Input Topic	What has worked well in the Coordinated Entry System so far?	Forum	Vision statement priorities	Forum	Performance Evaluation priorities	Forum	Case Conferencing policies	Forum	What other changes do you want to see from the current CES Policies and Procedures?	Forum	What other trainings?	Forum	Anything else to add?	Forum
N/A	CE has been able to make needed referrals, though contact has been problematic, and it has take extensive time frames to get things done.	Online survey	Diligent communication and follow through.	Online survey	Number of people referred, actual number of people served	Online survey	No cross talk, positive communication, open dialog, commitment to attendance	Online survey	N/A	Online survey	Active listening, boundaries	Online survey	No	Online survey
N/A	Being able to sign up at one place for shelter enrollment.	Online survey	Pathways to homes come first.	Online survey	Cost of placement per person	Online survey		Online survey	Adequate training for CES operators	Online survey	Workers need to know of all available resources in order to place people as soon as they contact CES. There may need to be a "sister system" to capture dial diagnosis clients and those incapable of supporting themselves.	Online survey	Real time data input for available shelter beds, rooms for rent, NCS sites and other forms of emergency shelter. No more waiting lists!	Online survey
N/A	Nothing	Online survey	Being able to shelter /house ALL who need it. Saying u have resources to provide assistance when clearly the assets to house/shelter to the MOST vulnerable are not avail.	Online survey		Online survey		Online survey	When housing or shelter is offered, the spaces made avail should be actually avail and would be of interest to the recipient. Saying u have a shelter bed, which may or not be a satisfactory alternative , does not satisfy the housing/shelter needs of the homeless person if that choice is rejected	Online survey		Online survey		Online survey
N/A	I've never really understood the coordinated entry system. It was nice to have everything centralized for shelter or transitional housing. But most the time there were waitlists which isn't helpful and the scoring wasn't always accurate.	Online survey	Staff it efficiently and include housing navigators and connections to ALL housing options. Centralize resources. Simplify.	Online survey	How many people decline the shelter options and why. More options for people that have severe trauma or mental health.	Online survey	Transparency	Online survey	Clear instructions or guidelines	Online survey	Trauma informed approach's working with a vulnerable population	Online survey	Centralize and simplify, train your staff to be professional and compassionate with a population that can be challenging at times. This population should receive service just as prompt and efficient as anyone else.	Online survey
N/A	When I was homeless the coordinated entry system failed me completely. I was promised housing opportunities three times and there was never any follow-through. I was encouraged to lie on my intake form to put me higher on the list. I refused to do so. I have a life threatening illness and remained outside for 2 years after diagnosis. Needless to say I don't have anything good to say about coordinated entry.	Online survey	Priorities to remain connected and communicative with all parties. People who are vulnerable and living outside should not have to beg for contact with their case managers or wait months for a return phone call.	Online survey	I would like to see evaluations of staff performance.	Online survey	I can't imagine that being very easy to coordinate. It seems like making a list would be better and providing access to that list. It seems like meetings these days, especially with zoom, are moderately ineffective due to the nature of technology. If that meeting were to be held in person it might be more viable.	Online survey	Honestly, I have so little faith in coordinated entry that I don't have a vision right now. I'm looking forward to seeing improvements.	Online survey	These sound great.	Online survey	I appreciate having the opportunity to give you input. I felt so crippled by the system that I lost faith and gave up after 2 years. Because I was not an addict, alcoholic, street worker, nor had I ever been in jail, my ranking put me close to the top many times, but I was told that there could be somebody from somewhere else in the county that ranked higher and they just never could predict when I would get into housing.	Online survey
N/A	For providers, checking the box that says declined services. In my experience, I was never offered shelter.	Online survey	Establish and maintain an all inclusive, self sustaining, peer support community.	Online survey	Remove the box, "declined services", an in depth explanation should be provided.	Online survey	Need more Intel.	Online survey	A complete overhaul, with focus switching from needy individuals to all inclusive, peer support community.	Online survey	Train who, clients or hosts? Hosts should train preventive loving solutions, first comes love, support, empowerment, and a feeling of importance, give a loving example, "you are welcome here". Provide useful tools for clients, but also things that make them feel useful, and important.	Online survey		Online survey
N/A	Getting individuals connected with homeless shelter. Then to be able to move forward with the process, like receiving mail.	Online survey	Making all who have been entered in the system aware of every single entity that is available to them so they can succeed in every possible way.	Online survey	How are the individuals are doing. Coping with being off the streets. Are they restless, nervous, anxious, developing mental disorders from being alone depression? What are they now developing it's may cause another problem?	Online survey	Experience is key to knowing these individuals that are being offered into these housing referrals. A lot of individuals that are being placed into these referrals don't want nor have any intuition in doing anything that would be expected of them to succeed through or make any kind of effort to the program. The ones that are actually are willing to do something about their situation or being pushed out because they have a willingness and so they get discredited till it's years down the road.	Online survey	Having the individuals that are coming in to the program part of making sure that they want to do the program the more involved they are not forced but having stages of where they see their own progress were there rewarded for achieving certain levels of success a lot of these individuals like myself get discouraged in the process. Where it doesn't seem like it's worth the trouble that they're going through to make it to the other side unless their mindset is set on making it a lot of them get a week two weeks 3 weeks into it and they're cutting bait jumping ship and they're done.	Online survey	Type of training like with social workers get to know what type of information and how to pull this information from individuals that don't want to give it they think that they're just taking the information and selling it or giving it to the government for whatever reason.	Online survey	Having a way to communicate with these individuals on a personal level is very key to the this whole thing I think. Not just BS ing around to get them to do something and what was presented never happens.	Online survey
N/A	I am unsure that I could say things have worked well with this system, in terms of the reduction in human suffering in this county. I know that there is simply not enough housing or shelter, but the story that gets reported tends to blame unsheltered people for the problem rather than frankly reporting on the inadequacy and siloing of the entire system.	Online survey	A clear dedication to not relying on the police or sheriff to break up camps through intimidation and harassment during pre-sweep activity. And not calling sweeps "resolving" camps. These camps are not being resolved at all; the people are being traumatized, endangered, and shoved from one place to the next because there is not and has never been enough shelter placements for them.	Online survey	The number of people who refuse services and their reasons for it, if there is enough trust for them to report their reasons to you. This frank assessment could help create changes in the system to make it more accessible and welcoming to people dealing with endangering poverty, severe vulnerability, and the traumatizing effects of their treatment at the hands of the city, the county, Catholic Charities, and other large organizations.	Online survey	Transparency. People on the streets know what's being offered to them (almost exclusively Sam Jones, even when they have Reasonable Accommodation Requests on file). They have excellent reasons for not wanting to go there, but what gets reported is that unsheltered folks are "refusing placement." Nonsense. They're refusing congregate shelter, and if you've ever stayed in one, you'll know why.	Online survey	I do not have information about the current policies and procedures.	Online survey	Empathy training and SES awareness training for all, since there is so much misunderstanding based on class differences, and extensive social and emotional support for workers who are faced with so much suffering, and so few true or workable solutions.	Online survey	Getting the police and the Sherriff's office out of the camp "resolution" process is crucial for humanitarian and civil rights reasons, but also because their presence as the de facto enforcement arm of the city, the county, and Catholic Charities sows distrust alongside the continual distrust will make creating the Built for Zero by-name count essentially impossible.	Online survey
N/A		Online survey	An emphasis on truly meeting people where they are with direct street outreach and dedicated follow up to find individuals once they are signed up for CE to update them on the progress of their placement.	Online survey	TRANSPARENCY AT ALL LEVELS. How many are placed in shelter or housing and the individuals who leave or loose housing and go back to the streets. A transparent list of available shelter beds, NCS placements, PSH placements, vouchers filled and vacant.	Online survey		Online survey	The inclusion of those experiencing homelessness in CES with updates on the progress on their placement. more direct street outreach.	Online survey	Empathy, de-escalation and conflict mediation training that includes teaching individuals how to listen, connect, care and respond appropriately. Harm reduction models. Equity & Diversity Training. Ethics & Boundaries. Mental Health & Substance abuse recognition	Online survey		Online survey
N/A	it has provided some, being able to share information about people we are working with and better assessing their needs.	Online survey	N/A	Online survey	That seems sufficient	Online survey	Sound unique and potentially helpful. I am abit concerned how this information will be used. How will it help the individuals being served and will it add to the bias"?	Online survey	With the new provider, I am not sure...Will the LEAB have a person involved on this level	Online survey	And always soem DEI trainings	Online survey	Unfortunately my time is very limited today because of upcoming vacation and birthday celebration	Online survey

N/A			"60 days of program enrollment"; participants often experience barriers (issues with landlords accepting vouchers, need intense case management etc.) that may not allow them to find housing within 60 days	Listening Session	Survey providers to identify issues that they are facing when trying to house participants	Listening Session	Potential barrier: Some providers do not have easy access to all services needed	Listening Session	From the people that I have spoken to, it sometimes seems like we place them in CE and not much happens right after, especially for the "less vulnerable," unless we as employees directly connect/ refer people ourselves to services (i.e. RRH).	Listening Session	These are great! Can I suggest a trauma around secondary or vicarious trauma, as well?	Listening Session	Collaboration across resources is key	Listening Session
N/A			Participants are strategically placed into programs/housing based on their specific needs	Listening Session	Landlord surveys	Listening Session	Equity vs. Equality: Each participant will have different needs to access housing	Listening Session			These trainings would be very useful, especially once a month.	Listening Session	Is there a way to incorporate housing authorities into this conversation/group with the purpose of building stronger collaboration around CE and housing strategies.	Listening Session
N/A			A commitment to meeting people where they are both physically, mentally, emotionally.	Listening Session	Ongoing support/after-care	Listening Session	Frequency of case conferencing: How will this impact staff workload?	Listening Session					Lack of affordable housing in Sonoma County	Listening Session
N/A			A focus on the 2Gen Model. An approach to warp-around services for the family including their children's well being. Avoiding re-traumatization.	Listening Session	Education on life skills for participants	Listening Session	Kind Request to not have Ind/Fam and TAY separate for case conferencing.	Listening Session					Maintaining participants secured income	Listening Session
N/A			Live comment about race - chat response:Well said, A barrier in this country includes people of color.	Listening Session	Look at recidivism, what factors are causing participants to return to homelessness	Listening Session	I like the targeting and more frequent meetings.	Listening Session						
N/A			"wrap-around'	Listening Session	Participant Input Sessions (Thumbs Up)	Listening Session	I think representation is so important. What about within the general meeting, TAY can have a specific section? That way all providers are still present in order to offer supports if TAY supports aren't available for that particular person.	Listening Session						
N/A			I completely agree with "data driven"	Listening Session	Generational impact of system	Listening Session	I think if we could just a have a space to talk about TAY specifics is much needed, even within regular CE meetings.	Listening Session						
N/A			Life skills for parents and their families	Listening Session	Recidivism rate	Listening Session	Separate meetings could increase representation for TAY	Listening Session						
N/A			Change the language in the VI-SPDAT questionnaire to be more Trauma Informed	Listening Session			TAY separate meeting: Could this create a lack of communication?	Listening Session						
N/A			Speaking of the VISPDAT considering the time it can take for someone to get into housing the could experience more trauma or a change in level of need. Is there room for a revision or re-evaluation to better support the individual in getting the right housing/services.	Listening Session										
N/A			Value of safety; aligning level of care with level of acuity, appropriate services for those with behavioral health issues	Listening Session										
N/A			Client choice is aligned to safety as a value	Listening Session										
N/A			Appropriate placement	Listening Session										
N/A			Remove timeline from mission statement, can vary from participant to participant due to barriers	Listening Session										
N/A			Meet people where they are; physically, mentally and emotionally	Listening Session										
N/A			Equity in services for POC	Listening Session										
N/A			Transparency; outreach material to give to participants to provide information on the VI-SPDAT and how/why it is used	Listening Session										
Consensus issues	Referrals to shelter		housing first/most vulnerable; Communication accessibility; trauma-informed; right intervention for the need; Race and ethnicity equity		Track declined services (data and participant feedback); Recidivism		Transparency; don't have a separate TAY meeting		Clear communication about availability of housing resources		Trauma-informed care; Person-centered care; DEI			

| Operator Planned Action | none | | | Integrate into vision statement; investigate options for increasing communication with participants; case conferencing for enhanced prioritization and assessment; Performance Eval Report study race equity ongoing | | As part of Quarterly Evaluation Report, track quantitative data: participant declined referrals by intervention and provider, and recidivism; every six months for our participant feedback gathering, survey those who have denied referrals | | Proposed Case Conference structure (open prioritization, no Operator vote) should address the transparency concern; one case conference, including TAY, will be hosted | | Will be included in Access Point training | | Trauma informed/person centered assessment practices training already planned | | | |

Input Topic	What has worked well in the Coordinated Entry System so far?	Forum	Vision statement priorities	Forum2	Performance Evaluation priorities	Forum3	Case Conferencing policies	Forum4	Other Policies and Procedures input	Forum5	Provider trainings needed	Forum6	Anything else to add?	Forum7
N/A	CE has been able to make needed referrals, though contact has been problematic, and it has take extensive time frames to get things done.	Online survey	Diligent communication and follow through.	Online survey	Number of people referred, actual number of people served	Online survey	No cross talk, positive communication, open dialog, commitment to attendance	Online survey	N/A	Online survey	Active listening, boundaries	Online survey	No	Online survey
N/A	Being able to sign up at one place for shelter enrollment.	Online survey	Pathways to homes come first.	Online survey	Cost of placement per person	Online survey	Transparency	Online survey	Adequate training for CES operators	Online survey	Workers need to know of all available resources in order to place people as soon as they contact CES. There may need to be a "sister system" to capture dial diagnosis clients and those incapable of supporting themselves.	Online survey	Real time data input for available shelter beds, rooms for rent, NCS sites and other forms of emergency shelter. No more waiting lists!	Online survey
N/A	Nothing	Online survey	Being able to shelter /house ALL who need it. Saying u have resources to provide assistance when clearly the assets to house/shelter to the MOST vulnerable are not avail.	Online survey	How many people decline the shelter options and why. More options for people that have severe trauma or mental health.	Online survey	I can't imagine that being very easy to coordinate. It seems like making a list would be better and providing access to that list. It seems like meetings these days, especially with zoom, are moderately ineffective due to the nature of technology. If that meeting were to be held in person it might be more viable.	Online survey	When housing or shelter is offered, the spaces made avail should be actually avail and would be of interest to the recipient. Saying u have a shelter bed, which may or not be a satisfactory alternative , does not satisfy the housing/shelter needs of the homeless person if that choice is rejected	Online survey	Trauma informed approach's working with a vulnerable population	Online survey	Centralize and simplify, train your staff to be professional and compassionate with a population that can be challenging at times. This population should receive service just as prompt and efficient as anyone else.	Online survey
N/A	I've never really understood the coordinated entry system. It was nice to have everything centralized for shelter or transitional housing. But most the time there were waitlists which isn't helpful and the scoring wasn't always accurate.	Online survey	Staff it efficiently and include housing navigators and connections to ALL housing options. Centralize resources. Simplify.	Online survey	I would like to see evaluations of staff performance.	Online survey	Need more Intel.	Online survey	Clear instructions or guidelines	Online survey	These sound great.	Online survey	opportunity to give you input. I felt so crippled by the system that I lost faith and gave up after 2 years. Because I was not an addict, alcoholic, street worker, nor had I ever been in jail, my ranking put me close to the top many times, but I was told that there could be somebody from	Online survey
N/A	When I was homeless the coordinated entry system failed me completely. I was promised housing opportunities three times and there was never any follow-through. I was encouraged to lie on my intake form to put me higher on the list. I refused to do so. I have a life threatening illness and remained outside for 2 years after diagnosis. Needless to say I don't have anything good to say about coordinated entry.	Online survey	Priorities to remain connected and communicative with all parties. People who are vulnerable and living outside should not have to beg for contact with their case managers or wait months for a return phone call.	Online survey	Remove the box, "declined services", an in depth explanation should be provided.	Online survey	Experience is key to knowing these individuals that are being offered into these housing referrals. A lot of individuals that are being placed into these referrals don't want nor have any intuition in doing anything that would be expected of them to succeed through or make any kind of effort to the program. The ones that are actually are willing to do something about their situation or being pushed out because they have a willingness and so they get discredited till it's years down the road.	Online survey	Honestly, I have so little faith in coordinated entry that I don't have a vision right now. I'm looking forward to seeing improvements.	Online survey	Train who, clients or hosts? Hosts should train preventive loving solutions, first comes love, support, empowerment, and a feeling of importance, give a loving example, "you are welcome here". Provide useful tools for clients, but also things that make them feel useful, and important.	Online survey		Online survey
N/A	For providers, checking the box that says declined services. In my experience, I was never offered shelter.	Online survey	Establish and maintain an all inclusive, self sustaining, peer support community.	Online survey	How are the individuals are doing. Coping with being off the streets. Are they restless, nervous, anxious, developing mental disorders from being alone depression? What are they now developing it's may cause another problem?	Online survey	Transparency. People on the streets know what's being offered to them (almost exclusively Sam Jones, even when they have Reasonable Accommodation Requests on file). They have excellent reasons for not wanting to go there, but what gets reported is that unsheltered folks are "refusing placement." Nonsense. They're refusing	Online survey	A complete overhaul, with focus switching from needy individuals to all inclusive, peer support community.	Online survey	Type of training like with social workers get to know what type of information and how to pull this information from individuals that don't want to give it they think that they're just taking the information and selling it or giving it to the government for whatever reason.	Online survey	Having a way to communicate with these individuals on a personal level is very key to the this whole thing I think. Not just BS ing around to get them to do something and what was presented never happens.	Online survey
N/A	Getting individuals connected with homeless shelter. Then to be able to move forward with the process, like receiving mail.	Online survey	Making all who have been entered in the system aware of every single entity that is available to them so they can succeed in every possible way.	Online survey	The number of people who refuse services and their reasons for it, if there is enough trust for them to report their reasons to you. This frank assessment could help create changes in the system to make it more accessible and welcoming to people dealing with endangering poverty, severe vulnerability, and the traumatizing effects of their treatment at the hands of the city, the county, Catholic Charities, and other large organizations.	Online survey	Sound unique and potentially helpful. I am abit concerned how this information will be used. How will it help the individuals being served and will it add to the bias'?	Online survey	Having the individuals that are coming in to the program part of making sure that they want to do the program the more involved they are not forced but having stages of where they see their own progress were there rewarded for achieving certain levels of success a lot of these individuals like myself get discouraged in the process. Where it doesn't seem like it's worth the trouble that they're going through to make it to the other side unless their mindset is set on making it a lot of them get a week two weeks 3 weeks into it and they're cutting bait jumping ship and they're done.	Online survey	Empathy training and SES awareness training for all, since there is so much misunderstanding based on class differences, and extensive social and emotional support for workers who are faced with so much suffering, and so few true or workable solutions.	Online survey	Getting the police and the Sherriff's office out of the camp "resolution" process is crucial for humanitarian and civil rights reasons, but also because their presence as the de facto enforcement arm of the city, the county, and Catholic Charities sows distrust alongside the continual trauma they create. This well-deserved distrust will make creating the Built for Zero by-name count essentially impossible.	Online survey
N/A	I am unsure that I could say things have worked well with this system, in terms of the reduction in human suffering in this county. I know that there is simply not enough housing or shelter, but the story that gets reported tends to blame unsheltered people for the problem rather than frankly reporting on the inadequacy and siloing of the entire system.	Online survey	A clear dedication to not relying on the police or sheriff to break up camps through intimidation and harassment during pre-sweep activity. And not calling sweeps "resolving" camps. These camps are not being resolved at all; the people are being traumatized, endangered, and shoved from one place to the next because there is not and has never been enough shelter placements for them.	Online survey	TRANSPARENCY AT ALL LEVELS. How many are placed in shelter or housing and the individuals who leave or loose housing and go back to the streets. A transparent list of available shelter beds, NCS placements, PSH placements, vouchers filled and vacant.	Online survey	Potential barrier: Some providers do not have easy access to all services needed	Listening Session	I do not have information about the current policies and procedures.	Online survey	Empathy, de-escalation and conflict mediation training that includes teaching individuals how to listen, connect, care and respond appropriately. Harm reduction models. Equity & Diversity Training. Ethics & Boundaries. Mental Health & Substance abuse recognition without judgement or forced treatment. First Aid & CPR.	Online survey	Unfortunately my time is very limited today because of upcoming vacation and birthday celebration	Online survey

N/A			An emphasis on truly meeting people where they are with direct street outreach and dedicated follow up to find individuals once they are signed up for CE to update them on the progress of their placement.	Online survey	That seems sufficient	Online survey	Equity vs. Equality: Each participant will have different needs to access housing	Online survey	The inclusion of those experiencing homelessness in CES with updates on the progress on their placement. more direct street outreach.	Online survey	And always soem DEI trainings	Online survey	Collaboration across resources is key	Listening Session
N/A	it has provided some, being able to share information about people we are working with and better assessing their needs.	Online survey	N/A	Online survey	Survey providers to identify issues that they are facing when trying to house participants	Online survey	Frequency of case conferencing: How will this impact staff workload?	Listening Session	With the new provider, I am not sure...Will the LEAB have a person involved on this level	Online survey	These are great! Can I suggest a trauma around secondary or vicarious trauma, as well?	Listening Session	Is there a way to incorporate housing authorities into this conversation/group with the purpose of building stronger collaboration around CE and housing strategies.	Listening Session
N/A			"60 days of program enrollment"; participants often experience barriers (issues with landlords accepting vouchers, need intense case management etc.) that may not allow them to find housing within 60 days	Listening Session	Landlord surveys	Listening Session	Kind Request to not have Ind/Fam and TAY separate for case conferencing.	Listening Session	From the people that I have spoken to, it sometimes seems like we place them in CE and not much happens right after, especially for the "less vulnerable," unless we as employees directly connect/ refer people ourselves to services (i.e. RRH).	Listening Session	These trainings would be very useful, especially once a month.	Listening Session	Lack of affordable housing in Sonoma County	Listening Session
N/A			Participants are strategically placed into programs/housing based on their specific needs	Listening Session	Ongoing support/after-care	Listening Session	I like the targeting and more frequent meetings.	Listening Session					Maintaining participants secured income	Listening Session
N/A			A commitment to meeting people where they are both physically, mentally, emotionally.	Listening Session	Education on life skills for participants	Listening Session	I think representation is so important. What about within the general meeting, TAY can have a specific section? That way all providers are still present in order to offer supports if TAY supports aren't available for that particular person.	Listening Session						
N/A			A focus on the 2Gen Model. An approach to warp-around services for the family including their children's well being. Avoiding re-traumatization.	Listening Session	Look at recidivism, what factors are causing participants to return to homelessness	Listening Session	I think if we could just a have a space to talk about TAY specifics is much needed, even within regular CE meetings.	Listening Session						
N/A			Live comment about race - chat response:Well said, A barrier in this country includes people of color.	Listening Session	Participant Input Sessions (Thumbs Up)	Listening Session	Separate meetings could increase representation for TAY	Listening Session						
N/A			"wrap-around"	Listening Session	Generational impact of system	Listening Session	TAY separate meeting: Could this create a lack of communication?	Listening Session						
N/A			I completely agree with "data driven"	Listening Session	Recidivism rate	Listening Session								
N/A			Life skills for parents and their families	Listening Session										
N/A			Change the language in the VI-SPDAT questionnaire to be more Trauma Informed	Listening Session										
N/A			Speaking of the VISPDAT considering the time it can take for someone to get into housing the could experience more trauma or a change in level of need. Is there room for a revision or re-evaluation to better support the individual in getting the right housing/services.	Listening Session										
N/A			Value of safety; aligning level of care with level of acuity, appropriate services for those with behavioral health issues	Listening Session										
N/A			Client choice is aligned to safety as a value	Listening Session										
N/A			Appropriate placement	Listening Session										
N/A			Remove timeline from mission statement, can vary from participant to participant due to barriers	Listening Session										
N/A			Meet people where they are; physically, mentally and emotionally	Listening Session										
N/A			Equity in services for POC	Listening Session										

N/A		Transparency; outreach material to give to participants to provide information on the VI-SPDAT and how/why it is used	Listening Session				
Shared Input Items (2 or more)	1) Referrals to shelter 2) Simple access	1) Housing first/most vulnerable; 2) Communication accessibility; 3) Trauma-informed; 4) Assessing need fully, matching to correct intervention; 5) Race and ethnicity equity; 6) Client choice	1) Track declined services (data and participant feedback); 2) Recidivism	1) Transparency; 2) Integrate TAY into general case conferencing	1) Clear communication about availability of housing resources	1) Trauma-informed care; 2) Person-centered care; 3) DEI/SES	1) clear communication with participants: 2) housing availability
Operator Planned Action	1) No longer applicable 2) Recruit and retain a variety of Access Sites for streamlined access and service navigation.	All: Integrate into vision statement; 2) Investigate technology options for increasing communication with participants; include participant follow up procedure in Access Points training; survey current clients bi-yearly about ability to follow up with Access Point; 3) Access Point additional trainings to include trauma-informed assessment; "no-wrong-door" and case conferencing approach reduces need for participants to retell their story and cause re-traumatization; 4) and 6) Case conferencing for enhanced centralized assessment and prioritization and consideration of client choice when eligible for multiple referrals; 5) Performance Evaluation Report to study race equity ongoing and develop quarterly recommendations and action items, including targeted Access Point development;	1) & 2) As part of Quarterly Evaluation Report, track quantitative data: participant declined referrals by intervention and provider, and recidivism; 1) At bi-yearly participant feedback gathering, survey those who have denied referrals for reason why	1) Proposed Case Conference structure (open prioritization, no Operator vote) should address the transparency concern; 2) One case conference, including TAY, will be hosted	1) Will be included in Access Point training; Case Conferencing with required provider attendance to improve awareness of openings in system	1) & 2) Trauma informed/person centered assessment practices training already planned 3) Will investigate DEI/SES training that can be targeted for Assessors	1) See "vision" and "training" column 2) Operator will participate in CoC -wide efforts/advocacy to increase housing stock