Coordinated Entry System Committee (CESC) Agenda

Thursday, March 10th, 2022 | 2:30 PM – 4:00 PM

Zoom Meeting | **Meeting ID:** 881 1730 8740 | **Passcode**: 215903

One tap mobile: +16699009128,,88117308740#,,,,*215903# US (Sacramento)
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Agenda Item	Presenter(s)	Time	Item Type
I. Welcome & Introductions	John Foley, & Jenna Abbott, CESC Co-Chairs	2:30 PM (10 minutes)	Informal
II. Announcements: (Upcoming Events & Recent Actions)	CESC Co-Chairs, CESC Members, SSF Staff, & Guests	2:40 PM (5 minutes)	Informational
III. Transfer & Termination Policies and Procedures	Peter Bell, SSF CE Manager	2:45 PM (5 minutes)	Action
IV. RAPS Training Plan	Peter Bell, SSF CE Manager & Stacey Fong, SSF CE Analyst	2:50 PM (10 minutes)	Informational
V. Data Dashboard Reviews	Peter Bell, SSF CE Manager	3:00 PM (30 minutes)	Informational & Discussion

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IV. CESC Membership: Recruitment Goals & Expectations	Julie McFarland, Consultant	3:30 PM (15 minutes)	Discussion
VI. Racial Equity Initiative Work	Jillyan McKinney, SSF Racial Equity Specialist	3:45 PM (15 minutes)	Informational
X. Meeting Adjourned Next Meeting: Thursday, April 14th, 2022, 2:30 PM to 4:00 PM Potential topics to cover: CAS, New Member Slate			

Reference the CoC Meeting calendar for upcoming CoC Board and Committee Meetings.

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Coordinated Entry System Committee (CESC) Meeting Minutes

Thursday, February 10th, 2022 ‖ 2:30 PM – 4:00 PM

SACRAMENTO STEPS FORWARD

Ending Homelessness. Starting Fresh.

The meeting recording was not captured. The material(s) discussed at the meeting are below the minutes.

Attendance

Member	Area of Representation / Organization	Present
Cheyenne Carraway	SHRA	☑
Derrick Bane	Turning Point Community Programs	☐
Erica Plumb	Mercy Housing	☐
Gabriel Kendell	2-1-1	☑
Jenna Abbott (Co-Chair)	River District	☑
John Foley (Co-Chair)	Sacramento Self Help Housing	☑
Julie Field	Sac. County Dept. of Human Assistance	☐
Kate Hutchinson	Lutheran Social Services	☐
Kelsey Endo	Cottage Housing	☑
Maggie Marshall	Kaiser Sacramento	☐
Monica Rocha-Wyatt	Sac. County Dept. of Behavioral Health	☑
Samantha Earnshaw	Lutheran Social Services	☐
Stephanie Cotter	City of Citrus, Heights	☑
Tina Glover	SACOG	☑

Racial Equity Committee Member Liaisons	Area of Representation / Organization	Present
Deborah Hicks	HeartLand Child & Family Services	☐
Deisy Madrigal	LSS of Northern California	☐

Ejiro Okoro	Sacramento Housing Alliance	☑
Emily Zelaya	Opening Doors, Inc.	☑
Quinn Jones-Hylton	Community Power	☐

Agenda Item	Presenter(s)	Time	Item Type
I. Welcome & Introductions	John Foley, & Jenna Abbott, CESC Co-Chairs	2:30 PM (10 minutes)	Informal
II. Announcements: (Upcoming Events & Recent Actions)	CESC Co-Chairs, CESC Members, SSF Staff, & Guests	2:40 PM (5 minutes)	Informational
Michele Watts shared that SSF is still recruiting volunteers for the Point-in-Time Count, which will be held on February 23- 24, 2022. There are currently 400 volunteers with a goal of 500 volunteers. Due to COVID-19, safety precautions will be enforced during this year's count. Link to sign up to volunteer: https://sacramentostepsforward.org/continuum-of-care-point-in-time-pit-count/2022-pit-count/ Stephanie Cotter shared that anyone is welcome to join the Citrus Heights Collaborative Meeting. For more information, visit their website at: https://www.citrusheights.net/435/Citrus-Heights-Collaborative			
III. Updates from CoC Board • **RAPS Year 2** • **CAS Proposal**	Peter Bell, SSF CE Manager	2:45 PM (5 minutes)	Action
Peter shared that both items were approved at the CoC Board Meeting: 1. $1 million for RAPS Expansion, Year 2 will fund four FTE housing locators, one at each current problem-solving access point. It also will provide $400,000 in housing problem-solving funds available to agencies to support rapidly exiting or diverting households from homelessness. Agencies will hold an MOU with SSF and attend required training.			

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2. $3.7 million for the Coordinated Access Proposal will fund the expansion of 211, increase of SSF staff capacity, and outreach navigational support (designated agencies decided through an RFP process). The CoC approved the funds to be spent in a two-year period contingent upon receiving commitments from the City and County. The Coordinated Access Proposal will be brought to the City Council on Tuesday, March 8th for its approval. It will be presented to the Board of Supervisors at a date still to be determined.

V. CESC Work Plan	Peter Bell, SSF CE Manager & Meadow Robinson, Homebase	2:50 PM (30 minutes)	Informational & Discussion

Meadow summarized the work plan goals with an estimated timeline, noting that the work plan is flexible to changes and can be adjusted, even after approval.
Recommendations and ideas:

Goal 1: none
Goal 2: Recruit more diverse membership and focus on that more in the agenda (see next agenda item)
Goal 3: Working group formed to look at assessment and prioritization relating to inequities and other communities' best practices. By July, the group will have a recommendation to bring to the CESC and will also look at how it intersects with the survivor system.
Goal 4: John Foley recommends SSF shares reports to CESC (i.e. EHV progress) to understand workload and inform the goals.
Goal 5: SSF will provide RAPS Expansion training details, report on progress towards the objectives and the transition towards the updated processes/model. SSF is working on the Coordinated Access Proposal executive summary and presentation that will be shared when completed. Smaller cities should lock in their commitment by the end of March.

Item was informational and SSF was looking to bring it back for adoption at the next meeting. Jenna suggested changing it to an action item at the meeting, with the ability to change parts of the work plan.

Motioned for approval: 1st - Jenna Abbot, 2nd - Monica Rocha-Wyatt
Motion approved.

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VI. Update on Transfer & Termination Policies and Procedures	Peter Bell, SSF CE Manager & Stacey Fong, SSF CE Analyst	3:20 PM (5 minutes)	Informational
Peter shared an update that feedback from the Transfer and Termination Policies and Procedures has been reviewed. Revisions were made to the policies and procedures to reflect feedback from the ten respondents (included four committee members). Stacey summarized the revisions made, which are highlighted in the updated policies that were sent out. SSF asked that a final review of the changes be made by the committee and that any feedback be sent to Stacey at sfong@sacstepsforward.org. The final documents will be brought back to the March CESC meeting as an action item, and to the April CoC Board meeting for final approval.			
IV. Demographic Results & Next Steps	Julie McFarland, Consultant	3:25 PM (20 minutes)	Discussion & Action
Julie McFarland reviewed the responses from demographic surveys taken by committee members and noted that the materials will be shared after the presentation. Meadow shared that the Racial Equity Leadership Team encourages the CESC to recruit with more diverse representation from people of color, people with lived experience, and LGBTQ population. Julie added that front-line staff and PWLE are also important groups to target. Jillyan updated the committee that SSF is in the second round of interviews for hiring the Person with Lived Experience Specialist. Next Steps: Julie will send out the survey to the remaining committee members who did not respond.			
VI. CESC Membership: ● **Expectations and Roles** ● **2022 Recruitment**	Peter Bell, Michele Watts, & Julie McFarland, Consultant	3:45 PM (15 minutes)	Informational & Action
Peter and Michele provided a summary of the previous meeting's agenda item. The committee offered the following suggestions: 1. Jenna: send out an annual letter showing the attendance of each board member and indicating the expectations			

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2. Stephanie: allow members to share extenuating circumstances before removal from the committee
3. Stephanie and Gabriel: collect information for a secondary contact
4. Cheyenne: hold a poll to see if the meeting times works best for everyone; explore other times including nights/weekends

Michele W. shared that 17 people were interested in the CESC and she will provide an update on Monday, 2/14 to the committee's co-chairs to review representation of the diversity of applicants. The recruitment deadline is Tuesday, 2/22.

Next Steps: SSF will include a simple summary of the committee members' demographic data to help inform next steps to ensuring diverse/equitable committee representation.

X. Meeting Adjourned

Next Meeting: Thursday, March 10th, 2022, 2:30 PM to 4:00 PM
Potential topics to cover: Approve Policies, RAPS, CAS, New Member Slate

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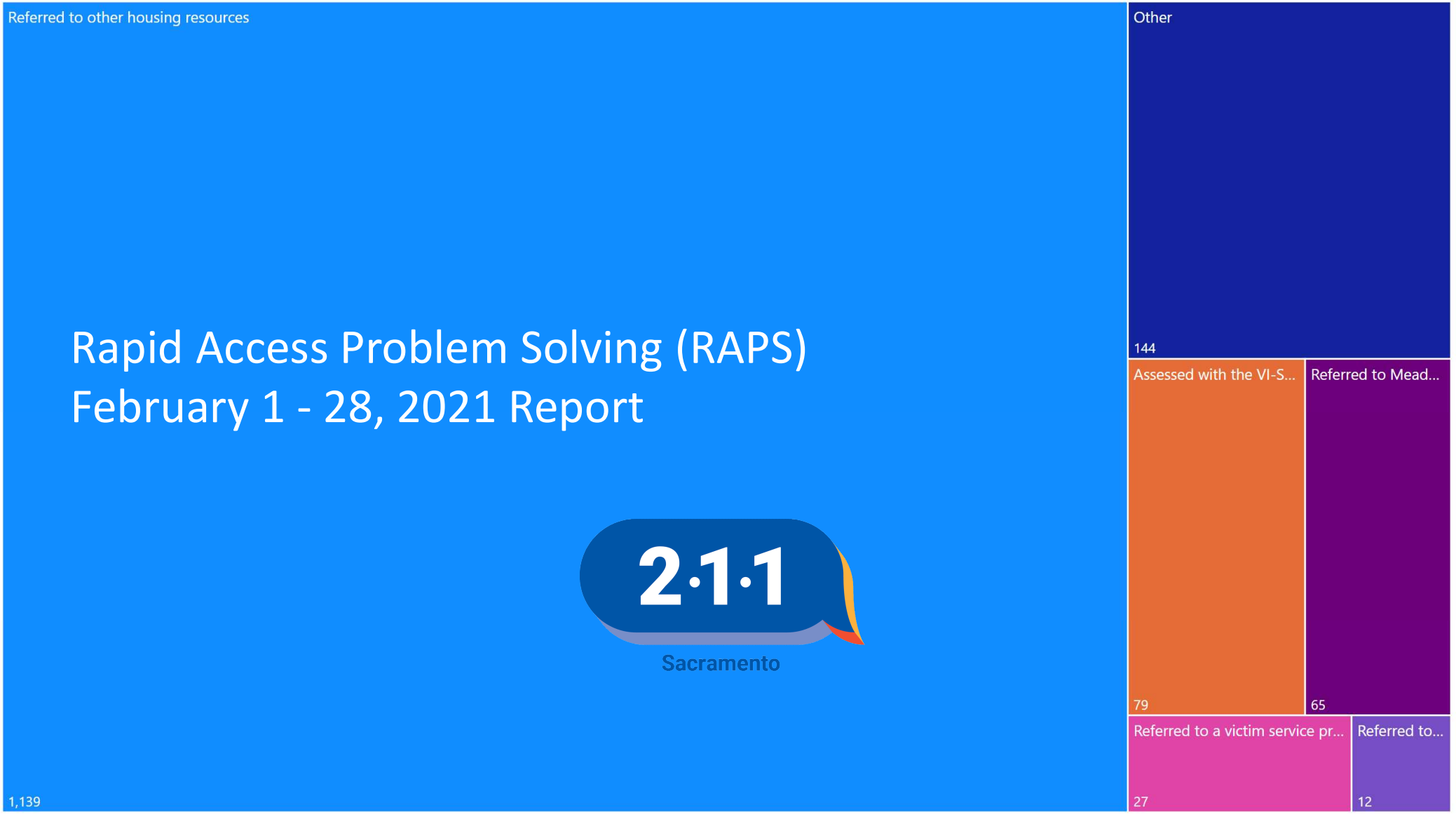
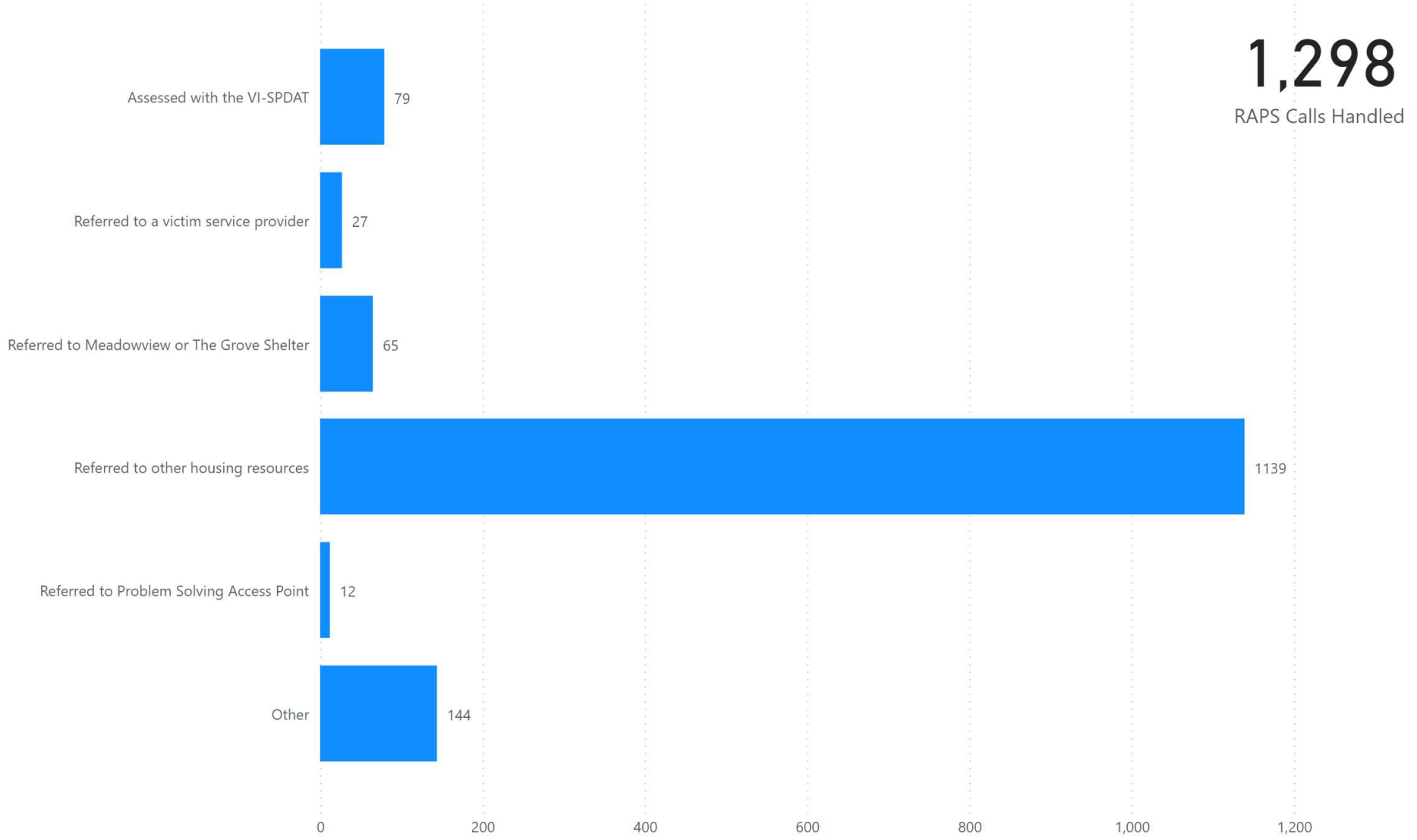
Rapid Access Problem Solving (RAPS)
February 1 - 28, 2021 Report

2·1·1
Sacramento



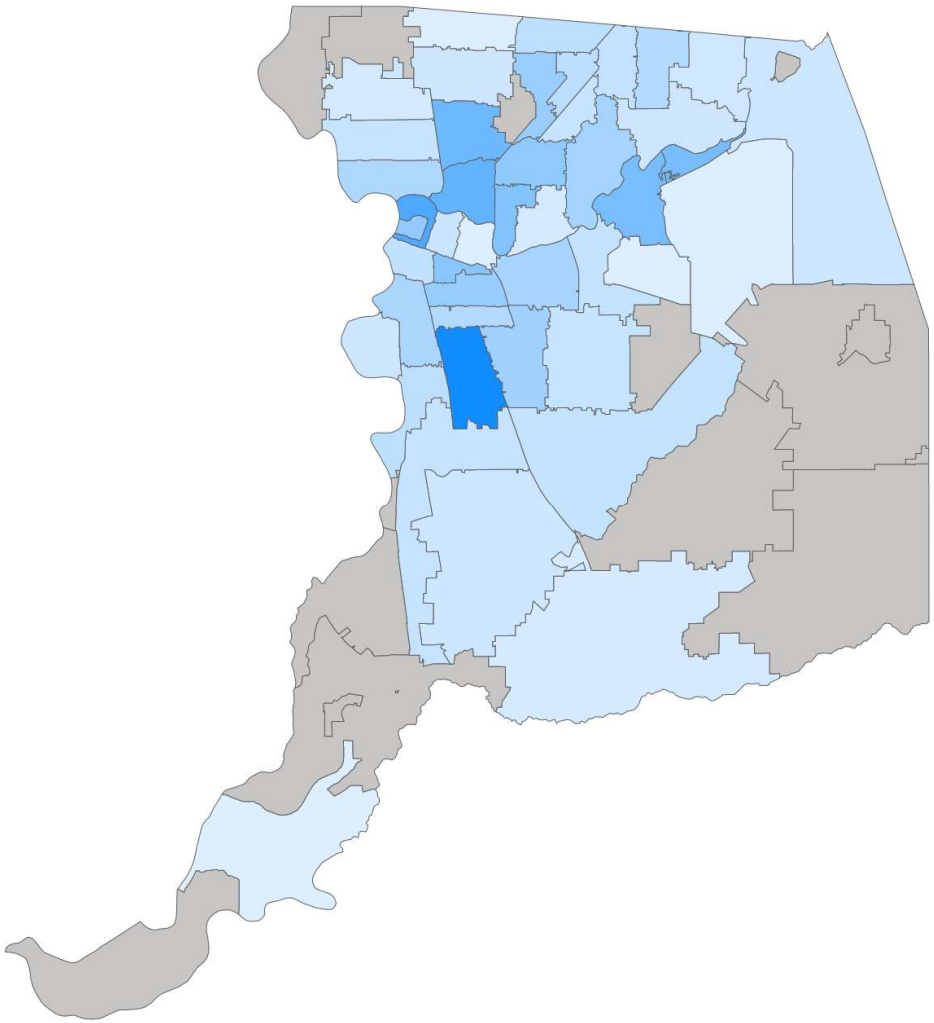
February 1 - 28, 2022 RAPS Calls by Outcome



1,298

RAPS Calls Handled

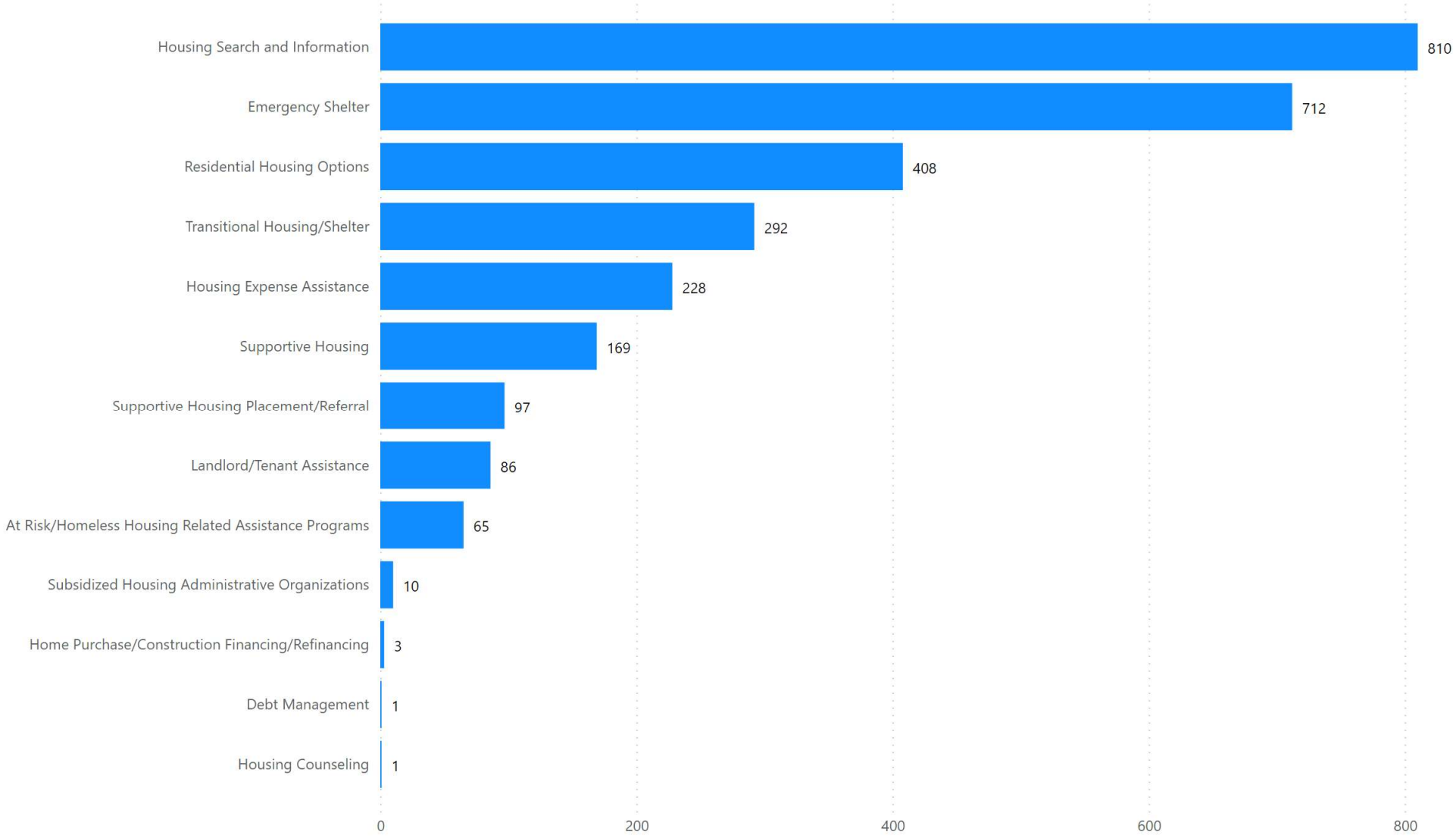
Call Volume by Postal Code



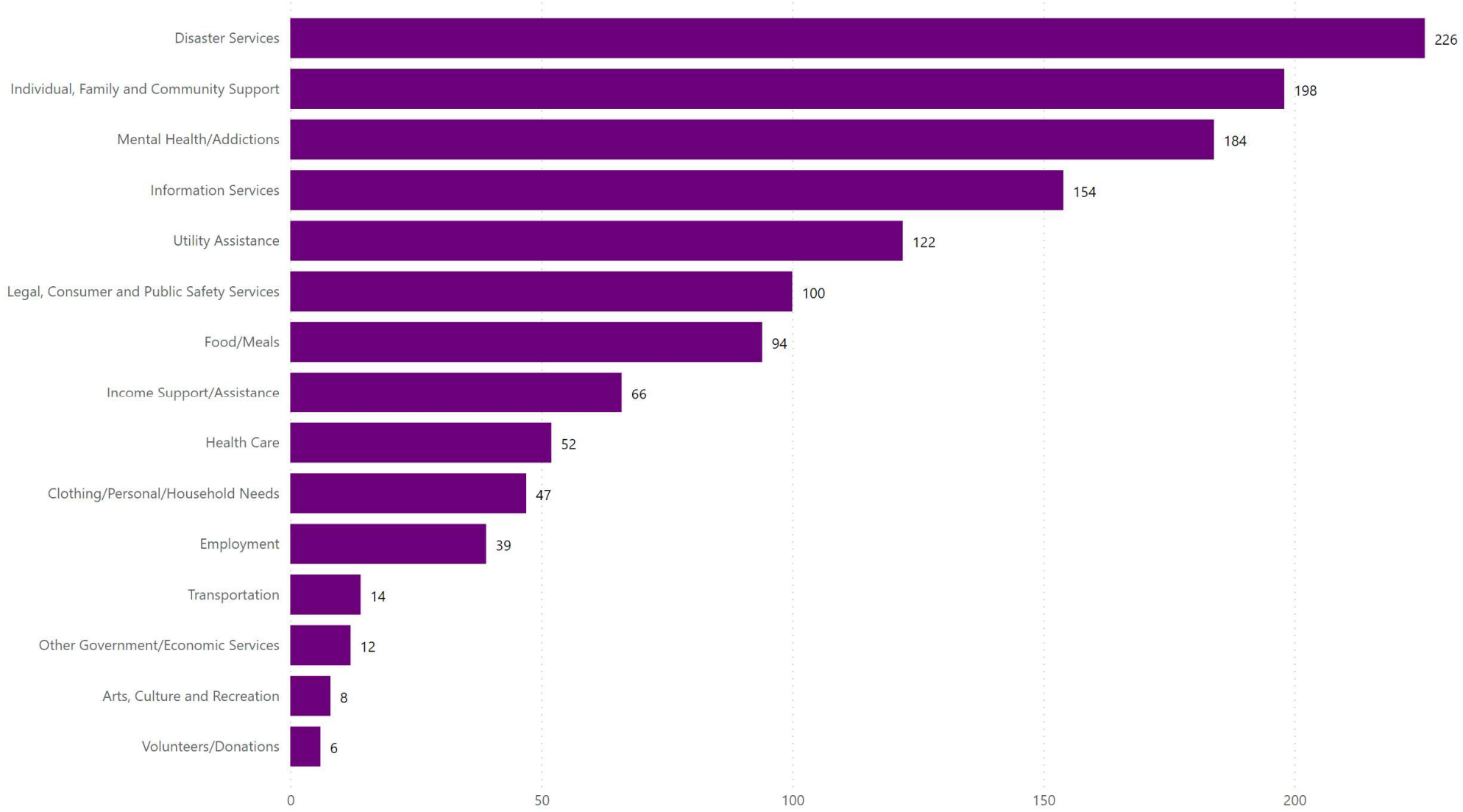
Postal Code	Count
95823	105
95811	74
95815	64
95838	58
95670	53
95825	47
95817	44
95821	40
95814	39
95820	37
95660	36
95828	32
95608	30
95826	29
95822	27
95833	25
95610	23
95824	23
95842	18
95832	17
95843	17
95818	16
95621	15
95624	14
95827	14

Postal Code	Count
95758	13
95829	12
95834	12
95841	12
95816	11
95630	10
95757	10
95628	9
95673	9
95831	9
95662	8
95835	6
95864	6
95632	5
95626	2
95655	2
95742	2
95819	2
95609	1
95641	1
95759	1
95812	1
95860	1
95866	1

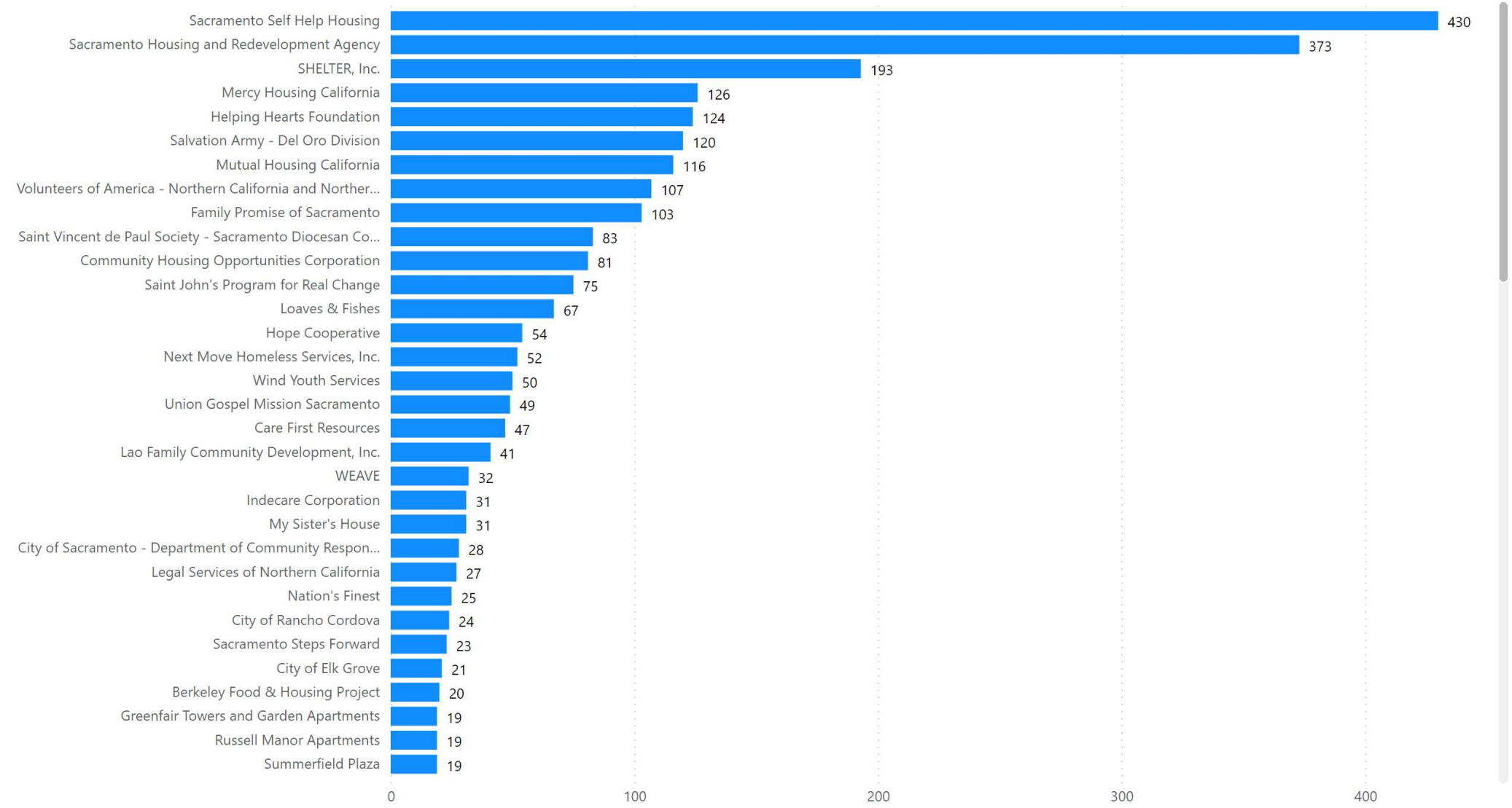
Housing Needs



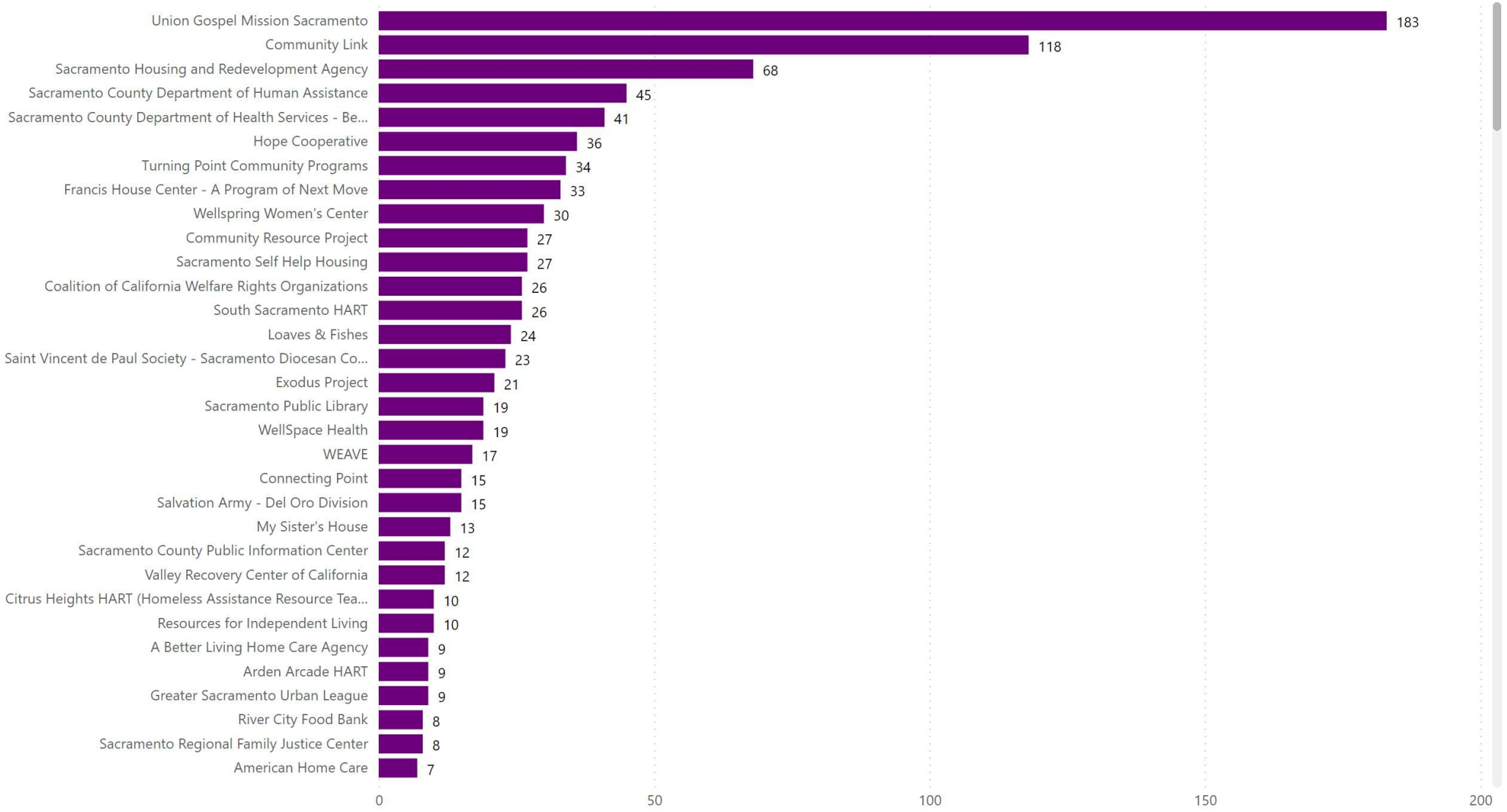
Non-Housing Needs



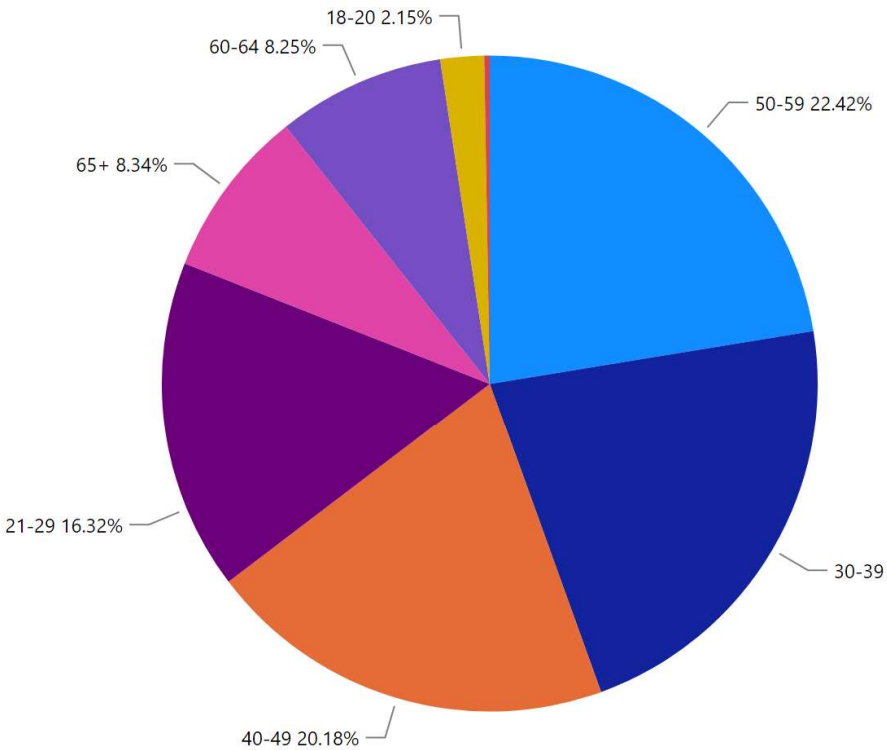
Housing Referrals



Non-Housing Referrals

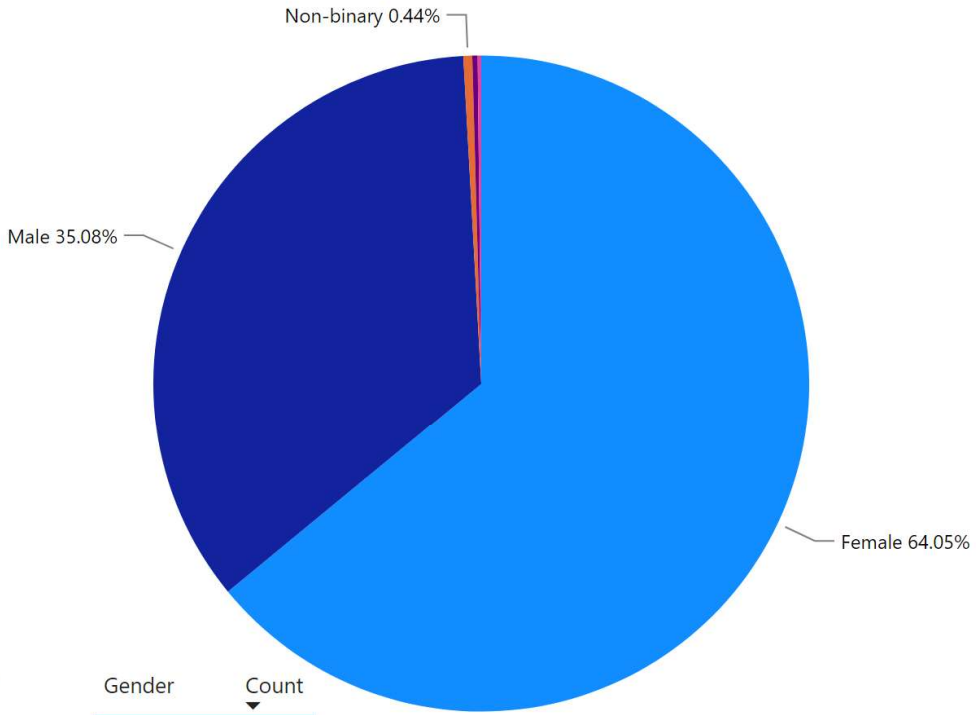


Age



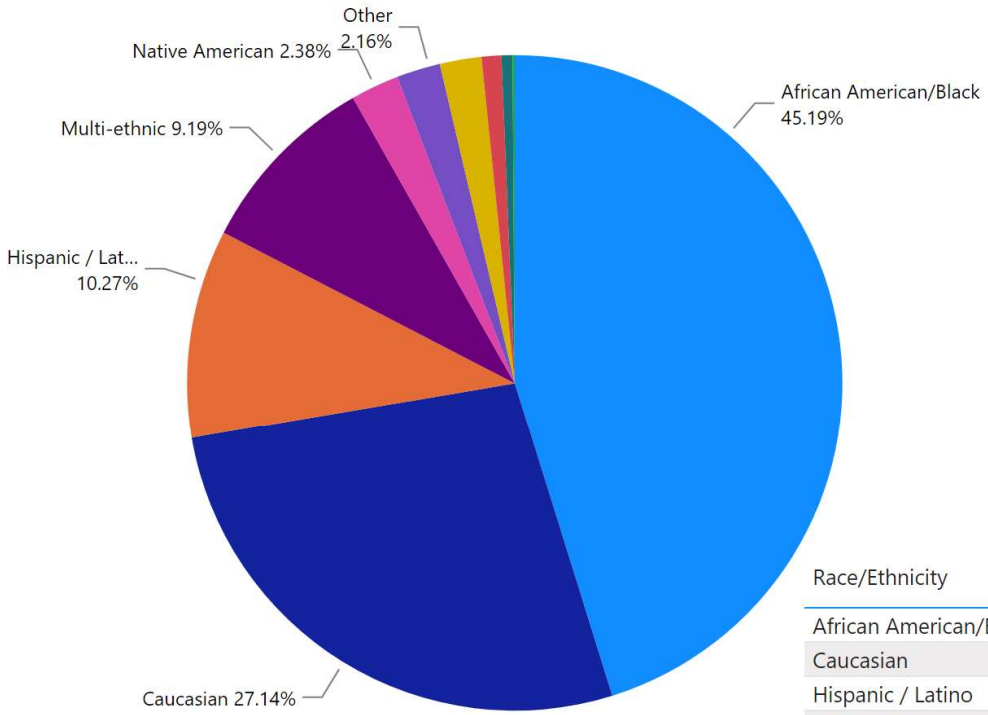
Age	Count
0-17	3
18-20	24
21-29	182
30-39	246
40-49	225
50-59	250
60-64	92
65+	93
Total	**1,115**

Gender



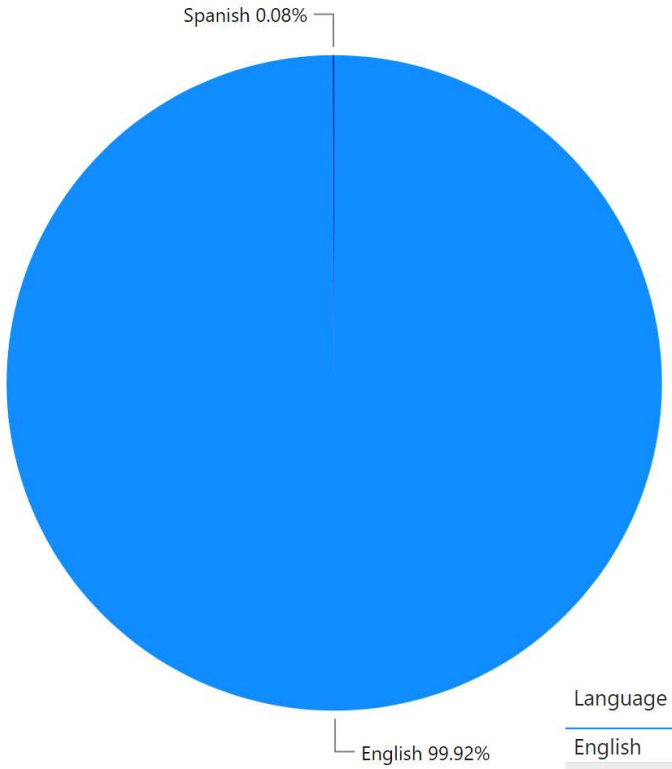
Gender	Count
Female	734
Male	402
Non-binary	5
Trans Female	3
Trans Male	2
Total	**1,146**

Race/Ethnicity



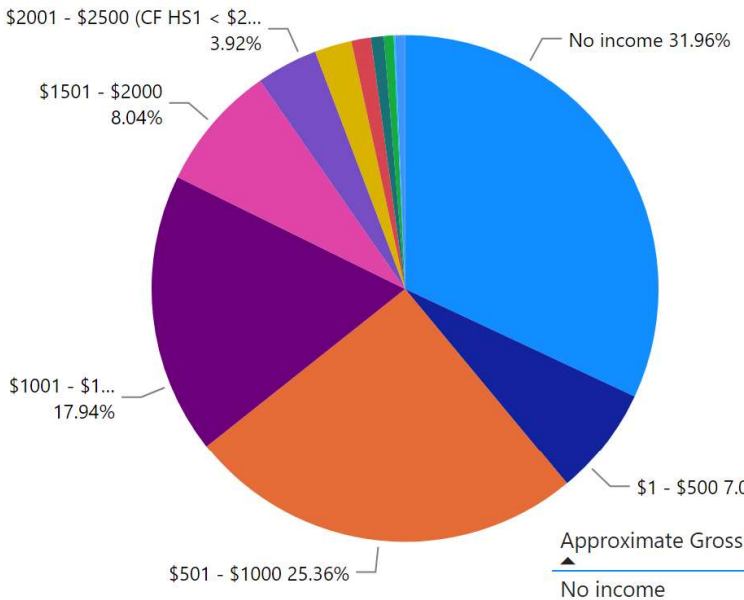
Race/Ethnicity	Count
African American/Black	418
Caucasian	251
Hispanic / Latino	95
Multi-ethnic	85
Native American	22
Other	20
Asian	19
Pacific Islander / Native Hawaiian	9
Middle Eastern	5
Russian / Slavic	1
Total	**925**

Language



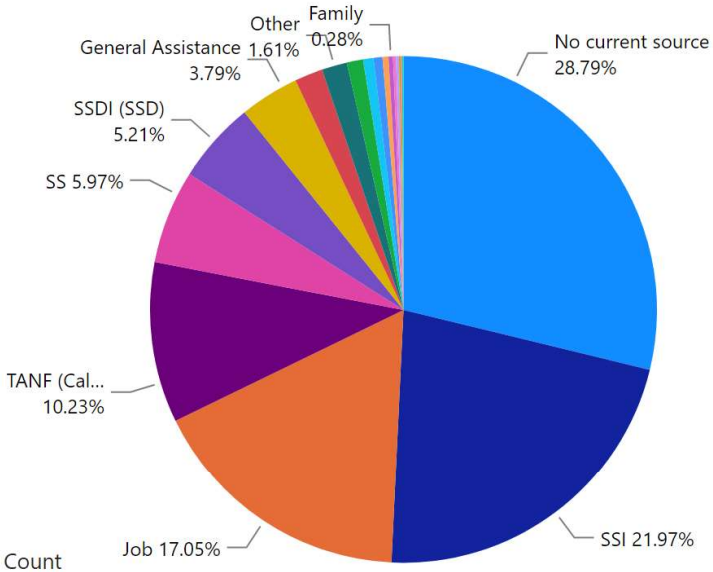
Language	Count
English	1,297
Spanish	1
Total	**1,298**

Approximate Gross Monthly Income



Approximate Gross Monthly Income	Count
No income	310
$1 - $500	68
$501 - $1000	246
$1001 - $1500	174
$1501 - $2000	78
$2001 - $2500 (CF HS1 < $2148)	38
$2501 - $3000 (CF HS2 < $2904)	23
$3001 - $3500	12
$3501 - $4000 (CF HS3 < $3660)	8
$4001 - $4500 (CF HS4 < $4418)	6
$4501 - $5000	1
More than $5000	6
Total	**970**

Main Source of Income



Main Source of Income	Count
No current source of income	304
SSI	232
Job	180
TANF (CalWORKs)	108
SS	63
SSDI (SSD)	55
General Assistance	40
Pension	19
Other	17
SDI	11
Self-Employed	7
Unemployment	6
Student Financial Aid	4
Family	3
AB 12 Foster Care	2
Alimony	2
Child Support	1
Insurance	1
Workers Compensation	1
Total	**1,056**

Permanent Supportive Housing (PSH) Transfer Policy and Procedures

Sacramento County Continuum of Care

Policy

The Sacramento Continuum of Care supports the request and transfer of program participants who may need specific services or accommodations to support long-term housing stability. Transfer requests may be used in rare instances when all other options have been exhausted to prevent returns to homelessness and is applicable to PSH-to-PSH transfers only. In the case of transfer requests submitted to prevent program termination, documents that show the reason for termination and due diligence of explored options, attempts at resolution and reasons for lack of resolution may be requested.

Transfer policy and procedures are centered in housing first principles and participant-choice practices. Transfer requests due to fleeing/experiencing domestic violence, dating violence, sexual assault, stalking and/or human trafficking are prioritized over all other requests and follow the specific processes outlines in Sacramento's Continuum of Care Violence Against Women Act (VAWA) Emergency Transfer Plan. This policy also does not cover the process of transferring clients when a HUD-CoC project is closing. When an entire project is closing, SSF will work with the applicable agency and HUD to develop a plan of action to ensure that, to the extent possible, no participants return to homelessness (see the CoC's Defunded Project Policy).

All other transfers must be requested and approved through the procedures outlined below.

Procedures

Internal Transfer

HUD-CoC housing providers can request an internal transfer between projects within the same agency.

Housing providers must complete a Transfer Request Form, which includes the reason for transfer, and submit it to the CES Manager. Case conferencing or additional information including the acknowledgement of client choice about the transfer may be needed prior to approving the transfer. After review, the CES manager with send a notification email to the provider of the approval or denial. Standard HMIS practices will still apply.

External Transfer

HUD-CoC housing providers can request a participant transfer to a program with a different provider, if the participant meets eligibility. Providers requesting an external transfer must complete a Transfer Request Form and submit it to the CES Manager. If possible, the provider requesting the transfer will provide written advocacy from a third-party service provider, and documentation from the participant acknowledging the transfer is their choice.

All requests will be reviewed based on meeting the outlined transfer criteria in *Table 1 - Transfer Reasoning*, demonstrated need, and available resources that match the participant's needs to support a successful transfer. The request will be approved on the condition that appropriate housing is available, and that the transfer is warranted. Initial decisions will be based on the information received in the transfer request form.

A written response of the determination will be provided to the requesting program, including rationale for denials in *Table 2- Transfer Denial Reasoning*. If the transfer is denied, the housing program will continue to assist the client with their housing situation. Clients can remain on the transfer roster, in order of priority to be considered when housing becomes available if the transfer denial reason was because current existing resources were not able to meet the request. CES staff will regularly monitor the list for vacancies and appropriate matches. If the client has been on the list for more than 6 months, a new request form will need to be submitted by the housing program. Clients will be removed if they have been on the list for more than 6 months without a new request, no longer need a transfer, or turn down more than three housing options. If the client is removed due to not accepting three housing options, the program must wait 3 months before submitting a new request. Requests for exceptions can be submitted on the Transfer Request Form.

If necessary, requests will be reviewed in case conferencing with the provider requesting the transfer and the receiving provider, prior to facilitation of the transfer. The group may also meet with the program participant to better understand their housing situation and to confirm their choice.

<u>Facilitating a Transfer</u>

Approved transfer requests will take priority over new referrals to all eligible and appropriate intervention types which can meet the identified needs of the transferring participant.

Agencies submitting the transfer request must share eligibility documentation with the receiving provider. The receiving provider must verify participant eligibility criteria before enrolling the client into their project. Both agencies are required to maintain documentation of the process and approval, including:

- Copies of all documentation used to determine eligibility into the original housing program (i.e. Homelessness Certification, Chronic Homelessness Certification, etc.).
- Transfer request as submitted by original housing provider.
- Notification email and HMIS records

Providers submitting the transfer request must continue to provide services and support to the participant to be transferred, including supporting attaining housing or maintaining housing, and to assist with the logistics of the transfer (transportation to appointments, etc.).

Table 1. Transfer Reasoning

Reason	Definition	Insufficient Reason
Conflict and Safety Concerns Outside of VAWA	The space has become unsafe for the household that does not qualify for emergency transfer criteria under VAWA Housing Protection. As examples, someone has taken over the unit and the household can no longer live there, violence taking place in the apartment building, or tenants in the building harassing the participant.	Crime in the neighborhoodthat is not specifically targeting the household or building.
Reasonable Accommodationsand/or Modifications	The household is unable to live in their homedue to requiring accommodations that cannotbe made. Examples can include requiring an elevator or larger door frame for a wheelchairin a building without these features, larger units required due to medical equipment or needing an additional room to accommodate a live-in aid.	Feasible accessibility accommodations needed in the current project that can be put into place such as grab bars or a lift.
Change in Household Composition	The family size changes so that the householdrequires a smaller or larger unit. This can include the unit size impacting the household retaining or obtaining custody of children or households that included children and now only include the parent(s)/adults. This can includethe need for a young adult to move from a TAY program to an adult program to accommodate service needs.	Desire for a larger unit thatis not required based on family size.
Client Choice	The household would be able to reach employment and educational goals, or not have their health jeopardized living in a different location that cannot be obtained in the current program. An example can include needing to be located closer to a medically necessary service such as dialysis. Or the household has identified that they require a different housing provider to successfully maintain housing.	Geographic preference that is unrelated to employment/education/health, preference for a larger unit, or preference for a different provider when challenges with the current provider can be resolved. Client is challenging to engage in services or has ongoing conflicts with agency staff.

Table 2. Transfer Denial Reasoning

Reason	Definition
Insufficient Transfer Reasoning	The documentation submitted does not meet the threshold criteria demonstrating the need for a transfer to be approved.
No Community Capacity Currently	There are currently no projects within the CoC, which has capacity or is expected to have capacity within the near future which could meet theneeds outlined in the transfer request.
Current existing resources are not able to meet the request needs*	There are currently no projects within the CoC which could meet the participant's identified needs.

**Clients can remain on the transfer roster for up to 6 months before a new request is needed.*

Termination of Assistance Policy and Procedures

Sacramento County Continuum of Care

Policy

Provider-initiated termination of HUD-CoC program assistance should be rare and used only as a last resort to ensure safety. Programs are expected to maintain a low-barrier, housing–first approach and only terminate assistance in the most severe cases when the participant is a threat to themselves or another person. Program termination cannot be based solely on non-compliance with property-related requirements that result in housing being jeopardized (i.e. eviction). Termination does not bar the program from providing further assistance later to the same individual or family.

Housing providers are to exhaust all other options and resources to provide services and alternative housing solutions and/or problem-solving before termination. Housing providers need to document steps demonstrating that all options have been explored, attempted, and did not resolve the reasons for termination. SSF may request to review documents in certain circumstances, like in the example of a transfer request or other instances. Transfers can be explored in rare instances, but not all transfers may be approved. If a transfer request is submitted to prevent program termination and the reasoning meets criteria, programs will notify SSF prior to terminating the participant and give time to explore transfer options.

The policy protects participants from arbitrary reasons of termination and limits the use of termination to manage programs. It is the goal of the Continuum of Care to prevent returns to homelessness.

> Note: This policy does not cover participants who are enrolled in a program, but not yet housed. Programs may need to exit a participant who is not yet housed. Examples include no contact for at least 90 days, participant moves away, and participant is no longer in need of the program.

Procedures

Due process must be given to each participant when terminating assistance which includes providing a formal process that recognizes the rights of individuals receiving assistance under the due process of law. Programs must:

- Provide the participant with a written copy of any participant responsibilities and the termination process (including number of business days that each process step will take) before the participant begins to receive assistance
- Review the policy and possible termination causes verbally with participants upon entry
- Provide written notice to the participant containing a clear statement of termination reasons
- Offer a review of any termination decisions, in which the participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision
- Provide written notice of the final decision to the participant

Documentation

Documentation should be stored in the participant's file, and include the following:

- Signed acknowledgement of receipt of the termination policy and verbal review
- Written documentation of termination reasons (signed by participant when possible)
- Copy of any written objections (or a notation in the file of any verbal objections) made by the participant, and any action taken by staff
- Signed acknowledgement of receipt of the final decision made by program staff of any further objection made by participant (or a copy of the notice when a signature isn't possible) – encourage upload to HMIS, if in the event there are objections/transfer requests/
- Documented steps showing staff's due diligence of explored options, attempts at resolution and reasons for lack of resolution

Termination documents may be requested during monitoring or if SSF needs to further investigate client concerns or complaints.