



**SONOMA COUNTY
HOMELESS
COALITION**

**Sonoma County Homeless Coalition Coordinated Entry Committee (CEA)
Agenda for February 5, 2024
12:00pm-1:30pm Pacific Time**

Zoom link:

<https://sonomacounty.zoom.us/j/92281657937?pwd=SW42V2tOcHdlY0o5OStQNfK3WUY4UT09>

#	Agenda Item	Packet Item	Presenter	Time
1.	Welcome, Roll Call and Introductions		Committee Chair	12:00pm
2.	Approval of agenda and October and December minutes (Action item)	1	Committee Chair	12:05pm
3.	Election of CEA chair (Action item)	2	Staff	12:10pm
4.	Changes to CE policies and procedures (Action Item)	3	Staff	1:00pm
5.	Public Comment on non-agenized items		Public	1:25pm

PUBLIC COMMENT:

Public Comment may be made via email or during the live zoom meeting. To submit an emailed public comment to the CE committee email Thai.Hilton@sonoma-county.org. Please provide your name, the agenda number(s) on which you wish to speak, and your comment. These comments will be emailed to all Board members. Public comment during the meeting can be made live by joining the Zoom meeting using the above provided information. Available time for comments is determined by the Committee Chair based on agenda scheduling demands and total number of speakers.



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Sonoma County Continuum of Care Coordinated Entry Advisory Committee (CEA)
Executive Summary

Item: 2. October and December meeting minutes

Date: February 5, 2024

Staff Contact: Thai Hilton thai.hilton@sonoma-county.org

Agenda Item Overview

Summary

The attached meeting minutes contain all items discussed by the Sonoma County Homeless Coalition's Coordinated Entry Advisory Committee (CEA) at the October 2, 2024, CEA meeting and December 4, 2024 CEA meeting.

Recommended Action(s)

Approve CEA Minutes from the October and December.



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Sonoma County Homeless Coalition Coordinated Entry Advisory Committee (CEA)

October 2, 2024, 12:00-1:30pm.

1. **Welcome, Roll Call and Introductions:** Committee Chair Matthew Verscheure called Meeting to order; Thai Hilton, Coordinated Entry Coordinator, went over Zoom rules around public comment and Brown Act guidelines.

Role:

Present: Robin Phoenix, Kate Mather, Margaret Sluyk, Ben Leroi, Matthew Verscheure, Justin Milligan, Araceli Zavala, Kathleen Pozzi, Sasha Brown, Karla McLaren, Chessy Ethridge, Emily Quig, Sara Vetter

Absent: Nathan Somersall, Lauren Taylor

2. **Consent calendar:** Consent calendar included approval of minutes from September meeting, the agenda and a minor Coordinated Entry policy change. The policy change clarified language around PSH referrals. The change allowed for referrals for individuals who are not yet chronically homeless but will be by the time they are housed. Kathleen Pozzi motions, Margaret Sluyk seconds.

Public Comment: None

Vote:

Objections/abstentions: No Objections/abstentions

3. **Changes to Rapid Rehousing and Permanent Supportive Housing Program Standards:**

- a) **Absence from unit:** Matt introduces the topic. Staff presents. This proposal was presented in the last meeting and CEA asked for updates. Staff provided changes to the policy to clarify areas of ambiguity and added more information.

The committee decided to select 60 days as the number of days someone can be absent for a non-institutional absence. Ben requested that the language reflect that people can pay for 30 days after they are determined to be permanently housed. Sasha makes a motion to approve. Robin seconds.

Public Comment: None

Vote:

Objections/abstentions: No Objections/abstentions

- B) Unit size:** Thai presents on the policy. This policy was taken directly from HUD regulations. Emily motions, Sasha seconds Motion passes



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4. **Coordinated Entry Performance Evaluation:** Manny Galvin shares the report and takes questions from the committee.
Public Comment: None
5. **Public Comment on non-agendized items:** None



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Sonoma County Homeless Coalition Coordinated Entry Advisory Committee (CEA)

December 4, 2024, 12:00pm. – 1:30pm.

Recording: https://sonomacounty.zoom.us/rec/share/Rg37NgIbwKv65cMh90LzI4p-dt3FXc7MCIzkt2L-T75nAhPn_oay8J7tvNzD4I24.k87kvuueKarprxpP?startTime=1733342594000

Passcode: G^t#0pYM

6. **Welcome, Roll Call and Introductions:** Committee Chair Matthew Verscheure called Meeting to order; Thai Hilton, Coordinated Entry Coordinator, went over Zoom rules around public comment and Brown Act guidelines.

Roll Call:

Present: Robin Phoenix, Ben Leroi, Matthew Verscheure, Justin Milligan, Sue Pierce (Proxy for Araceli Zavala), Kathleen Pozzi, Sasha Brown, Karla McLaren, Nathan Somersall, Emily Quig, Sarah Vetter, Lauren Taylor

Absent: Kate Mather, Margaret Sluyk

7. **Approval of Agenda:** Justin Milligan motions to approve the agenda, Nathan Somersall seconds.

Public Comment: None

Vote:

Objections/abstentions: No Objections/abstentions

8. **Updates to Coordinated Entry Policies and procedures:**

Kaitlin, HomeFirst staff presents the policy change. The change relates to the appeal process thorough CE. The current policy did not contain any clear procedures. Staff developed a clear procedure.

Some committee members were concerned with the enforcement of the policy. Committee members want there to be clearer language about how the lead agency would follow up with monitoring policies. Committee members also asked for an overview of the purpose of the appeal process.

The committee requested staff add more information about the vision of the policy, what would happen in a situation when a housing provider is not in compliance with the appeal process. They also requested that the participant being rejected be able to submit a letter during the appeal process. Staff will bring back a redraft of the policy in February.

Public Comment: None



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9. **Coordinated Entry participant survey and analysis of access point shadowing:** Claud Rios and Janae Capeto, HomeFirst staff, provide an overview of shadowing of access sites and a survey of participants who were assessed in CE. The shadowing analysis concluded that there were improvements from 2023 in almost all areas of the shadowing report. Some areas identified for future trainings were entry of anonymous enrollment, housing problem solving and collection of eligibility documentation. The survey also found improvement in the client's perception of CE..

Public Comment: Suzanne Tucker

10. **Update on Coordinated Entry assessment and prioritization redesign:**

Staff provides an update on the progress of the Assessment and Prioritization redesign working group. Staff reported that the initial approach did not achieve the equity outcomes that the group was hoping for, despite some positive movement. The group is interested in including a question about past experiences with discrimination in the future assessment to hopefully prioritize more underserved groups. Staff is awaiting guidance on whether this question would be in line with Fair Housing. No comments from the committee.

Public Comment: none

11. **Public Comment on non-agendized items:** Suzanne Tucker

12. Meeting adjourned at 1:25pm.



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**Sonoma County Continuum of Care Coordinated Entry Advisory Committee (CEA)
Executive Summary**

Item: 3. Election of Coordinated Entry Advisory Committee (CEA) chair

Date: February 5, 2024

Staff Contact: Thai Hilton thai.hilton@sonoma-county.org

Agenda Item Overview

Summary

The Coordinated Entry Advisory Committee (CEA) must elect a new chair for the committee during its first meeting of the calendar year. The chair of the committee works with staff to set the agenda and presents some CEA updates to the Coalition board. Currently, the seat is held by Matthew Verscheure. The election of the chair will require a nomination, second and majority vote of the committee.



SONOMA COUNTY HOMELESS COALITION

Sonoma County Continuum of Care Coordinated Entry Advisory Committee (CEA) Executive Summary

Item: 4 Updates to Coordinated Entry Policies and Procedures

Date: February 5, 2024

Staff Contact: Thai Hilton thai.hilton@sonoma-county.org

Agenda Item Overview

Staff will regularly provide updates to the Coordinated Entry policies and procedures. A description of the changes and rationale is below.

Change: In the last meeting, staff presented a change to the Coordinated Entry (CE) policies and procedures related to the appeals process. This committee requested staff to add more information to the policy to clarify its intent and to explain what actions the lead agency would take if a housing provider is out of compliance with the appeals process. Staff has updated the policy to reflect these requests. The policy is below.

If this committee would like to motivate housing providers to better comply with CE, this committee could recommend to future Funding and Evaluation working groups that they attribute more NOFA scoring to CE compliance.

Procedure:

Procedure:

- 1) The Housing Provider shall record all attempts to contact participant when following up on a referral. Records of attempted contacts, contacts made, and their disposition shall be recorded in the "Case Notes" of each participants' HMIS dashboard and electronic file.
- 2) Housing providers shall request to reject referrals by noon the day before CES Case Conference, to allow the request to be added to the agenda.
 - a) For referrals that providers wish to reject for the standard reason of "Unknown/Disappeared", there shall be a one week waiting period between request to reject the referral and presenting the referral rejection to CES Case Conference (step 3 below) to allow the CES Operator time to deploy CE Outreach and coordinate among



providers known to be in contact with the referred participant. This one week waiting period may be waived at the discretion of the CES Operator.

- 3) All referral rejections must be brought to CES Case Conference and the reasons for rejection and attempts to accept the referral presented. They may request additional support or community expertise in moving forward with the referral. The rejection request will be voted on by all parties present at CES case conference.
 - a. After voting approval, the Housing Provider will reject the referral in HMIS and include a note of the reason why.
- 4) In the case where a referral rejection is not approved by CES Case Conference, the Housing Provider shall move forward with enrolling the participant.
- 5) If a provider or the referred participant wishes to appeal a rejection decision made at CES Case Conference, they may request an appeal with the Coordinated Entry Advisory Committee Appeals Subcommittee. During this time, the participant will be eligible for additional referrals but may choose to wait for the outcome of the appeal. The Lead Agency shall convene non-conflicted members of the Committee to quickly form the Subcommittee. The Lead Agency shall invite advocates for the participant and the Housing Provider to attend. The Lead Agency shall provide a summary of the case, followed by an appeals presentation by the Housing Provider, and advocates for the participant shall be invited to provide a rebuttal to the appeal. The referred participant will be offered an opportunity to submit an appeal letter to the appeals committee. The non-conflicted members of the Coordinated Entry Advisory Committee who are present shall vote to:
 - a. accept the appeal, overturn the decision of the CES Case Conference, and allow the Housing Provider to reject the referral;
 - b. or reaffirm the decision of the CES Case Conference.
- 6) In the case where the participant still wants the opportunity to enroll into services with the Housing Provider, and if the Housing Provider does not request an appeal and fails to enroll the participant at step “4)” above, or fails to enroll the participant after the Coordinated Entry Appeals Subcommittee reaffirms the decision of the CES Case Conference (step “b.” above), the Lead Agency shall pursue appropriate monitoring activities.

Monitoring activities for Coalition-funded providers include the Lead Agency issuing a monitoring letter with a finding for noncompliance with the Coordinated Entry MOU and local



standards. The finding may contain required corrective action by the provider. These findings shall be included in a staff report for any funding the provider applies for and could result in the loss of all Coordinated Entry scoring for the project in the next funding cycle. Multiple instances (2 or more) of non-compliance shall result in refusal by Coordinated Entry to refer participants to the project. All instances of noncompliance shall be referred to the Lead Agency's compliance department where additional action may be taken. For any projects funded through the Continuum of Care program, all instances of noncompliance shall be referred to the local HUD field office.

For non-Coalition funded project, the Lead Agency shall issue a letter to leadership at the agency and, when appropriate, their funders informing them of their noncompliance with the Coordinated Entry MOU. Multiple instances of non-compliance (2 or more) shall result in refusal by Coordinated Entry to refer individuals to the project.

Recommendation

Approve the updates to the CE policies and procedures.