

## Outreach, Access, and Coordination Committees

### Minutes

August 13th, 2025

2:00pm – 4:00pm

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Join Zoom Meeting

<https://homebaseccc.zoom.us/j/86902912480>

Meeting ID: 869 0291 2480

One tap mobile

+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](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://docs.google.com/spreadsheets/d/118hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive\\_link](https://docs.google.com/spreadsheets/d/118hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive_link)

#### Committee Purpose

The purpose of the Outreach, Access, and Coordination 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

The August OAC meeting will include a presentation from ICF and the HMIS Lead Team on ongoing efforts to strengthen HMIS governance and data capacity in Alameda County. The Unsheltered Workgroup will present their final product, including a CoC stance on encampment resolution adapted from the UC Benioff Toolkit, for committee approval. Members will hear

updates from the County and Homebase on the Coordinated Entry evaluation topic of Follow Up. This includes findings from focus groups with HRC staff, housing providers, and people with lived experience. The committee will have the opportunity to provide input across all items to guide future system decisions.

**Agenda**

<p><b>1. Welcome / Introductions</b></p>	<p>2:00pm – 2:05pm</p>
<p><b>2. Approval of minutes, July 9th, 2025</b></p> <p><i>No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.</i></p>	<p>2:05pm – 2:08pm</p>
<p><b>3. Public Comment</b></p> <ul style="list-style-type: none"> <li>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: <a href="mailto:alameda@homebaseccc.org">alameda@homebaseccc.org</a></li> </ul>	<p>2:08pm – 2:10pm</p>
<p><b>4. Homeless System Updates or Urgent Items (All)</b></p> <ul style="list-style-type: none"> <li>Community members are encouraged to share announcements or other brief informational items.</li> </ul> <p><b>HMIS Committee Data Quality Workgroup</b>          The HMIS Committee has formed a workgroup to better understand the barriers service providers face in maintaining high-quality data in the Homeless Management Information System (HMIS). This includes challenges related to timeliness, completeness, accuracy, and utilization.</p> <p><b>Data quality directly impacts:</b></p> <ul style="list-style-type: none"> <li>Accurate counts of people experiencing homelessness</li> <li>Tracking where people are going within the system</li> <li>Understanding the length of time individuals spend in services</li> <li>Measuring outcome data like exit destinations</li> <li>HUD reporting compliance</li> <li>CoC NOFO (Notice of Funding Opportunity) competitiveness</li> <li>Ensuring equity in our data and services</li> </ul> <p><b>We are seeking input from:</b></p> <ul style="list-style-type: none"> <li>Coordinated Entry Providers using HMIS</li> <li>Rapid Rehousing and Permanent Supportive Housing providers</li> <li>Other HMIS-participating service providers</li> <li>City Government Partners who use HMIS or manage providers that use the HMIS and/or who work directly with the HMIS Lead Team</li> </ul> <p><b>How You Can Participate:</b>          The workgroup is offering the following ways to share your insights:</p> <ul style="list-style-type: none"> <li>Virtual focus groups – reach out to Jose Lucio (<a href="mailto:jose@homebaseccc.org">jose@homebaseccc.org</a>) and Matthieu Kaman (<a href="mailto:Mathieu@homebaseccc.org">Mathieu@homebaseccc.org</a>) to participate!</li> <li>Electronic survey - <a href="#">Survey link</a></li> </ul> <p>Other announcements:          Nic shared that he had designed an AI app to support individuals</p>	<p>2:10pm – 2:15pm</p>

<p>experiencing homelessness. He explained that the app was still in development and invited anyone interested in learning more or connecting about it to reach out directly to him. He will be sharing times/dates for focus groups to discuss the app.</p> <p>Nic provided the following link for folks to interact with the app <a href="http://nhguide.org">nhguide.org</a></p>	
<p><b>5. Evidence-Based Solutions Committee Update (OAC Liaison)</b></p> <p>Notes: It was noted that the Evidence-Based Solutions Committee (ESC) will be leaned into more as a space for discussion before items go to the Leadership Board. This shift is intended to give recommendations more opportunity for consideration and alignment in ESC prior to moving forward.</p>	<p>2:15pm – 2:20pm</p>
<p><b>6. Ice Breaker</b></p> <p><b>Icebreaker: “Community Bright Spot”</b></p> <p><b>Share something positive you have seen in outreach, shelter, or housing work lately—could be a success story, a partnership, or a creative solution.</b></p>	<p>2:20pm – 2:30pm</p>
<p><b>7. HMIS Governance (ICF)</b></p> <p>ICF, in partnership with the HMIS Lead Team, will provide an overview of ongoing technical assistance efforts to strengthen data capacity and HMIS governance within the Alameda CoC. The presentation will highlight key areas of focus, progress to date, and upcoming activities relevant to committees that rely heavily on HMIS functionality. Committee members will have an opportunity to ask questions and discuss how this work aligns with system-level priorities.</p> <p>Notes: The discussion focused on how committees should provide feedback, the process for circulating slides and explanatory materials, and questions about how to read the charts. Members asked about clarity in headers/legends, and ICF confirmed that expanded explanatory materials exist. Alex Baker (HMIS lead) clarified how feedback should be routed (through Homebase to HCD/H&amp;H), confirmed the HMIS admin team structure, and answered questions about points of contact for operational vs. data issues.</p>	<p>2:20pm – 2:50pm</p>
<p><b>8. Unsheltered Workgroup Update</b></p> <p>The unsheltered workgroup has completed its work and would like to present their final product to the committee for approval. The group was tasked with two items:</p> <ol style="list-style-type: none"> <li>1) Developing a CoC definition of encampment</li> <li>2) Developing a CoC stance on encampment resolution</li> </ol>	<p>2:50pm – 3:10pm</p>

<p>The first item has already been approved by the committee. The second has been finalized through an adaptation of the UC Benioff Toolkit for Encampment Resolution. The unsheltered workgroup will share the pillars of the toolkit as well as what edits were made to better reflect the local community and values.</p> <p>Notes: The workgroup completed two main products: a definition of encampments (already approved) and a draft Encampment Resolution Guide (pending approval). Discussion centered on how to move the guide forward:</p> <ul style="list-style-type: none"> <li>• Some members pushed to avoid further delays, noting the guide was the product of a year-long inclusive process.</li> <li>• Others emphasized leaning into the COC structure and ensuring the Evidence-Based Solutions Committee (ESC) had an opportunity to weigh in on equity considerations.</li> <li>• The consensus was that OAC will vote on the draft at its next meeting, then forward the approved draft to ESC for feedback. The final product would then move to the Leadership Board.</li> </ul> <p>The group also agreed to sunset the Unsheltered Workgroup, with next steps including launching an Outreach Workgroup (to develop outreach best practices, including those tied to encampments) and updating COC shelter standards.</p>	
<p><b>9. Targeted Conversations: Follow Up</b></p> <p>This is part of a series of “Targeted Conversations” around the selected CES evaluation topics, with the goal to refresh the committee’s understanding and create updated recommendations.</p> <p>The County and Homebase will present about the current knowledge we have around Follow Up. The County will provide updates relating to those topics. Homebase will provide summarize focus group findings from sessions with a Housing Resource Center, sheltered and unsheltered individuals currently experiencing homelessness, and housing providers.</p> <p>Notes: The committee discussed challenges and practices around follow-up in Coordinated Entry. Members emphasized the importance of being clear about what type of follow-up is being reviewed, since responsibilities differ depending on whether it relates to assessments, referrals, or ongoing case management.</p> <p>It was also emphasized that follow-up materials and protocols already exist. A standardized follow-up form has been created, agencies have been trained on it, and it is intended to help staff summarize services provided and outline next steps.</p>	<p>3:10pm – 3:55pm</p>
<p><b>10. Closing</b></p> <ul style="list-style-type: none"> <li>• <u>Upcoming Agenda Items</u></li> </ul>	<p>3:55pm – 4:00pm</p>

<ul style="list-style-type: none"> <li>○ Topics: CES Evaluation Draft Report</li> <li>○ Content: Past evaluation slides and equity analysis (H&amp;H); related focus group findings (Homebase)</li> <li>○ Discussion of upcoming agenda items for next meeting. Requests for agenda items are also welcome at this time or via email: <a href="mailto:alameda@homebaseccc.org">alameda@homebaseccc.org</a></li> </ul> <p>Next meeting August 13th, <b>2025</b></p>	
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**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.

**Attendance**

Committee Member	Present, Absent	Committee Member	Present, Absent
Alan Guttirez	Present	Laurie Flores	Present
Pam Glassoff	Present	Marcela Munoz	Present
Amy Cole-Bloom	Present	Marlisa Fischer	Absent
Shane Rogge	Absent	Stacey Burmaster	Present

OAKLAND, BERKELEY / ALAMEDA COUNTY CoC

Daniel Scott	Present	Stephanie Semien	Absent
Jenn Oakley	Present	Tiara Jones	Absent
Kara Carnahan	Present	Veronica Alder	Absent
Kate Hart	Present	Courtney Pal	Present