



**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
Meeting Agenda**

July 19, 2023, at 1 p.m.

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

Room 101, County of San Luis Obispo Department of Social Services,
3433 South Higuera St, San Luis Obispo, CA 93401

The public may participate in person or by Zoom video call:

<https://us06web.zoom.us/j/84283690347?pwd=ZjQrMjNLYmp4R2NQL1BhcTZrMHhNUT09>

Or dial in:

+1 669 444 9171

Meeting ID: 842 8369 0347

Passcode: 980314

1. Call to Order
2. Introductions (5 minutes*)
3. Public Comment (15 minutes*)
4. Consent: Approval of Minutes (3 minutes*)
5. Action/Information/Discussion
 - 5.1. Implementing Five-Year Plan Line of Effort 1 - Create Affordable and Appropriately Designed Housing Opportunities and Shelter Options for Underserved Populations
 - 5.1.1. Discussion Item: Update on Encampment Resolution Fund Grant Applications and Award (15 minutes)
 - 5.1.1.1. Committee Questions



- 5.1.1.2. Public Comment
- 5.1.1.3. Committee Discussion and Vote
- 5.2. 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
 - 5.2.1. Discussion Item: Updates on Efforts to Improve the HMIS System (20 minutes*)
 - 5.2.1.1. Committee Questions
 - 5.2.1.2. Public Comment
 - 5.2.1.3. Committee Discussion
 - 5.2.2. Action Item: Vote to 1) Recommend an Allocation of up to \$1,067,804 from Homeless Housing, Assistance and Prevention Program (HHAP) Grant Round 3 Funds to be Used for Homeless Management Information System (HMIS) Improvements, Consistent with HHAP 3 Guidelines for Use of Initial Funding; and 2) endorse the County’s Homeless Services Information System (HMIS) Steering Committee’s recommendation to move ahead with an upgrade of the HMIS system and engaging a supporting services provider to assist in the transition. (20 minutes)
 - 5.2.2.1. Committee Questions
 - 5.2.2.2. Public Comment
 - 5.2.2.3. Committee Discussion
- 5.3. Discussion and Action Items: Updates from County Staff
 - 5.3.1. Action Item: Vote to use 1) a Census Methodology for the 2024 Homeless Point in Time Count of Unsheltered Persons; and 2) an Observational Count Combined with a Sampling Methodology for



obtaining demographic and survey information for unsheltered persons experiencing homelessness (10 minutes*)

5.3.1.1. Committee Questions

5.3.1.2. Public Comment

5.3.1.3. Committee Discussion

5.3.2. Discussion Item: Update from staff on activities of the Homeless Services Division (10 minutes*)

5.3.3. Committee Questions

5.3.4. Public Comment

5.3.5. Committee Discussion

5.4. Discussion Item: Committee Updates (15 minutes*)

6. Future Discussion/Report Items (5 minutes*)

7. Updates and Requests for Information (5 minutes*)

8. Special Meeting to Approve Funding Recommendations: TBD (date in August)

9. Next Regular Meeting: September 20, 2023

10. 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)
MEETING MINUTES**

Date

May 17, 2023

Time

1pm-3pm

Location

Room 101, County of San Luis Obispo Department of Social Services,
3433 South Higuera St, San Luis Obispo, CA 93401.

Members of the public were able to participate via Zoom.

Members Present:

Allison Brandum

Amelia Grover

Anne Robin

Aurora William

Bettina Swigger

Brenda Mack

Clint Weirick

Christy Nichols (Alternate for Nicole Bennett)

Supervisor Dawn Ortiz-Legg

Devin Drake

Elaine Archer

Garret Olson

Jeff Eckels (Alternate for Kathy McClenathen)

Jeff Smith

Kristen Barneich

Laurel Barton (Alternate for Zara Landrum)

Lawren Ramos (Alternate for Jack Lahey)

Marcia Guthrie

Mark Lamore

Michelle Shoresman

Rick Gulino

Steve Gregory
Susan Funk
Susan Lamont
Wendy Blacker
Wendy Lewis
William Crewe
Zara Landrum

Members Absent:

Gary Petersen
Jack Lahey
Janna Nichols
Jessica Thomas
Jim Dantona
Kathy McClenathen
Luke Dunn
Nicole Bennett
Rick Scott
Rochelle Sonza
Shay Stewart

Staff & Guests:

Abby Lassen
Brian Amoroso
Daisy Wiberg
Daniel Bradley
Deborah Erb
Devon McQuade
George Solis
Glenn Silloway
Graham Knaus
Jeff Al-Mashat
Joe Dzvonic
Kate Bourne
Kristin Ventresca

Laurel Weir
Lauryn Searles
Lisa Howe
Merlie Livermore
Morgan Torell
Russ Francis
Sarah Montes Reinhart
Suzie Freeman
Trisha Raminha
Yesenia Alonso

1. Call to Order and Introductions

Susan Funk called the meeting to order at 1pm. Introductions were made by those present as guests.

2. Approval of Minutes

Minutes were approved by voice vote.

3. Action/Information/Discussion

3.1 California State Association of Counties AT-HOME Plan to Address Homelessness

3.1.1. Discussion Item: AT-HOME Presentation

Graham Knaus, CEO of CSAC (California State Association of Counties) presented on the AT-HOME Plan to Address Homelessness. The “AT-HOME” approach, composed of six pillars: Accountability, Transparency, Housing, Outreach, Mitigation and Economic Opportunity, is a comprehensive plan to help make meaningful progress in housing those who are unhoused or at risk of becoming unhoused in California communities.

Joe Dzvonic presented a slide showing how the CSAC “AT-HOME” Plan is in alignment with the San Luis Obispo Countywide plan (Lines of Effort) to help reduce homelessness.

A discussion regarding funding sustainability, flexibility, developing regional compact specifying roles, etc. followed.

3.1.2. Action Item: Vote to Concur with the County of San Luis Obispo Board of Supervisors' Endorsement of AT-HOME Plan and Approve a Resolution in Support of the Plan

Brenda Mack made a motion to approve the resolution, seconded by Mark Lamore. The motion passed by roll call.

4. Public Comment

Allison Brandum shared a need for homeless people to have a safe place to leave their belongings when they must go to their appointments.

Devin Drake mentioned the improvement made in the meeting room by installing microphones above the ceiling.

Wendy Lewis of ECHO (El Camino Homeless Organization) shared that as of the meeting date, 70 individuals in their program found housing.

Anne Robin mentioned that this is her last meeting in HSOC as she is retiring in June. She recommended Morgan Torrell as her replacement.

5. Action/Information/Discussion

5.1 Discussion Item: Report on May 2 Update to the Board

A copy of Joe's presentation to the Board was part of the packet. Kristin Ventresca gave an overview of some of the activities of the Homeless Services Division since its formation on August 9th. She also reported that there are three Encampment Resolution Fund applications that are in progress. Descriptions of each project were also included in the agenda packet. A fourth project is Home Key converting 30 hotel rooms in SLO Inn.

5.2 Action Item: Vote to Approve Just Cause Form to Allow Members to Participate Remotely in Accordance with AB 2449

Motion to approve Just Cause Form was passed, seconded, and approved by roll call vote.

5.3 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

5.3.1. Update on HMIS (Homeless Management Information System) Vendor Selection Process

Kristin Ventresca presented the projected timeline for the vendor selection process. She reported that Request for Proposals (RFP) was published in March. The RFP was a result of the business plan that was developed with significant input from various stakeholders. It is currently underway for a 4-step process in vendor selection. The first round of reviews in scoring to narrow the options down has been completed. The second round where selected vendors review demonstrations is currently happening. After the scoring is received, finalized and reference checks have been made, a final selection will occur in June. Contract negotiations will occur with the selected vendor and then the contract will be taken to the Board of Supervisors for approval in August.

5.4. Implementing Five-Year Plan Line of Effort 4 – Create, Identify, and Streamline Funding and Resources

5.4.1. Action Item: Vote to Approve Memorandum of Understanding Between the San Luis Obispo County Continuum of Care Homeless Services Oversight Council and the County of San Luis Obispo for Regional Coordination of Homeless Housing, Assistance and Prevention Program Round 4 (HHAP-4)

George Solis shared that a Memorandum of Understanding (MOU) between the Continuum of Care and the County of San Luis Obispo is required for the implementation of HHAP-4 funding. A motion to approve the MOU was presented, seconded and the motion passed.

5.4.2 Action Item: It is Requested That the HSOC 1) Express Support for an Application for the FY2022 Youth Homelessness Demonstration Program grant; 2) Endorse CoC Staff's Efforts to Carry Out a Homeless Youth Needs Assessment in Coordination With Stakeholders Including Youth With Lived Experience; 3) Endorse CoC Staff's Effort to Form a Youth Advisory Board (YAB) for the Purposes of Providing Input on the YHDP Application and Any YHDP Funding Awarded; and 4) Direct the HSOC Executive Committee to Consider How to Integrate the YAB With the HSOC, Including Mechanisms for Receiving YAB Input Regarding Funding for Youth-Specific Grants and Grant Set-asides

Laurel asked HSOC's endorsement to approve the grant application to help expand services and housing to homeless youth. A motion to approve the application was presented by Anne Robin, seconded by Clint Weirick. Roll was called and motion passed.

5.5. Implementing Five-Year Plan Line of Effort 5 – Strengthen Regional Collaboration

5.5.1. Discussion Item: Updates from the Cities

Michelle Shoresman of the San Luis Obispo City Council introduced the SLO City's Homeless Services Manager Daisy Wiberg. Daisy shared that the City's Strategic Plan is focusing on a regional approach to help reduce homelessness. She thanked the County's support and collaboration on funding opportunities, specifically in downtown San Luis Obispo for interim housing projects. Daisy also mentioned projects which include implementing a hotel voucher program in partnership with CAPSLO; creation of a parking program model in collaboration with the faith community; developing a more formal outreach staff through Compassionate Assistance Mitigation & Prevention (CAMP) standards; and developing a plan for an annual community forum on homelessness.

Kristen Barneich reported that the warming shelter in Arroyo Grande, in collaboration with 5Cities Homeless Coalition (5CHC), is in the works and will be ready and running in winter. As for Safe Parking, one of the requirements of the parking ordinance is to have a homeless services provider directly involved with the parking so there will be some changes to be made. This is put on hold for now pending communication with 5CHC.

Clint Weirick representing Grover Beach shared about the Cabins for Change project, which is getting some attention as a model project and was visited by the HUD (US Department of Housing and Urban Development) State Director recently. He also reported that some encampment individuals are showing willingness to get services.

Marcia Guthrie, representing Pismo Beach, shared that there is an affordable housing project that should be finished by the end of the year. This includes transitional housing in the South County.

Susan Funk reported that the City of Atascadero has been supporting ECHO (El Camino Homeless Organization) for years. There's also a plan to provide 72 new beds in the works through People's Self-Help Housing occurring on land in El Camino Real, by Atascadero State Hospital property.

Brenda Mack asked if there are any plans for cooling centers this summer in the north county. Steve Gregory shared the Fire Department in Paso Robles is creating two locations for the summer.

5.6. Discussion Item: Committee Updates

Mark Lamore reported that the Finance and Data Committee has received reports from County staff regarding system proposals and how to improve the quality of data through the new HMIS (Homeless Management Information System) software platform.

Elaine Archer shared that there is no update from the Housing Committee.

Jack Lahey from the Services Coordinating Committee was not present to report on any updates.

5.7 Discussion Item: Updates from County Staff

5.7.1. Discussion Item: Federal & State Grants Update

George Solis shared that award letters were sent out for the HHAP (Homeless Housing, Assistance and Prevention Program) Round 2 funding approved by the Board of Supervisors on April 4. Contracts were sent to awarded subrecipients, namely 5CHC, CAPSLO (Community Action Partnership of San Luis Obispo) and ECHO. Award letters were also sent out for the 2023 HUD Action Plan Grants that were approved by the Board on May 2. The 2023 HUD Action Plan encompasses the HUD Community Development Block Grant, the Home Investment Program, and the Emergency Solutions Grant. Statewide, California Department of Housing and Community Development (HCD) is projected to release their funding availability for the 2023 Emergency Solutions Grant in June. The County received its award letter from Housing and Community Development for the 2022 Emergency Solutions Grant Program on May 9, for a total award amount of \$114,049.

6. Future Discussion/Report Items

Death counts data update.

Point In Time count frequency.

7. Updates and Requests for Information

None brought forward.

8. Next Regular Meeting: July 19, 2023

9. Adjournment

Susan adjourned the meeting at 3:01pm.

**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
ACTION ITEM
July 19, 2023**

AGENDA ITEM NUMBER: 5.2.2

ACTION ITEM: Vote to 1) Recommend an Allocation of up to \$1,067,804 from Homeless Housing, Assistance and Prevention Program (HHAP) Grant Round 3 Funds to be Used for Homeless Management Information System (HMIS) Improvements, Consistent with HHAP 3 Guidelines for Use of Initial Funding; and 2) endorse the County's Homeless Management Information System (HMIS) Steering Committee's recommendation to move ahead with an upgrade of the HMIS system and engaging a supporting services provider to assist in the transition.

ACTION REQUIRED:

Vote to 1) Recommend an Allocation of up to \$1,067,804 from Homeless Housing, Assistance and Prevention Program (HHAP) Grant Round 3 Funds to be Used for Homeless Management Information System (HMIS) Improvements, Consistent with HHAP 3 Guidelines for Use of Initial Funding; and 2) endorse the County's Homeless Management Information System (HMIS) Steering Committee's recommendation to move ahead with an upgrade of the HMIS system and engaging a supporting services provider to assist in the transition

SUMMARY NARRATIVE:

HMIS and the County's Five-Year Plan

Only July 20th, 2022, the Homeless Services Oversight Council adopted a Five-Year Plan to Address Homelessness. The plan set an ambitious goal to reduce homelessness by 50% over a five-year period. The plan proposed six lines of effort to reach that goal.

Line of Effort #3 proposed to "Improve and expand data management efforts through HMIS and coordinated entry system to strengthen data-driven operational guidance and strategic oversight." To implement the improvements identified in Line of Effort #3, the County's new Homeless Services Division (HSD) has worked with County IT since HSD's establishment to survey a broad range of stakeholders to identify what would be needed to implement a data driven decision-making process, including the formation of an HMIS Steering Committee composed of representatives of key stakeholders. They determined that significant improvements to the County's HMIS would be needed. As a result, the County issued a Request for Proposals in the first quarter of 2023, requesting bids for an HMIS that included the needed functionality.

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A grant review committee that included County staff and representatives from stakeholder agencies reviewed these proposals, and recommended a proposed vendor. The review committee also recommended engaging an additional vendor to provide supportive services to assist in a successful systems migration and move towards data driven decision-making. On July 13, 2023, the HMIS Steering Committee met and voted to support these recommendations.

Staff anticipate bringing a proposed vendor contract to the Board of Supervisors in August 2023. It is estimated that the total cost for the HMIS improvements will be approximately \$2.5-3 million in total, spread over several years.

HHAP-3

In 2022, the County was notified that the County and the San Luis Obispo County Continuum of Care (CoC) would receive funding under Round 3 of the Homeless Housing, Assistance and Prevention (HHAP) Program from the California Interagency Council on Homelessness. Per the HHAP-3 Notice of Funding Availability (NOFA), HHAP-3 provides funding to Counties and CoCs “to continue to build regional coordination and a unified regional response to reduce and end homelessness informed by a best-practices framework focused on moving homeless individuals and families into permanent housing and supporting the efforts of those individuals and families to maintain their permanent housing.” HHAP-3 differed from prior rounds in that it required communities to set performance goals and submit performance data from HMIS that will be used to determine eligibility for a performance bonus in 2024 for communities that meet the goals set out in their applications.

HHAP-3 funds were distributed to County and CoC jointly and are administered by the County as a single grant. A combined total of \$4,291,214.20 was awarded for the joint County/CoC grant and was distributed in two disbursements - an initial distribution of \$1,072,803.54 (or 25% of the total funds) was awarded in March 2022 and a second distribution of \$3,218,410.62 was awarded in November 2022.

To ensure communities were able to plan for achieving the goals in the application and adequately measure performance in HMIS as required by the grant, the HHAP-3 Notice of Funding Opportunity required grant recipients to prioritize the initial disbursement for developing a homelessness, systems Improvement measures, such as capacity building and workforce development, or “Investing in data systems to meet reporting requirements or strengthen the recipient’s Homeless Management Information System.”

In September of 2022, the full HSOC authorized a set aside of up to \$5,000 of the initial disbursement to be used for training on trauma-informed care for local homeless services agencies, in partnership with the First Five of San Luis Obispo’s Health Access Project. These trainings were conducted primarily in January 2023, with one additional training remaining for FY23-24. The remainder of the initial disbursement (\$1,067,804) has not yet been allocated.

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To help implement the proposed HMIS upgrade, the HSOC Executive Committee voted on June 21, 2023, to recommend that the HSOC support setting aside up to \$1,067,803.54 from Homeless Housing, Assistance and Prevention Program (HHAP) Round 3 Funds for the proposed HMIS improvements.

BUDGET/FINANCIAL IMPACT:

This vote itself would not result in any funding being awarded, but the recommendations would be shared with the Board of Supervisors. Should the Board of Supervisors vote in accordance with these recommendations, up to \$1,067,804 in HHAP-3 funding would be made available for HMIS improvements. The total cost of the HMIS transition and improvements would be approximately \$3.4 million, spread out over multiple years. Additional sources of funding for the improvements would come from County IT funding and from CenCal Health from Homeless and Housing Incentive Program data systems improvement funding.

STAFF COMMENTS:

Due to rounding, the amount requested in this item differs by \$0.46 from the amount recommended by the HSOC Executive Committee (\$1,067,803.54). It is requested that the HSOC vote to approve the rounded amount to conform with the request being made to the Board of Supervisors.

**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
ACTION ITEM
July 19, 2023**

AGENDA ITEM NUMBER: 5.3.1

ITEM: Vote to use 1) a Census Methodology for the 2024 Homeless Point in Time Count of Unsheltered Persons; and 2) an Observational Count Combined with a Sampling Methodology for obtaining demographic and survey information for unsheltered persons experiencing homelessness

ACTION REQUIRED:

Vote to use 1) a census methodology for the 2024 Homeless Point in Time Count of unsheltered persons; and 2) an observational count combined with a sampling methodology for obtaining demographic and survey information for unsheltered persons experiencing homelessness.

SUMMARY NARRATIVE:

The U.S. Department of Housing and Urban Development (HUD) requires all HUD-funded Continuums of Care (CoCs) to conduct a Point in Time (PIT) count of all sheltered and unsheltered homeless persons within the CoC service area at least once every two years. The count must be conducted within a single, 24-hour period during the last ten days in January.

The purpose of the count is to provide the federal government with national data on the prevalence and demographics of homelessness. HUD also uses data from the Point in Time count, together with data from the County's Homeless Management Information System (HMIS), to measure the County's performance comparatively with CoCs in addressing homelessness. Additionally, the count has been used by the State of California to determine how much homeless assistance funding the CoC would receive from certain one-time only homeless assistance grants, such as the Homeless Emergency Aid Program (HEAP).

CoCs have the option of conducting a complete count of both the sheltered and unsheltered population experiencing homelessness every year; or conducting a complete count every two years, and in the interim years, using the unsheltered data from the prior

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year while still conducting a new count of sheltered homeless persons. The San Luis Obispo County CoC has opted to conduct a complete count every two years, with the most recent complete count having been conducted in January 2022.

The CoC must determine whether to use a complete coverage type approach, which ensures all areas of the country are covered, or a sampling methodology, where representative samples are taken, and the data is then used to make estimates about the overall population. HUD has indicated a complete coverage is the preferred methodology for the overall count.

San Luis Obispo County CoC has in prior years conducted a complete coverage count using observational methodology to determine the overall number of unsheltered persons, while using a sampling methodology for surveys to obtain demographic and other information, such as services usage among unsheltered persons. The benefit to a complete count versus a sampling count for an observational methodology is that such a count covers more of the county and is less subject to sampling errors.

At the same time, given the size of the area to be covered and the number of persons to be interviewed, the CoC has previously opted to use a sampling approach to collect demographic and other client-level information. Sampling requires substantially fewer resources while still providing reasonable data quality. For example, during the 2021 Homeless Point in Time Count for the county, there were 1,156 unsheltered homeless persons counted on the night of the count and 333 unsheltered and sheltered persons surveyed. This sample size and the sampling methodology led to reasonable margins of error for the estimates, while substantially reducing the resources required to collect the data compared to what would have been utilized for a complete coverage methodology for the survey.

For the sheltered count, the CoC will use a combination of HMIS data from HMIS Participating Emergency Shelters, data from comparable data bases for victim service providers, and interviews and surveys to collect demographic data from non-HMIS participating shelters and transitional housing.

In prior years, the County has contracted with an outside vendor to design and assist the count implementation, as well as to compile the statistical data and produce a report analyzing the results. The vendor ensured that the methodology used to conduct the count was consistent with the requirements promulgated by the U.S. Department of Housing and Urban Development (HUD). The County Department of Social Services

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provided planning and operational support, with assistance from CoC subrecipient agencies and their clients.

For the 2024 Count, staff are recommending the CoC again adopt a complete count methodology for the overall count and a sampling methodology for the survey. This approach adopts HUD's preferred methodology for the overall count and remains consistent with prior years' methodology.

BUDGET/FINANCIAL IMPACT:

The HSOC vote is advisory and will have no immediate financial impact. Staff will be contracting with an outside vendor to design and assist the count implementation, as well as to compile the statistical data and produce a report analyzing the results.

If the County adopts a full count approach with use of paid peer surveyors and a vendor to assist, the Count is estimated to cost \$86,700. The County has already budgeted \$72,000 for the count in the FY23-24 budget and staff are taking steps to secure the additional \$14,700 that may be needed.

Should the County adopt a selected locations survey in lieu of a complete count approach, the final costs may be more or less than \$86,700.

STAFF COMMENTS:

Staff recommend the use of a complete count methodology for the count and a sampling methodology for the demographic information and other client-level data collected by the survey.

While vendor responsibilities have shifted due to the growth of the Homeless Services Division, County Staff acknowledge the need for intentional assistance at this time to adequately manage such an endeavor without vendors in the future. The time to plan and carry out the count is significant, and staff do not yet have sufficient resources to implement effectively at this time without external support from a vendor.