



CE Redesign: Access Subcommittee

Priority Action Areas

- CE Access Point Staff Hiring, Training, Culture Change and Capacity Building
- Diverse Access Points
- CE Messaging



CE Access Point Staff Hiring, Training, Culture Change and Capacity Building

“Coordinated Entry is only as good as the
Access Point workforce”



Recommendation

- Establish standardized training requirements, core competencies, and skills so all staff understand CE process and resources and use trauma-informed and consistent approaches.

Action Items

- Conducting a survey of all Access Points to capture what training topics are currently covered by non-profit partners. **(DONE)**
- Establish training standards on which training topics are required for All Access Point staff including topics such as working with seniors, privacy training, immigration services, criminal justice, mental health, burnout prevention, compassion fatigue and more. **(In Progress)**
- Ensure training covers the CE process, goals, and roles and norms expected of Access Point staff, standardized Access Point practice with a manual and a job shadowing model.
- Establishing timeframes by when training needs to be completed and at what frequency. **(In Progress)**
- Prioritize self-care for People with Lived Experience (PwLEx) working in the homelessness response system, i.e. creating a pipeline for entering the workforce and peer support by providing opportunities to connect staff of different Access Points with each other.
- Maintain population-focused Access Points- family, youth, etc. with better cross training
- Training on working with seniors should be provided to Access Point staff as a part of the training curriculum.

Feasibility & Resource Needs

Feasibility:

- HSH staffing developing training content and quality assurance to serve as a backbone for this effort.
- Access Points- Several non-profit partners also have training managers within their organizations that can collaborate in this effort
- The goal would be to have both in person and virtual training opportunities with standard training requirements being in place starting July 1st 2025.

Resource Needs:

- Budgetary for honorariums and curriculum.
- Learning Management Platform: for Access Point staff to be able to access training on demand.

Recommendation

- Utilize monitoring, corrective action plans, and technical assistance to promote accountability in meeting contract requirements and performance expectations.

Action Items

- Align with contracts and emphasize adherence to standard practice.
- Ensure accountability through program monitoring.
- HSH is on track to issue a request for proposals for Access Points contracts starting in FY25-26, the RFP would give opportunity for standardization across existing Access Point grantees to check for alignment with the service model and decide whether to continue providing these services, and for new partners to enter this space.
- Utilizing data gathered from the CE evaluation include in the Request for Proposals and in the scoring additional points for providers that have expertise in working with senior households and people with disabilities.
- HSH can include mobile requirements in the Request for Proposals for Access Points and conduct analysis on geographic areas of the city where homelessness has increased using 2024 PIT data. Request for Proposals can require that at least one Access Point for Adults is located in the Bayview where there currently is no Access Point for Adults

Access Point Monitoring Committee



- A committee established by legislative mandate that includes **people with lived experience**, community advocates, non-profit partners, city agencies to conduct **unannounced** visits to Access Points to monitor adherence to standards set forth for Access Points.
- HSH would be responsible for providing administrative and clerical support. There would need to be mechanisms for communication between the Access Point Monitoring Committee and HSH to ensure quality assurance and establish actions should an Access Point be out of compliance.

Feasibility & Resources Needed



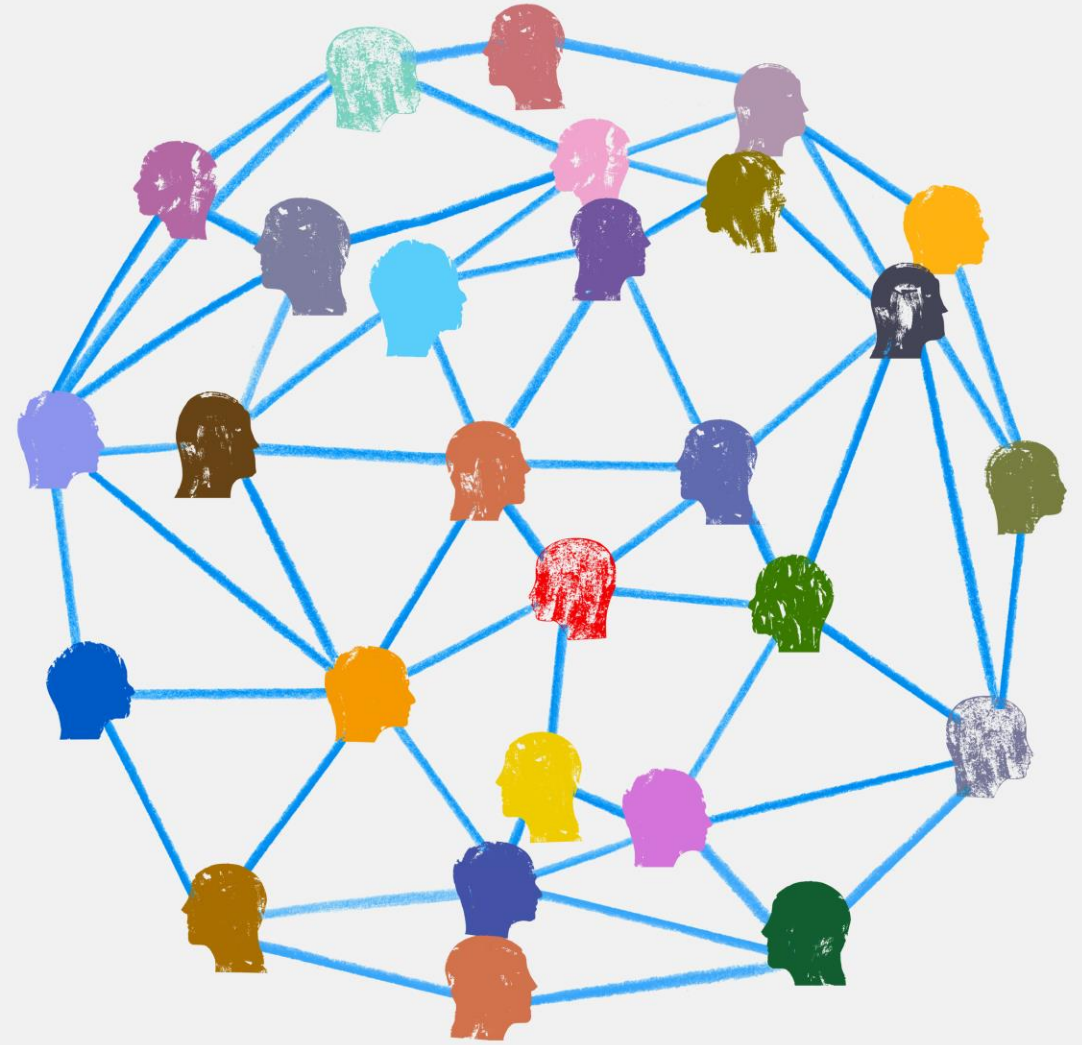
Feasibility:

- The Local Homeless Coordinating Board can vote to establish the Access Point Monitoring Committee *and* standards of care regarding the treatment of households engaging with CE Services as well as stipulations over Access Point facilities, language, and Americans with Disabilities Act accessibility.

Resources Needed

- HSH staffing for administrative and clerical support for the Access Point Monitoring Committee.
- Compensation for the members of the Access Point Monitoring committee who are not already compensated through their employer for participation.

Diverse Access Points



Recommendation

- Design Access Points to function more broadly as drop-in centers where people can access an array of services. Having basic needs be an engagement tool to keep people engaged.
- Recommendation is to have a standard flexible spending line item embedded in Access Point contracts that can be used for basic needs list above. On average Access Points are spending \$32 per client on basic needs assistance for a total of \$219,538.
- Establish a minimum standard for Access Point to have spaces where clients can store belongings during the CE process and bathrooms for client access.



Hygiene Supplies

Childcare



Snacks/Food



Pet Supplies



Phone Charging

Feasibility & Resources Needed

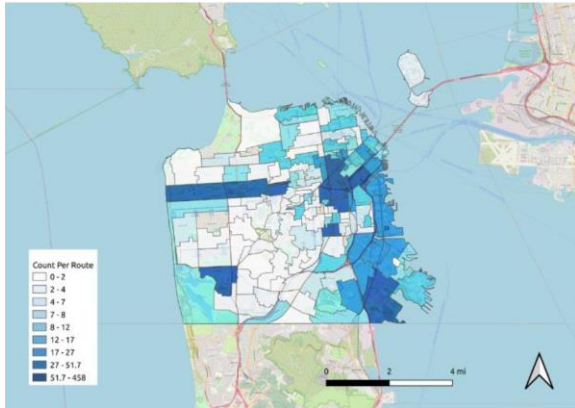
Feasibility:

- Some non-profit partners already have co-location of an Access Point within a drop in space i.e. Larkin Street Youth Services, Compass Family Services who already receive funding for drop-in related services with a combination of public and philanthropic funds.
- There are also non-profit partners whom **do not** already have facility and funding to operate a drop in space which would require significant additional resources to ramp up to provide these services in house or through partnership.
- The goal is **consistency** for households in all Access Point services including basic needs assistance.

Resources Needed:

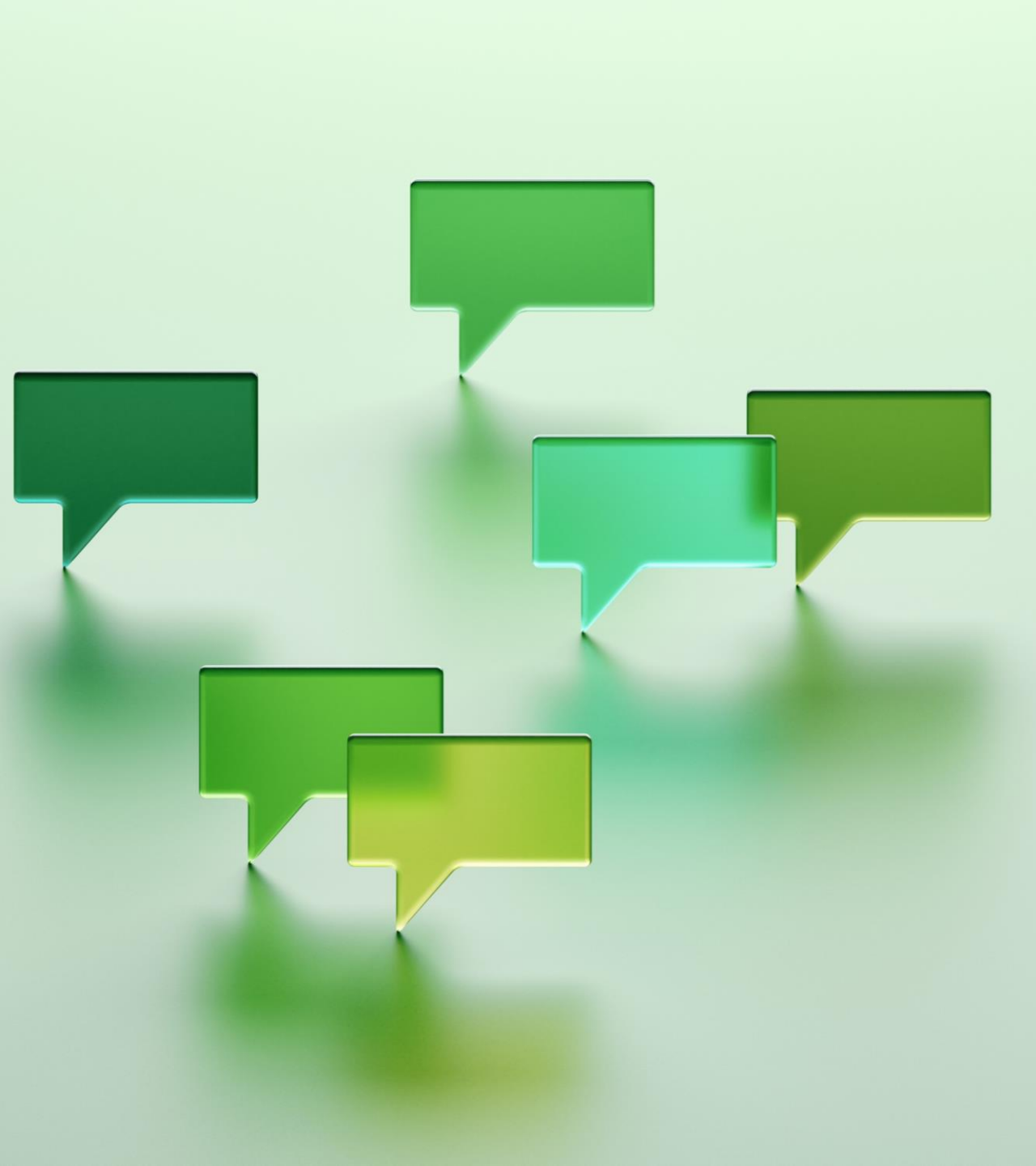
- Staffing- Ensuring sufficient staffing at Access Points to cover CE workflow function including distribution of basic need items. Not all Access Points have funded in full or in part, reception or ambassador positions.
- Standardized client supplies line item in Access Point budgets that would allow purchase of basic needs items specific to the population they serve and would help them keep households engaged in the Coordinated Entry process.

Recommendation



- Expand mobile outreach teams for real time engagement and have pop-ups at community events. Keeping in mind the purpose of mobile components is to engage people experiencing homelessness in Coordinated Entry services that face barriers in accessing an Access Point.
- Expand mobile teams across populations for Adults, Families, Youth and Survivors of violence; to ensure sufficient staffing across multiple priorities such as Multi-Disciplinary Team, events such as Project Homeless Connect and response to encampments in the city.
- Increased capacity would be leveraged for neighborhoods with higher percentages of people experiencing homelessness.
- Having a team; that focuses specifically on seniors that roves and supports the Access Points with serving this population. And connecting seniors and people with disabilities to multiple resources when they have higher needs.

CE Messaging



Recommendation

- Establish clear explanations so that everyone understands what CE is and how to use it as the entry point to housing resources, and what it is **not**.

Action Items

- Defining the target audience for Coordinated Entry and avoiding misinformation. Address myths about Coordinated Entry in the community
- Clear and transparent communication about eligibility, and **who services are for**.
- Standard flyers and outreach materials; that list out the services offered at each Access point.
- Strategies for getting the message across
 - Updating the HSH website
 - FAQ
 - Flyers and materials
 - Word of mouth and peers
- Having Information tailored to different audiences; program participants, different systems, families, **other bay area counties**



Thank you

Elisabet Avalos & Kenyaun Christie on
behalf of the CE Redesign Access
Subcommittee