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*

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.