

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

August 27, 2025, 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

Members with approved just cause reasons and the public may participate by Zoom video call:

<https://us06web.zoom.us/j/86382657065?pwd=hKME7uFukZDBR0KawvLuqrXWYaoXO8.1>

Or dial in:

+1 669 444 9171

Meeting ID: 863 8265 7065

Passcode: 796795

1. Call to Order and Introductions
2. Public Comment
3. Consent: Approval of Minutes
4. Action/Information/Discussion
 - 4.1. Information Item: CES Ongoing Activity and Report
 - 4.2. Information Item: Coordinated Entry Guidance and Workgroup Updates
 - 4.3. Information Item: Updates on CES Communication
5. Future Discussion/Report Items
6. Next Regular Meeting: September 24, 2025
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-division/homeless-services-oversight-council01>

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

Date

July 23, 2025

Time

11:01 am-12:27 pm

Location

Room 356, Department of Social Services, 3433 S. Higuera St., San Luis Obispo, CA 93401

Members Present

Lawren Ramos (alternate for Jack Lahey)
Linda Belch
Lisa Fraser
Liz Smith
Mark Lamore
Michael Azevedo (alternate for Janna Nichols)
Morgan Torell

Members Absent

Jack Lahey
Janna Nichols
Michelle Pedigo
Susan Lamont
Wendy Blacker
Wendy Lewis

Staff and Guests

Cortney Savage
Crystal Racicot
Erica Jaramillo
Kari Howell
Laurel Weir
Merlie Livermore
Nathan Rubinoff
Nathaniel Bearson
Netta
Sheena Luten

1. Call to Order and Introductions

Lawren called the meeting to order at 11:01 am.

2. Public Comment

None presented.

3. Consent: Approval of Minutes

Mark moved the motion to approve the minutes, seconded by Liz. Minutes were approved by voice vote.

4. Action/Information/Discussion

4.1. Information Item: Coordinated Entry System Ongoing Activity & Report

Nathan presented reports on inventory model configured for CAPSLO housing- focused program; data on emergency shelter referrals that were implemented; certification of disability form, and some data quality reports. He also shared data regarding current Coordinated Entry enrollments, including data showing clients who were auto exited, an overview of those who are still enrolled in the system, as well as pending auto exits and those with expiring current living situation information.

4.2. Information Item: Coordinated Entry Guidance and Workgroup Updates

Nathan shared that they have been working with different agencies in creating referral guidances for the upcoming properties. He shared that they will be meeting with the Housing Authority of San Luis Obispo (HASLO) next month to talk about Maxine Lewis lease- up. There have also been meetings discussing the Welcome Home Village and Beacon Studios referral guidances. They are also working on interim housing and emergency exit referrals.

He also mentioned that they hosted a Homeless Prevention Workgroup last month which was attended by the following agencies: Transitions-Mental Health Agency (TMHA), El Camino Real Homeless Organization (ECHO), 5 Cities Homeless Coalition (5CHC) and Community Action Partnership of San Luis Obispo (CAPSLO). Some of the workshop topics included Community wide standards for homeless prevention, standardized tracking of prevention in CE, avoiding duplication of work, shared forms, community training sessions, geographic roadmap, and creating a homeless prevention community queue. As part of its ongoing goal to create a better system, the Coordinated Entry team will facilitate further prevention meetings to ensure all stakeholders have an opportunity to share their input.

4.3. Discussion Item: CES Eligibility for Referral

Nathan shared a table for Denial Rate Overview which showed the following data of denials from last year:

- 24.86 percent of all referrals are successful
- 75.14 percent of all referrals were denied or expired
- 74.1 percent of denials are the admin error, client denial, document readiness, not located, prior history

Nathan also mentioned that other communities use language like “rejections must be justified and rare”, but do not share target metrics.

In addition, Kari shared that on July 1, the Coordinated Entry team launched a mandatory updated training that needs to be completed by the end of August. This training is an opportunity for the users to help improve admin errors.

Some other information presented by Nathan included the meaning of document readiness, which comprises of availability of vital documents such as social security cards, ID, birth record, and for eligibility, having certification of homelessness, certification of disability, proof of income, bank statements.

Nathan’s report featured the next steps for the Coordinated Entry team which include to have a work group put in place to explore potential changes, continued analysis of denial data, introductions of standardized “document readiness forms”, increased community education and support on document readiness. The team will draft guidance to bring to the August meeting for feedback.

4.4. Information Item: Updates on CES Communication

Nathan identified the role of Coordinated Entry in communication. He shared that Coordinated Entry is a centralized point of contact. They meet regularly with designated points of contact at agencies to ensure accurate information. Their role is “to increase the efficiency of local crisis response systems and improve fairness and ease of access to resources for individuals and families experiencing or at imminent risk of homelessness”.

Currently, the Coordinated Entry System communicates by sending monthly announcements, case conferencing meetings, holds community-wide and individual office hours, sends out announcement emails and HMIS Newsletter.

5. Future Discussion/Report Items

- Look at how the Coordinated Entry Committee and Data & Performance Committees are talking to each other in terms of available data
- Review and remove certain language from federal contracts specific to DEI instructions

6. Next Regular Meeting: August 27, 2025**7. Adjournment**

Lawren adjourned the meeting at 12:27 pm