

Outreach, Access, and Coordination Committees

Minutes

September 10th, 2025

2:00pm – 4:00pm

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
- **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

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 purpose of the September OAC meeting is hear an overview of the new HMIS client-facing portal, vote on the CoC Encampment Resolution Guide, and receive updates on Gender-Based Violence provider trainings. We will also plan for the upcoming Community Meeting.

Agenda

1. Welcome / Introductions

2. Approval of minutes, August 8th, 2025

No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.

Minutes:

Minutes approved without edits.

3. Public Comment

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

Minutes:

No public comments.

4. Homeless System Updates or Urgent Items (All)

- Community members are encouraged to share announcements or other brief informational items.

Community Meeting

Community Meeting save the date Tuesday, November 18th. Send ideas for the agenda and activities or any other feedback by Monday, September 15. Email your thoughts to alameda@homebaseccc.org and look out for registration information in the next month.

Location: The California Endowment Center, 2000 Franklin St, Oakland, CA 94612

- Outreach Workgroup: Reach out to Matthieu Kaman and Jose Lucio at matthieu@homebaseccc.org and jose@homebaseccc.org if you are interested in participating in the workgroup
- We are seeking both key outreach stakeholders and individuals with lived experience to help strengthen and improve services across the county.

Jose and Matt transitioning from the OAC.

Minutes:

No additional announcements.

5. Evidence-Based Solutions Committee Update (OAC Liaison)

Minutes:

No updates.

6. Ice Breaker

Icebreaker: What's the best thing you've read, watched, or listened to lately that made you think differently about community, housing, or people supporting each other?

7. HMIS Client Facing Portal (H&H)

The HMIS Lead Team will provide an overview of the planned HMIS client facing portal.

To find out more [click here](#).

Minutes:

The HMIS lead provided updates on the HMIS client-facing portal, which is a web-based platform designed to give clients access to their own information within HMIS. The portal's goal is to allow clients to update information such as address or phone number and enable direct communication with their providers for questions or updates. This feature is expected to help address issues like transportation difficulties or lost cell phones. Other functionalities include a calendar, active client history, document section, privacy settings for ROIs, a referral section for new programs, and an assessment area where providers can request clients to complete specific assessments. Additionally, clients can choose to share their location, and providers can request location updates, which is seen as a significant benefit for outreach workers trying to find individuals, especially with frequent encampment sweeps. A resource directory and a community info article section will also be available, allowing agency staff to update relevant resources and share informational articles with clients. The portal is slated for a phased rollout starting in October, beginning with some youth providers, and then expanding quarterly to the broader community. Training for agency providers and consumers will be part of the rollout, with support times and FAQs available on the website. The HMIS team, including Alex, was thanked for their work on this initiative.

8. ACTION ITEM: Vote on Encampment Resolution Guide

In August the Unsheltered Workgroup provided an overview of the work completed on the CoC Encampment Resolution Guide. The document will be put for a vote to be adopted and submitted to the Evidence Based Solutions Committee for review.

Minutes:

The committee voted on the CoC Encampment Resolution Guide, which had been included in meeting materials and discussed previously. During the discussion, Committee members expressed reservations about including a CoC leadership representative on the core strategy team, stating it was logistically impossible for every encampment resolution and didn't align with the CoC's approach in Alameda County. Members recommended removing the entire paragraph related to this, especially the part that suggested one person could set coordinated entry policy, which they found alarming regarding equity.

Amy Cole Bloom made a motion to adopt the guide with the amendment to remove the section on page 15 that includes a CoC representative in the core strategy team. Jenn seconded the motion. The motion passed with 9 "yes" votes and 1 abstention. The guide will be presented to the Evidence-Based Solutions Committee (ESC) on October 9th from 11 AM to 1 PM, and a representative from the committee or the unsheltered workgroup is needed to present the document

9. Update on GBV trainings (H&H)

H&H will provide an update on Gender Based Violence provider trainings.

Minutes

Alan provided an update on the gender-based violence training, which is an initiative planned to start in 2026 as part of bringing the gender-based violence coordinated entry system online. The training will focus on best practices for serving survivors of gender-based violence and will involve partnerships with Alameda County organizations. The group was invited to share areas of interest for the training. Members suggested training on safety protocols and privacy for staff in shelter settings, particularly regarding entering information into HMIS for survivors, and bridging understanding for general providers on how to partner with specific GBV providers. She also mentioned protections for people in permanent housing needing VAWA or gender-based violence transfers and how to advocate for these with housing authorities. There was a question about the process for survivors accessing coordinated entry through the "DV way". Alan explained that three new brick-and-mortar access points are opening for survivors of gender-based violence, in partnership with SAVE, the Family Violence Law Center, and Building Futures. Survivors can also use existing non-specific access points. Kate Hart clarified that while there isn't dedicated emergency shelter directly funded by Housing & Homelessness Services within the GBV coordinated entry system, the existing DV and GBV system in Alameda County has historical methods for connecting survivors to emergency resources. She described her agency's plan for access point services, which include walk-in assessments and simultaneous emergency assessments to connect individuals to available shelter resources. There was a question about balancing support for an accuser with ensuring a fair opportunity for the accused in Gender Based Violence cases within shelter settings, asking about due process before termination. Kate noted her agency does not shelter intact couples and focuses on victimized individuals, referring those causing harm to other resources. Alan acknowledged this as an important point for future training to include information on connecting people who've caused harm to resources.

10. Planning for Community Meeting

The Committee will discuss and develop key updates to share at the May 6 Community Meeting at the California Endowment. The group will also identify a committee member to present these updates at the meeting.

Minutes:

The committee discussed what accomplishments and updates to highlight at the upcoming community meeting, scheduled for Tuesday, November 18th at the California Endowment.

Proposed highlights included:

- The approval of Coordinated Entry policies and procedures in May, and their evolution to include the gender-based violence Coordinated Entry System.
- The recently passed CoC Encampment Resolution Guide.
- Jenn wanted to highlight Matt and Jose's work with the OAC.

- Alan wanted to highlight the work that Kate Hart, Anna Fellers, Suzanne Campillo, Danielle Driver Bellino, Alex Baker, and the full HMIS team have put into the gender-based violence coordinated entry process.
- Courtney inquired if the Coordinated Entry Evaluation would be finished anytime soon. Homebase indicated they hope it is ready by the October committee meeting. Feedback for the community meeting agenda can be sent to alameda@homebaseccc.org by Monday, September 15th.

11. Closing

- Upcoming Agenda Items
 - Topics: CES Evaluation Draft Report
 - Content: Past evaluation slides and equity analysis (H&H); related focus group findings (Homebase)
 - Discussion of upcoming agenda items for next meeting. Requests for agenda items are also welcome at this time or via email: alameda@homebaseccc.org

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 |

OAKLAND, BERKELEY / ALAMEDA COUNTY CoC

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|----------------|---------|------------------|---------|
| Pam Glassoff | Absent | Marcela Munoz | Present |
| Amy Cole-Bloom | Present | Marlisa Fischer | Absent |
| Shane Rogge | Absent | Stacey Burmaster | Present |
| Daniel Scott | Present | Stephanie Semien | Absent |
| Jenn Oakley | Present | Tiara Jones | Absent |
| Kara Carnahan | Absent | Veronica Alder | Present |
| Kate Hart | Present | Courtney Pal | Present |