

Coordinated Entry Redesign Implementation Committee

Governance Charter Presentation
LHCB Meeting 12.4.23



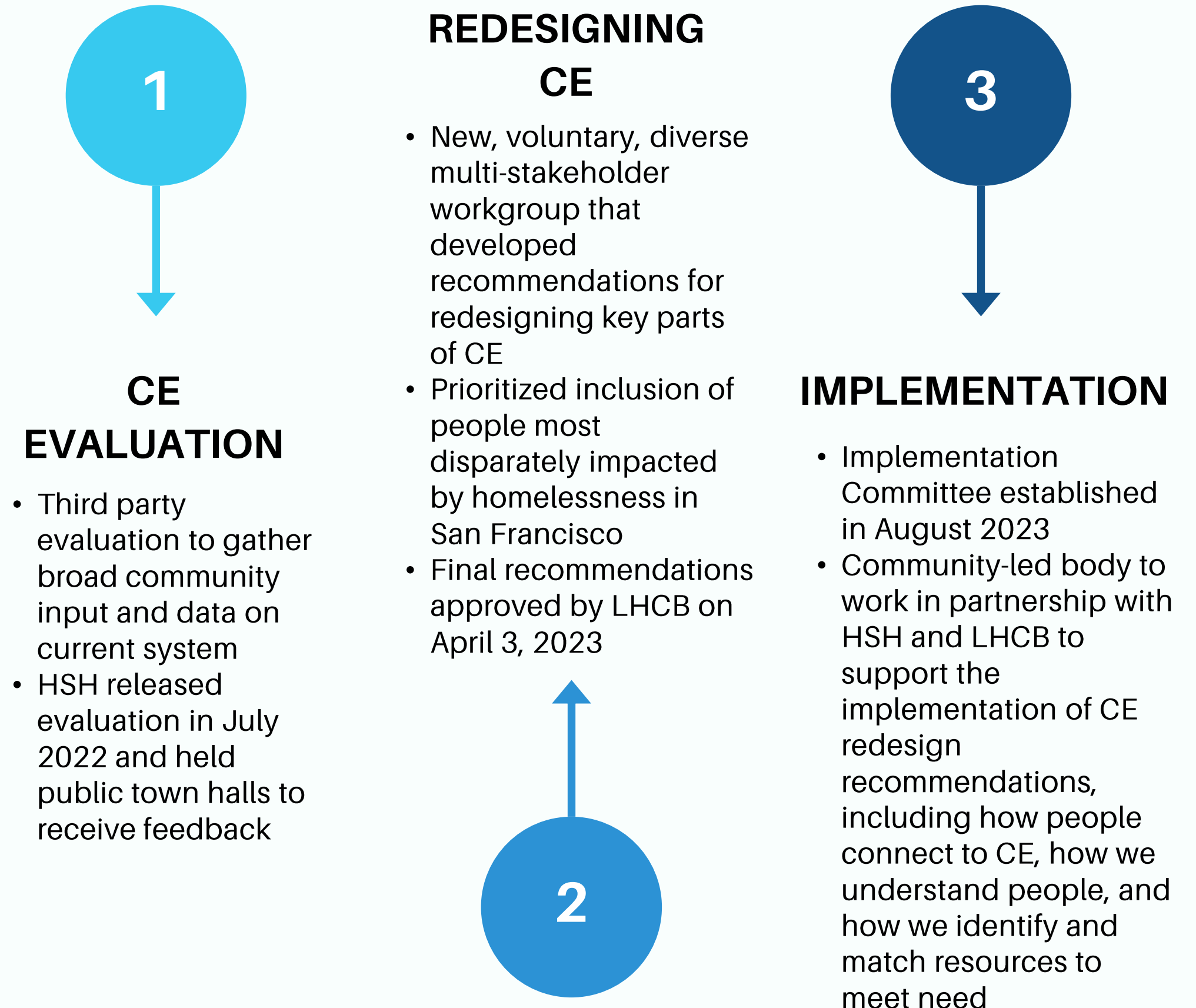
CHARTER OUTLINE



Background and Purpose

- In 2022, HSH began the process of improving its Coordinated Entry (CE) system
 - Goal is to implement more equitable processes and increase access to housing and services for people who have been historically marginalized
- In line with the CE redesign recommendations, this charter lays out:
 - Responsibilities and governance structure
 - Member composition, appointment process, and terms
 - Policies and procedures to guide the Committee's work

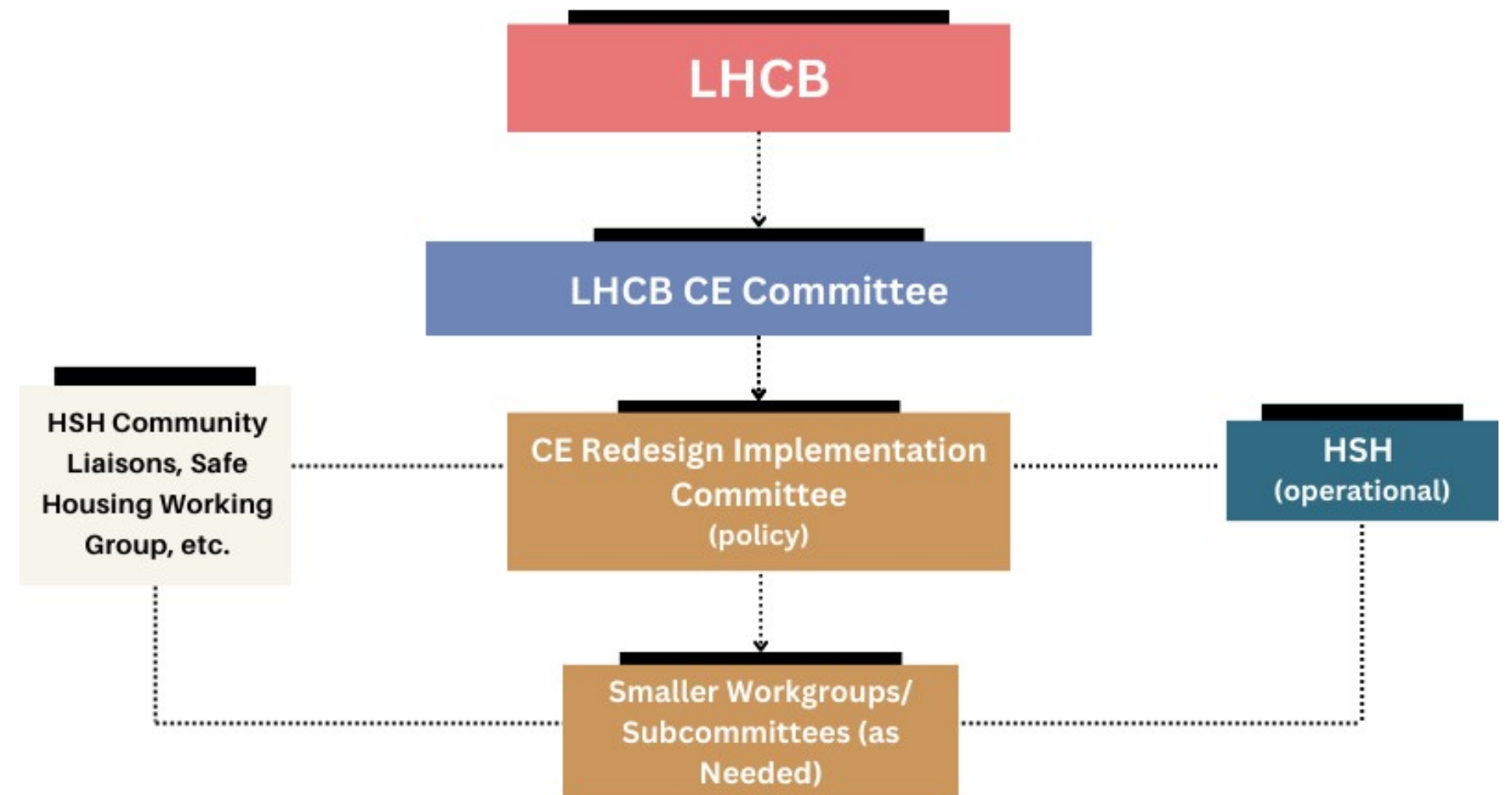
CE Redesign Phases



Governance and Oversight

- Implementation Committee tasked with advising and informing the CE improvement process
- Committee acts as a working group of the LHCBC CE Committee and is subject to the oversight to the LHCBC CE committee
 - Committee not covered by Brown Act requirements for noticing and public attendance
- HSH responsible for day-to-day operational management of CE system

CE Governance Structure



GOVERNANCE AND OVERSIGHT

Reporting Structure

The Implementation Committee shall:



Report its actions to the LHCB at the next regular LHCB meeting once the Implementation Committee approves the charter

Subsequent reports to the LHCB and other oversight bodies, and maybe HSH leadership and staff, shall be done upon request



Report to the LHCB CE committee monthly at its regular public meeting



Provide updates to other community groups (e.g., Safe Housing Working Group, lived experience of homelessness boards) at least annually



Report to & seek approval from the LHCB CE committee (and LHCB as needed) on proposed changes to: CE written standards, the Committee charter, and other oversight documents



Provide a self-evaluation of the Implementation Committee to the LHCB CE committee annually

- Self-evaluation will include:
- Narrative describing progress made, challenges encountered, etc.
 - Summary of the number of meetings/public engagement sessions the Committee has conducted
 - Clear action items to establish accountability

ROLES AND RESPONSIBILITIES

The Committee’s main purview will be over policy development for the core elements of Coordinated Entry, as defined by the Department of Housing and Urban Development (HUD): **Access, assessment, prioritization, and referral/matching**



Shall convene system-wide stakeholders for coordinated planning and improvement of the Coordinated Entry System

Shall act as liaisons to their agencies and communities to provide updates on Coordinated Entry redesign

Shall participate in ongoing planning and annual evaluation of the Coordinated Entry system and report on this engagement to the LHCB CE committee

Shall review the performance and operations of the Coordinated Entry System, and report its findings to the LHCB CE committee, to determine if the system is:

- Consistent with recommended principles, policies, and standards
- Fair and transparent
- Meeting performance benchmarks

Shall develop and refine policies, standards, procedures, resources, and tools in order to improve the Coordinated Entry System, both as they relate to the CE redesign recommendations and as new ideas arise. In particular, the Committee has the authority to establish and refine the assessment process and prioritization criteria and approve the Client Bill of Rights.

Policies that the Committee has developed shall be reported to HSH and the LHCB CE committee and shall be reported to the LHCB if they involve a change to the CE Written Standards. The Committee may also advise HSH on operational improvements to the CE system

May establish and convene or designate subcommittees and working groups to facilitate coordination, effective operations, and on-going improvement

May provide recommendations on funding priorities as they relate to Coordinated Entry

Membership Composition and Selection

10-25

Number of community members on committee

2-4

Years members will serve, with extensions decided by the group

Current and future membership will intentionally focus on including:

Diversity of all kinds, with explicit consideration of including groups disproportionately impacted by homelessness in San Francisco

People with lived experience of homelessness and/or who have personally utilized CE in San Francisco

Service providers that deliver CE and/or other homelessness response services in SF to target populations (including adults, youth, families, veterans, etc.)

Safe Housing Working Group members, survivors of domestic violence, or people with experience providing services to survivors in SF

People with lived experience of the criminal legal system and/or provision of services for this population in SF

1 seat for Human Services Agency and 1 seat for Department of Public Health

HSH staff will serve as subject matter experts and staff the committee. Additional subject matter experts, including other system partners and people with lived experience, may be invited to Committee meetings by topic

Membership Composition and Selection



- HSH will compensate and provide support to people with lived expertise of homelessness who are not paid by their employer for time spent on the committee
- New members shall attend an LHCB CE committee meeting and become familiar with the redesign recommendations and relevant Committee materials
 - Those receiving payment from HSH will receive a payment orientation from HSH
 - New members will be introduced to the Committee at their first meeting and will be paired with a committee “buddy” to help provide support
 - Additional onboarding may be provided by the co-chairs or HSH staff upon request or as needed

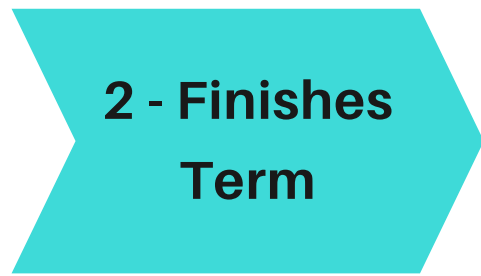
Member Expectations

- **Abide by the group’s [community agreements](#)** and act with integrity
- **Make a good faith attempt to attend each meeting**, in person or via telephone or videoconference. Members who are not able to attend the meeting must let the co-chairs and HSH staff who are staffing the meetings know at least 5 days beforehand (with exceptions made for emergencies). HSH staff will ensure that members have support to be able to attend any meetings
- **Not discriminate in any regard** to race, creed, color, gender, sexual orientation, marital status, religion, national origin, ancestry, pregnancy, parenthood, custody of a minor child, or physical or mental disability
- **Not engage in any unwelcome conduct**, including harassment, bullying, intimidating and offensive behavior, or disruption of meetings
- **Avoid conflicts of interest**; members must disclose relevant personal, professional, and business relationships and shall abstain from any vote or discussion that involves financial gain for them in a direct or indirect way

Resignation



Member sends a co-chair a notice, preferably in writing, 30 days before resigning



Member fulfills committee responsibilities until resignation date



Will be determined by the co-chairs on an individual basis but could include: a formal thank you letter, an exit interview, prohibition from meetings, and end to compensation for Committee participation

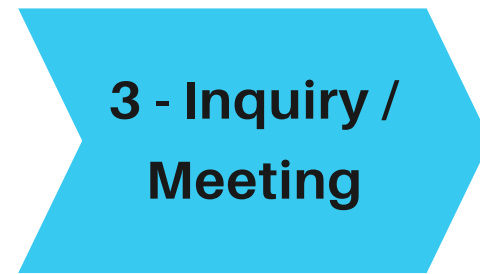
Violations of Member Expectations



Member violates one of the member expectations

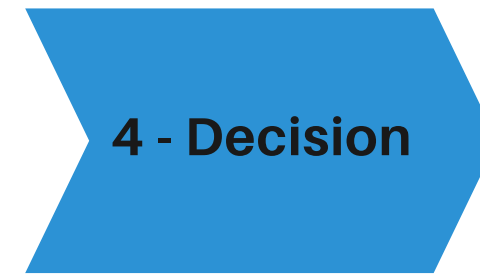


Another member reports violation to Committee co-chairs, HSH staff, or LHCB CE chair

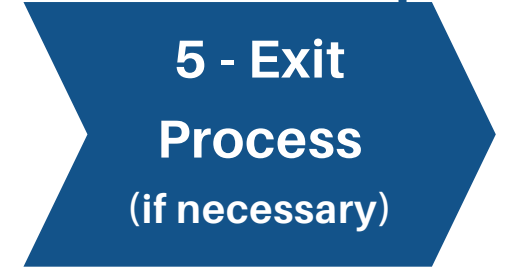


Those who have missed 3 consecutive meetings without previous communication shall meet with the co-chairs to discuss their participation

For other violations, co-chairs/LHCB CE chair will inquire about the reported behavior



Co-chairs (or LHCB CE chair) will decide whether to dismiss the member or decide on other consequences (e.g., voting restrictions)



MEMBER COMPOSITION AND SELECTION

Dismissal Procedures

MEMBER COMPOSITION AND SELECTION

Vacancies



1 - Identify Need



Committee co-chairs decide whether the vacancy should be filled (or will bring the topic to the full Committee to decide)



2 - Circulate Application



If vacancy should be filled, HSH circulates application, conducts broad public outreach, and shares applicants with Committee



3 - Decide



Committee decides on who will fill the vacancy (using the Committee's decision-making process)



4 - Present



Committee presents recommendation to LHCB CE committee for approval

Current members who will be vacant from the Committee for more than three months can send someone in their place, pending approval from the Committee and the LHCB CE committee

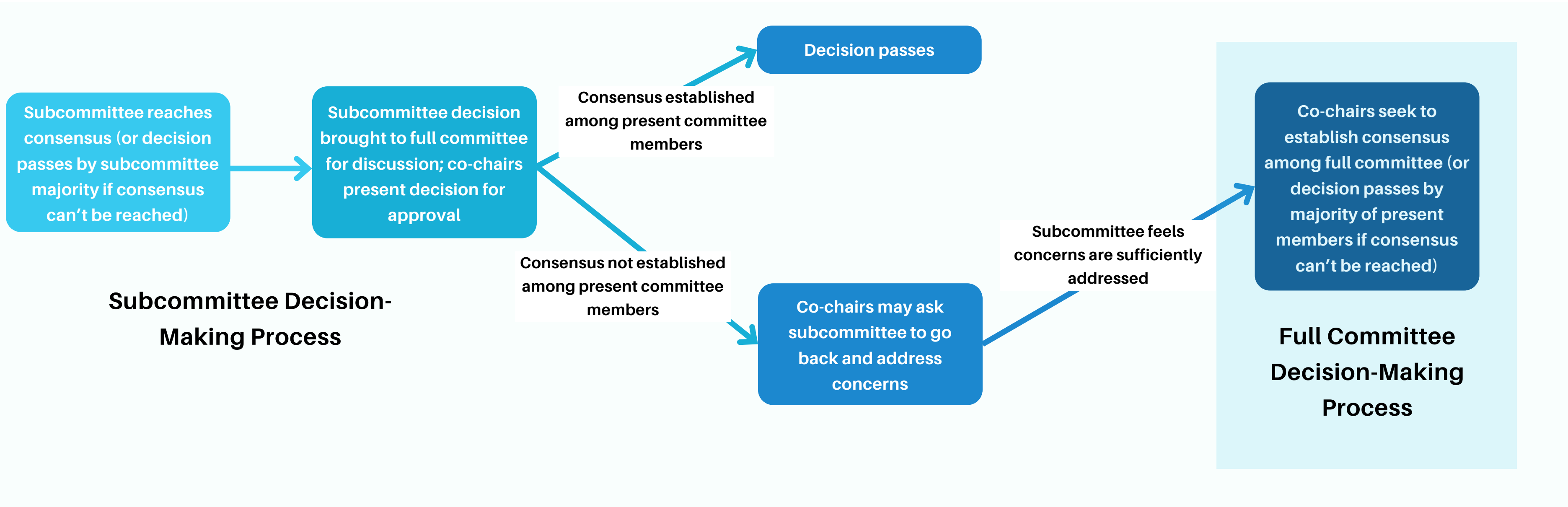
Meeting Structure

- Committee will meet a minimum of once every two months, with the expectation that additional meetings may be required
- Meetings will be scheduled at least two weeks in advance
- Agendas will be prepared for every meeting and provided to the committee members in advance of the scheduled meeting, along with the appropriate materials needed to make informed decisions
- Committee volunteers will record the minutes for each meeting



DECISION-MAKING

The Committee shall act only on the affirmative vote of a majority of the members at a meeting/in attendance or by consensus (defined as all seated members in attendance being able to live with the decision)



Votes can only take place if more than 50% of members are present
All seated Committee members will receive one vote

Leadership Structure

- Committee will be led by two co-chairs
- Co-chairs will be chosen using the Committee's decision-making structure
- When a co-chair vacancy arises, members may either nominate themselves or nominate another Committee member, with that member's consent
- Subcommittees may also nominate subcommittee leaders and can decide the frequency upon which these leaders change
 - Subcommittee leaders are responsible for making sure that someone from the subcommittee reports back to the larger committee
 - Before reporting back, subcommittee leaders shall also report to the co-chairs, ideally in writing, with any updates

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 and other bodies, or delegating someone from the Committee to do so



Amendments to the Charter



Implementation Committee will formally review this charter every year and propose amendments as needed

For additional amendments:

- 1 At least three seated members should request a change be made
- 2 The Governance Subcommittee (or the Committee co-chairs if the Governance Subcommittee is vacant) will review the relevant sections of the charter and may propose amendments to the larger Committee
- 3 Changes to the charter shall aim to be approved by consensus; if consensus cannot be reached, changes will be approved if at least 2/3 of seated committee members in attendance vote to approve
- 4 Any changes to the charter will be reported to the LHCB CE committee (and the LHCB as needed)

THANK YOU!

Email hshcoordinatedentryredesign@sfgov.org if you have any questions about CE redesign