication.
- Multiple participants expressed the need for better relationship-building across agencies, especially during transitions of care (e.g., hospital to shelter).
- Interest in fostering innovation despite funding limitations, including addressing vicarious trauma and improving case conferencing.

Topic 2: Grievances

Findings from Focus Groups:

- Many clients are unaware that grievance processes exist or don't know how to initiate them.
- Clients are more likely to report concerns when supported by trusted staff.
- Grievance channels feel intimidating and ineffective to many.
- Staff are also unclear on how to assist with grievances.
- Follow-up on complaints is inconsistent, and clients often receive no updates.
- Programs praised for accessible grievance systems had simple forms, phone lines, and clear signage.

Opportunities for Improvement:

- Normalize and standardize grievance processes across the system.
- Develop visible signage and materials, and provide clear escalation pathways.
- Train staff on grievance policies and how to support clients through them.
- Ensure timely and meaningful responses to client concerns.

Management Entity Response:

- Coordinated Entry grievance policy now includes specific email, phone, and mailing contact information.
- A user guide has been developed and translated into threshold languages.
- Annual policy updates occur (last completed in May).
- H&H supports but does not oversee grievances unrelated to Coordinated Entry.
- H&H is mapping broader grievance pathways and exploring the feasibility of an ombudsperson, which may require additional funding.
- A log of CE grievances is required from contracted agencies and reviewed annually.

Discussion Highlights:

- Participants expressed that many grievances go unheard or unresolved.
- Suggestions included providing a neutral support person to help clients file grievances and improving transparency about next steps.
- Committee members recommended an annual grievance report-out to OAC.
- H&H reiterated that they respond to all CE-related grievances and timelines are embedded in policy.

8. Closing

- Upcoming Agenda Items
 - Topics: CES Evaluation Draft Report

- 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 August 13th, **2025**

Minutes:

- Committee members expressed appreciation to staff and one another for engaging in deep and honest conversations.
- The final CE evaluation report is in progress and expected to be ready for review by the August or September meeting.
- **Next Meeting:** August 13, 2025

Attendance

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

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- 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.