



# EQUITY WORKING GROUP

Tuesday, August 23, 2022

from 1 pm – 3 pm

Registration link:

<https://homebaseccc.zoom.us/meeting/register/tZUodOiqqT8vH9S0g6MPbeDkFy18BKG7piJu>

**Working Group Members:** Deanne Pearn, Jo Bruno, Juno Hedrick, Keva Dean, Pat Mims

## AGENDA

TIME	AGENDA ITEM	PRESENTERS	DESCRIPTION
5 mins	<b>I. Welcome and Roll Call</b>	Jaime Jenett, <i>H3</i>	Identifying & welcoming attendees of the committee
30 mins	<b>II. Recap Community Events</b>	Jo Bruno, Juno Hedrick and Keva Dean, Working Group Members	Review community events and input provided
30 mins	<b>III. Selecting Focus For Next Year</b>	Jaime Jenett, <i>H3</i>	Develop recommendation for Equity focus for CoC to present to COH
15 mins	<b>IV. Selecting Structure to Propose to COH</b>	Jaime Jenett, <i>H3</i>	Develop recommendation for structure/creation of group that holds Equity focus for CoC
5	<b>V. Next Steps</b>	Jaime Jenett, <i>H3</i>	
5	<b>VI. Questions/Last Thoughts</b>	All	Close meeting



# COUNCIL ON HOMELESSNESS EQUITY WORK GROUP

August 23, 2022

# WELCOME AND ROLL CALL

Jaime Jenett, *H3*

***Purpose of the Meeting:** The purpose of the Equity Working Group is to reviewing the **Equity Report**; facilitate community discussions to gather feedback on the report; and make recommendations to the Council regarding next steps, including where Equity work should live and priorities.*

# PURPOSE OF WORKING GROUP

*1. Review the Equity Report*

*2. Facilitate community discussions to gather feedback on the report*

*3. Create recommendations to the Council regarding next steps, including where Equity work should live and priorities.*

# SCHEDULE



April

- Purpose/Scope of Evaluation
- Review Evaluation
- Planning for community input

May

- Identify possible recommendations for priorities and structure
- Finalize plans for community input

August

- Review community input
- Develop final recommendations to be presented to COH 9/15

# PROCESS



## Equity Report

- C4 Innovations



## Level of Effort

- H3



## Level of Impact

- Equity Working Group



## Proposed Priorities and Structure

- Equity Working Group
- Community



## Final Priorities

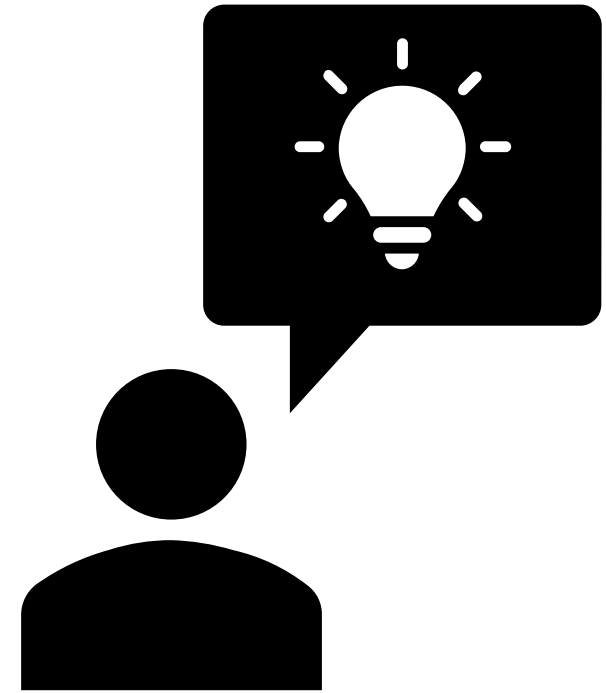
- Council on Homelessness



# RECAP COMMUNITY EVENTS

Jo Bruno, Juno Hedrick and Keva Dean

“If we did this intervention within the next year, what level of impact would it have on racial equity in our homeless system of care”





# HOW INFORMATION WAS PRESENTED

## Working Group

Equity Report

11 ideas

## Community Events

4 categories

10 ideas split into  
categories

# 11 IDEAS SELECTED FROM REPORT

1. Include language about the CoC's priority to find a more fair housing assessment tool *in the Coordinated Entry System Policies and Procedures document*.
2. Develop a more trauma-informed process and culturally competent approach and explanation for the process of accessing housing and services that centers the perspective of people with lived experience of homelessness and provides accurate information about what to expect.
3. Create and/or strengthen landlord network and provide incentives to engage and retain landlords to increase housing availability.
4. Create a group empowered to make decisions and lift recommendations to advance racial equity.
5. Ensure equity champions are strategically positioned in decision-making roles/groups.
6. Use race/ethnicity data and qualitative data (focus groups, personal stories) to make more informed decision and plans.
7. Set goals within the CoC strategic plan to decrease racial/ethnic disparities in access and outcomes.
8. Examine data by race and ethnicity and the intersection with other identities (gender, sexual orientation, family structure, age) to see where the greatest inequities are.
9. Identify staff and funding to roll out the "Contra Costa Building Authentic Partnerships with People with Lived Experience of Homelessness" plan to engage People With Lived Experience (PWLE).
10. Find staff and funding to support a variety of ways to honor, include and compensate PWLE engaging in decision making processes by reducing barriers to participation (e.g. stipends, access to technology, transportation to meetings, etc.).
11. Conduct ongoing listening sessions to ensure getting input from PWLE.

# EQUITY PRIORITY CATEGORIES

## Group 1

Make information and tools related to housing and housing services more accessible, respectful, and easier to use

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## Group 2

Increase affordable housing options and engage landlords

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## Group 3

Use data about inequities to guide decision making.

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## Group 4

Empower and engage People With a Lived Experience (PWLE) of homelessness in systems change

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## ONLINE EVENT

6 pm – 8 pm  
on 8.11.22

18 people  
attended

6 COH  
members

# HIGHLIGHTS FROM ONLINE SESSION

Table 1: Information

1. Develop tools like video and/or visual aids to explain CES process
2. Educate community partners who can be ambassadors (eg, librarians)
3. Engage PWLE in the development of new tools

Table 2:  
Housing/Landlords

1. Identify ways to make it easier for landlords (incentives, stock forms/training, additional services)
2. Empower PWLE to advocate at local and state level

Table 3: Using Data

1. Tell stories with the data- what current state is, what big picture regionally is, how these inequities came to exist in the U.S.
2. Use qualitative data/stories to help provide context for quantitative

Table 4: Engage PWLE

1. Look at agencies already doing this work for ideas (REP Program at Hope Solutions, Youth Action Council with H3, H3 including PWLE in hiring decisions)
2. Compensation needs to be flexible
3. Need to dedicate resources to provide training/support

## IN PERSON EVENT

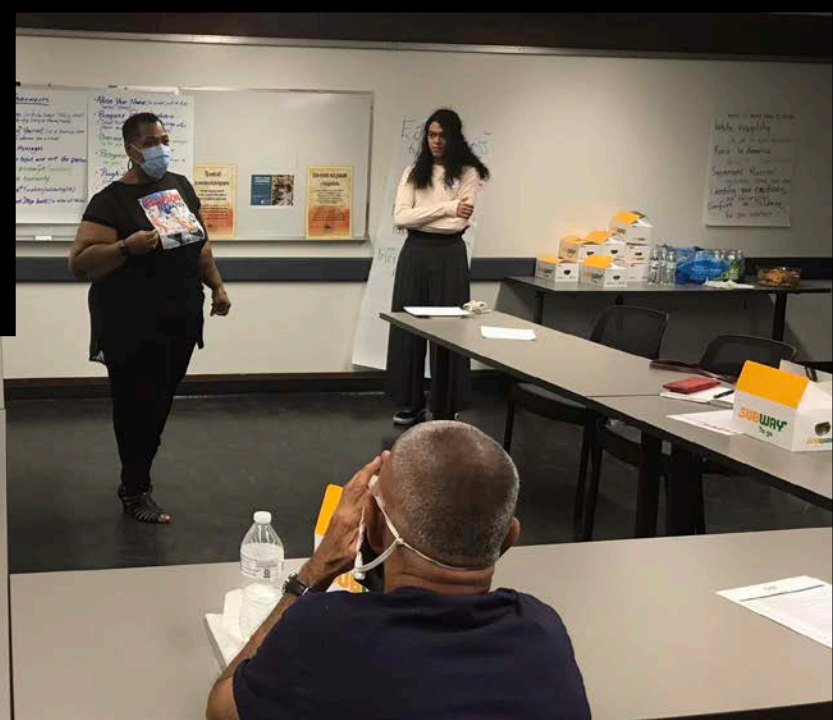
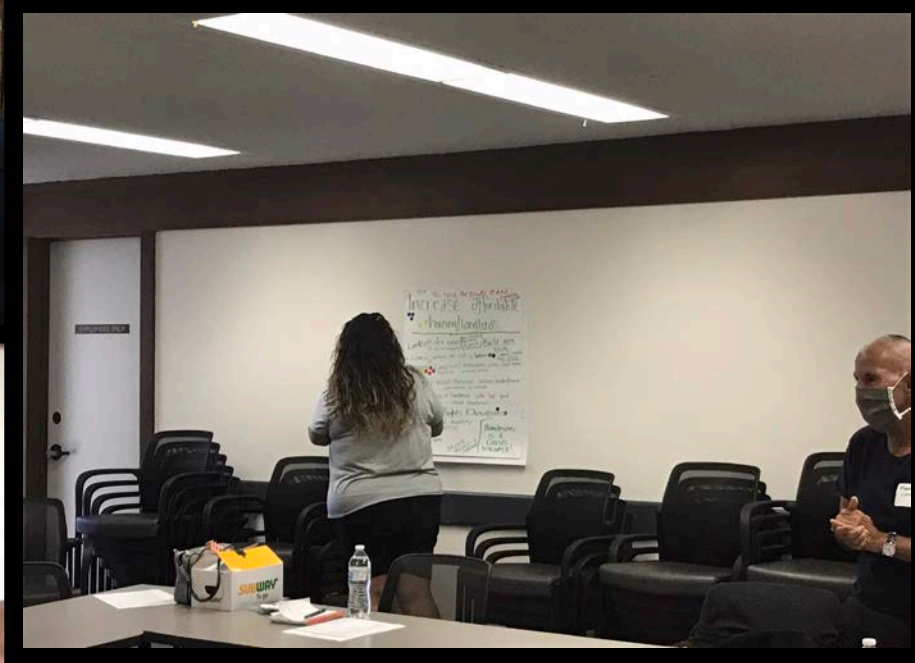
1 pm – 3 pm on  
Saturday 8.13.22

6 people  
attended

All PWLE









# HIGHLIGHTS FROM IN PERSON SESSION

Table 1: Information

1. Create new tools to explain system in including 1) video and 2) community kiosks
2. Increase access to information for people at risk of homelessness or people who may not identify as homeless but need services

Table 2:  
Housing/Landlords

1. Landlord campaign educating landlords re: their role in ending someone's homelessness. Include champions sharing their stories and educational tools for interested landlords.
2. Increase options for those at risk of homelessness

Table 3: Using Data

1. Need Equity champions
2. Use data to hold system accountable

Table 4: Engage  
PWLE

1. Sharing stories needs to be respected, supported, strategic and connected to change

# SELECTING FOCUS FOR THE YEAR

Jaime Jenett, H3

# REMINDERS

- Goal is to select BIG focus for Equity work for the next 12 months
  - Committee or Working Group will work out the how to and how to measure it
- Level of impact versus lift aka what is achievable in 1 year
- In a year, what do you want to see be different?

# CONSIDERATIONS

## Scope

- Planning
- Implementation
- Oversight

## Length of Time

- Time limited
- Ongoing

## Location

- Committee
- Working Group of COH
- Working Group under existing Committee

# EQUITY PRIORITY CATEGORIES

## Group 1

Make information and tools related to housing and housing services more accessible, respectful, and easier to use

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## Group 2

Increase affordable housing options and engage landlords

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## Group 3

Use data about inequities to guide decision making.

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## Group 4

Empower and engage People With a Lived Experience (PWLE) of homelessness in systems change

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# COMMON HIGHLIGHTS

Table 1:  
Information

1. Create new tools to explain system/how to access services (including a video) and engage PWLE in the development

Table 2:  
Housing/Landlords

1. Create landlord recruitment campaign
2. Support advocacy by PWLE to recruit landlords and policy changes

Table 3: Using Data

1. Create and place Equity champions across systems
2. Use data to hold system accountable

Table 4: Engage  
PWLE

1. PWLE input needs to be respected, supported, strategic and connected to change

# SELECTING STRUCTURE TO PROPOSE TO COH

Jaime Jenett, H3

*Do we have  
consensus on  
proposed priorities  
and structure to  
bring to Council on  
Homelessness?*





# NEXT STEPS

Jaime Jenett, H3

# NEXT STEPS

- Identify which Working Group member (s) will present proposed recommendations for priorities and structure at 9/15 COH meeting.
- Staff will create slides for agenda item for 9/15 meeting
- Once structure created, official Equity entity will meet to create a workplan for next year.



# QUESTIONS/ LAST THOUGHTS

## Notes from Online Community Input Forum Equity Priorities 8.11.22

### **Attendees:**

Jo Bruno, COH Member; Juno Hedrick, COH member; Keva Dean, COH member; Maureen Nelson, COH Member; Teri House, COH member; Tony Ucciferri, COH member; Lea Murray, Collaborising; Ady Olvera, Community Impact; Rachel Rosekind, Community Member; Gina Bills, Contra Costa Office of Education; Stephen Hoeft, Firedoll Foundation; Jaime Jenett, H3; Jamie Schecter, H3; Lavonna Martin, H3; Alex Atkinson, Hope Solutions; Hikmat Babak, Hope Solutions; Irma Pinnace Bodden, REP Program; Jill Ray, Supervisor Anderson's Office

### **Table 1: Make information about the services and housing and how to access them more respectful and easier to understand**

#### Themes

1. Develop tools like video and/or visual aids to explain CES process
2. Educate community partners who can be ambassadors (eg, librarians)
3. Engage PWLE in the development of new tools
  - Video of someone going through intake/etc. \*\*
  - Better interpretation services for CORE staff (and police) so they can communicate immediately with unhoused individuals who are monolingual speakers.\*
  - Include language about the CoC's priority to find a more fair housing assessment tool in the Coordinated Entry System Policies and Procedures document.
  - Develop a more trauma-informed process and culturally competent approach and explanation for the process of accessing housing and services that centers the perspective of people with lived experience of homelessness and provides accurate information about what to expect.
  - Use visual tools instead of just words/text that clearly illustrate the process steps, eligibility, etc. And share them with clients AND staff so we are all looking at the same thing (literally starting on the same page)
  - Make it a norm for People with Lived Experience to share stories, art, ideas in meetings, get reimbursed etc. Positive feedback loop- PWLE creates the media that is culturally connected/familiar/appropriate for people seeking services.
  - Tenants may not be literate- assistance for people applying
  - Trauma informed care!
  - Include equity in all conversations/parts of our system
  - Use your wonderful local librarians as resources to reach lower literacy individuals!

### **Table 2: Need to increase affordable housing and make renting from local landlords easier**

#### Themes

1. Identify ways to make it easier for landlords (incentives, stock forms/training, additional services)
2. Empower PWLE to advocate at local and state level

### 3. Media/marketing campaign to landlords

- Campaign to "get out the vote" among people experiencing homelessness. Identify candidates who care about housing. \*
- Include wraparound services to housing.\*
- Create and/or strengthen landlord network and provide incentives to engage and retain landlords to increase housing availability.
- Can we create one portal for people to submit their info, be checked out, and be automatically put on waiting lists or "approved" for housing when the next unit comes up?
- Landlords talk to each other! If a landlord has a bad experience with a client in one of our programs, they are likely to talk to other landlords about that.
- What are the touch points with local landlords? In what ways do we communicate?
- Possibly have flexible money to backfill as security net for landlords if big damage/money loss.
- Pre, during, and post data that collects information on how the caseworker is truly connecting and supporting the now formerly unhoused who has housing, so the daily support needed doesn't fall on the landlord.
- Advocate at local, state, and federal level for more flexible income verification processes so landlords can rent to people with benefits without worrying about losing subsidy
- strengthen COH connection to landlords
- Resources to support someone in housing even if not in program anymore
- More tiny houses. There are entities that want to host tiny house villages that have not been able to do so because of NIMBY and govt red tape. Can we market success stories?
- Landlord recruitment media campaign- state level? Want to help with homelessness? Have landlords who rent to our clients be featured
- offer templates and tools for landlords who may be new to this. Ex. lease templates, pet agreements, etc.
- Supporting clients/potential tenants with low literacy navigate the process to apply for housing
- Like Uber offers people help to buy a car to work for the company. State could help people purchase houses to rent to people who need housing
- Review documents and forms from the County and Cities to ensure they have appropriate reading levels
- Landlord could be compensated additionally for renting to someone experiencing homelessness

### **Table 3: Data about inequities not used in decision making enough**

#### Themes:

1. Tell stories with the data- what current state is, what big picture regionally is, how these inequities came to exist in the U.S.
2. Use qualitative data/stories to help provide context for quantitative
  - Break down race/ethnicity in data collection. ie. not everyone identifies as hispanic/latino/Native American. Indigenous needs to be a category. Identifying with you home country is also important, if not USA. \*

- Use race/ethnicity data and qualitative data (focus groups, personal stories) to make more informed decision and plans. \*
- Ensure equity champions are strategically positioned in decision-making roles/groups.\*
- Look at regional data and how gentrification shifts have impacted disparities. \*\*
- Share historical data as well as current system data that paints the systemic picture of how we got to our current inequities. \*
- Create a group empowered to make decisions and lift recommendations to advance racial equity.
- Set goals within the CoC strategic plan to decrease racial/ethnic disparities in access and outcomes.
- Examine data by race and ethnicity and the intersection with other identities (gender, sexual orientation, family structure, age) to see where the greatest inequities are.
- How get feedback from people with lived experience more quickly and USE it more quickly?
- Look at provider and government data to understand discrepancies in representation of those who manage resources and those that need them.
- What does equity look/sound/feel like? How will we know equity is happening?
- data that helps dispel myths.
- Missing quantitative data on certain pops (gender/sexual orientation identity, for example) so how get qualitative data
- Inequities show up at all levels of government and society. It's also what is directly happening to you, and how you felt that incident made you feel.
- collecting/communicating in the way the individual is communicating with us.
- Who controls the narrative?
- Media has an opportunity to help
- Advocate to local, state, and federal funders to ensure required data collection is trauma informed
- Use data across systems (like CPS, probation) to assess vulnerabilities rather than forcing people to disclose trauma
- Guaranteed income- 100 pilot programs. Do we use our data to advocate for something like that?

**Table 4: Need to create better ways to hear from and engage People With a Lived Experience (PWLE) of homelessness in decision making**

Themes

1. Look at agencies already doing this work for ideas (REP Program at Hope Solutions, Youth Action Council with H3, H3 including PWLE in hiring decisions)
2. Compensation needs to be flexible
3. Need to dedicate resources to provide training/support
  - Identify staff and funding to roll out the “Contra Costa Building Authentic Partnerships with People with Lived Experience of Homelessness” plan to engage People With Lived Experience (PWLE).

- Find staff and funding to support a variety of ways to honor, include and compensate PWLE engaging in decision making processes by reducing barriers to participation (e.g. stipends, access to technology, transportation to meetings, etc.).
- Conduct ongoing listening sessions to ensure getting input from PWLE.
- How does homelessness as a crisis make someone feel and how tap into strengths- people feel better when they're working- figure out what their skills are, compensate them
- Provide menu of incentives. Not everyone wants a safeway gift card
- Compensation: childcare, gas card, not just \$
- Provide authentic supports and training so barriers to entry and perception of professionalization don't discourage people from participating
- Offer advocacy training to PWLE
- REP engages PWLE on advocacy, but not program design at this point
- Advocate to federal and state partners so PWLE can be compensated without being concerned about losing access to their benefits
- Many well educated people, writers, etc that can help tell/shape the stories
- we incentivize unhoused residents to participate in advocacy at the city level with gift cards because we value their time
- I think that we need PWLE on many different county commissions, including planning, library, arts & culture, etc. - do not confine to "issues of homelessness"
- we have also taught residents to read contracts of service providers and to scrutinize the budget. then we go to city Council to fight for what they have promised
- Look at YAC: opportunity for mentorship and personal development. This program/model works! \*
- mentorship is the norm in the creative arts field and helping others find their voice. we need to apply this lens and these tools to political and social justice advocacy
- Have more listening sessions in more places over a meal. Like the investment companies' offer of a free lunch if you listen to their spiel.
- Have PWLE in hiring processes for providers

## Notes From Equity Forum for People with Lived Experience of Homelessness

August 13, 2022

Attendees: Brandi Martinez, Nayeli Flores, Denise Mills, William Goodwin, Stephen Castillo, Brittany Shore

Staff: Keva Dean, Juno Hedrick, Jo Bruno, Jaime Jenett

### Table 1: Easier Access to Information About Our System

#### Themes:

- Create new tools to explain system in including 1) video and 2) community kiosks
- Increase access to information for people at risk of homelessness or people who may not identify as homeless but need services

#### Raw Data:

- Kiosk \* \* \* \*
  - \* In every zip code
  - \* Library, community center, police station, faith based, post office, city hall
- More respectful \*
- Video tutorials \*
- What do you need \*
  - Questionnaire (211)
  - Triage tool
- I shouldn't have to be in a car to receive help [\*
- Different process PWLE
- Visual/graphics
- Commercials – Internet Ads – media campaign
- Eviction Rights
  - Legal Aid
- Increase information resources

### Table 2: Increase Affordable Housing/Landlord Engagement

#### Themes

- Landlord campaign educating landlords re: their role in ending someone's homelessness. Include champions sharing their stories and educational tools for interested landlords.
- Increase options for those at risk of homelessness

#### Raw Data

“You have the power to end homelessness” landlord campaign



- Educate Landlord/homeowners who rent rooms \* \* \* \* \*
- Homeshare challenges
- Personal stories
- Eviction Rights Education \* \*
- Increased options for those at risk of homelessness \* \*
- What's needed after crisis of homelessness... \* \*
- Form a group of landlords who had good experiences – share experiences \*
- Help build trustful relationships between landlord/tenant \*
- Lived experience of landlord
- Landlords refuse vouchers (not monthly payment, do annual upfront) By choice/judgements
- Build more units
- Landlords need incentives
- Tax write off
- They are unaware of their power
- Homelessness is a crisis trauma!
- Educate trauma informed

### Table 3: Using Data

#### Themes

- Equity champions needed
- Use data to plan and hold system accountable

#### Raw data

- Finding equity champions to be part of the decision-making process \* \* \*
- Holding our resources accountable to make decisions \* \*
- We know who's coming in, but who's getting housed? \*
- POC stats
- Making better choices for our system based on the data received \*
- Personal – “Why” behind homelessness crisis
- It's hard to undo the trauma

### Table 4: Engage with People w/Lived Experience

#### Themes

- Sharing stories needs to be respected, supported, strategic and connected to change

#### Raw notes

- What happens when you want to create a policy – not just telling the story \* \* \* \* \*

- What to do after we tell our story – Speaker’s bureau, we turn it into the educators for landlords.
- How does it turn into a policy?
- Prioritize families w/children (youth) \* \* \* \*[added to “Train Station” below]
- Not to disrespect \*
- It’s hard to undo the trauma \*
- We are not token advocates \*
- Multiple incomes
- Released from institution – sobriety programs
- Advisory Board
- Meet me where I am.
- It takes time to recover
- CAMHPRO
- Hire trainers to train us how to tell our stories
- Find our strengths and utilize them

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### **Train Station**

- How priorities are set for supportive housing (i.e. Family #'s/Single adults/Youth/etc)
- Appropriate Supports to create sustained success.
- Increased options for “at risk” and prevention

### **What is your Super Power or Secret Skill**

- Intuition
- People person
- Persuasion
- Connections and network
- Motivation
- Leadership Help
- Community Building
- Perseverance
- Encouragement

Compiled Input from Community Sessions

	From Equity Assessment	Online Forum	In Person
Table 1: <b>Make information about the services and housing and how to access them more respectful and easier to understand</b>	<ol style="list-style-type: none"> <li>1. <u>Include language</u> about the CoC's priority to find a more fair housing assessment tool <i>in the Coordinated Entry System Policies and Procedures document</i>.</li> <li>2. <u>Develop</u> a more trauma-informed <u>process</u> and culturally competent <u>approach</u> and <u>explanation</u> for the process of accessing housing and services that <u>centers the perspective of people with lived experience of homelessness</u> and provides <u>accurate information about what to expect</u>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Develop tools like video and/or visual aids to explain CES process</li> <li>2. Educate community partners who can be ambassadors (eg, librarians)</li> <li>3. Engage PWLE in the development of new tools</li> </ol>	<ol style="list-style-type: none"> <li>1. Create new tools to explain system including 1) video and 2) community kiosks</li> <li>2. Increase access to information for people at risk of homelessness or people who may not identify as homeless but need services</li> </ol>
Table 2: <b>Need to increase affordable housing and make renting from local landlords easier</b>	<ol style="list-style-type: none"> <li>1. Create and/or strengthen landlord network and provide incentives to <u>engage and retain landlords</u> to increase housing availability.</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify ways to make it easier for landlords (incentives, stock forms/training, additional services)</li> <li>2. Empower PWLE to advocate at local and state level</li> </ol>	<ol style="list-style-type: none"> <li>1. Landlord campaign educating landlords re: their role in ending someone's homelessness. Include champions sharing their stories and educational tools for interested landlords.</li> <li>2. Increase options for those at risk of homelessness</li> <li>3. Empower PWLE to tell their stories to advocate for landlords and more units</li> </ol>
Table 3: <b>Data about inequities not used in decision making enough.</b>	<ol style="list-style-type: none"> <li>1. <u>Create a group</u> empowered to make decisions and lift recommendations to advance racial equity.</li> <li>2. Ensure equity <u>champions are strategically positioned</u> in decision-making roles/groups.</li> <li>3. <u>Use race/ethnicity data and qualitative data</u> (focus groups, personal stories) to <u>make more informed decisions</u> and plans.</li> </ol>	<ol style="list-style-type: none"> <li>1. Tell stories with the data- what current state is, what big picture regionally is, how these inequities came to exist in the U.S.</li> <li>2. Use qualitative data/stories to help provide context for quantitative</li> </ol>	<ol style="list-style-type: none"> <li>1. Need Equity champions</li> <li>2. Use data to plan and hold system accountable</li> </ol>

Compiled Input from Community Sessions

	<ol style="list-style-type: none"> <li>4. <u>Set goals</u> within the CoC strategic plan to <u>decrease racial/ethnic disparities</u> in access and outcomes.</li> <li>5. <u>Examine data</u> by race and ethnicity and the <u>intersection</u> with other identities (gender, sexual orientation, family structure, age) to see where the <u>greatest inequities</u> are.</li> </ol>		
<p><b>Table 4: Need to create better ways to hear from and engage People With a Lived Experience (PWLE) of homelessness in decision making</b></p>	<ol style="list-style-type: none"> <li>1. <u>Identify staff and funding to roll out</u> the “Contra Costa Building Authentic Partnerships with People with Lived Experience of Homelessness” <u>plan</u> to engage People With Lived Experience (PWLE).</li> <li>2. <u>Find staff and funding</u> to support a variety of ways to honor, include and compensate PWLE engaging in decision making processes by <u>reducing barriers to participation</u> (e.g. stipends, access to technology, transportation to meetings, etc.).</li> <li>3. <u>Conduct ongoing listening sessions</u> to ensure getting input from PWLE.</li> </ol>	<ol style="list-style-type: none"> <li>1. Look at agencies already doing this work for ideas (REP Program at Hope Solutions, Youth Action Council with H3, H3 including PWLE in hiring decisions)</li> <li>2. Compensation needs to be flexible</li> <li>3. Need to dedicate resources to provide training/support</li> </ol>	<ol style="list-style-type: none"> <li>1. PWLE input needs to be respected, supported, strategic and connected to change</li> </ol>