



**SONOMA COUNTY  
HOMELESS  
COALITION**

**Sonoma County Homeless Coalition Coordinated Entry Committee  
Agenda for December 4, 2024  
12:00pm-1:30pm Pacific Time**

**Zoom link:**

<https://sonomacounty.zoom.us/j/92281657937?pwd=SW42V2tOcHdlY0o5OStQNfK3WUY4UT09>

#	Agenda Item	Packet Item	Presenter	Time
1.	Welcome, Roll Call and Introductions		Committee Chair	12:00pm
2.	Approval of agenda (Action item)	1	Committee Chair	12:05pm
3.	Changes to CE policies and procedures (Action item)	2	Committee Chair	12:10pm
4.	Coordinated Entry participant survey and analysis of access point shadowing	3	HomeFirst staff	12:20pm
5.	Update on Coordinated Entry assessment and prioritization redesign	4	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](mailto: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 Committee Chair based on agenda scheduling demands and total number of speakers.*



**SONOMA COUNTY  
HOMELESS  
COALITION**

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

**Item:** 3 Updates to Coordinated Entry Policies and Procedures

**Date:** December 4, 2024

**Staff Contact:** Hunter Scott [Hscott@homefirstsc.org](mailto:Hscott@homefirstsc.org) Thai Hilton [thai.hilton@sonoma-county.org](mailto:thai.hilton@sonoma-county.org)

---

Agenda Item Overview

HomeFirst will regularly provide updates to the Coordinated Entry policies and procedures. A description of the changes and rationale is below.

**Change:** Recently, a housing agency requested an appeal of a case conferencing decision. This appeal was the first time an appeal had been requested. The CE policies and procedures describe an appeal process but are very vague. It was clear to those involved that the policy needed a more descriptive procedure to accompany it. Staff created the procedure below to inform future appeals requests.

**Procedure:**

- 1) The Housing Provider shall record all attempts to contact 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 participants’ HMIS dashboard and electronic file.
- 2) Housing providers shall request to reject referrals by noon the day before CES Case Conference, to allow the request to be added to the agenda.
  - a) For referrals that providers wish to reject for the standard reason of “Unknown/Disappeared”, there shall be a one week waiting period between request to reject the referral and presenting the referral rejection to CES Case Conference (step 3 below) to allow the CES Operator time to deploy CE Outreach and coordinate among providers known to be in contact with the referred participant. This one week waiting period may be waived at the discretion of the CES Operator.
- 3) All referral rejections must be brought to CES Case Conference and the reasons for rejection and attempts to accept the referral presented. They may request additional support or community expertise in moving forward with the referral. The rejection request will be voted on by all parties present at CES case conference.



**SONOMA COUNTY  
HOMELESS  
COALITION**

- a. After voting approval, the Housing Provider will reject the referral in HMIS and include a note of the reason why.
- 4) In the case where a referral rejection is not approved by CES Case Conference, the Housing Provider shall move forward with enrolling the participant.
  - 5) If a provider wishes to appeal a rejection decision made at CES Case Conference, they may request an appeal with the Coordinated Entry Advisory Committee Appeals Subcommittee. During this time, the participant will be eligible for additional referrals but may choose to wait for the outcome of the appeal. The Lead Agency shall convene non-conflicted members of the Committee to quickly form the Subcommittee. The Lead Agency shall invite advocates for the participant and the Housing Provider to attend. The Lead Agency shall provide a summary of the case, followed by an appeals presentation by the Housing Provider, and advocates for the participant shall be invited to provide a rebuttal to the appeal. The non-conflicted members of the Coordinated Entry Advisory Committee who are present shall vote to:
    - a. accept the appeal, overturn the decision of the CES Case Conference, and allow the Housing Provider to reject the referral;
    - b. or reaffirm the decision of the CES Case Conference.
  - 6) In the case where the participant still wants the opportunity to enroll into services with the Housing Provider, and if the Housing Provider does not request an appeal and fails to enroll the participant at step “4)” above, or fails to enroll the participant after the Coordinated Entry Appeals Subcommittee reaffirms the decision of the CES Case Conference (step “b.” above), the Lead Agency will pursue appropriate monitoring activities.

Recommendation

Approve the updates to the CE policies and procedures.



SONOMA COUNTY  
HOMELESS  
COALITION

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

**Item:** 4. Coordinated Entry participant survey and access point shadowing

**Date:** December 4, 2024

**Staff Contact:** Hunter Scott [Hscott@homefirsatscc.org](mailto:Hscott@homefirsatscc.org)

---

Agenda Item Overview

HomeFirst conducts participant surveys of clients who recently used CE to understand their experience with the system and to inform changes. HomeFirst will also regularly shadow large access points to ensure compliance with CE policies and procedures. HomeFirst will present the results of that survey and the monitoring in the meeting.

Recommendation

None. Information only



**SONOMA COUNTY  
HOMELESS  
COALITION**

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

**Item:** 5. Coordinated Entry assessment and prioritization redesign update

**Date:** December 4, 2024

**Staff Contact:** Hunter Scott [Hscott@homefirstscc.org](mailto:Hscott@homefirstscc.org) Thai Hilton [thai.hilton@sonoma-county.org](mailto:thai.hilton@sonoma-county.org)

---

Agenda Item Overview

The assessment and prioritization redesign working group was tasked with replacing the current assessment tool (VI-SPDAT) with a new tool. The working group has made significant progress, however, has run into some barriers. As a reminder, the group began its work by analyzing past VI-SPDAT assessments to understand who is vulnerable, what specific factors make them vulnerable and what specific questions in the VI-SPDAT they responded to affirmatively which make them vulnerable. The group analyzed this data for the entire population but also for underrepresented groups. Questions that had higher rates of affirmative responses by underserved groups were selected in hopes that more of these individuals will be prioritized for PSH as some populations are not assessed for PSH at the same rate as their white counterparts. The group has selected questions for all 4 population groups and a new working group has been formed to rework the questions to be more trauma informed.

The group began to model the new questions with the current Coordinated Entry (CE) list. The goal was to understand how these changes would affect the placement of underserved groups on the CE list. This analysis showed that the changes are not achieving the equity outcomes that we had hoped for. In some cases, certain underserved groups saw marginal improvement in the rate of prioritization for PSH, but other groups saw no change, or the outcomes were slightly worse.

This is disappointing to the group as improving equity is a main goal of this work. Staff doesn't know why the previous analysis did not bear out the results that were hoped for. It may be due to the fact that a much larger sample sized was used for the first analysis while this analysis only used the current CE list. Additionally, the smaller sample size of the current CE group made it hard to draw any conclusions about some groups.

The group met on November 20<sup>th</sup> to discuss this analysis. The group decided they wanted to continue with the current questions and not add more questions. They also want to include a question that directly asks about someone experiencing discrimination in the past. The hope is that asking this question will allow underserved populations to screen into PSH at a higher rate. Due to Fair Housing considerations, staff is seeking legal advice on using this question. In the meantime the working group will continue working on the prioritization process for Rapid Rehousing and Other permanent housing.

This work has required a lot of time for data analysis. HomeFirst has played a big role in this process. Their efforts are appreciated by staff and the work group. Due to these demands, staff directed HomeFirst to not



**SONOMA COUNTY**  
**HOMELESS**  
**COALITION**

do the quarterly evaluation for the next quarter. HomeFirst will restart these presentations when the redesign work is done.

Recommendation

None. Information only.