

**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
Coordinated Entry Committee Meeting Agenda**

June 26, 2024, 11 am

Committee members must participate in person (except for just cause reasons, or for emergency reasons approved by the HSOC):

**Room 356, County of San Luis Obispo Department of Social Services
3433 South Higuera Street, San Luis Obispo**

Approved members with just cause reasons and the public may participate by
Zoom video call:

<https://us06web.zoom.us/j/86494131222?pwd=ehSGUfN5W8jxpCDiVAerEEZbK8GbB0.1>

Or dial in:

+1 669 444 9171

Meeting ID: 864 9413 1222

Passcode: 568790

1. Call to Order and Introductions
2. Public Comment
3. Consent: Approval of Minutes
4. Action/Information/Discussion
 - 4.1. Information Item: Committee Updates
 - 4.2. Discussion Item: Update on Current Coordinated Entry System Activities
 - 4.3. Information Item: Policy Development Process
 - 4.4. Discussion Item: Universal Principles for Coordinated Entry
5. Future Discussion/Report Items
6. Next Regular Meeting: July 24, 2024
7. Adjournment

The full agenda packet for this meeting is available on the SLO County HSOC web page:

<https://www.slocounty.ca.gov/departments/social-services/homeless-services-division/homeless-services-oversight-council>

**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
COORDINATED ENTRY COMMITTEE MEETING MINUTES**

Date

April 24, 2024

Time

11am-12:30 pm

Location

Room 356, Department of Social Services
3433 S. Higuera, San Luis Obispo, CA 93401

Members Present

Jack Lahey
Janna Nichols
Linda Belch
Lisa Fraser
Liz Smith (alternate for Jane Renahan)
Mark Lamore
Morgan Torell
Scott Collins
Wendy Lewis

Members Absent

Jane Renahan
Susan Lamont
Wendy Blacker

Other Attendees

Abby Burgess
Derek Ferree
Erica Jaramillo
Kari Howell
Kate Bourne
Lauryn Searles
Merlie Livermore

Russ Francis
Skylar Caldwell

1. Call to Order and Introductions

Jack Lahey called the meeting to order at 11:04 am. Introductions were made by those present in person and those who attended via zoom call.

2. Public Comment

Janna Nichols of 5Cities Homeless Coalition shared that Balay Ko on Barca is having its ribbon cutting on May 2nd at 12pm. This project will add 30 transitional housing units to the area.

Lisa Fraser of the Center for Family Strengthening shared that the five units on El Camino Real dedicated to the medically fragile homeless, in partnership with Adult Protective Services and Family Care Network, are thriving and working well. Lisa mentioned that there is a private donor willing to assist with the cost of building an additional unit and the landlord agrees with this project.

3. Consent: Approval of minutes: Janna Nichols moved the motion to approve the minutes. Mark Lamore seconded. The minutes passed via voice vote.

4. Action/Information/Discussion

4.1. Discussion Item: Update on Current Coordinated Entry System Activities

Lauryn Searles shared slides showing an update on the current Coordinated Entry System. She also mentioned the available resources and training via the HUD (US Department of Housing and Urban Development) Exchange.

4.2. Action Item: Vote to Approve the Coordinated Entry Policies for Access, Assessment, Prioritization, and Referral with Universal Principles

Janna Nichols moved to defer this action item to next month based on feedback provided by committee members. Lisa Fraser seconded. Roll was called, motion passed.

4.3. Discussion Item: Make Recommendations Regarding the Convening of Workgroups to Review Principles to be Applied to the Coordinated Entry Policies

Jack Lahey held off on this topic for the next meeting.

5. Future Discussion/Report Items

- Standing item on CES activities (Discussion Item 4.1)
- Guidance on policies
- Action item: to vote on adoption of policies with amendments
- Evaluation of Coordinated Entry
- Public dissemination of Coordinated entry information

6. Next Regular Meeting: May 22, 2024

7. Adjournment

Jack Lahey adjourned the meeting at 12:30pm.

Coordinated Entry System (CES):

Coordinated Entry is a standardized method to connect people experiencing homelessness to the resources available in the community. The function of CES is to connect the highest need, most vulnerable persons quickly and equitably in the San Luis Obispo County Continuum of Care (SLO CoC) to available housing and supportive services, to rapidly resolve their housing crisis and make homelessness rare, brief, and non-recurring in our region.

The U.S. Department of Housing and Urban Development (HUD) and the State of California require every community that receives State or Federal funds for programs serving homeless people operate a CES that assesses and prioritizes people experiencing homelessness for all assistance within the Continuum of Care, including emergency shelter, transitional housing, Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), and other interventions.

Through a systematic approach, utilizing a standardized methodology, CES participating agencies work with individual households to understand their strengths and needs, and to connect them with appropriate resources. Using standardized tools and practices, CES incorporates a system-wide housing first approach, increases coordination across community providers, ensures the most efficient targeting of resources, and prioritizes those with the highest level of need.

Core Elements of the Coordinated Entry System:

CES provides a framework, through four core components, that allows for the centralization and coordination of resources across the entire SLO CoC. These four components are Access, Assessment, Prioritization, and Referral.

Access

The paramount goal of the Access component is to provide a wide array of ways a person experiencing a housing crisis can begin to seek help, with as few barriers as possible. If a homeless services system has appropriate access policies and coordination, participants can quickly engage with the system to get immediate services, regardless of their individual characteristics or where they are able to access the system. This approach intends to address people's most immediate needs through engagement with street-based outreach or referral to services such as Access Centers, Drop-In Centers, Homelessness Prevention, or Emergency Shelter programs.

Assessment

The assessment component helps to ensure that there are detailed and standardized measurements of strengths and needs of individuals experiencing homelessness in a community. Participant information is collected through a progressive engagement model, utilizing specific tools to identify a participant's preferences, needs, and vulnerability to adverse outcomes. The information that is collected through this assessment helps to determine a participant's eligibility and priority for various programs or resources. The process is centered on an inclusive approach, where participants work in tandem with providers to define their unique experiences, strengths, needs, and aspirations.

Prioritization

In SLO CoC, as in many communities, the demand for homeless services exceeds the relative availability of resources. One of the main goals of Coordinated Entry is to help reconcile that disparity by identifying and prioritizing those with the most severe service needs or highest health vulnerabilities and connecting them to the most appropriate life-saving housing to meet their needs. Coordinated Entry tackles this challenge by utilizing community-wide criteria to help make decisions about who gets connected to available housing and service resources. These policies strive to uphold fairness and equity, most often by prioritizing those at highest risk of adverse outcomes or with the most significant needs to receive appropriate, available resources. In this manner

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limited resources can be delivered to those with the greatest need, even as the levels of overall need within a community continue to shift.

Referral

The fourth core component of the Coordinated Entry framework, referral (sometimes called “matching”), is the process of connecting households, based on prioritization and participant preferences, to available housing and other resources that meet their needs. A well-coordinated referral process ensures participants are quickly and effectively connected to the appropriate resources, regardless of where they accessed the system or which provider they first contacted.

Governance:

The Coordinated Entry System has an active policy oversight body, the Homeless Services Oversight Council (HSOC) Coordinated Entry Committee, which is responsible for setting the strategic direction, policies, and data collection and quality expectations, and sharing protocols for CES on behalf of the San Luis Obispo County Continuum of Care (CoC). CES is managed by the Community Action Partnership of San Luis Obispo, Co. Inc. (CAPSLO) who serves as the designated Management Entity for SLO CoC CES. The Management Entity is responsible for implementing the four components of CES, working with Participating Agencies, developing and delivering training, conducting monitoring, and working collaboratively with the policy oversight body.

Homeless Management Information System (HMIS):

The San Luis Obispo County Coordinated Entry System is maintained within the Homeless Management Information System (HMIS), utilizing software known as Clarity. This software provides the SLO CoC with an ability to track people through the system with transparency and coordination and to match individuals and families with housing opportunities by fully integrating Coordinated Entry functionality within the HMIS. This provides the SLO CoC the ability to assess effectiveness in reaching community goals, including assessments, referral tracking, waitlisting, and program enrollments.

Governing Principles:

The governing principles will serve as the foundation of the CES to provide direction for the CoC’s decisions and actions as elaborated in the following policies and guidance documents.

CES Principles	Definition
Nondiscrimination & Equity	<p>CES is responsive and actively offers services and materials in various languages and inclusive designs to ensure it is accessible to people with disabilities. Ensure CES provides services in such a way that prevents discrimination based on race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual assault, intimate partner violence, national origin, familial status, and disability (both visible and not), or protected classes.</p> <p>SLO County CES, and all participating agencies, must fully comply with all federal, state, and local laws related to nondiscrimination, including but not limited to the Fair Housing Act; the Rehabilitation Act (Sec. 504); the Civil Rights Act (Title VI); the Americans with Disabilities Act (Titles II & III); and HUD’s Equal Access to Housing Final Rule</p>
Consistency	<p>Resources are consistently offered to eligible participants regardless of how the participant enters CES or their location within the CoC’s geographic area.</p>

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Transparency	The governing principles, policies, guidance, and programmatic activity all transpire in a way that allow for transparency. Programmatic activity will occur, to the best extent possible, in HMIS. All reports of the performance of the CES system will be accessible and CES will have public meetings to continually educate and inform the public.
Continuous Improvement Process	CES will include a continuous improvement process to identify and implement both incremental and breakthrough improvements in the CES process and governance. This process will be rooted in the client experience, seeking consistent feedback from those who have former and current lived experience of homelessness.
Person-Centered Approach	CES is an approach that has proven to be most successful when following a person-centered approach in all components of the CES process. This principle can be understood in various ways that effect various components of CES uniquely. Examples include but are not limited to person-centered assessments, accessible tools and processes, sensitivity to lived experiences, participant choice, clear referral expectations & commitment to referral success, trauma-informed care, harm reduction and recover focused care, and strengths-based approach.
Housing First	In alignment with HUD guidance and the SLO CoC policy, CES participating agencies must adhere to Housing First principles. Housing First is an approach to connecting individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety (for non-AOD programs), treatment, or service participation requirements. Supportive services are client-driven, housing-focused and offered to maximize housing stability to prevent a return to homelessness, as opposed to addressing predetermined treatment goals prior to permanent housing entry. Housing First is an overarching philosophy and approach that can be applied to all homelessness. Housing First yields high housing retention and reductions in crisis or intitutional care. For more information, CES participating agencies can utilize tools from the HUD Exchange.

Impact of CES in SLO CoC

A Coordinated Entry approach transforms relatively siloed homeless assistance projects that make individual decisions about whom to serve into a fully integrated crisis response systemwide. Coordinated Entry framework assists decision-making regarding how to assess participants, understand their needs relative to others seeking services, prioritize them for available resources, and connect them to the most appropriate providers. Through this coordination, the homeless services system can rapidly move participants out of their housing crises and into an intervention that will help them stabilize and build towards a future of housing security.

Centralizing resources through Coordinated Entry advantages our community by enabling service providers to connect a participant to the most appropriate housing resource regardless of which provider has worked with the participant before or which provider manages the most appropriate available housing resource. A well-functioning system can be nimble in making these referrals because it enables a larger picture understanding of community needs, community priorities, and resource availabilities, all of which are constantly shifting. Particularly given the affordable housing crisis that SLO CoC faces, coordination is essential in meeting the needs of people experiencing homelessness by facilitating equitable access to the most impactful services and housing interventions available across a community

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