



Outreach, Access, and Coordination Committee
April 8, 2026
2:00PM – 4:00PM
Minutes

Link to Zoom Meeting
Meeting ID: 86902912480

Join by Phone:

+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://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 April OAC Committee meeting was to: 1) Review and approve the 2026 workplan, 2) approve additions to Committee agreements, 3) Annual review of Coordinated Entry policies, 4) Receive updates on shelter standards work, 5) Receive

updated on expanded Housing Resource Centers, 6) Discuss whether the Committee wants to pursue an Outreach Workgroup.

Minutes

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

2. Approval of Minutes, February 11, 2026 (Kate Hart, Co-Chair)

- a. Minutes approved.

3. Public Comment (Kate Hart, Co-Chair)

- a. John Marks: Good afternoon. I want to speak to Agenda Items 7, 8, and 9 around harm, shelter standards, and grievance policy. This committee is discussing how to address harm, how to ensure safe shelter environments, and how people can report issues. So I'm bringing you a real-life example where the system has failed me. While I was placed at the Radisson, in Operation Homekey, I believe it was, I reported a sexual assault to site management, specifically Kara Carnahan of Abode Services, who's a member of this committee. I was called liar, and no meaningful action was taken. No visible reporting process, no safety response, no follow-up. So I want to ask, under your current or proposed grievance policies, what is supposed to happen when someone reports a sexual assault inside of a shelter? Where's the accountability when staff dismiss it? And how is someone supposed to safely report harm when the person they're reporting to is the one denying it? Because right now, you're discussing trauma-informed care and naming harm, but I'm telling you that in practice, harm's just being dismissed at the provider level. That's a failure of coordinated entry and shelter standards. So I'm asking for 3 things: clarify mandatory response protocols for serious incidents; Ensure there's an independent reporting pathway outside of the provider involved; And examine whether providers on this committee are meeting the standards you are setting. And I want to be clear I will not be remaining for the rest of this meeting. I do not feel it is appropriate to participate in a space where serious harm can be dismissed without accountability. I'm putting this on the record, and I expect a response. Thank you.
- b. The co-chairs thanked John for his comment and will be following up with him.

4. Homeless Response System Updates or Urgent Items (All)

- a. Save the date for the Spring Community Meeting, virtual and in-person – May 27th
- b. Committee [applications](#) are now open – due April 13 for most seats, due May 14th for youth seats
- c. Board [application](#) for service provider also open – app due May 7th
- d. Evidence Based Solutions Committee CoC Feedback [Survey](#) open for initial rounds of feedback until April 21st

<p>5. Evidence-Based Solutions Committee Report Out (Marcela Munoz, ESC Liaison)</p> <ul style="list-style-type: none"> a. Morgan shared for Marcela about the Evidence-Based Solutions Framework and an invitation to ESC Meetings, as well as emphasizing the ESC's CoC Feedback survey. b. The full report can be found in the OAC Committee meeting slide deck here.
<p>6. Action item: Review and approval of 2026 Workplan (Amy Cole-Bloom, co-chair)</p> <ul style="list-style-type: none"> a. OAC took the month of March off to begin work planning for 2026. The co-chairs and Homebase have updated the 2026 workplan and will present it to the committee for input and approval. b. Link to workplan here. c. Action: Committee to approve the 2026 workplan as a working draft. d. The Committee did not have quorum of voting members so this item was tabled to May.
<p>7. Action Item: Approve updated Committee Agreements (Amy Cole-Bloom, Kate Hart; co-chair)</p> <ul style="list-style-type: none"> a. <u>At the February meeting</u>, OAC Committee members discussed additions to their Committee Agreements as part of their annual review. b. Action: Motion to approve the new additions to the Committee agreements. c. The Committee did not have quorum of voting members so this item was tabled to May.
<p>8. Updates on expanded Housing Resource Center model and Shelter Standards Work (Lucy Kasdin, Amy Cole-Bloom, Alameda Health, Housing and Homelessness)</p> <ul style="list-style-type: none"> a. Updates from the management entity, Committee members will have an opportunity to ask questions. Committee members can expect a full presentation on the expanded Housing Resource Center model and procurement process during the May meeting. b. Summary of updates: On Housing Resource Centers: the RFP has concluded, contract negotiations are beginning for a July 1st launch. The new HRC model will offer significantly expanded services — prevention, housing applications, record expungement, credit repair, and employment support — plus extended evening and weekend hours and more connected outreach. On Shelter Standards: the county just concluded a deep engagement process including focus groups at 10 shelters, 100+ surveys from people in and outside shelter, and outreach to unsheltered individuals. Data is being analyzed and will feed into new shelter contracts starting January 1, 2027. Those results will be shared publicly once the analysis is complete.

9. Annual Review Coordinated Entry Policies, CE Grievance Policy (and accompanying user guide), and Housing Problem Solving Policy (Anna Fellers, Alameda County Health, Housing and Homelessness)

- a. Anna reminded the OAC this as the HUD-required annual review of coordinated entry policies — at minimum once a year, the committee must look through policies and make relevant updates. She noted the timeline between the recent CE evaluation wrapping up and the compliance deadline was too short to fully incorporate all evaluation recommendations, so this year's changes are on the lighter side. She flagged several items as "future opportunities" — things on the radar to revisit later in 2026. The plan is to preview the changes this month, collect feedback, and bring them back for a formal vote in May.
- b. The three policy documents covered were: the Coordinated Entry Policy, the Grievance Policy, and the Housing Problem-Solving Policy.
- c. Policies can be found here and at the following links:
 - i. Slide deck summary of policy review
 - ii. Proposed edits to CE Policies
 - iii. Coordinated Entry Grievance Policy
 - iv. Coordinated Entry Grievance Policy User Guide
 - v. Housing Problem Solving Policy
- d. For a full review of the discussion and questions and answers with attendees, we encourage you to click through the slides and watch the Meeting recording to see the presentation and discussion (Anna starts around 19 minutes into the recording), or download the transcript here

10. Discussion: Circle back to Outreach Workgroup (Kate Hart, co-chair)

- a. Following these Management Entity updates, the Committee will circle back to the idea of an outreach workgroup, which was originally proposed in January of 2025 after the Unsheltered Workgroup wound down, but the workgroup never clarified goals, outcomes, membership, and thus never met. The Committee began to discuss if they are still interested in starting an outreach workgroup, and if so, what the goals and outcomes of the workgroup would be.
- b. Summary of discussion: Phil Clark volunteered to co-chair and outlined a vision: map the outreach landscape across Alameda County, identify gaps and duplication, and ultimately improve access for high-acuity individuals living outside. Jenn Oakley pushed back, noting the unsheltered work group last year produced documents that didn't seem to go anywhere, and questioned the point of investing effort without clear outcomes. Emily Young (City of Hayward) noted wide variability across cities makes county-level conversation complex. Lucy Kasdin emphasized the importance of being clear on what's within scope given that most outreach tied to encampment abatements is city-funded.
- c. Next steps: No separate formal subcommittee (Homebase doesn't have capacity to staff it), but Phil — joined by Tori Nichols, Kate Hart, Jenn Oakley,

and Ms. Shelley — will prepare materials and bring outreach as a recurring agenda topic over the next several months, moving from landscape overview → strategies → capacity assessment. Ms. Shelley encouraged the group to explore whether they could self-run a work group without requiring Homebase backbone support.

11. Closing

- a. The next OAC Committee meeting will be Wednesday, May 11th.
- b. Committee members can send agenda requests to alameda@homebaseccc.org.
- c. Committee members are also encouraged to look over the [workplan](#) to preview upcoming agenda items.
- d. **There will be no OAC Committee meeting in June.**

Community Agreements 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 community agreements, remind them to assume good intentions and handle each other with grace.
7. Need to work from a trauma centered perspective.

Committee Members Attendance

Amy Cole-Bloom	Alameda County Health Housing and Homelessness Services (H&H)	Present
Tiara Jones	City of Oakland	Absent
Daniel Scott	Alameda County Housing & Community Development (HCD)	Absent
Kara Carnahan	Abode	Absent
Courtney Pal	Resources for Community Development	Present
Stacey Burmaster	Insight Housing	Present
Kate Hart	SAVE	Present
Stephanie Semien	Community Member	Absent
Jenn Oakley	Community Member	Present
Marlisa Fisher	Community Member	Absent
Veronica Alder	POCC	Absent
Marcela Munoz	Community Member	Present