

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

September 25, 2024, 11am

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**

Members with approved just cause reasons and the public may participate by
Zoom video call:

<https://us06web.zoom.us/j/83831513607?pwd=VsVsYhmsyOvS3Cop7noNeHXUK0jctA.1>

Or dial in:

+1 669 444 9171

Meeting ID: 838 3151 3607

Passcode: 410207

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. Information Item: Coordinated Entry Guidance Updates
 - 4.3. Discussion Item: Update on Current Coordinated Entry System Activities
 - 4.4. Discussion Item: Coordinated Entry Access Policy
 - 4.5. Discussion Item: Coordinated Entry Assessment Policy
5. Future Discussion/Report Items
6. Next Regular Meeting: October 23, 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

July 24, 2024

Time

11:06 am-12:36 pm

Location

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

Members Present

Jack Lahey
Janna Nichols (Zoom)
Lawren Ramos
Lisa Fraser
Liz Smith (alternate for Jane Renahan)
Mark Lamore
Morgan Torell
Scott Collins
Susan Lamont
Wendy Blacker

Members Absent

Wendy Lewis

Other Attendees

Erica Jaramillo
Jeff Al-Mashat
Kate Bourne
Laurel Weir
Merlie Livermore
Russ Francis

1. Call to Order and Introductions

Jack Lahey called the meeting to order at 11:06 am. Wendy Blacker of 805 Street Outreach introduced herself to the group. Other attendees introduced themselves as well.

2. Public Comment

Scott Collins shared that the Anderson Hotel in downtown San Luis Obispo will begin leasing up in September/October of this year. Two-thirds of the units are allotted for the homeless, graduated income-level tenants and disabled individuals. Scott mentioned that there will on-site property manager, maintenance and case managers. There are 66 units plus two manager units for this building.

3. Consent: Approval of Minutes

Minutes from April and June were attached to the agenda packet. Mark Lamore moved the motion to approve the minutes, seconded by Liz Smith. Abstained: Wendy Blacker and Susan Lamont. Minutes were approved via voice vote.

4. Action/Information/Discussion

4.1. Information Item: Committee Updates

Jack Lahey shared that meeting attendance is important. He mentioned the struggle of the committee in making quorum. He encouraged those who are not able to attend the meeting to send in their alternates. He also shared that the Committee still needs one member to fill in the person with lived experience representation.

Laurel Weir briefly shared about funding specifically for permanent supportive housing units. This funding is focused on construction rehabilitation. The projects must come on line within 36 months. Applications must come through the CoC and submitted to grants.gov. Recommended applicants will be presented to the HSOC meeting in September.

Laurel also mentioned that there might be an HSOC August special meeting for NOFO (Notice of Funding Opportunity), depending on when the announcement comes out. (An email will be sent out once the information is available.

Jack Lahey also added that the Executive Committee approved the formation of a Grants Review Process-workgroup.

4.2. Discussion item: Update on Current Coordinated Entry System Activities

Jack Lahey presented slides showing enrollment information in CE and community queue.

Among the topics that came up during the discussion included what can be done if an organization's data (as in Wendy Blacker's group) are still not in the Coordinated Entry and HMIS system. There was also the mention of a lot of individuals specifically those in the Santa Maria riverbeds who have been falling through the cracks and not counted in the system.

Janna Nichols asked the question of the possibility of pulling something from the Bell Data report regarding the length of time of stay of clients. Kate Bourne shared that they might be able to look at the historical data regarding length of time of stay and length of time being homeless.

4.3. Action Item: Approve Universal Principles for Coordinated Entry

Jack Lahey referred to the CE Universal Principles and mentioned the difference from the last draft. Mark Lamore made a motion to approve the presented Universal Principles, seconded by Scott Collins. Roll was called, and the motion passed.

4.4. Discussion Item: Coordinated Entry Access Policy

Jack Lahey led the slides presentation and discussion on the Policy Development Process. He mentioned that there will be an action to vote on the CE access policy in the committee's meeting in October.

Erica Jaramillo presented slides of examples of Access Policies applications and of Universal Principles and Guidance for Access.

5. Future Discussion/Report Items

- How to develop a workflow in the matching process for the community queue
- Look at by-name list to get a sense to where the clients are falling

6. Next Regular Meeting: August 28, 2024

7. Adjournment

Jack Lahey adjourned the meeting at 12:36 pm.

Access Policy

San Luis Obispo Coordinated Entry System (CES)

Purpose

This CES Access Policy establishes the basis for accessing the San Luis Obispo County Coordinated Entry System (CES). The policy and guidance documents will be used together to ensure that the CES serves to efficiently and effectively connect people experiencing homelessness and those at risk of homelessness to available housing resources and other services to best meet their needs.

Background

Access is the entry point or process that people at risk of or experiencing homelessness use to connect to services within the homeless services system, or CES. Access ensures that people who are at risk of or experiencing homelessness receive support with a Problem-Solving¹ conversation, and if no Problem-Solving outcome is identified, are connected to homeless programs and services available within CES.

Applicability

This policy governs all methods for access, via the web or over the phone, or in-person through outreach and access/drop-in centers. This policy outlines access to the CES, but does not guarantee particular resources, which are constrained by eligibility and availability. While access shall be facilitated across populations and access methods, the standards for service delivery will be defined in additional guidance documents. Below show the application of how the various CES principles are applied within this policy:

Applicability	Definition	CES Principal
Low-Barrier¹	CES participating agencies will make enrollment decisions based on standardized eligibility criteria determined by program funding and CES guidance. No client may be turned away from crisis response services, homeless services, or housing resources dedicated for those experiencing homelessness due to perceived barriers related to housing or services, too little or no income, lack of employment, disability status, domestic violence history, or active or a history of substance use, the type or extent of disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record—with exceptions for state or local restrictions that prevent projects from serving people with certain convictions.	Housing First
No Wrong Door (NWD)	San Luis Obispo County CoC shall seek to ensure that the CES does not prohibit entry or create barriers to available resources and programs. When possible, CES attempts to remove barriers to services, and clarify the process and standards expected of services. CES and participating agencies must commit to a NWD approach with both CoC and non-CoC resources. NWD response is to intentionally assist people to connect with the most appropriate service for them, no matter what service that may be.	Housing First
Access Point Consistency	Ensure services received via CES Access Point, street outreach workers, or any other pathway are readily available to all individuals and families, including tailored, person-centered decision-making and problem-solving conversations. Ensure available resources are consistently offered to all eligible and prioritized participants regardless of how they enter CES. CES Access Points will ensure that if the access point itself does not have the requested programming 'in house' then will ensure that a program referral can be efficiently made to that program, regardless of location in SLO CoC.	Consistency & Non-Discrimination & Equity

¹ Exceptions include instances when the project's primary funder requires such an exclusion, or a previously existing and documented neighborhood covenant/good neighbor agreement has explicitly limited enrollment to clients with a specific set of attributes or characteristics. Funders restricting access to projects based on specific client attributes or characteristics will need to provide documentation to CES providing a justification for their eligibility policy.

<p>Harm Reduction</p>	<p>In supporting participant choice and recognizing the value in reducing adverse consequences of risky behaviors, extend non-judgmental and non-coercive services to participants, including those who use substances, without revoking access.</p>	<p>Person Centered Approach</p>
<p>Progressive Engagement</p>	<p>CES Access Points will use progressive engagement as an initial approach, to have staff engage in problem-solving conversations to identify the household strengths and most immediate needs for services. This approach is based on tailoring assistance to both the strengths and the needs of each household. Additional supports are applied on an as-needed basis, specific for each household.</p>	<p>Person Centered Approach</p>
<p>Access Point Data Standards</p>	<p>Ensure that all Access Point activities are documented in HMIS. All CES Access Points information will be available in access formats (online, posters), and in both Spanish and English. Access Points will disclose criteria for entry and exit from programming in a transparent and digestible process for employees, clients, and the CoC.</p>	<p>Transparency</p>

Access Processes

CES staff will work with system partners, governing bodies, providers and participants to develop guidance which will clearly lay out the process by which participants access the CES and will address common barriers to access. This includes but is not limited to, access within the youth, family, and adult systems, as well as access for survivors of domestic violence, sexual assault, or trafficking. This guidance will ensure that participants are connected to system resources in a manner consistent with CES principle.

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Assessment Policy San Luis Obispo Coordinated Entry System (CES)

Purpose

This CES Assessment Policy establishes basic principles for assessments within CES. The principles set forth in this policy will serve as the foundation of assessment activities of the CES, as elaborated in subsequent guidance. The policy and guidance will be used together to ensure that the CES serves to efficiently, accurately, and effectively assess people experiencing homelessness so that CES providers can best meet their needs.

Background

Assessment refers to both the phased process whereby a participant’s information is collected through a progressive engagement model, as well as to specified tools used to identify a participant’s preferences, needs, and vulnerability to adverse outcomes. This information helps to determine eligibility and prioritization for various program types or system 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.

Applicability

The outlined principles provide the basis for a consistent decision-making process and standardized tools for determining eligibility and/or prioritization for certain housing and services for each subpopulation (adults, youth, and families). This policy and its principles outline assessment in CES, however, assessment does not guarantee access to resources, which are constrained by eligibility and availability. While the principles are the foundation of how assessment shall be facilitated across populations, related standards of service delivery will be defined in policy guidance

Principles

San Luis Obispo County CES shall have a standardized assessment process led by the following principles, listed in no particular order, in the table below:

Applicability	Definition	CES Principal(s)
Problem-Solving	Problem Solving is a person-centered, housing-focused approach to quickly resolve housing crises by exploring creative, safe, and cost-effective alternatives to literal homelessness. The foundation of problem solving is a creative, strengths-based conversation that happens during every assessment, that helps people explore all safe housing options available to them – the person or household drives their own solutions. A problem solving resolution is achieved when a household has found a safe, indoor solution to their housing crisis outside of the HRS.	Housing First and Person-Centered Approach

<p>Standardized Assessment</p>	<p>Ensure that assessment tools and methods are consistent, accurate at predicting vulnerability to adverse outcomes, and reduce bias towards those who are disproportionately represented in the homeless services system.</p>	<p>Consistency, Non-Discrimination & Equity, and Housing First</p>
<p>Standardized Administration</p>	<p>Ensure standardized process flows form assessment tools and methods for different resources/pathways. Ensure consistent administration of assessment tools by staff to improve accuracy in determining eligibility for housing and services.</p>	<p>Consistency and Non-Discrimination & Equity</p>
<p>Participant Autonomy</p>	<p>Ensure that participants cannot be required to provide information they may not wish to disclose, such as disabilities or medical diagnoses. Protect participants' sensitive information. Ensure participants' right to decline an assessment and/or participate in an assessment based on their preferences and needs. Ensure that assessors make every effort to assess and resolve participants' housing crisis provided by the participant or based on other available information</p>	<p>Person Centered Approach and Housing First</p>
<p>Participant-Centered Choice</p>	<p>Ensure that participants lead in defining their needs, strengths, and preferences throughout the assessment process. Affirm the rights and choices of participants.</p>	<p>Person Centered Approach</p>
<p>Timely Assessment Data</p>	<p>CES assessments can and should be updated as contact information or life circumstances change to ensure a successful referral to an available housing resource and corresponding housing provider.</p>	<p>Transparency</p>
<p>Equity</p>	<p>Ensure that assessment tools and methods are developed to mitigate implicit bias and reduce disparities in the homeless services system for those disproportionately represented. Ensure that assessment tools and methods are delivered to participants based on their language needs and preferences, disabilities, or other characteristics.</p>	<p>Continuous-Improvement process</p>
<p>Safety Planning</p>	<p>Safety planning is done for all individuals who may be in danger or could be a danger to themselves or others including identifying appropriate supports and resources. These needs are uncovered through the assessment and responded to immediately to quickly offer appropriate referral linkages. Assessors will be trained on how to understand when a person is at risk of harming themselves or others and serve as mandated reporters so that they are equipped to call 911</p>	<p>Transparency & Person-Centered Approach</p>

	when necessary or connect individuals or families to a local hospital for crisis supports.	
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Assessment Processes

CES staff will work with system partners, governing bodies, providers, and participants to develop guidance which will clearly lay out the process by which participants will be assessed in CES. This includes but is not limited to, assessments within the youth, family, and adult systems, as well as assessments for survivors of domestic violence, sexual assault, or trafficking.¹ These pieces of guidance will ensure that participants are connected to system resources in a manner consistent with the principles stated in the above policy.

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¹ The principles are applicable to participants who are or have been fleeing, or attempting to flee, domestic violence, sexual assault, dating violence, stalking, or other life-threatening conditions including human trafficking. This policy supports survivors’ ability to access services and resources through all available pathways. Further direction regarding survivor access to the CES will be addressed in guidance.