



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

AGENDA

Date: Thursday October 20, 2022, 3 pm – 5 pm

Location: Join the meeting via Zoom

<https://us02web.zoom.us/j/88390958554?pwd=bEp5ZEFac0ROWmVUYldPdGZ3cE84Zz09&from=addon>

Call in information:

1-669-900-6833

Meeting ID: 883 9095 8554

Passcode: 748531

Time	Agenda Item	Presenter/Facilitator
3:00	<ul style="list-style-type: none"> • Welcome and Introductions 	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> • Review and Approval of Minutes 	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> • Public Comment - Open Period for public comment on items discussed or not listed on the agenda. 	- <i>Members of the public</i>
3:10	<ul style="list-style-type: none"> • Preview: 2023 Workplan – Preview of upcoming work to develop Committee’s 2023 workplan 	- <i>Jamie Schecter, H3</i>
3:30	<ul style="list-style-type: none"> • Referral Checklist Update – Update on referral checklist PDSA and plan next steps 	- <i>Shelby Ferguson, H3</i>
3:50	<ul style="list-style-type: none"> • Unsheltered Data Metrics – Review of metrics from Unsheltered Dashboard with latest quarter data 	- <i>Jamie Klinger, H3</i>
4:45	<ul style="list-style-type: none"> • Next Steps 	- <i>All</i>
4:50	<ul style="list-style-type: none"> • Announcements 	- <i>All</i>

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Contra Costa Council on Homelessness to a majority of members less than 72 hours prior to that meeting are available for public inspection at 2400 Bisso Lane, Building D, 2nd Floor, Concord, CA 94520 during normal business hours. Public comment may be submitted via electronic mail on agenda items at least one full workday prior to the published meeting time. The Contra Costa Council on Homelessness will provide reasonable accommodations for persons with disabilities planning to attend meetings. Contact the H3 office at least 72 hours before the meeting: Phone: (925) 608-6700; Email: cchomelesscouncil@cchealth.org



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

Commonly Used Acronyms and Terms

Acronym	Definition
APR	Annual Performance Report (for HUD homeless programs)
BOS	Board of Supervisors (Contra Costa County)
BCSH	California Business Consumer, Services and Housing Agency
CARE	Coordinated Assessment and Resource
CCACS/CCYCS	Contra Costa Adult Continuum of Service/ Contra Costa Youth Continuum of Services (H3 programs)
CDBG, CDBG-CV	Community Development Block Grant (federal and state programs) and the federal Community Development Block Grant CARES Act coronavirus allocation.
CESH	California Emergency Solutions and Housing program (state funding)
COH	Council on Homelessness
Continuum of Care (CoC)	Continuum of Care approach to assistance to the homeless. Federal grant program promoting and funding permanent solutions to homelessness.
Con Plan	Consolidated Plan, a locally developed plan for housing assistance and urban development under CDBG.
CES/CE	Coordinated Entry
CNWS	Concord Naval Weapons Station
CORE	Coordinated Outreach Referral, Engagement program
COVID-19	Coronavirus
DCD	Contra Costa Department of Conservation and Development
DOC	Department Operations Center
CDSS	California Department of Social Services
EHSD	(Contra Costa County) Employment and Human Services Division
EOC	Emergency Operations Center
ESG and ESG-CV	Emergency Solutions Grant (federal and state program) and the federal Emergency Solutions Grant CARES Act coronavirus allocation.
FMR	Fair Market Rent (maximum rent for Section 8 rental assistance/CoC grants)
HCD	Housing and Community Development (State office)
HCFC	Housing Coordinating and Financing Council (state governing board under BCSH)
HEAP	Homeless Emergency Aid Program (state funding)
HEARTH	Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009
HHAP	Homeless Housing and Assistance Program (state funding);
HMIS	Homeless Management Information System
HOME	Home Investment Partnerships (CPD program)
Homekey	California funding to support development of interim and permanent housing
HUD	U.S. Department of Housing and Urban Development (federal)
MHSA	Mental Health Services Act



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

NOFO	Notice of Funding Opportunity
PHA	Public Housing Authority
Project Roomkey	COVID-related State funding program to support de-congregating homeless shelters using hotels/motels.
PSH	Permanent Supportive Housing
PUI	Persons Under Investigation
RFP/RFQ/LOI	Request for Proposal/Request for Qualifications/Letter of Intent related to funding opportunities
RRH	Rapid Rehousing
SAMHSA	Substance Abuse & Mental Health Services Administration
SRO	Single-Room Occupancy housing units
SSDI	Social Security Disability Income
SSI	Supplemental Security Income
TA	Technical Assistance
TAY	Transition Age Youth (usually ages 16-24)
VA	Veterans Affairs (U.S. Department of)
VASH	Veterans Affairs Supportive Housing
VI-SPDAT	Vulnerability Index – Service Prioritization Decision Assistance Tool

Contra Costa County COVID-19 Resources:

Please see below for additional resources on COVID-19.

Health Services COVID Data Dashboard- <https://www.coronavirus.cchealth.org/dashboard>

Health Services Homeless Specific Data Dashboard- <https://www.coronavirus.cchealth.org/homeless-dashboard>

Health Services COVID Updates- <https://www.coronavirus.cchealth.org/health-services-updates>

Health Services Homeless-Specific COVID Resources -<https://www.coronavirus.cchealth.org/for-the-homeless>



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATIONS COMMITTEE

October 20, 2022, 3:00 – 5:00

WELCOME & INTRODUCTIONS

Matt Mitchell, Focus Strategies

PATH Innovations Committee is comprised of a diverse group of community stakeholders and CoC partners who commit to leading, monitoring, implementing, and assigning priorities to reduce unsheltered homelessness by 75% by the end of 2024.

INTRODUCTIONS

PATH Innovations Committee Members

H3 Staff

Community Solutions

Homebase

Focus Strategies

Stakeholders

REVIEW & APPROVE MINUTES

Matt Mitchell, Focus Strategies

ACTION ITEMS

- Approve minutes from the September 16, 2022 PATH Innovations Committee meeting.
- Approve amended minutes from the August 18, 2022 PATH Innovations Committee meeting.



PUBLIC COMMENT

Matt Mitchell, Focus Strategies

Open period for public comment on items discussed or not listed on the agenda.

PREVIEW: 2023 WORKPLAN

Jamie Schechter, H3

2023 COMMITTEE WORKPLAN

By the end of December, all Council on Homelessness Committees will develop workplans for calendar year 2023

The workplans will:

- Outline the Committee's activities for the year
- Clarify connections between activities and the Committee's objectives
- Roll up to a high-level workplan for Council on Homelessness

2023 COMMITTEE WORKPLAN

Discussion questions:

- What would a useful workplan look like?
- What is the right balance between a detailed plan and preserving flexibility for new ideas?
- How can we use a workplan as a tool for bringing additional clarity to the Committee's work?

Next step:

- Begin developing CY 2023 workplan in November meeting by building on Committee's original "theory of change"

REFERRAL CHECKLIST PDSA UPDATE

Matt Mitchell, Focus Strategies

Shelby Ferguson, H3

RECAP: PDSA CYCLES

What is PDSA?

Iterative method for continually improving processes

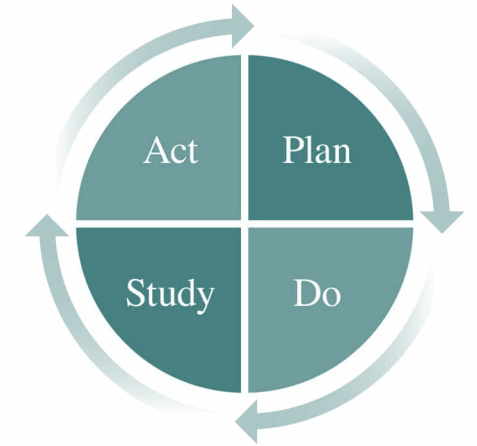
Plan – What change will we test? What do we think will happen?

Do – Carry out the test on a small scale; document what happens

Study – Analyze the results of the test; compare to the hypothesis

Act – Refine the change based on what we learned

Repeat!



RECAP: REFERRAL CHECKLIST PLAN

Purpose:

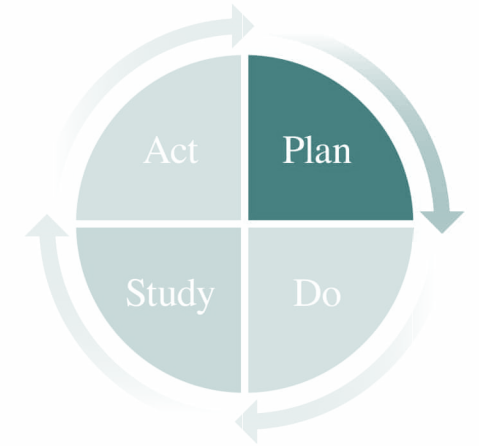
- Refine referral process to improve access to Prevention/Diversion

Change to Test:

- Develop brief checklist of referral requirements to improve quality and consistency of referrals to Prevention/Diversion
- Conduct pilot test of checklist with 211

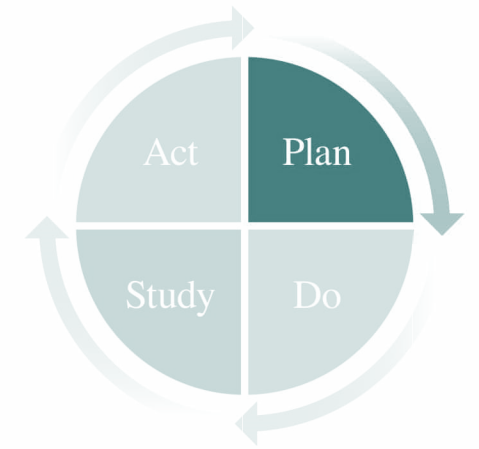
Prediction:

- Increase successful referrals; decrease unsuccessful referrals
- Feedback from service provider: better quality referrals

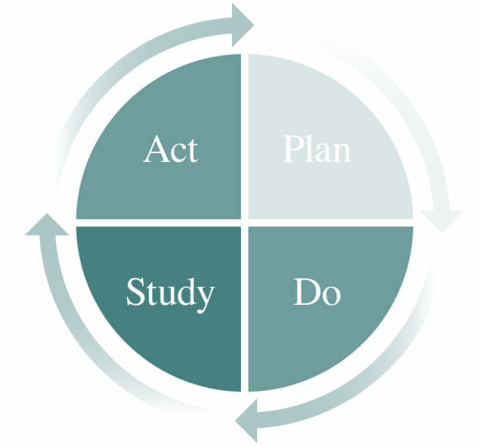


CURRENT STATE: PREVENTION/DIVERSION REFERRALS

- What is working well for 211?
- How does 211 decide whether to refer to Prevention/Diversion?
- How might a checklist improve the referral process?



NEXT STEPS: REFERRAL CHECKLIST



Do:

- H3 and providers create Checklist v.1
- Test the checklist with 211

Study:

- How do the results compare to the prediction?
- What did we learn from the test?

Act:

- Identify next steps based on learnings

UNSHELTERED DATA DASHBOARD

PATH INNOVATIONS QUARTERLY REPORT

REPORT PERIOD: April 1, 2022 – June 30, 2022

DATA RUN: October 4, 2022



UNSHELTERED DASHBOARD: April-June, 2022

HH experiencing unsheltered homelessness

During quarter : **2,896**
At end of quarter: 1,980 (68%)



HH from unsheltered to permanent housing: 70 (3% of unsheltered)

HH from unsheltered to shelter: 116 (7% of unsheltered)



Average length of time

Sheltered: 184 days
Unsheltered: 191 days



HH from shelter to permanent housing: 117 (16% of 721 sheltered HH)



HH becoming unsheltered from shelter: 108 (4% of unsheltered)

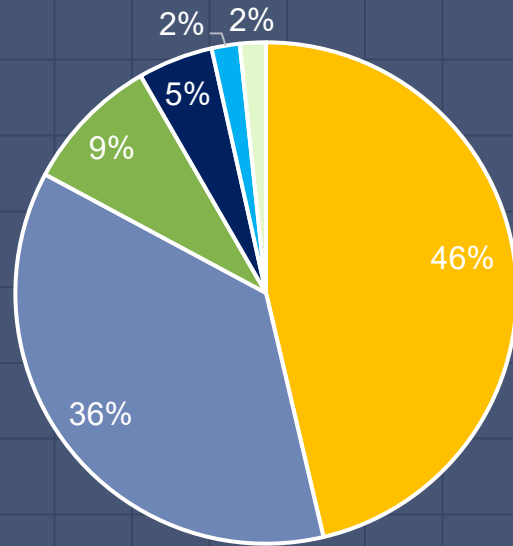
HH becoming unsheltered from housing: 48 (2% of unsheltered)



HH experiencing unsheltered homelessness for first time: 115 (4% of unsheltered)



Unsheltered HoH Race and Ethnicity (April - June, 2022)



- White (N=1,301 HH)
- Black/African American/African (N=1,026 HH)
- American Indian/Alaska Native/Indigenous (N=248 HH)
- Multiple Races (N=136 HH)
- Native Hawaiian/Other Pacific Islander (N=51 HH)
- Asian American/Asian (N=47 HH)

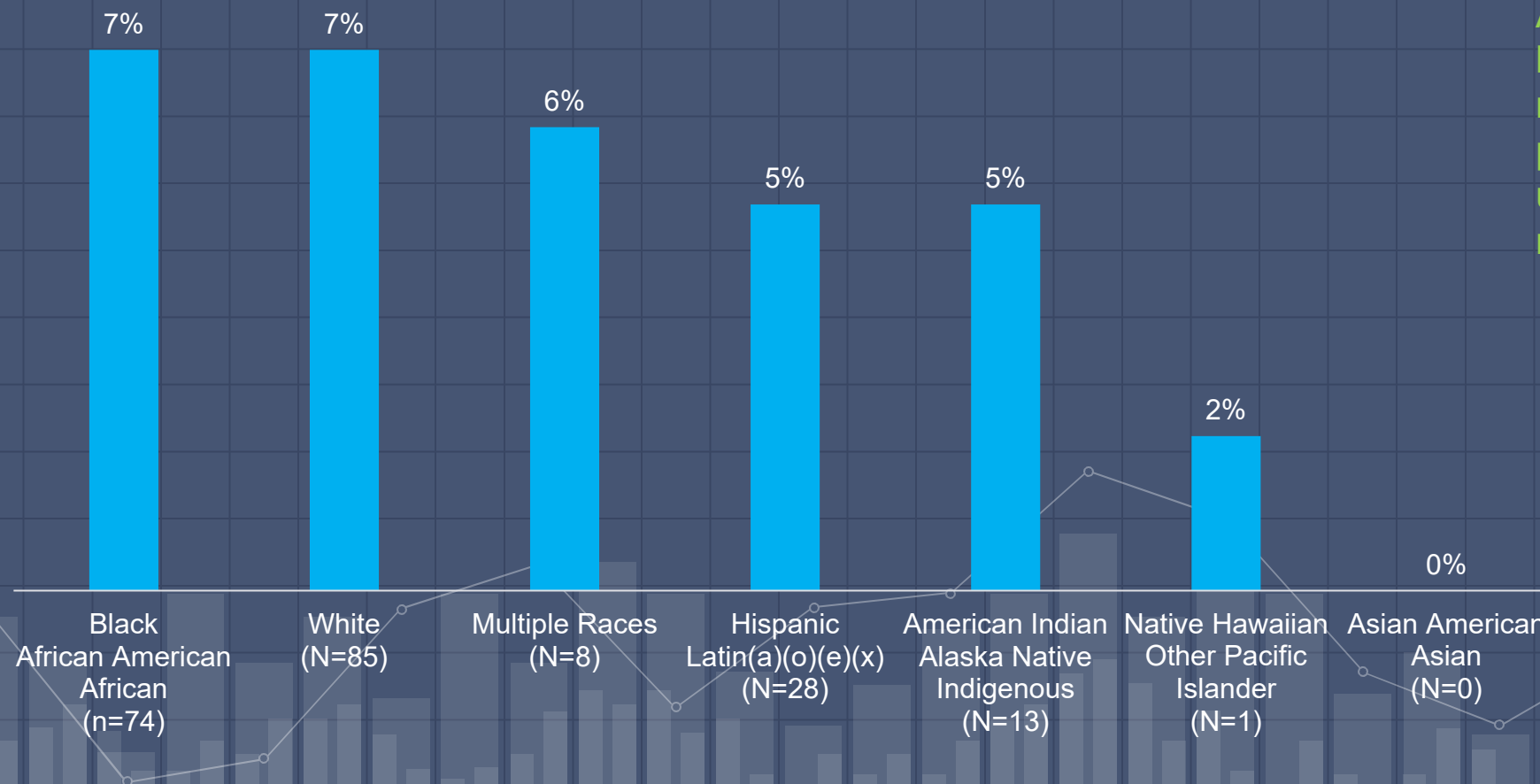
18% were Hispanic/
Latin(a)(o)(e)(x)
(N=523 HH)

85% had disabling
condition (N=2,450 HH)

Exited to Shelter or Permanent Housing

% of Unsheltered Households with Exits to Shelter or Permanent Housing, by Race, April – June 2022

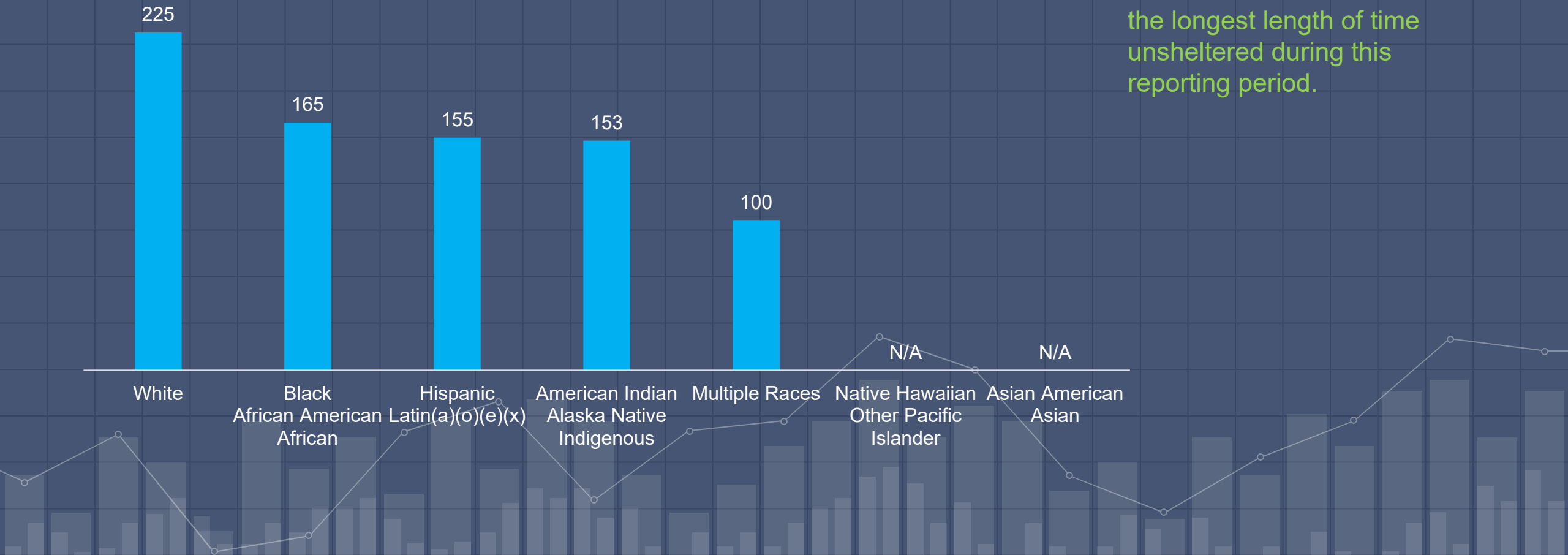
Black/African American/African and White households had the highest rates of exit to shelter or permanent housing from unsheltered during this reporting period.



LOT Unsheltered, by Race and Ethnicity (April - June, 2022)

Number of Days Unsheltered Prior to Shelter

White households have the longest length of time unsheltered during this reporting period.



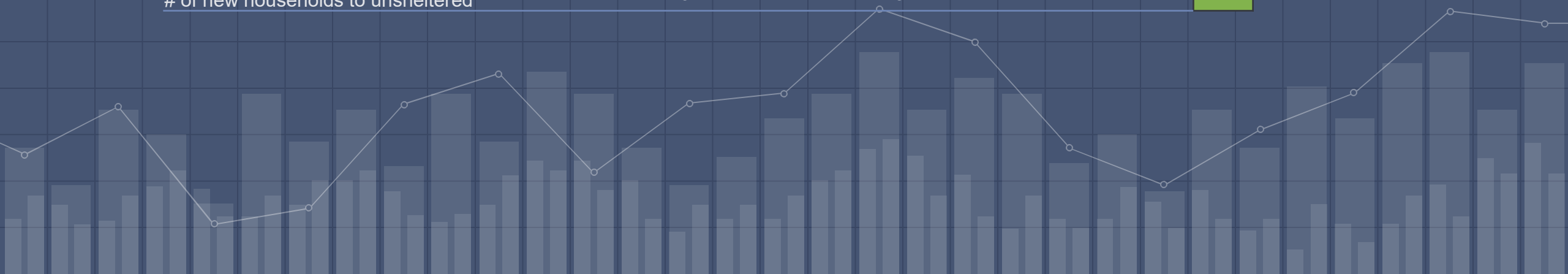
Take-Aways (April-June, 2022)

- Low % of exits from unsheltered to shelter (7%) or permanent housing (3%)
 - % of exits from unsheltered to shelter/permanent housing ranged from 0% to 7% across race/ethnicity
- Low % of unsheltered that were **new** to unsheltered (4%)
- Wide range in # of days unsheltered across race/ethnicity with White having the longest (225 days)



Changes from Previous Quarter

	Jan-March 2022	April-June 2022	% change	
# <i>at end</i> of report period	2,486	1,980	-20%	Green
# served <i>during</i> report period	3,422	2,896	-15%	Green
# unsheltered to perm housing	94	70	-26%	Red
# unsheltered to emergency shelter	231	116	-50%	Red
# sheltered to permanent housing	98	117	19%	Green
# ES/PH to unsheltered	248	193	-22%	Green
# of days sheltered	169	184	9%	n/a
# of days unsheltered	283	191	-33%	Green
# of new households to unsheltered	194	115	-41%	Green



Take-Aways (changes from previous quarter)

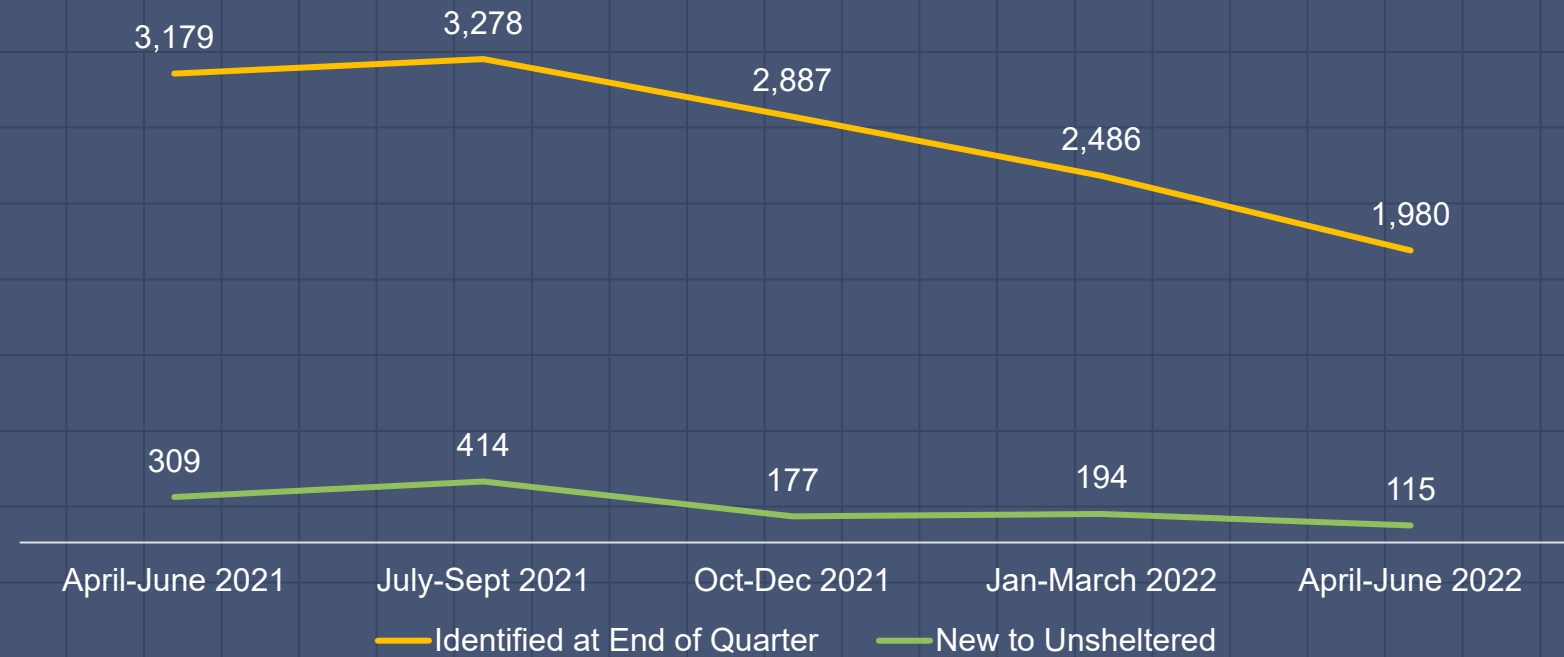
- Decrease in # of unsheltered during report period (20% decrease) and end of report (15%)
- Decrease in # of exits to shelter (50%) and to housing (26%)
- Increase in exits from shelter to housing (19%)
- Decrease in # of unsheltered from shelters or housing (22%)



Unsheltered Trends

June 2021 to June 2022:

- 38% decrease in number of unsheltered at end of quarter
- 63% decrease in number of new to unsheltered during the quarter



NEXT STEPS

Matt Mitchell, Focus Strategies

ROADMAP THROUGH DECEMBER 2022

By December 2022, the PATH Innovations Committee will:

- Develop work plans for prioritized bodies of work
- Assess progress of initiatives
- Review unsheltered metrics quarterly
- Set priorities for Calendar Year 2023



ANNOUNCEMENTS

UPCOMING MEETINGS

- **PATH Innovations Committee Meetings**
 - 3rd Thursday of each month, 3:00-5:00
 - November 17
 - December 15
 - January 20



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

MINUTES

Date: Thursday, August 18, 2022, 3 pm – 5 pm

Recording of Discussion:

<https://us02web.zoom.us/rec/share/Lq1H1NbVYc0eKLSXyFIQ0XeoqdtjU1ZrOPxOkaJOnb1nA5wJ4HGyyAzcpZTnvuZI.EknOJSKwAB4WVxe6>

Passcode: UAd&OC1m

Time	Agenda Item	Presenter/Facilitator
3:00	<ul style="list-style-type: none"> • Welcome and Introductions 	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> • Review and Approval of Minutes 	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> • Public Comment - Open Period for public comment on items discussed or not listed on the agenda. 	- <i>Members of the public</i>
3:10	<ul style="list-style-type: none"> • Presentation: Prevention and Rapid Exit Program Models 	- <i>Shelby Ferguson, H3</i> - <i>Dana Ewing, H3</i>
3:20	<ul style="list-style-type: none"> • Presentation: Prevention Current State • Discussion: Problem Identification and Solutions 	- <i>Shelby Ferguson, H3</i> - <i>Dana Ewing, H3</i> - <i>Matt Mitchell, Focus Strategies</i>
3:50	<ul style="list-style-type: none"> • Presentation: Rapid Exit Current State • Discussion: Problem Identification and Solutions 	- <i>Shelby Ferguson, H3</i> - <i>Dana Ewing, H3</i> - <i>Matt Mitchell, Focus Strategies</i>
4:20	<ul style="list-style-type: none"> • Discussion: Shared Improvement Opportunities for Prevention and Rapid Exit 	- <i>Matt Mitchell, Focus Strategies</i>
4:45	<ul style="list-style-type: none"> • Next Steps 	- <i>All</i>
4:50	<ul style="list-style-type: none"> • Announcements 	- <i>All</i>

Welcome and Introductions

Committee Members in Attendance: Deanne Pearn, Jo Bruno, Juno Hedrick, Margaret Schiltz, Shawn Ray, Teri House, Tony Ucciferri, Wayne Earl

Staff and Consultants: Jamie Schechter (H3), Dana Ewing (H3), Shelby Ferguson (H3), Jamie Klinger (H3), Hana Gossett (Focus Strategies), Matt Mitchell (Focus Strategies), Diego De La Peza (Focus Strategies), Michele Byrne (Homebase), Nate French (Community Solutions)



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

Review and Approval of Minutes

Seeking approval of the minutes from the June 16, 2022 and July 21, 2022 PATH meetings. Teri House made a motion to approve the minutes. Shawn Ray seconded that motion.

Wayne Earl noted that the June meeting minutes had not been included in the August meeting packet. Jill Ray confirmed that a vote should not be held on materials not included in the meeting packet, even if previously posted.

Teri House amended her motion to approve only the July meeting minutes. Shawn Ray seconded that motion.

A vote was held and the motion passed with six committee members in favor of approving July's meeting minutes and two abstaining from the vote.

Approval of the June meeting minutes was postponed until the September meeting.

Public Comment - Open Period for public comment on items discussed or not listed on the agenda.

No Public Comments

Meeting Goal

Matt Mitchell reviewed the agenda and explained that the goal of the meeting was to provide more context into the current state of Prevention and Rapid Exit and brainstorm potential action items or areas for improvement for the two programs.

Prevention & Rapid Exit Overview

Shelby Ferguson presented an overview of the Prevention and Rapid Exit program models. She explained the target population of Prevention were people at risk of becoming homeless in the next two weeks, while Rapid Exit targets those who are already in the homelessness response system and have identified a potential housing solution. Both interventions focus on providing one-time financial assistance and on-going case management to help maintain or find stable housing. The interventions have different referral sources, with Prevention referrals coming from 211 while Rapid Exit referrals coming from CORE or other agencies providing case management.



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

Prevention

Dana Ewing presented 2021 data for participants served through Prevention and clarified questions from the Committee about who was included in the numbers. Answering Wayne Earl's question about length of time between referral and prevention services, Bertha Lopez explained that their program staff aim to contact referred participants before 48 hours after the referral is made.

Bertha Lopez provided an overview of the trajectory of participants' Prevention services and their approach to finding the best solution. She mentioned staff began by trying to discuss all possible housing solutions with participants and understanding their needs to refer or connect them with other resources.

Discussion: Prevention

A discussion was held to help clarify Prevention services and begin brainstorming possible areas of improvement for the program. The Committee asked questions around the availability of recurring services, referrals to other resources, and what is considered a successful outcome of the program.

Shawn Ray was interested in exploring why the racial composition of participants accessing Prevention services does not match with the racial composition of unsheltered individuals. He wondered if there needs to be targeted messaging to certain populations about Prevention services.

Wayne Earl was interested in seeing more recent data on Prevention to help assess the current situation. Dana Ewing mentioned that data could be explored monthly.

Prevention: Opportunities and Potential Action Items

Matt Mitchell transitioned the discussion into a conversation about potential areas of opportunity to improve Prevention services. He shared a digital white board to help guide and document the ideas from Committee members and noted points that had been previously raised in the discussion.

At the request of Wayne Earl, Samantha Quinn provided some insight as to what the challenges are for direct service providers, highlighting funding constraints and referral difficulties. Bertha noted that the challenge of obtaining proper documentation delays the process of participants obtaining stable housing.

Jo Bruno raised some of her concerns with the homelessness response system. As a person with lived expertise of homelessness, she sees how difficult it is to navigate the system and find landlords who are willing to work with housing services and be flexible to help people obtain housing.

Committee members and Hume Center staff discussed the difficulties of finding available housing and working with landlords/property management companies. Concerns were raised about how strict criteria for who can receive Prevention services makes it difficult to serve more people through those services. Bertha explained that their agency is seeing people who need financial help for rent subsidy, as



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

well as for rent backlog. Sometimes the amount of rent backlog is so high that it falls outside the range that Prevention services can provide.

Throughout the discussion, the Committee identified the following as areas of opportunity to improve Prevention services:

- Continuous staff training on referrals and triage
- Increased Collaboration between referral partners and Prevention staff
- Find ways to assist earlier to avoid crisis
- Furthering partnerships with eviction prevention programs
- Connect to more resources in East County
- Improve outreach and messaging around Prevention services
- Address disparities in back debt

Rapid Exit

Samantha Quinn provided an overview of Rapid Exit and explained that participants referred to Rapid Exit already have already identified solutions for stable housing with their case managers. The Committee discussed the importance of ensuring the identified solutions are a safe place for participants.

Dana Ewing presented data on 2021 Rapid Exit participants and outcomes. The Committee discussed interpreting exits to literal homelessness from Rapid Exit and the differences between exits from Rapid Exit and exits from the homelessness system.

Discussion: Rapid Exit

Rapid Exit provider staff mentioned that a lack of resources was a challenge, similar to Prevention services. They explained that it was easier to connect people to Rapid Exit, when compared to Prevention, because Rapid Exit serves people already connected to the homelessness response system. The Committee discussed the additional resources that Rapid Exit participants are connected too and inquired about referral partners who do a good job referring qualifying participants to Rapid Exit.

Teri House and Jo Bruno mentioned the need for increased services in East County and brainstormed potential solutions for increasing funding and partnering in the area.

Rapid Exit: Opportunities and Potential Action Items

The Committee identified the following as following as areas of opportunity to improve Rapid Exit services:

- Harm reduction and increasing levels of security



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

- Increase training of law enforcement on resources for those living in their vehicle
- Increase education on how to navigate through the system
- Learn from staff who make successful referrals
- Create templates or checklists for referral partners
- Expand staffing, resources, and referral partners
- Prioritize funding and services in East County

Shared Improvement Opportunities

The Committee discussed the overlap in improvement opportunities between Prevention and Rapid Exit and how many of the interventions mentioned above can apply to both programs.

Announcements

Jamie Schecter announced a CoC Training happening Monday August 21, 2022 around funding and encouraged all to attend.

Upcoming Meetings:

- The September to be rescheduled
- October 20, 2022 from 3-5
- November 17, 2022 from 3-5 PM

Additional Attendees

In addition to the facilitators, H3 staff, and Committee members listed, the following people attended the Zoom session:

- Bertha Lopez (Hume Center)
- Samantha Quinn (Hume Center)
- Jill Ray (Office of Supervisor Candace Anderson)
- Carl Mason



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

MINUTES

Date: Friday September 16, 2022, 1 pm – 3 pm

Recording of Discussion:

https://us02web.zoom.us/rec/share/_Ypq6d-imWzF3FpaqiRXcoEVg5xMSBccGnFhA2hlnDskCv7XHCYfRoRrxu1v4H0Xy.7-qHdXn848lIXBLb

Passcode: *705Amzb

Time	Agenda Item	Presenter/Facilitator
1:00	<ul style="list-style-type: none"> • Welcome and Introductions 	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> • Review and Approval of Minutes 	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> • Public Comment - Open Period for public comment on items discussed or not listed on the agenda. 	- <i>Members of the public</i>
1:10	<ul style="list-style-type: none"> • Review of Progress – Recap of Committee’s work fiscal year to date 	- <i>Matt Mitchell, Focus Strategies</i>
1:30	<ul style="list-style-type: none"> • Strategies for Improvement – Proposed strategies for improving Prevention/Diversion and Rapid Exit services to reduce unsheltered homelessness 	- <i>Jamie Schechter, H3</i>
2:00	<ul style="list-style-type: none"> • Plan-Do-Study-Act – Develop plans for small tests of change to improve Prevention/Diversion and Rapid Exit 	- <i>Matt Mitchell, Focus Strategies</i>
2:45	<ul style="list-style-type: none"> • Next Steps 	- <i>All</i>
2:50	<ul style="list-style-type: none"> • Announcements 	- <i>All</i>

Welcome and Introductions

Committee Members in Attendance: Jo Bruno, Wayne Earl, Juno Hedrick, Teri House, Deanne Pearn, Shawn Ray, Margaret Schiltz

Staff and Consultants: Jamie Schechter (H3), Dana Ewing (H3), Shelby Ferguson (H3), Tracy Bennett (Focus Strategies), Matt Mitchell (Focus Strategies), Diego De La Peza (Focus Strategies), Michele Byrne (Homebase)

Review and Approval of Minutes

Margaret Schiltz made a motion to approve the minutes from the June 16, 2022 and August 18, 2022 PATH meetings. Jo Bruno seconded that motion.



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

A vote was held and the motion passed unanimously with six committee members voting in favor of approving both meeting minutes. Teri House was not present during the vote.

Public Comment - Open Period for public comment on items discussed or not listed on the agenda.

No Public Comments

Review of Progress

Matt Mitchell provided an overview of the progress the committee has made this fiscal year. He reminded the committee that the Prevention and Rapid Exit programs had been voted as the priorities of focus for the fiscal year. Matt reviewed the two programs, provided a simple snapshot of the data dashboard, and gave an overview of the areas of opportunities identified during the August meeting.

Teri House and Shawn Ray noted expanded referral sources and obtaining qualitative data as areas of opportunity previously identified but not mentioned by Matt.

Strategies for Improvement

Jamie Schecter explained that using the discussion from the August PATH Committee meeting, funding, tools and process strategies, and outreach had been identified as areas of opportunity with concrete action items by H3 and Focus Strategies. Jamie explained the goal of this meeting would be to go over those identified areas and present a plan of action using the Plan Do Study Act (PDSA) method for testing change.

Funding

Jamie explained how the Special NOFO and Measure X were funding opportunities that could be leveraged to help improve Prevention and Rapid Exit services. Wayne Earl raised a concern about ensuring funds are long term to help with improving services. Jamie responded that although she understands Wayne's point, H3 is unsure about what funding structure will look like in future years as HUD can make changes to the structure in the future.

Two action items were identified by H3:

1. H3 will provide an update about the collaborative process for applying for the Special NOFO in the November PATH meeting.
2. Committee members were encouraged to participate in Measure X's community input session to be scheduled at a later date.



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

Tools and Processes

Jamie presented the idea of developing a checklist to improve the quality of referrals and as a starting point for testing the referral “bottle neck” hypothesis. Jamie discussed the metrics that could be impacted by the referral checklist and future plans to use HMIS data to identify its impact to referrals.

The Committee engaged in a discussion about how to improve and expedite referrals, with Wayne Earl suggesting that increasing partnerships between referral partners and other community partners could be beneficial. Shawn Ray and Jaime also discussed the role of CORE and difficulties in successful outreach.

Outreach and Community Messaging

Jamie Schecter discussed the need for understanding current landlord engagement and how creating a community outreach calendar might be a good way to increase outreach to potential partners. Jill Ray mentioned the Police Chief Association and the California Department Association as potential groups to target.

Discussion on Strategies for Improvement

The committee engaged in a discussion related to the proposed target areas. Deanne Pearn provided recommendations around how to best think through some of the issues discussed, such as focusing on quality of services rather than quantity, focusing on what the committee and CoC can provide to landlords to encourage engagement, and ensuring Coordinated Entry is at the forefront of any changes to referrals.

Jo Bruno asked for clarification between the terms partners and providers. The committee discussed the two terms and agreed that providers tend to be direct service providers part of HMIS while partners are other potential resources in the community.

Plan Do Study Act

Matt Mitchell transitioned the meeting to a PDSA activity, an activity to help the committee specify the expected outcomes that will be tested for the action items described by Jamie. Matt reviewed PDSA cycles and how H3 plans to implement PDSA cycles in the Committee’s work.

Referral Checklist PDSA

The Committee members asked clarifying questions about what PDSA would look like for the referral checklist, what work is currently in place, and what work has been explored to help make the decision.

The Committee said they expected to see less, but more successful, referrals if the referral checklist does help improve referrals to Prevention and Rapid Exit.



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

Stephanie Stovall identified some of the challenges in referrals and how participants sometimes feel like they are referred to the same services without successful outcomes. Committee members agreed and discussed a plan to consult with providers and 211 first to see their perspectives on the referral process and how it could be improved. They also mentioned the need for feedback from a diverse set of participants to help understand their perspective during the referral process. Wayne mentioned this was an important step to make the system more human centric and less system centric.

The Committee agreed that testing a referral checklist was the first step to help drive this work forward and help the Committee explore other potential issues within the referral process for Prevention and Rapid Exit.

Outreach Calendar PDSA

Matt introduced the next PDSA activity related to changes in outreach and messaging. Wayne noted the CoC has been doing a good job at allowing providers to present their services during the monthly provider meeting. The Committee agreed that it may be beneficial to open these meetings to more partners. Jamie said she would clarify messaging and outreach to include more partners and providers in these meetings. Margaret agreed that making language more inclusive could help increase the reach of the messaging.

The Committee agreed to help identify partners who would be beneficial to include in messaging and partnerships. Jo Bruno spoke about how creating new paths and connections with outreach is beneficial for increasing compassion and hope within the system. Wayne noted Homelessness Awareness Month is coming up and can help elevate the Committee's outreach efforts.

The Committee agreed the metric for this PDSA activity would be to track the number of partners, especially new partners, that are attending the monthly provider meetings.

Next Steps

Matt reviewed the roadmap for the Committee and noted the next meeting would include an update from the referral checklist and an update from the quarterly Data Dashboard.

Announcements

Jo Bruno announced that the Spirit Application is now open for any people with lived experience who want to become a peer specialist.

Jamie Schecter announced there is a provider meeting October 13th at 8:30 a.m. and encouraged everyone to attend.



PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

Upcoming Meetings:

- October 20, 2022 from 3-5 PM
- November 17, 2022 from 3-5 PM
- December 17, 2022 from 3-5 PM

Additional Attendees

In addition to the facilitators, H3 staff, and Committee members listed, the following people attended the Zoom session:

- Laura Sharples (Catholic Charities)
- Stephanie Stovall
- Jill Ray (Office of Supervisor Candace Andersen)