COUNCIL ON HOMELESSNESS OVERSIGHT COMMITTEE

Thursday, March 18, 2021 from 1:00-3:00pm
Meeting Recording: https://web.microsoftstream.com/video/a53d095a-5570-4f23-9c9f-7b1f51447de4

Attendees: Justin Jarratt (211), Tom Tamura (211), Irma Bodden (Hope Solutions REP Program), Lindy Lavender (COH), Leslie Gleason (COH), Iman Novin (COH), Masaki Hirayama (COH), Deanne Pearn (COH), Teri House (COH), Doug Leich (COH), Jonathan Russell (BACs), Christopher Martinez (CCEB), Laura Sharples (H3), Janel Fletcher (SHELTER Inc), Jamie Klinger (H3), Natalie Oleas (Family Justice Center), Monica Shephard (SHELTER Inc), Lavonna Martin (H3), Erica McWhorter (H3), Shelby Ferguson (H3), Jaime Jenett (H3), Cassie Hourlland (H3), Lauren Larin (Homebase)

MEETING MINUTES

Welcome & Introductions

- Cassie Hourlland started the meeting by doing introductions. Members shared a happy thought. Cassie asked if Oversight members thought anyone was missing from the table and there was no comment. If you believe anyone is missing please send Jaime Jenett (Jaime.jenett@cchealth.org) or Cassie Hourlland (Cassandra.hourlland@cchealth.org) an email to let us know.

Purpose

- Cassie reviewed the purpose of the Oversight Committee to remind members of the purpose and role of the Oversight Committee.

System Governance and Planning

- **Committees/Meeting Report Outs**
  - A staff report was included in the Oversight meeting packet and included a list of the committees to describe what was discussed and status of the committees. Cassie provided an opportunity for members to ask questions and there were no questions or discussion.
- **Policies and Procedures**
  - Cassie reviewed the policies and procedures that need to be updated on an annual basis and explained the HMIS Policies and Procedures and CoC Written Standards are internally being worked on at H3.
  - Cassie reviewed the status and plan for the HMIS Policies and Procedures and CoC Written Standards.
    - **HMIS Policies and Procedures**
      - The RED Team, Homebase and the CoC Lead team have started to review and walk-through changes for the HMIS Policies and Procedures.

Changes include a restructure of the document, clarifying roles, and adding any requirements that need to be included or updated.

- The next steps will be to send over to the HMIS Policy Committee meeting at the April meeting. These committee members will review the document and provide any additional recommendations. Additional edits will be made based on the discussion and the document will be lifted to the COH for final review and approval.
- Cassie gave Jamie Klinger a chance to add any additional information regarding these updates.
- Ask for Oversight: Would Oversight like to send a representative to the HMIS Policy Committee meeting to join the discussion around the review of the HMIS Policies and Procedures? Oversight has a role to review the policies and procedures, so we wanted to provide the opportunity.
- **Discussion:**
  - Q: Doug Leich asked if there were already people on the HMIS Policy Committee and on the Oversight committee. A: Yes, Tony Ucciferri, and there is agency representation of some of the same agencies and Janel, and Iman are on the HMIS Committee and the Oversight Committee.
  - Oversight members thought there was enough overlap in both meetings.
  - Jonathan from BACS thought it would be helpful to have cross pollination between HMIS Policy committee and the other Policies and Procedures to make sure there was overlap in other update discussions as well.

- **CoC Written Standards**
  - Cassie provided an overview of the document and described the need to update the document. The CoC Lead team has started to identify any changes that might be needed. Possible edits include expanding the document to capture other agencies who are part of the CoC but not funded through CoC or ESG funds, structural changes, updates related to COVID-19 requirements or other regulations and including language for disaster planning. Erica added historical context to further explain the needs for the suggested additions.
  - Cassie reviewed the workplan and the timeline for the updates to the CoC Written Standards.
  - Ask for Oversight: Who would like to be on the working group to update the written standards?
    - Jonathan Russell, Christopher Martinez, Teri House, Deanne Pearn, Leslie Gleason, Iman Novin, and Janel Fletcher volunteered to join the workgroup.

- Leslie asked if there were any early lessons from the monitoring pilot that might inform the HMIS Policies and Procedures or Written Standards discussion.
    - Yes, compliance with the existing documents is part of the monitoring so there could potentially be recommendations for the system. The final reports can highlight places where policies and procedures in the CoC level documents can be updated for compliance.
- **Complaint Process**
    - Cassie introduced the draft complaint language explaining the need to expand and streamline the complaint process for all CoC complaints into one process. This document can be included in the written standards and then be referenced in all other policies and procedures.
    - Cassie noted the comment bubbles with specific questions for Oversight and then opened it up for discussion.
    - **Discussion:**
        - Jonathan had a question on the form of submission. Suggested that the form be available in paper format or as a Microsoft form if it is digital to make sure it is accessible on any device.
        - Erica asked the group for any complaint documents or internal language that might be helpful to integrate into our process. Jonathan will send documents for review.
        - Deanne stated the form is comprehensive but noted if someone has already gone through an agency process, they may have answered these already. Deanne suggested we find a way to allow individuals to attach a document, so the individual doesn't have to go through the process again.
        - Leslie asked if this was to approve the document in this meeting or is this to get early feedback. Cassie suggested we roll this document into the CoC Written Standards working group for further review and discussion. Cassie and Erica asked what Oversight members would like to do.
        - Leslie noted three observations. There might be times when we can't keep complaints anonymous but there might be times when we can't keep the complaints anonymous and language may need to be added around that issue. There should be language included to make complaints that might impact health and safety move on a quicker timeline. Finally, the complaints should be filed with more than just the CoC Manager to make sure they don't fall through the cracks. Lavonna suggested using a CE Feedback email address.
        - Oversight members decided to roll this complaint language into the CoC written standards workgroup.
- **BOS Quarterly Report**
    - Cassie introduced the COH report to the BOS report to Oversight Committee Members. Cassie reviewed the purpose, content and process for the report and then opened it up for any recommendations or suggestions from Oversight members.
    - **Discussion:**

- Jonathan recommended that we take the Healthcare for the Homeless data from their report and look at health outcomes in the past year and the overall improved health of individuals experiencing homelessness as a possible addition to this report.
- Erica explained this is an opportunity to highlight what the system is doing and to keep the Board of Supervisors up to speed on what is happening in the homeless system of care.

System Data

- Jamie Klinger provided an overview data from the System Performance Measures to Oversight Committee members.
- **Discussion:**
  - Permanent Housing is only PSH correct?
    - Yes
  - What are our current transitional housing programs?
    - H3's West County TAY independent living, Centra County TAY independent living program, BARM Men and Women Transitional Housing, SHELTER Inc's Veterans program, STAND! domestic violence transitional housing
  - Are the hotel programs included?
    - Yes, all of the hotel programs are included.
  - Were all those people in Emergency shelter or warming centers? Was the net cast broader for the second one?
    - Yes, it is a bit broader.
  - Do the numbers on the right include the numbers on the left?
    - Yes, they do.
  - It is difficult to not be able to get information of efficacy about various program types.
    - This allows us to figure out where we need to dive deeper so we can discuss what those tools look like.
  - Is the inference that the system is seeing folks entering the system with longer time homeless before accessing services?
    - Not necessarily, because there is an additional category of program participants that are counted (those in transitional housing and RRH) that could have much longer times homeless prior to being in those programs.
  - Might the 2020 length of time data show people newly presenting to our system of care (possibly related to COVID) who had long LOT homeless precisely because they haven't tried to access services before?
    - Yes, would suspect this is the case occasionally.
  - How would we explain difference between 2019-2020?
    - In 2020, seeing people in the settings longer than normal because we weren't accepting new intakes. Limited number of individuals in emergency shelters.
  - Is there any plan to separate PSH returns and Rapid Rehousing returns?
    - We would be happy to look into this more.
  - Reminder that 2020 data is pre pandemic. Since we skipped doing the PIT Count in January 2021, we are left with what would the numbers have been if we did it.

- One of things that has been missed is hearing reports of data from the system whether homelessness is up due to the pandemic in Contra Costa County and if it is complicated where is it up? Would like to see some metric out of HMIS data and tabulate it monthly to show how the metric has evolved since the pandemic started. Maybe number of unique persons contacted by CORE during the month. Would be good to show the previous year too.
  - We do have the sheltered data. The RED Team is working to create a tool to monitor this in absence of the PIT. We would like to provide data on a regular basis. This report is being developed and will be coming.
  - H3 has been working closely with the business intelligence unit so we can see unsheltered homelessness month by month. There is currently a pilot or test site dashboard. Aim to make this public on H3 website so people can see the shifts every month.
- One of the questions getting asked all the time is about the anticipated inflow once the eviction moratorium is lifted. EHSD has been putting out a quarterly dashboard of high-level indicators that has been interesting to track month by month.
  - It has been hard how to predict how the eviction moratorium will impact homelessness further. One thing the research tells us is if individuals don't become homeless initially, they will lose housing and then end up on the streets or in shelters. H3 is also working with EHSD, which has created a COVID impact report.
  - Want to connect some of the ideas Oversight brought forward back to the specific meeting. This is work and takes a lot of time to do digging and pulling apart and the way this happens is by utilizing the HMIS database well and having the human capital and resources to do this work.
- We saw a number of people lose their jobs and it's difficult for people to get reemployed. Shows the benefits of the safety net system. People who have lost their jobs and are on unemployment might still be included in this.
- Due to the Encampment protocol of not tagging and abating clients were staying in the same place and not getting moved around so CORE didn't lose contact with them and there was not a need to do a new intake. Beginning of COVID when we weren't doing direct contact, intakes were happening over the phone if possible so there may have been people who didn't have phones.
- HDAP team has been successful with placements and the SMART team has been doing a great job with the families and getting them into hotels and placed
- The positive exit data also include placements into the hotels.
- Clarification- PSH is included in the income and job growth data.
- Jamie reviewed the takeaways from the data presentation and asked for final thoughts or comments.
  - Referring to the first-time homeless slide, is H3 seeing differences in the CE enrollment as far as first time homeless?
    - H3 hasn't taken a deeper dive to unpack this. It may be because the CE enrollments are paired with enrollments into other programs shown in the SPM data. The CE enrollment is not in isolation so the odds of them

not entering one of these programs is slim, but maybe a "services only" entry might not be captured here.

Project and Initiative Updates

- There was not enough time to get to these updates so updates will be included in the staff report and will be sent out to all members.

Next Meeting: June 17th from 1:00-3:00pm