

# Coordinated Entry System Committee (CESC) Agenda

Thursday, April 14th, 2022 | 2:30 PM – 4:00 PM

[Zoom Meeting](#) | Meeting ID: 881 1730 8740 | Passcode: 215903

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Agenda Item	Presenter(s)	Time	Item Type
<b>I. Welcome &amp; Introductions</b>	John Foley, & Jenna Abbott, CESC Co-Chairs	2:30 PM (10 minutes)	Informal
<b>II. Announcements: (Upcoming Events &amp; Recent Actions)</b>	CESC Co-Chairs, CESC Members, SSF Staff, & Guests	2:40 PM (5 minutes)	Informational
<b>III. Transfer &amp; Termination Policies and Procedures</b>	Peter Bell, SSF CE Manager	2:45 PM (5 minutes)	Action
<b>IV. Assessment and Prioritization Work</b>	Peter Bell, SSF CE Manager & Stacey Fong, SSF CE Analyst	2:50 PM (30 minutes)	Discussion
<b>VI. Data Work Group Updates</b>	Julie McFarland, Consultant	3:20 PM (10 minutes)	Informational

<b>VII. CESC Membership: Recruitment Goals &amp; Expectations</b>	Julie McFarland, Consultant, John Foley, Co-Chair, Jenna Abbott, Co-Chair	3:30 PM (15 minutes)	Discussion
<b>VIII. Racial Equity Initiative Work</b>	Jillyan McKinney, SSF Racial Equity Specialist	3:45 PM (15 minutes)	Informational
<b>X. Meeting Adjourned</b> Next Meeting: Thursday, May 12th, 2022, 2:30 PM to 4:00 PM Potential topics to cover:			

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Reference the [CoC Meeting calendar](#) for upcoming CoC Board and Committee Meetings.



## Coordinated Entry System Committee (CESC) Meeting Minutes

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

[Recording of Zoom Meeting](#). The chat is below the minutes.

### Attendance:

Member	Area of Representation / Organization	Present
Cheyenne Carraway	SHRA	Yes
Derrick Bane	Turning Point Community Programs	No
Erica Plumb	Mercy Housing	No
Gabriel Kendell	2-1-1 Sacramento	Yes
Jenna Abbott (Co-Chair)	The River District	No
John Foley (Co-Chair)	Sacramento Self Help Housing	Yes
Julie Field	Sac. County Dept. of Human Assistance	Yes
Kate Hutchinson	Lutheran Social Services	No
Kelsey Endo	Cottage Housing	No
Maggie Marshall	Kaiser Sacramento	No
Monica Rocha-Wyatt	Sac. County Dept. of Behavioral Health	Yes
Phillip Scott Reed	US Department of Veterans Affairs	No
Stephanie Cotter	City of Citrus, Heights	No
Tina Glover	SACOG	Yes

\*Informed SSF staff of their absence before the meeting.

SSF Staff	SSF Title
Christina Heredia	Referral Specialist
Jillyan McKinney	Racial Equity Specialist

Josh Lowy	Programming Analyst
Kaylin Jones	CoC Project Coordinator
Man Tsui	Data Analyst
Michele Watts	Chief Planning Officer
Peter Bell	CE Program Manager
Scott Clark	Data Analytics Manager
Stacey Fong	Coordinated Entry Analyst
Theresa Bible	Outreach Navigator
Vivan Nguyen	Coordinated Entry Referral Specialist

### Racial Equity Committee Member Liaisons

Deisy Madrigal, Emily Zelaya, and Quinn Jones-Hylton.

### Guests

Alisa Osunfunke Orduna, Andrew Nickens, Cait Fournier, Deborah Hicks, Ejiro Okoro, Erasto Arango, Ingrid Sanchez, Jill Fox, Joe Smith, Joshua Arnold, Julie McFarland, Meadow Robinson, Sarah's Iphone, Tasha Lee, T. McWilliams, and 16502080734.

Agenda Item	Presenter(s):	Time	Item Type
<b>I. Welcome &amp; Introductions</b>	John Foley, & Jenna Abbott, CESC, Co-Chairs	2:30 PM (10 minutes)	Informal
John called the meeting at 2:34 PM. Attendance of 33 participants.			

<b>II. Announcements: (Upcoming Events &amp; Recent Actions)</b>	CESC Co-Chairs, CESC Members, & Guests	2:40 PM (5 minutes)	Informational
<p>Julie Field commented during announcements that she wanted to express gratitude to the SSF staff for the 2022 PIT Count.</p> <p>The 100 day challenge needs case conferencing for about two months an hour and a half once a week. Call for interest was put out to the group.</p>			
<b>III. Transfer &amp; Termination Policies and Procedures</b>	Peter Bell, SSF CE Manager	2:45 PM (5 minutes)	Action
Final action was taken to approve the two policies which were presented in the packet.			
<b>IV. RAPS Training Plan</b>	Peter Bell, SSF CE Manager & Stacey Fong, SSF CE Analyst	2:50 PM (10 minutes)	Informational
<p>Peter Bell and Stacey Fong, provided an overview on this agenda item. RAPS got approved to go into year two. April 1, 2021 was the beginning of year one. Will be focused on access points looking for opportunities to divert them from homelessness. Training for use of the program will be available to ones in the community as well and will talk about HMIS and funding components. Training dates have been identified but they are flexible. Discussions will be started next month with an access point launch in July. Slides of the presentation may be viewed <a href="#">here</a>.</p> <p><b>Action Item:</b> Peter Bell to coordinate a group that can do a deeper dive on some of the data that Tina Glover can interact with over the next month or two along with Julie. Tina would be the lead member.</p> <p>John Foley would like to meet next month to check in and get a progress report.</p> <p>Questions were asked during the meeting. Please see the recording and chat for more details.</p>			
<b>V. Data Dashboard Reviews</b>	Peter Bell, SSF CE Manager	3:00 PM (30 minutes)	Informational & Discussion

We now have the [EHV dashboard](#) functional on the [SSF website](#). Questions were asked during the meeting. Please see the recording and chat for more details.

**IV. CESC Membership: Recruitment Goals & Expectations**

Julie McFarland,  
Consultant

3:30 PM (15  
minutes)

Discussion

Julie discussed that there are membership goals and would like to have people in the room to participate and have good conversations. The Committee did receive applications for open seats and plan to send info with an update to the Governance Committee so they can recruit with intentionality while setting additional targets for membership. Since the CE Committee has several open seats and the selection process is currently being determined, we reviewed 4 recommendations with the CE Committee today despite not having quorum. Recommendations can be found here:

<https://docs.google.com/document/d/19mykPcaSeHI3wP0eq6qypunG231mQrhuDsqLzRKdmYk/edit?usp=sharing>

Julie went through a demographic survey and 100% of the CESC members responded. Here is the written [summary of the Coordinated Entry Committee’s demographic survey results](#).

**Action Item:** Co-chairs will meet with Sacramento Steps Forward to review applications that came in.

**VI. Racial Equity Initiative Work**

Jillyan McKinney,  
SSF Racial Equity  
Specialist

3:45 PM (15  
minutes)

Informational

Time didn’t allow us to have a discussions on this topic, tabled for next month.

**X. Meeting Adjourned at 3:59PM. 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.

## CESC Meeting Chat

00:14:55 Andrew Nickens: Hi I'm a student just listening in.

00:16:08 Emily Zelaya (she/ella): Hello colleagues! This is Emily Zelaya (she/ella), Program Manager for the Survivors of Trafficking Program at Opening Doors AND here also as a member of the Racial Equity Committee. 😊

00:16:50 Julie McFarland (she/her): Hey folx - I'm Julie McFarland (she/her, white), a technical assistance provider adding some capacity around coordinated entry for SSF

00:18:57 Ingrid Sanchez: Hi Ingrid Sanchez (SHE/HER) Case Worker at Opening Doors for the Survivors of Trafficking Program.

00:21:13 Tasha Lee - Saint John's: Hi all, Tasha DeLeon Lee, here, Senior Director of Integrated Health Services at Saint John's Program for Real Change.

[tlee@saintjohnsprogram.org](mailto:tlee@saintjohnsprogram.org)

00:25:08 Jillyan Sylvia McKinney (she/her) SSF, Racial Equity Specialist: Hello all,

00:25:43 Jillyan Sylvia McKinney (she/her) SSF, Racial Equity Specialist: Jillyan Sylvia McKinney, She/Her, multi-racial LatinX, SSF, Racial Equity Specialist

00:32:09 Christina H SSF Referral Specialist (she, her): Christina Heredia, she/her, Referral Specialist at Sacramento Steps Forward. [cheredia@sacstepsforward.org](mailto:cheredia@sacstepsforward.org)

00:43:02 Jill Fox - VOA: Jill Fox VOA

00:51:27 Stacey Fong:

<https://sacramentostepsforward.org/emergency-housing-vouchers-data/>

00:59:02 Julie McFarland (she/her): I love Tina's data energy!

00:59:54 Deborah Hicks: Hello, Apologies for late entry for the meeting. I got stalled in a prior meeting that I could not leave.

01:02:53 Julie McFarland (she/her): Yep! Happy to. I recall Gabriel being into data, as well. :)

01:07:17 Julie McFarland (she/her): On it, Tina!!

01:08:24 Alisa Osunfunke Orduna (she/her): Thank you for letting me listen in. Have to run to another meeting.

01:15:44 Julie McFarland (she/her): View CE Committee demographic survey summary here:

[https://docs.google.com/document/d/1DqKLGLAoCkwaNIAdmbUOXpVrTQAwN\\_HUxjgoETZJrnY/edit?usp=sharing](https://docs.google.com/document/d/1DqKLGLAoCkwaNIAdmbUOXpVrTQAwN_HUxjgoETZJrnY/edit?usp=sharing)

01:25:42 Andrew Nickens: Has the committee considered membership from representatives of institutions of higher education?

01:26:26 Julie McFarland (she/her): Recommendation document:

<https://docs.google.com/document/d/19mykPcaSeHI3wP0eq6qypunG231mQrhuDsqLzRKdmYk/edit?usp=sharing>

01:27:50 Andrew Nickens: Thank you.



01:37:26 Monica Rocha-Wyatt, she/her, BHS: [rocha-wyattm@saccounty.net](mailto:rocha-wyattm@saccounty.net)

# Permanent Supportive Housing (PSH) Transfer Policy and Procedures

Sacramento County Continuum of Care

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## 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 will 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.

### Facilitating a Transfer

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.).

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**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 neighborhood that is not specifically targeting the household or building.
Reasonable Accommodations and/or Modifications	The household is unable to live in their home due to requiring accommodations that cannot be made. Examples can include requiring an elevator or larger door frame for a wheelchair in 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 household requires 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 include the need for a young adult to move from a TAY program to an adult program to accommodate service needs.	Desire for a larger unit that is 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 the needs 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

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## 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.