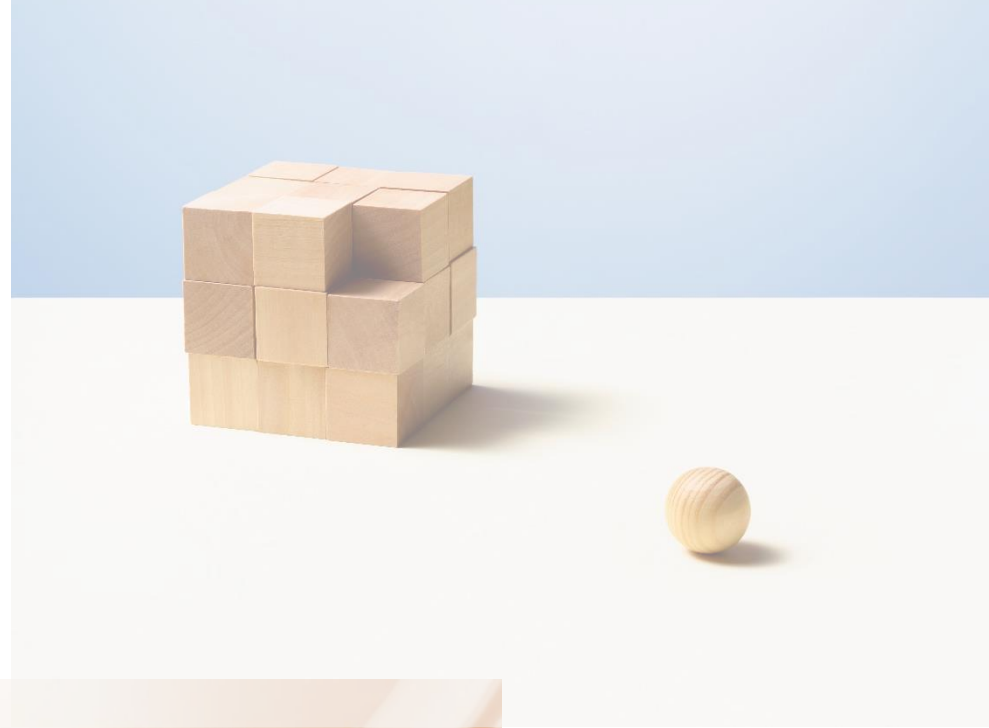# Coordinated Entry Redesign
Implementation Committee

February 14, 2024
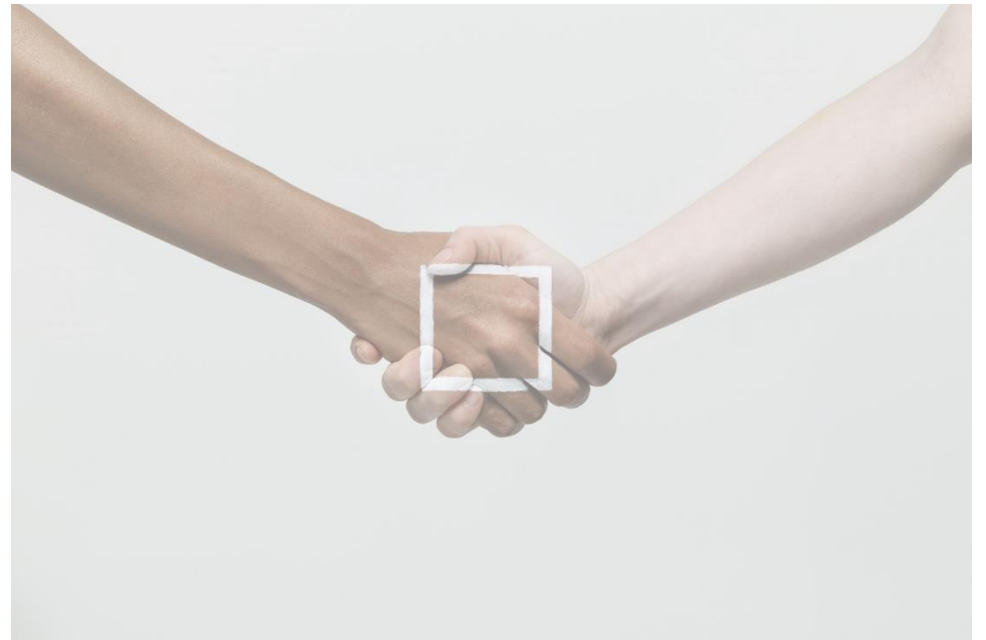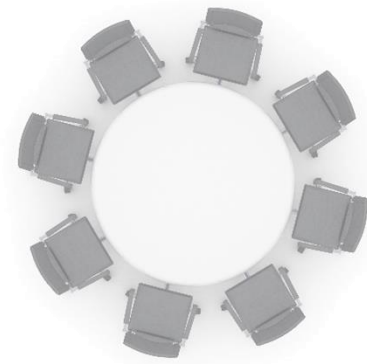
1:00pm - 3:00pm

Introductions

At your table:

- **Name**

- **Pronouns** (Optional)

- **Any other information you'd like to share**

- **Check-in question: What is your favorite restaurant in your neighborhood?**

Land Acknowledgement

We acknowledge that we are on the unceded ancestral homeland of the Ramaytush Ohlone who are the original inhabitants of the San Francisco Peninsula.

As the indigenous stewards of this land and in accordance with their traditions, the Ramaytush (rah-my-toosh) Ohlone (oh-low-nee) have never ceded, lost nor forgotten their responsibilities as the caretakers of this place, as well as for all peoples who reside in their traditional territory. As Guests, we recognize that we benefit from living and working on their traditional homeland.

We wish to pay our respects by acknowledging the Ancestors and Relatives of the Ramaytush community and by affirming their sovereign rights as First Peoples.

Source: https://www.ramaytush.org/land-acknowledgement.html

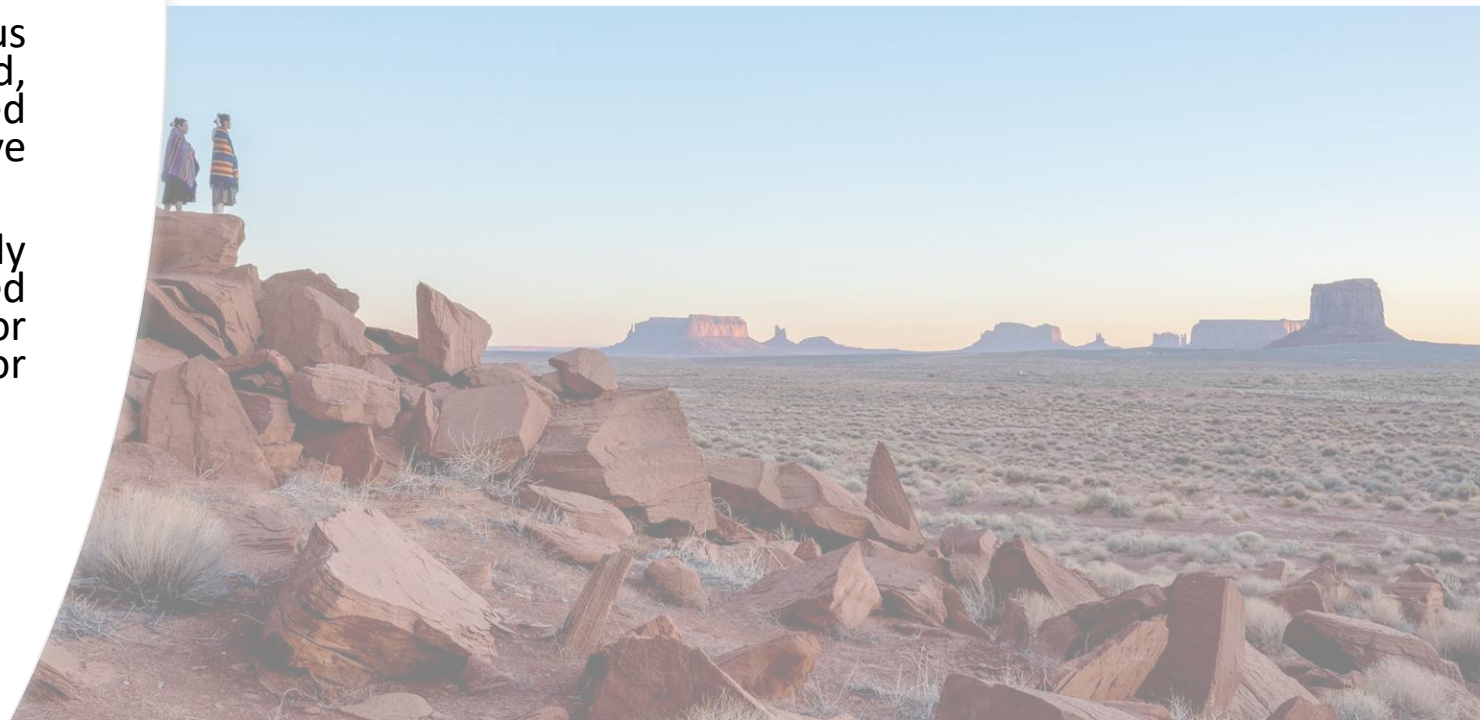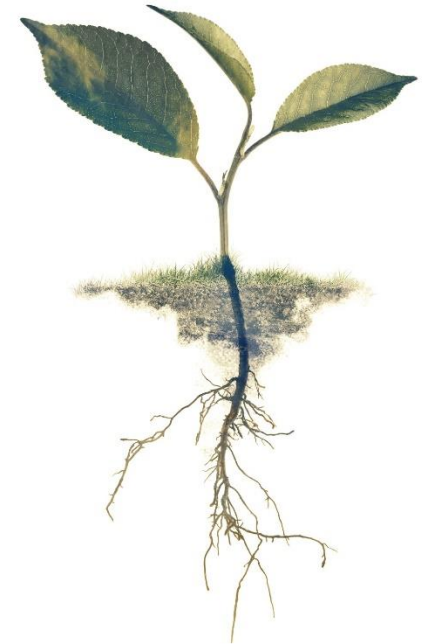Ohlone Village. Courtesy of Jonathan Cordero.

Labor Acknowledgement

We recognize and acknowledge the labor upon which our country, state, and institution are built. We remember that our country was built on the labor of enslaved people who were kidnapped and brought to the US from the African continent and recognize the continued contribution of their survivors.

We also acknowledge all immigrant and indigenous labor, including voluntary, involuntary, trafficked, forced, and undocumented peoples who contributed to the building of the country and continue to serve within our labor force.

We recognize that our country is continuously defined, supported, and built upon by oppressed communities and peoples. We acknowledge labor inequities and the shared responsibility for combatting oppressive systems in our daily work.

Source: CSU

Agenda

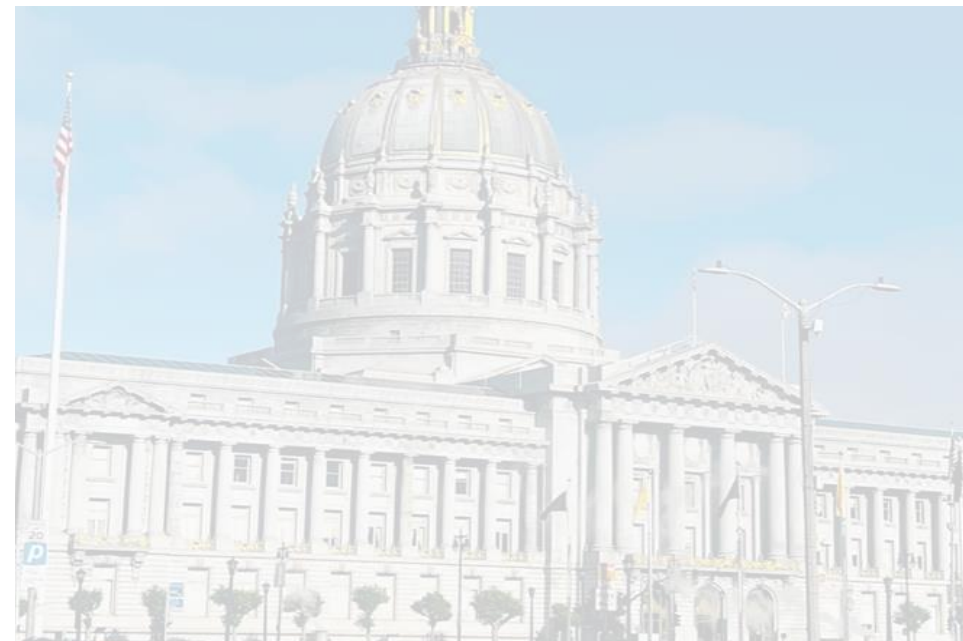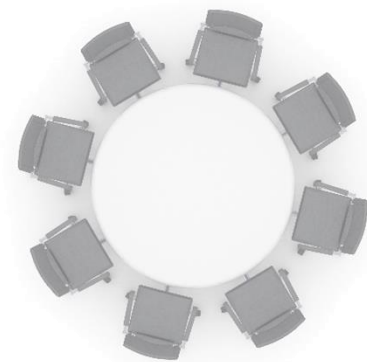|	
1:00pm – 1:20pm	**Welcome and Check-in**
1:20pm – 2:30pm	**Co-Chair Elections**
2:30pm – 2:45pm	**Subcommittee Report Outs**
2:45pm – 3:00pm	**Next Steps** - Next Committee Meeting: April 10, 1-3pm

Co-Chair Elections

From Charter:

- Committee will be led by two co-chairs
- Co-chairs will be chosen using the Committee's decision-making structure
  - The Committee will aim to operate by consensus (defined as all seated members in attendance being able to live with the decision)
  - If consensus cannot be reached, decision will pass by majority of present members
  - Votes can only take place if more than 50% of members are present
  - All seated Committee members will receive one vote; HSH as a whole will receive one vote

Co-Chair Responsibilities
(with support from HSH)

- Calling for Committee approval/consensus and counting votes if necessary
- Tracking attendance
- Co-facilitating meetings and assisting with agenda-setting, or delegating someone from the Committee to do so
- Handling Committee disagreements and member dismissals and vacancies
- Participating in onboarding for new members
- Reporting on Committee updates to the LHCB CE Committee (every second Tuesday at 1 pm) and other bodies, or delegating someone from the Committee to do so

Co-Chair Nominees

- Porshay Taylor
- Michael Henry
- Yessica G. Hernandez Grijalva
- Denise Riggins

Characteristics We'd Like to See Embodied in Co-Chairs

- Has lived experience of homelessness and/or extensive experience working with populations that Coordinated Entry serves
- Compassion, empathy, has served extensively in community and keeps the community at the forefront of the work
- Ability to make the time commitment needed to be a co-chair and/or be able to delegate
- Eagerness to develop a specific skillset that is required of co-chairs (e.g., facilitation, presenting, creating structure to workplans, etc.)
- Strong communication and ability to motivate people/get people excited; ability to take people's input and bring it to the table in an impactful way
- Willingness and openness to collaborate with each other, create an environment that doesn't emphasize hierarchies and instead has everyone feel like they are capable of doing the work, and learn/grow with each other
- Ability to see the strengths in people and invite them into different parts of the work/create different avenues for people to contribute in the way that feels best for them
- Ability to be a good listener
- Ability to take feedback and grow, hold space/be accountable, and manage conflict

Subcommittee Report-Outs

1. Governance and Oversight
   - Meets monthly
2. How People Connect to Coordinated Entry
   - Meets biweekly
3. How We Understand People and Identify and Match People to Resources
   - Meets biweekly

How People Connect to CE (Access) Subcommittee Update

Access Subcommittee Member Organizations

- Episcopal Community Services (ECS)
- Larkin Street Youth Services
- 3rd Street Youth Center and Clinic
- Catholic Charities
- Veteran's Affairs
- SF Homeless Outreach Team
- SF Pretrial
- Homeless Prenatal

Access Implementation Teams

- Access Point workforce needs:
  - Establish a standardized Access Point practice with a booklet or manual.
  - Develop a job shadowing model that allows for more training time.
  - Prioritize self-care for People with Lived Experience (PwLEx) working in the homelessness response system.
  - Training on issues impacting people experiencing homelessness such as immigration services, criminal justice, mental health and more.
  - Ensure training covers the CE process, goals, and roles of outreach and staffing structure of Access Points
- Quality Assurance:
  - Ensure accountability through program monitoring
  - Including PwLex as a part of the monitoring team
  - Including unscheduled visits to Access Points
  - Align with contracts and emphasize adherence to standard practices.

Access Implementation Themes cont.

- Access Point Operations:
  - Maintain population-focused Access Points- family, youth, etc. with better cross training.
  - Consider the unique challenges related to serving seniors, and people with disabilities.
  - Expand mobile outreach teams for real time engagement and have pop-ups at community events.
  - Consider access to resources like childcare, waiting areas, computer access, and hygiene products.
- Messaging:
  - Defining the target audience for Coordinated Entry and avoiding misinformation
  - Clear communication about eligibility and ensure alignment between messaging and available services.