



EQUITY WORKING GROUP

Tuesday, November 14, 2023

from 2:00 – 4:00

Zoom Registration: <https://homebaseccc.zoom.us/join/91675318781>
<https://homebaseccc.zoom.us/join/91675318781>
VIRTUAL ONLY

Purpose: Increase awareness, community dialogue, and lead concrete actions to achieve equity throughout the homeless system of care.

Committee Members: Janae Thomas, Juno Hedrick, Keva Dean, Leslie Gleason, Pat Mims

AGENDA

TIME	AGENDA ITEM	PRESENTERS
5	I. Welcome and Roll Call	Jaime Jenett, H3
5	II. Review notes from October meeting	Jaime Jenett, H3
20	III. Update on materials roll out a. Flyer b. Website updates/landing page c. Videos d. FAQs	All
20	IV. Review and Input on Equity Tool For Trainings	All
10	V. Client Satisfaction Surveys	Jaime Jenett
45	VI. 2024 Work Plan Discussion	All
10	VII. Plan Agenda for December meeting	All
5	VIII. Next Steps	All

Next full Equity Committee meeting will be Tuesday, December 12 from 2 pm – 4 pm

Online registration: <https://homebaseccc.zoom.us/join/91675318781>
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COUNCIL ON HOMELESSNESS EQUITY WORK GROUP

November 11, 2023

WELCOME AND INTRODUCTIONS

Jaime Jenett, *H3*

REVIEW MINUTES

Jaime Jenett, *H3*

HIGHLIGHTS

Video

- CCTV

Flyer

- Took feedback
- Get CEI to do edits

FAQ docs

- JJ draft responses
- Either Equity committee or a sub-group of Keva, Jo, Juno, Jerry

2024 Workplan

- Reentry
- Using data

Amplifiers list

- JJ to update

UPDATE ON MATERIALS

Jaime Jenett, *H3*

VIDEO

- Working on budget
- Tone will be “welcome, come get started”
- Working with outside filmmakers
- Waiting on budget

FLYER

- Working with CEI on edits
- Won't launch until new website up

WEBSITE LANDING PAGE

- Volunteers to help think about?

FAQS

- Refine list of questions for Phase 1
- Will work with sub-group on editing and bring back
- Goal end of Q1

EQUITY TRAINING TOOL REVIEW

Jaime Jenett, *H3*

CLIENT SATISFACTION SURVEYS

Jaime Jenett, *H3*

2024 WORK PLAN DISCUSSION

Jaime Jenett, *H3*

DECEMBER AGENDA IDEAS

Jaime Jenett, H3

NEXT STEPS

Jaime Jenett, H3



QUESTIONS/ LAST THOUGHTS



EQUITY WORKING GROUP

Tuesday, October 10, 2023

from 2:00 – 4:00

Video:

Attended: Alex Atkinson (Hope Solutions); Elissa Villalobos (CCEB); Gerry La Londe-Berg (community member); Lucy Nelson (CC Behavioral Health); Lynna Magnuson (Caminar), Rachel Rosekind (Community member); Theresa Karr (Senator Dodd’s office); **STAFF:** Jaime Jenett

COH: Janae Thomas; Jo Bruno; Juno Hedrick; Keva Dean; Leslie Gleason
Pat Mims

MINUTES

TIME	AGENDA ITEM	PRESENTERS
5	I. Welcome and Roll Call	Jaime Jenett, H3
2	II. Review notes from September meeting	Jaime Jenett, H3
Draft description of Equity Committee: can start using it for description for Jan meetings. JJ to check in with Senior team if need any formal process.		
	III. Work Plan Check in	Jaime Jenett, H3
Accomplished goals from Q1 and Q2. For Q3 goals, close to done. Could do better job getting feedback on the new materials.		
10	IV. Review Flyer	Jaime Jenett, H3
<p>Showed flyer drafted by CEI based on input</p> <ul style="list-style-type: none"> - Leslie has wordsmithing feedback: Under 211, instead of “services” say “information”. For Trinity Center, say “Age 18+” - Theresa: GRIP “Families welcome” looks like only families. Maybe “families also welcome” - Jo: Can we change the black font on the bottom? Make it italics or block around it to set apart? - Pat: Underline “you will not be asked about your immigration status” or maybe add “legal status.” - <p>To Dos</p> <ul style="list-style-type: none"> - JJ to work with CEI to create Spanish version of flyer - Do more testing of draft - Check with CEI re using clients on flyer 		

20	V. Ideas for 2024 Equity Committee focus	All
<ul style="list-style-type: none"> • Jaime recapped process to develop 2023 Work Plan • Jo: PWLE, specifically focus on reentry population. Given disproportionate racial implications for reentry pop, if we focus on reentry/homeless intersection, will likely be focusing on BIPOC. • Pat: how embed reentry services in system of care. Very fragmented right now. Referrals not automatically happening across systems. People coming in from other counties and don't know about CC services or come through CC services and don't know all the reentry services available. • Keva: this may relate to group #3. Using data we have to address pops that show the need. • Rachael: more coordinated data collection and sharing approach through Office of Reentry and Justice. Provided info about a survey conducted by the Community Advisory board that was in the last CAB agenda packets re: in-custody, post-release, and provider • Alex: we are having a hard time learning from our own HMIS data. Important and would take a lot of effort. Joining data systems would be a BIG lift. NAEH released something today re data. Frustrated. • Juno: using data is super important and can help us decide how/what to choose. Data collection systems aren't perfect. Highlight what might not be captured- example re: trans clients is very low in part b/c we don't ask at intake. If we don't have the data that a group exists, then we can't see that they're experiencing inequities • Jo: Humanitarian data- tells a story. Missing stories/data for people with lived experience • Jaime: what might be an end goal of focusing on reentry population? <ul style="list-style-type: none"> ○ Jo: exit planning is terrible for incarcerated people. Can we improve exit planning relating to homeless services? ○ Keva: don't get too stuck on quality of data at this point ○ Pat: policy that improves integration. Training to know what triggers people to referred to reentry services or homeless services. Don't want it to be a phone call or waiting 3 days- want it to be faster. ○ Rachael: the surveys we did with Amplifiers and PWLE was helpful. Could we do a survey re: serving Justice Involved people and reach out to different departments. ○ Jo: we have Amplifiers identified that work with reentry. H3 and COH is setting policy/awareness/standard that agencies need to follow. • Jaime: maybe this group helps seed community conversations, identifying the questions that need to be answered to help reduce the inequities of people who are justice involved and facing homelessness. Referenced Homeless Workforce Integration Network as a possible model for better integration. Racial inequities are significant in both systems. • Alex: upstream issues that contribute to homelessness are way bigger than what we can control. • Jaime: at next meeting, can frame out a work plan relating to reentry and homelessness. 		
10	VI. Update on video	All

20	VII. Next steps for materials roll out <ul style="list-style-type: none"> a. Website updates/landing page b. Videos c. Flyer d. FAQs 	All
<p>Flyer is mostly done.</p> <p>Videos are key.</p> <ul style="list-style-type: none"> - JJ will reach out to CCTV to see how they can help us • Keva: will we be video taping an actual client? JJ: we'll likely do something like being a fly on the wall. • Jo: with the flyer, we should have community members to use on the flyer, not just a stock photo. Use our staff and clients in the video. Compensation if we use a client photo. • Jo: Is there a specific meeting re: video production? JJ: will meet with CCTV first and then come back to the group. Jo: how will we decide on who is in the video? JJ: TBD. <p>FAQ</p> <ul style="list-style-type: none"> - 1) who should be part of convo re: FAQs <ul style="list-style-type: none"> o - 2) what are the questions? <ul style="list-style-type: none"> o Keva: community facing questions are also important so don't delay those - 3) answers should be simple and accurate. <ul style="list-style-type: none"> o Jo: are all of the answers going to say "call 211"? Because a lot of people likely already called 211 and didn't have their problem solved. o JJ: could keep answers up to date instead of not just saying call 211 for things like safe parking programs. o Keva: 211 is a disappointment for many people seeking housing/housing assistance. Don't want to break trust by re-directing them to 211. Had many clients that called 211 and Keva would have to do the work as a social worker b/c 211 didn't have anything. o JJ: how help set expectations in these answers. Do we lead by saying "there are very few shelter beds" AND here's how you can find out about availability. Jo likes the answer we did for the Shelter question. Tell the raw truth. - Next steps for FAQs <ul style="list-style-type: none"> o JJ draft responses and then bring to either Equity committee or a sub group. o To help with draft: Keva, Jo, Juno, Jerry 		

10	VIII. Review Amplifiers list	All
	<ul style="list-style-type: none"> - Send survey to Keva to do it from Food Bank - Ask Bay Church to do survey - Forward Amplifier survey to all attendees and dropped in the chat - JJ to reach out to supervisors offices again - Theresa Karr- staffer in Senator Dodd's office putting together resource binder for people seeking services. JJ to follow up to make sure they have flyer, 	
10	IX. Plan Agenda for November meeting	All
	<ul style="list-style-type: none"> - Add description to top of agenda and Registration form - Jaime pull reentry data/racial data from HMIS? - Equity Training tool discussion - Client satisfaction survey report out? - JJ to bring drafts of FAQs - Video next steps - Will need quorum for this meeting 	
5	X. Next Steps	All
Keva: November is Hunger Month. Shared info about Food Bank fundraising event.		

Next full Equity Committee meeting will be Tuesday, December 12th from 2 pm – 4 pm
Online registration: <https://homebaseccc.zoom.us/meeting/register/tZEtceihqTkpG9EJtPcklOi-MBqwyOb4vdtF>

Strategies to Incorporate Equity into CoC Trainings

Background

This document outlines several short-term and longer-term strategies to ensure that standard CoC trainings in Contra Costa are thoughtfully designed with the lens of racial equity. The strategies listed are meant to provide tangible examples and they can be implemented in part, in whole, and/or customized to fit the needs of the community.

List of CoC Trainings

January - ?

February - Working with Clients with Criminal Histories

March - VAWA Compliance & Strategies for Serving Survivors of Domestic Violence

April - Harm Reduction

May - Housing First

June - Racial Equity and Homelessness (DEIB)

July - Connecting Clients to Mainstream Benefits

August - Fair Housing: Detecting and Preventing Discrimination

September - Connecting Clients to Employment

October - Trauma-Informed Care

November - ?

December - ?

Short-Term Strategies

Equity Work Group – Discussion and Recommendations

The goal is to utilize the expertise of the Equity Work Group to provide insights and improvements to the design of CoC trainings.

Possible activities:

- Meet with internal team to discuss how inequities may play out pertaining to each of the training topics
- Level set with Equity Work Group by providing a list of trainings in advance, that includes a brief description and initial thoughts and questions regarding equity issues pertaining to each training topic
- To make this more digestible for work group members and for staff, a partial slate of trainings (quarter or half a year's worth) can be discussed with the work group at a time
- Solicit recommendations from the work group that may inform how topics might be framed by each respective trainer, what local data may need to be prepared and presented, what discussion questions will be asked at the training, and other steps for future CoC action

Considerations:

- How many work group meetings would be necessary to properly discuss this item?
- Would recommendations need to be reviewed by CoH? Could they be implemented directly by staff?
- How can the staff planning process for trainings be adjusted to incorporate this?

Develop a Question Guide – To Inform the Planning Team and Trainers

The goal is to create a tool that can guide discussion and development of training content to ensure a racial equity lens.

Sample questions:

- How do inequities generally play out as it relates to this training topic? What does this look like specifically for Contra Costa?
- Are there particular subpopulation outcomes to examine more closely?
- Is there any data to pull in advance of the training to help illuminate this? Who would need to be involved in coordinating this? How much lead time is needed?
- Who might be best suited to present/speak on these equity issues? How might we involve people with lived experience of homelessness?
- What kind of progress has Contra Costa made to address inequities in this area?
- What barriers still exist? How might they be addressed?
- What discussion questions should be developed for the training, if any? How much time to allot for discussion? Who is best suited to facilitate discussion?
- What follow up is needed after the training, if any?

Considerations:

- Who else should provide feedback on the question guide (i.e., particular H3 staff/teams, Equity Working Group)?
- Who should be included in the process of utilizing the question guide to plan the trainings?
- How might this process impact the approach for working with trainers? How much additional lead time is needed? Does this impact the allotted training budget?

Longer-Term Strategies

- Create a follow up/separate space for discussions around the equity issues covered in trainings. Consider using time in existing meeting spaces (i.e., CoC Provider Meeting, CoC Executive Director Meeting)
- Build capacity among the Equity Work Group members to form a cadre of discussion facilitators (and trainers?) to help implement training content.
- Build mechanisms (i.e., memos, standing agenda item at Equity Working Group or other relevant spaces, annual report out to CoH) to ensure there is follow up when action items inevitably emerge.

COC PROGRAM
MODELS
UPDATES –
PARTICIPANT
SATISFACTION
SURVEY
RESULTS

Presenter:

Shelby Ferguson, H3

Role for Oversight Committee Members:

listen

Role for Community Members:

listen

RECAP



SURVEY



Required Questions

What program are you currently accessing?

How long have you been receiving services at that program?

How did you hear about those services?



Recommended Questions

Staffing

Informational

Safety

Physical Location

Open-Ended

SURVEY

- **450 surveys across the 7 CoC Program Models:**
 - CARE Centers – 43 surveys
 - CORE Outreach – 23 surveys
 - Emergency Shelters – 138 surveys
 - Prevention/Diversion – 13 surveys
 - Rapid Exit – 34 surveys
 - Rapid Rehousing – 27 surveys
 - Permanent Supportive Housing – 172 surveys

RESULTS

How long have you been engaged in services?

- **72%** have been engaged in services 6 months or more

How did you hear about services?

- **29%** - Other service providers
- **26%** - CALL/CARE/CORE flyer
- **25%** - 211 call line or website
- **14%** - Informal networks: friends/family or social/religious/cultural groups

RESULTS – STAFFING ACROSS ALL MODELS



Positives

88% said staff treats them with dignity and respect 'Always' or 'Most of the Time'

89% said they feel welcomed by staff 'Always' or 'Most of the Time'



Areas for Improvements

77% said staff empowers and supports them in achieving their goals 'Always' or 'Most of the Time'

73% said staff understand how to meet their needs 'Always' or 'Most of the Time'

RESULTS - INFORMATIONAL



Areas for Improvements

79% said they 'always' or 'most of the time' felt confident in where to get their questions answered

70% said they 'always' or 'most of the time' knew how to access services offered in the program they were engaged in

RESULTS- PHYSICAL LOCATION

- 'Always' or 'Most of the Time'
 - 80% said the building feels safe
 - 83% said it is easy to get to the building
 - 80% said the building is clean





SATISFACTION ACROSS ALL MODELS

97% *said they would recommend services to others*

QUALITATIVE DATA – POSITIVES

“Every time when I go to GRIP for services the staff always know how to provide services and so patiently listen and take time to help me.”

“Excellent place to heal, rebuild, and move on” (Delta Landing)

“Providing a safe place to change my life”

“Treating me with respect as a person and not as a homeless person, me as a person wanting to get on my own two feet.”

“My experience with Shelter Inc has literally been life-changing. They are very caring and compassionate people. And they have made a huge impact in my life.”

“Just extremely grateful for my case manager, for advice and support. Always feel respected and cared for, I’m glad she enjoys she enjoys her job. Too grateful for people like her.”

QUALITATIVE DATA- AREAS FOR IMPROVEMENT

- “I feel like for the people looking for work this program should have on-site job recruitment or a job center. So that way people can find easy work when they've just arrived or struggling to find work.”
- “Public Transportation Assistance, Job Seeking & Placement”
- “Help with application fees for housing”
- “Enforce rules and be more hands on”
- “Barber and food pantry on site”
- “Maybe if staff had direct access to social services/social assistance”
- “More housing and shelter beds”

NEXT STEPS - IMPROVEMENTS

Areas for Improvement

- Participants not knowing what services are available within the program they are enrolled in
- More services like haircuts, food and clothing pantry and job training (shelter and rapid rehousing)
- Staff being inconsistent or not knowing community resources
- More housing and shelter beds

Strategy to Address

- NEW services flyer for each program outlining services available
- Connect with community resources to fill these gaps and bring on-site
- CoC trainings and ensuring each agency has an onboarding checklist of trainings needed for new staff
- Increasing Warming Center beds & permanent housing resources like El Portal

LESSONS LEARNED – IDEAS FOR NEXT YEAR

Paper format preferred

Ensuring paper format is translated to Spanish

Increase accessibility by aiming for 5th grade reading level

Draft 2024 Equity Committee Work Plan

Committee purpose: *Increase awareness, community dialogue, and lead concrete actions to achieve equity throughout the homeless system of care*

Possible Rols

Who is leading concrete actions in our CoC

- Funding: scoring tools
- Governance: Bylaws, # and type of seats
- HMIS Policy: Policy decisions
- Nomination: # and type of seats, application, application process
- Oversight

What Equity Committee could do

- Learn
- Input
 - o Communication tools
 - o Equity tool for CoC trainings
 - o Policy (Nominating, HMIS, Funding)
 - o Review youth needs assessment, PIT, Annual report
- Monitor
 - o Make sure the other committees have an equity lens and gotten their input.

Build sections in agendas

- Learning
 - o Could focus on specific population, like Reentry.
- Review of COH work
 - o Each committee
- Input/planning

By Dec 31, 2024, Equity Committee will have provided equity focused input to all COH committees and Working Groups, partnered on equity focused projects and strengthen relationships with partners essential to increasing equity.

- Review COH staff report for each meeting to flag areas for engagement.
- Have Equity committee members who are on different committees be liaisons and report back to Equity Committee
- Measures: # of action items presented to the COH that received Equity input.

Q1		Month	Committee	Presenter	Measurement
Learn	Understand impact of HUD data			RED Team	

	standards changes on Equity data collection				
Learn	Reentry 101				
Learn	Primer on Equity in Performance Dashboards (Shelby) -			Shelby	
Input	Finalize input on Equity training tool	January		Jaime J.	
Input					
Input					
Monitor					
Monitor					
Monitor					
Q2					
Learn					
Input	Review Funding Committee recommendations (April/May)		Funding		
	Nominating supplemental and rubric		Nominating		
Monitor					
Q3					
Learn					
Input	Annual report and PIT Equity Data				
Monitor					
Q4					
Learn					
Input	PIT Methodology		PIT Committee		
Monitor					