OVERSIGHT COMMITTEE MEETING

June 26, 2025 from 11:30 – 1:30 p.m.

WELCOME

Wayne Earl, *CoH*

Agenda

1. Welcome, Introductions, & CoH Roll Call
2. 2025 Meeting Logistics
3. Public Comment
4. Review & Approve February 20, 2025 Meeting Minutes – ACTION ITEM
5. Coordinated Entry Updates
6. Program Models & Performance Standards Updates
7. 2024 NOFO Application Debrief
8. YAB Updates
9. PIT & Annual Report Update
10. 2025 Monitoring Process
11. Q2 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

Michele Byrnes, *Directing Analyst*

Alex Michel, Senior *Policy Analyst*

Email: contracosta@homebaseccc.org

COH ROLL CALL & MENTIMETER

Presenter:

Juno Hedrick, *CoH*

Wayne Earl, CoH

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)

COH ROLL CALL

- Alejandra Chamberlain
- Courtney Pal
- Juno Hedrick
- Leslie Gleason
- Mia Fairbanks
- Verneda "V" Clapp
- Wayne Earl

MENTIMETER: WHO'S IN THE ROOM

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?

2025 MEETING LOGISTICS

Wayne Earl, *CoH*

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

VIRTUAL ATTENDANCE 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.

HYBRID MEETING NORMS

1. Masking is recommended but not required (masks are available)
2. Social distancing – red pen = please keep safe distance, black = ask first
3. Raise your hand (actual or virtual) before speaking
4. Say your name before speaking and try to speak as clearly as you can
5. Make and take space – consider your privilege and the other voices who are in and not in the room
6. Sign-in if you are in-person so we can track attendance
7. Maintain a safe and respectful environment, even when disagreeing
8. This meeting is being recorded
9. If in-person meeting is interrupted for an emergency, 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.

WEBINAR VS MEETING FORMAT

- Due to Zoom Bombing, the virtual component of COH meetings have moved from Meeting to Webinar format.

What's Different?

- Participants will join WITHOUT the ability to unmute or be seen on camera
- Host can give participants ability to unmute or be seen on camera as needed

What's the Same?

- Participants can raise hand
- Participants can share in the chat

COMMITTEE vs WORKGROUP

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

Committee Meeting

- Every other meeting, starting in Feb
- In-person attendance required (with exemptions)
- Activities include voting to approve/adopt minutes and other items as needed

Workgroup Meetings

- Every other month, starting in April
- Fully virtual
- Activities include hearing presentations, hearing from stakeholders and partners, and developing updates and other content

2025 MEETING SCHEDULE

Date	Time	Location
February 20	11:30am – 1:30pm	**In-person/hybrid** 2400 Bisso Lane, Concord (suite #D2) (hybrid Zoom link)
April 17	11:30am – 1:30pm	**Virtual only** (Zoom registration link)
June 26	11:30am – 1:30pm	**In-person/hybrid** 2400 Bisso Lane, Concord (suite #D2) (hybrid Zoom link)
August 21	11:30am – 1:30pm	**Virtual only** (Zoom registration link)
October 17	11:30am – 1:30pm	**In-person/hybrid** 2400 Bisso Lane, Concord (suite #D2) (hybrid Zoom link)
December 18	11:30am -1:30pm	**Virtual only** (Zoom registration link)

PUBLIC COMMENT

Presenter:

Courtney Pal, CoH

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 02/20/2025 MEETING MINUTES

Presenter:

Alex Michel, *Homebase*

Role of Oversight Committee Members:

vote on the action item

Role of Community Members:

listen & ask questions

02/20/2025 OVERSIGHT CMTE. MEETING TAKEAWAYS

The following items were covered during the 2025 February Oversight Cmte meeting:

- Approved October 17, 2024 meeting minutes
- Identified Oversight Committee Co-chairs
- Approved 2025 Oversight Workplan
- Heard presentation on CoC/CES 101
- Update on CES Assessment Tool Redesign
- Update on Participant Satisfaction Survey results
- Reviewed Accountability Corner

ACTION ITEM

- Approve the February 20, 2025 Meeting Minutes

CES UPDATES

Presenter:

Mary Juarez-Fitzgerald, *H3*

Chela Shuster, *Focus Strategies*

Claire Burrus, *Focus Strategies*

Role of Oversight Committee Members:

listen & ask questions

Role of Community Members:

listen & ask questions

PREVENTION SCREENING PILOT UPDATE

Mary Juarez-Fitzgerald, *H3*

NEW HOMELESS PREVENTION TRIAGE TOOL – ROLLOUT UPDATE

Purpose of the Tool:

- To more effectively target **limited homelessness prevention resources** for households most at risk of becoming literally homeless
- Improve **targeting, consistency, and equity** in prevention referrals across the Coordinated Entry (CE) system

Why Now?

- Previous screening approach was based broadly on eligibility, making it difficult to ensure resources reached those at greatest risk
- Designed to align with national best practices (e.g., SSVF) and reflect local data-driven insights
- Aligns with our system goals of **reducing inflow**

Background & Development

Developed through our **two-year partnership with Community Solutions** as part of the **Housing Stabilization Learning Cohort, network of Homeless Prevention Service Providers, and People with Lived Experience**

- Focused on strengthening upstream prevention and building systemwide triage practices

TOOL DESIGN & KEY RISK FACTORS

The new prevention triage tool assesses a household's risk of entering homelessness by examining **10 key domains** commonly associated with housing instability. These include:

- Imminent risk of housing loss
- Extremely low or no income
- History of homelessness or evictions
- Legal system involvement
- Disabilities and health concerns
- Family composition and caregiving responsibilities
- Risk of subsidy loss or unstable leaseholder status
- Representation in populations disproportionately represented in homelessness response system

IMPLEMENTATION & NEXT STEPS

Pilot Implementation:

- Launching next week with **211 Contra Costa Crisis Center**
- Tool used at first contact with households seeking prevention assistance

Referral Pathway:

- Households indicating higher risk are referred to **CE-connected prevention programs**
- Others receive **referrals to alternative community-based resources**

HMIS Integration & Training:

- Fully embedded in **HMIS**, with auto-scoring and referral guidance
- Assessors trained to ensure consistent and accurate application

Next Steps:

- **Monitor usage** and referral trends
- Conduct **quarterly evaluations in FY25/26** to assess tool impact and equity outcomes

COORDINATED ENTRY HOUSING NEEDS ASSESSMENT PROJECT UPDATE

Chela Shuster, *Focus Strategies*

Claire Burrus, *Focus Strategies*

FOCUS
strategies

COORDINATED ENTRY HOUSING NEEDS ASSESSMENT(HNA)
REDESIGN PROJECT

OVERSIGHT COMMITTEE MEETING
CE HOUSING NEEDS ASSESSMENT PROJECT
DATA ANALYSIS UPDATE

JUNE 26TH, 2025

Agenda

FOCUS strategies

- How We Are Using Contra Costa H3 Data
- What We've Learned About the Data so far
- Next Steps

How We Are Using Contra Costa H3 Data

Predictive Analysis

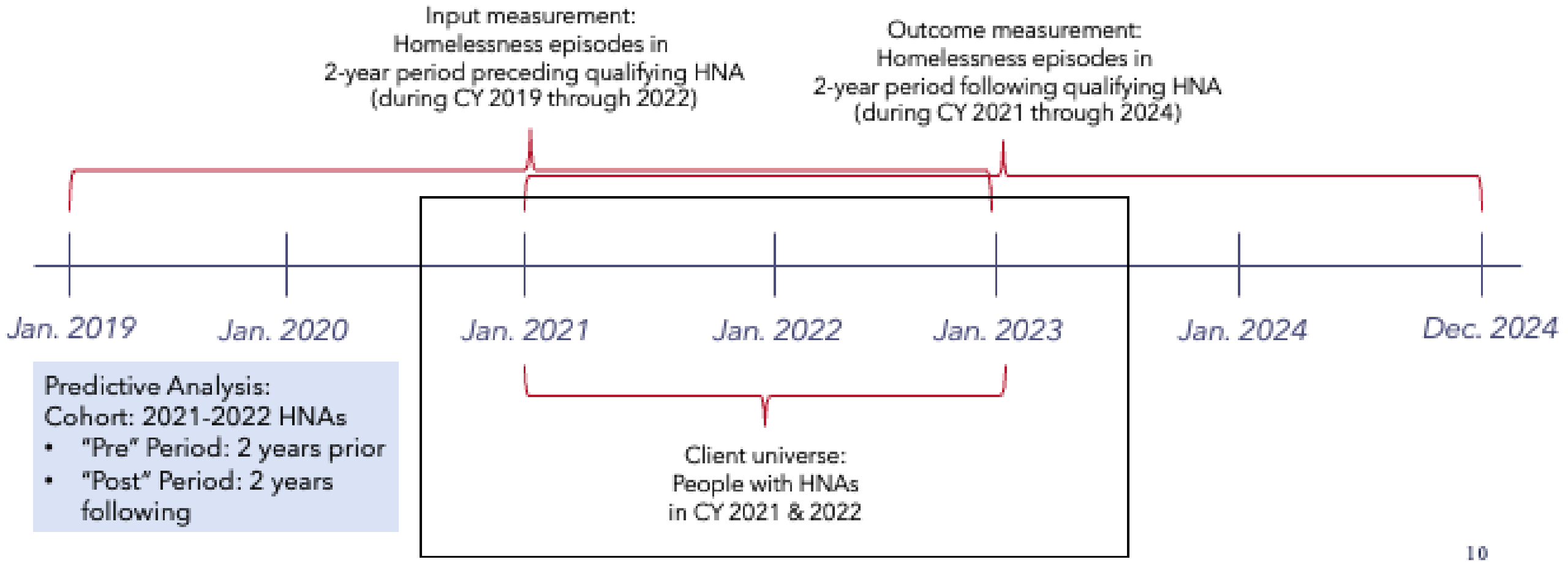
Data

- CES Entry/Exits
- CES Triage Assessments
- CES Events
- Housing Needs Assessments
- Program Entry/Exits
- Data Mart Data
- Contra Costa Health System (CCHS) Data

Clean and prepare data, calculate outcomes → **Train, run and evaluate machine learning model** → **Identify *predictors* of outcomes to inform design of the new HNA**

**Outcomes in the HNA Redesign Project are prolonged and/or repeated episodes of homelessness

Defining the Cohort



Predictive Analysis:
Cohort: 2021-2022 HNAs

- "Pre" Period: 2 years prior
- "Post" Period: 2 years following

Cohort By Household Type

2,405 unique households

- Adult-only = 1,905 (79%) adult-only households
- Family = 476 (20%)
- Transition-Age-Youth,18-24* = 321 (13%)
- Unknown household type = 24 (1%)

** Transition-Age-Youth, 18-24 headed households may be counted in either adult-only or family households.*

What We've Learned About the Data so far

"Prolonged Homelessness" Outcomes by Household Type

Outcome	Definition	Adult-Only	Families
Long Duration Homelessness	Total time homeless over a 2-year period following the Housing Needs Assessment (HNA)	12+ months	6+ months
Repeated Episodic Homelessness	Number of distinct episodes of homelessness over a 2-year period following the HNA	4 or more episodes	3 or more episodes

Equity Analysis of Outcome Thresholds

Before running the predictive analysis, we assessed whether outcome definitions were equitable across demographic groups by comparing:

1. **Total heads of household** in the client cohort
2. Clients meeting the **long duration homelessness** threshold
3. Clients meeting the **repeated episodic homelessness** threshold
4. Clients meeting **one or both outcome** thresholds

Equity Analysis of Outcome Thresholds

Comparisons were reviewed for several key demographic groups:

Household type	Race/ethnicity	Gender identity
Age group	Sexual orientation	Disability status

Prolonged Homelessness by Household Type

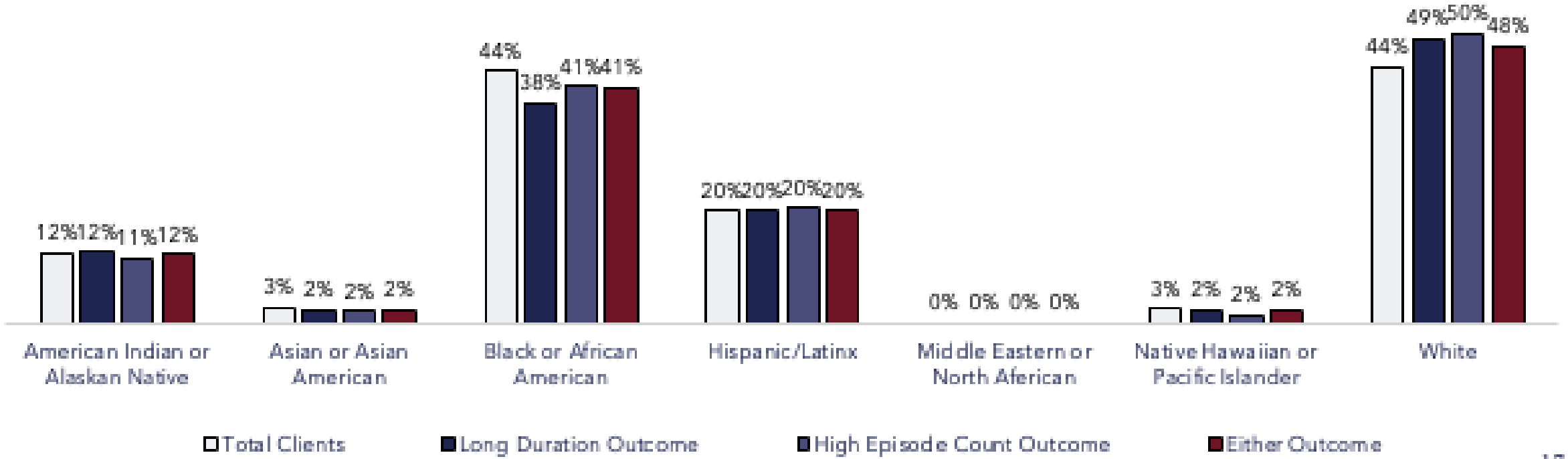
Adult-only households are more likely to experience **prolonged episodes of homelessness**

Family households are more likely to experience **episodic or repeated episodes of homelessness**

Households typically show one pattern or the other, rarely both

Prolonged Homelessness by Race and Ethnicity

- Black or African American heads of households are **less likely** to meet **either or both** outcome thresholds
- White heads of households are **slightly more likely** to meet **either or both** outcomes

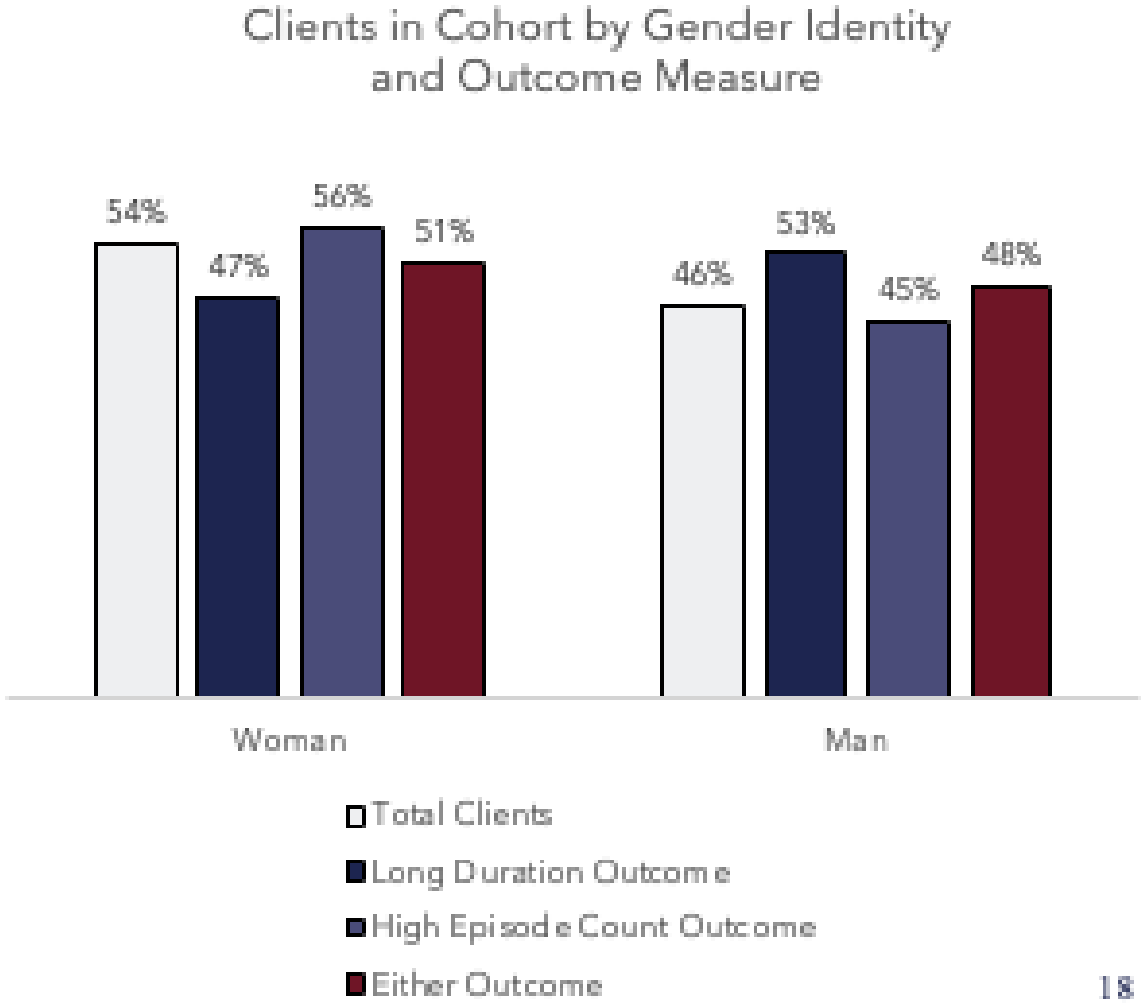


Prolonged Homelessness by Gender Identity

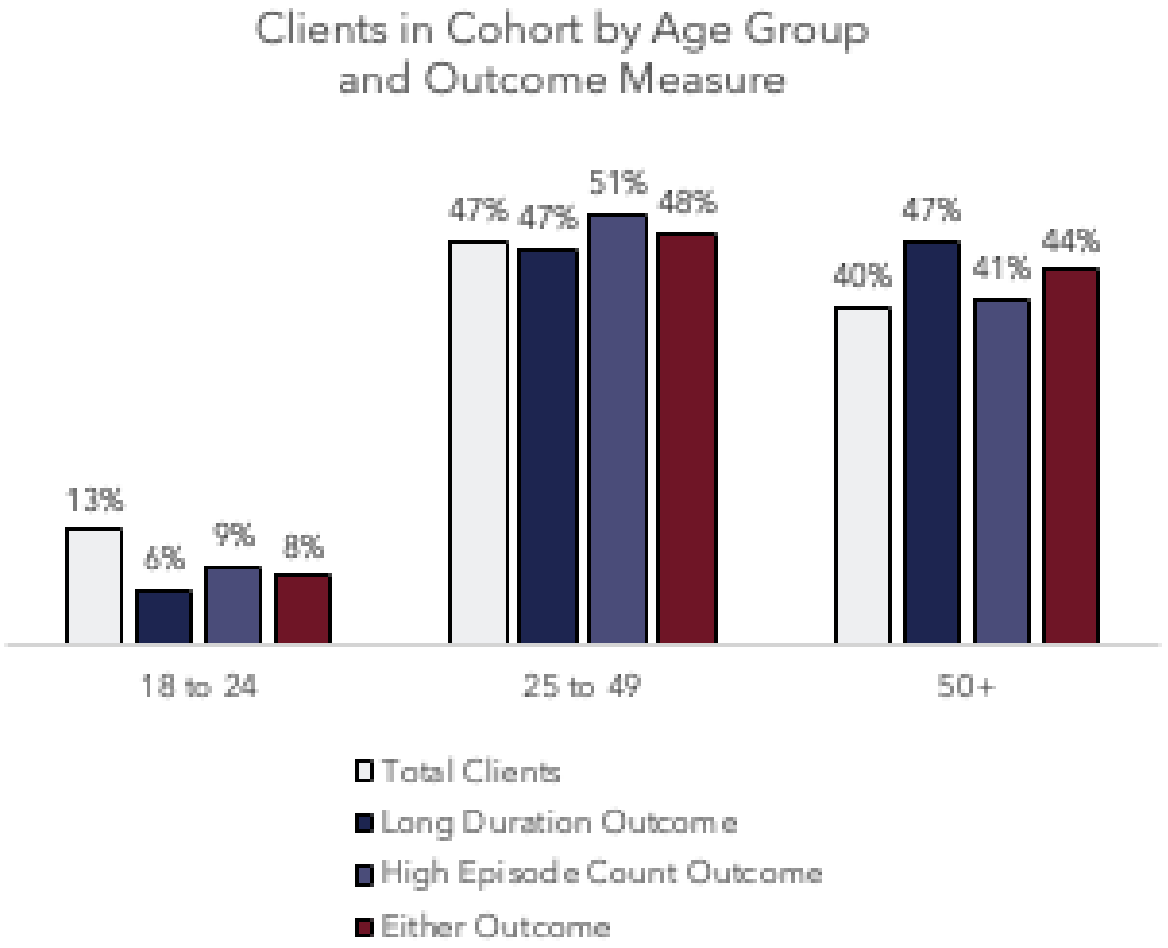
Female heads of households are:

- **Less likely** than males to meet either or **both outcome thresholds** than males
- **More likely** than men to experience **repeated episodic homelessness**

Other gender identities, including non-binary, transgender, and culturally-specific identities, are infrequent in the client cohort (<1% each).



Prolonged Homelessness by Age



- **Transition Age Youth** are **less likely** than heads of household of other ages to **meet either outcome threshold**.

Analysis of Other Groups

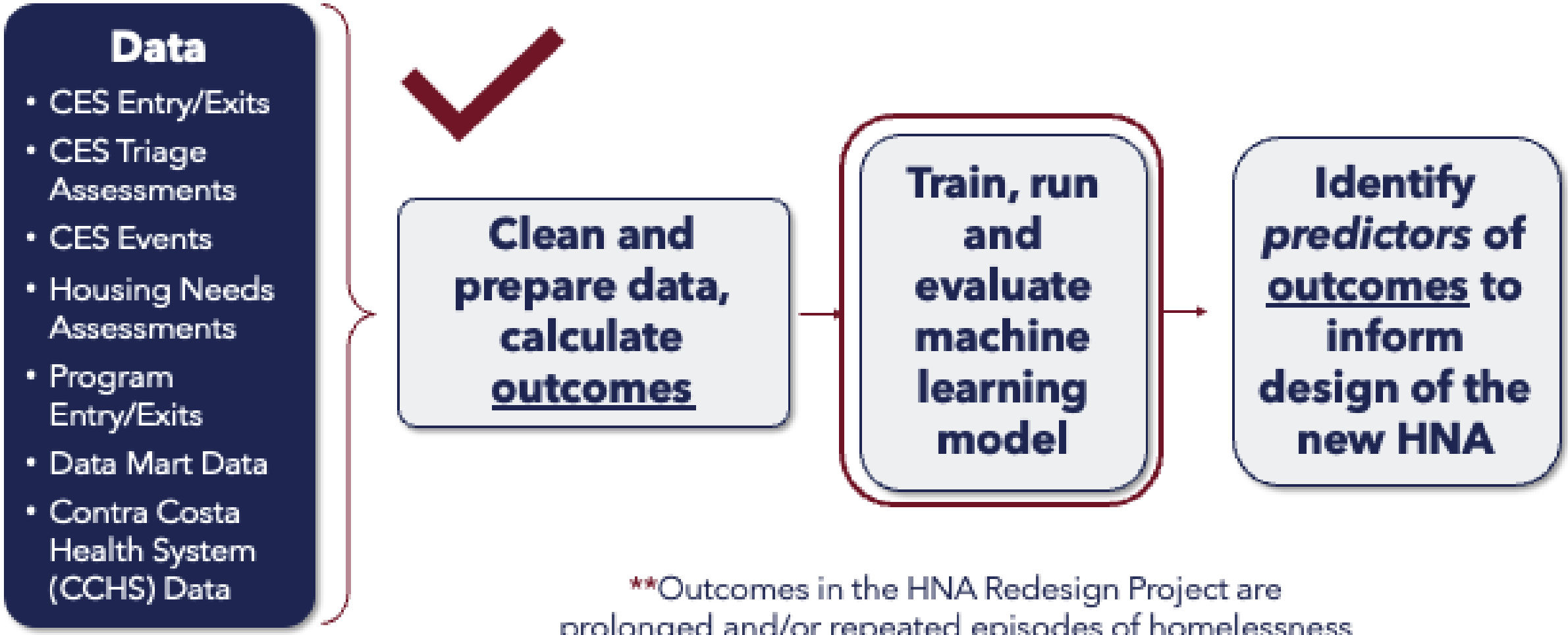
When analyzing the cohort by **sexual orientation** and **disability status**, no significant variations in meeting either or both outcomes were identified

Predictive Analysis

Machine learning analysis will be used to **identify predictors** of long duration homelessness and repeated episodic homelessness **from a list of inputs** including but not limited to:

- Prior homelessness episodes
- Prior HMIS program enrollments
- Household composition
- Health status
- History of legal system involvement
- Income information

Predictive Analysis



**Outcomes in the HNA Redesign Project are prolonged and/or repeated episodes of homelessness

Next Steps

1. Machine learning analysis
    A. Refine inputs
    B. Train and run models to identify predictors
2. Use predictors to determine factors to include on HNA

INCREASING PARTICIPANT EXITS TO HOUSING

Presenter:

Shelby Ferguson, *H3*

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

listen & ask questions

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What Matters to Me

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Meet the Team

Shelby Ferguson
Continuum of Care Administrator

Stephanie Bodisco
Coordinated Entry Specialist

Brittany Ferguson
Coordinated Entry Specialist

Jacqueline Franco
Coordinated Entry Specialist

Mary Juarez-Fitzgerald
Coordinated Entry Systems Manager

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Trinity Center

CARE Centers

- Coordinated Assessment Resource and Engagement Centers are drop-in sites for people experiencing homelessness

Services

- Basic needs (meals, showers, mail, and laundry)
- Housing focused case management

TRINITY CENTER

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Problem and Project Aim

Lack of training and support

+

Knowledge of housing focused case management

→

Not meeting the goal of connecting participants to housing

By December 31st, 2025, Trinity Center will see an increase in the percentage of participants exiting to housing from 32% to 35%.

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Current Process with Pain Points

Case managers don't have a clear process on HOW they talk to participants about case management

Participants are often transient and in crisis, so they don't always return or engage regularly

32% of participants exit to housing

People experiencing homelessness drop into Trinity Center for services (basic needs or case mgmt.)

A case manager conducts intake/first arrival and offers basic needs services

Participant may or may not drop back into Trinity Center for services

If participant has housing needs, a case manager helps with getting an ID but unfamiliar with what steps to take next to connect the participant to housing

Participants housing needs are not met and therefore they do not engage actively with case management. May return for basic needs services

Participant may get a bed at a local shelter or housing through other resources or on their own

Case managers are responsible for multiple jobs and don't have time to engage with participant in housing focused case management

Case managers don't know WHO to engage in case management or WHEN to engage them

Case managers don't have training or resources to connect participants to housing

Onus is on participant to find resources to connect to shelter or housing

Time	30 minutes	30 minutes	1 – 3 months	1 – 12 months

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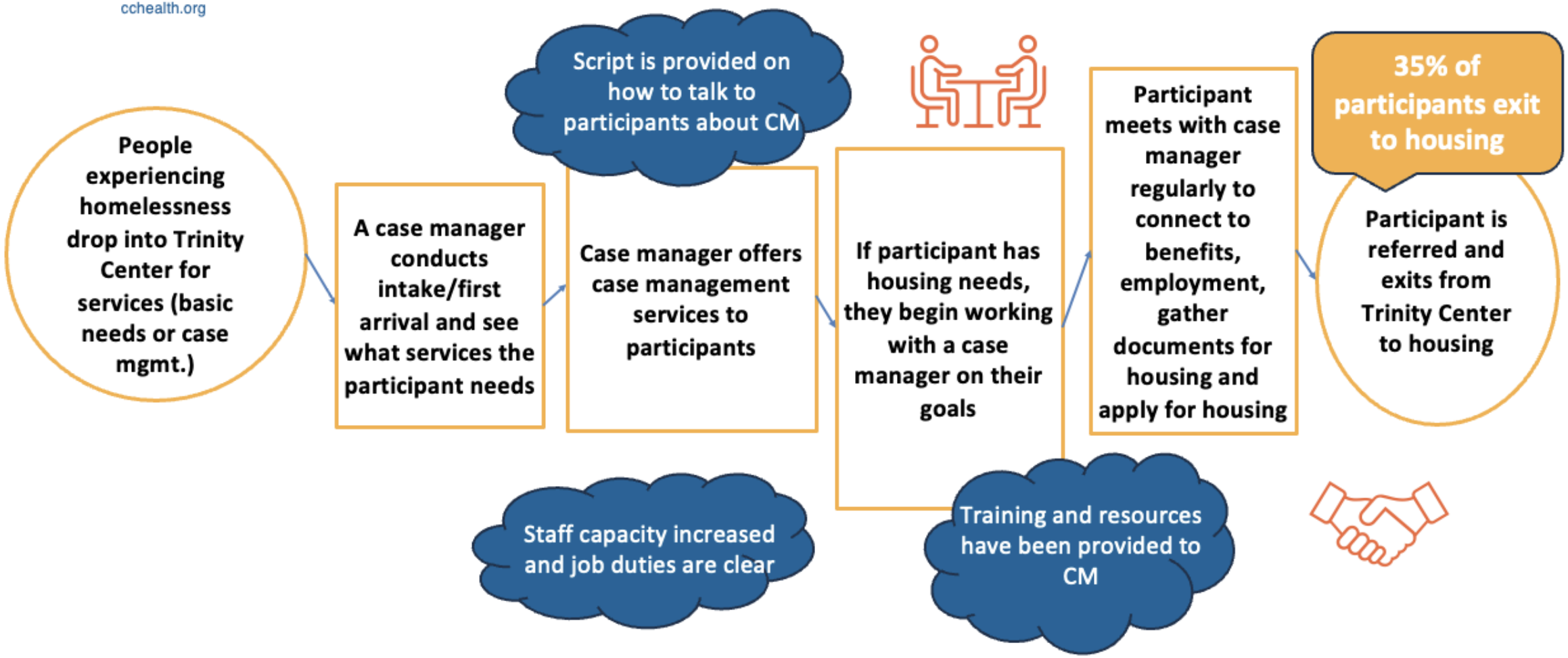
Future State



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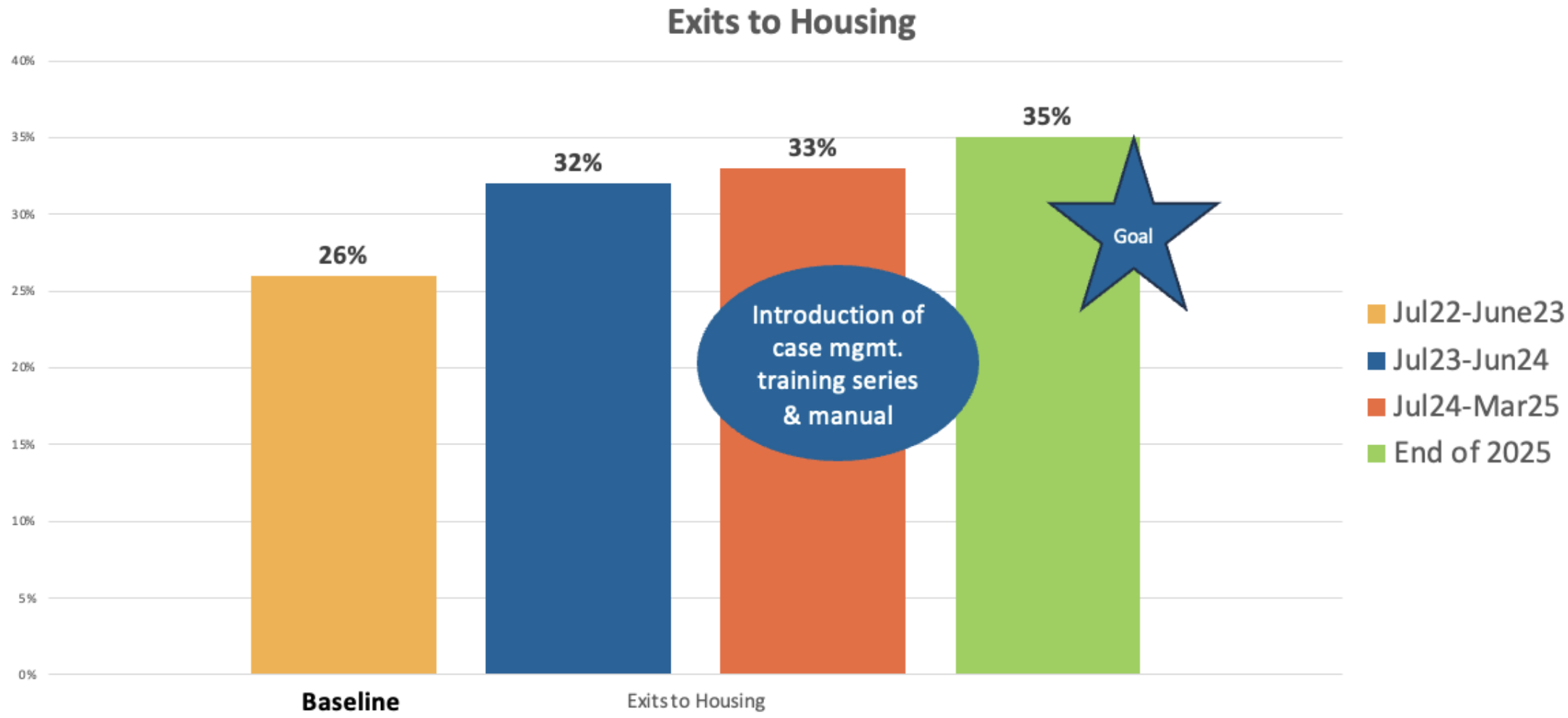
Current and Future State Data



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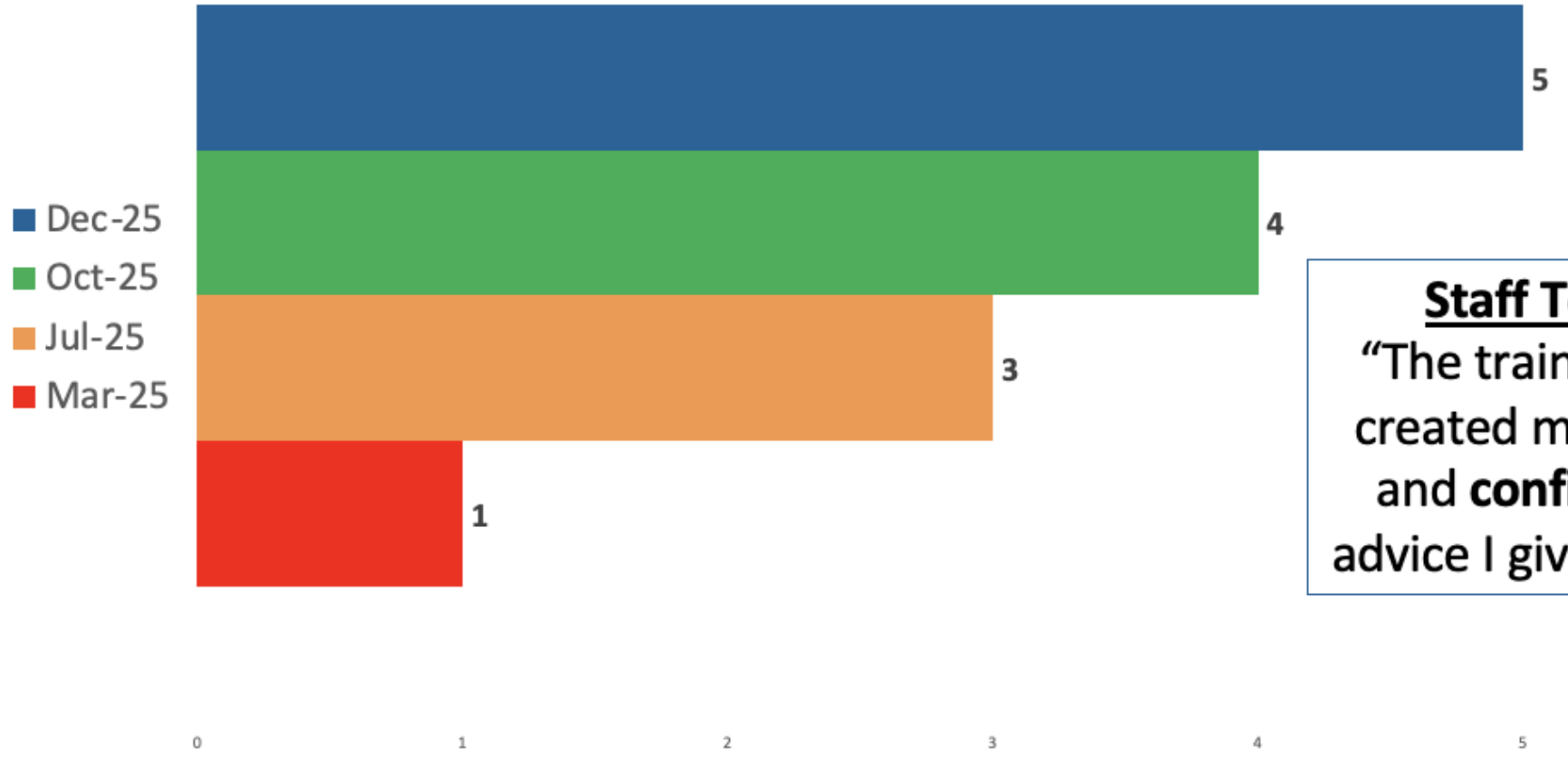
Current and Future State Data

Staff Knowledge of Housing Focused Case Management

Scaling – 1 having no knowledge to 5 being an expert



Staff Testimonial

"The training series has created more **efficiency** and **confidence** in the advice I give to members"

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Implementation Plan

Case managers start virtual biweekly training series with Continuum of Care Staff

→

Case managers begin implementing learnings into their work

→

Case mangers receive a training manual at the completion of their training to reference

↓

As case managers become more knowledgeable and skilled, more participants accessing case mgmt. services are exiting to housing

→

As new case managers start or case managers turn over, a training plan is in place to quickly onboard

→

Every 2 months learning sessions are conducted to find out what is working well, what is not, and what we need to do differently

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Control Plan

Measure	Definition	Method	Frequency	Goal	Reporting Frequency	Alert Flags	Action	Responsibility
Reduce length of time from intake to exit into housing	# of months it takes for a participant to get housed after intake into the CARE Center	HMIS Data	Quarterly review of Performance Dashboard Data in HMIS	120 days or less on average	Quarterly	>120 days average	Case management training manual review, refresher trainings	CoC Administrator and HMIS Admin at Trinity Center
Increase staff knowledge and skills to engage participants in housing focused case management	Staff have the skills, resources and knowledge they need to do their job well	Surveys	Quarterly for the first year	Survey results showing an increase in knowledge of case management	Quarterly for the first year	Survey results showing no increase in knowledge of case management	Conduct staff interviews and surveys	CoC Administrator and CES Manager
Increased engagement in case management	# of participants with on-going case management services	HMIS Data	Quarterly review of Performance Dashboard Data in HMIS	35% or more of overall population	Quarterly	>35%	Conduct participant interviews	Trinity Center Case Managers and Program Director

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Key Takeaways

Keys to Success

- Collaboration and willingness to learn
- Dedicated time for training to occur
- Mix between face to face and virtual trainings

Barriers

- Staff capacity at program and Continuum of Care (CoC) level
- Time it takes to implement a training series and see results from the training

Lessons Learned

- Need buy-in from program and staff capacity to implement a training series
- Importance of understanding case managers baseline knowledge

Next Steps

- Continue implementing training series and training manual
- Expand training series and training manual to other programs like shelters

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Participant Impact

Family **Welcoming** **Comfortable**

Consistent **Clean** **Hospitality**

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HEALTH

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Thank you!

2024 NOFO APPLICATION DEBRIEF

Presenter:

Jamie Schecter, *H3*

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

listen & ask questions

2024 NOFO APPLICATION SCORE

- 2024 NOFO scoring debrief sent by HUD in May 2025
- Scoring debrief provides high level reporting, not detailed scoring analysis

	National Score	CoC Score	Point Diff
Compared to Top Score	**185.5**	**181.75**	**-3.75**
Compared to Median Score	**151.5**	**181.75**	**30.25**
Compared to Lowest Score	**54.5**	**181.75**	**127.25**

2024 NOFO STRENGTHS AND OPPORTUNITIES

- Inclusive CoC NOFO process and strong participation
- Good coordination with Public Housing Agency, mainstream benefits, healthcare, and ESG partners
- Good policies around trainings
- Strong HMIS participation

- System Performance Measures – increased **sheltered** homelessness by more than 5% due to new programs
- Point In Time Count increase in unsheltered homelessness
- Lacking partnership with children and youth systems like Early Childhood partnerships

QUESTIONS?

YAB UPDATE

Presenter:

Juno Hedrick, *CoH & YAB*

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

listen & ask questions

PIT & ANNUAL REPORT UPDATES

Presenter:

Jamie Schecter, *H3*

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

listen & ask questions

TIMELINE UPDATES

- PIT data releasing soon!
- Many communities seeing a decrease in both sheltered and unsheltered counts.
- Annual report data to follow shortly

QUESTIONS?

2025 MONITORING PROCESS UPDATE

Presenter:

Michele Byrnes, *Homebase*

Alex Michel, *Homebase*

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

listen & ask questions

PURPOSE OF COMPLIANCE MONITORING

- Improve **system performance** by identifying barriers to effective program performance;
- Increase **knowledge** among CoC-funded agencies regarding CoC compliance and financial management;
- Help agencies **prepare for audits or monitoring** from HUD; and
- Identify opportunities and gaps for **additional technical assistance, trainings, or one-on-one meetings** regarding areas of compliance impacting multiple agencies

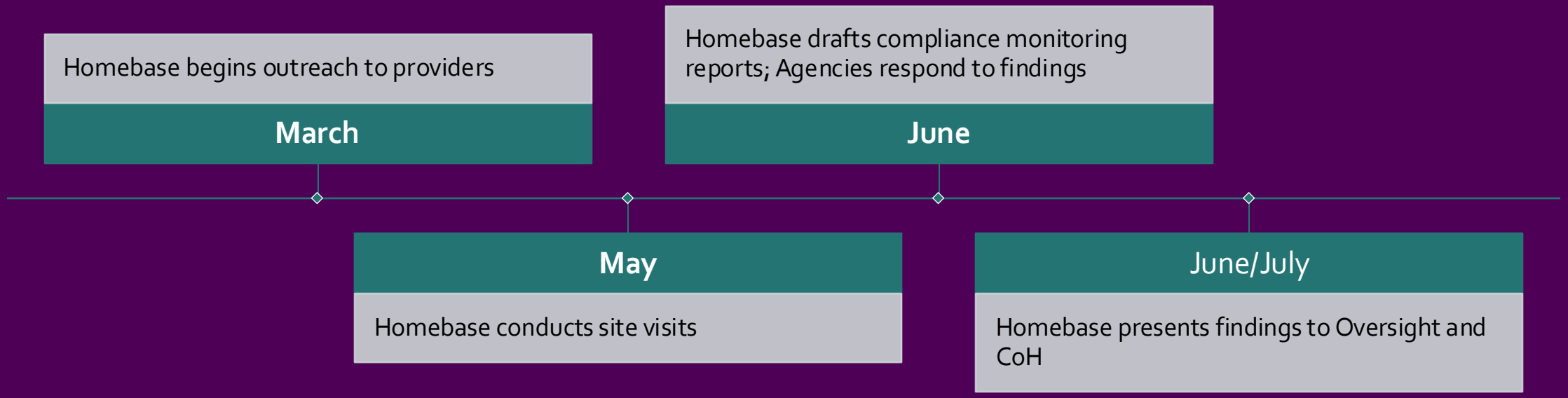
GENERAL APPROACH TO MONITORING

- Homebase conducts annual compliance monitoring process on behalf of H3 (the CoC Lead Agency)
- Monitoring focus alternates each year between:
  - agency/project-level documentation (e.g., P&Ps, financials, etc.)
  - client file review (e.g., eligibility, services, etc.)
- New in 2025: Monitoring now includes follow-up on prior identified corrective actions, as relevant to the year's focus area

2025 MONITORED AGENCIES

- Project Scope: 20 projects within 8 agencies
  - CCHS
  - Contra Costa County Crisis Center – 211
  - GRIP
  - Hope Solutions
  - Housing Authority of Contra Costa County (HACCC)
  - SAHA
  - SHELTER, Inc.
  - Trinity Center

2025 COMPLIANCE MONITORING TIMELINE



2025 FOCUSED MONITORING APPROACH

Grant Spenddown	**2023 Systemic Findings**	**Equity**	2023 Project-Specific Corrective Actions
• Ensure projects are on track to fully spend funds within the grant term. • Drawdowns are timely, occurring at least quarterly	• Timekeeping • Fair housing policy	• People with lived experience engagement • Advancement of racial equity	• Follow-up to 2023 project-specific corrective actions

CATEGORIES OF FINDINGS

1. **Agency- and Program-Specific Findings** – Areas of noncompliance with HUD or CoC requirements that require corrective action. Agencies must submit a written response to each finding.
2. **Agency Opportunities for Improvement** – Areas where current practices could be strengthened, even though they do not currently constitute a formal finding. These suggestions are offered for agency consideration.
3. **Systemic Findings** – Areas of noncompliance with HUD or CoC requirements that affected the majority of monitored agencies.
4. **Systemwide Opportunities for Improvement** – Systemwide areas where current practices could be strengthened but do not constitute a formal findings

TRENDS & OBSERVATIONS

- The majority of monitored **agencies had corrected the findings identified during the 2023 monitoring process**
- Timekeeping was a systemic finding in 2023 and **was not a finding for any agency in 2025**
- Most agencies are in compliance with local CoC equity standards
- Generally, there **were minimal findings across agencies**

SYSTEMIC FINDINGS & SYSTEMWIDE OPPORTUNITIES FOR IMPROVEMENT

Systemic Findings: Areas of noncompliance with HUD or CoC requirements that affected the majority of monitored agencies

- Grant spenddown

Systemwide Opportunities for Improvement: Systemwide areas where current practices could be strengthened but do not constitute a formal findings

- Fair Housing Policy

RECOMMENDATIONS

Grant Spenddown	• Provide technical assistance to CoC-funded agencies on grant spenddown
Fair Housing	• Ensure fair housing policies have been updated during the next monitoring cycle

QUESTIONS?

ACCOUNTABILITY CORNER

Presenter:

Jamie Schecter, *H3*

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

listen & ask questions

2025 WORKPLAN – QUARTER 2

Goals

- Updates on Program Models and Coordinated Entry

Activities

- Program Models and Performance Standards
- CE updates including CES Assessment redesign
- Update on 2025 monitoring
- HIC Update
- Update on Participant Satisfaction Survey
- Accountability corner

ACCOUNTABILITY CORNER – QUARTER 1

What was accomplished?

- Update on Coordinated Entry Housing Needs Assessment in April and June
- Program Models & Performance Standards Updates – update on satisfaction surveys and CARE Center program model
- YAB update
- CoC monitoring update

What was not accomplished?

- Program model discussion on transitional housing and bridge housing

LOOKING AHEAD

What new needs were identified?

- Ensuring CoC compliance with new federal requirements (HMIS data standards, revising funding applications)

QUESTIONS?

WRAP UP

Presenter:

Courtney Pal, *CoH*

Role for Oversight Committee Members:

listen

share announcements

Role for Community Members:

listen

share announcements

NEXT STEPS

- ❑Next meeting: August 21, 11:30am - 1:30pm – VIRTUAL

UPCOMING MEETINGS

CoH/Cmte	Date/Time	Location	Zoom Link
COH	July 10, 1 – 3pm	1025 Escobar, Martinez **(IN-PERSON)**	https://homebaseccc.zoom.us/j/83882491530
Nominating Committee	August 4, 10am-12pm		https://www.google.com/url?q=https%3A%2F%2Fhomebaseccc.zoom.us%2Fmeeting%2Fregister%2FZbrVuqBFQeyMFYq86l_K4g
COH	August 7, 1 – 3pm	1025 Escobar, Martinez **(IN-PERSON)**	https://homebaseccc.zoom.us/j/83882491530
Equity Committee (WORKING GROUP)	August 12, 2 – 4pm	**VIRTUAL ONLY**	https://homebaseccc.zoom.us/meeting/register/tZctcOCuqzItGNaAB8uy-JVxgiXlKuxUWPyX
Homeless Service Provider Meeting	August 14, 12 - 1:30pm	**VIRTUAL ONLY**	https://www.google.com/url?q=https%3A%2F%2Fhomebaseccc.zoom.us%2Fmeeting%2Fregister%2FtZIqc-mvqDwoE9PPYaR8_6COhfChAJ1vuFED
Nominating Committee	August 18, 10am – 12pm	Thomas McMorrow Training Room, Concord **(IN-PERSON)**	https://homebaseccc.zoom.us/meeting/register/ZbrVuqBFQeyMFYq86l_K4g
PATH Innovations Committee (WORKING GROUP)	August 21, 9:30 – 11am	2400 Bisso, Suite D2, Concord **(IN-PERSON)**	https://us02web.zoom.us/meeting/register/tZErdemqqTsoE90m6dcFxsS5rdtyu04x2Dj9#/
Oversight Committee (WORKING GROUP)	August 21, 11:30 am – 1:30pm	**VIRTUAL ONLY**	https://homebaseccc.zoom.us/meeting/register/tZcsf-2urDssGdzVjZhCYrYEYtBPv6TuzAce