



**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
Services Coordinating Committee Meeting Agenda**

October 10, 2023, 9am

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

**Conference Room, County of San Luis Obispo Department of Social Services
3563 Empleo St., San Luis Obispo, CA 93401**

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

<https://us06web.zoom.us/j/87161812576?pwd=PvyTTFTQ0m10XEXbx5WUMKtUmPodTp.1>

Or dial in:

1 669 444 9171 US

Meeting ID: 871 6181 2576

Passcode: 635811

1. Call to Order and Introductions
2. Public Comment
3. Consent: Approval of Minutes
4. Action/Information/Discussion
 - 4.1. Implementing Five-Year Plan Line of Effort 2 – Reduce or Eliminate Barriers to Housing Stability
 - 4.1.1. Information Item: Medi-Cal Renewals
 - 4.1.2. Action Item: Vote to Recommend Creation of an Ad Hoc Committee to Focus on Coordinated Entry
5. Future Discussion/Report Items

6. Next Regular Meeting: November 6, 2023, at 9am

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/Homeless-Services-Oversight-Council-\(HSOC\).aspx](https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services/Homeless-Services-Oversight-Council-(HSOC).aspx)



**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
SERVICES COORDINATING COMMITTEE MEETING MINUTES**

Date

August 7, 2023

Time

9am-11am

Location

Room 356, Department of Social Services
3433 S. Higuera, San Luis Obispo, CA 93403

Members Present

Abby Lassen
Allison Brandum
Amelia Grover
Brandy Graham
Elaine Archer
Jack Lahey
Wendy Lewis

Members Absent

Devin Drake
Jane Ranahan

Staff and Guests

Aurora William
Erica Jaramillo
Esther Salzman
Jessica Thomas
Laurel Weir
Luke Dunn
Michael Azevedo

Merlie Livermore
Rick Gulino
Russ Francis

1. Call to Order and Introductions

Jack Lahey called the meeting to order at 9:02am. Introductions were made.

2. Public Comment

No public comment was presented.

3. Consent: Approval of Minutes

Amelia Grover made a correction in the minutes. She shared that the statement saying Dignity Health was in partnership with the Public Health in conducting a Street Medicine Assessment meeting was incorrect. Amelia shared that Dignity Health is doing this independently. Elaine Archer moved the motion to approve the minutes with correction. Amelia Grover seconded.

Done through voice vote, majority voted in favor, the minutes passed.

4. Action/Information/Discussion

4.1. Implementing Five-Year Plan Line of Effort 2 – Reduce or Eliminate Barriers to Housing Stability

4.1.1. Action Item: Vote to Approve the Proposed Prioritization Scoring for the By Name List Used to Make Referrals to Participating Housing Programs

Amelia Grover moved the motion to approve. Janna Nichols seconded, with amendment to add sentence to where it says clients score 8 higher...as appropriate...

“Clients may be moved ahead in priority for Rapid Rehousing over higher scoring clients if a client has identified housing units where the landlord is willing to rent to that particular client and the unit may be lost to other non-CES participating renters, if rental is delayed”.

Voice vote was called, the motion passed.

4.1.2. Action Item: Vote to Recommend Name Change and Focus of Services Coordinating Committee to Coordinated Entry Steering Committee

Janna Nichols made a motion to recommend creation through HSOC, a Coordinated Entry Policies & Procedures committee and that County explore

further how to continue conversation of service integration outside of Brown Act committee. She recommended keeping the name Homeless Services Coordinating Committee until its composition and role are clearly defined. Allison Brandum seconded. Voice vote was called. Jack Lahey abstained. Motion passed.

5. Future Discussion/Report Items

- Keep Coordinated Entry Policy and Procedures committee as agenda item to be addressed in next EXEC meeting.
- How is Services Coordinating piece being addressed
- The Categorization of all meetings to see what is being covered by what committee
- Future of Housing Committee
- Coordinated Entry and HMIS Integration
- Use of VI-SPADAT and its assessment
- Supportive Services required by Coordinated Entry
- If client is not service engaged, how to they remain on the list
- Veterans Administration One Team Initiative

6. Next Regular Meeting: October 2 at 9am.

7. Adjournment

The meeting was adjourned at 10:51am.



Medi-Cal Renewals: Ensuring People Experiencing Homelessness Retain Coverage

Help People Experiencing Homelessness in California Retain Medi-Cal Coverage

ATTENTION:



After a 3-year pause, the **Medi-Cal renewal process** restarted in June 2023



Millions of Californians are at risk of losing Medi-Cal coverage if they do not renew, especially people experiencing homelessness



Medi-Cal members without a current mailing address **may not receive a renewal form** in the mail

HOW TO HELP:



Spread the word! Help clients keep Medi-Cal. These [tools](#) tell you how



Offer your mailing address as a place for clients to receive important Medi-Cal notices



Share Homebase's **Medi-Cal Renewal Toolkit for People Experiencing Homelessness**

www.homebaseccc.org/medi-cal-renewal

Have questions? Contact Medi-Cal@homebaseccc.org!

Medicaid Basics

- Medicaid = public health insurance program that covers low-income families, individuals, children, parents, pregnant people, seniors, and people with disabilities
- **CA state version of Medicaid is called Medi-Cal**; Serves ~15.7 million
- CA's program is more expansive than other states



California's CalAIM Initiative

New initiative to improve the health of Californians with the most complex needs (including people exp. homelessness).

- **Enhanced Care Management (ECM):** Intensive care coordination + services across multiple systems to address clinical and non-clinical needs of Medi-Cal members.
- **Community Supports:** Housing-related services (housing navigation, housing tenancy and supports, housing deposits, post-hospitalization short-term housing + more).



Medi-Cal Renewals

Renewal notices come in the mail....

but not everyone has a mailing address.

Medi-Cal Renewals

- **Medi-Cal enrollees MUST renew* their coverage annually.**
 - Renewal* = county determines whether a member is still eligible.
- After a 3-year pause, the **renewal process has restarted** in CA as of June 2023.
- Renewal packages are **sent in regular mail** to last known addresses.
- **2-3 million will lose coverage in CA throughout the year-long process, including ~1.5 million who are still eligible.**

*Note: redetermination, recertification, renewal are all used interchangeably

What is at Stake?

- **Risk of not renewing = loss of health coverage and CalAIM housing supports.**
- When people cycle on & off Medi-Cal, often for reasons unrelated to eligibility, it can lead to:
 - Disruption in care and poor health care outcomes
 - Increased health care and administrative costs
- **People experiencing homelessness are especially at risk not renewing, therefore losing coverage!**

Unique Challenges for People Experiencing Homelessness

- Renewal notices will be sent to last known addresses - where people who have lost their housing no longer reside.
- Thus, individuals will receive:
 - **No** renewal packet
 - **No** notices/reminders
 - **No** translation notices

Special Rules

There are 2 special rules that may simplify the renewal process for people experiencing homelessness.

1. If an individual is **very low-income**, they may not have to complete a renewal packet – ex parte!
2. If the **county knows individual is experiencing homelessness**, expedited renewal/re-enrollment may be possible. But this requires individual to contact Medi-Cal.



How YOU Can Help

Next Steps: How to Renew

How to take advantage of special rules and help people experiencing homelessness renew Medi-Cal



- Update contact information
- Get a mailing address to share with Medi-Cal



- Create a Medi-Cal account online
- Call or visit the county Medi-Cal office to renew directly (might be long wait times)

Seek Assistance for Renewals

- **Key Contacts**

- **[San Luis Obispo Department of Social Services \(County Medi-Cal Office\)](#)**

(805) 781-1600

3433 S. Higuera Street, San Luis Obispo

- **[Health Enrollment Navigators - County of San Luis Obispo](#)**

(805)-781-1893

- contact navigators for free assistance

- **Go online to apply or renew**

KeepMediCalCoverage.com

How to Renew Medi-Cal¹ if You are Experiencing Homelessness

To prepare for the renewal process, contact your county Medi-Cal office and share your most current contact information, such as name, address, phone number, and email address.

This way, the county will contact you with important information about keeping your Medi-Cal benefits. If you can set up a mailing address with a trusted source, that will be helpful.

When your Medi-Cal is about to end, it may be automatically renewed. If Medi-Cal has information that you are very low-income or have no income, they will send you a letter telling you your Medi-Cal is automatically renewed. If not, you should receive a yellow envelope with the renewal in the mail. You have approximately two months to return information to Medi-Cal.



Partnering with Health Enrollment Navigators

There are Health Enrollment Navigator partners operating in all 44 CoC counties who can help people learn about, renew, or apply for Medi-Cal.¹ There are also local community-based agencies that serve alongside state Health Enrollment Navigators that can assist with these needs. They can provide support in different languages, which is vital given the diversity of Californian communities. Connecting with your local navigators is a valuable step, since they are trained to help your clients apply for or renew Medi-Cal, troubleshoot any issues during the process, or re-apply if they lose coverage. You can find your local, county-based Health Enrollment Navigators [here](#).

How Medi-Cal Renewals Impact People Experiencing Homelessness

People experiencing homelessness are at risk of losing their health coverage over the next 12-month renewal period for one simple fact: they do not have a home address where they can receive their renewal paperwork.

Medi-Cal's renewal forms are sent to people's last known address. The renewal forms are pre-populated with information about the household's eligibility to renew. Most people experiencing homelessness do not have an address to receive their renewal forms. They may not know they need to renew their Medi-Cal until they go to a health care provider and discover they have lost Medi-Cal.

Partnering Across Health Care and Homeless Systems to Provide Medi-Cal Assistance

Homeless service providers often have deep and trusting relationships with people living in shelters, on the streets, in their cars, in encampments, and other places not meant for human habitation. They know where people can be found, but don't always have expertise on Medi-Cal applications and renewals.

Health Enrollment Navigators have expertise on Medi-Cal renewals. Health Enrollment Navigators know how to work with the county Medi-Cal offices. They know what documentation is needed to ensure people don't lose health coverage. They have trusting and deep relationships within the health care communities they serve. They also know about the new special rules that can expedite Medi-Cal renewals for very low-income people and hard-to-reach populations, including people experiencing homelessness.

Health Enrollment Navigators and homeless service providers can partner together to prevent people experiencing homelessness from losing their Medi-Cal.



¹ For a quick overview of Medi-Cal, see the companion document, "[Medi-Cal, California's Medicaid Program](#)".

Help Spread the Word

- Share Homebase tools within your communities:
www.homebaseccc.org/medi-cal-renewal
- Contact Homebase with any questions at
Medi-Cal@homebaseccc.org
- Tell us your stories!
- Learn more about how to help your community through the Medi-Cal Renewal webinar that can be streamed online at:
www.homebaseccc.org/medi-cal-renewal



Stay Up to Date with the Homebase Medi-Cal Renewal Webpage!

**HOMELESS SERVICES OVERSIGHT COUNCIL
SERVICES COORDINATING COMMITTEE
ACTION ITEM
OCTOBER 10, 2023**

AGENDA ITEM NUMBER: 4.1.2

ITEM: Vote to Recommend Creation of an Ad Hoc Committee to Focus on Coordinated Entry

ACTION REQUIRED: It is requested that the Homeless Services Oversight Council (HSOC) Services Coordinating Committee vote to recommend the creation of an Ad Hoc Committee to focus specifically on Coordinated Entry for the San Luis Obispo County Continuum of Care.

SUMMARY NARRATIVE:

The Department of Housing and Urban Development (HUD) requires that Continuums of Care (CoCs) establish a Coordinated Entry System (CES) with a goal to allocate housing and services assistance as effectively as possible and to ensure that it is easily accessible no matter where or how people present. Qualities of an effective CES include a low barrier, Housing First focused, person-centered approach with wide geographic coverage that ensures fair, equal, and inclusive access; standardized assessment and referrals; referrals to housing and services that are matched to housing barriers; and ongoing planning and stakeholder consultation.

A CES serves as the “front door” to CoC housing and services for people experiencing homelessness. HUD requires that a CES develop standardized intakes and assessment tools, as well as a standardized referral process for CoC-funded housing. HUD requires that CoCs utilize a CES as a condition of receiving the HUD CoC annual grant. In addition, an increasing number of housing and homeless grants from the State of California require that housing produced by those grants receive referrals from the CoC’s CES.

CES and the County's Five-Year Plan

On July 20, 2022, the Homeless Services Oversight Council adopted a Five-Year Plan to Address Homelessness. The plan set an ambitious goal to reduce homelessness by 50% over a five-year period.

Line of Effort #2 proposed to “Focus efforts to reduce or eliminate the barriers to housing stability for those experiencing homelessness or at risk of homelessness, including prevention, diversion, supportive services, and housing navigation efforts.” Recommendations under this Line of Effort include ensuring that the coordinated entry system is used as the foundation for service assessment across the continuum, and to develop and implement community standards and best practices for each service area (including outreach, case management and coordinated entry) with a universal focus on housing navigation.

To help achieve this goal, the Homeless Services Division has begun to examine the roles of existing committees and work with HSOC Committee Chairs and the HSOC Executive Committee to identify changes to the HSOC structure that could be made to help implement the Plan. Because the CoC is responsible for providing feedback for the development of policies related to CES, the CoC would benefit from a committee that is dedicated to developing and approving CES policies and guidance that are consistent with the Five-Year Plan.

Ad Hoc Committee

Per the HSOC Bylaws, the Services Coordinating Committee can make a recommendation to the HSOC Chair to create an ad hoc Committee. The HSOC Bylaws authorize the HSOC Chair to establish ad hoc committees in response to a recommendation from a standing committee.

The purpose of the committee would be to review and, as needed, update the CoC's Coordinated Entry Policies and Procedures to align them with HUD guidance and further the implementation of the County's Five-Year Plan to Address Homelessness.

FINANCIAL IMPACT

Creating an Ad Hoc Committee to focus on Coordinated Entry would have no direct financial impact.

STAFF COMMENTS

Creating an Ad Hoc Committee to focus on Coordinated Entry would require the approval of the HSOC Chair. Staff recommends approval of this item.