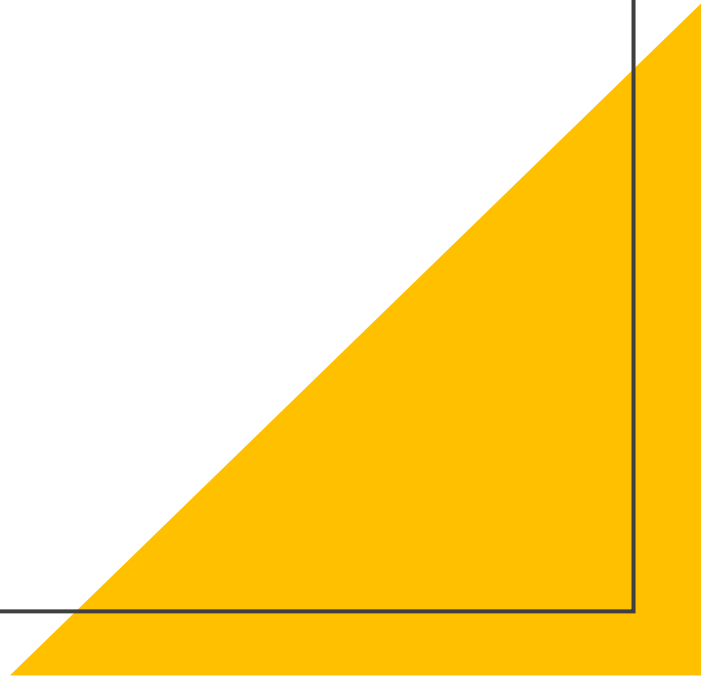




EveryOneHome

Outreach, Access and Coordination Committee

January 14, 2026



Meeting Purpose

The purpose of the January 2026 OAC meeting is to:

- Receive homeless system updates and announcements, and
- Receive the Coordinated Entry System (CES) Evaluation.



Agenda

1. Welcome, Introductions, and Icebreaker
2. Approval of Minutes
3. Public Comment
4. Homeless System Updates or Urgent Items
5. Evidence-Based Solutions Committee Report Out
6. Workplan Check-In
7. Coordinated Entry System (CES) Evaluation Debrief
8. 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



Ice Breaker (Homebase)

In the chat, tell us your New Year Resolution (if you have one)!



Approval of Minutes

- No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.
- Draft minutes are available:
 - [EveryOne Home website](#), and
 - [Google Drive](#).



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 kris@homebaseccc.org and morgan@homebaseccc.org, copying alameda@homebaseccc.org, if you would like to submit written comments.



Homelessness System Updates

- **Point-in-Time Count 2026:**

- The 2026 PIT Count is taking place on January 22! Go to [this website](#) to sign up to volunteer.

- **Learning Community 2026:**

- The Evidence-Based Solutions Committee is looking for feedback on their Learning Community so they can plan for 2026!
- Feel free to give ideas for 2026 or feedback on 2025 if you participated:

<https://forms.gle/3dnvMfutbDwjyS779>



Homelessness System Updates

- **Homelessness Prevention Program Dashboards:**

- The Housing Stability and Homelessness Prevention (HSHP) Committee has created dashboards of Homelessness Prevention Programs in Alameda County.
- There are two dashboards:
 - **Homelessness Prevention Landscape Dashboard:** A dashboard focused on the landscape of prevention programs in Alameda County, including how they are funded. System leaders and funders who will use this dashboard when making decisions about policy, funding, etc.
 - **Homelessness Prevention Resource Guide Dashboard:** A dashboard for community members and service providers who will use the program information to identify resources that will help households to prevent homelessness.
- The dashboards are available on the [HSHP Committee page](#) on the EveryOne Home website.



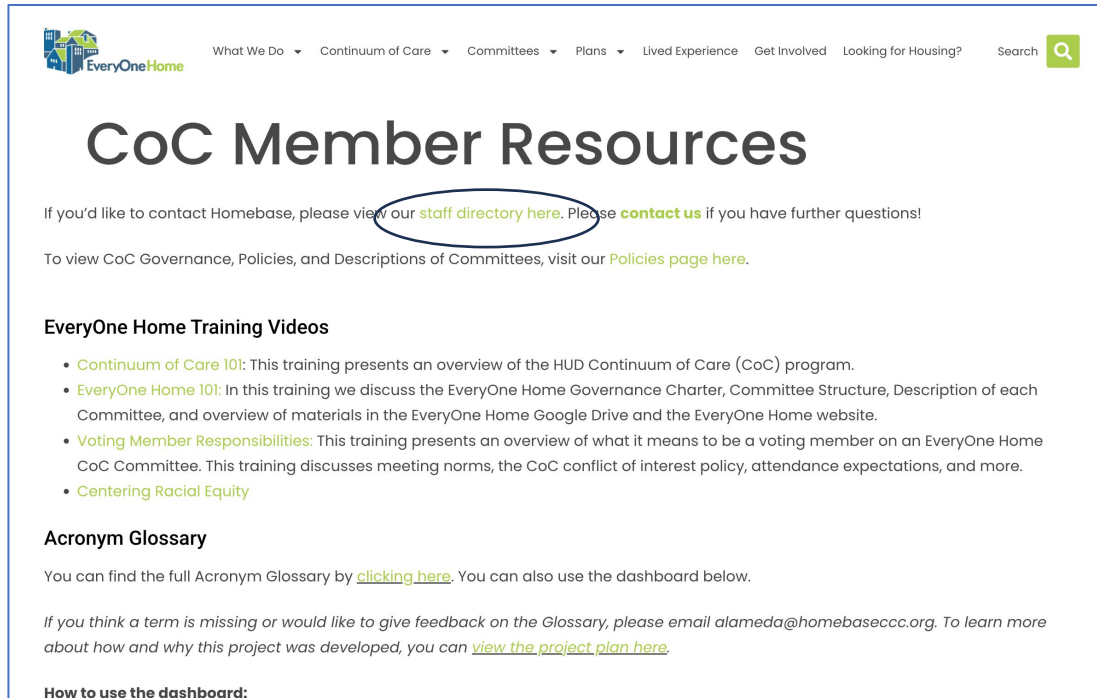
Homelessness System Updates

2 New CoC Resources

- **Homebase staffing for 2026:** As we look to the new year we wanted to give an updated [staffing directory](#)! We've had the request to make this as we know it can be hard to know who to contact for what purpose on the Homebase team.
 - It's located two different places on the website ("CoC Member Resources" [here](#) and "Get Involved" [here](#)) and located in the "Resources and Information" folder of the CoC Google Drive ([linked here](#)).
- **CoC Membership Roster:** Another new resource is this [Google Spreadsheet of all of our committees, voting members, staff, and term dates](#)! If you want contact information of a voting member, please reach out to alameda@homebaseccc.org to request that.
 - The rosters for each committee are already public on the website, but we have been asked to create this type of one-stop-shop document for our voting members.
 - You can find it in the "Resources and Information" folder of the CoC Google Drive ([linked here](#)).

Homelessness System Updates

2 New CoC Resources



CoC Member Resources

If you'd like to contact Homebase, please view our [staff directory here](#). Please **contact us** if you have further questions!

To view CoC Governance, Policies, and Descriptions of Committees, visit our [Policies page here](#).

EveryOne Home Training Videos

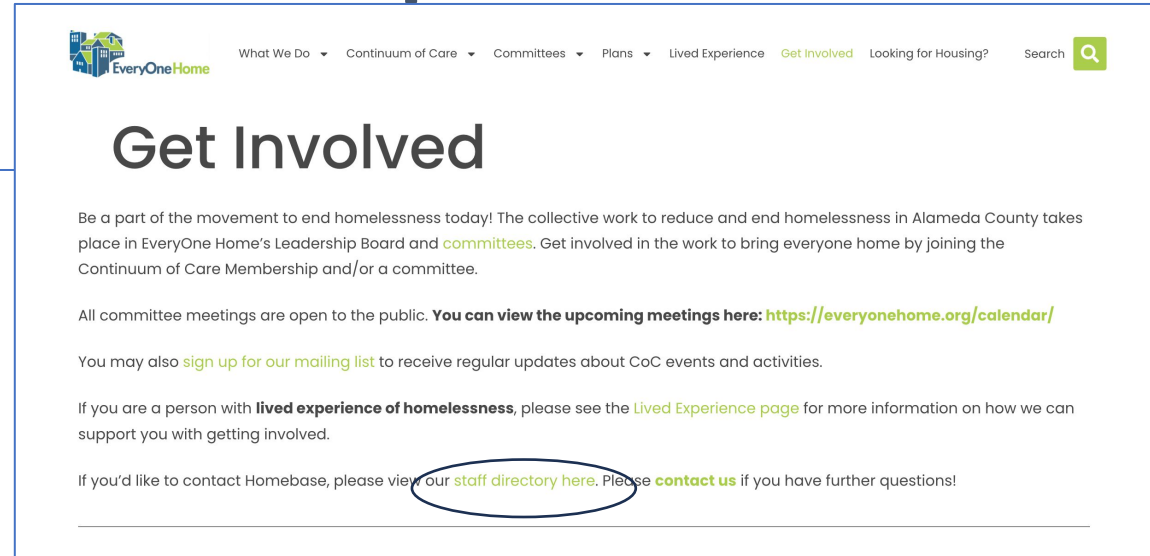
- [Continuum of Care 101](#): This training presents an overview of the HUD Continuum of Care (CoC) program.
- [EveryOne Home 101](#): In this training we discuss the EveryOne Home Governance Charter, Committee Structure, Description of each Committee, and overview of materials in the EveryOne Home Google Drive and the EveryOne Home website.
- [Voting Member Responsibilities](#): This training presents an overview of what it means to be a voting member on an EveryOne Home CoC Committee. This training discusses meeting norms, the CoC conflict of interest policy, attendance expectations, and more.
- [Centering Racial Equity](#)

Acronym Glossary

You can find the full Acronym Glossary by [clicking here](#). You can also use the dashboard below.

If you think a term is missing or would like to give feedback on the Glossary, please email alameda@homebaseecc.org. To learn more about how and why this project was developed, you can [view the project plan here](#).

How to use the dashboard:



Get Involved

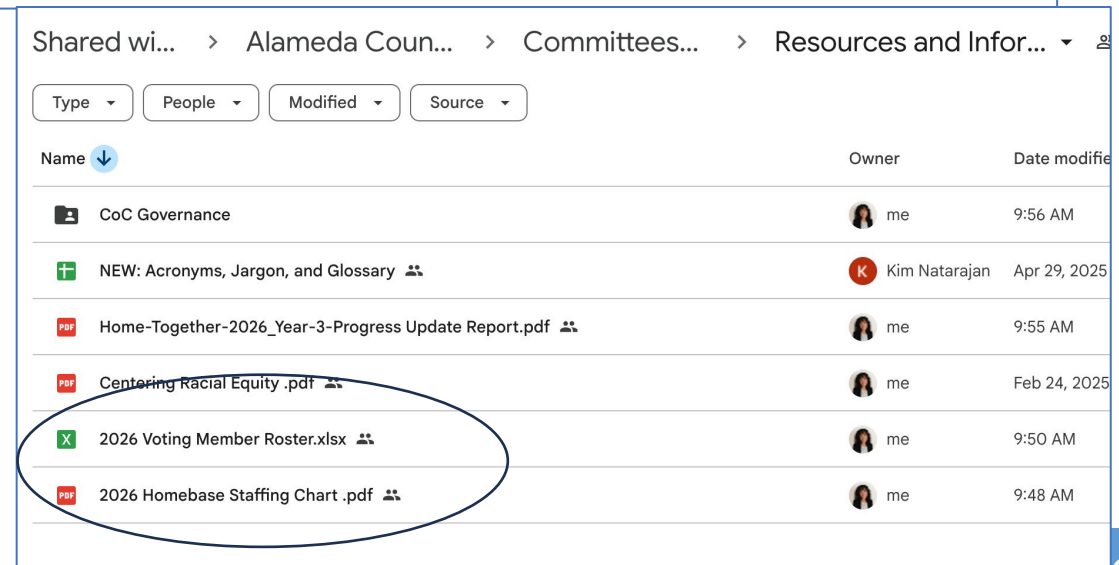
Be a part of the movement to end homelessness today! The collective work to reduce and end homelessness in Alameda County takes place in EveryOne Home's Leadership Board and [committees](#). Get involved in the work to bring everyone home by joining the Continuum of Care Membership and/or a committee.

All committee meetings are open to the public. **You can view the upcoming meetings here:** <https://everyonehome.org/calendar/>

You may also [sign up for our mailing list](#) to receive regular updates about CoC events and activities.

If you are a person with **lived experience of homelessness**, please see the [Lived Experience page](#) for more information on how we can support you with getting involved.

If you'd like to contact Homebase, please view our [staff directory here](#). Please **contact us** if you have further questions!



Shared wi... > Alameda Coun... > Committees... > Resources and Infor... ▾

Type ▾ People ▾ Modified ▾ Source ▾

Name ↓	Owner	Date modified
CoC Governance	me	9:56 AM
NEW: Acronyms, Jargon, and Glossary	Kim Natarajan	Apr 29, 2025
Home-Together-2026_Year-3-Progress Update Report.pdf	me	9:55 AM
Centering Racial Equity .pdf	me	Feb 24, 2025
2026 Voting Member Roster.xlsx	me	9:50 AM
2026 Homebase Staffing Chart .pdf	me	9:48 AM



Evidence Based Solutions Committee Updates



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!



Evidence-Based Solutions Framework

- Liaisons will be sharing more in-depth about this at an upcoming meeting, but you can find the framework here!



Workplan Check-In

The Committee will check-in on the Committee Workplan to see where we are and where we're going!



Current workplan is available in the Google Drive:

<http://bit.ly/475VubU>



Coordinated Entry System (CES) Evaluation Debrief

On the November 13, 2024, the Outreach, Access, and Coordination Committee (OAC) requested a broader evaluation of the Coordinated Entry System (CES), in addition to the required CES Management Entity self-evaluation.

The CES System Evaluation has now been completed and is being shared with OAC for awareness.





Homebase

ADVANCING SOLUTIONS TO HOMELESSNESS

January 14, 2026

CES Evaluation Debrief

Alameda County Coordinated Entry System Evaluation
2024–2025 System Insights and Next Steps

Jose Lucio, Directing Analyst

Matthieu Kaman, Senior Data Analyst

Aram Hauslaib, Directing Attorney

Framing

Scope

- This evaluation looks at how Alameda County's Coordinated Entry System functions as a connected system of access points, providers, and supports.

Purpose

- The focus is on understanding how CES operates today and where continued refinement can strengthen access, clarity, and outcomes.

Perspectives and Experiences Reflected

- People with lived experience of homelessness
- Frontline staff across CES roles
- Providers and access points
- CE system data and equity analysis

What this Evaluation Covers

This evaluation looks at how Alameda County's Coordinated Entry System Functions within the Alameda County Continuum of Care.

It reflects experiences shared:

- People with lived experience of homelessness
- Frontline staff across CES roles
- Providers and access points
- CE system data and equity analysis

The focus is on understanding how CES operates within this CoC and where continued refinement can strengthen access, clarity, and outcomes.

CES in Alameda County

CES provides a consistent way for people experiencing homelessness to access housing and helps the CoC prioritize limited housing placements based on need.

This evaluation focuses on how the CES functions within Alameda County's CoC, recognizing that progress depends on coordination across many partners.

In Alameda:

- The County serves as the CE Management Entity for the CoC
- CES includes outreach teams, shelters, 211, HRCs, providers, and specialized access points operating within the CoC – Although not all these functions are directly managed by the CES Management Entity
- CES functions through shared roles and coordinated workflows

How Information was Gathered

CE Entity Self Evaluation

A structured self-evaluation completed by the CE Management Entity, based on HUD guidance and local roles and responsibilities, and reviewed collaboratively with OAC.

Focus Groups

Focus groups conducted with distinct CES roles to understand how policies and workflows operate at different points in the system.

Community Survey

A community survey open to a broad range of stakeholders, intended to capture additional perspectives beyond focus group participants.

Quantitative Data Analysis

Quantitative HMIS data and an equity analysis conducted with Focus Strategies to examine assessment tools, prioritization, and potential disparities.

Overall System Picture

The evaluation shows a system that is:

- Actively improving
- Staffed by committed and skilled practitioners
- Increasingly intentional about equity and access
- Still navigating scale, demand, and complexity

Participants recognized progress since the last evaluation and provided input on how CES functions across the Alameda County CoC.

Core Strengths to Build On

Trust	Strong trust between clients and frontline staff.
Access	Expansion of access through mobile, limited, and specialized access points.
Responsiveness	Improved 211 responsiveness and clarity.
Training	Increased availability of training and shared materials.
Equity	Ongoing attention to equity in assessment tools and evaluation design.

What's Working Well in Practice

Reducing Barriers

Peer and mobile staff help reduce barriers and build trust.

Supports

211 operators provide calm, supportive first contact.

Creativity

Staff creativity and flexibility help resolve housing crises.

Consistency

Clients value clear explanations and consistent points of contact when available.

Housing Problem Solving Insights

Housing Problem Solving is widely viewed as a core strength of CES

What participants emphasized

- HPS helps resolve housing crises quickly
Flexible supports make a meaningful difference
Creative approaches support dignity and choice

Opportunities for growth focus on

- Expanding access to flexible, small-dollar resources
Clarifying HPS as a core CES strategy
Strengthening follow-up after initial problem-solving conversations

Assessment Experience Insights

Assessment is a key CES function, and several improvements are already in place

- Assessments and materials are available in threshold languages
- Mobile assessments expand access
- Trained staff report confidence using the tools

Participants also shared opportunities to strengthen the experience

- Clearer explanations of assessment purpose and next steps
- More consistent use of plain-language scripts
- Additional flexibility in when and where assessments occur

Staffing and Follow-Up

Staffing is central to how CES functions in practice

Strengths Identified

- Dedicated and compassionate frontline staff
- Strong peer and mobile roles
- Improved follow-up tools and templates

Ongoing system considerations include*

- High caseloads that affect continuity
- Turnover that disrupts relationships
- Desire for role-specific training and clearer communication channels

*These reflect system scale and demand rather than lack of commitment.

Grievance Process Insights

Progress has been made in strengthening grievance infrastructure

- Updated grievance policy and user guide
Translation into threshold languages
Clear escalation pathways

Participants identified opportunities to increase effectiveness*

- Greater visibility of the grievance process
Clearer guidance for staff and clients
Regular review of grievance themes to support system learning

Three Priority Areas for Continued Progress

Based on the full evaluation, three areas offer the greatest opportunity to build on existing strengths

Extend flexible access

- Mobile, after-hours, and peer-supported options
- Continued review of access rules through an equity lens

Strengthen staff support and continuity

- Balanced caseloads
- Training tailored to CES roles
- Formal involvement of people with lived experience in system learning

Enhance communication and visibility

- Clear follow-up standards
- Greater visibility into referral status
- Consistent information across entry points

OAC's Role Going Forward

Supporting

Supporting oversight of CES implementation.

Reviewing

Reviewing access and outcome information.

Partnering

Partnering with the CE Management Entity on system refinements.

Helping

Clients value clear explanations and consistent points of contact when available.

Closing Reflections

This evaluation reflects a Coordinated Entry System that is:

- Grounded in strong relationships
Supported by committed staff
Actively evolving in response to feedback
Positioned for continued improvement through collaboration

The findings offer a shared understanding of where CES is today and where focused attention can help it function even more effectively for people who rely on it.

Questions and discussion



Contact us



Alameda@homebaseccc.org



Closing

- Next Meeting: Wednesday, February 11th, 2026
- Upcoming Meeting Agenda Items:
 - Discussion of upcoming agenda items for next meeting.
 - Requests for agenda items are also welcome now or via email: alameda@homebaseccc.org.

