



**Sonoma County Continuum of Care Coordinated Entry Committee
Agenda for October 4, 2023
12:00pm-1:30pm Pacific Time**

Zoom link:

<https://sonomacounty.zoom.us/j/92281657937?pwd=SW42V2tOcHdIY0o5OStQNFk3WUY4UT09>

Passcode: 710577

	Agenda Item	Packet Item	Presenter	Time
1.	Welcome, Roll Call and Introductions		Committee Chair	12:00pm
2.	Approval of agenda and minutes (Action Item)	1,2	Staff	12:05pm
3.	Update on Coordinated Entry (CE) redesign working group	3	Staff/HomeFirst staff	12:10pm
4.	Changes to CE policies and procedures. Phase 2 of dynamic prioritization. (Action item)	4	HomeFirst Staff	12: 25pm
5.	Coordinated Entry Self-assessment	5	Staff/HomeFirst staff	12:45pm
6.	Public Comment on non-agenized items		Public	1:25pm

PUBLIC COMMENT:

Public Comment may be made via email or during the live zoom meeting. To submit an emailed public comment to the CE committee email Thai.Hilton@sonoma-county.org. Please provide your name, the agenda number(s) on which you wish to speak, and your comment. These comments will be emailed to all Board members. Public comment during the meeting can be made live by joining the Zoom meeting using the above provided information. Available time for comments is determined by the Board Chair based on agenda scheduling demands and total number of speakers.



Sonoma County Continuum of Care Coordinated Entry Advisory Committee (CEA)

Lauren Taylor | Robin Phoenix | Mary Haynes | Margaret Sluyk | Ben Leroi | Matthew Verscheure | Justin Milligan | Susan Pierce | Kathleen Pozzi | Tomas Phillips | Sasha Cohen | Mildred Williams | Wendell Coleman | Sara Hunt | Heather Jackson

Meeting Minutes

September 6, 2023: 12:00pm-1:30pm.

Meeting Recording:

https://sonomacounty.zoom.us/rec/share/8SgAtIMw1-a6PDBksAKcU3YeZK-S1QSiMe3uzDpqORS-6fR3FZITD6kBZh5Iil-p.L5pRia-Phqa3_-99

Passcode: 7+^d4J3S

1) Welcome, Roll Call and Introductions: (00:24:02-00:04:05)

Matthew Verscheure called Meeting to order at 12:03pm; Thai Hilton, went over Zoom rules around public comment and Brown Act guidelines.

Roll Call:

Present:

Lauren Taylor, Robin Phoenix, Mary Haynes, Margaret Sluyk, Ben Leroi, Matthew Verscheure, Susan Pierce, Kathleen Pozzi, Tomas Phillips, Sasha Cohen, Mildred Williams.

Absent: Heather Jackson, Justin Milligan, Wendell Coleman, Sara Hunt.

2) Approval of agenda and minutes: (00:04:22-00:05:39)

- Matthew Verscheure presented the agenda and past minutes for approval.
- **Motion:** Tomas moved to approve 8.2.23 meeting minutes and 9.6.23 agenda; Sasha seconded.

Public comment: none

Abstain: none

Motion passes with unanimous approval.

3) Assessment and Prioritization redesign working group formation: (00:07:06-01:06:10)

- Jean Waldine (Homebase) presented an overview of the redesign process. Karen Kowal (Homebase) presented the list of recommended members from each of the five stakeholder groups for the proposed Working Group.
- Questions for the committee to consider:
 - ◆ Does this list present the representation breadth that we are looking for?
 - ◆ What is the process you want to adopt for finalizing membership and outreach to potential members?
- This time-limited workgroup will continue to reach out for community stakeholder input from those who are not on the workgroup.
- Jean Waldine (Homebase). Mayte Antelo-Ovando (Racial Equity Partners) and Karen Kowal (Homebase) presented
- Kathleen motioned – To accept the proposed names and slots outlined in the presentation slide and to explore 5 additional seats – CC, HEART/SOUL, DEMA, Sonoma Valley, Case Worker So Co Health, TAY. The Homebase Technical assist will work with Matthew, Thai and Hunter to identify who those individuals will be. The working group will be capped at 20 members.
- Matthew offered a friendly amendment and to second the motion.

Public comment: Tom Bieri, Annie Nicol

Ayes: Lauren Taylor, Robin Phoenix, Mary Haynes, Margaret Sluyk, Matthew Verscheure, Susan Pierce, Kathleen Pozzi, Tomas Phillips, Sasha Cohen, Mildred Williams.

Nays: none

Recused: Ben Leroi

4) Update to Coordinated Entry policies and procedures: (01:06:11 – 01:17:50)

- New policy language:
 - “Staff shall not share specific diagnoses nor domestic violence victim status of participants when entering data into the CES programs in HMIS or participating in CES Case Conference. CES Cooperating Agencies share information on a need-to-know basis to protect confidentiality and safety of participants (in accordance with the Violence Against Women Act), and Coordinated Entry Systems are prohibited from making prioritization decisions based on a particular disability or diagnosis (HUD Notice CPD-17-01).”
- Tomas motioned to approved. Robin seconded the motion.

Public Comment: None

- **Motion was approved with no abstentions or objections.**

5) Coordinated Entry Self-Assessment continuation:

- This item was moved to next month's agenda.

6) Public Comment on non-agendized items: (01:17:52 – 01:18:13)

Public comment: None

Meeting adjourned at 1:16pm



Sonoma County Continuum of Care Coordinated Entry Advisory Committee Executive Summary

Item: 3. Update on Coordinated Entry (CE) assessment and prioritization redesign working group

Date: October 4, 2023

Staff Contact: Thai Hilton thai.hilton@sonoma-county.org

Agenda Item Overview

At the September 6, 2023, Coordinated Entry Advisory (CEA) committee meeting Homebase presented on the progress towards forming an assessment and prioritization working group. 10 members were selected from stakeholder groups and an additional 5 were selected from partner organizations. CEA approved 15 of the 20 working group members and instructed staff to work with the Chair of the CEA and Homebase to add an additional 5 members to the working group. CEA asked staff to solicit participation from the following groups.

- Catholic Charities
- A representative from Sonoma Valley
- Transitional-Aged Youth provider
- Permanent housing provider: property manager
- HEART/SOUL
- Sonoma County Behavioral Health

Staff, the Chair of the CEA and Homebase met on September 19th to discuss the final 5 seats. Staff reached out to representatives from the groups listed above and identified 5 additional members. The complete list of the 20 members of the working group are listed below.

Now that the group has been established, staff will begin reaching out to these individuals to set on-going meetings. Staff hopes to begin these meetings in October. Staff will provide CEA with regular updates on the process.



Name	Agency	Community group
Danielle Danforth	WCCS	Permanent housing provider
Eileen Morris	COTS	Permanent housing provider
Rosie Traversi	WCHC	Case conferencing
Bella Ortega	RFH	Case conferencing
Karla McLauren	Sonoma County Acts of Kindness	Access point
Ana Maria Martinez	Face to Face	Access point
Ben Leroi	Santa Rosa Community Health	Executive leadership
Jessica Chavez	Cherry Creek Village	Executive leadership
Heather Jackson	LEAP Board	LEAP Board
Mikael O'Toole	LEAP Board	LEAP Board
Hunter Scott	HomeFirst	CE operator
Annathea Henton	Dry Creek Rancheria	Access Point
Roxanne Ezzet	Sonoma County Office of Equity	Community partner
Nzinga Woods	NAACP	Community Partner
Cristal Lopez	Corazon Healdsburg	Access point
Lauren Taylor	Burbank Housing	Community partner
Alex Mesches	HEART Team	Community Partner
Garrett Crane	SAY	Transitional-Aged Youth provider
Lee Roccio	Catholic Charities	Largest homeless service provider

Recommendation

None. Information only



**Sonoma County Continuum of Care Coordinated Entry Advisory Committee
Executive Summary**

Item: 4 Updates to Coordinated Entry Policies and Procedures: Phase 2 of Dynamic Prioritization

Date: October 4, 2023

Staff Contact: Hunter Scott Hscott@homefirstscc.org Thai Hilton thai.hilton@sonoma-county.org

Agenda Item Overview

HomeFirst will regularly provide updates to the Coordinated Entry policies and procedures. Attached is a description of the changes and the rationale for the change.

Recommendation

Approve the updates to the CE policies and procedures.



Change: New policy that only participants with “Verified Contact Information” will be referred to housing opportunities going forward. Defines Verified Contact Information, and outlines a process to collect this information and proactively search for participants up for referral without this information so that as few people are skipped as possible.

Reasoning/background: In May 2023 HomeFirst presented a 3 stage plan to integrate Dynamic Prioritization into our CE referral process to the CEA committee and CoC Board. This is stage 2 of that plan being implemented. In the past 4 months HomeFirst has shifted the CES Case Conference process to collect “Verified Contact Information” (definition below, but essentially: can we contact an individual today if we have a housing opportunity for them?) for all the participants who are likely to be referred in the following month. Since this change, referral acceptance rates appear to have drastically improved. Last FY, system-wide referral acceptance rate was 36%. Since June, of those who have Verified Contact Information, the referral acceptance rate has been 76%. The policy change presented here would shift the system to only making referrals for those with Verified Contact Information. HomeFirst now has a CE Outreach team in place to help locate participants up for a referral who do not have Verified Contact information to ensure through this change that we are providing housing opportunities to as many people as possible while drastically improving system efficiency. This shift is in line with HUD educational presentations on CE Dynamic Prioritization and other communities who have implemented Dynamic Prioritization, including Boston, LA, and Richmond VA.

Specific policy changes are below bolded. This language is an excerpt from the full CES Policies and Procedures document.

A. Referral

All referrals follow the prioritization standards, policies, and procedures described in **D. Prioritization**. All referrals, except those identified in **D. Prioritization**, shall be presented in CES Case Conference for approval. The CES Operator is the only entity authorized to generate or assign CES referrals.

Housing Availability

Housing Providers notify CES when an opening is available in a CES affiliated bed or unit in their program. If possible, advance notice is provided so as to minimize the length of vacancies. Housing Providers shall provide contracted eligibility requirements and updates to those requirements to the CES Operator, which shall be published on a Lead Agency web page.

New policy language: Verified Contact Information

Referrals shall only be made for individuals who the community participating in CES Case Conference can identify has “Verified Contact Information” which shall be defined as:

- Contact with the participant within the last month through a phone number or email address or secondary contact (provider must actually speak with primary participant); or:



- Physical location verified within the last week of data collection.

Procedure:

- 1) Once a month, the Operator shall collect Verified Contact Information from the CES Case Conference community for those who are likely to be prioritized for housing in the following month, based on projected housing opportunity inflow.
 - a. Providers may also submit updated Verified Contact Information over the course of the month.
- 2) The Operator shall attempt to contact and identify Verified Contact Information for any participant who is likely to be prioritized for housing in the following month but does not have Verified Contact Information. The Operator shall exhaust all options to contact the participant, which at minimum shall be defined as:
 - In person outreach or collaboration with regional outreach teams to search likely locations on at least 2 separate occasions, including at least once at a prepared meal distribution site in the referred participant's most recent known region if such a site exists.
 - If a secondary contact is known, 1 attempt
 - For any known and in service phone number, 6 attempts, at different times of day, over at least 4 days
 - If possible, leave a voice message with call back info
 - Text each known and in service phone number at least 1 time
 - Known email addresses, 1 attempt
- 3) In the event the Operator is not able to contact a participant, the participant shall be removed from active status on the By-Name-List following the By-Name-List Management and Inactive Policy until contact is made.

Uniform Referral Procedure

- 1) All housing referrals, except those identified below, shall be identified and unanimously agreed upon by the community present at the CES Case Conference. Exceptions are:
 - a. Participants referred to housing programs dedicated to survivors of or those fleeing domestic violence; see "Referrals to Housing Programs Dedicated to Survivors of or Those Fleeing Domestic Violence" below;
 - b. TAY participants meeting the Category 2 definition of homelessness; see "Referrals to Rapid Rehousing Programs with Category 2 Eligibility Criteria" below.
 - c. Those RRH openings set aside for participants who have identified housing as described in Prioritization for Rapid Rehousing in section [D. Prioritization](#).



- 2) Referrals shall be made based on community prioritization standards (see section [D. Prioritization](#)), initial eligibility, and the following standards:
 - a. **New language:** Only participants with current Verified Contact Information shall be referred.
 - b. Per each program opening, at CES Case Conference 1 primary referral shall be provided and, if the program chooses, 1 backup referral per opening.
 - i. If the pending referrals made at a previous CES Case Conference were found to be ineligible for CES (not meeting the homelessness eligibility, for example) or the participant refuses the referral, those referrals may be replaced by 1 corresponding additional referral, per referral, in between CES Case Conference. This procedure corresponds to a total of 4 referrals that may be possibly made per week per opening. These additional referrals shall be presented to the community at the following CES Case Conference, and retracted if for any reason they are not agreed upon as appropriate by the community present.
 - ii. Additional referrals per program opening shall only be made at CES Case Conference if there are no previously pending referrals per program opening.
 - c. Within each housing intervention type (PSH, RRH, and "Other"), 75% of openings referred to at each case conference shall be referred based on next Total Prioritization Score on the active By-Name-List and initial eligibility screening. The remaining 25% (rounded down in when the number is not whole), or 1 opening, whichever is higher, shall be set aside for Enhanced Prioritization, Progressive Engagement, or program transfer, based on community prioritization standards and initial eligibility screening. If no participants are submitted within these categories, the remaining openings within each intervention type shall be filled based on the next Total Prioritization Score and initial eligibility screening.
 - d. Within any set of openings to a particular intervention type (PSH, RRH, and "Other") with eligibility criteria that can accept any subpopulation type (individuals, families, TAY), equal referrals shall be made from each subpopulation active By-Name-List. If there are an odd number of openings, priority shall be made for the subpopulation(s) with higher number of eligible participants on the relevant By-Name-List.
- 3) The CES Operator shall submit all referrals agreed upon in CES Case Conference within 24 hours in HMIS to the relevant housing provider, along with a copy of the HMIS project history.
- 4) The housing provider shall be responsible for contacting the participant and offering to move forward with the referral.
 - a. Access Points and other community providers who are in contact with the referred participant have a role in supporting the housing provider in contacting the participant, within staffing availability.



- 5) If multiple programs with the same eligibility criteria have openings, the above standards (2) a.-c.) shall be followed for all programs with openings, inclusive of the same participant being referred more than once at the same time. The housing providers shall coordinate, including at CES Case Conference, to ensure the referred participant is offered the choice between openings. Participants shall not receive an additional referral if they already have a pending referral from 24 hours or more prior.
- 6) Participants shall have 48 hours from the time they are offered the choice of a housing opportunity to accept or refuse. Housing providers shall exhaust all options to contact the participant to make their choice after initial contact.
- 7) The housing provider shall record all attempts to contact the participant when following up on a referral. Records of attempted contacts, contacts made and their disposition shall be recorded in the "Case Notes" of each participant's HMIS CES Dashboard.
- 8) Once the housing provider has verified eligibility (see "section [H. Eligibility Documentation Roles and Responsibilities](#)"), they shall accept the referral in HMIS.
 - a. If the housing provider cannot verify eligibility, they shall follow the "Rejection of Referrals" policy and procedure below.



**Sonoma County Continuum of Care Coordinated Entry Advisory Committee
Executive Summary**

Item: 5. Coordinated Entry Self evaluation

Date: October 4, 2023

Staff Contact: Thai Hilton thai.hilton@sonoma-county.org Hunter Scott: hscott@homefirstscc.org

Agenda Item Overview

The Sonoma County Coordinated Entry (CE) policies and procedures state that the Coordinated Entry Advisory Committee (CEA) will complete HUD's CE self-assessment annually. This self-assessment is sometimes required for funding applications. The CEA will continue this assessment in this meeting.

Lead-agency and HomeFirst staff will guide the committee through several questions. Lead agency staff has created a slide deck that will help you understand what each question. Each question will be listed and in red, below is information on the local CE system that responds to it.

Recommendation

None. Information only