



**Sonoma County Continuum of Care Coordinated Entry Committee
Agenda for June 7, 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, minutes: Action Item	1, 2,3	Committee Chair	12:10pm
3.	Coordinated Entry self-assessment	4	Staff/HomeFirst staff	12:15pm
4.	Continuum of Care expansion grant for Coordinated Entry	5	Staff/Homefirst staff	12:45pm
5.	Coordinated Entry assessment and prioritization redesign working group proposal (action item)	6	Staff/HomeFirst staff	1:00pm
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)

May 3, 2023: 12:00pm-1:30pm.

Meeting Recording:

<https://sonomacounty.zoom.us/rec/share/MgK1sSAjeyiMnBsdfxKMdbDRAXVjw3IQIEcoy2RBqnLbUERV3laOCVXC7CpB8796.NY7kGN4ejfA2f3gL>

Passcode: *%8BLuS8

- 1) **Welcome, Roll Call and Introductions:** Graham Thomas proxy for Committee Chair Matthew Verscheure called Meeting to order at 12:03pm; Thai Hilton, Coordinated Entry Coordinator, went over Zoom rules around public comment and Brown Act guidelines. There are new committee members. All members introduce themselves.

Roll Call:

Present: Eileen Morris (proxy for Robin Phoenix), Mary Haynes, Margaret Sluyk, Ben Leroi, Graham Thomas (proxy for Mathew Verscheure), Justin Milligan, Susan Pierce, Kathleen Pozzi, Thomas Phillips, Sasha Cohen, Mildred Williams, Sara Hunt, Heather Jackson

Absent: Ashlyn Artis, Wendell Coleman

- 2) **Approval of agenda/minutes/follow up item (Action item):** Approval of minutes from 3.12.23 CEA meeting, Approval of agenda for 5.3.23 meeting, approval of follow-up staff report from 3.12.23.

Vote:

Public comment: Tom Bieri

Vote:

Ayes: Mary Haynes, Margaret Sluyk, Ben Leroi, Graham Thomas (proxy for Mathew Verscheure), Justin Milligan, Susan Pierce, Kathleen Pozzi, Thomas Phillips, Mildred Williams, Sara Hunt, Heather Jackson

Nays: none

Abstain: Sasha Cohen, Eileen Morris (proxy for Robin Phoenix)

Motion passes

- 3) **Dynamic prioritization (action item):** Hunter Scott provides and overview of the agenda item and shares a slide deck. Dynamic prioritization is a process that uses more than just a static vulnerability score to refer individuals to housing interventions. Dynamic prioritization uses a “bucket” system where individuals are placed into housing interventions based on their need. When a referral is needed, case conferencing is used to discuss the vacant unit and who is ready to move into the unit. In this context “ready” means in contact with a provider. Of those who are ready, the most vulnerable who is eligible is prioritized for the housing intervention. This means that referrals would only be sent to those who have verified contact

information. This does not mean that those who do not have verified contact information are ignored rather outreach is directed to attempt to find those individuals to verify their contact information. This is a crucial component of dynamic prioritization

Motion: Kathleen Pozzi motions to approve, Ben seconds

Public comment: Tom Bieri

Vote:

Ayes: Eileen Morris (proxy for Robin Phoenix), Mary Haynes, Margaret Sluyk, Ben Leroi, Graham Thomas (proxy for Mathew Verscheure), Justin Milligan, Susan Pierce, Kathleen Pozzi, Thomas Phillips, Sasha Cohen, Mildred Williams, Sara Hunt, Heather Jackson

Nays: none

Abstain: none

4) Standing agenda item (changes to CES policies and procedures): Action Item

Hunter introduces agenda item. Including a minimum location standard in the “Unknown/Disappeared”. Rejection Standard that would define the minimum attempts to contact a referred participant each program must complete before rejection the referral.

Committee members expressed concern about requiring providers to search throughout the county in person and advocated for the policy to include “attempts to coordinate with other providers”.

The language of the policy was changed to state that “In-person outreach or collaboration with regional outreach teams to 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”

Motion: Margaret motions to approve the changes made by the committee, Susan Pierce seconds.

Public Comment: Tom Bieri

Vote:

Ayes: Eileen Morris (proxy for Robin Phoenix), Mary Haynes, Margaret Sluyk, Ben Leroi, Graham Thomas (proxy for Mathew Verscheure), Justin Milligan, Susan Pierce, Kathleen Pozzi, Thomas Phillips, Sasha Cohen, Mildred Williams, Sara Hunt, Heather Jackson

Nays: none

5) Coordinated Entry self-assessment

There was not time to hear this item. It was deferred to a future meeting.

6) Public Comment on non-agenized items: Tom Bieri

Meeting adjourned at 1:36pm



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

Item: 3 Coordinated Entry Self-assessment

Date: June 7, 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. There are seven sections to the self-assessment. Lead-agency and HomeFirst staff will guide the committee through the assessment process. Insights gained from this process will inform strengths and weaknesses of the local CES system.

Recommendation

None. Informational only



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

Item: 4. Coordinated Entry Expansion grant

Date: June 7, 2023

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

Agenda Item Overview

During the 2022 CoC competition, Lead agency staff applied for an expansion grant to the current Coordinated Entry Grant. That proposal was awarded 200,002 in annual renewable funds. Below is a summary of HomeFirst's plans for this CE expansion. HomeFirst will present an overview of their plans for this grant and be available for any questions.

Recommendation

None. Information only



Currently, 40% of referrals which are declined in the Coordinated Entry System are declined due to the housing provider not being able to locate or contact the referred participant. The HomeFirst CES Outreach Specialist team will be responsible for locating participants who have been identified as eligible for a housing intervention through the Coordinated Entry System who are not already connected to a provider for case management. This team will reach vulnerable participants who have so far not been successfully referred to a housing opportunity because they are difficult to find within Sonoma County. The Outreach Specialist team will utilize all information available including information in HMIS, received at Case Conference, and received at the regional By Name List meetings to locate participants in Sonoma County, including physically searching in person.

Once the participant has been located, the Outreach Specialist team will offer to get the participant "housing ready" by collecting documentation on hand (for example, identification cards, SSI/SSDI award letters, etc) and uploading that documentation to the HMIS CES dashboard. The Outreach Specialist team will regularly follow up with the regional lead and attend the regional By Name List Case Conference meetings to collaborate with other ongoing outreach efforts and perform warm hand-offs after identifying participant service connections. If the participant will not accept any services from local providers but is open to light touch ongoing connection with HomeFirst, then the participant is temporarily added to the Outreach staff's caseload until a local service provider can be identified, for a maximum caseload of 10 per staff. When the participant has been referred for a housing intervention, the Outreach Specialist team will inform the regional lead for the region that the participant is located in to connect the participant to the referred housing provider.



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

Item: 5. Coordinated Entry assessment and prioritization redesign committee proposal

Date: June 7, 2023

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

Agenda Item Overview

Lead agency and HomeFirst staff have received technical assistance (TA) offered by the state on the redesign of assessment and prioritization processes in Sonoma County. TA providers have held several listening sessions with the community and have worked with lead agency and HomeFirst staff to develop a proposal for a working group to develop a new assessment tool and prioritization process for the community. Attached is a description of the proposal. Lead Agency, HomeFirst and TA staff will be present to respond to any questions or concerns.

Recommendation

Approve the proposed process.

Proposal for Coordinated Entry Assessment/Prioritization Redesign Working Group, Summer 2023

Background and Overview

Sonoma County is engaged with technical assistance (TA) offered by the State of California as part of its ESG-CV funding. Homebase (a subcontractor of ICF) is providing TA on redesigning the coordinated entry assessment and prioritization processes, along with consultants Seetha Reddy and Mayté Antelo-Ovando, who additionally are working with engaging with tribes and on racial equity efforts.

For its Coordinated Entry work, Homebase has met with Sonoma County staff and other community partners, and reviewed materials that inform this process, including the most recent strategic plan as well as community work around that plan. This process will draw from those materials, among others.

Homebase conducted a community listening session on April 13, 2023, attended by 38 community partners representing the homelessness system of care. Topics discussed included racial equity, community understanding of the assessment and prioritization process, and ideas for prioritization and system improvement.

Through that session, participants made it clear that further education about the existing system is needed in order to help the community make choices about how to best select a tool and process that meets the community's goals for prioritizing people in need.

Homebase proposes a series of implementation meetings with community partners from the homelessness system of care that leads to the formation of a working committee to propose a prioritization redesign, that may include selection of new assessment tool and new procedures, and will help increase effectiveness, transparency and trust in the process.

Targeted CES meetings

During June and July 2023, Homebase, County and HomeFirst staff will convene a series of meetings with the following groups:

- Outreach/Shelter/Access Points/non-traditional providers
- Executive Directors/community leaders (ie CoC leadership, others)
- People with Lived Experience

- Permanent Housing (likely crossover membership from prioritization but focusing on views of housing placement)
- Prioritization group (potentially largest group, drawn from 40+ case conferencing group)

Each group will meet twice, with meetings separated by a week. Meetings will focus on

- 1) education about and discussion of current system and areas identified for change;
- 2) potential options for achieving community priorities as outlined in strategic plan based on best practices, community examples, and identified needs;
- 3) discussing and recruiting representatives for the redesign working group.¹

Representatives to the **Assessment / Prioritization Redesign Working Group** will continue to serve as a liaison to the group that nominated them or to which they are aligned, ensuring that communication and engagement are ongoing.

Formation of the Assessment / Prioritization Redesign Working Group

The goal of the Assessment / Prioritization Redesign Working Group is to identify and propose implementation strategies for new assessment and prioritization policies and tools. The Working Group will present proposals to community stakeholders as well as CoC, nonprofit and governmental leadership committees.

Identified principles:

- Community-led working group that leads and engages in work rather than reacting and providing feedback
- Workgroup membership has
 - Inclusive representation of providers in the coordinated entry system (including program types, geographic regions, populations served)
 - Meaningful participation of people with lived experiences of homelessness
 - Representatives of a local tribal nation
 - Advocates for underserved groups (for example, NAACP, Corazon, etc.)
- Alignment with (not duplication of) existing committees and working groups
- Transparent communication channels with homelessness system of care leadership, full range of community partners, and existing committees

¹ Each group would nominate one to three potential representatives to the Assessment/Prioritization Redesign Working Group, and final decisions will be made in order to reflect provider as well as community representation.

- Targeted number of members to maximize effectiveness (ie under 20 participants)
- Builds upon rather than supplants existing community strategic plan and other community priorities

Next Steps

Hunter Scott (HomeFirst) and Thai Hilton (Sonoma County) will present this proposal to the Coordinated Entry Advisory Committee and work with California ESG-CV TA providers to implement these proposed steps.