AGENDA

CONTRA COSTA COUNTY Contra Costa Council on Homelessness

| Thursday, February 20, 2025 | 11:30 AM | Hybrid: 2400 Bisso Lane (2nd floor), Concord or https://homebaseccc.zoom.us/meeting/register/tZcsf-2urDssGdzVjZhCYrYEYtBPv6TuzAce |

Oversight Committee

2.20.25 Oversight Committee agenda and slide deck **25-489**

Attachments: 2.20.25 Oversight Cmte. Agenda
Oversight Slides 2.20.25

Agenda Items: Items may be taken out of order based on the business of the day and preference of the Committee

1. Roll Call and Introductions

2. 2025 Meeting Logistics

Jamie Schecter, H3

3. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two minutes).

4. ACTION ITEM: Approve the meeting minutes from October 17, 2024 Oversight Committee Meeting **25-490**

Attachments: 10.17.24 IN-PERSON COMMITTEE MEETING MINTUES (1)
12.19.24 Oversight Cmte. Notes

5. Oversight Committee Overview: Brief overview of the Oversight Committee

Jamie Schecter, H3

6. Identify & Approve Oversight Committee Chair/Co-Chairs (ACTION ITEM)

Jamie Schecter, H3

7. Review & Approve 2025 Oversight Committee. Workplan **25-491**

Attachments: 2024 Oversight Work Plan Final (1)

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8.   Continuum of Care / Coordinated Entry 101

Mary Juarez-Fitzgerald, H3 and Jamie Schecter, H3

9.   Coordinated Entry Updates: a) Transfer policy implementation b) Assessment tool redesign c) Other updates

Mary Juarez-Fitzgerald, H3

10.   Program Models & Performance Standards Updates

Jamie Schecter, H3

11.   Accountability Corner: a) Review 2025 Q1

Jamie Schecter, H3

The next meeting is currently scheduled for April 17th from 11:30 - 1:30 VIRTUALLY.

Adjourn

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at _____, during normal business hours. Staff reports related to items on the agenda are also accessible online at www.contracosta.ca.gov. If the Zoom connection malfunctions for any reason, the meeting may be paused while a fix is attempted. If the connection is not reestablished, the committee will continue the meeting in person without remote access. Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

CONTRA COSTA COUNTY

Staff Report

File #: 25-489	**Agenda Date:** 2/20/2025	**Agenda #:**

Advisory Board: Contra Costa Council on Homelessness
Subject: 2.20.25 Oversight Committee Agenda and Slide Deck
Presenter:
Contact:

Information:

Referral History and Update:

Recommendation(s)/Next Step(s):

CONTRA COSTA COUNCIL ON HOMELESSNESS
OVERSIGHT COMMITTEE MEETING

IN-PERSON COMMITTEE MEETING AGENDA

Thursday February 20, 2025, 11:30AM – 1:30PM
[2400 Bisso Lane, Concord (suite #D2)](#)

COMMITTEE PURPOSE:
The purpose of the Oversight Committee is to review and assess the development, implementation, and improvement of the CoC, Coordinated Entry System, HMIS Database, and system outcomes.

HOW TO JOIN THE MEETING VIA ZOOM:
Link to register: https://homebaseccc.zoom.us/meeting/register/tZcsf-2urDssGdzVjZhCYrYEYtBPv6TuzAce
How to Join the Meeting Via Call-In: 1- 669-900-6833 / Meeting ID: 831 8462 0638

TIME	AGENDA ITEM	PRESENTERS
11:30am (10 min)	**Welcome, Introductions, & CoH Roll Call** a. Welcome b. Review agenda c. Introductions & CoH Roll Call d. Mentimeter - Who's in the Room?	- Alex Michel, *HB* - Jamie Schecter, *H3*
11:40am (5 min)	**2025 Meeting Logistics**	- Jamie Schecter, *H3*
11:45am (5min)	**Public Comment** a. Open period for public comment on items not listed on the agenda.	- Alex Michel, *HB* - Members of the public
11:50am (5 min)	**Review October 17, 2024 Mtg. Key Takeaways & Approve Meeting Minutes** a. Key takeaways from the October 17,2024 meeting: • Approved June 20, 2024 meeting minutes • Program Models & Performance Standards Updates • Reviewed & Approved CES Policies & Procedures Revisions Recommendations to CoH • Update on CES Assessment Tool Redesign • Reviewed & Approved Written Standards Revisions Recommendations to CoH • Reviewed Accountability Corner **ACTION ITEM:** Approve the meeting minutes from	- Alex Michel, *HB*

	October 17, 2024	
11:55am (5min)	**Oversight Committee Overview** a. Brief overview of the Oversight Committee	- Jamie Schecter, *H3*
12pm (10min)	**Identify & Approve Oversight Cmte. Chair/Co-Chairs** Review the purpose and responsibilities of the Chair position **ACTION ITEM:** Approve a chair/co-chair of the Oversight Committee.	- Jamie Schecter, H3
12:10pm (10min)	**Review & Approve 2025 Oversight Cmte. Workplan** Committee to review the proposed 2025 Oversight Cmte. workplan. **ACTION ITEM:** Approve 2025 Oversight Cmte workplan	- Jamie Schecter, *H3*
12:20pm (25min)	**Continuum of Care / Coordinated Entry 101** Link to Coordinated Entry Policies & Procedures Link to Program Models & Performance Standards	- Mary Juarez-Fitzgerald, H3 - Jamie Schecter, *H3*
12:45pm (10min)	**Coordinated Entry Updates** a. Transfer policy implementation b. Assessment tool redesign c. Other updates Link to February 6, 2025 CoH Agenda & Materials Packet	- Mary Juarez-Fitzgerald, *H3*
12:55pm (10min)	**Program Models & Performance Standards Updates** Hear presentation on Participant Satisfaction Survey Results Link to Program Models & Performance Standards	- Jamie Schecter, *H3*
1:05pm (5min)	**Accountability Corner** a. Review 2025 Q1	- Jamie Schecter, *H3*
1:10pm (5 min)	**Adjourn** a. Review next steps b. Overview of upcoming meetings	- Alex Michel, *HB*

Acronym	Definition
APR	Annual Performance Report (for HUD homeless programs)
CARE	Coordinated Assessment and Resource
CCYCS	Contra Costa Youth Continuum of Services

Contra Costa Continuum of Care

CDBG, CDBG-CV	Community Development Block Grant (federal and state programs) and the federal Community Development Block Grant CARES Act coronavirus allocation.
CES	Coordinated Entry System
CESH	California Emergency Solutions and Housing program (state funding)
Continuum of Care (CoC)	Continuum of Care approach to assistance to the homeless. Federal grant program promoting and funding permanent solutions to homelessness.
Con Plan	Consolidated Plan, a locally developed plan for housing assistance and urban development under CDBG.
CORE	Coordinated Outreach Referral, Engagement program
COVID-19	Coronavirus
DOC	Department Operations Center
EHSD	(Contra Costa County) Employment and Human Services Division
EOC	Emergency Operations Center
ESG and ESG-CV	Emergency Solutions Grant (federal and state program) and the federal Emergency Solutions Grant CARES Act coronavirus allocation.
ESG-CV	Emergency Solutions Grant CARES
FMR	Fair Market Rent (maximum rent for Section 8 rental assistance/CoC grants)
HCD	Housing and Community Development (State office)
HEAP	Homeless Emergency Aid Program (State funding)
HEARTH	Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009
HHAP	Homeless Housing and Assistance Program
HMIS	Homeless Management Information System
HOME	Home Investment Partnerships (CPD program)
HUD	U.S. Department of Housing and Urban Development (federal)
MHSA	Mental Health Services Act
NOFA	Notice of Funding Availability
PHA	Public Housing Authority
PUI	Persons Under Investigation
SAMHSA	Substance Abuse & Mental Health Services Administration
SRO	Single-Room Occupancy housing units
SSDI	Social Security Disability Income
SSI	Supplemental Security Income
TA	Technical Assistance
TAY	Transition Age Youth (usually ages 16-24)
VA	Veterans Affairs (U.S. Department of)
VASH	Veterans Affairs Supportive Housing
VI-SPDAT	Vulnerability Index – Service Prioritization Decision Assistance Tool

EQUITY DEFINITIONS

Term	Definition
Individual Racism	A person's beliefs and actions that serve to perpetuate racial oppression. This can be conscious and unconscious. This may be externalized or internalized
Institutional Racism	Policies and practices at the organization (or "sector") level that perpetuate oppression. It involves unjust policies, practices, procedures, and outcomes that work better for white people than people of color, whether intentional or not.
Interpersonal Racism	The interactions between people - both within and across racial groups
Microaggressions	Brief, everyday exchanges that send denigrating messages to certain individuals because of their group membership
Race	A social construct created in the 17th century by white Europeans to justify the enslavement of Africans and the spread of colonialism. Understanding of race as a concept has changed over time, but the outcomes of discrimination based on race remain entrenched in our systems.
Race Equity Lens	A way of viewing the world in an integrated and holistic manner, taking into account past and present racial injustices and seeking to address them through more equitable practices and structures.
Racial Bias	Implicit and/or explicit bias that reinforces discriminatory attitudes and behaviors when interacting with people or situations
Racial Equity	The condition where one's racial identity does not predict their social, health, or economic outcomes. Racial equity is a process of eliminating racial disparities and improving outcomes for everyone. It is the intentional and continual practice of changing practices, systems, and structures by prioritizing the measurable change in the lives of people of color.
Racism	A system of institutional, systemic oppression, and practices of individuals and society that shape cultural beliefs and values that support racist policies and practices.
Structural Racism	How these effects interact and accumulate across institutions and across history. Structural racism highlights how racism operates as a system of power with multiple interconnected, reinforcing, and self-perpetuating components which result in racial inequities across all indicators for success.
Systemic Racism	infrastructure of rulings, ordinances or statutes adopted by a sovereign government or authoritative entity, whereas such ordinances and statutes entitles one racial group in a society certain rights and privileges, while denying other groups in that society these same rights and privileges because of long-established cultural prejudices, religious prejudices, fears, myths, and Xenophobia's held by the entitled group

White Fragility	White fragility refers to feelings of discomfort a white person experiences when they witness or engage in discussions around racial inequality and injustice. Their engagement in conversations about racism may trigger a range of defensive actions, feelings, and behaviors, such as anger, fear, and silence. These reactive behaviors reinforce continued white dominant culture.

OVERSIGHT COMMITTEE MEETING

February20, 2025 from 11:30 – 1:30 p.m.

WELCOME

Alex Michel, Homebase

Agenda

1. Welcome, Introductions, & CoH Roll Call

2. 2025 Meeting Logistics

3. Public Comment

4. Review & Approve October 17, 2024 Meeting Minutes – ACTION ITEM

5. Oversight Committee Overview

6. Identify Oversight Committee Chair/Co-Chairs – ACTION ITEM

7. Review & Approve 2025 Oversight Cmte. Workplan – ACTION ITEM

8. CoC / Coordinated Entry 101

9. Coordinated Entry Updates

10. Program Models & Performance Standards Updates

11. Q1 Accountability Corner

12. Adjourn – 1:30 PM

INTRODUCTIONS

CONTRA COSTA HEALTH

Jamie Schecter, Homeless Services Chief

Mary Juarez-Fitzgerald, Coordinate Entry Manager

Shelby Ferguson, CoC Administrator

Email: contracostacoc@cchealth.org

Homebase

Alex Michel, Senior Policy Analyst

Email: contracosta@homebaseccc.org

WELCOME AND ROLL CALL

Presenter:

Alex Michel, Homebase

Role of Oversight Committee Members:

introduce yourself during Roll Call

(name, pronouns, what part of the County do you represent)

Role of Community Members:

introduce yourself in the chat

(name, pronouns, what part of the County do you represent)

1. What part of the following geographic areas do you spend the most time in?

2. Do you have lived experience of homelessness?

3. What best describes your racial identity?

MENTIMETER: WHO'S IN THE ROOM

2025 MEETING LOGISTICS

Jamie Schecter, H3

IN-PERSON / HYBRID MEETING

- As of March 1, 2023, all Council on Homelessness Meetings and CoH Committee meetings are required to convene in person or in a hybrid format
- All CoH members must attend in person unless using a "just cause" exemption

Just Cause

- A need to care for a child, parent, grandparent, grandchild, sibling, spouse, or domestic partner
- A contagious illness that prevents a member from attending in person;
- A need related to a physical or mental disability that is not otherwise accommodated for; or
- Travel while on official business of the body or another state or local agency.

Emergency Circumstances

- A physical or family medical emergency that prevents a member from attending in person.

VIRTUAL ATTENDANCE EXEMPTION

HYBRID MEETING NORMS

Jamie Schecter, H3

HYBRID MEETING NORMS

1. <u>Masking</u> is recommended but not required (masks are available)

2. <u>Social distancing</u> – red pen = please keep safe distance, black = ask first

3. <u>Raise your hand</u> (actual or virtual) before speaking

4. <u>Say your name</u> before speaking and try to <u>speak as clearly</u> as you can

5. <u>Make and take space</u> – consider your privilege and the other voices who are in and not in the room

6. <u>Sign-in</u> if you are in-person so we can track attendance

7. Maintain a <u>safe and respectful</u> environment, even when disagreeing

8. This meeting is being <u>recorded</u>

9. If in-person meeting is <u>interrupted for an emergency</u>, the meeting will be suspended or cancelled, case-by-case basis.

HYBRID MEETING NORMS

An individual may be asked to leave should they behave in a manner that threatens the safety of the group or does not honor these meeting norms.

COMMITTEE VS WORKGROUP

There will be two types of meetings held throughout the year, each with a different structure.

Committee Meeting	Workgroup Meetings
• Every other meeting, starting in Feb • In-person attendance required (with exemptions) • Activities include voting to approve/adopt minutes and other items as needed	• Every other month, starting in April • Fully virtual • Activities include hearing presentations, hearing from stakeholders and partners, and developing updates and other content

Date	Time	Location
February 20	11:30am – 1:30pm	In-person 2400 Bisso Lane, D2, Concord (hybrid Zoom link)
April 17	11:30am – 1:30pm	Virtual only (Zoom registration link)
June 19	11:30am – 1:30pm	In-person 2400 Bisso Lane, D2, Concord (hybrid Zoom link)
August 21	11:30am – 1:30pm	Virtual only (Zoom registration link)
October 16	11:30am – 1:30pm	In-person 2400 Bisso Lane, D2, Concord (hybrid Zoom link)
December 18	11:30am -1:30pm	Virtual only (Zoom registration link)

2025 MEETING SCHEDULE

PUBLIC COMMENT

Presenter:

Alex Michel, Homebase

Role of Oversight Committee Members:
listen

Role of Community Members:
provide a public comment

HOW TO PROVIDE PUBLIC COMMENT

- In-person: stand where you are sitting when called upon.
- Via Zoom: indicate they wish to speak by using the "raise your hand" feature in the Zoom app.
- Calling in: indicate you wish to speak by pushing "9" on the phone.
- All public comments will be limited to 2 minutes per speaker. For assistance with remote access contact: contracostacoc@cchealth.org or call 925-608-6700.
- Public comments may also be submitted before the meeting by email at contracostacoc@cchealth.org or by voicemail at 925-608-6700. Comments submitted by email or voicemail will be included in the record of the meeting but will not be read or played aloud during the meeting.

ACTION ITEM- APPROVE 10/17/2024 MEETING MINUTES

Presenter:
Alex Michel, Homebase

Role of Oversight Committee Members:
vote on the action item

Role of Community Members:
listen & ask questions

10/17/2024 OVERSIGHT CMTE. MEETING TAKEAWAYS

The following items were covered during the 2024 October Oversight Cmte meeting:

- Approved June 20, 2024 meeting minutes
- Program Models & Performance Standards Updates
- Reviewed & Approved CES Policies & Procedures Revisions Recommendations to CoH
- Update on CES Assessment Tool Redesign
- Reviewed & Approved Written Standards Revisions Recommendations to CoH
- Reviewed Accountability Corner

ACTION ITEM

- Approve the October 17, 2024 Meeting Minutes

| 1. Member makes a motion | 2. Second (every motion requires a second) | 3. Discussion | 4. Roll Call Vote |

OVERSIGHT COMMITTEE OVERVIEW
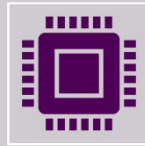
Presenter:

Jamie Schecter, H3

Role of Oversight Committee Members:
listen & ask questions

Role of Community Members:
listen & ask questions

WHAT IS THE OVERSIGHT COMMITTEE?

Purpose: Review and assess the development, implementation, and improvement of: CoC, Coordinated Entry System, HMIS database, and System Outcomes

Membership : Council on Homelessness members and community members.

Open to the public.

ACTION ITEM - IDENTIFYING CHAIR / CO-CHAIR

<u>Presenter</u>:

Jamie Schecter, H3

<u>Role of Oversight Committee Members</u>:

consider volunteering to be the Chair/Co-Chair or nominate another member

vote on the action item

<u>Role of Community Members</u>:

listen & ask questions

ROLE OF THE OVERSIGHT COMMITTEE CHAIR/CO-CHAIR

➢Must be a current member of the Oversight Committee (preferably a CoH member)

➢Participate in a 1-hour planning call before each meeting (6 total/year)
- Provide feedback on proposed materials and approaches
- Suggest agenda items

➢Lead agenda items during Oversight Committee meetings (for example: Welcome & Roll Call, voting on action items)

➢Occasionally, make time-sensitive decisions on behalf of the Oversight Committee (at the discretion of the Committee)

Homebase and H3 staff will be available to answer any questions and provide support!

QUESTIONS?
VOLUNTEERS?

ACTION ITEMS

- Approve the Chair/Co-Chairs of the Oversight Committee

| 1. Member makes a motion | 2. Second (every motion requires a second) | 3. Discussion | 4. Roll Call Vote |

ACTION ITEM– APPROVE 2025 OVERSIGHT COMMITTEE WORKPLAN

<u>Presenter</u>:

Jamie Schecter, H3

<u>Role for Oversight Committee Members</u>:

listen & ask questions

vote on action item

<u>Role for Community Members</u>:

listen & ask questions

DRAFT 2025

2025 Oversight Committee Workplan
Purpose: Review and assess the development, implementation, and improvement of: CoC, Coordinated Entry System, HMIS database, and System Outcomes

Annual Priorities	Audience	Goals and Activities			
		Q1: Jan - Mar	**Q2: Apr - Jun**	**Q3: Jul - Sep**	**Q4: Oct - Dec**
1. Monitor regular operations of CoC with an empasis on performance standards 2. Explore and recommend improvements to CES with focus on equity and effective prioritization of housing resource 3. Ensure strong feedback loops in homeless response system through CoC Complaint process, program models, and CoC Written Standards	1. Providers in the Homelessness Response System (i.e., providers within and outside of Coordinated Entry System 2. Stakeholders interested in system level decisionmaking 3. People experiencing homelessness or at risk of homelessness	**Goals**: Onboard Oversight committee to current projects and processes and initiate 2024 monitoring process. Discuss Youth Advisory body. **Activities**: - Committee introductions + Chair/Co-chair selection - Finalize meeting calendar for 2025 - Approve 2025 Oversight Work Plan - Hear presentation on CoC 101 / Program Models 101 - Update on Participant Satisfaction Survey - Accountability Corner: review 2025 Q1	**Goals**: Updates on Program Models and Coordinated Entry **Activities**: - Program Models & Performance Standards Discussion: accountability guidelines and introduction program model for transitional/bridge housing - General Coordinated Entry updates, including CES Assessment and Prioritization Project - Hear presentation on 2025 Compliance Monitoring process findings - PIT Count update - Participant Satisfaction Survey update - HIC update - Accountability Corner: review 2025 Q2	**Goals**: Review updates to Program Models and CE. **Activities**: - Program Models & Performance Standards discussion updates - Update on Equity Measures - Annual CE updates - Performance Measure updates - Annual Report updates - Accountability Corner: review 2025 Q3	**Goals**: Create priorities for 2025 and close any pending policy items. **Activities**: - Hear presentation on general CE updates - Hear presentation on Program Models updates - Create 2026 workplan - Accountability Corner: review 2025 Q4

Scratch Pad		Accountability Corner	
		January - March Update 1. What goals/milestones were accomplished? 2. What new needs were identified?	**April - June Update** 1. What goals/milestones were accomplished? 2. What new needs were identified?
Reference Round Up		**July - September Update** 1. What goals/milestones were accomplished? 2. What new needs were identified?	**October - December Update** 1. What goals/milestones were accomplished? 2. What new needs were identified?
SMART Goals: https://www.managementcenter.org/resources/smartie-goals-worksheet/ **CoC Written Standards:** https://www.cchealth.org/home/showpublisheddocument/6397/638258160748570000 **CE P+P:** https://www.cchealth.org/home/showpublisheddocument/6393/638258160735770000 **Previous Agendas and Minutes:** https://www.contracosta.ca.gov/agendacenter CoC **Program Models & Performance Standards:** https://www.cchealth.org/home/showpublisheddocument/6567/638258163191470000			

ACTION ITEMS

- Approve 2025 Oversight Cmte. Work Plan

| 1. Member makes a motion | 2. Second (every motion requires a second) | 3. Discussion | 4. Roll Call Vote |

CONTINUUM OF CARE & COORDINATED ENTRY 101

Presenter:

Jamie Schecter, H3

Mary Juarez-Fitzgerald, H3

Role of Oversight Committee Members:
listen & ask questions

Role of Community Members:
listen & ask questions

COC SYSTEM OVERVIEW

PLACEHOLDER

Workers need to earn $43.63/hour to afford a 2-bedroom apartment in Contra Costa.

Cost of housing is the biggest factor in a community's rate of homelessness

2,843 people experiencing homelessness were counted in the 2024 Contra Costa PIT Count

ANNUAL REPORT DATA (2023)

Overall data

- 9,632households served (14,002 people)
- 28% increase since 2019

Increases since 2019 by age group

- Minors (81%)
- TAY (36%)
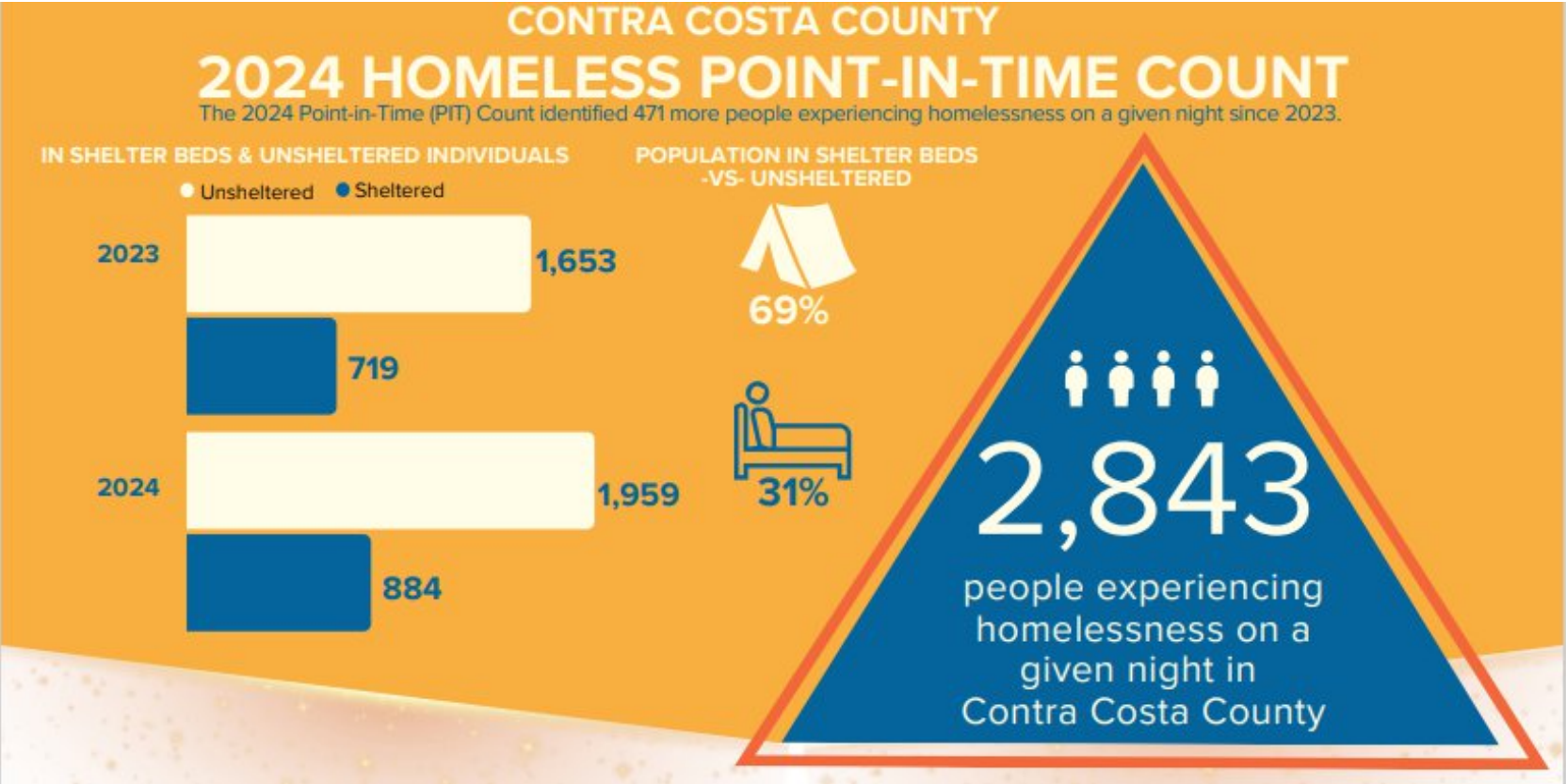- 25-54 (16%)
- 55-64 (13%)
- 65+ (71%)

Racial Inequities

- Multiple Races over-represented 3x
- Black/African American/African over-represented 4x

Disability

- Long-term mental health condition (45%)
- Substance Use Disorder (31%)
- Chronic condition (36%)
- Physical disability (35%)

CONTEXT: THE NEED

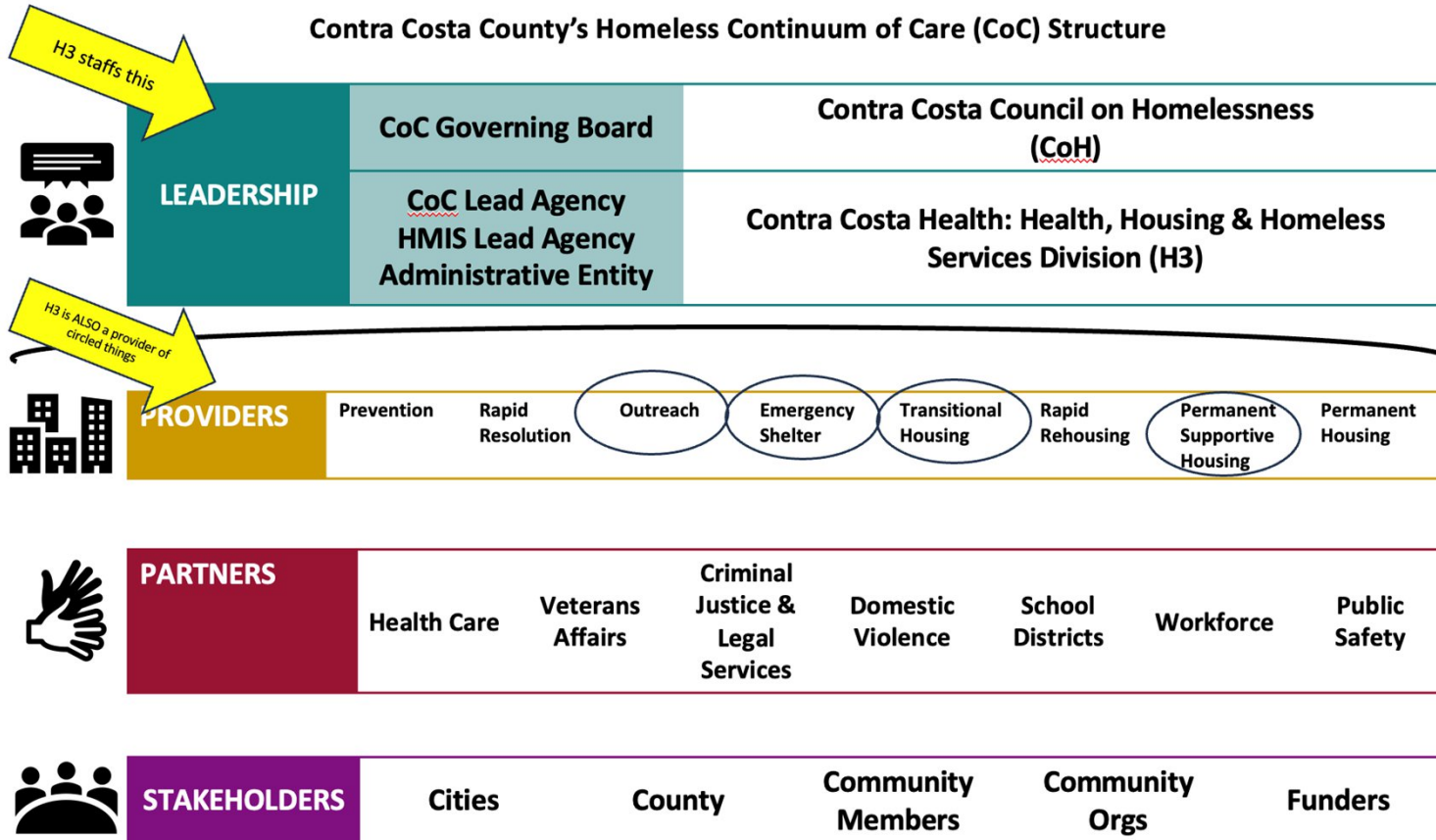# CONTEXT: BRINGING SERVICES TOGETHER

What is a "Continuum of Care"?

- Designed to assist individuals and families experiencing a housing crisis by providing the housing and/or services needed to help households retain housing or move into permanent housing, with the goal of long term stability.
- CoCs are comprised of multiple partners and service providers, with a single lead-agency that provides administrative and coordination support
- CCH's Health, Housing & Homeless Services is Contra Costa's LEAD CoC Agency
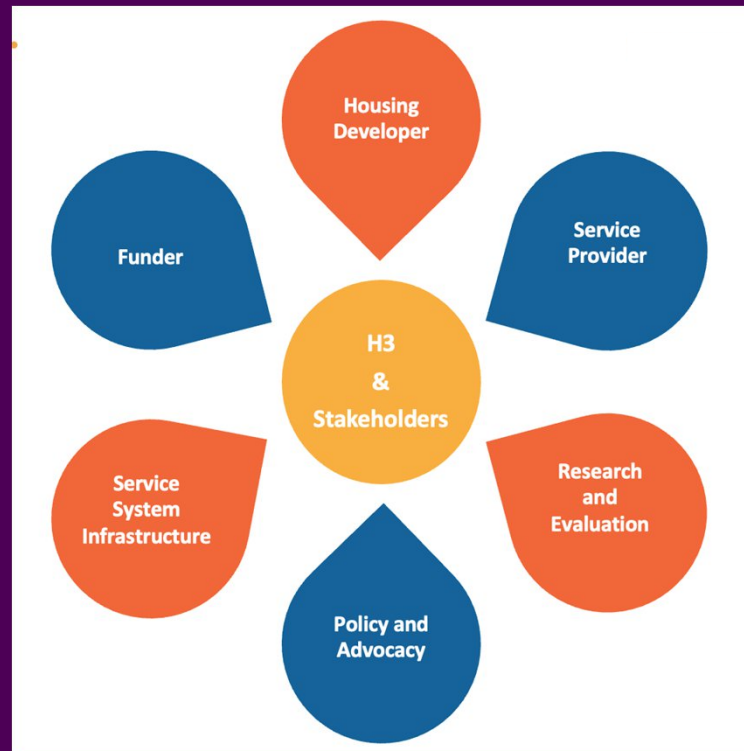- We also operate & oversee the Coordinated Entry System!

ABOUT HEALTH, HOUSING & HOMELESS SERVICES (H3)

- Is the CoC, HMIS & Coordinated Entry Lead Agency

- Integrates housing and homeless services across the health system, county government, and in the community.

- Provide the following to a network of community-based agencies to respond to homelessness:
  - Provide Technical Assistance
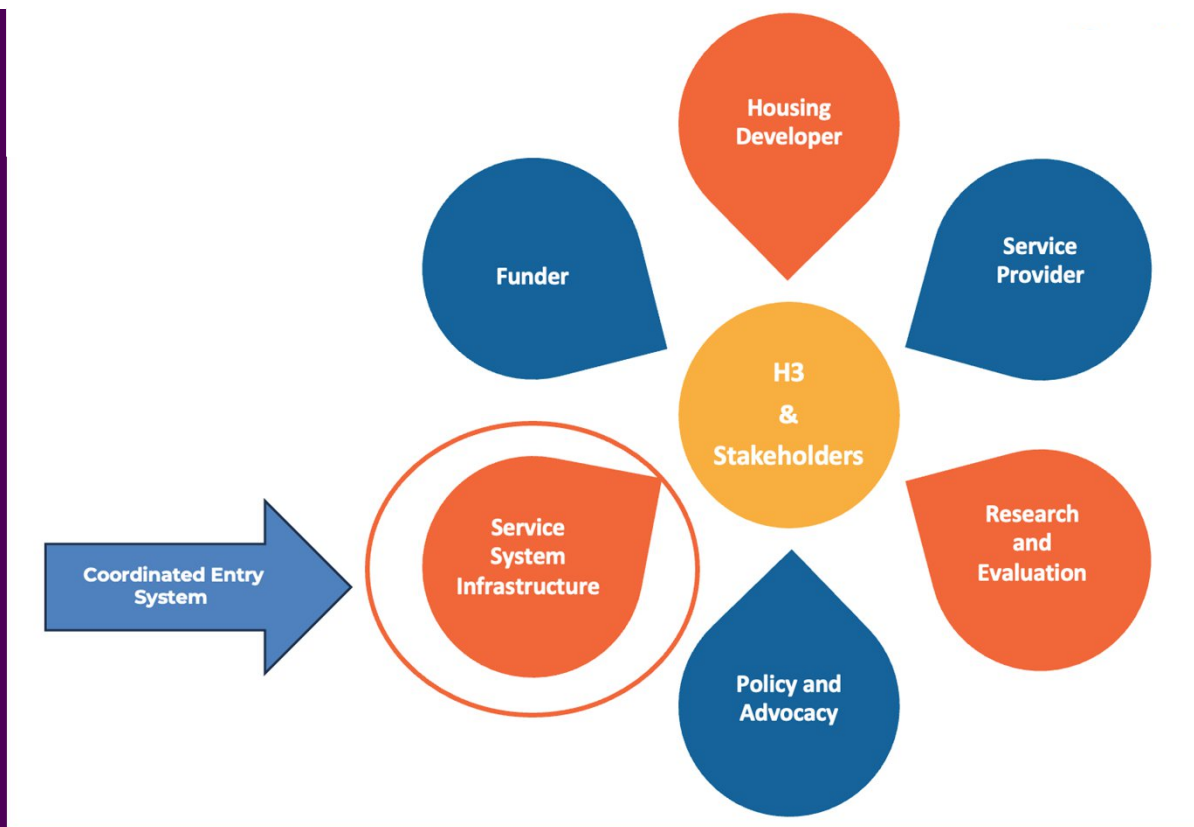 - Strategic Guidance
  - Funding

Contra Costa County's Homeless Continuum of Care (CoC) Structure

H3 staffs this

LEADERSHIP	CoC Governing Board	Contra Costa Council on Homelessness (CoH)
	CoC Lead Agency HMIS Lead Agency Administrative Entity	Contra Costa Health: Health, Housing & Homeless Services Division (H3)

H3 is ALSO a provider of circled things

PROVIDERS	Prevention	Rapid Resolution	Outreach	Emergency Shelter	Transitional Housing	Rapid Rehousing	Permanent Supportive Housing	Permanent Housing

PARTNERS	Health Care	Veterans Affairs	Criminal Justice & Legal Services	Domestic Violence	School Districts	Workforce	Public Safety

STAKEHOLDERS	Cities	County	Community Members	Community Orgs	Funders

Context: Roles of H3

CONTEXT: ROLES OF H3

PROGRAM MODELS

Program Models

- Prevention
- Rapid Exit
- Outreach
- CARE Centers & CARE Center Case Management
- Emergency Shelter
- Rapid Rehousing
- Permanent Supportive Housing

COORDINATED ENTRY OVERVIEW

WHAT IS COORDINATED ENTRY?

Coordinated Entry:
A system-wide process to quickly & equitably identify, assess, & connect people experiencing a housing crisis to available housing resources & services within the CoC.

Provides infrastructure to system of care by acting as a centralized entity to connect and prioritize the most vulnerable people for the limited resources & services that are available

Serves as the "Front Door" for Connecting people experiencing a housing crisis to Homeless Services

Promotes equity & efficiency of the local Homelessness Response System

Ensures fairness in how housing & services are allocated

What is Coordinated Entry?

- An equitable approach to ending homelessness
- Ensures transparency around referrals, data and decision making
- Includes a Network of Service Providers
- Client-Centered
- Ensures the most vulnerable are prioritized for resources

What is Coordinated Entry?

A system to ensure <u>all people</u> experiencing a housing crisis have <u>easy access</u> to homeless services

Individuals and families experiencing homelessness are <u>quickly identified</u>, <u>assessed</u> and <u>connected</u> to the most appropriate available resource
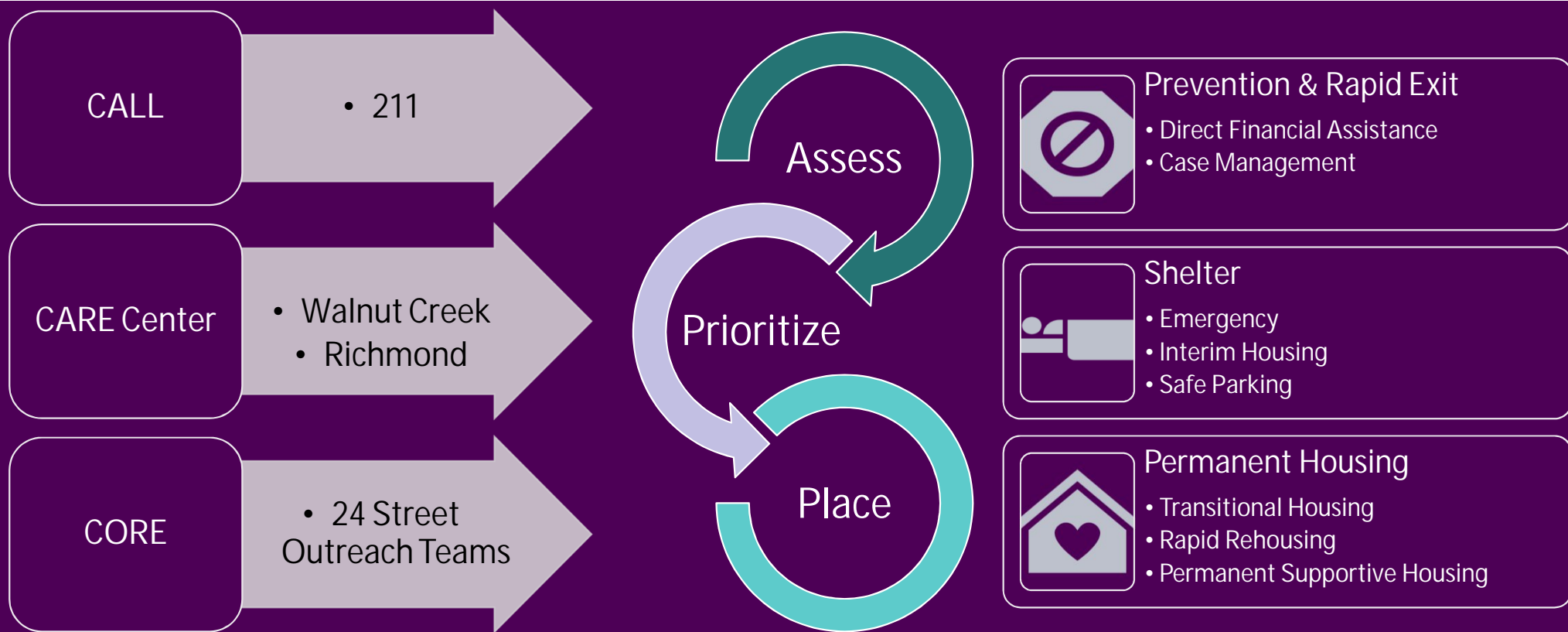
<u>Prioritizes the most vulnerable</u> for limited resources

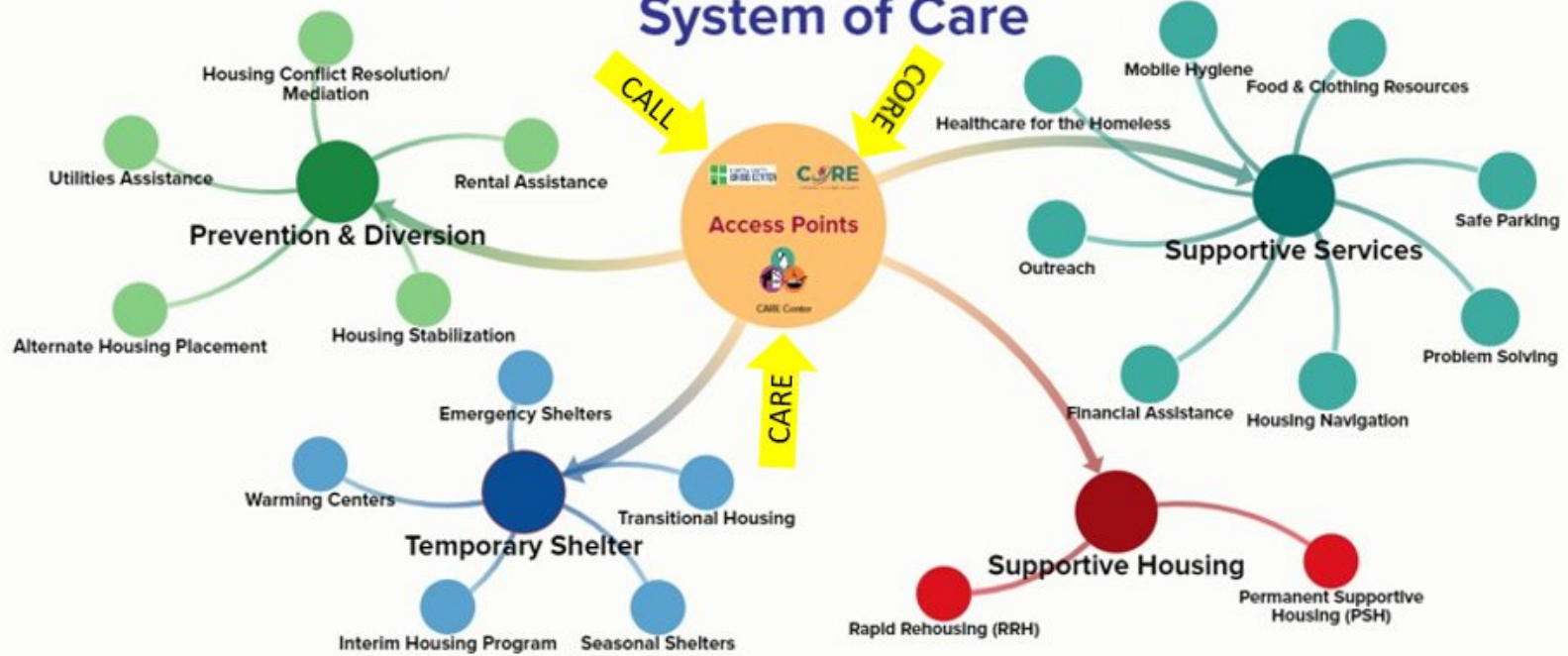For more information about Coordinated Entry go to
https://www.hudexchange.info/resource/5340/coordinated-entry-core-elements/

Core Elements of Coordinated Entry

ACCESS:
The engagement / entry point for persons experiencing a housing crisis

ASSESSMENT:
Method / Tool to assess the person's housing needs, preferences, and vulnerability.

PRIORITIZATION:
Helps CoC manage inventory of housing resources & services. *HUD mandates we prioritize persons experiencing chronic homelessness.

REFERRAL:
Final element of Coordinated Entry; persons are referred to housing resources according to prioritization guidelines.

Coordinated Entry

CALL
- 211

CARE Center
- Walnut Creek
- Richmond

CORE
- 24 Street Outreach Teams

Assess

Prioritize

Place

Prevention & Rapid Exit
- Direct Financial Assistance
- Case Management

Shelter
- Emergency
- Interim Housing
- Safe Parking

Permanent Housing
- Transitional Housing
- Rapid Rehousing
- Permanent Supportive Housing

Contra Costa County Homeless System of Care

Types of Housing

Market Rate
- Pay own rent
- No support services

Vouchers (multiple types)
- Some are just for low-income (Housing Choice Vouchers/Section 8) and some are for people experiencing homelessness (EHV/Mainstream)
- No supportive services
- Only "SOMETIMES" part of homeless system

Rapid Rehousing
- Time limited (6-18 months)
- Must be homeless
- Rental support & Supportive services

Permanent Supportive Housing
- NOT time limited
- Rental support & Supportive services
- Must be disabled and homeless

SUPPORTIVE HOUSING

Through CES

Through CES

Recap

Coordinated Entry: A system-wide process to quickly & equitably identify, assess, & connect people experiencing a housing crisis to available housing resources & services within the CoC.

- It enables to CoC to prioritize the most vulnerable to limited Resources.

Includes 4 Core Elements:

- Access
- Assessment
- Prioritization
- Referral

To Access:

- CALL, CARE, CORE

Accessing
Homeless Services in Contra Costa County

If you are experiencing or at risk of homelessness in Contra Costa, here are three ways you can access services.

1) CALL

Call 211 or text "HOPE" to 20121
- Callers will be given resources and information
- Free, confidential service is available 24/7
- Find useful resources online at 211cc.org

2) CARE

Walk into a CARE Center
- Coordinated Assessment Resource and Engagement (CARE) Centers are drop-in sites for people experiencing homelessness

RICHMOND — GRIP–165 22nd Street
Mon-Fri: 9 a.m.–3 p.m. | Sat & Sun: 8 a.m.–2 p.m.
Services
- Basic needs (meals, bathrooms, mail, laundry, showers)
- Case management

WALNUT CREEK — Trinity Center–1888 Trinity Ave.
Mon-Fri: 8 a.m.–4 p.m.
Services
- Basic needs (meals, bathrooms, mail, laundry, showers)
- Case management
- Adults only

3) CORE

Connect to CORE outreach by calling 211
- Coordinated Outreach Referral and Engagement (CORE) Teams assist individuals and families experiencing unsheltered homelessness by connecting them to healthcare, basic needs and referrals to shelter
- CORE is not available 24/7 and is not a crisis response. Call 911 for emergencies

cchealth.org/h3 | (925) 608-6700

CONTRA COSTA
HEALTH HOUSING & HOMELESS

QUESTIONS?

COORDINATED ENTRY UPDATES

<u>Presenter</u>:

Mary Juarez-Fitzgerald, H3

<u>Role for Oversight Committee Members</u>:

listen & ask questions

<u>Role for Community Members</u>:

listen & ask questions

COORDINATED ENTRY UPDATES

- On going Referrals:
  - El Portal – Complete!
  - Valor Village
  - Rick Judd Commons
  - Access Expansion & Hope Village

- HNA Project Update

- CE Policies & Procedures Updates Spotlight:
  - Transfer Policy Implementation
    - Permanent Connections (TAY) PSH to HUMS (Singles Adult PSH)
    - DV RRH to Project Thrive 2.0 PSH

QUESTIONS?

PROGRAM MODELS & PERFORMANCE STANDARDS UPDATE

Presenter:
Jamie Schecter, H3

Role for Oversight Committee Members:
listen & ask questions

Role for Community Members:
listen & ask questions

2025 COC PARTICIPANT SATISFACTION SURVEY

BACKGROUND

➢Annual survey conducted by contracted/funded programs within these 7 program models within our CoC:
- ➢Prevention
- ➢Rapid Exit
- ➢CORE
- ➢CARE Centers
- ➢Shelters/Transitional Living Programs
- ➢Rapid Rehousing
- ➢Permanent Supportive Housing

BACKGROUND

- Survey was created in 2023 by a work group made up of 6 People with Lived Experience (PWLE)

- Lasty year, Equity Committee provided feedback on adding a demographic section to the survey

EQUITY IN SURVEY DESIGN

- Survey is provided in paper or electronic form
- Paper form is in English and Spanish and electronic version is in 6 different languages
- 5th grade reading level
- Demographic questions
- Mix between Likert scale and open-ended questions
- Incentives*

2025 SURVEY – BRIEF OVERVIEW

- 2 required questions:
  - How long have you been accessing services?
  - Where did you hear about services?

- Experience with staff

- Physical location

- Open ended/Narrative

- Demographic questions

2025 SURVEY PROCESS

Survey reviewed by Youth Action Board (YAB) in January	Feedback incorporated and brought to Equity Committee for review in February	Feedback incorporated into final survey and providers trained late February
Providers collect surveys in March	H3 analyzes data in April/May	Results shared back at YAB, Oversight, PATH and Equity Committees in the summer
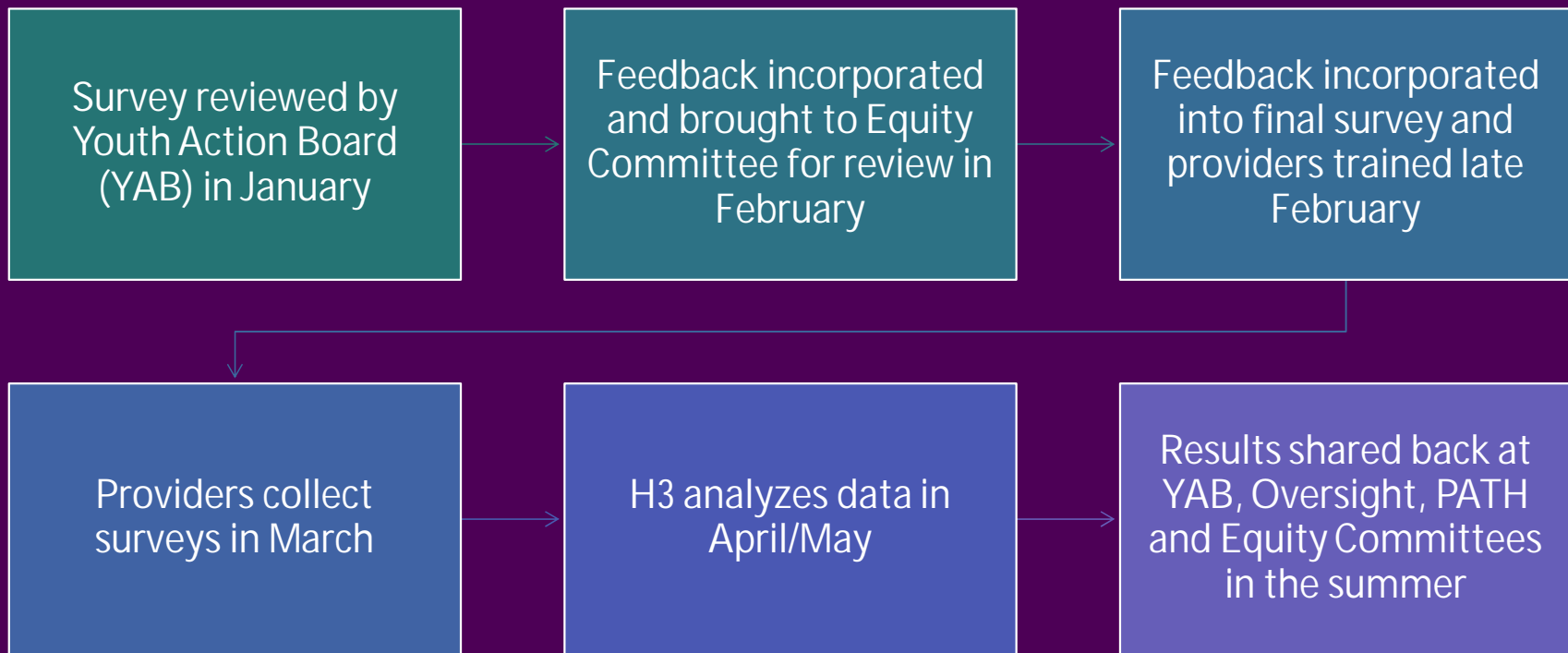
QUESTIONS?

Email: Shelby.Ferguson@cchealth.org

ACCOUNTABILITY CORNER

Presenter:

Jamie Schecter, H3

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

listen & ask questions

2025 WORKPLAN – QUARTER 1

Goals

- Onboard Oversight committee to current projects and processes
- Initiate 2025 monitoring process
- Discuss YAB

Activities

- Committee Introductions + Chair/Co-chair selection
- Finalize meeting calendar
- Approve work plan
- Hear presentation on CoC 101/Program Models 101
- Update on Participant Satisfaction Survey
- Accountability corner

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ACCOUNTABILITY CORNER – QUARTER 1

What was accomplished?

- 2025 Meeting Logistics
- Oversight Committee Overview
- Identify Oversight Committee Chair/Co-Chairs
- Review & Approve 2025 Oversight Cmte. Workplan
- Overview of CoC 101 & Program Models & Performance Standards 101
- Program Models & Performance Standards Updates

What was not accomplished?

- YAB discussion

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LOOKING AHEAD

What new needs were identified?

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WRAP UP

Presenter:
Alex Michel, Homebase

Role for Oversight Committee Members:
listen
share announcements

Role for Community Members:
listen
share announcements

NEXT STEPS

❑Next meeting: April 17, 11:30am - 1:30pm – VIRTUAL

UPCOMING MEETINGS

CoH/Cmte	Date/Time	Location	Zoom Link
Governance Committee	February 25, 1-3pm	2400 Bisso Lane, Concord Venti Conference Room – D2 Large Conference Room (IN-PERSON)	https://homebaseccc.zoom.us/j/88304471741
COH	March 6, 1 – 3pm	1025 Escobar, Martinez (IN-PERSON)	https://homebaseccc.zoom.us/j/83882491530
HMIS Policy Committee	March 11, 12 - 1:30pm	2400 Bisso Lane, Concord Venti Conference Room – D2 Large Conference Room (IN-PERSON)	https://homebaseccc.zoom.us/meeting/register/tZYIceCtrTMtHdbB-x9-MAoMopNG39MNJMIN
PATH Innovations Committee (WORKING GROUP)	March 20, 9:30 – 11am	VIRTUAL ONLY	https://us02web.zoom.us/meeting/register/tZErdemqqTsoE90m6dcFxsS5rdtyuo4x2Dj9#/
Governance Committee	March 25, 1-3pm	2400 Bisso Lane Venti Conference Room – D2 Large Conference Room (IN-PERSON)	https://homebaseccc.zoom.us/j/88304471741
COH	April 3, 1 – 3pm	1025 Escobar, Martinez (IN-PERSON)	https://homebaseccc.zoom.us/j/83882491530
PATH Innovations Committee (WORKING GROUP)	April 17, 9:30 – 11am	VIRTUAL ONLY	https://us02web.zoom.us/meeting/register/tZErdemqqTsoE90m6dcFxsS5rdtyuo4x2Dj9#/
Oversight Committee (WORKING GROUP)	April 17, 11:30 am – 1:30pm	VIRTUAL ONLY	

CONTRA COSTA COUNTY

Staff Report

File #: 25-490	**Agenda Date:** 2/20/2025	**Agenda #:** 4.

Advisory Board: Contra Costa Council on Homelessness
Subject: ACTION ITEM: Approve the meeting minutes from October 17, 2024 Oversight Committee meeting
Presenter: Alex Michel, HomeBase
Contact:

Information:
Review October 17, 2024 Mtg. Key Takeaways & Approve Meeting Minutes

Key takeaways from the October 17, 2024 meeting:

- Approved June 20, 2024 meeting minutes
- Program Models & Performance Standards Updates
- Reviewed & Approved CES Policies & Procedures Revisions Recommendations to CoH
- Update on CES Assessment Tool Redesign
- Reviewed & Approved Written Standards Revisions Recommendations to CoH
- Reviewed Accountability Corner

Referral History and Update:

Recommendation(s)/Next Step(s):
ACTION ITEM: Approve the meeting minutes from October 17, 2024 Oversight Committee meeting

CONTRA COSTA COUNCIL ON HOMELESSNESS
OVERSIGHT COMMITTEE MEETING

IN-PERSON COMMITTEE MEETING MINUTES
Thursday October 17, 2024, 11:30AM – 1:30PM
2400 Bisso Lane, Concord (suite #D2)

COMMITTEE PURPOSE:

The purpose of the Oversight Committee is to review and assess the development, implementation, and improvement of the CoC, Coordinated Entry System, HMIS Database, and system outcomes.

HOW TO JOIN THE MEETING VIA ZOOM:

COMMITTEE MEETING (IN-PERSON) Link to register: https://tinyurl.com/yvt666hf
How to Join the Meeting Via Call-In: 1- 669-900-6833 / Meeting ID: 892 1400 4649

CoH member attendees: Alejandra Chamberlain (in-person), Carolyn Foudy (in-person), Deanne Pearn (in-person), Gabriel Lemus (absent), Juno Hedrick (in-person), Leslie Gleason (in-person), Mia Fairbanks (virtually, exemption), Wayne Earl (in-person),

TIME	AGENDA ITEM	PRESENTERS
11:30am (10 min)	**Welcome, Introductions, & CoH Roll Call** a. Welcome b. Review agenda c. Introductions & CoH Roll Call d. Mentimeter - Who's in the Room?	- Alejandra Chamberlain, *CoH* - Alex Michel, *HB* - Jamie Schecter, *H3*
Notes ● AM welcomed committee members and facilitated Mentimeter activity		
11:40am (5 min)	**2024 Meeting Logistics**	- Jamie Schecter, *H3*
Notes: ● JS reviewed meeting logistics		
11:45am (5min)	**Public Comment** a. Open period for public comment on items not listed on the agenda.	- Alejandra Chamberlain, *CoH* - Members of the public

Notes:
- Question: I am with the Commission on Aging. Would like to know the main goals of the committee and the CoH. Also want to know how long the group has been in existence. Did not see the agenda yet. I was invited to come out because I have concerns about homelessness.
- JS provided agenda materials in chat and provided brief background on CoH and the Oversight Committee

11:50am (5 min)	**Review June 20, 2024 Mtg. Key Takeaways & Approve Meeting Minutes**
	   a. Key takeaways from the June 20,2024 meeting:
	   ● Reviewed & approved June 20, 2024 meeting minutes
	   ● Heard update on 2024 monitoring process
	   ● Heard update on Program Models & Performance Standards
	   ● Heard update on Coordinated Entry
	   ● Update & discussion around Written Standards Revisions
	   ● Reviewed Accountability Corner
	ACTION ITEM: Approve the meeting minutes from June 20, 2024
		- Alejandra Chamberlain, *CoH*

Notes:
- Carolyn motioned to approve June meeting minutes
- Leslie seconded
- No discussion
- All present members voted to approve June meeting minutes unanimously

11:55am (10min)	**Program Models & Performance Standards Updates** a. Link to current [Program Models & Performance Standards.](#)	- Shelby Ferguson, *H3*

Notes:
- none

12:05pm (45min)	**Coordinated Entry Updates**
	   a. Review & Approve CES P&P Revisions
	   b. Hear updates on CES Assessment Tool revision process
	   c. Link to current [Coordinated Entry System Policies & Procedures.](#) Version with proposed revisions is in materials packet.
		- Mary Juarez-Fitzgerald, *H3*
		 - Mark Mora, *HB*
		 - Alex Michel, *HB*

Notes:
- Homebase discussed proposed revisions to CES Policies & Procedures
- Question: What is the process for an unhoused to go to the county to get assistance? If I know someone experiencing homelessness, where would I take them to get help?
  - JS: People experiencing homelessness can call 211 to access services. County has CORE street outreach teams as well to get connect to people experiencing unsheltered homelessness. People can also go to Care Centers to get 1:1 help and connection to system of care.
  - SF: Mary, our CE manager and myself are happy to do a Coordinated Entry/Continuum of Care 101 training with you if that would be helpful! more of a one on one training and you can ask questions directly. Our flier you know about our access points Jamie mentioned is here in English: [638255574295270000 (cchealth.org)](#)
- Question: Who, other than CoH/H3 uses this content? Who would utilize it or use it as a guide?
  - MJF: One big group / stakeholder who utilizes this document aside from our team, are our homeless service providers who receive referrals to their programs from coordinated entry, as well as our access points such as CORE, CARE and 211.
- Question: confirm that there is a 4th option for external non-emergency transfers?
  - MB: yes, forgot to add to the slides but it is outlined in the policy and it is in regard to defunded projects
- Question: in the introduction of the CES P&Ps, it suggests that these CES P&P are mandated by HUD but it does not say if the P&Ps meet and/or exceed HUD requirements. In the 3rd paragraph (second sentence) of Section 1, we should add that sentence.
  - JS great edit, we can implement
- Question: I doubt it won't be approved, but is there a timeline needed for it to be approved … if it's not, is there a timing problem?
  - JS: we can push timeline, does not hold back doing business as usual
  - MJF: Ideally we would have updated it back in Aug/Sept but due to it being an action item needed to wait until this month. If it's not approved today it pushes it back many months.
- Comment: support from RCD for these changes. RCD submitted a letter recommending a lot of these changes. I want to focus on a few changes that will support individuals experiencing homelessness

with HIV/AIDS. Changes encourage individuals to disclose HIV/AID diagnosis and then facilitates getting access to specific resources available
- Comment: We work with health systems to proactively find eligible individuals not in HMIS that would be a good fit for HOPWA units
- Comment: I have seen other county efforts and these changes are superb

Action item
- Leslie motions to approve CES P&P
- Wayne seconds
- Discussion
    - Comment: on pg 87 of materials packet (pg. 16 of CES P&Ps), it says that Care Center services will include certain services on site that are inaccurate. Could we do a little wordsmithing to show that it is referrals to or information on these services?
        - JS: we can adjust that
    - Comment: on pg 103 of materials packet (pg. 33 of CES P&Ps), I was super excited to see this the new language "The CoC lead agency provides support to providers to ensure physical access points are accessible to individuals with disabilities", but not sure what we mean by accessibility.
        - JS: Did not want to get too in the weeds about what we mean. More just wanted to know that the CoC can make connections to services that individuals may need.
    - Question: are we going to be looking at P&Ps again once we revise VI-SPDAT
        - JS: Yes. This process was more for clean up
        - MJF: Today's revisions are to update compliance and reflect current workflow. Next year once we revise VI-SPDAT, we will revisit the P&Ps more intensely
    - MJF: Ideally this update would have happened before October 1. Did not get to it sooner because Oversight only meets every other month officially in person
- Roll Call
    - All present members voted to approve the CES P&Ps unanimously

- MJF gave update on efforts to replace Housing Needs Assessment (VI-SPDAT)
- Question: instead of changing to already available housing needs assessment, we are going to develop a tool from the ground up, is that correct?
    - MJF: right now, we are convening a work group to the identify needs and priorities for the community. We do not know exactly what new tool needs to be developed and if we can use another existing tool.
    - JS: we are looking at other communities' tools
- Question: does HUD need to approve our new tool?

- ○ JS: No, HUD does not get into the weeds of that, they just insist communities have a prioritization process.
- Question: Hearing a lot of qualitative analysis, what about the quantitative analysis – we have a lot of data on who we are serving vs who we are housing, and those should differ - do we have that information available and if we do, can we look at it?
    - ○ MJF: Focus Strategies is doing a very extensive data analysis alongside stakeholder engagement to guide the process. They have shared preliminary findings in steering cmte. We could ask them to share those findings with this group as well.
- Question: I am hearing a lot of descriptive qualities. But the VISPDAT is a statistically validated proven method. Worried about exerting our preferences if we lean too much on community priorities. Tool should be statistically validated.
    - ○ JS: that is a part of the pilot, we'll be using the data to look at it to make sure we are not reproducing inequalities.
    - ○ MJF: we can ask Focus Strategies to come back to this group to share data analysis with this group; what we have seen with the Vi-SPDAT in CoCo with data is the same as findings across the nation. Like white individuals are more likely to score higher on VI-SPDAT.
- Question: I do not participate in the assessment as much as some others. Did not see education section as a stakeholder group. How can they be part of the process?
    - ○ MJF: we are partnering with Tipping Point to improve engagement with TAY. Will want to connect with K-12 in stakeholder engagement opportunities. Housing needs assessment though is used for individuals that fall under HUD literal homelessness definition. Through work with Tipping Point might help reach students and families that do not fall under HUD definition but fall under McKinney Vento education definition
    - ○ JS: difference on how CoC and HUD defines homelessness vs the school district - this process will not change HUD's definition of Homelessness; this leads us to how do we address the gaps in the system
- Question: the existing tool has biases, but if you are not training the tool with who exists in county and who we are serving, it will create inequalities. So, will this tool exist so that as we get data that we can feed that into this tool (as the demographics of our county change) so that we are better serving who is homeless now? And also, what will happen to individuals already in Queue after making changes to assessment?
    - ○ JS: this process will definitely have to look into what happens to those already being prioritized; will never have anything perfect, but committed to doing better. Want to be flexible and adaptable when identifying issues moving forward.
- Comment: seeing communities develop different tools for youth vs adult. Given that youth will score lower in acuity/chronic homelessness compared to adult. So it makes sense to keep processes separate.

12:50pm (30min)	**Written Standards Revisions** a. Review & Approve Written Standards Revisions b. Link to current Written Standards. Version with proposed revisions is in materials packet.	- Jamie Schecter, *H3* - Michele Byrnes, *HB* - Alex Michel, *HB*

Notes:
- Question: what do we mean by compensation (i.e. transportation, childcare, etc.)?
  - JS: language is broad because it is all encompassing. Will address any barrier that people with lived experience have that inhibits ability to participate in meeting.

Roll Call
- Deanne motioned
- Carolyn seconded
- No discussion
- All present members voted to approve revisions to the written standards

1:20pm (5min)	**Accountability Corner** a. Review 2024 Q3	- Jamie Schecter, *H3*

Notes:
- Question: do we need to meet more often in actual mtg to accomplish things:
  - JS: we can always make adjustments as needed!
- Question: will this committee have anything to do with annual monitoring process
  - JS: will come to this group with monitoring updates before going to CoH. This upcoming year will be looking at agency level for HUD compliance
- Question: will Oversight need to do anything to prep for monitoring process?
  - JS: we can think on that
- Question: where do the bylaws live?
  - JS: bylaws are revised by the governance committee. This year it took from February to October.

1:25pm (5 min)	**Adjourn** a. December Oversight work group discussion b. Overview of upcoming committee meetings	- Alex Michel, *HB*

- AM asked if the December meeting needs to be rescheduled.
- JS would also like to suggest holding the meeting in person to be able to vote on items
- December 19th date works for group (if cookies are provided :))
- Comment: PATH cmte and Oversight cmte scheduled too close together. Can we revisit the schedule for either meeting?
  - JS: will know more in November about how to make adjustments

Oversight Committee Roll Call & Voting Record (October 17, 2024)

	Member	Seat / Affiliation	Attended y/n (virtual or in-person)	Approve 06/20/24 Meeting Minutes	Approve CES P&Ps Revisions for recommendation to CoH	Approve Written Standards Revisions for recommendation to CoH
1.	Alejandra Chamberlain (she/her)	Education and Vocational Services Representative (CoCo Office of Education)	Y - in-person	Y	Y	Y
2.	Carolyn Foudy (she/her)	Employment and Human Services (EHSD) Representative (Employment and Human Services Dept.)	Y - in-person	Y - motion	Y	Y - second
3.	Deanne Pearn (Pear EN) (she/her)	Homeless Service Provider Representative (Hope Solutions)	Y - in-person	Y	Y	Y -motion
4.	Gabriel Lemus	Federal Homeless and Housing Funding Administration Representative (Contra Costa Department of Conservation and Development)	Absent	-	-	-
5.	Juno Hedrick	Lived Experience Advisor (YAC Member)	Y - in-person	Y	Y	Y
6.	Leslie Gleason (she/her)	CoC/ESG Program Grantee Representative (Trinity Center)	Y - in-person	Y - second	Y - motion	Y
7.	Mia Fairbanks	Health Care Representative (Healthcare for the Homeless)	Y (virtual, exemption)	Y	Y	Y
8.	Wayne Earl (he/him)	Faith Community	Y - in-person	Y	Y - second	Y

		Representative (Rock Harbor Christian Fellowship)				

Oversight Committee CoH Member Roll Call & Voting Record (10/17/2024)

Y = Yes (specify if virtual or in person)

N = No

A = Abstain

Quorum = 5

Acronym	Definition
APR	Annual Performance Report (for HUD homeless programs)
CARE	Coordinated Assessment and Resource
CCYCS	Contra Costa Youth Continuum of Services
CDBG, CDBG-CV	Community Development Block Grant (federal and state programs) and the federal Community Development Block Grant CARES Act coronavirus allocation.
CES	Coordinated Entry System
CESH	California Emergency Solutions and Housing program (state funding)
Continuum of Care (CoC)	Continuum of Care approach to assistance to the homeless. Federal grant program promoting and funding permanent solutions to homelessness.
Con Plan	Consolidated Plan, a locally developed plan for housing assistance and urban development under CDBG.
CORE	Coordinated Outreach Referral, Engagement program
COVID-19	Coronavirus
DOC	Department Operations Center
EHSD	(Contra Costa County) Employment and Human Services Division
EOC	Emergency Operations Center
ESG and ESG-CV	Emergency Solutions Grant (federal and state program) and the federal Emergency Solutions Grant CARES Act coronavirus allocation.
ESG-CV	Emergency Solutions Grant CARES
FMR	Fair Market Rent (maximum rent for Section 8 rental assistance/CoC grants)
HCD	Housing and Community Development (State office)
HEAP	Homeless Emergency Aid Program (State funding)
HEARTH	Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009
HHAP	Homeless Housing and Assistance Program
HMIS	Homeless Management Information System

HOME	Home Investment Partnerships (CPD program)
HUD	U.S. Department of Housing and Urban Development (federal)
MHSA	Mental Health Services Act
NOFA	Notice of Funding Availability
PHA	Public Housing Authority
PUI	Persons Under Investigation
SAMHSA	Substance Abuse & Mental Health Services Administration
SRO	Single-Room Occupancy housing units
SSDI	Social Security Disability Income
SSI	Supplemental Security Income
TA	Technical Assistance
TAY	Transition Age Youth (usually ages 16-24)
VA	Veterans Affairs (U.S. Department of)
VASH	Veterans Affairs Supportive Housing
VI-SPDAT	Vulnerability Index – Service Prioritization Decision Assistance Tool

EQUITY DEFINITIONS

(adapted from C4 Innovations and approved by COH on 8.3.23)

Term	Definition
Individual Racism	A person's beliefs and actions that serve to perpetuate racial oppression. This can be conscious and unconscious. This may be externalized or internalized
Institutional Racism	Policies and practices at the organization (or "sector") level that perpetuate oppression. It involves unjust policies, practices, procedures, and outcomes that work better for white people than people of color, whether intentional or not.
Interpersonal Racism	The interactions between people - both within and across racial groups
Microaggressions	Brief, everyday exchanges that send denigrating messages to certain individuals because of their group membership
Race	A social construct created in the 17th century by white Europeans to justify the enslavement of Africans and the spread of colonialism. Understanding of race as a concept has changed over time, but the outcomes of discrimination based on race remain entrenched in our systems.

Race Equity Lens	A way of viewing the world in an integrated and holistic manner, taking into account past and present racial injustices and seeking to address them through more equitable practices and structures.
Racial Bias	Implicit and/or explicit bias that reinforces discriminatory attitudes and behaviors when interacting with people or situations
Racial Equity	The condition where one's racial identity does not predict their social, health, or economic outcomes. Racial equity is a process of eliminating racial disparities and improving outcomes for everyone. It is the intentional and continual practice of changing practices, systems, and structures by prioritizing the measurable change in the lives of people of color.
Racism	A system of institutional, systemic oppression, and practices of individuals and society that shape cultural beliefs and values that support racist policies and practices.
Structural Racism	How these effects interact and accumulate across institutions and across history. Structural racism highlights how racism operates as a system of power with multiple interconnected, reinforcing, and self-perpetuating components which result in racial inequities across all indicators for success.
Systemic Racism	infrastructure of rulings, ordinances or statutes adopted by a sovereign government or authoritative entity, whereas such ordinances and statutes entitles one racial group in a society certain rights and privileges, while denying other groups in that society these same rights and privileges because of long-established cultural prejudices, religious prejudices, fears, myths, and Xenophobia's held by the entitled group
White Fragility	White fragility refers to feelings of discomfort a white person experiences when they witness or engage in discussions around racial inequality and injustice. Their engagement in conversations about racism may trigger a range of defensive actions, feelings, and behaviors, such as anger, fear, and silence. These reactive behaviors reinforce continued white dominant culture.

CONTRA COSTA COUNCIL ON HOMELESSNESS
OVERSIGHT COMMITTEE WORKING GROUP

VIRTUAL WORKING GROUP NOTES
Thursday December 19, 2024, 11:30AM – 1:00PM

COMMITTEE PURPOSE:
The purpose of the Oversight Committee is to review and assess the development, implementation, and improvement of the CoC, Coordinated Entry System, HMIS Database, and system outcomes.

HOW TO JOIN THE MEETING VIA ZOOM:
Working Group (VIRTUAL ONLY) Link to register: http://tinyurl.com/yys6u27y
How to Join the Meeting Via Call-In: 1 669 900 6833 / Meeting ID: 849 4424 3652

Attendees:
- CoH: Wayne Earl, Jo Bruno, Leslie Gleason, Mia Fairbanks, Alejandra Chamberlain, Deanne Pearn
- Community: Karen McBride, Courtney Pal, Caroline Miller
- H3: Jamie Schecter, Shelby Ferguson, Mary Juarez Fitzgerald, Carina Rodriguez-Pena
- HB: Michele Byrnes, Alex Michel

TIME	AGENDA ITEM	PRESENTERS
11:30am (10 min)	**Welcome, Introductions, & CoH Roll Call** a. Welcome b. Review agenda c. Introductions d. Mentimeter - Who's in the Room?	- Alex Michel, *HB* - Jamie Schecter, *H3*
Notes: no comments		
11:40am (3 min)	**2024 Meeting Logistics** a. Cmte vs. Work Group Mtg b. 2024 Meeting Schedule	- Jamie Schecter, *H3*
Notes: no comments		
11:43am (5min)	**Announcements**	- Alex Michel, *HB* - Members of the public

	a. Open period for announcements on items not listed on the agenda.	

Notes:
- JB: shared that she's been asked to be on a panel for an in-person summit in February, focused on bridging the homelessness systems of care and behavioral health

11:48am (2 min)	**October Meeting Recap** a. Provide Oct meeting recap; meeting minutes will be approved during Feb 2025 meeting	- Alex Michel, *HB*

Notes: no comments

11:50am (5min)	**CES P&Ps + Written Standards Update** a. Link to approved Coordinated Entry Policies & Procedures b. Link to approved Written Standards	- Alex Michel, HB

Notes:
- CoH approved the CES P&Ps and the Written Standards during November CoH meeting

11:55am (15min)	**2025 Monitoring Process Update** a. Provide update on 2025 monitoring process	- Michele Byrnes, *HB*

Notes: no comments

12:10pm (10 min)	**Program Models & Performance Standards Updates** a. Participant Satisfaction Survey updates b. Link to Program Models & Performance Standards	- Shelby Ferguson, *H3*

Notes:
- Participant Satisfaction Survey will be brought to:
  - YAB meeting in January
  - Equity Committee in February
  - Refresher training to CoC providers in February
  - Survey collection conducted by providers in March
  - Data Analysis conducted in April
  - Survey results shared in Quarter 3 at Oversight, PATH, Equity & Provider Meeting
  - Question: is it possible to conduct a similar feedback survey with landlords?

- ■ Providers that work with landlords have processes for collecting feedback
- ○ Question: is there a tie between service provider feedback, landlords, and people with lived experience?
  - ■ JS: this survey is specific to participant feedback - there is space for folx to share if they have things to say about how case managers helped with landlords
- ○ Question in chat: where's the data/feedback between service provider and landlord as well as the data/feedback of tenant and landlord. Our survey is the relationship between tenant and service provider … So, the landlord has something to say about the process, as does the tenant … Do service providers keep track of this?
  - ■ JS: I don't think this happens in an operationalized way like a survey. I'm sure it's very common that landlords are connecting with service providers or tenants and there is coordination among all the parties, but there's a wide variety of landlords and level of engagement so I think it would be challenging to get a system level view of these interactions.

12:20pm (15 min)	**CES Updates** a. CES Assessment Replacement Project b. Overview of Ongoing AND Upcoming Programs & Housing Resources c. Policies & Procedure Updates	- Mary Juarez-Fitzgerald, *H3*

Notes:
- 100% grant utilization for CES
- Update on VI-SPDAT Replacement Project
  - ○ Project launched July 2024; Steering Committee convened & meeting monthly; currently in first phase of stakeholder engagement & data analysis
  - ○ Data analytics, reducing subjectivity
- Overview of ongoing and upcoming programs and housing resources
  - ○ New - Hope Solutions Countywide RRH, fall 2024 launch, 80 HH between 2024-2026
  - ○ New Pathway - SHELTER, Inc, for survivors of domestic violence
  - ○ BACS RRH for families - Bay Area Community Resources
  - ○ Lao Family Community Development
  - ○ EHSD/Population Specific (CalWORKS, HousingWORKS, HDAP)
  - ○ Question in chat: What are the funding sources for Hope and Lao RRH programs?
    - ■ SF: some state and measure x funding
  - ○ ACCESS (Expansion) - PSH with Hope Solutions, 16 total households
  - ○ Rick Judd Commons - No Place Like Home project, partnership with RCD, CCBH & Hope Solutions, 13 units
  - ○ Valor Village, VHHP Veteran Supportive Housing, 15 units, partnership with SAHA

- ○ Question in chat: where is Rick Judd Commons? And Valor Village?
    - ■ JS: Rick Judd is in Concord and Valor Village is in Pinole
- P&P Updates
    - ○ Efforts to support TAY system, including TAY specific case conferencing & provider meeting spaces, exploration of data integration, connection with expanded CORE outreach teams & TAY providers
    - ○ New prevention triage tool coming soon
    - ○ CE Annual Performance Report due 12/31/24
    - ○ Monthly homeless service provider call
- Question: can you forward the Homeless Service Provider call Zoom invite?
    - ○ MJF: dropped in chat
- Question: For the NPLH and VHHP programs, can you speak to the process to identify eligible applicants during/through the CE process, given that these units are set aside for very specific populations? How deep is the list of eligible applicants?
    - ○ MJF: No Place Like Home (NPLH), partnership with behavioral health - connect to share community qu and they apply eligibility; when projects come online we connect with them and provide a version of their list saying who's eligible for those opportunities
        - ■ a broader pool of folx, don't have an exact number but potentially call pull data for annual report
    - ○ MJF: for VHHP, meet biweekly with VA around veteran eligibility and use community quo as well as the veteran byname list
        - ■ as of last month, there were roughly 130-150 veterans exp homelessness on the Veteran byname list
    - ○ HOPWA units are most challenging to fill because of eligibility criteria

12:35pm (5 min)	**Accountability Corner – Q4** a. Review Q4	- Jamie Schecter, *H3*

Notes:
- Goals: Create priorities for 2025 and close out pending policy items
- Accomplished: approved Written Standards & CES P&P; received update on VI-SPDAT replacement; update on CoC performance measure project
- Not accomplished: All 4th quarter goals were accomplished
- Looking Ahead - What new needs were identified?

12:40pm (18min)	**Overview of 2025 Workplan** a. Provide overview of potential 2025 workplan	- Jamie Schecter, *H3*

OVERSIGHT COMMITTEE WORKING GROUP

Notes:
- Goals: align with CoH Committees/identify points of collaboration; be high level and flexible; be ambitious & strategic
- Confirmed the resonance of the Oversight Committee purpose: to review and assess the development, implementation, and improvement of CoC, CES, HMIS DB, and system outcomes.
- Annual priorities - confirmed
  1. Monitor regular operations of CoC with an emphasis on performance standards
  2. Explore & recommend improvements to CES with focus on equity & effective prioritization of housing resources
  3. Ensure strong feedback loops in homeless response system through CoC Complaint Process, program models, & CoC Written Standards
- Audience - confirmed
  - homeless service providers (w/in and outside of CES)
  - stakeholders interested in system level decision-making
  - people experiencing homelessness or at risk of experiencing homelessness
- Goals & Activities
  - Q1
    - February Committee meeting: onboard committee to current projects and processes, initiate monitoring processes, discuss YAB
      - Comment - make it more specific, infuse equity within the language around YAB
      - YAB is formal workgroup of equity committee
      - Question in Chat: Chair/Co Chair :: oversight committee only or why doesn't PATH have a chair/co chair
        - mostly because of capacity and size of committee - Oversight is typically a larger cmte.
  - Q2
    - Updates on Program Models & Coordinated Entry System
    - Meeting in April and June
    - focus on transitional housing and bridge/interim housing (including changing name for bridge housing)
      - TH (offer services while folx transition into more permanent housing options) and bridge housing (no extensive services)
    - compliance monitoring update
  - Q3
    - Updates on Program Models & Coordinated Entry System
    - one meeting
    - annual report updates
    - update on equity measures

- ■ performance measures
  - ○ Q4
    - ■ Create priorities for 2026 and close out any pending policy items
    - ■ Create 2026 workplan
    - ■ Final Accountability Corner

- ● Question: Can we have a feedback loop between PATH and Oversight? Are we capturing the connection between these groups?
  - ○ that happens unofficially through some of the activities that get undertaken (i.e., Satisfaction Survey); PATH dives a little bit deeper; feedback comes through Shelby, attending most meetings and benign able to bring it to each
- ● Question: Can we identify subset of Oversight Committee for grievance process?
  - ○ JS: We will definitely provide overview of roles and conflict of interest, can't necessarily identify members until we know complaint/grievance and potential conflicts of interest

12:48pm (2 min)	**Wrap-Up** a. Overview of upcoming meetings	- Alex Michel, *HB*

Notes:
- ● Jan 9 - CoH Orientation 1-3, CoH meeting 3-4
- ● Next meeting in February, specific date TBD with new CoH
- ● Question: Can calendar invite specify the topics covered in the meeting?
  - ○ JS: Because these are recurring zoom meetings, not able to update calendar invites but agenda and materials links sent in advance

Acronym	Definition
APR	Annual Performance Report (for HUD homeless programs)
CARE	Coordinated Assessment and Resource
CCYCS	Contra Costa Youth Continuum of Services
CDBG, CDBG-CV	Community Development Block Grant (federal and state programs) and the federal Community Development Block Grant CARES Act coronavirus allocation.
CES	Coordinated Entry System
CESH	California Emergency Solutions and Housing program (state funding)

Continuum of Care (CoC)	Continuum of Care approach to assistance to the homeless. Federal grant program promoting and funding permanent solutions to homelessness.
Con Plan	Consolidated Plan, a locally developed plan for housing assistance and urban development under CDBG.
CORE	Coordinated Outreach Referral, Engagement program
COVID-19	Coronavirus
DOC	Department Operations Center
EHSD	(Contra Costa County) Employment and Human Services Division
EOC	Emergency Operations Center
ESG and ESG-CV	Emergency Solutions Grant (federal and state program) and the federal Emergency Solutions Grant CARES Act coronavirus allocation.
ESG-CV	Emergency Solutions Grant CARES
FMR	Fair Market Rent (maximum rent for Section 8 rental assistance/CoC grants)
HCD	Housing and Community Development (State office)
HEAP	Homeless Emergency Aid Program (State funding)
HEARTH	Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009
HHAP	Homeless Housing and Assistance Program
HMIS	Homeless Management Information System
HOME	Home Investment Partnerships (CPD program)
HUD	U.S. Department of Housing and Urban Development (federal)
MHSA	Mental Health Services Act
NOFA	Notice of Funding Availability
PHA	Public Housing Authority
PUI	Persons Under Investigation

SAMHSA	Substance Abuse & Mental Health Services Administration
SRO	Single-Room Occupancy housing units
SSDI	Social Security Disability Income
SSI	Supplemental Security Income
TA	Technical Assistance
TAY	Transition Age Youth (usually ages 16-24)
VA	Veterans Affairs (U.S. Department of)
VASH	Veterans Affairs Supportive Housing
VI-SPDAT	Vulnerability Index – Service Prioritization Decision Assistance Tool

EQUITY DEFINITIONS
(adapted from C4 Innovations and approved by COH on 8.3.23)

Term	Definition
Individual Racism	A person's beliefs and actions that serve to perpetuate racial oppression. This can be conscious and unconscious. This may be externalized or internalized
Institutional Racism	Policies and practices at the organization (or "sector") level that perpetuate oppression. It involves unjust policies, practices, procedures, and outcomes that work better for white people than people of color, whether intentional or not.
Interpersonal Racism	The interactions between people - both within and across racial groups
Microaggressions	Brief, everyday exchanges that send denigrating messages to certain individuals because of their group membership
Race	A social construct created in the 17th century by white Europeans to justify the enslavement of Africans and the spread of colonialism. Understanding of race as a concept has changed over time, but the outcomes of discrimination based on race remain entrenched in our systems.

Race Equity Lens	A way of viewing the world in an integrated and holistic manner, taking into account past and present racial injustices and seeking to address them through more equitable practices and structures.
Racial Bias	Implicit and/or explicit bias that reinforces discriminatory attitudes and behaviors when interacting with people or situations
Racial Equity	The condition where one's racial identity does not predict their social, health, or economic outcomes. Racial equity is a process of eliminating racial disparities and improving outcomes for everyone. It is the intentional and continual practice of changing practices, systems, and structures by prioritizing the measurable change in the lives of people of color.
Racism	A system of institutional, systemic oppression, and practices of individuals and society that shape cultural beliefs and values that support racist policies and practices.
Structural Racism	How these effects interact and accumulate across institutions and across history. Structural racism highlights how racism operates as a system of power with multiple interconnected, reinforcing, and self-perpetuating components which result in racial inequities across all indicators for success.
Systemic Racism	infrastructure of rulings, ordinances or statutes adopted by a sovereign government or authoritative entity, whereas such ordinances and statutes entitles one racial group in a society certain rights and privileges, while denying other groups in that society these same rights and privileges because of long-established cultural prejudices, religious prejudices, fears, myths, and Xenophobia's held by the entitled group
White Fragility	White fragility refers to feelings of discomfort a white person experiences when they witness or engage in discussions around racial inequality and injustice. Their engagement in conversations about racism may trigger a range of defensive actions, feelings, and behaviors, such as anger, fear, and silence. These reactive behaviors reinforce continued white dominant culture.

CONTRA COSTA COUNTY

Staff Report

File #: 25-491   **Agenda Date:** 2/20/2025   **Agenda #:** 7.

Advisory Board: Contra Costa Council on Homelessness
Subject: Review & Approve 2025 Oversight Cmte. Workplan
Presenter: Jamie Schecter, H3
Contact:

Information: Committee to review the proposed 2025 Oversight Cmte. workplan.

Referral History and Update:

Recommendation(s)/Next Step(s): Review & Approve 2025 Oversight Cmte. Workplan

2025 Oversight Committee Workplan
Purpose: Review and assess the development, implementation, and improvement of: CoC, Coordinated Entry System, HMIS database, and System Outcomes

Annual Priorities	Audience	Goals and Activities			
		Q1: Jan - Mar	**Q2: Apr - Jun**	**Q3: Jul - Sep**	**Q4: Oct - Dec**
1. Monitor regular operations of CoC with an empasis on performance standards 2. Explore and recommend improvements to CES with focus on equity and effective prioritization of housing resource 3. Ensure strong feedback loops in homeless response system through CoC Complaint process, program models, and CoC Written Standards	1. Providers in the Homelessness Response System (i.e., providers within and outside of Coordinated Entry System 2. Stakeholders interested in system level decisionmaking 3. People experiencing homelessness or at risk of homelessness	**Goals**: Onboard Oversight committee to current projects and processes and initiate 2024 monitoring process. Discuss Youth Advisory body. **Activities**: - Committee introductions + Chair/Co-chair selection - Finalize meeting calendar for 2025 - Approve 2025 Oversight Work Plan - Hear presentation on CoC 101 / Program Models 101 - Update on Participant Satisfaction Survey - Accountability Corner: review 2025 Q1	**Goals**: Updates on Program Models and Coordinated Entry **Activities**: - Program Models & Performance Standards Discussion: accountability guidelines and introduction program model for transitional/bridge housing - General Coordinated Entry updates, including CES Assessment and Prioritization Project - Hear presentation on 2025 Compliance Monitoring process findings - PIT Count update - Participant Satisfaction Survey update - HIC update - Accountability Corner: review 2025 Q2	**Goals**: Review updates to Program Models and CE. **Activities**: - Program Models & Performance Standards discussion updates - Update on Equity Measures - Annual CE updates - Performance Measure updates - Annual Report updates - Accountability Corner: review 2025 Q3	Goals: Create priorities for 2025 and close any pending policy items. **Activities**: - Hear presentation on general CE updates - Hear presentation on Program Models updates - Create 2026 workplan - Accountability Corner: review 2025 Q4

Scratch Pad	Accountability Corner	
	January - March Update 1. What goals/milestones were accomplished? 2. What new needs were identified?	**April - June Update** 1. What goals/milestones were accomplished? 2. What new needs were identified?

Reference Round Up

SMART Goals:
https://www.managementcenter.org/resources/smartie-goals-worksheet/
CoC Written Standards:
https://www.cchealth.org/home/showpublisheddocument/6397/638258160748570000
CE P+P:
https://www.cchealth.org/home/showpublisheddocument/6393/638258160735770000
Previous Agendas and Minutes:
https://www.contracosta.ca.gov/agendacenter   **CoC**
Program Models & Performance Standards:
https://www.cchealth.org/home/showpublisheddocument/6567/638258163191470000

July - September Update
1. What goals/milestones were accomplished?
2. What new needs were identified?

October - December Update
1. What goals/milestones were accomplished?
2. What new needs were identified?