



EveryOne Home Membership Community Meeting

*Thursday, May 26, 2016, 9:30am – 12:30pm
San Leandro Marina Community Center*

Thank you for being here today and joining in our collective effort to end homelessness
in Alameda County!

Annual Meeting Agenda

Welcome Members!

1. System Changes and Committee Updates
2. Alameda County Affordable Housing Bond
3. Coordinated Entry System
4. 2015 HUD CoC NOFA Results
5. Prize Drawing

Why Homelessness is a Complex Problem

- ▶ With Complex Problems:
 - ▶ The outcomes are uncertain
 - ▶ You can't separate the parts from the whole, the essence exists in the relationship between different people, different experiences and different moments in time,
 - ▶ Expertise can help but only when balanced with responsiveness to the particular need,
 - ▶ Rigid protocols have a limited application or are counterproductive

Our Response: Collective Impact



Common Agenda

- Common understanding of the complex problem
 - Shared vision for change
-

Shared Measurement

- Collecting data and measuring results
 - Focus on learning and performance management
 - Shared accountability
-

Multiple Reinforcing Activities

- Willingness to adapt individual activities and coordinate
 - Focus on what works including community engagement
-

Continuous Communication

- Consistent and open communication
 - Focus on building trust
-

Backbone Support

- Separate organization(s) with staff
- Resources and skills to convene and coordinate the work of the partners and the community

John Kania & Mark Krame

Why are we doing systems change?

- ▶ The EveryOne Home Plan called on local governments and providers to build a system that ends homelessness in our county by 2020.
- ▶ The 2013 and 2015 Homeless Counts indicate we are not reducing the number of people experiencing homelessness at a pace that will get us to our goal.
- ▶ 2012 Federal government requires us to implement a Coordinated Entry System (CES) to continue to receive federal dollars.
- ▶ We want to create a system that achieves better results and improves the experience of those who need it, work in it and fund it.

Implementing systems change efforts



- ▶ Need to balance efforts between planning, doing, studying/evaluating and acting/modifying
 - ▶ Adjustments and changes should be ongoing to make a better system and achieve results
 - ▶ We do this together
-

Current Efforts: Systemwide

▶ We are PLANning

▶ **Coordinated Entry System:**

- ▶ HUD requires that CoCs that receive federal funds in within the region, establish and operate a coordinate assessment system.
- ▶ The Coordinated Entry System (CES) planning process is to make sure we meet this HUD requirement AND that CES fits with a “collective impact” approach to ending homelessness
You will hear more about this later in the agenda.

▶ **Emergency/Interim Housing Solutions:**

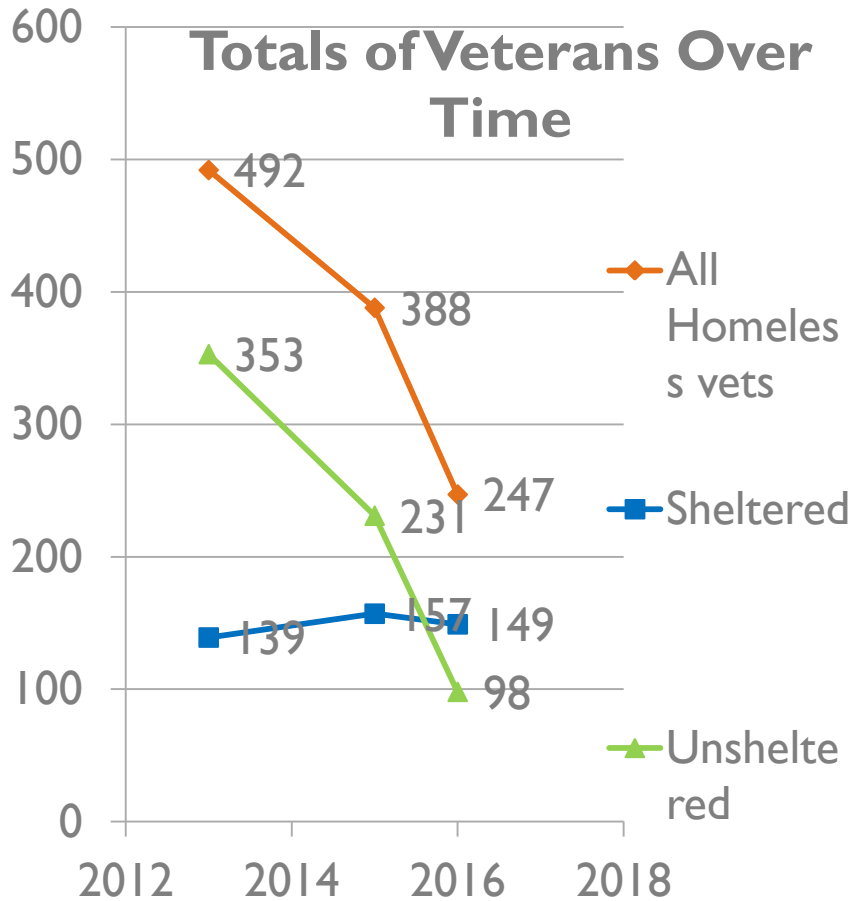
- ▶ Changes in federal, state, and local funding priorities are contributing to losses in interim housing resources (shelter and transitional housing).
- ▶ Interim housing plays an important role in reducing the number of unsheltered people in the County and needs to be linked with a CES.
- ▶ Planning efforts are focused on finding ways to *maintain* existing capacity, establishing appropriate and consistent resources for interim housing, and developing countywide operational standards

Current Efforts: Systemwide

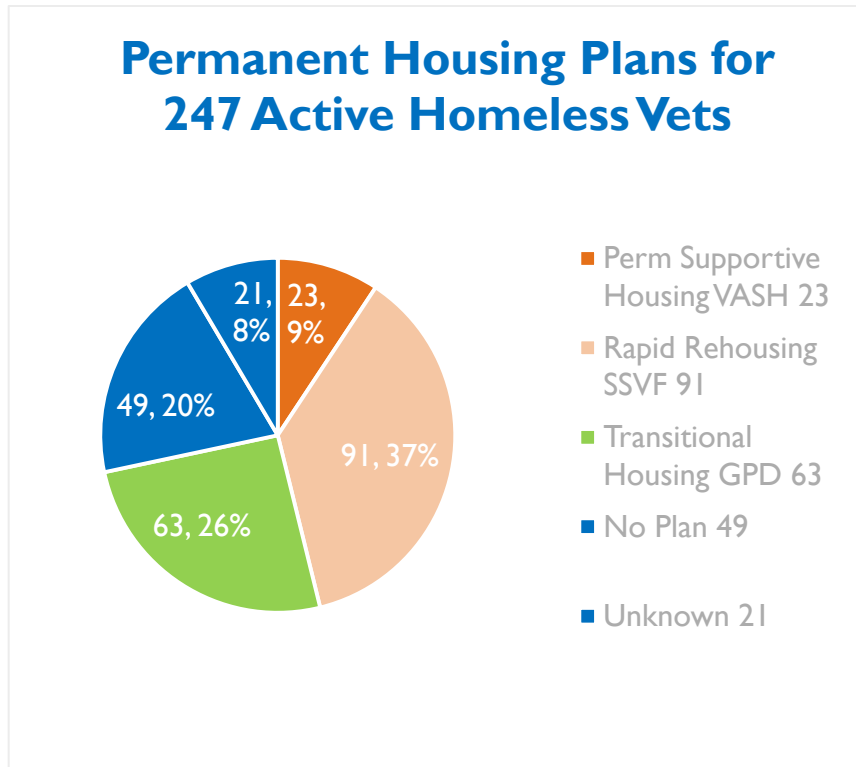
- ▶ We are DOing
 - ▶ Implementing a new governance charter for running collective impact
 - ▶ Piloting Coordinated entry with two Housing Resource Centers (hubs)
 - ▶ Berkeley's Hub is for access to all homeless services in the city for singles families and youth
 - ▶ Oakland's HRC is for families
 - ▶ Both include elements of the CES we are planning for the whole county
 - ▶ Operation Vets Home
 - ▶ The effort to end veterans homelessness this year
 - ▶ Uses a "by-name" list of every veteran experiencing homelessness

Operation Vets Home Progress Dashboard

March 31, 2016



3/31/16 Point in Time Total of Homeless Veterans	247
Veterans Housed in last 90 days	63



Current Efforts: Systemwide

▶ We are STUDYing

▶ HMIS

- ▶ Is our current vendor meeting our needs? Are there better options?
Launching a procurement process.

▶ HUD NOFA

- ▶ Evaluating results of our strategies for 2015

▶ We are ACTing

▶ HUD NOFA

- ▶ Adjusting our approach for 2016—more on that later

▶ Home Stretch

- ▶ Preparing for the re-launch of Home Stretch, based on what we learned in our first round of Doing.
 - Committee's goal is to ensure that no one experiences chronic homelessness
 - The highest need homeless disabled people are matched to PSH

Questions?



How can I get involved?

- ▶ Sign up for committee!
 - ▶ Go on our website and sign up for a committee that interests you. That way you can receive meeting information.
 - ▶ You can also view our calendar if you don't want to join a committee but want to attend a meeting.
- ▶ Follow us!
 - ▶ Check out what we're up to by following us on Facebook and Twitter.
 - ▶ Go to the website (www.everyonehome.org) and scroll down to "follow our updates on social media" click on the symbols to connect with us
 - ▶ There will be a prize drawing at the end of the meeting for someone that followed us on Facebook

Let's Know What You Think

- ▶ In the spirit of Planning, Doing, Studying and Acting to improve our Collective Impact efforts:
 - ▶ Complete the survey at your table before you leave today
 - ▶ We will also send it out electronically
 - ▶ Respond to electronic surveys about the new website, the new governance structure and how we can improve
- ▶ Next community meeting will be October 20th (time and location to be determined). Membership will vote on:
 - ▶ updating the governance charter
 - ▶ membership representation on the Leadership Board and HUD CoC Committee

Alameda County Affordable Housing Bond

Membership Action

The EveryOne Home membership joins our Leadership Board in calling for the General Obligation Housing Bond to expand affordable rental housing and ensure that at least 20% of the resources are dedicated to create housing for those with 20% or less of the area median income.



How You Can Support the Bond

- ▶ Complete the post card at your table
- ▶ Include your name and address on the top left corner
- ▶ The blank space at the bottom is a place for you to add any information about yourself. Are you a consumer, a provider, a concerned citizen?
- ▶ Plan to attend the Town Hall tonight:

Thursday, May 26, 6:30-8:30 pm

District 4 (Miley) Townhall

St. Benedict Catholic Church

2245 82nd Ave, Oakland, CA

Break

- ▶ If you haven't yet, take this time to like us on Facebook for the prize drawing the end of the meeting!

Alameda County
Coordinated Entry System
Initial Design Update
May 26, 2016



Presentation Plan

- ▶ Overview and Context
 - ▶ Why Coordinated Entry?
 - ▶ How?
 - ▶ Who and When?
- ▶ Highlights of Initial Design for Coordinated Entry
 - ▶ Access
 - ▶ Screening and Assessment
 - ▶ Diversion and Problem Solving
 - ▶ Referrals
- ▶ Next Steps
 - ▶ Integrating Sub-Populations
 - ▶ Coordination and Training



Overview and Context: Why Coordinated Entry

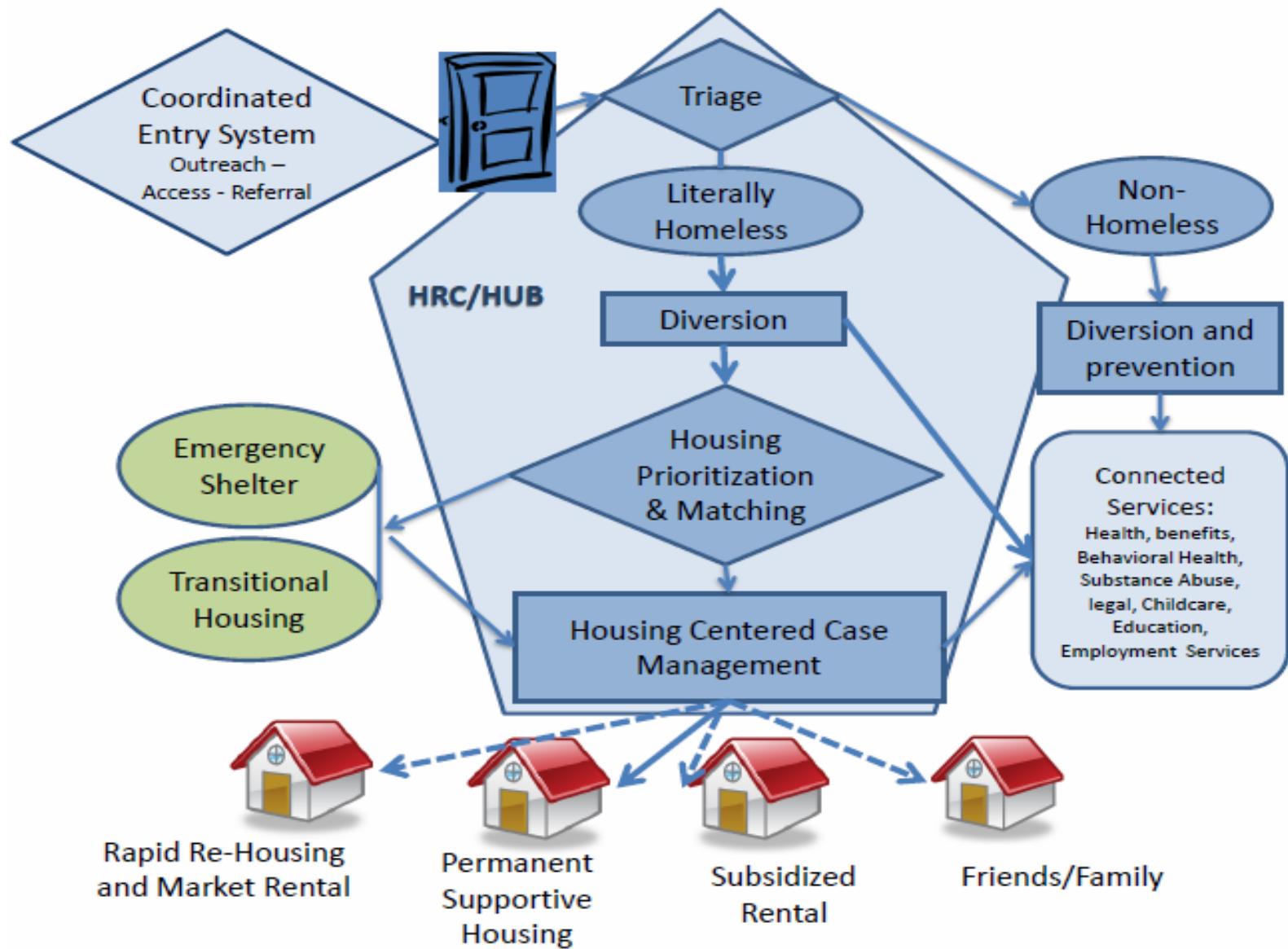
- ▶ HUD Mandate
- ▶ Simplify
- ▶ Fairness
- ▶ Results



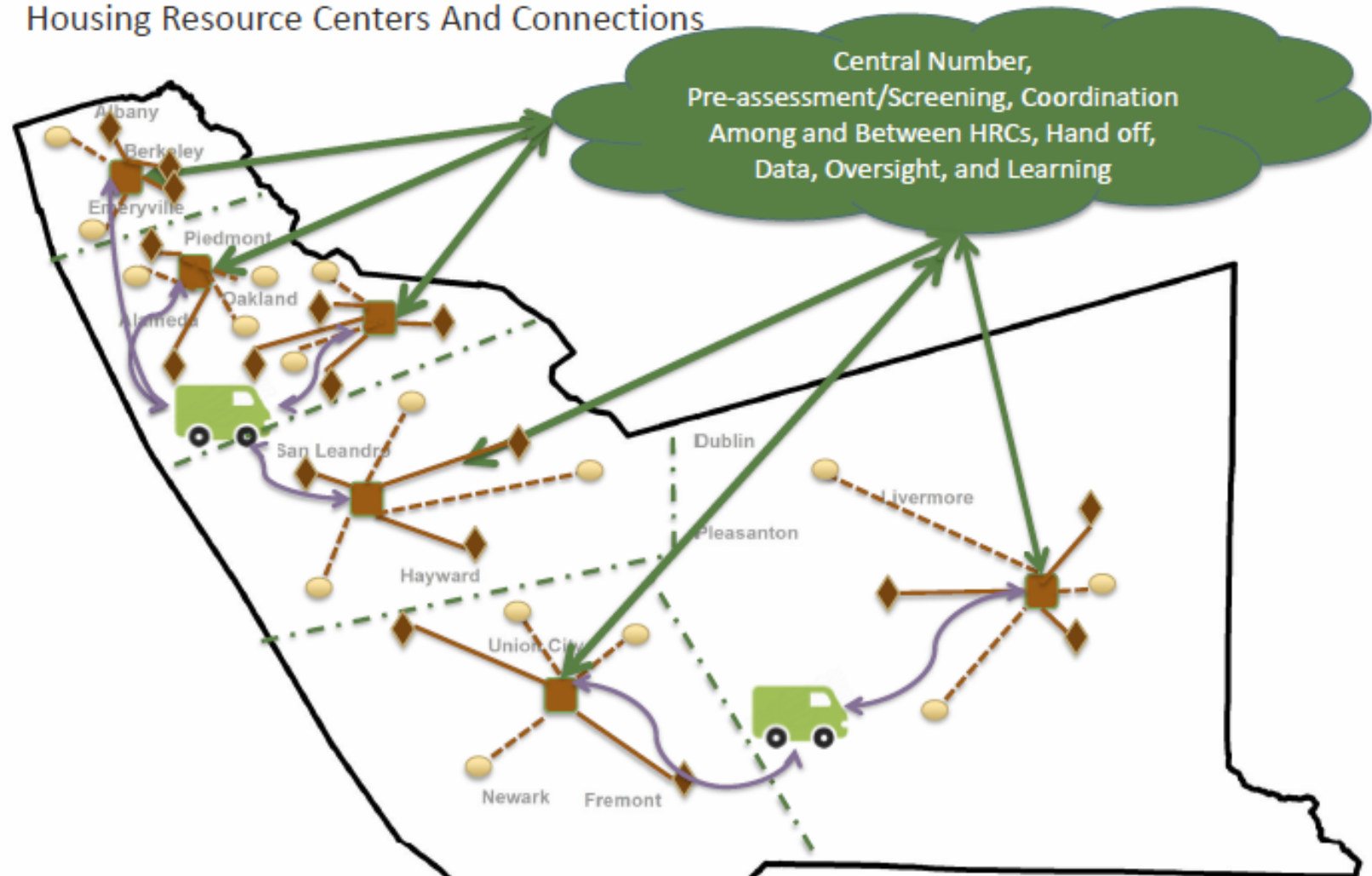
Overview and Context: How?

- ▶ HRC Plan
- ▶ Shared Tools and Standards
- ▶ Countywide Network





Housing Resource Centers And Connections



Central Number,
Pre-assessment/Screening, Coordination
Among and Between HRCs, Hand off,
Data, Oversight, and Learning

- ◆ Solid Line to diamond shape = referral/connection to homeless services (i.e., ES, TH, RRH)
- Dashed Line to oval shape = Referral/connection to non-homeless services
- 🚐 Van and purple lines = mobile outreach services that will also provide access to screening and service referrals

Overview and Context: Who and When?

- ▶ CES Committee
- ▶ Funders Collaborative
- ▶ EveryOne Home Leadership
- ▶ Decision Diagram

How are decisions made about coordinated entry for Alameda County?

Phase 1: Initial Design

January – June 2016

Designers & Recommenders

Coordinated Entry System Committee

Open committee; anyone can join at any time

Role/responsibility #1 from Governance Charter:
“Develop and recommend policies, practices, and tools for the coordinated entry system.” (p. 22)

January through June 2016 meetings, including subcommittee meetings:

- Refine and adopt Guiding Principles
- Recommend referral mechanisms, handoffs and connections, geographical considerations, interface with DV system
- Set goals for assessment and prioritization
- Define triage and assessment, prevention and diversion (processes, tools, results)
- Recommend Intake/Prioritization and program navigation
- Recommend Timeline, Logistical and Coordination Needs, Training Needs
- Incorporate considerations for TAY, Vet, and persons fleeing DV subpopulations

CES Funders Collaborative

Includes reps of Cities of Berkeley, Fremont, Livermore, Oakland and Alameda County Housing and Community Development, Health Care Services Agency, Social Services Agency

Meeting regularly, October 2015 to Present

Responsibilities:

- Develop initial recommended Guiding Principles for CES Committee to begin its work
- Develop plan for resourcing coordinated entry
 - ↳ Identify/assess current resource allocations and assess reallocating or modifying contracts to bring activities within CES
 - ↳ Identify and pursue additional funding sources (e.g. Boomerang funds)
 - ↳ Determine number of HRC's and initial scope of services and capacity that can be supported by resources available
- Establishing universe of programs that will participate in Alameda County
 - ↳ Identify all programs with state/federal mandate to participate in CES
 - ↳ Identify all programs that local jurisdictions expect will participate in CES
 - ↳ Communicate with agencies/programs expected to be included
- Ensure local funding contracts include participation in Coordinated Entry

Work of the CES Committee and CES Funders Collaborative is facilitated and supported by the Bay Area Housing People consulting team and EveryOne Home staff, including developing meeting agendas, background research, memorializing and refining recommendations, facilitating input across planning bodies as needed, and drafting an initial design plan based on the recommendations of the CES Committee and CES Funders Collaborative.

Design Recommended To:



Design Recommended To:

HUD CoC Committee

Responsible for ensuring our Continuum of Care is operating in compliance with all regulations established by the federal Department of Housing and Urban Development (HUD). (paraphrased from pg. 16-17 of Governance Charter)

June 2016: HUD CoC Committee will review all recommendations established by the CES Committee and Funders Collaborative to verify the design is compliant with the CoC Interim Final Rule. If so, forwards design to Leadership Board for adoption.



EveryOne Home Leadership Board

Role/responsibility #5 from Governance Charter: "Establish and oversee operations of a centralized assessment system." (p. 11)

June 30, 2016: Leadership Board will vote to approve the initial design, funding strategy, and plan for oversight of on-going operations.

Local Funders: Cities and County Departments

Local funders working together to align resources and funding plans with the system design

May 2016



Phase 2: Nuts & Bolts Design for Implementation

July 2016 – June 2017

Designers & Recommenders

Local Funders/CES Funders Collaborative

- Develop and coordinate on funding plans and selection of Housing Resource Center operators and partners
- Enter into new contracts and/or amend current local funding contracts with programs that will participate in CES to include CES expectation
- Address service and program needs to ensure CES, including prioritization of high need clients, can be effective

Coordinated Entry System Committee

Build on work of Phase 1; develop more detailed procedures and forms to prepare for implementation

- Develop implementation timeline
- Establish Implementation and Learning Collaborative(s)

HUD CoC Committee

- Identify changes/additions needed to the EveryOne Home Governance Charter to include coordinated entry and draft recommended language.

Performance Management Subcommittee

(Subcommittee of HUD CoC Committee)

- Develop performance measures, standards, and indicators for new system expectations, including for coordinated entry, in local contracts.





Local Funders/CES Funders Collaborative

- Select Housing Resource Center operators and partners
- Adopt performance measures developed through the design process and incorporate in contracts

EveryOne Home Leadership Board

September 2016: Role/responsibility #7 from Governance Charter: "Approve recommended changes to updates to the Governance Charter developed by the HUD CoC Committee before forwarding to the membership for ratification." (p. 11)

EveryOne Home Membership

Open to any individual interested in and committed to ending homelessness in Alameda County.

October 2016: Full membership will vote on all proposed updates to the Governance Charter, including those pertaining to coordinated entry.

Phase 3: County-wide Implementation

Fall 2016 – Ongoing

Implementation will include ongoing evaluation and adjustment of all aspects of the coordinated entry system. The initial design will be based on our community's best thinking, but we know we will learn through implementation and will make changes in order to continually improve.

Coordinated Entry System Committee

Upon implementation of coordinated entry, the focus of this group will shift to roles/responsibilities 2 and 3 as outlined in the Governance Charter. It's membership and operations will reflect any amendments to the Charter resulting from the design process:

"#2. Monitor and revise system-wide policies and practices for operating the coordinated entry system to improve effectiveness and support system outcomes.

#3. Convene stakeholders as a learning community for operating an effective coordinated entry system." (p. 22)

[Click here to view the EveryOne Home Governance Charter, which provides detailed information on the membership and roles & responsibilities of each committee.](#) Page numbers indicated in this document refer to the Governance Charter.



Alameda Coordinated Entry Initial Design Highlights



Design Highlights

Access

Housing Resource Centers: Alameda County will have multiple strategically located housing resource centers to assist people experiencing a housing crisis.

Every HRC will include the key elements:

- ✓ Triage
- ✓ Diversion
- ✓ Assessment
- ✓ Prioritization
- ✓ General Housing Resources & Education
- ✓ Housing Planning & Navigation
- ✓ Services Connection

Design Highlights

Access

- ✓ **Phone Access:** There should be countywide phone access to direct people to the Hubs. The operators should conduct an initial screening for literal homelessness, then direct or transfer callers to the appropriate HRC.
- ✓ **Street outreach:** Street outreach should be connected to every Hub such that people who are living outside can be assessed, prioritized and connected to services while on the street.
- ✓ **Location of Hubs:** Hubs should be located near public transportation
- ✓ **Access at Hubs:** Hubs should be able to address multiple language needs and be culturally competent. People should be able to walk directly into a hub to receive assistance.
- ✓ **Virtual access:** People should be able to access the system via the web. This may be through case managers with virtual access, or outreach workers with tablets.

Design Highlights

Screening and Assessment

Diversion and
Prevention

Access HRC
Services

Assess the type
and level of need.

Determine eligibility
and priority.



Design Highlights

Assessment and Prioritization

- ✓ **Standardized:** Triage and assessment tool or tools will be the same across the system.
- ✓ **Succinct:** Tools will ask the fewest questions needed at each point to make the required determinations.
- ✓ **Prioritization Tool:** CES Tools committee recommended building a tool using re-worded HMIS questions and supplemental fields to reflect prioritization factors.
- ✓ **Greatest Needs:** Coordinated Entry will prioritize those with the greatest needs and barriers to obtaining housing.
- ✓ **Resources:** Housing will be prioritized by need, but all homeless people will be offered some level of assistance.

Design Highlights

Prioritization Factors

Factors Identified for Households without children

- ▶ Current housing situation
- ▶ Chronic homelessness (HUD definition)
- ▶ Health, disabilities, extreme medical needs, self care needs
- ▶ Specific housing barriers

Factors Identified for Households with children

- ▶ Safety
- ▶ Current housing situation
- ▶ Child's needs
- ▶ Chronic homelessness
- ▶ Extreme medical needs

Design Highlights

Diversion and Prevention

- ✓ Everyone who contacts the CES who is homeless or at risk of homelessness will receive a problem-solving conversation, and screened for diversion and/or prevention.
- ✓ Diversion will be a core practice of the system.
- ✓ For people who are not homeless, prevention funding will be prioritized based on risk of homelessness.

Design Highlights

Diversion and Prevention

- ✓ Services and housing will be **prioritized** for people sleeping in places not meant for human habitation and those with no safe indoor place to stay.
- ✓ The system will prioritize those with the greatest needs and barriers to obtaining housing across all of our limited resources. Everyone will be offered some services and resources.
- ✓ No one should have to sleep on the street before receiving some assistance. Prevention and diversion activities will be part of a systemwide **continuous matching** approach.

Design Highlights

Referrals / Matching

In Coordinated Entry, program slots that are dedicated to homeless people will accept referrals only through the HRC.

- ✓ **Participation:** All CoC and ESG funded programs, along with designated MHSA programs and others that serve homeless people, will take referrals through Coordinated Entry.

Design Highlights

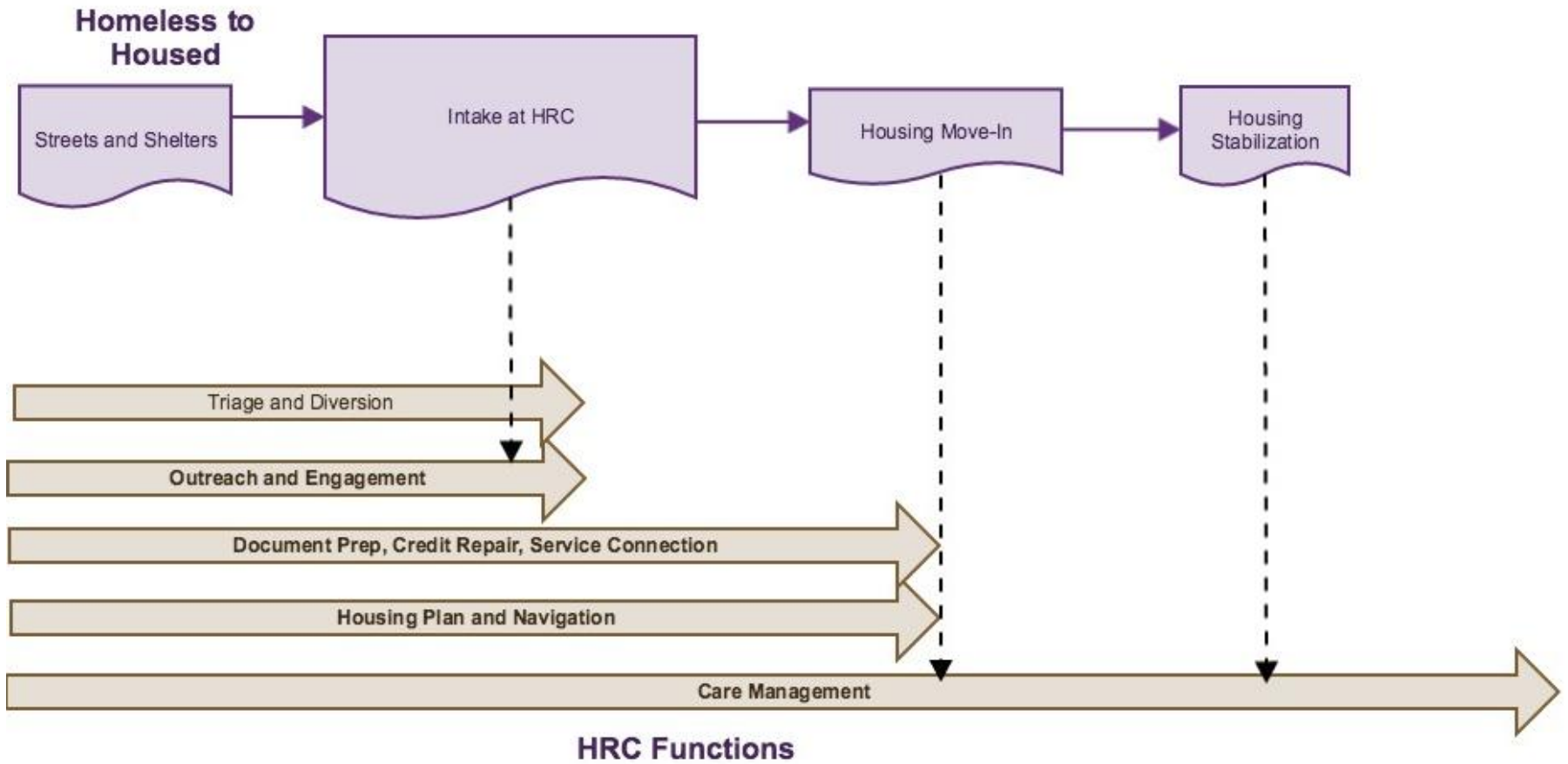
Referrals / Matching

- ✓ **Countywide referrals:** Referrals from Home Stretch to housing will be on a countywide basis. Any longer-term transitional for specific populations will also be accessed countywide.
- ✓ **Hub-based referrals:** Referrals to shelter and to transitional housing that is intended to be short-stay crisis housing will be done by Hub on a geographic basis.

Design Highlights

Supports

- ✓ **Housing Resources:** Information, education, and other light touch resources available at the HRCs for those not matched with a navigator.
- ✓ **Housing Navigation:** Assistance with getting document ready for housing, housing searches, applications, move-in support.
- ✓ **Housing Care or Case Management:** Once people are placed in rapid rehousing or permanent housing, services will be available (through the housing program or from the HRC) to assist people maintaining their housing.



Design Highlights

Oversight and Coordination

- ✓ The Funders and CE Committee have developed and adopted **Guiding Principles** for CE design and implementation.
- ✓ Resources will be allocated to ensure the coordinated entry system is centrally managed, **well-coordinated**, continuously evaluated, and adjusted as necessary to keep improving.
- ✓ The CE system will operate within **HMIS** and not develop separate databases. Data will be used to assess the impacts and outcomes of the system to inform changes.
- ✓ **Stakeholders** — including service providers, funders, and people with lived experience of homelessness — will have an ongoing role in the oversight and refinement of the Coordinated Entry System.

Integrating Subpopulations

- ▶ **DV:** The CE system will be linked to the DV system with agreements on referrals and coordination across systems, but DV programs will remain separate and have their own access points.
- ▶ **Transition Aged Youth:** How youth-specialized access and programming will be integrated into CES is being considered in subcommittee work.
- ▶ **Veterans:** Coordinating across the system of care and coordinated access already in place for veterans and the CES will require careful consideration. A committee has been convened to integrate this with CES work.

Remaining Areas for Recommendations

- ▶ Training and Coordination (today)
- ▶ Prevention/Diversions (June 2)

Training and Coordination

Training Needs – What training is needed for whom and how frequently

- ▶ Group discussion

Coordination - What types of regular meetings/coordination will be needed:

- ▶ Group discussion

Training and Coordination

Coordination - What types of regular meetings/coordination will be needed:

- ▶ All Hubs across regions? How frequently and what key issues
- ▶ All programs within a region? How frequently and what key issues
- ▶ All Navigators?
- ▶ All outreach?
- ▶ Subpopulations specialties?
- ▶ Coordination with other counties?
- ▶ What gets integrated into existing collaborative meetings/existing meeting infrastructure?
- ▶ Other?

Other start up considerations



Wrap Up

As we near the end of the CES design phase, consider:

- ▶ What did we accomplish today?
- ▶ What are our next steps as individuals, agencies, collaboratives, countywide?

Next Steps and Timing

- ▶ CES Committee and Sub-Committees
 - ▶ Next full meeting 6/2: Prevention and Diversion, remaining questions, final draft design
- ▶ In store for Phase 2
- ▶ Implementation planning July – October, incl. standards, protocols, and performance measures
- ▶ Staged launch county-wide

Questions?

HUD NOFA 2015 Results

Type	Amount Requested	Amount Awarded
Renewals	\$26,325,202	\$26,208,015
New/Reallocated	\$948,202	\$897,264
New/Bonus	\$4,091,009	\$1,191,736
Total	\$31,364,412	\$28,980,863

- All but one renewal was funded
- Rental assistance projects were awarded at lower amounts because HUD lowered the 2015 FMRs
- Two of the three new projects proposed using reallocated funds were awarded.
- Two of four bonus applications were funded.
- First ever CoC Planning grant awarded to strengthen HMIS and CoC Lead.

HUD NOFA 2015

Overall Scores for All CoCs	
Highest Score for any CoC	188
Lowest Score for any CoC	49.5
Median Score for all CoCs	149.75
Weighted Median Score	158.25*
Alameda County CoC Median Score (Points)	164.25

*CoCs that scored higher than the weighted median score were more likely to gain funding relative to their Annual Renewal Demand, while CoCs that scored lower were more likely to lose money. Alameda County increased our award amount by just under \$900k out of a possible \$4mill in bonus project funds.

HUD NOFA 2016

- ▶ The Process has begun
- ▶ The Grant Inventory Worksheets are due to HUD today
- ▶ CoCs have been told to expect the NOFA in June this year.
- ▶ The HUD CoC Committee and NOFA Committee will convene the community next month to get input on strategic issues for this years package.
- ▶ Stay tuned.

Prize Drawing

- ▶ Prize is a pair of tickets to see the Oakland A's play September 9th and a potted plant!
- ▶ And the winner is....

