

Outreach, Access, and Coordination Committee Work Plan
Alameda County Continuum of Care

	2026											
	January	February	March	April	May	June	July	August	September	October	November	December
CE Evaluation Recommendations												
Flexible, Phone-based, Mobile-Intakes, Extended Hours							X					
Update staffing model to reduce follow up time and reduce case loads among front line staff at HRCs							X					
The ME will create additional Frequently Asked Questions (FAQs) or tools and is interested in feedback from the OAC, Housing Resource Center providers, and people with lived experience.				X								
The ME will continue to reinforce the requirement to use the follow up form that HRCs currently have access to	Ongoing via monthly ILCs											
ME will create one-pagers and implement them through Access Points and Housing Resource Centers.			X									
Update Housing Needs Assessment with trauma-informed language					X							
The H&H HMIS team has been working to implement a client-facing portal that is integrated with HMIS which will enable clients to update their contact information in HMIS on their own and on demand.	X											
Develop dashboards or reports that HRCs and PSH providers may view in HMIS to better track the status of referrals to permanent housing programs with community input										X		
Update the HMIS CE training modules											X	
Support improvements in communication among outreach, shelter providers, and Housing Resource Centers						X						
ME will develop a FAQ to support clients with understanding the Coordinated Entry Grievance Policy and Process				X								
Update the AP and HRC requirement to submit bi-annual grievance logs so that the ME can provide bi-annual reports to the OAC with de-identified information; update P&P's						X						
ME will further develop the required bi-annual grievance report to include all outcomes of grievances that are addressed without escalation to the ME, and require that AP and HRCs submit back up documentation as part of their report from the household who is grieving the services that they received						X						0