

# COORDINATED ENTRY EVALUATION: REVIEW, REFLECTIONS AND IMPACTS

July 2025

Alameda County Health  
*Housing and Homelessness*

# Order of Topics

1. Evaluation Background
2. Communications
3. Outreach
4. 2-1-1
5. Housing Problem Solving
6. Assessment
7. Follow-Up
8. **Staffing and Providers**
9. **Grievances**
10. Tracking Outcomes

# STAFFING AND PROVIDERS

---

Section Seven

## 7.1 Hire, train, and support individuals with lived experience and expertise to work in roles related to Coordinated Entry, including street outreach teams, frontline providers, and management roles.

### Work Plan 2023-2024

- ❑ The new written standards strongly encourage agencies to hire people with lived experience at all levels. Calendar Year 2023 HRC contracts reference these standards.
- ❑ OHCC's (now H&H) Supportive Housing Learning Collaborative hosted a training on working with peer specialists in January 2023.

### Status Update 07/2025

- ✓ The Management Entity encourages providers who operate Housing Resource Centers and Access Points in Alameda County to hire people with lived experience of homelessness. This language is included in the HRC and Access Point contracts.
- ✓ The Management Entity has limited role in who nonprofit partners hire.

7.2 Address problems related to staff turnover, which impacts both staff and participants. Coordinated Entry system needs to be able to retain knowledgeable staff in client-facing roles. Develop and monitor plans to improve retention rates for frontline staff.

### **Work Plan 2023-2024**

- ❑ Staff turnover has been cited as a system-wide issue and requires a system-wide response to allow for fair and equitable compensation across the system. We agree this is an important topic and cannot be solved by coordinated entry unilaterally. OHCC (now H&H) is committed to being a partner in addressing this issue

### **Status Update 07/2025**

- ✓ Staff turnover and wage equity issues exist and are well documented in Alameda County and across the U.S. The Management Entity cannot solve this issue without additional funding. Staff turnover and wage equity issues impact the entire Homelessness Response System and not just the CE functions.
- ✓ The Management Entity supports nonprofit partners with sharing out listings for employment opportunities.

# DISCUSSION

---

# GRIEVANCES

---

## Section Eight

## Grievances and Oversight

8.1 Update the Coordinated Entry Grievance Policy to include a specific email and phone number to contact when appealing a grievance. Also, allow for grievances directly to OHCC (now H&H) in situations where a participant has a grievance with the overall process rather than a specific provider, or is unsure who else to contact.

### Work Plan 2023-2024

- ❑ OHCC (now H&H) agrees that this policy should be revisited and it is part of the 2023 plan to update this policy, with support from and input from SCC (now OAC).

### Status Update 07/2025

- ✓ The Management Entity created a user guide for the CE Grievance Policy (reviewed by OAC) however changes were not made to the CE Grievance Policy.
- ✓ The Grievance Policy and documents are easily accessible on H&H website.
- ✓ The Grievance Policy documents have been translated into all Alameda County threshold languages.

## 8.2 Create an ombudsman role to receive, investigate and resolve concerns related to Coordinated Entry.

### Work plan 2023-2024

- ❑ OHCC (now H&H) agrees that having an ombudsperson for system-wide grievance, including but not limited to coordinated entry, would be great. Ongoing funding and resources would need to be identified.

### Status Update 07/2025

- ✓ H&H has continued to research plan for ombudsperson that would support grievances (not just CE). H&H is exploring if it is possible to use Measure W funds for this ongoing work.
- ✓ Management Entity continues to follow Grievance Policy escalation procedures internally and in partnership with nonprofit partners who operate Housing Resource Centers and Access Points

# DISCUSSION

---