



THE OAKLAND, BERKELEY/ ALAMEDA COUNTY CoC

Outreach, Access, and Coordination Committee

January 14, 2026

2:00PM – 4:00PM

Minutes

[Link to Zoom Meeting](#)

Meeting ID: 86902912480

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://everyonehome.org/main/continuum-of-care/coc-member-resources/>

Committee Purpose

The purpose of the Outreach, Access, and Coordination (OAC) 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 / Overview

The purpose of the October OAC meeting is to: (1) receive homeless system updates and announcements, and (2) receive the Coordinated Entry System (CES) Evaluation.

Meeting recording information can be found [here](#).

Agenda Items

1. **Welcome, Introductions, and Icebreaker** (Kate Hart, Co-Chair)

<p>2. Approval of Minutes, December 10, 2025 (Kate Hart, Co-Chair)</p> <p>a. Minutes approved.</p>
<p>3. Public Comment (Kate Hart, Co-Chair)</p> <p>a. 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</p>
<p>4. Homeless System Updates or Urgent Items (All)</p> <p>a. Point-in-Time Count 2026: The 2026 PIT Count is taking place on January 22! Go to this website to sign up to volunteer.</p> <p>b. 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/3dnyMfutbDwjyS779. The Learning Communities will take place on the 4th Tuesday at noon, with the first one being January 27.</p> <p>c. Homelessness Prevention Program Dashboards:</p> <ol style="list-style-type: none"> i. The Housing Stability and Homelessness Prevention (HSHP) Committee has created dashboards of Homelessness Prevention Programs in Alameda County. ii. There are two dashboards: <ol style="list-style-type: none"> 1. 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. 2. 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. iii. The dashboards are available on the HSHP Committee page on the EveryOne Home website. <p>d. New resource: 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 kind of document 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).</p> <p>e. New resource: CoC Membership Roster: Another new resource is this Google Spreadsheet of all of our committees, voting members, staff, and term dates!</p>
<p>5. Evidence-Based Solutions Committee Report Out (Laurie Flores and Marcela Munoz, ESC Liaisons)</p> <p>a. ESC will be sharing about framework in an upcoming meetings and reminds the Committee to engage the ESC in future workplans and project plans.</p>

6. Workplan Check-In (Kate Hart, Amy Cole-Bloom, Co-Chairs)

- a. During this workplan check-in, Amy reminded the committee that the Coordinated Entry evaluation findings will inform the work of the OAC moving forward.

7. Coordinated Entry System (CES) Evaluation Debrief (Jose Lucio, Aram Hauslaib, Homebase)

- a. 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.
- b. [The 2024 Coordinated Entry System Evaluation Process Memorandum is available here.](#)
- c. [The 2024-25 Coordinated Entry System Evaluation is available here.](#)
- d. [The response from the Coordinated Entry Management Entity is available here.](#)
- e. [Full slide deck](#)
- f. Intro from Jose (Homebase) before sharing the full slides: Today's presentation focuses on summarizing the key findings from the CES system evaluation, and sharing the main themes that emerge from participant feedback and system data. Where the county response provides some additional context or clarification, we'll try to note that throughout the presentation.
- g. Discussion and Questions:
 - i. Overall the Committee and attendees shared a lot of appreciation for the presentation and all the work that went into completing the evaluation.
 - ii. Courtney (RCD): Shared appreciation about the findings, resonated with things providers have been thinking about for a long time. Asking where does the Committee go from here? Looking for concrete steps on how to support policy change and implement the recommendations.
 - 1. Jose shared that the Coordinated Entry management entity (Alameda County Health, Housing and Homelessness (H&H)) includes how it's addressing some of the findings in its response.
 - 2. Courtney clarified she would love to hear from the Management Entity how the OAC can be supportive and helpful, how we can track the implementation of these recommendations.
 - 3. Anna (H&H) shared that this evaluation report is the first step in developing a workplan for both the management entity and the OAC. Today is an opportunity to absorb the information and then

we will move forward in future meetings figuring out how to implement and operationalize. Lucy (H&H) also shared the intention is to bring things to the OAC for feedback and ongoing accountability.

iii. Zae (Youth Spirit Artworks): Wanted to raise the importance of focusing on mobile access and after-hours access, especially as technology changes. We all feel the digital gaps and they're frustrating. Youth populations especially navigate the world mobile first. As we all know, coordinated entry processes rely on in-person assessments, office hour workflows, we said after hours, in the presentation, that's really timely, and staff-mediated entry points. And those structures, to me at least, and many others here, you have a wider knowledge base than I do, but they seem designed for an earlier era of service delivery. And California continues to emphasize innovation, care coordination, system modernization. I've really been thinking a lot, and I'm sure you have too, about how digital-first infrastructure and case management tools could support more being culturally competent and meeting participants. Just wanted to raise all of that because we need participants to be able to access services when they need it.

1. Alan and Anna (H&H): Thank you so much, Zae! To respond to part of what you shared, H&H's HMIS team has just launched a Customer Portal that is integrated into HMIS so that households can have on demand access to their HMIS record, message their providers, view their history, be reminded about upcoming appointments, upload/update their identity documents, and more. We also launched this with Covenant House first!

iv. Jenn (Rising Sun of Opportunity): Regarding the piece on staffing and follow up, it talks about case loads, but wondering about staff compensation being a factor. For the grievance process, when I was administering the surveys, people were having a hard time differentiating between housing problem solving and assessment. The grievance processes were landing in the wrong place, feel like it would be good to have a central way for people to submit grievances.

1. Jose shared that he and Matthieu from Homebase were also curious about how staff compensation played a role, and they tried to ask about that in focus groups, but no one named that as a factor. However, they also contemplated that maybe the focus group setting and other participants made people feel uncomfortable talking about salary, so maybe a future survey would be more helpful finding out that information.
2. Jose and Kris (Homebase) also shared about an FAQ that Homebase is working on to start addressing some of the misconceptions and confusion around grievance policies. It won't be a central location to submit, but it will have links to all the

places to submit a grievance. Jenn commented that the format may not be accessible to everyone who needs that information, so after the document is complete Homebase will work with Committees and people with lived experience of homelessness to see how the information can be further communicated.

3. Anna: We also bring the Coordinated Entry grievance policy (and the accompanying user guide for folks who may need to navigate how to use the policy) to the OAC for review on an annual basis. We are always open to feedback on these documents. [CE- Grievance-Policy- Updated 2024.05.08](#), [CE Grievance Policy User Guide 3.1.24](#)
4. Alan and Lucy shared more thoughts on their hopes for centralizing and bringing more clarity to the grievance process. As well as taking the grievances and using that data to understand where the system can be improved overall, not just agency by agency,
 - v. Amy Cole-Bloom: Request to append the [management entity response to the report](#) and [share the recording](#). Also restated the need to focus on next steps. H&H will come back with a draft workplan for how the OAC will be folded into coordinated entry next steps.
 - vi. Courtney: It may be helpful to clarify - if folks need time to digest recommendations, who should they contact if they want to share reflections after this meeting? Kris share that you can email any follow-up to alameda@homebaseccc.org. If it is Coordinated Entry specific you can also reach out to H&H staff at anna.fellers@acgov.org.
- h. For future evaluations: Kate and Amy recommend doing this level of comprehensive evaluation should happen every 3 years. The standard self-evaluation will continue on a more regular basis as required by HUD.

8. Closing

- a. Committee members are welcome to submit agenda ideas for upcoming meetings to alameda@homebaseccc.org.
- b. Ms. Shelley and Aram from Homebase had a closing discussion about ongoing access and tech needs, and increasing lived experience engagement, tech exchange, in-person gatherings.
- c. Laurie also shared: Leadership Board is tomorrow, restructure discussion is on the agenda. Meeting structures is definitely on the table for discussion and improvement.
- d. John Marks also shared a long comment to Homebase via the chat and email regarding accessibility of meetings and ideas for grievances, 211, coordinated entry, etc. The co-chairs and the Management Entity will meet with Homebase to see how to move forward on agendaizing these topics.

- e. The next Outreach, Access, and Coordination Meeting will be Wednesday, February 11th, 2026.

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.

Committee Members

Alan Guttirez	Alameda County Health Housing and Homelessness Services (H&H)	Present
Tiara Jones	City of Oakland	Absent
Laurie Flores	City of Fremont	Present
Amy Cole-Bloom	City of Hayward	Present
Daniel Scott	Alameda County Housing & Community Development (HCD)	Present

Kara Carnahan	Abode	Present
Courtney Pal	Resources for Community Development	Present
Stacey Burmaster	Insight Housing	Present
Kate Hart	SAVE	Present
Stephanie Semien	Community Member	Present
Jenn Oakley	Rising Sun Center for Opportunity	Present
Marlisa Fisher	Community Member	Absent
Veronica Alder	POCC	Present
Marcela Munoz	Community Member	Present

Public Attendance:

- Tina Barkus
- Adis Bajramovic, SAHA
- Adriann Pemberton
- Andrea Zeppa, Alameda County Health
- Anna Fellers, Alameda County Health Housing and Homelessness Services (H&H)
- Cristi Ritschel, SAHA
- Danielle Bellino, Alameda County Health Housing and Homelessness Services (H&H)
- Eleni Spuru, Swords to Plowshares
- Emma Welty, Community Member
- Jenn Oakley, Rising Sun of Opportunity
- Josh Jacobs, City of Berkeley
- Katherine Gale, Focus Strategies
- Lucy Kasdin, Alameda County Health, Housing and Homelessness Services (H&H)
- Phil Clark, Alameda County Health
- Ray Corona, Community Member
- Sarah Voit, FESCO/La Familia
- Tori Nichols, St. Mary's center
- John Marks, Community Member (john.marks@homelessincorporated.com)
- Aram Hauslaib, Homepage
- Jose Lucio, Homepage
- Kris Maun, Homepage

Email: Alameda@Homepageccc.org

- Morgan Bernados, Homebase
- Maya Reddy, Homebase
- Jonathan Russell, Alameda County Health, Housing and Homelessness Services (H&H)
- Caroline Topeé, Community Member
- Ms. Shelley Gonzalez, OUSD
- Nic Ming, Social Impact Wheel