



# COUNCIL ON HOMELESSNESS OVERSIGHT COMMITTEE

**Thursday, June 17, 2021 from 1:00-3:00pm**

**Meeting Recording:** <https://web.microsoftstream.com/video/c19b2ec6-2cdf-4d46-a576-7ff652175faa>

**Committee Member Attendance:** Bill Shaw Winter Nights Family Shelter; Deanne Pearn, Hope Solutions, COH Member; Doug Leich, MFAC, COH Member; Jenny Robbins, CCHS: H3; Leslie Gleason, Trinity Center, COH Member; Teri House, City of Antioch, COH Member

**Absent:** Alejandra Chamberlain, Contra Costa County Office of Education, COH Member; Christopher Martinez, Catholic Charities of the East Bay; Gabriel Lemus, CC DCD, COH Member; Iman Novin, Novin Development, COH Member; Jamie Klinger, CCHS: H3: Administration; Janel Fletcher, SHELTER, Inc.; Jonathan Russell, Bay Area Community Services (BACS); Juno Hedrick, Youth Action Council, COH Member; Justin Jarratt, Contra Costa Crisis Center; Masaki Hirayama, Department of Veteran Affairs, COH Member; Natalie Oleas, Family Justice Center; Rhonda James, STAND!

**H3 Staff:** Erica McWhorter; Jaime Jenett; Kimberly Thai; Kristina Jackson

**Community Attendance:** Rebecca Sanders, BACS; Bruce Smargassio, City of Pittsburg Housing Authority; Mike Callanan, H3: CORE; Fadi Elhayek, H3: CCACS; Amanda Wehrman, Homebase; Miguel Becerra, Homebase; Shauna Allen, Idaho Apartments; Barbara Simpson, SHELTER, Inc.; Lynna Magnussen, SHELTER, Inc; Monica Shepherd, SHELTER, Inc; Tom Tamura, Contra Costa Crisis Center;

## MEETING MINUTES

TIME	AGENDA ITEM	PRESENTERS	DESCRIPTION
1:00	<b>Welcome &amp; Roll Call</b>	- <i>Jaime Jenett, H3</i>	Introduction of committee members and members of the public.
	- Jaime Jenett took roll. Determined that the attendance of members did not reach quorum, therefore planned votes on action items could not take place.		
1:10	<b>Public Comment</b>	- All	Opportunity for members of the public to provide comment on items not listed on the agenda.
	- None		
1:15	<b>System Data</b>	- <i>Erica McWhorter and Kimberly Thai, H3</i>	Discuss purpose, content, and next steps for the quarterly system data reports
	Erica McWhorter provided context for quarterly data reports. Kimberly Thai discussed purpose, content, and next steps for the quarterly system data reports.		
	<ul style="list-style-type: none"> <li>- Why the report was developed:               <ul style="list-style-type: none"> <li>o To improve the transparency of HMIS consumer utilization data and provide stakeholders with real-time, system level data reflecting the current state of the system on a quarterly basis</li> </ul> </li> </ul>		

- Primary stakeholders have requested more regular data updates on the system of care. The quarterly report will be distributed on an ongoing basis and this report will allow for a few key metrics to be reviewed and monitored by a diverse range of CoC and community partners, with the goal of eliciting data-driven conversations, planning, and priority setting
- Who it's being shared with:
  - Contra Costa County's Board of Supervisors
  - Council on Homelessness Board
  - Oversight Committee members
  - Executive Directors
- Content:
  - High level review of primary indicators
  - Inflow (new to system/HMIS during reporting period – Kristina, it may be good to define who falls into each of these sections)
  - Current Utilizers
  - Outflow (exits from system)
  - Returns
  - All of the above, stratified by race and ethnicity to identify whether there are critical disparities as consumers flow through the system
- Intent of the report:
  - Important for our primary stakeholders to become more comfortable and familiar with a standard set of data elements and have access to that information without needing to submit data requests or dive deep into existing reports.
  - The real-time system flow metrics will allow for stakeholders to get a sense of how many households and individuals are utilizing crisis response programs, whether there are changes in utilization or the population served over time, and identifying any disparities consumers may be faced with as they navigate through the system of care.

Next steps/modifications to existing report

- Refining inclusion/exclusion criteria for the 4 primary metrics of interest
- In flow/outflow/returns primarily focused on crisis response program enrollments and literally homeless consumers
- Adding more stratifications to the current utilizer – sheltered and unsheltered
- Combining race and ethnicity
- Long term/future state of the BOS report:
  - RED team will continue to generate and refine the report as time goes on. Important to keep information clear and concise, focused on the four primary indicators presented above.
  - Will eventually have this information available on the website in the form of a tableau dashboard, with more ways to stratify by key household types and demographics

Discussion:

- Deanne Pearn asked if future data reports could show data by program type so we can better see inequities in outcomes/program participation.
- Kimberly stated that plans for future report will break down by Crisis Response (Sheltered v Unsheltered), PSH and Prevention. Also stratified by race/ethnicity. Deanne: can we mirror some of the other program types like shelter, Rapid Rehousing, etc.
- Kim: requests for changes to report should go through Lavonna or Erica but will take this feedback back to her team.
- Erica: We are looking at developing a dashboard to capture some of the things Deanne referred to, but we will be able to see some of this data in the CE evaluation and Equity evaluation.

1:30	<b>System Governance and Planning</b>	<ul style="list-style-type: none"> <li>- <i>Jaime Jenett, H3</i></li> <li>- <i>Erica McWhorter, H3</i></li> </ul>	<p>Discussion of the following items.</p> <ol style="list-style-type: none"> <li>1. Committee/Meeting Report Outs</li> <li>2. Select Oversight Committee Chair <b>(ACTION ITEM)</b></li> <li>3. Update and Workgroup Development <ol style="list-style-type: none"> <li>a. NOFA- <b>(ACTION ITEM)</b> Develop and identify members for a NOFA workgroup.</li> <li>b. Coordinated Entry (CE) <b>(ACTION ITEM)</b> Develop and identify members for a CE workgroup.</li> <li>c. Equity <b>(ACTION ITEM)</b> Develop and identify members for an Equity workgroup.</li> <li>d. Consumer Engagement <b>(ACTION ITEM)</b> Develop and identify members for a Consumer Engagement workgroup.</li> <li>e. Performance Based Contracting <b>(ACTION ITEM)</b> Develop and identify members for a Performance Based Project Model Work Group workgroup</li> </ol> </li> <li>4. Policies and Procedures: CoC Written Standards update</li> <li>5. Quarterly Report to BOS: Identify recommendations to lift to the COH for the Q2 report.</li> </ol>
------	---------------------------------------	-------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Committee/Meeting Report Outs

Jaime Jenett provided a brief summary of the committee/meeting report outs highlighted in the staff report and solicited feedback/questions.

Discussion:

- Doug commented that the Policy Committee drafted a letter (that the COH approved) with recommendations to the Measure X Community Advisory Board. The CAB will be meeting on June 30<sup>th</sup> at 5 pm and will include a presentation from Lavonna Martin and have an opportunity for public comment.

Select Oversight Committee Chair **(ACTION ITEM)**

Jaime Jenett recommended the Committee appoint a Chair to support with agenda development and designated reporter on the committee at Council on Homelessness meetings, but noted that due to a lack of quorum, no official vote was possible.

- Deanne Pearn indicated interest in potentially being chair, after being nominated by Doug Leich and seconded by Teri House.

- Doug suggested the creation of a Vice Chair position that be filled by a non-Council on Homelessness Member to improve representation and voice of non-Council members on the committee. Committee members expressed interest in this idea.
- Creation of Chair and potentially Co-Chair positions will be action items at the next Oversight meeting.

#### Update and Workgroup Development

Erica McWhorter indicated that we may need to develop workgroups, that include people beyond just Oversight Members, but allows Oversight to have functional oversight of new work.

#### **NOFA- (ACTION ITEM) Develop and identify members for a NOFA workgroup.**

- Erica reported that initial work will focus on NOFA Revamp process that will focus on 2022 NOFA
  - o Increasing Equity and Fairness
  - o Revising Scoring Tools to reflect monitoring, data quality etc.
- Will bring in TA to support this work and hopefully work with this work group to produce work plan and timeline and lead process to improve NOFA process.
- This workgroup would bring those ideas back to Oversight with recommendations

#### Discussion:

- Doug: what are consequences of NOT creating these work groups?
- Erica: For the revamp process, would as TA to give recommendations for how to conduct the community process and would still need to have separate meetings. Next year, will still need to create a NOFA working group and might not apply just to HUD NOFA, may be used for other funding sources.
- Deanne: wants to see all working groups and maybe prioritize if we can't create this many working groups. It is an opportunity to bring in new people but also requires COH members to staff them. Maybe create a charter for each Work Group with job description, frequency of meetings. Maybe create Task Forces to respond as needed.

#### **Coordinated Entry (CE) (ACTION ITEM) Develop and identify members for a CE workgroup.**

Erica reported the Focus Strategies is working on CE Evaluation and the ongoing buildout and improvement of the CE system and want a place to bring those updates and do planning and oversight of CE, Policies and Procedures. Don't have agenda set or frequency of meetings.

#### Discussion:

- Shelby Ferguson, CES Manager, would find this kind of Work Group to be very helpful for her and her team.
- Deanne and Teri both feel strongly that this work group is important.
- Lynna Magnussen expressed interest in being part of this working group
- Doug: if we don't have a work group, then Oversight as a whole will be responsible for this work and may be a challenge since it only meets quarterly.
- Will work with Shelby to come up with some initial ideas for what this group could work on

#### **Equity (ACTION ITEM) Develop and identify members for an Equity workgroup.**

Jaime Jenett indicated that these work groups indicate the priorities of the system and provide some more resource for work that is deemed important.

- Have TA to help us asses system, provide training and then need to identify how to embed and monitor equity throughout our system

#### Discussion:

- Erica waiting on guidance from TA. How are we using data to create change? This group will help select work that will happen here.
- Deanne: Recommends establishing this work group after the TA work is done because it will help identify the work and pacing and sequencing.

**Consumer Engagement (ACTION ITEM) Develop and identify members for a Consumer Engagement workgroup.**

Jaime Jenett reported that the Racial Equity Action Lab cohort identified 4 pillars necessary to improve consumer engagement (Improve Communication, Tools/Resources, Leadership Opportunities, Build Trust) and now have technical assistance to help think through. Want to make sure that this work is firmly embedded in official structure and creating a work group under Oversight versus a separate COH committee. Work for the group is to develop a strategy with goals, deliverables and measurable outcomes.

**Discussion:**

- Teri: thinks this is the right place to put this work. Excited to hear consumer voices. Would be helpful to have a solid cohort of consumers, not just one or two people. Think about planning our meetings and length of meetings to allow time for consumer to be heard.
- Leslie: May mean that we rethink when we have these meetings to better accommodate consumers that may be working during these hours. Also, don't have just one or two token representatives.
- Erica: We will be providing financial compensation for this work
- Doug: in nominating process, on application, make sure it asks for any lived experience and weight that more heavily in the rubric. Another REAL cohort was putting a proposal to revamp makeup of their CoC Board to increase the number of consumers.

**Performance Based Contracting (ACTION ITEM) Develop and identify members for a Performance Based Project Model Work Group workgroup**

Erica reported that H3 has TA to help with improving contracting process and want to make sure all H3 contracts (\$ for our own programs AND \$ that is received as a collaborative applicant) have aligned work that's done with specific benchmarks and goals to determine if contracted providers are successful. We need to have clear, consistent project models across our system so that when providers apply for funding for a program type, they know what is expected and then evaluate success based on community definition. Next steps: bring to community but could put this on hold until models are brought to the community. Maybe wait until those models are presented to put this work group together. These project models will go into the Written Standards.

We will pull together suggested priorities, number of people, time commitment, etc and bring back approvals for Workgroups and members of these work groups at the next Oversight meeting.

**Policies and Procedures: CoC Written Standards update**

Jaime Jenett provided an update on the revision process for System Policies and Procedures.

- HMIS Policies and Procedures are complete
- CoC/ESG Written Standards are underway
  - o A revision to the system-wide complaint process is almost completed
  - o Project Model Descriptions and Performance Standards are under development with support from a technical assistance provider. There will be a community process to revise and finalize these two pieces.

- Housing Security Fund Policies and Procedures and Coordinated Entry Policies and Procedures revisions are on hold due as the Coordinated Entry evaluation may result in system change that will need to be documented in these documents.

Quarterly Report to BOS: Identify recommendations to lift to the COH for the Q2 report

Jaime Jenett solicited recommendations for the Q2 Board of Supervisors report that will be submitted in August.

Discussion:

- Teri: Maybe tell the story of each of the districts and could tell the cities more about what's happening in each of their cities.
- Deanne: State budget will have been passed by then, so many paint the picture of what funding is coming to CC.
- Leslie: update on Vouchers

2:30	<b>Project and System Initiative Updates</b>	<ul style="list-style-type: none"> <li>- <i>Miguel Becerra</i>, Homebase</li> <li>- <i>Erica McWhorter</i>, H3</li> </ul>	Discussion of the following items: <ol style="list-style-type: none"> <li>1. Monitoring</li> <li>2. Coordinated Entry (CE) Evaluation</li> <li>3. CQI Update</li> </ol>
------	----------------------------------------------	---------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Monitoring

Miguel Becerra provided an update on the Monitoring pilot conducted by Homebase and provided final recommendations and proposed timeline for next steps.

Discussion:

- Deanne: Is the intention to monitor all programs funded by CoC funds? Miguel: Yes. In the future will figure out schedule. Deanne: Do periodic monitoring, even every 3-4 years and pace monitoring to 1/3 of providers each year. Amanda: Can build into "risk assessment" to select which agencies to monitor, which may include not having been monitored for 3 years.
- Leslie: tried to ask a question but audio quality was too poor to hear.
- Erica: Monitoring is a compliance requirement from HUD. This is very important work! Hopeful to expand this to agencies funded by other sources, like state funds and ESG. Will bring this back to the COH. Nothing will happen on this until the fall.

Coordinated Entry (CE) Evaluation

Erica McWhorter provided an update on the Coordinated Entry Evaluation being conducted by Focus Strategies. Oversight will get an update this summer including scope of work.

CQI Update

Erica McWhorter provided an update on CQI work. Working with Focus Strategies and Built for Zero. Primary challenge is narrowing the focus and managing expectations and setting baseline benchmarks. Primary goal is reducing unsheltered homelessness by 75% over 3 years.

2:50	<b>Next Steps</b>	- All	Identify next meeting date.
------	-------------------	-------	-----------------------------

- Teri House will report out on the Oversight Committee at the July COH meeting
- Jaime Jenett proposed moving the next Oversight Committee meeting date from September 16<sup>th</sup>, which is Yom Kippur, to be one week earlier, on Thursday, September 9, 2021. She will send out a revised invitation to Committee members.



# CONTRA COSTA OVERSIGHT COMMITTEE

**June 17<sup>th</sup> from 1:00-3:00pm**

Join them meeting via Teams at the following link:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_Zjk3N2RmYjltZGY3Ni00NGZiLWJmMGEtN2U1OTIyMGE5NjQ3%40thread.v2/0?context=%7b%22Tid%22%3a%222820d9de-dc2d-4363-8626-f2b003438c45%22%2c%22Oid%22%3a%222f963328-3040-4998-8105-b35c2e33b2cb%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_Zjk3N2RmYjltZGY3Ni00NGZiLWJmMGEtN2U1OTIyMGE5NjQ3%40thread.v2/0?context=%7b%22Tid%22%3a%222820d9de-dc2d-4363-8626-f2b003438c45%22%2c%22Oid%22%3a%222f963328-3040-4998-8105-b35c2e33b2cb%22%7d)

or via phone by dialing +1-925-391-1667 US Toll and entering the **Meeting ID:** 741 918 220#

**Note new Meeting Link and Meeting ID**

## Committee Members:

1. Alejandra Chamberlain, Contra Costa County Office of Education, **COH Member**
2. Bill Shaw Winter Nights Family Shelter
3. Christopher Martinez, Catholic Charities of the East Bay
4. Deanne Pearn, Hope Solutions, **COH Member**
5. Doug Leich, MFAC, **COH Member**
6. Gabriel Lemus, CC DCD, **COH Member**
7. Iman Novin, Novin Development, **COH Member**
8. Jamie Klinger, CCHS: H3: Administration
9. Janel Fletcher, SHELTER, Inc.
10. Jenny Robbins, CCHS: H3
11. Jonathan Russell, Bay Area Community Services (BACS)
12. Juno Hedrick, Youth Action Council, **COH Member**
13. Justin Jarratt, Contra Costa Crisis Center
14. Leslie Gleason, Trinity Center, **COH Member**
15. Masaki Hirayama, Department of Veteran Affairs, **COH Member**
16. Natalie Oleas, Family Justice Center
17. Rhonda James, STAND!
18. Teri House, City of Antioch, **COH Member**

## AGENDA

TIME	AGENDA ITEM	PRESENTERS	DESCRIPTION
1:00	<b>Welcome &amp; Roll Call</b>	<i>Jaime Jenett, H3</i>	Introduction of committee members and members of the public.
1:10	<b>Public Comment</b>	All	Opportunity for members of the public to provide comment on items not listed on the agenda.
1:15	<b>System Data</b>	- <i>Kimberly Thai, H3</i>	Discuss purpose, content, and next steps for the quarterly system data reports

1:30	<b>System Governance and Planning</b>	<ul style="list-style-type: none"> <li>- <i>Jaime Jenett, H3</i></li> <li>- <i>Erica McWhorter, H3</i></li> </ul>	<p>Discussion of the following items.</p> <ol style="list-style-type: none"> <li>1. Committee/Meeting Report Outs</li> <li>2. Select Oversight Committee Chair <b>(ACTION ITEM)</b></li> <li>3. Update and Workgroup Development <ol style="list-style-type: none"> <li>a. NOFA- <b>(ACTION ITEM)</b> Develop and identify members for a NOFA workgroup.</li> <li>b. Coordinated Entry (CE) <b>(ACTION ITEM)</b> Develop and identify members for a CE workgroup.</li> <li>c. Equity <b>(ACTION ITEM)</b> Develop and identify members for an Equity workgroup.</li> <li>d. Consumer Engagement <b>(ACTION ITEM)</b> Develop and identify members for a Consumer Engagement workgroup.</li> <li>e. Performance Based Contracting <b>(ACTION ITEM)</b> Develop and identify members for a Performance Based Contracting Work Group workgroup</li> </ol> </li> <li>4. Policies and Procedures: CoC Written Standards update</li> <li>5. Quarterly Report to BOS <b>(ACTION ITEM)</b> Identify recommendations to lift to the COH for the Q2 report.</li> </ol>
2:30	<b>Project and System Initiative Updates</b>	<ul style="list-style-type: none"> <li>- <i>Miguel Becerra, Homebase</i></li> <li>- <i>Erica McWhorter, H3</i></li> </ul>	<p>Discussion of the following items:</p> <ol style="list-style-type: none"> <li>1. Monitoring</li> <li>2. Coordinated Entry (CE) Evaluation</li> <li>3. CQI Update</li> </ol>
2:50	<b>Next Steps</b>	- <i>All</i>	Identify next meeting date and a COH member for COH Report Out at July COH Meeting.



## Commonly Used Acronyms

Acronym	Definition
APR	Annual Performance Report (for HUD homeless programs)
CARE	Coordinated Assessment and Resource
CCYCS	Contra Costa Youth Continuum of Services
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)
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.
CORE	Coordinated Outreach Referral, Engagement program
COVID-19	Coronavirus
DOC	Department Operations Center
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.
ESG-CV	Emergency Solutions Grant CARES
FMR	Fair Market Rent (maximum rent for Section 8 rental assistance/CoC grants)
HCD	Housing and Community Development (State office)
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
HMIS	Homeless Management Information System
HOME	Home Investment Partnerships (CPD program)
HUD	U.S. Department of Housing and Urban Development (federal)
MHSA	Mental Health Services Act
NOFA	Notice of Funding Availability
PHA	Public Housing Authority
PUI	Persons Under Investigation
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>



# OVERSIGHT COMMITTEE MEETING

June 17, 2021 from 1:00-3:00

<https://web.microsoftstream.com/video/c19b2ec6-2cdf-4d46-a576-7ff652175faa>

# WELCOME AND ROLL CALL

Jaime Jenett, *H3*

# PUBLIC COMMENT

Members of the audience

SYSTEM DATA

## Quarterly Data Report

*Erica McWhorter and Kimberly Thai, H3*

# QUARTERLY DATA REPORT

- Why the report was developed
- Who it's being shared with
- High level review of primary indicators
- Intent of the report
- Next steps/modifications
- Future state



# SYSTEM GOVERNANCE AND PLANNING

**Committees/Meeting Report Outs - *Jaime Jenett, H3***

**Selecting Oversight Committee Chair, *Jaime Jenett, H3***

**Workgroup Development, *Erica McWhorter, H3***

**Policies and Procedures- *Jaime Jenett, H3***

**Quarterly Report Recommendations- *Erica McWhorter, H3***



## COMMITTEES/MEETING REPORT OUT

HMIS Policy

Policy

Continuous  
Quality  
Improvement

Performance  
Measures

CoC/ESG

Provider  
Meetings

*\* Updates and notes are included in staff report.*

# ACTION ITEM

- Approve a Chair for the Oversight Committee.



# NOFA REVAMP

## Overview

- Process Review
- Goals for 2022
- Technical Assistance
- Workplan
- ***Oversight Ask:*** Develop a NOFA workgroup.

## COORDINATED ENTRY

### Overview

- Ongoing Build Out
- Improvement
- Evaluation
- ***Oversight Ask:*** Develop a CE workgroup.

# EQUITY

## Overview

- C4 Innovations
- ***Oversight Ask:*** Develop an Equity workgroup.

# CONSUMER ENGAGEMENT

## Overview

- REAL cohort identified 4 areas of improvement
- Equity Technical Assistance
- ***Oversight Ask***: Develop a Consumer Engagement workgroup.

# PERFORMANCE BASED PROJECT MODEL

## Overview

- Technical assistance
- ***Oversight Ask:*** Develop a Performance Based Project Model workgroup.

# ACTION ITEM

- Approve formation of four (4) Oversight Committee workgroups and membership on workgroups.
  - NOFA
  - Coordinated Entry
  - Equity
  - Consumer Engagement
  - Performance Based Contracting





# POLICIES AND PROCEDURES

HMIS Policies and Procedures

CoC/ESG Written Standards

Housing Security Fund Policies and Procedures

Coordinated Entry Policies and Procedures

## POLICIES AND PROCEDURES

# CoC's Written Standards

- Complaint process
- Project Model Descriptions and Performance Standards\*
- Process is ongoing and includes TA

\* Community Process

# COH QUARTERLY REPORT TO COUNTY BOS

## Content

- Letter from the COH
- Data
- Funding
- Policy
- System Initiatives

## Process

- Identify updates and recommendations
- Staff draft report and recommendations
- Review by COH Chair
- Staff submit report

**Oversight Ask:** *Are there any initial recommendations from Oversight members to consider for the report due in Q2?*

# PROJECT AND SYSTEM INITIATIVE UPDATES

**Monitoring-** *Miguel Becerra, Homebase*

**CE Evaluation Update-** *Erica McWhorter, H3*

**CQI Update-** *Erica McWhorter, H3*

## MONITORING GOALS

- Fulfill requirements of grant recipients
- Improve program performance & effectiveness
- Identify barriers to system performance challenges
- Increase staff knowledge and capacity
- Help agencies prepare for audits
- Develop monitoring plans for future years
- Identify opportunities for additional TA trainings

## MONITORING AREAS

- Policies and procedures
- Fiscal monitoring
- Eligibility and recordkeeping
- Supportive services
- Housing

# PILOT MONITORING PROCESS

- Informational monitoring session (September 2020)
- Initial calls with pilot monitoring providers and document request (October 2020)
- Document request (November 2020)
- Received documents (December 2020)
- Review and analysis of documents (Jan – March 2021)
- Preliminary findings call (April 2021)
- Presented reports and requested responses (April 2021)
- Reviewed responses to report (April 2021)
- Presented final report (May 2021)

# PILOT MONITORING SUMMARY OF FINDINGS

- Mostly in compliance throughout most areas
- Organizational and project policies and procedures covered most required areas
- Lacking evidence of participation of homeless individuals
- Financial documentation well-tracked
- Well documented client files
- Some documents unavailable



## RECOMMENDATIONS

- Monitor all projects once and then implement a desk review to flag high risk projects
- Combine electronic transfer with site visits
- Be strategic about timing of monitoring
- Include summary of process in Written Standards
- Scoring system and incorporate to NOFA renewal project scoring tool
- Use current agency-level findings

# PROPOSED TIMELINE (2021-2022)

## Sept. 2021

- Present monitoring plan

## Oct. 2021

- Launch monitoring & request documents

## Nov. & Dec. 2021

- Conduct site visits
- Analysis/drafting of findings

## Jan. 2022.

- Complete preliminary finding reports & share with providers

## Feb. 2022

- Complete & send reports to providers
- Collect feedback from providers

## March 2022

- Share findings with H3 & Oversight Committee

## April 2022

- Start process to integrate findings into NOFA process

# CE EVALUATION UPDATE



# CQI UPDATE



# NEXT STEPS

Jaime Jenett, *H3*

## NEXT STEPS

- **Propose change to next Oversight Committee Meeting:**

**Thursday, September 9<sup>th</sup>, from 1:00 – 3:00 pm**

## NEXT STEPS

- **Chair to report out for Oversight Committee at July COH Meeting.**

# NEXT STEPS

- **Next Oversight Committee Meeting:** September ? from 1:00-3:00pm
- **NOFA Workgroup-** *TBD*
- **CE Workgroup-** *TBD*
- **Equity Workgroup-** *TBD*
- **Consumer Engagement Workgroup-** *TBD*
- **Performance Based Contracting Workgroup-** *TBD*
- **Written Standards Working Group-***TBD*





# CONTRA COSTA COUNCIL ON HOMELESSNESS

## Oversight Staff Report

The purpose of this staff report is to provide updates to the Oversight Committee on the various working groups and committees and ongoing projects. Oversight will use the information provided in other committee meetings to inform decisions and recommendations that will be lifted to the Council on Homelessness (COH).

## Committees and Workgroups

**Continuous Quality Improvement-** This committee is currently not active. The committee will help to select an improvement advisor in the Spring and will start meeting to discuss Continuous Quality Improvement once the improvement advisor is on board.

**Policy-** This committee met multiple times in the second Quarter, twice in April and once in May. The committee discussed the structure of the committee, identified a chair, and discussed policy recommendations for Measure X. The committee will meet again in June. The minutes from the April and May meetings can be found here.

April 15<sup>th</sup>- <https://www.contracosta.ca.gov/AgendaCenter/ViewFile/Minutes/04152021-3332>

April 23<sup>rd</sup>- <https://www.contracosta.ca.gov/AgendaCenter/ViewFile/Minutes/04232021-3382>

May 27<sup>th</sup>- <https://www.contracosta.ca.gov/AgendaCenter/ViewFile/Minutes/05272021-3474>

**HMIS Policy-** This committee met in April and May. At the April meeting, committee members discussed the HMIS Policies and Procedures update, ROI process update, and DV Data migration. At the May meeting committee members discussed updates to the intake form, updates to the HMIS Policies and Procedures, ROI process workflow, 2021 HIC & PIT submission, and HMIS Training Requests. The minutes for the meetings can be found at this link <https://cchealth.org/h3/coc/partners.php#HMIS>.

**Performance Measures-** This committee is currently not active.

**CoC/ESG-** This committee did not meet this quarter. H3 is looking to rename this committee so it can be expanded to providers who are not funded through CoC or ESG funds but are a part of the CoC. The purpose of this is so all providers who are a part of the CoC can be included in decision making or conversations regarding CoC activities.

**Provider Meetings-** Providers meet on a monthly basis. There was a provider meeting held in April, May and June. Providers discussed COVID-19 related updates in each meeting, reviewed tier guidance, shared experiences on vaccine rollout, were reminded of trainings and upcoming meetings related to the CoC and HMIS and had discussions on provider updates or changes.



## CONTRA COSTA COUNCIL ON HOMELESSNESS

### Project and Initiative Updates

**Coordinated Entry Evaluation:** Our CoC is required each year to evaluate and update the Coordinated Entry process. The CE Evaluation is ongoing. Some of the qualitative components, including interviews and focus groups have begun. Data and information is being collected and assessed to refine the scope and build a workplan from the findings and recommendations. The evaluation should be completed by September.

**Equity (C4 Innovations):** The contract with the provider has been signed. H3 met with the TA provider the last week of May to finalize the workplan, which includes a qualitative and quantitative equity assessment of the homeless system, equity trainings, consumer engagement strategy building support, reviewing CoC documents for equity, and a roadmap of next steps H3 and C4 are in the process of identifying a schedule for the rollout of the assessment and community meetings and trainings.

**Monitoring:** As the Collaborative Applicant, H3 is required to monitor compliance and performance of all CoC- funded projects, as well as assess program performance and effectiveness. Monitoring is an ongoing process and is intended to improve program effectiveness and management efficiency. H3 has designated Homebase as a third party to design and implement a monitoring process for Contra Costa's CoC-funded projects. A Monitoring pilot program was kicked off in the Fall of 2020 and has been completed. Homebase will share final recommendations on the monitoring process and will work with the CoC Lead to roll out the monitoring process to the other CoC funded providers starting at the end of 2021.

**Performance Based Contracting (EDC Consulting):** This TA is at the midway point. Interviews with providers and other TA providers are taking place. The template for the workplan that will include project model language and performance metrics and benchmarks is complete. Research, input, and drafting on the project models and performance metrics and benchmarks is ongoing.

**System Improvement Advisor (Focus Strategies):** Contracting is underway. The TA provider met with H3 to begin identifying the scope, workplan, and obtain data and information on the system of care. The TA provider will meet with Built for Zero and H3 staff to plan next steps and begin scheduling meetings with the CQI Committee and community.

**Quarterly Report to the BOS:** This report is submitted by H3 as staff to the COH to the Board of Supervisors on a quarterly basis. The first report was submitted to the Family and Human Services Committee Meeting on May 24th. During the meeting, Committee members Supervisors Andersen and Burgis requested additional demographic data, a presentation for the report each quarter, will recommend that the Council on Homelessness reports out to the full Board of Supervisors twice



## CONTRA COSTA COUNCIL ON HOMELESSNESS

annually and will submit the quarterly reports to the Board of Supervisors on the consent calendar. The report can be found on the H3 website at this link. <https://cchealth.org/h3/coc/pdf/BOS-Report-2021-Q1.pdf>