| I. Welcome & Introductions: Erin Johansen, CoC Board Chair |
| II. Review & Approval of Dec. 8th, 2021 Minutes: Angela Upshaw, Vice Chair |
| III. CoC Board Chair’s Report: Erin Johansen |
| IV. Sacramento Steps Forward (SSF) CEO’s Report: Lisa Bates |
| V. Announcements: (Upcoming Events & Recent Actions) | CoC Board Chair, CoC Board Members, SSF Staff, & Guests | 8:25 AM (10 minutes) | Information |
| VI. Consent Agenda - Action Item:  |
| A. CoC Board Member Appointment of Sergeant Paul Jbeily |
| VII. New Business: |
| A. 2022 Unsheltered PIT Count Update:  |
| • Approval of New Dates: 2/23-2/24  |
| (Approved by the CoC Executive Committee on 1/6/22)  |
| • Volunteer Recruitment  |
| • Event Logistics | April Marie Dawson, PITC Co-Chair & Michele Watts, SSF Chief Planning Officer | 8:40 AM (30 minutes) | Information |
| B. Coordinated Access Proposal | Peter Bell, SSF CE Manager | 9:10 AM (35 minutes) | Information |
| **C. Encampment Outreach:**
<table>
<thead>
<tr>
<th><strong>100 Day Challenge</strong></th>
<th>Theresa Bible, SSF Outreach Navigator, &amp; Michael Young, Homeless Access Clinician, County of Sacramento</th>
<th>9:45 AM (10 minutes)</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D. HHAP-3 Application Process</strong></td>
<td>Ya-yin Isle, SSF Strategic Initiatives Officer</td>
<td>9:55 AM (5 minutes)</td>
<td>Information</td>
</tr>
</tbody>
</table>

**VIII. Meeting Adjourned**

Next CoC Board Meeting: Wednesday, February 9th, 2022

Reference the [CoC Meeting calendar](#) for upcoming CoC Board and Committee Meetings. For any questions or concerns, please contact [Michele Watts](#), SSF Chief Planning Officer.
December 8th, 2021 CoC Board Minutes
Sacramento Continuum of Care (CoC) Board Meeting Minutes
Wednesday, December 8th, 2021 | 8:00 AM to 10:00 AM

**Recording of Zoom Meeting.** The meeting chat is below the minutes.

**Attendance:**

<table>
<thead>
<tr>
<th>Member</th>
<th>Area of Representation</th>
<th>Present</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexis Bernard</td>
<td>Mental Health Service Organization</td>
<td>No</td>
</tr>
<tr>
<td>Amani Sawires Rapaski</td>
<td>Substance Abuse</td>
<td>Yes</td>
</tr>
<tr>
<td>Angela Upshaw - Vice Chair</td>
<td>Veterans</td>
<td>Yes</td>
</tr>
<tr>
<td>April Marie Dawson</td>
<td>People with Disabilities</td>
<td>Yes</td>
</tr>
<tr>
<td>Chevon Kothari</td>
<td>County Health Services</td>
<td>No</td>
</tr>
<tr>
<td>Christie M. Gonzales</td>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
</tr>
<tr>
<td>Christie Lynn</td>
<td>Law Enforcement</td>
<td>No</td>
</tr>
<tr>
<td>Elyah “Eroz” Williams</td>
<td>Youth with Lived Experience</td>
<td>Yes</td>
</tr>
<tr>
<td>Emily Halcon</td>
<td>County of Sacramento</td>
<td>Yes</td>
</tr>
<tr>
<td>Erin Johansen - Chair</td>
<td>Mental Health</td>
<td>Yes</td>
</tr>
<tr>
<td>Fatemah Martinez</td>
<td>Shelter Provider</td>
<td>Yes</td>
</tr>
<tr>
<td>Jameson Parker</td>
<td>Business Community &amp; Street Outreach</td>
<td>Yes</td>
</tr>
<tr>
<td>Jenna Abbott</td>
<td>Business Community</td>
<td>Yes</td>
</tr>
<tr>
<td>John Kraintz</td>
<td>Lived Experience</td>
<td>No</td>
</tr>
<tr>
<td>Joseph Smith</td>
<td>Coalition/Network</td>
<td>Yes</td>
</tr>
<tr>
<td>Julie Davis-Jaffe</td>
<td>Employment Development</td>
<td>Yes</td>
</tr>
<tr>
<td>Name</td>
<td>Title</td>
<td>Available</td>
</tr>
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<td>-------------------------------</td>
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</tr>
<tr>
<td>Juile Hirota</td>
<td>Shelter and/or Housing Provider</td>
<td>Yes</td>
</tr>
<tr>
<td>MaryLiz Paulson</td>
<td>Housing Authority</td>
<td>Yes</td>
</tr>
<tr>
<td>Mike Jaske</td>
<td>Faith Community Advocate</td>
<td>Yes</td>
</tr>
<tr>
<td>Nicholas Golling</td>
<td>City of Sacramento</td>
<td>Yes</td>
</tr>
<tr>
<td>Pixie Pearl - Secretary</td>
<td>Homeless Youth</td>
<td>Yes</td>
</tr>
<tr>
<td>Sarah Bontrager</td>
<td>City of Elk Grove</td>
<td>Yes</td>
</tr>
<tr>
<td>Stefan Heisler</td>
<td>City of Rancho Cordova</td>
<td>Yes</td>
</tr>
<tr>
<td>Stephanie Cotter</td>
<td>City of Citrus Heights</td>
<td>No</td>
</tr>
<tr>
<td>Tara Turrentine</td>
<td>Education</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SSF Staff</th>
<th>SSF Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christina Heredia</td>
<td>Referral Specialist</td>
</tr>
<tr>
<td>Connie Morales</td>
<td>CoC Coordinator</td>
</tr>
<tr>
<td>Janet Rice</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>Kathreen “Nica” Daria</td>
<td>Volunteer &amp; Training Coordinator</td>
</tr>
<tr>
<td>Kaylin Jones</td>
<td>CoC Coordinator</td>
</tr>
<tr>
<td>Lisa Bates</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>Man Tsui</td>
<td>Data Analyst</td>
</tr>
<tr>
<td>Michele Watts</td>
<td>Chief Planning Officer</td>
</tr>
<tr>
<td>Michelle Charlton</td>
<td>CoC Coordinator</td>
</tr>
<tr>
<td>Peter Bell</td>
<td>CE Manager</td>
</tr>
<tr>
<td>Scott Clark</td>
<td>Data Analysis Manager</td>
</tr>
<tr>
<td>Ya-yin Isle</td>
<td>Chief Strategic Initiatives Officer</td>
</tr>
<tr>
<td><strong>I. Welcome &amp; Introductions:</strong> Erin Johansen, Chair</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Erin called the meeting to order around 8:02 AM. Attendance of 36 participants.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>II. Review &amp; Approval of Oct. 29th, 2021 Minutes:</strong> Pixie Pearl, Secretary</th>
</tr>
</thead>
</table>
| **Approval of 10/29/21 CoC Board Minutes:**  
Motioned for approval: 1st - Jenna Abbott / 2nd - MaryLiz Paulson  
Motion approved. |

<table>
<thead>
<tr>
<th><strong>III. Chair’s Report:</strong> Erin Johansen</th>
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</thead>
</table>
| Erin shared details about the Coordinated Access & Flow Proposal:  
● the Framework is focused on improving coordination around "front door" services and physical/virtual access points  
● the proposal is reflective of the recommendations put forward by the Gaps Analysis, REQ Action Plan, and CE Evaluation  
● the proposal is working through committees this and next week  
● currently in negotiations with the City and County to contribute resources  
● and Housing Problem-Solving (diversion and rapid resolution) is a central tenant |

<table>
<thead>
<tr>
<th><strong>IV. CEO’s Report:</strong> Lisa Bates</th>
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</table>
Lisa mentioned:
- a special Thank you to SSF Staff and Community Partners for their work on 2021 HUD NOFO application
- SSF is preparing for the 2022 Unsheltered Point-In-Time (PIT) Count this upcoming January. Specific details will be shared in upcoming months. We look forward to collaborating with our partners and community, looking for support and feedback throughout the planning and at the PIT Count.

V. Announcements:

CoC Board Chair: Erin shared details, in response to Zuri’s announcement, about the 24/7 Hour Mental Health Respite Center efforts.

CoC Board Members: None.

SSF Staff: None.

Guests:
- Danielle Foster shared details about the Homeless Hire Tax Credit. The State email address for questions is FTBHHTC@ftb.ca.gov
  - **Action Item**: SSF to distribute information to the CoC Community.
- Zuri Colbert mentioned the need for Black hygiene products, asking the community to purchase these supplies from Black owned businesses within our community. She shared details about the City of Sacramento Redistricting meeting tonight. For more details visit clapsac.com. Lastly, she shared detail about sexual assault within the homeless and shelter community.
  - **Action Item**: SSF to distribute information to the CoC Community.
- Bishop Chris Baker mentioned that Walmart and Sam’s Clubs collaborate with the Homeless Community who are in need of hygiene products mentioned by Zuri.
- Jeffery Tardaguila shared details about an article on the Business Circle clearing and details about the Cal Health Commission meeting date change.
- Monica Rocha-Wyatt shared details about Wellness Crisis Call Center and Response Community Stakeholder Feedback Report:
  - Here is the main link to Wellness Crisis Call Center and Response (formerly Alternatives to 911 for Mental Health) site
  - Here is the upcoming meeting flyer
  - Wellness Crisis Call Center and Response Program Upcoming Employment Opportunity site
- Gina Roberson shared details about the Rights Center regarding assisting sexual assault victums as a community.
- Karisa shared details about the Alternative 911 incentive and community listening sessions.
  Please see the recording and chat for more details.
VI. Consent Agenda - Action Item:
A. System Performance Committee Extended Terms

Approval of Consent Agenda Item:
Motioned for approval: 1st - April Marie Dawson / 2nd - Tara Turrentine
Motion approved.

VII. New Business:

A. HUD CoC NOFO Updates:
Michele Watts, SSF Chief Planning Officer
8:40 AM (5 minutes)
Information

Michele thanked the Community Partners, Providers, Homebase, and SSF staff for all their hard work and time spent to complete the 2021 HUD NOFO application. She shared details about application submission efforts, meetings, timeline, and more. Erin, CoC Board Chair, also thanked Homebase for their involvement.

B. 2022 Unsheltered PIT Count Update:
April Marie Dawson, PITC Co-Chair,
Michele Watts, & Kathereen “Nica” Darla, SSF Volunteer & Training Coordinator
8:45 AM (15 minutes)
Information

April and Michele shared:
- The 2022 Point-In-Time (PITC) planning is underway and is being coordinated for Wednesday, January 26, 2022 to Thursday, January 27, 2022.
- The PITC will vote on the survey at the December 16th meeting and pre-mapping outreach is in progress. Nica Daria, SSF Volunteer & Training Coordinator, will be hosting another office hour today: December 8th at 11am to answer survey and pre-mapping questions.
- The primary deployment site is being organized at the CSU Sacramento main campus. The 2022 PIT will also be piloting satellite sites across the county. A toolkit is currently being developed for satellite site partners, which will include details on roles, event and site preparation guidelines, designated SSF liaisons, and more. Partners who joined the previous satellite call will be receiving updates soon.
- SSF is preparing to launch the PIT volunteer registration portal in the coming days. The community will have options to help with canvassing, set up/clean up, check in/check out, preparing/distributing canvassing packets and supplies, and more. As
Board members, you will be asked to help spread the word about these PIT volunteer opportunities. Please stay tuned for more details!

- SSF is creating an FAQ page to help answer common event and volunteer-related questions and will be sending updates as more logistics are finalized. We’re also preparing a PIT email account where the community questions will be reviewed regularly. Though at this time, you can contact Michele Watts and Nica Daria directly.

<table>
<thead>
<tr>
<th>C. Bezos Day 1 Families Fund Grant Update &amp; Next Steps:</th>
<th>Lisa Bates, SSF CEO</th>
<th>9:00 AM (10 minutes)</th>
<th>Information</th>
</tr>
</thead>
</table>

Lisa shared details about the recent grant award, the process how people/families can apply for resources, the interest to collect data to inform us on how to best assist family homelessness, the focus to work with public and private partners for a system level response, and additional details on next steps. Please see the recording for more details.

<table>
<thead>
<tr>
<th>D. Encampment Outreach: 100 Day Challenge</th>
<th>Ya-yin Isle, Chief Strategic Initiatives Officer &amp; Michele Watts</th>
<th>9:10 AM (5 minutes)</th>
<th>Information</th>
</tr>
</thead>
</table>

Ya-Yin shared details about the 100 day challenge, the cohort of other Counties, establishing a team of Providers, Outreach Navigators, and Persons with Lived Expertise, workshops before the official start date of Jan. 4th, 2022, commitment of hours for the team, and that more details will be provided in upcoming months.

<table>
<thead>
<tr>
<th>E. HHAP Updates</th>
<th>Ya-yin Isle</th>
<th>9:15 AM (5 minutes)</th>
<th>Information</th>
</tr>
</thead>
</table>

Ya-yin shared details about the application requirements, the Homeless Action Plan, the focus of goal and outcome goals, the Action Plan template, and that more details will be shared at the Jan. 2022 CoC Board meeting.

VII. Meeting Adjourned around 9:01 AM. Attendance of approximately 65 participants. The next CoC Board Meeting is Wednesday, January 12th, 2022.
07:58:16 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
Welcome! Here are today’s meeting materials:

08:02:04 From Pixie Pearl (they/them) to Everyone:
We have met quorum

08:02:15 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
Welcome! Here are today’s meeting materials:

08:07:29 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
Approval of 10/29/21 CoC Board Minutes:

08:07:39 From Amani Sawires-Rapaski to Everyone:
  yes

08:07:40 From Pixie Pearl (they/them) to Everyone:
  Yes

08:07:41 From Stefan Heisler to Everyone:
  Yes

08:07:41 From Joseph Smith to Everyone:
  yes

08:07:42 From Emily Halcon to Everyone:
  yes

08:07:42 From Zuri KColbert CLAP to Everyone:
  Yes

08:07:43 From Sarah Bontrager to Everyone:
  Yes

08:07:44 From St. John's Program to Everyone: (non CoC Board member - vote doesn’t count)
  Yes
08:07:45 From MaryLiz Paulson to Everyone:
  Yes

08:07:45 From Jenna Abbott to Everyone:
  aye

08:07:45 From Nick Golling City of Sacramento to Everyone:
  yes

08:07:46 From Erin Johansen, Hope Cooperative to Everyone:
  yes

08:07:49 From angela upshaw to Everyone:
  Yes

08:07:54 From Tara Turrentine to Everyone:
  Yes

08:07:58 From Jameson Parker (He/Him) to Everyone:
  Yes

08:07:59 From Dawn Basciano to Everyone:
  Yes

08:11:28 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
  View upcoming CoC meetings here:
  https://sacramentostepsforward.org/continuum-of-care-meetings/#calendar

08:11:34 From St. John's Program to Everyone:
  What was the name again?

08:17:48 From Nick Golling City of Sacramento to Everyone:
  thank you Danielle!

08:20:42 From Zuri KColbert CLAP to Everyone:
  snsequity@gmail.com

08:21:06 From Danielle Foster to Everyone:
  Homeless Hire Tax Credit- website:
  https://www.ftb.ca.gov/file/business/credits/homeless-hiring-tax-credit/index.html
  state
  email address for questions: FTBHHTC@ftb.ca.gov
08:22:46 From Zuri KColbert CLAP to Everyone:
Visit us clapsac.com

08:22:58 From Bishop Chris Baker to Everyone:
[chrissenior64@gmail] I'm open just send days that are good for you, i also would like to introduce you to a prefabricated home executive....Bishop Chris Baker
[916]821-6111

08:25:38 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
Approval of Consent Agenda Item - System Performance Committee
Extended Terms:

08:25:41 From Julie Davis-Jaffe - SETA Sacramento Works to Everyone:
Yes

08:25:41 From Zuri KColbert CLAP to Everyone: (non CoC Board member - vote doesn't count)
Yes

08:25:42 From Pixie Pearl (they/them) to Everyone:
Yes

08:25:42 From Christie Gonzales to Everyone:
yes

08:25:42 From Jameson Parker (He/Him) to Everyone:
Yes

08:25:44 From April Marie Dawson to Everyone:
yes

08:25:44 From Tara Turrentine to Everyone:
Yes

08:25:44 From angela upshaw to Michelle Charlton (She/Her) SSF, CoC Coordinator(Direct Message):
Yes

08:25:45 From Erin Johansen, Hope Cooperative to Everyone:
yes
08:25:45 From St. John’s Program to Everyone: *(non CoC Board member - vote doesn’t count)*
   Yes

08:25:45 From Sarah Bontrager to Everyone:
   Yes

08:25:47 From Joseph Smith to Everyone:
   yes

08:25:47 From Nick Golling City of Sacramento to Everyone:
   yes

08:25:47 From Emily Halcon to Everyone:
   yes

08:25:47 From Stefan Heisler to Everyone:
   Yes

08:25:50 From MaryLiz Paulson to Everyone:
   Yes

08:25:51 From angela upshaw to Everyone:
   Yes

08:25:59 From Julie Hirota Saint John’s to Everyone:
   yes

08:26:03 From Amani Sawires-Rapaski to Everyone:
   yes

08:29:09 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
   For more details and stay informed, visit here:
   https://sacramentostepsforward.org/2021-continuum-of-care-coc-program-competition/

08:32:00 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
   Stay informed and explore the 2022 PIT Count webpage:
08:33:09 From Kathreen Daria (She/Her) SSF, Volunteer & Training Coordinator to Everyone:
   For more 2022 PIT Info:

08:34:15 From Robynne Rose-Haymer to Everyone:
   Has the date been released?

08:34:49 From Robynne Rose-Haymer to Everyone:
   Thanks for the repeat.

08:35:29 From Gina Roberson to Everyone:
   Good question

08:37:00 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
   mcharlton@sacstepsforward.org

08:39:06 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
   Details about the Bezos Day 1 Families Fund Grant:
   https://sacramentostepsforward.org/ssf-awarded-5-million-by-bezos-day-1-family-fund-grant/

08:41:11 From Michele Watts, she/her/hers, SSF Chief Planning Officer to Everyone:
   For anyone who missed the verbal report on the 2022 Unsheltered PIT, the dates selected for the count are January 26th & 27th.

08:44:35 From Quinn Jones-Hylton to Everyone:
   gjhylton21@gmail.com

08:45:51 From Rosario Arteaga to Everyone:
   Rarteaga@sacrt.com  I would like to learn more about the 100 day challenge.

08:46:23 From Robynne Rose-Haymer to Everyone:
   Ya-yin: I'd like to share the information with my colleagues.
   robynne.rose-haymer@saccenter.org

08:46:25 From Sher Singh she/her/hers to Everyone:
   I also would like to learn more about the 100 day challenge

08:46:39 From Sher Singh she/her/hers to Everyone:
08:50:57 From Cait Fournier to Everyone:
   its the wellness crisis call center report back meeting next Monday. formerly the
   alternatives to 911 project.

08:50:57 From Zuri KColbert CLAP to Everyone:
   Thank you for bringing this up! The Alternatives to 911 was not supposed to be just
   about mental health so now that the Wellness Crisis Line is concerned. We were hoping
   that it would be a support of other issues that may not require the police but need
   mediation for our unhoused or marginalized community

08:51:13 From Emily Halcon to Everyone:
   Wellness Call Center meeting flyer attached

08:51:19 From Monica Rocha-Wyatt to Everyone:
   BHS Wellness Crisis Call Center and Response Community Stakeholder Report
   Back, December 13, 2021, from 3:00 – 5:00 PM,
   https://www.zoomgov.com/w/1618782856?tk=hBvDnOv1xlxplqvZ_yHVfQnkNFD9Wo4-Yz
   yWBZJ5-w.DQMAAAAAAYHyqiBZWLUtETF9FbVJKT2pGZ0NHUjl6R3VRAAAAAAA
   AAAAAAAAAAAAAAAAA

08:51:37 From Deborah Hicks HeartLand Child and Family Services she/her/hers to
   Everyone:
   I have another meeting to facilitate at 9 a.m. so have to drop off now. Thank you all
   for your intensive work.

08:51:42 From Lisa Bates (She/Her) - SSF to Everyone:
   Maybe something to bring up in the 100 day challenge effort

08:52:01 From Monica Rocha-Wyatt to Everyone:
   Thanks Emily, stakeholder participation is greatly appreciated

08:52:24 From Deborah Hicks HeartLand Child and Family Services she/her/hers to
   Everyone:
   Thank you for pointing this out to Sac PD.

08:53:04 From Gina Roberson to Everyone:
   Sounds good I will pull data. Thx

08:56:28 From Monica Rocha-Wyatt to Everyone:
Thanks Cait for the clarification.

08:57:49 From Zuri KColbert CLAP to Everyone:
   We most definitely need the mental health piece to it but we also need other 911 Alternatives support and not just Wellness or we will be leaving many community members out.

09:03:31 From Sharna Braucks to Everyone:
   thank you and happy holidays!
Consent Agenda Item:
Sacramento Continuum of Care Board Appointment of Sergeant Paul Jbeily, Sacramento County Sheriff's Office
TO: CoC Board Members

FROM: April Marie Dawson, CoC Governance Committee Chair
Michele Watts, SSF Chief Planning Officer
Michelle Charlton, SSF CoC Coordinator

DATE: January 12th, 2022

SUBJECT: Sacramento Continuum of Care (CoC) Board Appointment of Sergeant Paul Jbeily, Sacramento County Sheriff's Office - ACTION Consent Agenda

The Sacramento Continuum of Care (CoC) Board is a 25 member Board that includes representatives from a variety of stakeholders working to address homelessness in our community. Lieutenant Christie Lynn, CoC Board member representing the Sacramento County Sheriff's Office, has been promoted to a new role and recommends her replacement Sergeant Paul Jbeily at the Sacramento County Sheriff's Office be appointed to the CoC Board to represent the Sacramento County Sheriff's Office / Law Enforcement. The CoC Governance Committee has reviewed this request and recommends Sergeant Paul Jbeily’s appointment.

Action Requested
Approve the appointment of Sergeant Paul Jbeily to the CoC Board to represent the Sacramento County Sheriff's Office, as recommended by the CoC Governance Committee.
Coordinated Access Proposal
Coordinated Access Proposal
Sacramento Continuum of Care
Community Challenge

System capacity cannot meet the current need:

- **11,222** people engaged with the homeless response system in 2020
- **6,111** entered the homeless system for the first time
- 25% were housed or self-resolved

Source: Point-in-Time Counts 2011-2019
Definition of Ending Homelessness (“Functional Zero”)


An end to homelessness does not mean that no one will ever experience a housing crisis again….

An end to homelessness means that every community will have a systematic response in place that ensures homelessness is prevented whenever possible or is otherwise a rare, brief, and non-recurring experience.
Community-Based Systems, Programs, Resources

Housing Crisis Response System: Key Components

- **HOUSING STABILITY**
  - Community-Based Systems, Programs, Resources

- **HOUSING CRISIS**
  - Shelter not needed tonight
  - Shelter needed tonight

**Key Components**

- **PREVENT**
  - Coordinated Access to Emergency Assistance

- **SHELTER**
  - Safe, appropriate, Temporary Housing

- **STABILIZE & CONNECT**
  - Individualized Stabilization Supports

- **RE-HOUSE**
  - Coordinated Access To Re-Housing Assistance

**Flow**

- **FRONT DOOR**
- **BACK DOOR**
“I’ve heard of this housing and hotels. Where do I sign up?”

- Krystle Little
Coordinate access to resources for people in housing crisis

- Gaps Analysis
- Coordinated Entry System Evaluation
- Racial Equity Action Plan
Proposed System Components

**Coordinated Access**
24/7 helpline to housing and homeless services, urgent shelter and outreach resources

**Standardized Triage Response**
with phased assessments

**Integration of City, County & Housing Resources**
into the coordinated entry system with access available through 211 and Outreach partners
Proposed System Components

Expansion of Problem-Solving Resources
including financial assistance and community-wide training

Collaborative Development and Continuous Improvement
operationalizing, memorializing, and scaling best practices through active community-wide engagement
Purpose and Values

**Purpose:** To expedite equitable access into shelter and immediate resources. Collaboratively design effective system-wide elements that improve housing placement and retention.

**Values:**
1. Person-Centered, Equitable Coordinated Responses
2. Data Integration and Transparency
3. Rapid Crisis Resolutions
4. Optimized System Resources and Management
Roadmap

Focus Area 1: Improving Housing Problem Solving (HPS) & Shelter Access

• Physical and Virtual Access Points
• Housing Problem-Solving

Focus Area 2: Scaling Access/Coordination (Flow)

• Landlord Engagement / Rehousing
• Housing Retention
Focus Area 1: Housing Problem Solving and Shelter Access

Access Points:
- Household Screening
- Housing Problem Solving (HPS)

Emergency Shelter,
Safe Ground, Motel Vouchers, etc.

Permanent Housing

Housing Retention
Physical Access Points
Engage and support clients in encampments to access and enter shelter

2-1-1
Screen and Refer eligible households to shelter services

People Experiencing Homelessness

Shelter Staff
Intake and Plan for Permanent Housing

Currently, there are 61 individual access points for 112 housing programs and shelters
Coordinated Access: Front Door Development

ROADMAP


FOCUS AREA: FRONT DOOR (Coordinated Access to Initial Housing Crisis Response: Screening/HPS then triage to: Prevention OR Outreach & Shelter)

DESIGN PHASE

EARLY IMPLEMENTATION PHASE: PILOTING

EARLY IMPLEMENTATION PHASE: SCALING

CAS Core Development Team REVIEW Meeting

CAS Core Development Team REVIEW Meeting

Concurrent Initiatives that will inform CAS design/development/implementation:
- 100-day encampment challenge
- Shared housing cohort
- Racial equity initiative
FRONT DOOR: Coordinated Access to Crisis Response: HPS, Outreach, Shelter
Preliminary Key Performance Indicators (KPIs)

**Outputs:**
- # Engaged by access point (211, identified outreach providers)
- # Screened, provided HPS

**Outcomes:**
- #/% Diverted, not diverted
- # Returns to Access Point (at-risk) and/or literal homelessness
  (sheltered/unsheltered)

**Dependency:** Full HMIS participation by providers (universal/program-specific
elements and custom CES elements)
FRONT DOOR: Coordinated Access to Crisis Response: HPS, Outreach, Shelter
System Plan Components (Initial drafting during design phase)

- Vision/mission
- Guiding principles
- System standards and measures
- Roles and responsibilities
- Governance and accountability
- Continuous performance and quality improvement
Next Steps

• Continue to work with Core CAS development team (city, county, suburban cities, & PWLE) Jan-March
• Present proposal and funding requests to City, County, CoC (Feb-March)
• Begin hiring and implementation phases in late March