Contra Costa Continuum of Care

OVERSIGHT COMMITTEE MEETING

February 20, 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

Homebase

Jamie Schecter, *Homeless Services Chief*

Mary Juarez-Fitzgerald, Coordinate Entry Manager

Shelby Ferguson, CoC Administrator

Email: contracostacoc@cchealth.org

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

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

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

- 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

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
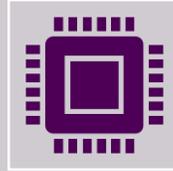
Presenter:

Jamie Schecter, *H3*

Role of Oversight Committee Members:
listen & ask questions

Role of Community Members:
listen & ask questions

WHAT IS THE OVERSIGHT COMMITTEE?

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

<u>Membership</u> : Council on Homelessness members and community members.

Open to the public.

ACTION ITEM - IDENTIFYING CHAIR / CO-CHAIR

Presenter:

Jamie Schecter, *H3*

Role of Oversight Committee Members:

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

vote on the action item

Role of Community Members:

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

Presenter:

Jamie Schecter, H3

Role for Oversight Committee Members:

listen & ask questions

vote on action item

Role for Community Members:

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%)
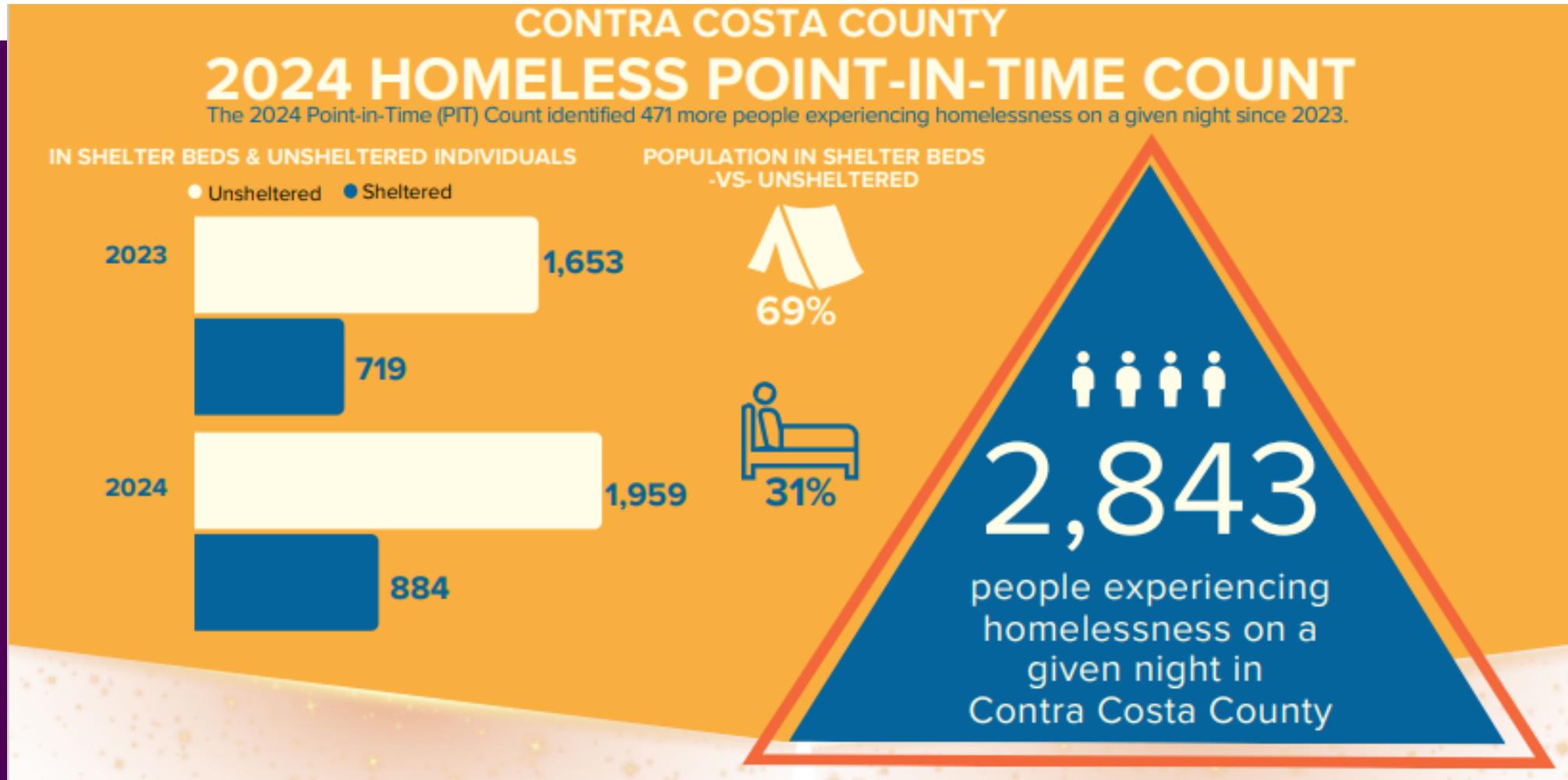- 55-64 (13%)
- 65+ (71%)

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
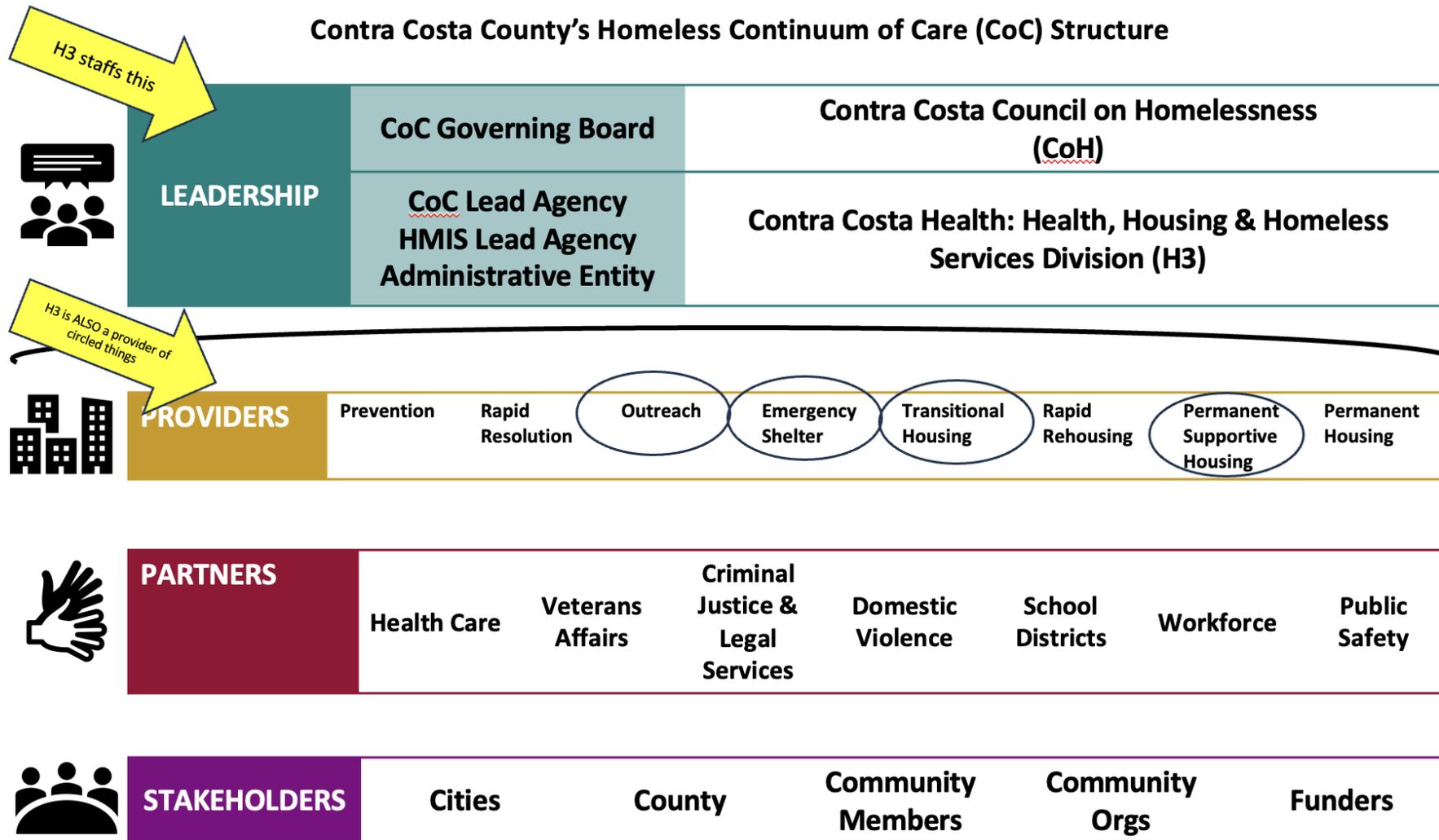
CONTEXT: BRINGING SERVICES TOGETHER

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
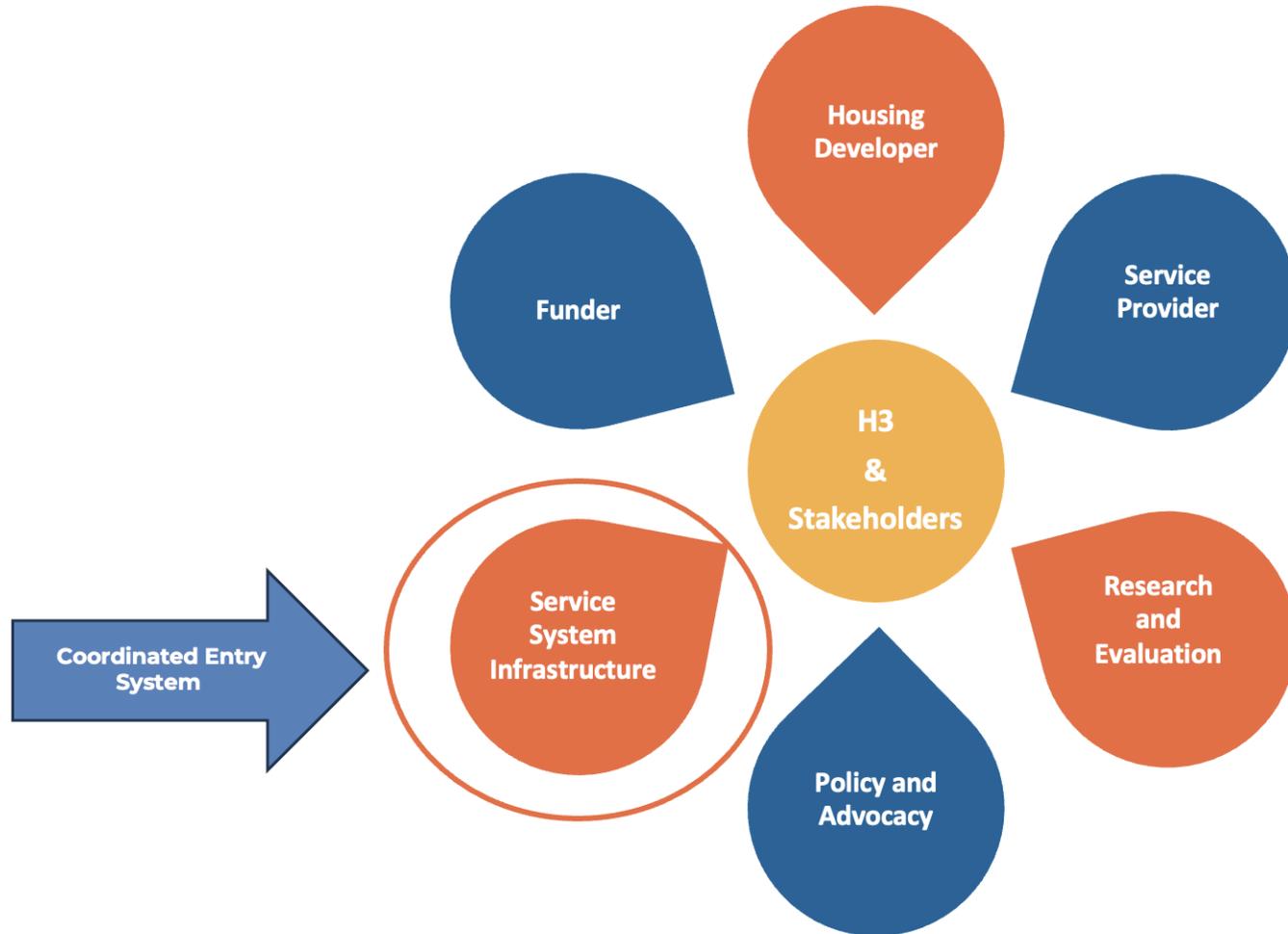 - Strategic Guidance
  - Funding

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
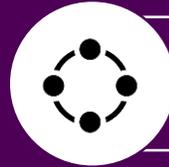
WHAT IS COORDINATED ENTRY?

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

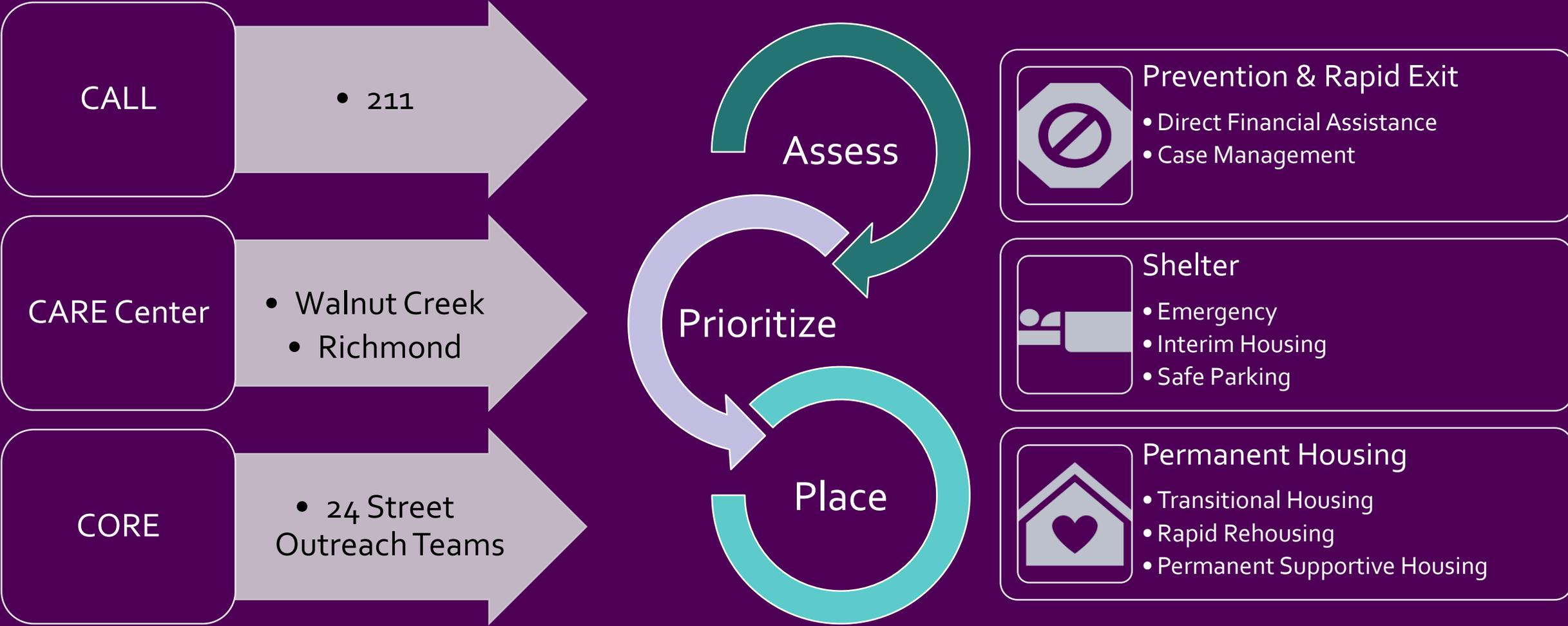<u>Prioritizes the most vulnerable</u> for limited resources
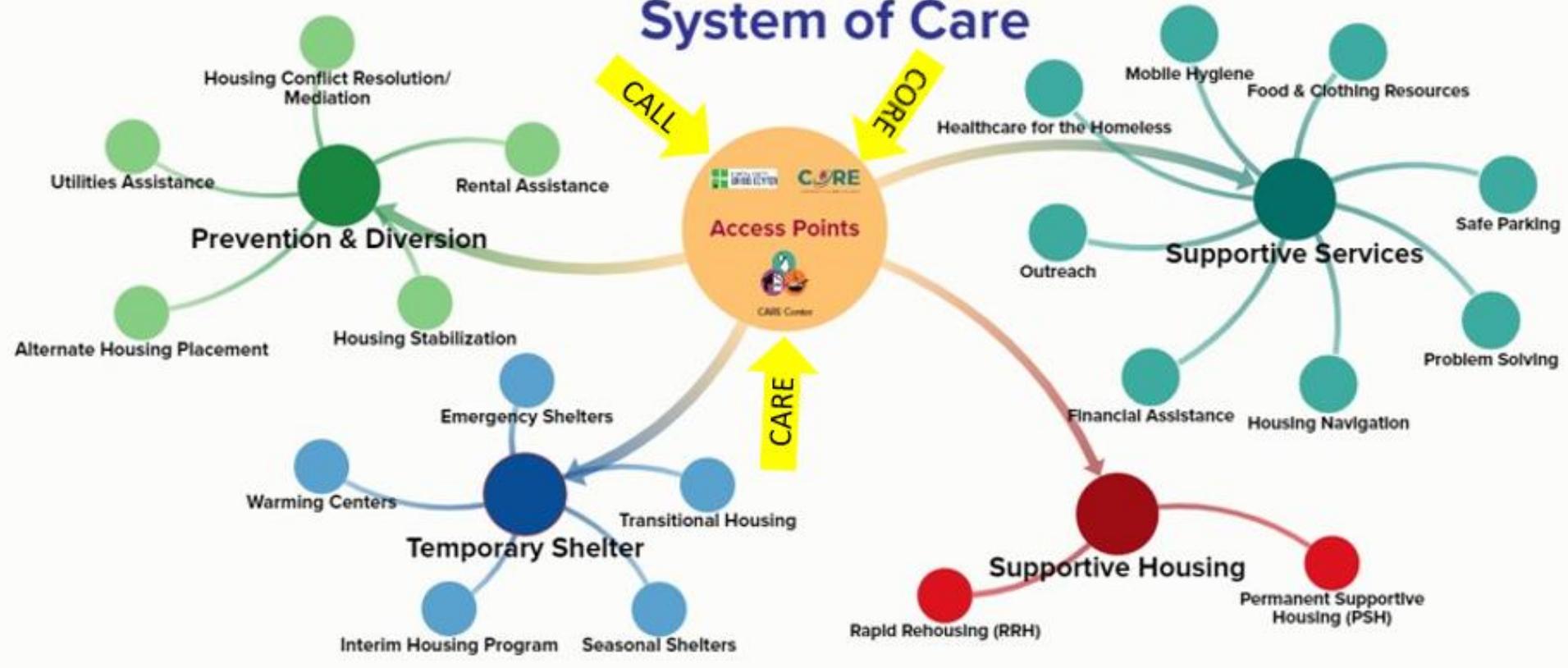
For more information about Coordinated Entry go to
https://www.hudexchange.info/resource/5340/coordinated-entry-core-elements/

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
A Division of Contra Costa Health Services

QUESTIONS?

COORDINATED ENTRY UPDATES

Presenter:

Mary Juarez-Fitzgerald, *H3*

Role for Oversight Committee Members:

listen & ask questions

Role for Community Members:

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
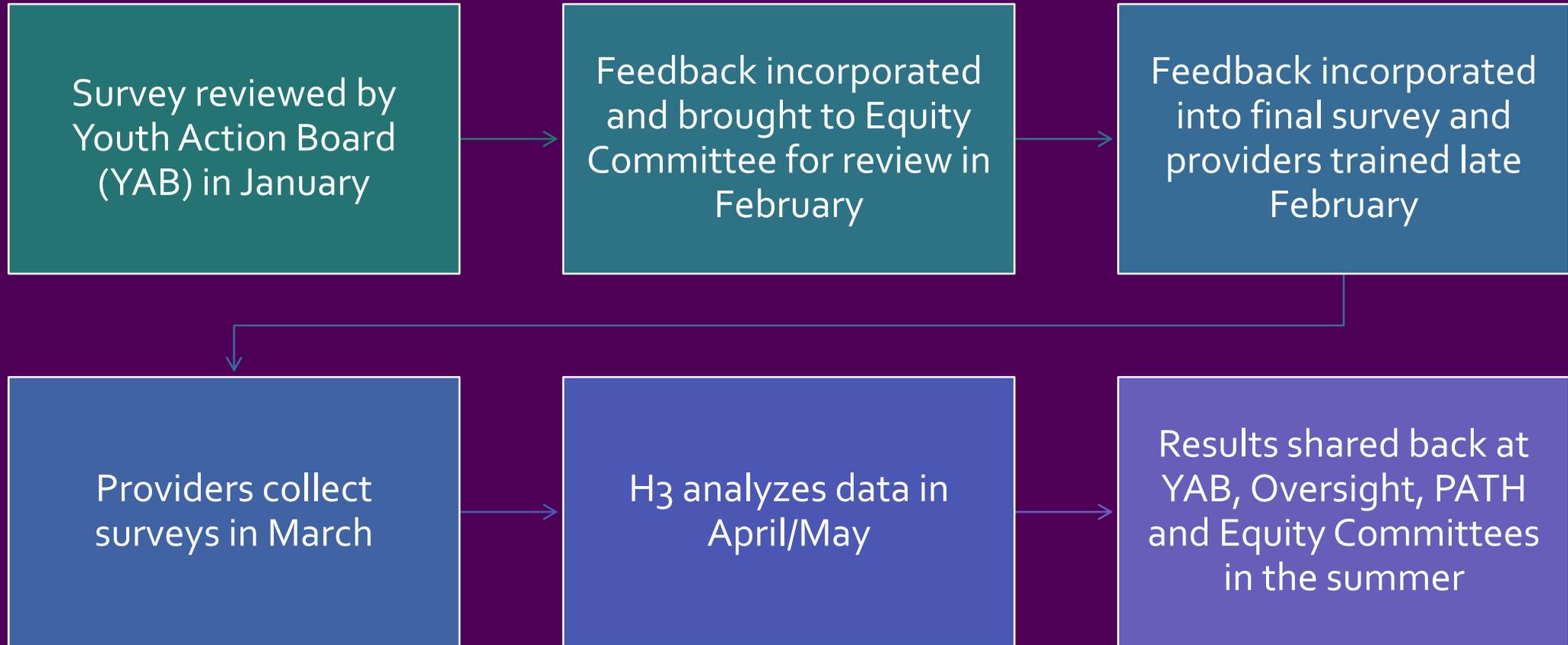
EQUITY IN SURVEY DESIGN

- 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

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

LOOKING AHEAD

What new needs were identified?

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/tZYlceCt rTMtHdbB-x9-MAoMopNG39MNJMIN**
PATH Innovations Committee (WORKING GROUP)	March 20, 9:30 – 11am	**VIRTUAL ONLY**	https://us02web.zoom.us/meeting/register/tZErdem qqTsoE9om6dcFxsS5rdtyuo4x2Dj9#/
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/tZErdem qqTsoE9om6dcFxsS5rdtyuo4x2Dj9#/
Oversight Committee (WORKING GROUP)	April 17, 11:30 am – 1:30pm	**VIRTUAL ONLY**	