



Minutes for County of Riverside Continuum of Care CES Oversight Committee Meeting

Wednesday, June 14 - 15, 2017
1:00 p.m. to 4:00 p.m.

DPSS Staff Development Office
22690 Cactus Avenue, Moreno Valley, CA 92553

TOPIC	PRESENTER	ACTION/ OUTCOME
Call to Order	Michelle Davis, CES Oversight Committee Chairperson	<ul style="list-style-type: none"> The meeting was called to order at 1:05 p.m.
Approval of Minutes	Michelle Davis	Motion was made by Terri Bowen and seconded by Leonard Jarman to approve the previous minutes for May 25, 2017. Motion carried with 2 abstentions.
ACTIONS & DECISIONS	PRESENTER	ACTION/ OUTCOME
CES Planning Discussion	Margaret McFaddin, Vice President, TDA Inc.	<ul style="list-style-type: none"> Margaret McFaddin introduced herself and explained her role as a consultant, hired by HUD, to provide technical assistance to our CoC beginning in 2013. The CES Oversight Committee’s objective for the next 7 – 8 months is to come up with Policies and Procedures, so the work over the next 7 months will be discussions and problem solving. The goal is to have the Policies and Procedures written by December 1st. Margaret hopes to visit monthly to assist in accomplishing this goal. Margaret emphasized the importance of making sure ESG recipients are included in the CES Oversight Committee membership, which currently includes City of Moreno Valley, City of Riverside, County of Riverside EDA, and County of Riverside DPSS. Margaret recommended that all CES Oversight Committee members read the following documents: <ul style="list-style-type: none"> CPD-17-01 Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System CoC Program Interim Rule & ESG Interim Rule Coordinated Entry System (CES) Self-Assessment (Checklist) <ul style="list-style-type: none"> Our CES Policies & Procedures should address all of the categories listed in the required portions of sections (A.) Planning and (B.) Access. The framework for our Written Standards will stem from the core requirements on page 2, item 8. CPD-16-11 Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing Margaret reminded the committee that during her last visit they agreed to abide by the following

		<p>group norms.</p> <ul style="list-style-type: none"> ○ No blame ○ Own your bias ○ Comments “stay in the room” ○ Respect each other ○ Provide safe space ○ Inclusive ○ Stay focused on the goal, which is the same for all ○ Listen to understand/Do not listen to respond ○ One person talks at a time ○ Data-driven objective/ take out subjectivity ○ Coordinated ○ Globally focused ○ Have fun <ul style="list-style-type: none"> ● Margaret encouraged the group to contact her directly if they ever had any questions: <ul style="list-style-type: none"> ○ Email address: mmcfaddin@tdainc.org ○ Phone: (803) 603-2133
<p>CES Satisfaction Survey Report</p>	<p>Margaret McFaddin, Vice President, TDA Inc.</p>	<ul style="list-style-type: none"> ● The 15 question CES Satisfaction Survey that was completed between May 4th and 19th by various CoC members, received a total of 57 responses. Margaret presented slides that broke down the survey responses by percentage. ● The majority of respondents were <u>most satisfied</u> with the VI-SPDAT assessment tool, the responsiveness of the CES Lead Agency, and the Homelink & VI-SPDAT training. ● The majority of respondents were <u>least satisfied</u> with Homelink’s accessibility and functionality, the overall functionality of the CES, and the prioritization, matching and referral processes in the CES. ● Outreach Workers and Navigators are among the most satisfied with the current CES. ● The most dissatisfaction revolves around Homelink’s accessibility and functionality, the prioritization, matching and referral processes in the CES, and the outcomes and results from the CES Weekly Navigation Review Council meetings.
<p>CES Satisfaction Survey Comments</p>	<p>Margaret McFaddin, Vice President, TDA Inc.</p>	<ul style="list-style-type: none"> ● Margaret’s second handout was of the consolidated comments from the survey, in which people provided feedback of their overall opinions of the CES. Margaret acknowledged that the comments were how people felt at a certain point in time and that many of the comments and concerns could be resolved by education. ● Margaret commented that: <ul style="list-style-type: none"> ○ our end-goal should be to have everyone satisfied and feeling positive; ○ we need take ownership of the fact that some people are having issues with the CES; ○ we should acknowledge that prioritization and referrals are going to take the most work; ○ once we have written policies and procedures, everyone will be on the same page. ● Margaret directed the group to page 10 of the survey comments, and to the section labeled “Strengths”.

		<ul style="list-style-type: none"> • The responses highlighted that our current CES’s strengths are collaborative teamwork, communication, experienced people, better referrals and quicker housing. • She added that the group should refer to 2010 Opening Doors, which states, <i>“An end to homelessness means that every community will have a comprehensive response in place that ensures homelessness is prevented whenever possible, or if it can’t be prevented, it is a rare, brief, and non-recurring experience.”</i> • Under the section labeled “Ideas for Improvement”, Margaret agreed to a comment by confirming that a Chronic Homelessness Verification is required prior to matching a referral to housing.
<p>CES Satisfaction Survey Recommendations from Margaret</p>	<p>Margaret McFaddin, Vice President, TDA Inc.</p>	<ul style="list-style-type: none"> • Margaret provided a handout of her recommendations per the CES survey responses. • Action Assignments: <ul style="list-style-type: none"> ○ Lynne Brockmeier – Respond to survey comments and recommendations ○ All CES Oversight members – Read CES draft Policies and Procedures
ADJOURNMENT	PRESENTER	ACTION/ OUTCOME
Next meeting	Michelle Davis	<p>Thursday, July 20, 2017 12:00 p.m. to 2:00 p.m. DPSS Self Sufficiency Banning Office 63 S. 4th Street, Banning, CA 92220</p>
Adjournment	Michelle Davis	The meeting was adjourned by Michelle Davis at 4:25 p.m.

CES Oversight Committee Meeting– June 14-15, 2017: Attendance Report

Total in Attendance: 36

CoC At-Large: 26

*Chair **Vice Chair

DPSS Staff: 9

City of Riverside	Michelle Davis*	DPSS Homeless Programs	Donyielle Holley
City of Riverside	Monica Sapien	DPSS Homeless Programs	Elizabeth Hernandez
City of Riverside	Adrian Varela	DPSS Homeless Programs	Rowena Concepcion
Coachella Valley Rescue Mission	Vicky Cox	DPSS Homeless Programs	Ryoko Yamasaki
Community Mission of Hope	Steve Falk	DPSS Homeless Programs	Tiffany Nelson
Economic Development Agency - ESG	Terri Bowen	DPSS Homeless Programs	Shawn Blue
Economic Development Agency – ESG	Sterlon Sims	DPSS Homeless Programs	Jill Kowalski
Housing Authority of the County of Riverside	Tanya Torno	DPSS Homeless Programs	Veronica Ramirez
Housing Authority of the County of Riverside	Cindy Hui	DPSS Homeless Programs	Evelyn Pham
Jewish Family Services of San Diego	Lena Pollerana		
Jewish Family Services of San Diego	Stephanie Ramos		
Jewish Family Services of San Diego	Becky Ruiz		
LightHouse Social Services Centers	Karyn Young-Lowe	<u>Guests: 1</u>	
Lutheran Social Services of SoCal	Deniece Marshall	TDA Consulting, Inc.	Margaret McFaddin
Path of Life Ministries	Kristii MacEwen		
Path of Life Ministries	Leonard Jarman		
Path of Life Ministries	Victor Beecham		
Riverside County Sheriff – Homeless Outreach	Aaron Avila		
Riverside County Sheriff – Homeless Outreach	Bridgette Recksiek**		
RUHS Behavioral Health	Lynne Brockmeier		
RUHS Behavioral Health	Marcus Cannon		
RUHS Behavioral Health	Amy Bruno		
Step Up on Second	Kimberlee Albers		
U.S. Vets	Laura Noonan-Launs		
VA Loma Linda Healthcare	Lillian Navas		
Valley Restart Shelter	Susan Larkin		