

Oversight Committee Roster
3.18.21

Member	Category	First name	Last name	Company
		Amanda	Wehrman	Homebase
x	211	Justin	Jarratt	Contra Costa Crisis Center
	Affordable Housing Developer #1	Dan	Sawislak	Resources for Community Development
	Affordable Housing Developer #2	Tony	Ucciferri	Housing Authority of Contra Costa County
x	Agency #1	Jonathan	Russell	Bay Area Community Services (BACS)
X	Agency #2	Christopher	Martinez	Catholic Charities of the East Bay
X	Agency #3	Jenny	Robbins	Contra Costa County: H3
	Agency #4	Chris	Celio	Hume Center
	Agency #5	John	Eckstrom	Shelter, Inc.
x	Agency #6	Bill	Shaw	Winter Nights Family Shelter
x	Consumer	Irma	Bodden	Hope Solutions REP program
x	Consumer #2	Juno	Hedrick	Youth Action Council
	Council Member	Sherry Lynn	Peralta	Contra Costa: EHSD
	Council Member	Lindy	Lavender	East Bay Leadership Council
	Council Member	Gabriel	Lemus	CC DCD
	Council Member	Linae	Altman	Contra Costa County: Healthcare for the Homeless
	Council Member	Margaret	Schlitz	Portia Bell HumeCenter's West County FSP program
	Council Member	Shawn	Ray	San Pablo Police Department
	Council Member	Leslie	Gleason	Trinity Center
	Council Member	Maureen	Nelson	WDBCCC
x	Council Member	Iman	Novin	
x	Council Member	Masaki	Hirayama	Department of Veteran Affairs
x	Council Member	Patrice	Guillory	HealthRIGHT 360
x	Council Member	Deanne	Pearn	Hope Solutions
x	Council Member	Teri	House	House Consulting
	Domestic Violence Service Providers	Oravanh	Thammasen	Family Justice Center
	Domestic Violence Service Providers	Susun	Kim	Family Justice Center
x	Domestic Violence Service Providers	Natalie	Oleas	Family Justice Center
	Domestic Violence Service Providers	Rhonda	James	STAND!
x	Faith Community	Doug	Leich	Multi-Faith Action Coalition
	Funders (County/City government funder)	Margot	Ernst	City of Walnut Creek

Oversight Committee Roster

3.18.21

	H3 Staff	Cassie	Hourland	Contra Costa County: H3
	H3 Staff	Eric	Whitney	Contra Costa County: H3
	H3 Staff	Erica	McWhorter	Contra Costa County: H3
	H3 Staff	Jaime	Jenett	Contra Costa County: H3
	H3 Staff	Lavonna	Martin	Contra Costa County: H3
	H3 Staff	Shelby	Ferguson	Contra Costa County: H3
x	HMIS Lead/Data Evaluation	Jamie	Klinger	Contra Costa County: H3
	Housing Authority	Joseph	Villarreal	Housing Authority of Contra Costa County
	Veteran Services	Mallory	Boykin	Berkeley Food & Housing Project
	Veteran Services	Angela	Upshaw	Berkeley Food and Housing Project
x	Youth Services/Education	Alejandra	Chamberlain	Contra Costa County Office of Education



OVERSIGHT COMMITTEE MEETING

March 18, 2021 from 1:00-3:00

WELCOME AND ROLL CALL

Cassie Hourlland, *H3*

PURPOSE OF MEETING

Cassie Hourlland, *H3* and Erica McWhorter,
H3

OVERVIEW OF OVERSIGHT COMMITTEE

Informed decision
making

Recommendation
s to COH

Develop,
implement and
improve systems
and outcomes.

Evaluation,
Compliance and
Performance

PURPOSE OF MEETING



SYSTEM GOVERNANCE AND PLANNING

Committees/Meeting Report Outs- Cassie Hourlland, *H3*

Policies and Procedures- *Cassie Hourlland, H3*

Complaints- *Cassie Hourlland, Erica McWhorter, and Shelby Ferguson, H3*

Quarterly Report Recommendations- *Cassie Hourlland, H3*

COMMITTEES/MEETING REPORT OUT

HMIS Policy

Policy

Continuous
Quality
Improvement

Performance
Measures

CoC/ESG

Provider
Meetings

** Updates and notes are included in staff report.*

POLICIES AND PROCEDURES

HMIS Policies and Procedures

CoC/ESG Written Standards

Housing Security Fund Policies and Procedures

Coordinated Entry Policies and Procedures

POLICIES AND PROCEDURES

HMIS Policies and Procedures

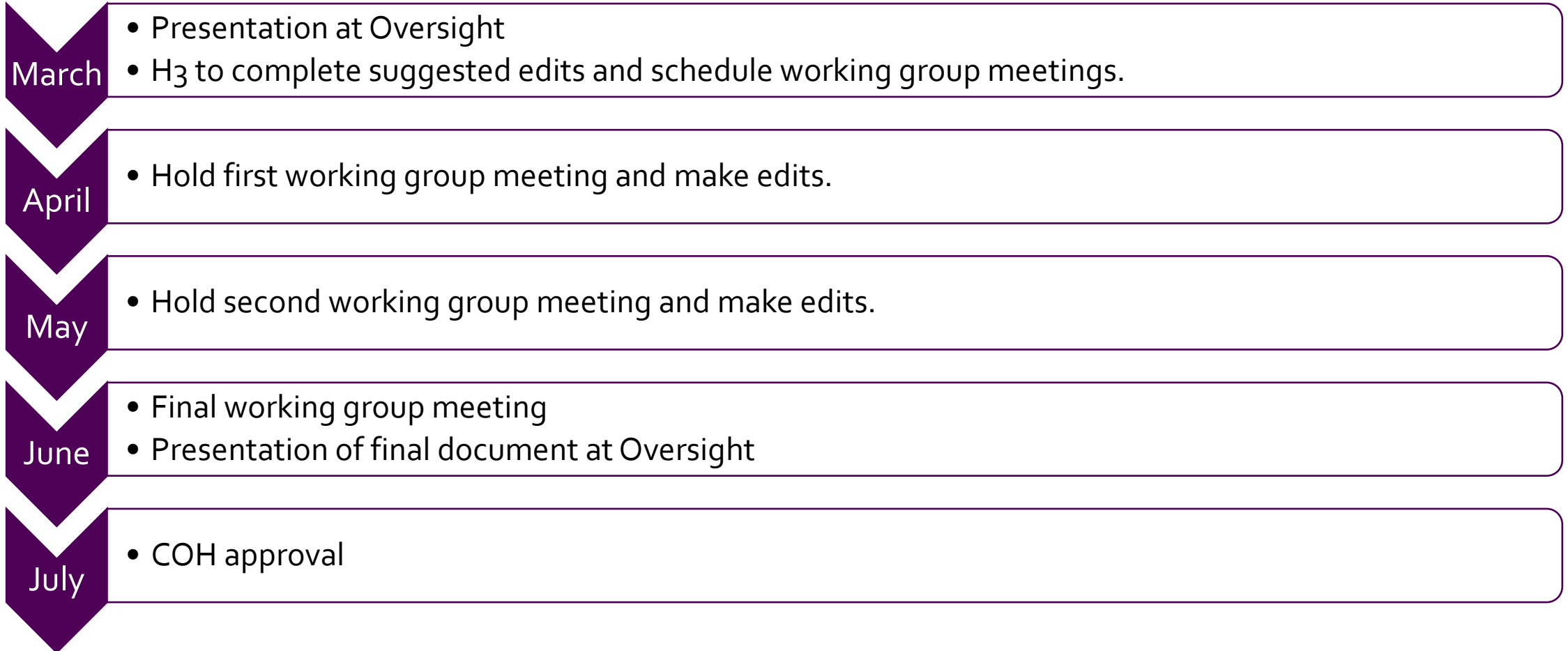
- HUD requirement
- Overview of changes
- Review Process
- ***Oversight Ask-*** Identify person to attend HMIS Policy Committee Meeting

POLICIES AND PROCEDURES

CoC's Written Standards

- HUD requirement
- Overview of changes
- Workplan

COC WRITTEN STANDARDS TIMELINE



POLICIES AND PROCEDURES

CoC's Written Standards

- ***Oversight Ask:*** *Identify individuals to develop a workgroup to work with CoC Lead to make edits to the Written Standards.*

COMPLAINT PROCESS

New Language Review

- Oversight Role
- Overview of Changes
- Additional Changes Identified
- ***Ask for Oversight: Additional language Recommendations?***

Next Steps Timeline

- Review Workplan

COH QUARTERLY REPORT TO COUNTY BOS

Content

- Letter from the COH
- Data
- Funding
- Policy
- System Initiatives

Process

- Identify updates and Recommendations
- Staff draft report and recommendations
- Review by COH Chair
- Staff submit report

Oversight Ask: *Are there any initial recommendations from Oversight members for the report due in May?*

SYSTEM DATA

Quarterly Data Report- Jamie Klinger, H3

DATA REPORT

PROJECT AND INITIATIVE UPDATES

Coordinated Entry Evaluation- *Homebase, Cassie Hourlland, H3 and Shelby Ferguson, H3*

Project Updates- *Shelby Ferguson, H3*

Monitoring- *Homebase and Cassie Hourlland, H3*

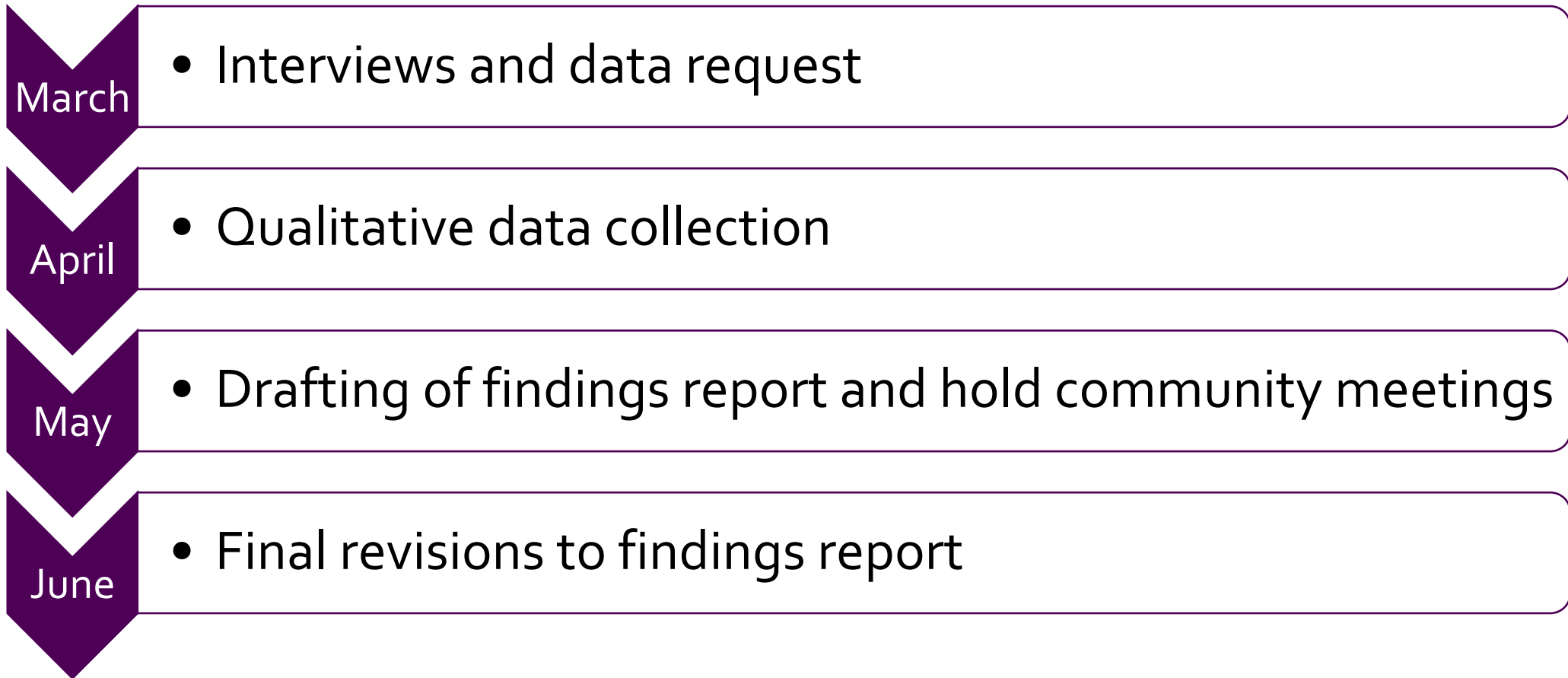
Performance Based Contracting- *Erica McWhorter, H3*

COORDINATED ENTRY EVALUATION

Overview

- HUD Requirement
- Evaluator
- Goals for 2021

COORDINATED ENTRY EVALUATION TIMELINE



COORDINATED ENTRY EVALUATION

Oversight Role

- Regular Updates
- Review Conclusions
- Recommendations to COH

PROJECT UPDATES



MONITORING

Past (September 2020- present)

Monitoring Pilot Created and Started



Present (March 2021)

Findings Discussions

Final Reports to providers and TA



Future

Final Recommendations on Process

Roll out to all CoC funded providers

PERFORMANCE BASED CONTRACTING

Challenge:

Goals

Next Steps Coming Soon!

NEXT STEPS

Cassie Hourlland, *H3*

NEXT STEPS

- **Next Oversight Committee Meeting:** June 17th from 1:00-3:00pm
- **Written Standards Working Group-***to be scheduled for April, May and June*
- Identify COH Member for Committee Report out at April COH Meeting



CONTRA COSTA COUNCIL ON HOMELESSNESS

Oversight Staff Report

The purpose of this staff report is to provide updates to the Oversight Committee on the various working groups and committees and ongoing projects. Oversight will use the information provided in other committee meetings to inform decisions and recommendations that will be lifted to the Council on Homelessness (COH).

Committees and Workgroups

Continuous Quality Improvement- This committee is currently not active. The committee will help to select an improvement advisor in the Spring and will start meeting to discuss Continuous Quality Improvement once the improvement advisor is on board.

Policy- This committee will be starting again in the Spring. The COH Members on the committee will be coming together to discuss the structure of the committee, identifying a chair, selecting additional policy committee members, and identifying a process for action for policy items.

HMIS Policy- This committee met in January and March. The committee did not meet in February. At the January meeting, committee members discussed CES Data Quality, New Clarity Features, adding a prior living situation field, PIT/HIC, LSA and DV Data Migration. At the March meeting committee members discussed updates to the HMIS MOU, announcement of HMIS Policies and Procedures update, 2022 HUD Data Standards, proposed intake form modifications, VISPDAT data entry, and annual assessment reminders. The February meeting was cancelled, but updates were sent to committee members in email. The minutes for the meetings can be found at this link <https://cchealth.org/h3/coc/partners.php#HMIS>.

Performance Measures- This committee is currently not active.

CoC/ESG- This committee did not meet this quarter. H3 is looking to rename this committee so it can be expanded to providers who are not funded through CoC or ESG funds but are a part of the CoC. The purpose of this is so all providers who are a part of the CoC can be included in decision making or conversations regarding CoC activities.

Provider Meetings- Providers meet on a monthly basis. There was a provider meeting held in January, February and March. Providers discussed COVID-19 related updates in each meeting, reviewed tier guidance, shared experiences on vaccine rollout, were reminded of trainings and upcoming meetings related to the CoC and HMIS and had discussions on provider updates or changes. Minutes from the provider meetings can be found in this packet.

Overview

The Contra Costa Continuum of Care (CoC) has a process in place for handling complaints made by clients, participating provider agencies, or other parties expressing dissatisfaction with the Contra Costa CoC including all agencies and staff participating in the system, Coordinated Entry System (CES), or HMIS. A complaint is any formally expressed dissatisfaction, legal violation, or instance of gross misconduct or negligence within the CoC including all agencies participating in the system, CES, or HMIS. A complainant can be a client or their representative, agency staff, or community member or representative expressing dissatisfaction with the system of care, an agency in the system, the Coordinated Entry System, or HMIS. Complaints may be submitted anonymously.

Commented [CAH1]: Consider editing language to help make it more readable and accessible. Any suggestions or recommendations on this from Oversight?

Internal Agency Complaint Policy and Procedure Requirements

Internal Agency Complaint Policy and Procedure: All agencies participating in the CoC must have an internal written policy and procedure to address complaints. The following outlines the minimum requirements for an agency's internal complaint policy and procedure:

Commented [CAH2]: Are there other things in your policies and procedures that we should consider requiring at a minimum in this section?

- The internal agency complaint policy and procedure must be posted in a place conspicuous and accessible to clients, at minimum in English and Spanish.
- Agencies must provide an explanation of the complaint process to clients upon program admission verbally and in written form in a language that they understand and accessible to individuals with hearing or visual impairments.
- The internal complaint policy and procedure **and** the verbal and written explanation must:
 - specifically inform clients of their right to file a non-discrimination complaint; and
 - provide clients with the procedures for addressing complaints and grievances within the agency and ability to file a complaint through with the CoC if the agency is unable to resolve the complaint internally.
- In addition, the internal complaint policy and procedure must:
 - include a policy regarding the confidentiality of the complaint and that information regarding the complaint will only be shared with client and necessary staff and documented in client files;
 - include an anti-retaliation policy explaining that the client will not receive punitive treatment as a result of filing the complaint;
 - allow client to be represented by a third-party advocate in the complaint process. Reasonable efforts must be made to coordinate with client's advocate during the complaint process; and
 - to the extent possible, allow clients the opportunity to present their case before a neutral decision-maker.

In addition, agencies must maintain documentation of all complaints for a period of at least two years and such documentation is subject to monitoring.

CoC Complaint Process

1. **Exhaust Internal Agency Complaint Process First:** Before filing a complaint with the CoC, the client or agency must first file a complaint directly with the agency with which they are aggrieved. If they are not satisfied with the results of the internal complaint process, or if the

Commented [CAH3]: May consider making this easier to read by creating bullet points. Are there recommendations to make this section easier to read?

internal complaint process is not appropriate based on the circumstances, a complaint with the CoC may be filed as outlined below.

2. **File System of Care Complaint:** To file a complaint, a complainant, or their designee, will need to complete the Contra Costa Continuum of Care Complaint Form that will be submitted to the CoC Manager either by mail or email. Complaints may also be submitted online HERE. Complaints may remain anonymous but must be received in writing. The complaint may be written by the complainant or by someone on the complainant's behalf. The CoC Manager will review and complete an assessment of the submitted complaint and identify the appropriate parties needed to resolve the complaint to begin the investigation.
3. **Investigation of Complaints:** The CoC Manager will start an investigation of the complaint within five business days of receiving the complaint by attempting to contact and interview the parties with knowledge of the circumstances of the complaint, which may include the agency or program named in the complaint, the Coordinated Entry System Manager, and/or a member of the Research, Evaluation, and Data (RED) Team, depending on the nature of the complaint. If the complaint is about a specific provider within the CoC, the CoC Manager will confirm that the provider attempted to resolve the complaint through its internal complaint process and will seek documentation from that process. If the complainant did not attempt to resolve the complaint with the provider first, the CoC Manager will ask the complainant to go through the provider's internal agency complaint process before it is addressed by the CoC. Following the investigation, the CoC Manager and any other appropriate party, will review, and decide how best to resolve the complaint.
4. **Escalation of System of Care Complaint:** If there is a need to escalate the complaint, the CoC Manager may use their discretion to bring forth the complaint to the Contra Costa Council on Homelessness Oversight Committee or an ad hoc group of non-conflicted Oversight Committee members for further investigation and support in resolving the complaint. The Committee will review the complaint, investigation and steps taken to date, and provide recommendations on the solution to the CoC Manager. The CoC Manager will take into consideration the Oversight Committee's recommendations and make a final decision about the resolution of the complaint.
5. **Resolving System of Care Complaints:** Within 30 days after completing the investigation, the CoC Manager will complete Part three of the of the Complaint Form to document the complaint, and the recommendation on the solution of the complaint and any actions recommended to client satisfaction and prevent legal violation, or instance of gross misconduct or negligence from occurring in the future. This 30-day period may be extended by an additional 30 days if the complaint is escalated to the Oversight Committee. Resolutions may include recommending options on how the agency should resolve the issue directly with the complainant, that the complainant be re-assessed or re-prioritized for housing or services, the agency following a corrective action plan, the agency being required to adjust its internal policies to ensure the same issue does not happen again, and if necessary, censuring an agency, or withdrawing funding. H3 will keep complaint forms on file internally for two years. In addition, the CoC Manager will share complaint trends including complaint types, complaints pending resolution,

Commented [CAH4]: May consider a shorter time period for those complaints that may need to be resolved quickly due to health and safety. Are there any best practices or suggestions from Oversight members?

Commented [CAH5]: Consider other types of items that may need to be included or removed from this language. This language is also still being discussed internally to align with contracts and identify other requirements aligned with authority.

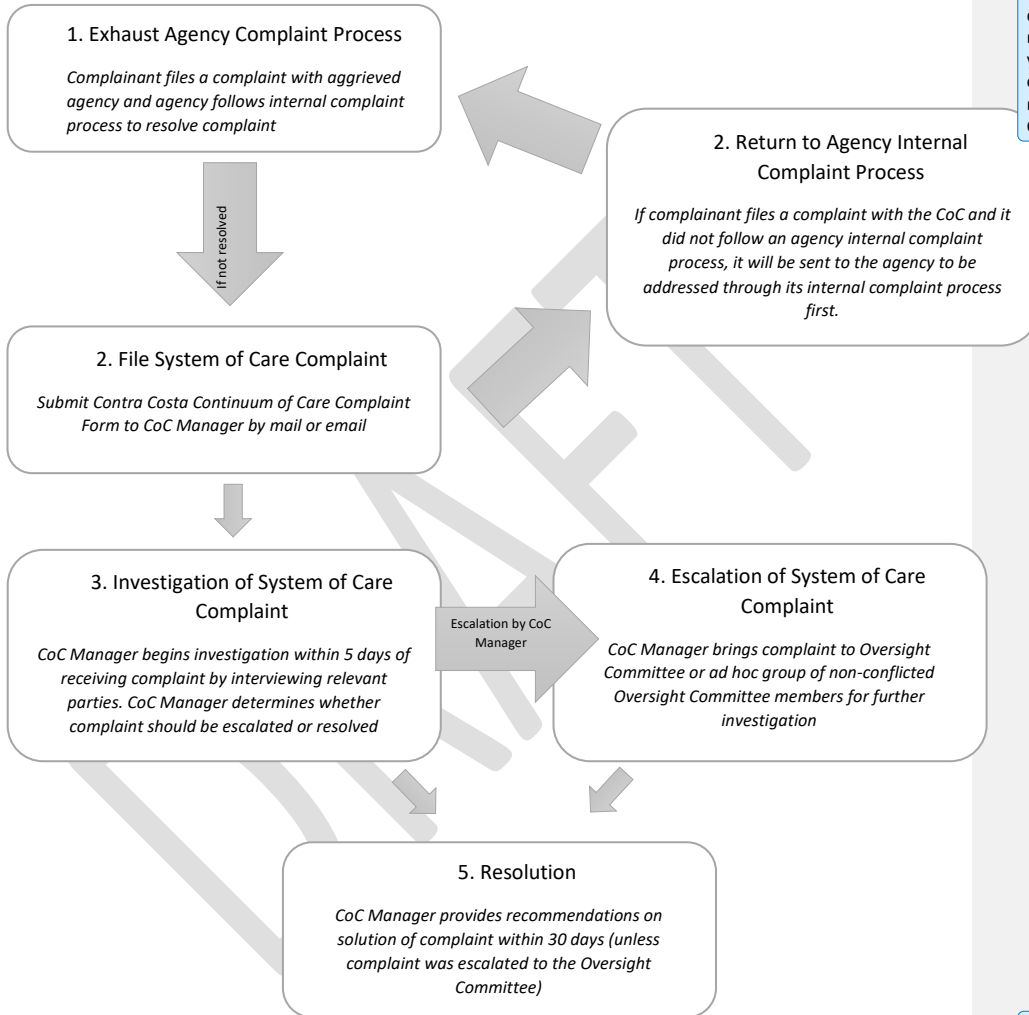
Commented [CAH6]: Should this timing be longer?

corrective action plans, and needs for system wide training or activities that will impact the CoC that resulted from complaints or complaint trend analysis with the Oversight Committee to inform ongoing system design and quality improvement. The CoC Manager will follow up with the complainant when possible, with the completed **Complaint Form** to determine if the complaint has been resolved to the satisfaction of the complainant.

Commented [CAH7]: Considering including language to explain the complaint form. The form can be included as an appendix as well.

DRAFT

System of Care Complaint Process Flow Chart



Commented [EM8]: @Cassandra A. Hourlland This needs fine tuning. Let's make the decision tree clearer. We need to be able to see clearly the next steps. I recommend using questions in between each bubble so the arrows are in response to the question. i.e. was complaint resolved? If yes. Process complete. CoC manager will log complaint as closed and obtain info from provider about how complaint resolved. If no, return to agency internal complaint process OR move to escalation....

Commented [EM9]: @Cassandra A. Hourlland It is also confusing that investigation comes way late in this process. Let's clarify that the CoC Investigation is later. And let's remove "of system of care" because we will investigate complaints that are not about the system (i.e. complaints about the agency) if the complaint is not resolved. So lets be precise in our language throughout. Let's revisit the content in the bubbles and correct the formatting. We may need to use vengage for this. map it out with the correct language and flow and then we can move it to vengage



Contra Costa Continuum of Care Complaint Form

A complaint can be filed by a client, staff at a participating agency or anyone else expressing dissatisfaction with the system of care, Coordinated Entry System or HMIS. Complaints may remain anonymous but must be received in writing. The complaint may be written by the Complainant or by someone on the Complainant's behalf. The Complainant will be contacted with the outcome within 30 business days of submitting the complaint.

To submit a complaint, please complete the form below and return it to the CoC Manager by either email or mail to the following addresses.

Email: Cassandra.Hourlland@cchealth.org

Mail: 2400 Bisso Lane, Suite D2
Concord, CA 94520

Part I – To be completed by the Complainant

Print Name: _____

Preferred contact method: Phone Email Other

Phone Number: _____ Email: _____

Other: _____

Address or place where you can be reached: _____

Name and agency/organization of person involved in the complaint: _____

Commented [JJ1]: We also need to know what agency they work for, no? Not sure how best to word this.

Please explain in your own words what happened: _____

Commented [JJ2]: Do we want to know when it happened?



Has this happened before? If so, did you report it? What was the outcome?

Commented [JJ3]: Do we want to know who they reported it to?

What do you want done to resolve the problem?

Our complaint policy asks that complaints first go through the complaint process at the agency involved in the incident. Did this complaint go through the complaint process at the agency involved in the incident already?
 Yes No

If no, are we able to share this information with the agency to go through the their complaint process?

Commented [CAH4]: I added this question. Do we ask for permission here or do we tell them it will go through and ask if they would like to remain anonymous?



Complainant Signature: _____ Date: _____

Part 2: To be completed by the agency named in the complaint if notified of the complaint.

Print Name: _____ Title: _____

Preferred contact method: Phone Email

Phone Number: _____ Email: _____

Address or place where you can be reached: _____

Agency or staff person involved in the complaint: _____

Please explain in your own words what happened:

Have you received this complaint before? If so, by whom and what was the outcome:



What steps have been taken already to resolve the issue?

What actions do you recommend to resolve this issue?

Agency Staff Signature: _____ Date: _____

Part 3: To be completed by the CoC Manager/ Staff once the complaint has been resolved.

CoC Manager/Staff Name: _____



Date Complaint Received: _____

Description of the Complaint:

Has this complaint been received before? If so, what was the outcome?

What steps were taken to resolve this issue?

Recommended outcome for this issue:

CoC Manager/Staff Signature: _____ Date: _____

Part 4: To be completed by the Oversight Committee: (If, necessary)



Oversight Committee Members reviewing complaint: Name: _____ Name: _____ Name: _____ Name: _____
Date Complaint Received: _____
Date of Oversight Committee Review: _____
Final Complaint Solution: _____ _____ _____ _____ _____ _____
Oversight Representative Signature: _____ Date: _____
Date CoC Manager discussed resolution with Complainant: _____
Part 5: To be completed by Complainant once the issue has been resolved.
_____ I am Satisfied with the recommended complaint/ grievance solution
_____ I am not Satisfied with the recommended complaint/ grievance solution



Complainant Signature: _____ Date: _____

DRAFT

CoC/ESG Written Standards Workplan

Working Group members:

Month	Task	Person Assigned	Status
March	1. Complete Initial Review of CoC/ESG Written Standards	Cassie and Erica, H3	In progress
	2. Presentation of need for update to Oversight Committee	Cassie, H3	Not started
	3. Homebase review final document before first working group meeting	Homebase Staff	Not started
April	1. Hold first working group meeting for updates and edits.	Working group members	Not started
	2. Working group members complete any work assigned at first meeting.	Assigned working group members	Not started
	3. Tasks identified at meeting:	Fill in when identified	Not started
May	1. Second working group meeting for updates and edits.	Working group members	Not started
	2. Working group members complete any work assigned at second meeting.	Working group members assigned	Not started
	1. Tasks identified at meeting:	Working group members assigned	Not started
June	1. Final working group meeting.	Working group members	Not started
	2. Presentation of updates at Oversight meeting.	Working group member <i>and Cassie Hourlland as needed</i>	Not started
July	1. Final document to go to COH Meeting for review and vote.	Cassie Hourlland, H3	Not started
August	1. Training to all providers on updates to written standards include purpose, requirement, changes, walkthrough of written standards, provider expectations, and Q&A.	Cassie Hourlland, H3	Not started

Draft agendas for working group meetings

Meeting 1: (2 hours)

1. Introductions
2. Overview of the document, purpose, requirement
3. Introduction of work done by HB and H3
4. Overview of proposed changes presented by H3 and HB
5. Walk through document for any additional suggestions on edits or changes
6. Next steps
 - a. Assign work to members
 - b. Next meeting

Meeting 2: (2 hours)

1. Introductions
2. Purpose of meeting reminder
3. Review of work accomplished at last meeting
4. Opportunity for thoughts or questions about last section.
5. Continue walkthrough of document
6. Next Steps
 - a. Assign any additional work to members.
 - b. Next Meeting

Meeting 3: (2 hours)

1. Welcome and Purpose of meeting
2. Review of work accomplished at last meeting
3. Opportunity for additional thoughts, questions or sharing of research found.
4. Finish walkthrough of document.
5. Next Steps
 - a. Identify next steps and speakers for presentation at Oversight Committee meeting in June

Logistical thoughts

- Review doc in google doc and let people review document on own time. Comments in the same doc.