

**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
Coordinated Entry Committee Meeting Agenda**

April 24, 2024, 11am

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

**Room 356, County of San Luis Obispo Department of Social Services
3433 South Higuera Street, San Luis Obispo**

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

<https://us06web.zoom.us/j/86313154892?pwd=u2HJP8bcQQxtXErwCz0SNllwb1iZyA.1>

Or dial in:

+1 669 444 9171

Meeting ID: 863 1315 4892

Passcode: 670070

1. Call to Order and Introductions
2. Public Comment
3. Consent: Approval of Minutes
4. Action/Information/Discussion
 - 4.1. Discussion Item: Update on Current Coordinated Entry System Activities
 - 4.2. Action Item: Vote to Approve the Coordinated Entry Policies for Access, Assessment, Prioritization, and Referral with Universal Principles
 - 4.3. Discussion Item: Make Recommendations Regarding the Convening of Workgroups to Review Principles to be Applied to the Coordinated Entry Policies
5. Future Discussion/Report Items
6. Next Regular Meeting: May 22, 2024

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)
COORDINATED ENTRY COMMITTEE MEETING MINUTES**

Date

February 5, 2024

Time

1pm-2:46 pm

Location

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

Members Present

Jack Lahey
Janna Nichols
Jane Renahan
Morgan Torell
Lawren Ramos
Mark Lamore
Scott Collins
Susan Lamont
Wendy Lewis

Members Absent

Linda Belch
Lisa Fraser
Wendy Blacker

Other Attendees

Abby Burgess
Derek Ferree
Erica Jaramillo
Josh Peters
Jeff Al-Mashat
Kate Bourne
Laurel Weir
Lauryn Searles
Merlie Livermore
Russ Francis
Skylar Caldwell
Staci Dewitt

1. Call to Order and Introductions

Jack Lahey called the meeting to order at 1pm. Introductions were made.

2. Public Comment

No public comment.

3. Action/Information/Discussion

- 3.1. Implementing Five-Year Plan Line of Effort 3 – Improve and expand data management efforts through HMIS and coordinated entry system to strengthen data-driven operational guidance and strategic oversight
 - 3.1.1. Information Item: Overview of the structure and purpose of the Coordinated Entry Committee
Jack Lahey presented slides showing the purpose, structure, and membership of the ad hoc committee.
 - 3.1.2. Discussion Item: Review current policies and procedures for the San Luis Obispo County Coordinated Entry System (SLO CES)
Jack Lahey started the discussion by showing a slide of some feedback from members regarding their thoughts on the Coordinated Entry System. Lauryn Searles shared that the goal is to review the policies and procedures every year, and establish a development plan with Policies and Guidance documents which will mirror the structure of documents provided by HUD (U.S. Department of Housing and Urban Development).
 - 3.1.3. Discussion Item: Framework for policy development process
Erica Jaramillo presented slides for this discussion item. Lauryn Searles followed by sharing the current capacity of the Coordinated Entry System.
- 3.2. Action Item: Vote on a regularly occurring meeting time
A motion to approve meeting every 4th Wednesday of each month at 11am beginning March 27 was made by Jack Lahey. Wendy Lewis seconded the motion. The motion passed unanimously via roll call of members.

4. Future Discussion/Report Items

None presented.

5. Next Regular Meeting: March 27, 2024

6. Adjournment

Jack adjourned the meeting at 2:46pm.

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC) COORDINATED ENTRY COMMITTEE MEETING MINUTES

Date

March 27, 2024

Time

11am-12:30pm

Location

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

Members Present

Janna Nichols
Jennifer Adams (alternate for Susan Lamont)
Lawren Ramos
Linda Belch
Lisa Fraser
Liz Smith (alternate for Jane Renahan)
Morgan Torell
Scott Collins
Wendy Blacker

Members Absent

Jack Lahey
Jane Renahan
Mark Lamore
Susan Lamont
Wendy Lewis

Other Attendees

Erica Jaramillo
Kate Bourne
Lauryn Searles
Michael Azevedo
Merlie Livermore
Russ Francis
Skylar Caldwell

1. Call to Order and Introductions

Lawren Ramos called the meeting to order at 11:03am. Introductions were made.

2. Public Comment

Lauryn Searles shared the agenda that went out for this meeting included the presentations that were part of the initial meeting for informational purposes.

3. Action/Information/Discussion

3.1. Implementing Five-Year Plan Line of Effort 3 – Improve and expand data management efforts through HMIS and coordinated entry system to strengthen data-driven operational guidance and strategic oversight

3.1.1. Discussion Item: Review guidance for prioritization on the Permanent Supportive Housing (PSH) Queue

Lauryn Searles shared that the purpose of the guidance document is to support some of the configuration decisions that have been put in place into Clarity HMIS. This guidance document applies to permanent supportive housing resources in San Luis Obispo CoC that have funding requirements to receive referrals from Coordinated Entry System. Some updates to the guidance document were made, and presented to the County Counsel for approval.

3.1.2. Discussion Item: Review Access Policy Principles

Lauryn Searles presented the purpose, background, and applicability of the Access Policy for the San Luis Obispo Coordinated Entry System. Per the document, CES staff will work with system partners, governing bodies, providers, and participants to develop guidance which will clearly lay out the process by which participants access the CES and will address common barriers to access.

4. Future Discussion/Report Items

None presented.

5. Next Regular Meeting: April 24, 2024

6. Adjournment

Lawren Ramos adjourned the meeting at 12:30pm.

**HOMELESS SERVICES OVERSIGHT COUNCIL
COORDINATED ENTRY COMMITTEE
ACTION ITEM
April 24, 2024**

AGENDA ITEM NUMBER: 4.2

ITEM: Vote to Approve the Coordinated Entry Policies for Access, Assessment, Prioritization, and Referral with Universal Principles

ACTION REQUIRED: Vote to Approve the Coordinated Entry Policies for Access, Assessment, Prioritization, and Referral with Universal Principles for immediate implementation.

SUMMARY NARRATIVE:

The Department of Housing and Urban Development (HUD) requires that Continuums of Care (CoCs) establish a Coordinated Entry System (CES). The CES has four core elements, which include Access, Assessment, Prioritization, and Referral.

Community Action Partnership of San Luis Obispo (CAPSLO) serves as the lead CES agency and is responsible for planning and operating the CoC's coordinated entry process. That responsibility includes the development and ongoing maintenance of Coordinated Entry Policies, which can be delegated by the CoC to a coordinated entry planning group or other ad hoc groups or subcommittees as necessary.

The policies are to ensure that stakeholders have a shared understanding of the purpose of each of the four core elements of Coordinated Entry. This set of core policies includes universal principles.

FINANCIAL IMPACT

There is no direct financial impact from adoption of these policies.

STAFF COMMENTS

The attached policies can be implemented immediately, acknowledging that updates may be necessary once principles for each are further defined.

Access Policy San Luis Obispo Coordinated Entry System (CES)

Purpose

This CES Access Policy establishes basic principles for accessing the San Luis Obispo County Coordinated Entry System (CES). The principles set forth in this policy will serve as the foundation of access of the CES, as elaborated in subsequent guidance. The policy and guidance will be used together to ensure that the CES serves to efficiently and effectively connect people experiencing homelessness to available housing resources and other services.

Background

Access is the entry point or process that people at risk of or experiencing homelessness use to access services available within the homeless services system, or CES. Access ensures that people who are at risk of or experiencing homelessness receive support with a Problem-Solving¹ conversation, and if no Problem-Solving outcome is identified, are connected to homeless programs and services available within CES.

Applicability

The principles in this policy are the foundation for accessing the CES and will govern all methods for access,² including outreach and access centers/drop-in centers. This policy and its principles outline access to the CES, but do not guarantee access to particular resources, which are constrained by eligibility and availability. While the principles are the foundation of access and shall be facilitated across populations and access methods, related standards of service delivery will be defined in guidance.

Principles

San Luis Obispo County CES shall seek to ensure that its principles do not prohibit entry or create barriers to available resources and programs. Access to CES will be led by the following principles, listed in no particular order, in the table below:

Principle	Definition
Equity and Nondiscrimination	. CES is responsive and actively offers services and materials in various languages and inclusive designs to maintain services and spaces that are accessible to people with

¹ Problem Solving: (1) interventions to divert or rapidly exit people from homelessness (2) provides opportunities to prevent people from entering the homeless response system and to redirect people who can resolve their homelessness without the need for ongoing support. It may offer a range of one-time assistance, including eviction prevention services, legal services, family reunification, medication, move-in assistance and flexible grant dollars to address other needs.

² "All methods" is inclusive of client-driven access via the web or over the phone

	disabilities. Ensure all CES provided services work in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual assault, intimate partner violence, national origin, familial status, and disability (both visible and not), or protected classes.
Consistency	Available resources are consistently offered to all eligible participants regardless of how they enter CES.
Person-Centered Resource Connection	Honoring participant choice whenever possible is key to a person-centered approach. People are provided with resources appropriate to their needs, eligibility, and existing support systems via strong and individualized collaboration and trauma-informed care. Ensure participants are not screened out of resources based on qualities such as lack of participation in previous programs, locational ties, or lack of income. As people move through the system, ensure that all communication is transparent, accurate, and provided in a timely manner. This information should empower clients with the knowledge needed to advocate for themselves as the system.

Access Processes

CES staff will work with system partners, governing bodies, providers and participants to develop guidance which will clearly lay out the process by which participants access the CES and will address common barriers to access. This includes but is not limited to, access within the youth, family, and adult systems, as well as access for survivors of domestic violence, sexual assault, or trafficking.³ These pieces of guidance will ensure that participants are connected to system resources in a manner consistent with the principles stated in the above policy.

³ The principles are applicable to participants who are or have been fleeing, or attempting to flee, domestic violence, sexual assault, dating violence, stalking, or other life-threatening conditions including human trafficking. This policy supports survivors’ ability to access services and resources through all available pathways. Further direction regarding survivor access to the CES will be addressed in guidance.

Assessment Policy San Luis Obispo Coordinated Entry System (CES)

Purpose

This CES Assessment Policy establishes basic principles for assessments within CES. The principles set forth in this policy will serve as the foundation of assessment activities of the CES, as elaborated in subsequent guidance. The policy and guidance will be used together to ensure that the CES serves to efficiently, accurately, and effectively assess people experiencing homelessness so that CES providers can best meet their needs.

Background

Assessment refers to both the phased process whereby a participant’s information is collected through a progressive engagement model, as well as to specified tools used to identify a participant’s preferences, needs, and vulnerability to adverse outcomes. This information helps to determine eligibility and prioritization for various program types or system resources. The process is centered on an inclusive approach, where participants work in tandem with providers to define their unique experiences, strengths, needs, and aspirations.

Applicability

The outlined principles provide the basis for a consistent decision-making process and standardized tools for determining eligibility and/or prioritization for certain housing and services for each subpopulation (adults, youth, and families). This policy and its principles outline assessment in CES, however, assessment does not guarantee access to resources, which are constrained by eligibility and availability. While the principles are the foundation of how assessment shall be facilitated across populations, related standards of service delivery will be defined in policy guidance

Principles

San Luis Obispo County CES shall have a standardized assessment process led by the following principles, listed in no particular order, in the table below:

Principle	Definition
Equity and Nondiscrimination	. CES is responsive and actively offers services and materials in various languages and inclusive designs to maintain services and spaces that are accessible to people with disabilities. Ensure all CES provided services work in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual

	assault, intimate partner violence, national origin, familial status, and disability (both visible and not), or protected classes.
Consistency	Available resources are consistently offered to all eligible participants regardless of how they enter CES.
Person-Centered Resource Connection	Honoring participant choice whenever possible is key to a person-centered approach. People are provided with resources appropriate to their needs, eligibility, and existing support systems via strong and individualized collaboration and trauma-informed care. Ensure participants are not screened out of resources based on qualities such as lack of participation in previous programs, locational ties, or lack of income. As people move through the system, ensure that all communication is transparent, accurate, and provided in a timely manner. This information should empower clients with the knowledge needed to advocate for themselves as the system.

Assessment Processes

CES staff will work with system partners, governing bodies, providers, and participants to develop guidance which will clearly lay out the process by which participants will be assessed in CES. This includes but is not limited to, assessments within the youth, family, and adult systems, as well as assessments for survivors of domestic violence, sexual assault, or trafficking.¹ These pieces of guidance will ensure that participants are connected to system resources in a manner consistent with the principles stated in the above policy.

¹ The principles are applicable to participants who are or have been fleeing, or attempting to flee, domestic violence, sexual assault, dating violence, stalking, or other life-threatening conditions including human trafficking. This policy supports survivors’ ability to access services and resources through all available pathways. Further direction regarding survivor access to the CES will be addressed in guidance.

Prioritization Policy San Luis Obispo Coordinated Entry System (CES)

Purpose

This Policy establishes basic principles for the prioritization of households experiencing homelessness in CES. The principles set forth in this policy will serve as the basis for all prioritization activities, as elaborated in subsequent guidance. The policy and guidance will be used together to ensure that the system’s resources are utilized equitably in the pursuit of stable, permanent housing solutions.

Background

Prioritization is the process through which resources are allocated to people experiencing homelessness in accordance with their level of need and/or vulnerability. An effective prioritization process that is responsive to local context and needs is important because resources are limited. Prioritization must be based on factors that differ across households and relate to each household’s relative capacity to obtain housing without the assistance. Prioritization should be dynamic, meaning that prioritized households are not tied to specific program types or projects that might never become available to them.

CES should prioritize those persons/households with the highest level of vulnerability, regardless of their subpopulation groups (i.e. single adults, families with children, unaccompanied youth, survivors of domestic violence, and Veterans). The prioritization process should not allow people who are more vulnerable or who have more severe service needs to languish on the streets or in shelters because more intensive types of assistance are not available.

Applicability

The principles in this policy are the foundation for prioritization and will govern housing resources allocation within CES. While the principles are the foundation of how prioritization shall be facilitated across populations, related standards of service delivery will be defined in policy guidance.

Principles

CES shall seek to ensure that its principles do not prohibit entry or create barriers to available resources and programs. Access to CES will be led by the following principles, listed in no particular order, in the table below:

Principles	Definition
Housing First	Apply a low-barrier approach to homeless services delivery that is grounded in the principles of housing and services with individualized support, participant choice,

Updated: 4.19.24

	and without preconditions.
Equity and Nondiscrimination	CES is responsive and actively offers services and materials in various languages and inclusive designs to maintain services and spaces that are accessible to people with disabilities. Ensure all CES provided services work in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual assault, intimate partner violence, national origin, familial status, and disability (both visible and not), or protected classes.
Consistency	Available resources are consistently offered to all eligible participants regardless of how they enter CES.
Person-Centered Resource Connection	Honoring participant choice whenever possible is key to a person-centered approach. People are provided with resources appropriate to their needs, eligibility, and existing support systems via strong and individualized collaboration and trauma-informed care. Ensure participants are not screened out of resources based on qualities such as lack of participation in previous programs, locational ties, or lack of income. As people move through the system, ensure that all communication is transparent, accurate, and provided in a timely manner. This information should empower clients with the knowledge needed to advocate for themselves as the system.

Prioritization Processes

CES staff will work with participants, providers, governing bodies, and system partners to develop guidance which will clearly lay out processes for how participants will be prioritized. All guidance will be in alignment with the principles stated in the above policy.

Updated: 4.19.24

Referral Policy San Luis Obispo Coordinated Entry System (CES)

Purpose

This CES Referral Policy establishes basic principles for accessing the San Luis Obispo County Coordinated Entry System (CES). The principles set forth in this policy will serve as the foundation of referrals within CES, as elaborated in subsequent guidance. The policy and guidance will be used together to ensure that the CES is making accurate and timely referrals both within and outside of CES to available housing resources and other services.

Background

CES as a system is designed to refer people experiencing homelessness to the community resources that are the best fit for their situation. Individuals and families experiencing homelessness complete assessment which allows for all households to be prioritized based on need. All households in CES are referred to the most appropriate types of intervention for their household, based on the prioritization policy and guidelines, program capacity, participant choice, and the needs of the household. The CES Management Entity is the only entity authorized to generate or assign CES referrals.

Applicability

The principles in this policy are the foundation for referrals within CES and will govern all methods for referral to programs/project that require or desire a referral from CES. This policy and its principles outline referrals within and from CES, but do not guarantee access to resources, which are constrained by eligibility and availability. While the principles are the foundation of referrals and shall be facilitated across populations and referral methods, related standards of service delivery will be defined in guidance.

Principles

San Luis Obispo County CES shall seek to ensure that its principles do not prohibit entry or create barriers to available resources and programs. Referrals to CES will be led by the following principles, listed in no order, in the table below:

Principle	Definition
Equity and Nondiscrimination	. CES is responsive and actively offers services and materials in various languages and inclusive designs to maintain services and spaces that are accessible to people with disabilities. Ensure all CES provided services work in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual

	orientation), status as a survivor of sexual assault, intimate partner violence, national origin, familial status, and disability (both visible and not), or protected classes.
Consistency	Available resources are consistently offered to all eligible participants regardless of how they enter CES.
Person-Centered Resource Connection	<p>Honoring participant choice whenever possible is key to a person-centered approach. People are provided with resources appropriate to their needs, eligibility, and existing support systems via strong and individualized collaboration and trauma-informed care. Ensure participants are not screened out of resources based on qualities such as lack of participation in previous programs, locational ties, or lack of income. As people move through the system, ensure that all communication is transparent, accurate, and provided in a timely manner.</p> <p>This information should empower clients with the knowledge needed to advocate for themselves as the system.</p>

Referral Processes

CES staff will work with system partners, governing bodies, providers, and participants to develop guidance which will clearly lay out the process by which participants are referred within and from CES. These pieces of guidance will ensure that participants are properly referred to programs and projects in a manner consistent with the principles stated in the above policy.