Sonoma County Homeless Coalition Board
Agenda Report

Item No: 1 (Consent Calendar)

Subject: March 26, 2025, Sonoma County Homeless Coalition Board Meeting Agenda

Meeting Date: March 26, 2025

Staff Contact: Araceli Rivera, Araceli.Rivera@Sonoma-County.org

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SUMMARY

This staff report presents the March 26, 2025, Sonoma County Homeless Coalition Board Meeting proposed agenda. The agenda contains all proposed items that will be discussed by the Board. The proposed agenda is attached as Attachment A.

RECOMMENDED ACTION(S)

Approve March 26, 2025, agenda.

Sonoma County Homeless Coalition

Board Meeting Agenda
DRAFT March 26, 2025
1:00pm-4:30pm Pacific Time

Public Zoom Link:

https://sonomacounty.zoom.us/j/92759747120?pwd=Cuw1daWSoPM5s8ClAWgPrJ8wYLeBgp.1

Phone: +16694449171 **Webinar ID**: 927 5974 7120 **Passcode:** 589476

	Agenda Item	**Packet Item**	**Presenter**	**Time**
	Welcome, Roll Call and Introductions		Board Chair	1:00pm
	Note: Items 1-4 below are proposed for adoption via one motion as the Consent Calendar.	N/A		
1.	1/22/2025 Agenda *(Consent Calendar)*	Draft Agenda	Staff	1:05pm
2.	Minutes from 02/26/2025 *(Consent Calendar)*	Draft Minutes	Staff	
3.	Summary of Follow-ups from the Previous Meeting(s) *(Consent Calendar)* - Strategic Planning - Request for a mechanism that is either live or near-live to track vacant beds in the system	Summary of Follow-ups	Staff	

4.	Reports for Standing Committee Updates *(Consent Calendar)* • CEA Committee • HMIS Committee • Lived Experience Advisory & Planning Board (LEAP) Potential ACTION ITEM	Staff Report for Standing Committees	Staff	
5.	Reports from Lead Agency Staff • Annual Standing Committees Application Update • Local Homelessness Services NOFA Update Potential ACTION ITEM	Staff Report	Staff	1:30pm
6.	HEART Integration in Sub-regional Street Outreach Model Potential ACTION ITEM	Staff Report	Chris Inclan/Staff	1:50pm
7.	CARE Court		David Evans	2:05pm
8.	Service Provider Roundtable (SPR) Update Potential ACTION ITEM		Margaret Sluyk	2:40pm
9.	10-minute break			2:50pm
10.	Word from the LEAP Board Potential ACTION ITEM		LEAP Board Chair	3:00pm
11.	Homeless Managment Information System (HMIS) Committee Update Potential ACTION ITEM	Staff Report	Staff	3:10pm
12.	Approval of April Quarterly Membership Meeting Agenda Potential ACTION ITEM	Staff Report	Staff	3:40pm
13.	Review Agenda for April Coalition Board Meeting • NOFA • Homeless Coalition Contracts & Compliance • Annual Standing Committees Application Update Potential ACTION ITEM	Staff Report for DRAFT Agenda	Board Chair	3:50pm
14.	Board Member Questions & Comments		Board Chair	4:00pm

	Potential ACTION ITEM			
15.	Public Comment on Items not on the Agenda		Board Chair	4:10pm

PUBLIC COMMENT:

Public Comment may be made via email or during the live zoom meeting.

*To submit an emailed public comment to the Homeless Coalition Board, submit your responses via the website at **Homeless Coalition Board Comment Form >>**.   Please label the written notice as public comment referencing the Homeless Coalition Board, provide your name, the agenda number(s) on which you wish to speak, and your comment.*

Public comment during the meeting can be made live by joining the Zoom meeting using the above provided login information. Available time for comments is determined by the Board Chair based on agenda scheduling demands and total number of speakers. If you need technical assistance with submitting a public comment, please contact Jynessa Lazzaroni at jynessa.lazzaroni@sonoma-county.org

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Sonoma County Homeless Coalition
Follow-ups Staff Report

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Item No: 3 (Consent Calendar)

Subject: Summary of Follow-ups from the Previous Meeting(s)

Meeting Date: March 26, 2025

Staff Contact: Michael Gause, Michael.Gause@sonoma-county.org

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Summary

At the previous meeting, Coalition Board members and others asked for the Lead Agency staff to follow up on specific items. Staff summarized responses to present at the February Sonoma County Homeless Coalition Board meeting.

Recommended Action(s)

Receive and file.

Discussion

At the previous meeting, Coalition Board members and others asked for the Lead Agency staff to follow up on the following questions or comments:

1. **Strategic Planning:** At the February Coalition Board meeting, housing inventory was discussed in terms of system-wide bed inventory. Lead Agency staff compile a Housing Inventory Chart (HIC) of all known homeless dedicated beds in permanent supportive housing, emergency shelter, transitional housing, rapid rehousing, and other permanent housing. The 2025 HC will be available in summer 2025. Previous inventories can be found online here:
   https://www.hudexchange.info/programs/coc/coc-housing-inventory-count-reports/?filter_Year=&filter_Scope=CoC&filter_State=CA&filter_CoC=CA-504&program=CoC&group=HIC

   Inventories can be sorted by project type and also reflection occupancy on the night of the annual Homeless Count.

2. **Request for a mechanism that is either live or near-live to track vacant beds in the system:** Thought it is difficult to have live daily vacant beds due to lags in data input from the HMIS System, staff in the past have provided a snapshot online to show trends.

Staff can update this and will place it on the Coalition website before the April Coalition Board meeting.

Sonoma County Homeless Coalition Board
Committees Staff Report

Item No: 4 (Consent Calendar)

Subject: Reports from the Coalition's Standing Committees and the LEAP Board

Meeting Date: March 26, 2025

Staff Contact: Michael Gause, Michael.Gause@sonoma-county.org

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Summary

This agenda item contains summaries of Standing Committees' work in the recent month, as well as information from the Lived Experience Advisory Planning Board (LEAP). Committee Chairs were asked to prepare brief summaries for their respective Committee.

Recommended Action(s)

Discussion

1. **Coordinated Entry Advisory (CEA) Committee:**
    a. Each month Coordinated Entry will present the number of accepted referrals. Below is the referral information for the month of February 2025.

Accepted Coordinated Entry Permanent Housing Referrals During February 2025		
Agency	Program	# of Accepted Housing Referrals
Sonoma County Housing Authority	Cherry Creek Apts	2
St. Vincent de Paul	SVDP Commons	1
COTS	High Utilizer PSH	1
Interfaith Shelter Network	IFSN RRH	2
Catholic Charities	Palms PSH	1
Danco Construction - THRIVE	Sage Commons	1
COTS	SAM PSH	3

Abode Services	South Park Commons	7
Community Support Network	Stony Point Commons	1
TLC Child and Youth Services	TLC Rapid Re-Housing	1
West County Community Services	WCCS RRH	5
Total Accepted Housing Referrals in February 2025		25

b. Updated to Coordinated Entry policies and procedures: Coordinated Entry (CE) will regularly update policies and procedures. These changes relate to referrals for victims of domestic violence, confidentiality of immigration status, offering deidentified enrollment for transgender individuals, changes to Transitional Aged Youth Rapid Rehousing referrals and collection of housing documents to align with street outreach standards.

Change #1: Referrals for DV survivors outside Case Conference
Reasoning: CES does not refer to any current DV specific housing projects. Because our system does not have a DV specific project, we would like to accommodate that population by allowing an offline, confidential Case Conference for DV survivors referrals to housing projects. This was brought to our attention as a need because a participant who is a DV survivor has requested a reasonable accommodation to have a confidential referral Case Conference.

Change #2: Immigration Confidentiality
Reasoning: Many systems are moving to protect participant information that could potentially be used for harm. The SoCo HMIS Committee just adopted this policy and CES would like to adopt it as well to remain in sync with HMIS policies. It is common practice, but there is no current CES policy restricting sharing information regarding immigration.

Change #3: Offering deidentification for gender nonconforming participants
Reasoning: Current practice is to offer to everyone to be entered as de-identifiable. CES training explicitly states this and annual shadowing covers de-identifiable compliance. Current policy does not state it must be offered to everyone- only to those who request it or refuse to sign the ROI.

Change #4: Removed differentiation between TAY RRH prioritization and non-TAY RRH prioritization.

Reasoning: At request of the sole TAY RRH provider, TAY RRH prioritization will be aligned with standard RRH prioritization. Previously TAY RRH referrals had been prioritized for the top of the TAY CES BNL, with an explicit expectation that TAY RRH providers engage in the transfer process to PSH when needed and the participant is eligible. TLC had indicated that they no longer have capacity to handle the vulnerability level this results in.

Change #5: Aligned CES Policies and Procedures required collection of initial eligibility documents list with the Street Outreach Standards.

Reasoning: Aligning policies across Sonoma County Homeless Coalition Documents.

2. Homeless Management Information System (HMIS) Committee:

There will be no written update provided, as a presentation will be delivered during item 11 – Homeless Managment Information System (HMIS) Committee Update.

3. Lived Experience Advisory & Planning (LEAP) Board:

- Selected the final seat on the LEAP Board during the Mar. 7th LEAP Board meeting. The LEAP Board is currently full. However, applications are ongoing
- Contacted CSN to schedule a potential joint LEAP Board meeting with transitional age youths
- Attended service provider roundtable meeting to discuss shelter standards surveys and their dissemination
- Invited Araceli Rivera to a LEAP Board meeting to clarify lived experience participation in the Racial Equity workgroup
- Invited Rico Morales to upcoming LEAP Board meeting to discuss the work of other LEABs
- Will host LEAP Board officer elections during next LEAP Board meeting

Sonoma County Homeless Coalition Board
Report From Lead Agency Staff

Item No: 5

Subject: Reports from the Lead Agency

Meeting Date: March 26, 2025

Staff Contacts: Michael Gause, Michael.Gause@sonoma-county.org

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1. **Annual Standing Committee Applications:** The Homeless Coalition currently has four (4) open seats within its committees. There are two (2) open seats on the Coordinated Entry Advisory Committee and two (2) open seats on the HMIS Data Committee. Committee applications were opened to the public beginning March 10th, 2025, and the application will remain open until March 28th, 2025.
    Following the close of the application period, the Selection Membership Ad Hoc Committee will review all applications received and make their recommendations to the Board for approval. The Selection Membership Ad Hoc Committee is scheduled to review applications on April 4th, 2025.

    For more information about the Committee's vacancies and to view application materials, please visit our website using the following link:

    https://sonomacounty.ca.gov/sonoma-county-homeless-coalitions-committee-vacancies-%E2%80%93-application-due-march-28-2025

2. **Local Homelessness Services NOFA Update:** Submissions for the 25-26 Local Homelessness Services NOFA were received on February 7th. Staff scored renewing projects and new projects over the following month based on Annual Performance Reports (APRs) and qualitative information gleaned from agency questionnaires and budget documents. New projects were scored based on system need and project feasibility, among other factors. A small impartial panel of non-conflicted subject matter experts will review staff scores and initial recommendations on March 24, 2025, with a possible second meeting after that. In alignment with DHS and County Procurement processes, these meetings are not public meetings.

    Staff anticipates brining recommendations on funding amounts to the April 2025 Coalition Board meeting. As noted in the NOFA, staff may elect to fund only renewing projects or utilize up to 20% of funding for new projects with the balance going to renewing projects. However, a $1.5

million-dollar (approximate) funding deficit compared to FY 24-25 may result in only renewing projects being recommended, especially with state and federal funding facing uncertainly. Scoring is utilized to gauge performance over the past year but is not the sole factor in recommendations (as in years past).

Sonoma County Continuum of Care Board
Staff Report

Item No:	6
Subject:	HEART Integration in Sub-regional Street Outreach Model
Meeting Date:	March 26, 2025
Staff Contact:	Thai Hilton thai.hilton@sonoma-county.org

SUMMARY

The Homeless Coalition approved a subregional approach to street outreach in 2024. That approach was designed to ensure there was street outreach coverage in all areas of Sonoma County and eliminated duplication of services. Since then, this board has asked that County outreach teams (HEART, HOPE) be integrated into the model.

In late 2024, a working group was developed to explore integration into the subregional model. The lead agency facilitated conversations between the manager of the County outreach teams (HEART manager) and other street outreach stakeholders. The group developed an updated version of the Street Outreach standards to guide this integration.

These updates ensure that County outreach teams' work is coordinated with subregional By-Names-List (BNL) managers and that information can be shared across outreach teams. This is achieved through several steps which are reflected in the street outreach standards.

Coordination within a subregion is achieved through communication between the HEART manager, street outreach teams in each subregion and BNL managers for each subregion. If encampment action is planned within a subregion, the HEART manager will engage with BNL managers and outreach teams in the subregion to gather insights into the individuals in the encampment and to coordinate services. After an encampment is closed, the HEART manager will communicate the result of the encampment action to the BNL manager.

Additionally, the County outreach teams have begun enrolling their clients into HMIS. This provides visibility for BNL managers to see who the County outreach teams are working with. This also ensures that all individuals served by County outreach teams appear on the BNL, increasing its accuracy. All members of County outreach teams are now trained to screen individuals for Coordinated Entry enrollment and to offer enrollment to any individuals who are not enrolled and are interested. The HEART manager attends the county-wide BNL meeting and

has assigned staff to attend subregional BNL meetings and CE case conferencing to share information about clients served.

The group agreed that these changes have achieved the goal of integration into the subregional street outreach approach. Staff appreciates the collaborative work of all participants.

RECOMMENDED ACTION(S)

Approve the updated Street Outreach standards (below).

SONOMA COUNTY HOMELESS COALITION

Street Outreach Program Standards

Table of Contents

Mission

The mission of Sonoma County outreach teams is to leverage a spirit of collaboration and coordination to create an equitable, compassionate, individualized, and low-barrier outreach system that rapidly connects or provides individuals experiencing homelessness to resources and lowers barriers to services while treating everyone with respect and without judgment.

Vision

Sonoma County outreach providers envision an outreach system that consistently and rapidly connects individuals experiencing homelessness to services and support to ensure that they can quickly exit homelessness. In the spirit of humanity, outreach providers will meet people where they are physically and emotionally.

Guiding Principles

Housing First

On September 29, 2016, Governor Jerry Brown signed Senate Bill 1380, making California a Housing First state. This requirement applies to any program providing housing or housing-based services to people experiencing homelessness or at risk of experiencing homelessness, whether or not the program was designed to address homelessness.

The Housing First model is an approach to serving people experiencing homelessness that recognizes a homeless person must first be able to access a decent, safe place to live, that does not limit the length of stay (permanent housing), before stabilizing, improving health, reducing harmful behaviors, or increasing income.

Under the Housing First approach, anyone experiencing homelessness should be connected to a permanent home as quickly as possible, and programs should remove barriers to accessing housing, like requirements for sobriety or absence of criminal history. It is based on the "hierarchy of need" where people must access basic necessities—like a safe place to live and food to eat—before being able to achieve a quality of life or pursue personal goals.

Trauma-informed care

Sonoma County homeless service providers seek to provide a trauma-informed system of care. Trauma-informed services should include case management; onsite integrated health resources; ACEs-based programs; living skills programs focused on communication skills, grief/loss, and well-being.

Collaboration

In recognition that funding does not cover enough street outreach (SO) to assist every homeless person in Sonoma County, we are aware that we must utilize and share our resources as efficiently and effectively as possible. This approach will be supported by data sharing, however, communications must not reveal

confidential details regarding any particular individual or their supports unless there is consent by the unsheltered person to do so.

We will maintain a system of intensive and relational collaboration between SO workers whether they work for an agency, are volunteers or are paid and supervised by Sonoma County. We pledge to put aside any differences of salary, experience, education, and skill sets in order to get people into shelter and housing as quickly as possible.

Approach to Street Outreach

SO workers in Sonoma County provide housing-focused services to unsheltered individuals. They engage the most vulnerable to develop rapport, explaining and connecting individuals to services. They assist individuals to prepare for housing by providing Coordinated Entry enrollment and assist with document readiness. They also provide goods and services that help unsheltered individuals to reduce the trauma of unsheltered homelessness and to make sure their basic needs are met.

Housing plans will vary depending on an individual's barriers, their level of trust with the system and their desire for housing. If an individual is expected to be referred to housing or expresses a desire to be document ready, services will focus on getting the client ready for a housing opportunity. If individuals are not ready to engage in these services, housing plans will focus on developing rapport, explaining the service system, and meeting basic needs.

Grassroots SO teams play an integral role in providing outreach services to unsheltered individuals. Subregions will coordinate with grassroots teams in their subregions to help meet individuals' immediate needs and to coordinate services.

Applicability

These standards apply to any SO program that receives funding from the Sonoma County Homeless Coalition (SCHC). These standards apply regardless of the type of funding. SO organizations who are not funded through the SCHC are encouraged, but not required, to adopt these standards.

Definitions

Sonoma County Homeless Coalition (SCHC)-funded outreach/SCHC partnering: Outreach funded by the SCHC or outreach teams that have adopted these standards. These standards apply to programs funded by the SCHC. SCHC-funded outreach operates in specific subregions of the county.

Grassroots outreach: Volunteer-led outreach programs. SCHC-funded outreach providers work with these agencies in their subregion to coordinate services.

Population specific outreach: Outreach services that serve specific populations (veterans, TAY) throughout the county. These providers work across subregions to coordinate care.

Non-traditional partners: Agencies/individuals that provide information and connection to individuals experiencing homelessness. Examples include, law enforcement, park rangers, schools, members of a church or any other individual or entity that is interacting with individuals experiencing homelessness.

DHS Outreach Teams: Teams of County employees who provide outreach services to encampments such as the Homeless Encampment Access and Resource Team (HEART) who provide services to encampments mainly in unincorporated Sonoma County.

Regulatory guidance/Eligible activities

Eligible activities/costs for SO can be found at [24 CFR 576.101](). Activities can include the following:

- **Engagement** (§ 576.101(a)(1)): Activities to locate, identify and build relationships with individuals or families living in unsheltered settings for the purpose of providing immediate support, intervention, and connections with homeless assistance programs or mainstream social services and housing programs.
- **Case Management** (§ 576.101(a)(2)): Assessing housing and service needs, and arranging, coordinating, and monitoring the delivery of individualized services.
- **Emergency Health Services** (§ 576.101(a)(3)): Outpatient treatment of urgent medical conditions by licensed medical professionals in community-based settings (e.g., streets, parks, and campgrounds). These services are eligible only to the extent that other appropriate health services are inaccessible or unavailable within the area.
- **Emergency Mental Health Services** (§ 576.101(a)(4)): Outpatient treatment of urgent mental health conditions by licensed professionals in community-based settings (e.g., streets, parks, and campgrounds). These services are eligible only to the extent that other appropriate mental health services are inaccessible or unavailable within the area.
- **Transportation** (§ 576.101(a)(5)): Travel by outreach workers, social workers, medical professionals, or other service providers during the provision of eligible SO services. Also includes the costs of transporting unsheltered people to emergency shelters or other service facilities.
- **Services for Special Populations** (§ 576.101(a)(6)): Otherwise, eligible Essential Services that have been tailored to address the special needs of homeless youth, victims of domestic violence and related crimes or threats, and people living with HIV/AIDS who are literally homeless.

Ensuring geographic Coverage

The Sonoma County Homeless Coalition (SCHC) strives to cover 100% of Sonoma County with SO services. To ensure full geographic coverage, SCHC-funded SO teams must serve a specific geographic region.

Outreach teams that serve a specific population like, TAY or veterans shall coordinate with BNL managers to avoid duplication of efforts and to understand where the clients are in the housing process.

If there is more than one outreach team in a subregion, these teams, including DHS Outreach Teams must coordinate their services in specific geographic areas of their subregion to avoid duplication. This will be coordinated through the subregional BNL case conferencing meetings.

If there are remote geographic areas in a subregion, SO teams and the subregional BNL managers will develop relationships with non-traditional partners to ensure that individuals experiencing homelessness in these areas can be identified and engaged by outreach teams.

Subregions

To improve the coordination among outreach teams and maximize outreach capacity, the Sonoma County Homeless Coalition (SCHC) board adopted a subregional approach to outreach at its March 22, 2023, meeting. The map below is meant to illustrate generally how the subregions are split up, not meant to determine hard lines between subregions that would impact policy or operational procedures. Subregions should coordinate when clients cross subregions.
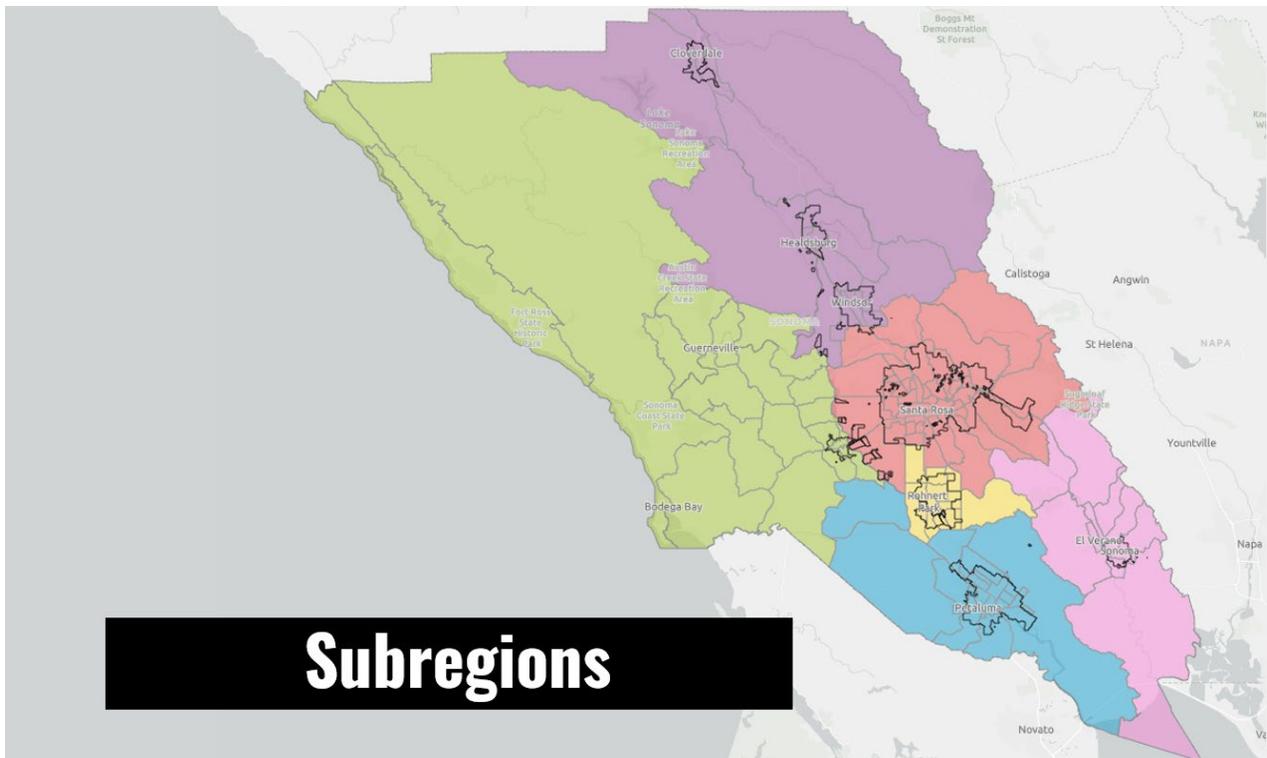
Coordination of services within a subregion

Outreach teams, including DHS Outreach Teams, will work with their subregion's By Names List (BNL) manager to coordinate among providers in a subregion. Each subregion's BNL manager will develop relationships with non-traditional partners and SCHC-funded outreach teams. Outreach teams are expected to have consistent presence at the sub-region's BNL meeting to ensure they avoid duplication of services, full geographic coverage and to ensure all individuals experiencing homelessness are accounted for.

Outreach deployment

In acknowledgement of the fact that not all individuals experiencing unsheltered homelessness can be placed on a caseload, SO teams will provide at least 2 hours of general outreach, per outreach worker FTE, per week in their geographic region. This outreach will be conducted in areas where SO workers are most likely to encounter individuals experiencing unsheltered homelessness. Individuals not on a caseload will be provided with light-touch services including, connection to shelters, assistance with CE enrollment and resource connection.

Deployment of SO teams for general outreach will be coordinated by subregional BNL managers. Outreach teams will be deployed at locations and times that they are most likely to engage with unsheltered individuals. Outreach teams will establish specific geographic areas within their subregion to ensure that they are not duplicating services. Outreach teams will also coordinate with population-specific outreach teams to ensure individuals who qualify for these outreach services are connected with those outreach teams. DHS Outreach Teams will inform subregional BNL managers and by extension outreach teams when they plan on operating in a subregion. Following outreach, the DHS Outreach Team will provide relevant updates to the BNL manager.

Case load rationing

SCHC-funded outreach providers will maintain caseloads of 15-25 unsheltered individuals per outreach worker. Caseload sizes will vary depending on the complexity of the individuals they are serving but teams will strive to serve as many individuals as possible in an authentic and meaningful way.

Approximately 60% of a team's caseload will be persons actively working on activities or goals that directly assist the person in progressing toward housing. Individuals who are on Coordinated Entry's priority list will be prioritized for housing preparedness and document readiness services. Approximately 40% of a team's caseload will be individuals whose cases are complex and require significant staff time to overcome barriers to permanent or interim housing.

A client declining services does not mean they will be removed from a caseload rather the nature of the services will be modified. Services for these individuals will focus on rapport building, explaining services, providing goods to lessen the burden of unsheltered homelessness and to be available when the client is ready to engage.

Individuals will remain on a caseload until they are placed in shelter or housing. SO providers can keep individuals on their caseload for 2 weeks after housing or shelter to ensure a warm handoff to shelter staff or the housing provider.

Individuals may be transferred to another team's caseload if that individual has moved to another subregion or moves between subregions. These transfers will be facilitated by subregional BNL managers. (See "moving between subregions" and "movement to other subregions" policies below) Subregional BNL managers may provide direction to outreach teams on who should be placed on a caseload.

Case Conferencing

Each subregion will manage a By-Names-List (BNL). This list will be regularly updated through timely entries in the Homeless Management Information System (HMIS) by providers and BNL case conferencing meetings (BNL meetings). SCHC-funded outreach teams will ensure that at least 1 representative from the outreach team is present at each BNL meeting. This representative will be able to provide in depth, client-level information about all clients they are serving. BNL meetings will also be used to coordinate services, caseloads and deployment of outreach teams.

Coordinated Entry Participation

SCHC-funded outreach providers must act as a Coordinated Entry External Access Point (Access Point), offering full access and assessment to the Coordinated Entry System (CES). Grassroots SO programs are encouraged to be Access Points or Access Partners. SO teams shall, to the greatest extent possible, enroll all individuals requesting or needing access to the CES. If due to staffing shortages or full caseloads the SO team does not have the capacity to enroll an individual presenting for service, the SO team will screen the participant for CE enrollment and refer them to an external access point.

The definition of an External Access Point is an Emergency Shelter or SO project offering Coordinated Entry assessments to ALL participants who present seeking or requiring CES assistance. Assessment interviews and data entry into the CES shall occur regardless of where the individual spends most of their time, enrollment status in any project, provider-client relationship, or population type. An access point will screen each program participant for enrollment in CE when engaging with a client, if the client is not enrolled, the access point will offer assessment and enrollment. If the client is already enrolled in CE, the outreach provider will make a case note to ensure the program participant is active in CE. The access point will also upload a release of information (ROI) to the client's CE dashboard in HMIS.

Documentation

Gathering documentation is beneficial to collaborative case management, housing providers and most importantly, clients. SO workers will assist willing participants in acquiring documents for housing readiness. These documents shall be uploaded to the client's Coordinated Entry dashboard to aid in housing referrals. These documents should include;

1) Photo Identification
2) Social security card
3) Award letters
4) Birth Certificate (if needed)
5) Verification of disability
6) DD-214 form (if applicable)
7) Service Animal/emotional support animal documentation (if applicable)
8) Medical card
9) CalFresh Card
10) Copy of housing voucher (if applicable)

SO workers will also make case notes of significant interactions with clients that describe their housing/shelter status in an agency's internal program or in the client's CE dashboard if they have consented to HMIS enrollment. Ideally, case notes would incorporate the following

1) Description of client location
2) Description of the conditions where the individual is currently living
3) Description of services
4) Contact information
5) Referrals to services (if applicable)

SO workers are essential to documenting chronic homelessness status. When a client is referred to a permanent housing intervention, the SO case worker shall coordinate with the housing provider to assist in documenting chronicity.

While SO workers play an important role in gathering of documentation, housing providers have the ultimate responsibility for gathering documentation. Chronic homelessness documentation should never be a barrier to housing.

Encampment Closure

An encampment is defined as a group (as defined by the local jurisdiction) of unsheltered persons occupying space on public or private property in a tent, tarp or other handmade structure, or a group occupying a building on public property for the purpose of habitation.

The closure of encampments is a process that is largely driven by city and county officials in coordination with other stakeholders. If an encampment is identified for closure, SO workers will work with their subregion's BNL case conferencing team to gather information about those in the encampment and to coordinate services. More frequent outreach will be provided to individuals in advance of the closure, as defined by contractual obligations and caseload capacity.

Encampments in unincorporated areas are generally addressed by DHS Outreach Teams. DHS Outreach Teams will communicate planned encampment actions to subregional BNL managers and SO teams in advance of encampment action. The purpose of this coordination is to understand what resources and services have or can be offered to an encampment before closure. After an encampment is closed, DHS Outreach Teams will communicate the resolution of the closure and insights to BNL managers.

Warm Hand off

A warm handoff is defined as a process where a person or organization helps transition an individual or family from one service provider or agency to another in a caring and supportive manner with the consent of the client. A warm hand off occurs with the client present unless the client declines or is otherwise unable to attend. The information that is shared is intended to ensure that the receiving supportive service provider is aware of the needs and desires of a client. Warm hand-offs work best when the client is present to clarify or correct the information that is shared. If the client is not present during the warm handoff, the receiving case manager will verify the information with the client to ensure completeness and accuracy.

Movement between subregions

When a client moves between subregions, both subregional BNL managers will be notified. The client will determine their primary subregion and subregional outreach team. A client will NOT be moved to a new case manager/subregional BNL if they are in CE's priority group (likely housing placement within 30 days) or have a non-CE related imminent housing placement.

If a client is on a caseload and elects to move to another subregion, SO workers will discuss the possibility of not being able to receive immediate case management in the new subregion. If immediate case management is available in the new subregion, SO workers will facilitate a warm hand off. These handoffs will be coordinated through BNL managers.

Movement to other subregions

When a client moves from one subregion to another and is not imminently moving into housing, both subregional BNL managers will be notified. SO workers will facilitate a warm hand off. These handoffs will be coordinated through BNL managers. If the receiving subregion's SO provider does not have capacity to provide immediate case management, the receiving SO provider will provide light-touch services including connection to shelters, assistance with CE enrollment and resource connection. Warm hand offs will also occur when an individual is accepted into an interim or permanent housing program. SO providers may keep individuals on a caseload for up to 2 weeks after permanent housing placement to ensure a warm handoff with the housing provider.

Communication of available services

SO workers are responsible for being knowledgeable about the services that are available in their subregion and more broadly throughout the county. SO providers will provide accurate information to unsheltered individuals when it is requested. Information will be provided verbally or in writing, if requested. If a service changes in a subregion, SO teams will inform subregional BNL managers of these changes. This can be done in the subregional BNL meeting or through email. BNL managers will also communicate changes to services and service availability to their subregion's SO team(s). Providers are encouraged to update their information with 211 current. Providers can contact the lead agency for assistance with contacting 211.

Provision of goods

The provision of goods encompasses the distribution of essential items to individuals experiencing homelessness. This can include items such as food, clothing, hygiene products, blankets, sleeping bags, and tents. The provision of goods is not the main focus of SCHC-funded SO providers; however, providing material assistance to individuals experiencing homelessness is an important way to meet individuals' immediate basic needs while helping to develop rapport. Provision of essential items will never be conditioned upon acceptance of a service. When funding is available, SO providers will strive to provide essential items. To avoid duplication of services, the provision of essential items will be within the SO provider's established geographic area of the subregion unless otherwise coordinated with the subregional

BNL manager and other SO providers. SCHC-funded SO teams are encouraged to coordinate the provision of goods with other SO teams whenever appropriate.

Inclement weather/ warming/cooling centers

In the event of inclement weather, SO providers will work with the jurisdictions in their subregion to develop lines of communication and outreach strategies if/when a warming/cooling center will be opened so that individuals experiencing homelessness are informed about the availability of the centers. BNL managers will inform participants of their subregional BNL meeting if a warming/cooling center is open. SO providers will prioritize informing highly vulnerable unsheltered clients of these services when they become aware of them, and for those who choose not to access warming/cooling centers or cannot access them, SO will work with those individuals on safety techniques during the inclement weather.

Non-traditional partners

SO workers will develop relationships with non-traditional partners in their subregion. These partnerships are intended to allow SO teams to have in-depth information about individuals experiencing homelessness. Non-traditional partners should be able to connect individuals experiencing homelessness with an outreach team. Confidential information should not be shared with non-traditional partners unless they are on the HMIS/CE release of information.

Data Collection

HUD HMIS data standards that apply to SO can be found here:
https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/HMIS_Data_Entry.htm
SCHC-funded SO projects must comply with these standards. SO projects are required to complete HUD entry and exit assessments as well as record contacts with clients and engagements. SO projects are also required to report data quality.

Data collection for SO is designed to assist in sub-regional and county-wide case conferencing. The Sonoma County BNL manual describes BNL data standards. SO teams will complete HUD entry and exit assessments when a client is added to their caseload. SO projects are not expected to have responded to all data elements at initial engagement. SO providers will participate in subregional case conferencing to add additional information about a client's case.

DHS Outreach Teams will enroll clients into a HMIS program when they are working with a client but will not complete HUD assessments. When a client is no longer on the DHS Outreach Team's caseload, they will be dismissed from the project.

Denial of Services

If an unsheltered individual has engaged in behavior that presents a credible threat to SO staff, their property, or other clients, SO providers may deny services. Service denials must be documented and communicated to the individual as soon as it is safe to do so. Service denials may be communicated verbally.

Service denial cannot be permanent. SO providers will develop policies and procedures for documenting and communicating service denial including how to appeal the initial decision as well as how to review the decision based on changing circumstances. Individuals who are denied services must be able to appeal the service denial or request a review at any time. If the credible threat is resolved based on changed circumstances, services must be continued.

Information relating to service denial must be communicated to subregional BNL managers. BNL managers will work with other agencies within their subregion to attempt to identify alternate services/providers willing to offer services.

Engagement on public and private property

SO providers shall provide services to unsheltered individuals in public areas in the geographic region they serve. SO services may also be provided inside public spaces like libraries with the consent of the staff within those public buildings.

SO may also be provided in quasi-public areas like parking lots unless the property owner requests that they not do so.

SO services can be provided on private land with the expressed consent of the property owner or the jurisdiction and in alignment with the agency's policies and procedures.

Consent

Many homeless people are mistrustful of the Sonoma County and Federal bureaucracy. Many don't trust local homeless service providers either. This mistrust is not unreasonable.

A homeless individual may have been disappointed by a former case worker, been placed in a facility that exacerbated their mental health or other problems or been mistreated by an unrelated Federal program. Some have faced the injustice of the criminal justice system. Some grew up with the injustice of abuse and trauma in their family. Some have simply given up due to the complexity and difficulty of improving their situation through our complicated system of care. Many have become cynical, apathetic and/or hopeless and believe that they will never get the help they need.

Although it may take years, SO workers can sometimes build the trust necessary to break through these barriers. We understand that SO workers also change jobs or disappear from their client's lives for other reasons. For this reason, SO workers should not make promises unless they are personally certain they can keep those promises.

SO providers are encouraged to listen carefully and sympathetically to explanations as to why a homeless person doesn't want to give information or sign Release of Information documents. They are encouraged to validate the strength, courage and stamina that allows a human to live without a home. And they are asked to encourage every homeless person to find hope and allow their SO worker to help as much as possible.

Outreach services are not contingent on a client's consent to be enrolled in HMIS. Regardless of formal consent of services, SO will continue to try to engage with individuals to gain consent. SO providers shall explain the benefits of consent and the service limitations that refusing to consent to enrollment may cause. SO providers shall collect explicit consent from clients before entering identifying information into HMIS. Consent shall be obtained by completing the Sonoma County Coordinated Entry (CE)/HMIS release of information and uploading it to the client's CE dashboard. Clients can request to be enrolled in CE in a deidentified manner.

The IMDT release of information, and any other release of information, can also be signed with the client but only the Sonoma County Coordinated Entry/HMIS release provides consent for enrollment in HMIS. Any other ROIs that are collected shall be uploaded to the client's CE dashboard.

Safety/ individuals in crisis

SO teams may encounter or witness the inherent risks that are involved with SO. If a situation is deemed by SO staff to be too high risk, they may refuse to have direct contact with the individual until that risk has been mitigated. SO providers will communicate these situations to their supervisors, the subregional BNL managers and other outreach teams to ensure all are aware of the risks.

SO staff may encounter individuals experiencing a mental health crisis. In these circumstances, SO staff will contact crisis response teams or other emergency services, where available, if they deem the client to be a danger to themselves and others or are gravely disabled.

Other dangers they face are exposure to contaminated sharps, accidental exposure to fentanyl and other substances, unrestrained aggressive animals, domestic violence disputes, escalating incidents, etc. The outreach team must prioritize their safety above all other considerations. Regular training and an active safety plan are essential for handling unsafe situations. The following are a few key elements:

1) Never go to an unknown location, location out of public view, or engage with unknown individuals alone. Teams of 2 are minimal for these situations

2) Carry a charged phone

3) Have Narcan with you at all times, know its location and how to use it.

4) Establish code words among teams, known to signal threats to safety

5) Communicate with someone outside the team about where you plan to outreach

6) Wear uniforms or name tags to be easily identified as SO

7) Have phone numbers accessible such a s police and/or crisis response on hand

8) Be trauma informed and practice de-escalation

9) Use harm reduction principles

10) Document and communicate.

SO staff and their employer are responsible for promoting personal safety of SO staff and taking the necessary measures to decrease risks as is reasonable in the context of SO.

Street Outreach Interaction with Law Enforcement

Except when required to do so through Mandated Reporting, SO staff shall never be the entity responsible for communicating or leading enforcement activities.

Whenever possible, SO staff shall be available to assist unsheltered homeless individuals in the event law enforcement engages in activities that dislodge the individual(s) from where they are staying, when notified by law enforcement in advance of enforcement activities. Efforts shall be made by SO staff, while balancing existing caseloads, to make referrals and help the individual connect to resources in the event of enforcement activities. SO staff are present to assist the homeless individual only and are not engaged in any enforcement activities themselves.

When there is planned closure of an encampment, or outreach becomes aware of high frequency of law enforcement activity with particular individual(s), SO shall provide advanced targeted outreach efforts, and provide information on their efforts when consents are in place to do so, without providing personal identifying information to law enforcement.

In some cases local law enforcement has embedded teams that are focused on trauma-informed response to homelessness or related special populations. When these teams undertake outreach and engagement activities, they may request SO staff participate in those activities with them. SO staff may participate when operationally available, and they assess based on local conditions that their participation will not jeopardize the relationship between the SO staff and the unsheltered community. SO staff will actively seek input from the unsheltered community targeted for engagement to aid in this assessment.

In some circumstances, SO staff may witness behavior or actions on the part of an unsheltered person that triggers a legal mandate to report the incident to law enforcement (e.g. human trafficking). SO staff will do so promptly and thoroughly in these instances, in accordance with training on Mandated Reporting.

Confidentiality

SO workers shall maintain the confidentiality of clients' information. Clients will be encouraged to sign the HMIS/CE release of information to facilitate service coordination. If the client has not signed a ROI, SO workers shall communicate the name of the client, efforts to work with the client to sign the ROI and the location of the client to a BNL manager but shall not share any additional information. SO workers will obtain separate written consent for ANY disclosure of individual services status or PHI to entities outside of the HMIS/CE release of information outside of Mandated Reporting requirements. SO workers will follow the Privacy Compliance policy of the County of Sonoma HMIS Policies and Procedures, including the "Resistance to Outside Disclosures" policy at all times. SO workers must keep paperwork stored in a secure and locked location.

Record Keeping

Record keeping and reporting requirements can be found at [24 CFR § 576.500](). All SO providers must have policies and procedures in place to ensure they can meet these requirements. All required documents must be maintained in participant files.

Grievances

SO providers will develop their own policies and procedures for participant grievances. Grievances include: appeals of decisions that impact SO participants and grievances regarding SO policies or perceived unfair/inequitable treatment by agency staff. Participants should inform clients about their grievance policy upon intake. Copies of the grievance policy should be provided to participants upon intake into the SO program. SO staff will make grievance forms available to clients upon request. Clients should be informed of how their grievance will be handled and given a timeframe for completion of each step of the process.

Reasonable Accommodations

Individuals can make requests for reasonable accommodations to any project staff member, in any form, at any time. Project staff should be available to assist individuals with requests for reasonable accommodations. Individuals making requests for reasonable accommodations must participate in assessment and an interactive process with staff for requested accommodations to be considered.

A reasonable accommodation is a change, exception or adjustment to a program, service, building or dwelling unit that will allow a qualified person with a disability to

- Participate fully in a program;
- Take advantage of a service;
- Live in a dwelling

To show that a requested accommodation may be necessary, there must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability. When a client requires an accessible feature(s), policy modification, or other reasonable accommodation, the project must provide the

requested accommodation unless doing so would result in a fundamental alteration in the nature of the program or an undue financial and administrative burden. A fundamental alteration is a modification that is so significant that it alters the essential nature of the program. In such a case, if possible, the program will offer an alternative solution that would not result in fundamental alteration of the program or a financial or administrative burden.

Non-Discrimination

All projects must comply with the non-discrimination and equal opportunity provisions of Federal civil rights law as specified at 24 CFR 5.105 (a) and 24 CFR 5.2005, including but not limited to.

- •Fair Housing Act

- •Section 504 of the Rehabilitation Act

- •Title VI of the Civil Rights Act

- •Title II of the Americans with Disabilities Act

- •HUD's Equal Access Rule

- •Violence Against Women Act (VAWA) Protections

- •Local and state non-discrimination laws

Services are provided to program participants are offered in a nondiscriminatory basis with respect to race; color; national origin or citizenship status; age; disability (physical or mental); religion; sex; sexual orientation or identity; genetic information; HIV or AIDS; medical conditions; political activities or affiliations; military or veteran status; status as a victim of domestic violence, assault or stalking; or any other federal, state or locally protected group.

Equal Access Final Rule and Gender Identity Final Rule

Providers of the Sonoma County Homeless Coalition (SCHC) are required to adhere to HUD's Equal Access Final Rule and HUD's Gender Identity Final Rule. Through the final rules, HUD ensures equal access to individuals in accordance with their gender identity in programs administered by HUD's Office of Community Planning and Development (CPD). SCHC's shelter programs are open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status.

Sonoma County Continuum of Care Board
Staff Report

Item No:	11
Subject:	Homeless Management Information System (HMIS) Committee Update
Meeting Date:	March 26, 2025
Staff Contact:	Daniel Howland daniel.overbury-howland@sonoma-county.org

SUMMARY

The HMIS Committee has been meeting regularly again since August 2024 after new membership and the selection of a new committee chair.

Since then, the committee has been working on the following –

- Making updates to the HMIS Policies and Procedures to clarify existing workflows around entering clients anonymously if a client opts to not have their personal information stored in HMIS.
- Having ongoing discussions about fees for using HMIS. Currently we pass on a small portion of user license fees to HMIS participating providers, but HMIS has seen significant expansion in recent years with more service providers coming on board as well as expansion of the Coordinated Entry system. The county's funding for HMIS has not increased and so the HMIS Committee is reviewing proposals from staff to update policies and increase the amount collected via participation fees to make HMIS a more sustainable program.
- Other items the committee has recently reviewed are the possibility of a ticketing system for HMIS related requests so we can better track progress and user satisfaction, and the feasibility of switching HMIS vendors in future. The conversations around switching vendors have been productive and as a result, staff are setting up new user satisfaction surveys to gather information on community needs and pain points in HMIS, as well as setting up monthly office-hours style meetings for providers to come ask questions and get immediate feedback on questions and concerns around HMIS.

- We will next meet in April and continue to work on the above topics. Staff recently provided the HMIS Committee with the 2024 STELLA report which comes from the CoCs annual LSA (Longitudinal Systems Analysis) submission to HUD. This will be presented and reviewed to the committee in April or May. Here's the attachment as a link for your information: LSA STELLA 2024.pdf

RECOMMENDED ACTION(S)

None. Information only

Sonoma County Homeless Coalition Board
Quarterly Membership Meeting Agenda Report

Item No: 12

Subject: April 17th, 2025, Quarterly Membership Meeting Agenda

Meeting Date: March 26, 2025

Staff Contact: Karissa White, Continuum of Care Coordinator,
Karissa.White@sonoma-county.org

SUMMARY

The attached agenda contains all items to be presented and discussed at the upcoming Sonoma County Homeless Coalition Quarterly Membership Meeting on April 17th, 2025.

RECOMMENDED ACTION(S)

Approve Sonoma County Homeless Coalition Quarterly Membership Meeting Agenda for April 17th, 2025.

Attachment A -Quarterly Membership Meeting Agenda

Sonoma County Homeless Coalition
DRAFT **Quarterly Membership Meeting**
April 17th, 2025
1:00pm-4:00pm Pacific Time

1450 Neotomas Ave. Santa Rosa, CA 95405

Agenda
1. Welcome and Introductions
2. Sonoma County Behavioral Health Overview of the mental health services provided by Sonoma County Behavioral Health
3. Legal Aide Sonoma County Overview of homelessness prevention program and other legal services provided throughout the county
4. Sonoma County Human Services Dept. – CalFresh Overview of benefits, eligibility, and renewal requirements for CalFresh Benefits specific to the unsheltered population
5. Ruthless Kindness Overview of program and services provided to address the epidemic of violence and preventable suffering in at-risk animals and people.
6. Sonoma County Homeless Coalition Board and Committee Updates: • HMIS Data Committee • Coordinated Entry Advisory Committee • LEAP Board • Racial Equity Workgroup
7. Community Updates Opportunity for open discussion with attendees to provide program updates, ask questions, and converse over issues related to homelessness.

**Sonoma County Homeless Coalition Board
Agenda Report**

Item No: 13

Subject: Review Agenda for April Coalition Meeting

Meeting Date: March 26, 2025

Staff Contact: Araceli Rivera, Araceli.Rivera@sonoma-county.org

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SUMMARY

This staff report briefly summarizes the April 23, 2025; Sonoma County Homeless Coalition Board Meeting proposed agenda. The draft agenda contains all proposed items that will be discussed by the Board at the April 23, 2025, meeting. The draft agenda is attached as **Attachment A**.

RECOMMENDED ACTION(S)

None – an informational item only.

Sonoma County Homeless Coalition

Board Meeting Agenda
***DRAFT* April 23, 2025**
1:00pm-4:30pm Pacific Time

Public Zoom Link:

https://sonomacounty.zoom.us/j/92759747120?pwd=Cuw1daWSoPM5s8ClAWgPrJ8wYLeBgp.1

Phone: +16694449171 **Webinar ID**: 927 5974 7120 **Passcode:** 589476

	Agenda Item	**Packet Item**	**Presenter**	**Time**
	Welcome, Roll Call and Introductions		Board Chair	1:00pm
	Note: Items 1-4 below are proposed for adoption via one motion as the Consent Calendar.	N/A		
1.	1/22/2025 Agenda *(Consent Calendar)*	Draft Agenda	Staff	1:05pm
2.	Minutes from 12/18/2024 *(Consent Calendar)*	Draft Minutes	Staff	
3.	Summary of Follow-ups from the Previous Meeting(s) *(Consent Calendar)*	Summary of Follow-ups	Staff	
4.	Reports for Standing Committee Updates *(Consent Calendar)* • CEA Committee • HMIS Committee • Lived Experience Advisory & Planning Board (LEAP)	Staff Report for Standing Committees	Staff	

5.	Reports from Lead Agency Staff • Annual Standing Committees Application Update Potential ACTION ITEM	Staff Report	Staff	1:30pm
6.	Notice of Funding Application (NOFA) Potential ACTION ITEM	Staff Report	Staff	1:50pm
7.	2025 Point in Time (PIT) Count Potential ACTION ITEM	Staff Report	Staff	2:50pm
8.	Service Provider Roundtable (SPR) Update Potential ACTION ITEM		Margaret Sluyk	3:20pm
9.	10-minute break			3:30pm
10.	Word from the LEAP Board Potential ACTION ITEM		LEAP Board Chair	3:40pm
11.	Homeless Coalition Contracts & Compliance Potential ACTION ITEM	Staff Report	Staff	3:50pm
12.	Review Agenda for May Coalition Board Meeting Potential ACTION ITEM	Staff Report for DRAFT Agenda	Board Chair	4:30pm
13.	Board Member Questions & Comments Potential ACTION ITEM		Board Chair	4:40pm
14.	Public Comment on Items not on the Agenda		Board Chair	4:50pm

PUBLIC COMMENT:

Public Comment may be made via email or during the live zoom meeting.

*To submit an emailed public comment to the Homeless Coalition Board, submit your responses via the website at **Homeless Coalition Board Comment Form >>**.   Please label the written notice as public comment referencing the Homeless Coalition Board, provide your name, the agenda number(s) on which you wish to speak, and your comment.*

Public comment during the meeting can be made live by joining the Zoom meeting using the above provided login information. Available time for comments is determined by the Board Chair based on agenda scheduling demands and total number of speakers. If you need technical assistance with submitting a public comment, please contact Jynessa Lazzaroni at jynessa.lazzaroni@sonoma-county.org

ACRONYMS & COMMON TERMS – Updated 11-2-2022

AAF	Annual Adjustment Factor	CTAC	Cities and Towns Advisory Committee
ACC	Annual Contributions Contract	DCSS	Department of Child Services
ADA	Americans with Disabilities Act	DDA	Disposition and Development Agreement
AFFH	Affirmatively Furthering Fair Housing	DHCS	Dept of Health Care Services (State dept)
AHA	Affordable Housing Agreement	DHS	Department of Health Services (County dept)
AHDA	Affordable Housing Development Assistance (Santa Rosa)	DSLC	Disability Services and Legal Center
AHP	Affordable Housing Program (FHLB)	DST	Downtown Streets Team (Petaluma)
AMI	Area Median Income	EA	Environmental Assessment
APE	Area of Potential Effect	EIR	Environmental Impact Report (State)
ASHC	Affordable Housing and Sustainable	EIS	Environmental Impact Statement (Federal)
BHDC	Burbank Housing Development Corporation	ELI	Extremely Low Income
CalHFA	California Home Finance Agency	ENA	Exclusive Negotiating Agreement
Cal-ICH	CA Interagency Council on Homelessness	EOP	End of Participation
CAPIT	Child Abuse Prevention, Intervention and Treatment Fund	ERAP	Emergency Rental Assistance Program
		ESG	Emergency Solutions Grants (formerly Emergency Shelter Grants)
CAPSC	Community Action Partnership Sonoma County	ESL	English as a Second Language
CASp	Certified Access Specialist	FEMA	Federal Emergency Management Agency
CBDO	Community-Based Development Organization	FESG	Federal Emergency Shelter Grants Program
CCC	Center for Community Change	FHA	Federal Housing Administration
CCOC	Cloverdale Community Outreach Committee	FHANC	Fair Housing Advocates of Northern California
CCofSR	Catholic Charities of Santa Rosa	FHIP	Fair Housing Initiatives Program
CDBG	Community Development Block Grant	FHLB	Federal Home Loan Bank
CDBG-CV	CDBG for Coronavirus Response	FHP	Fair Housing Plan
CDBG-DR	CDBG for Disaster Recovery	FMR	Fair Market Rent
CDC	Community Development Commission	FONSI	Finding of No Significant Impact
CE	Coordinated Entry	FSS	Family Self-Sufficiency Program
CEF	California Equity Fund	FY	Fiscal Year
CEQA	California Environmental Quality Act	FYE	Fiscal Year End
CFH	County Fund for Housing	GAO	Government Accounting Office
CFR	Code of Federal Regulations	GR	Gross Rent
CHAS	Comprehensive Housing Affordability Strategy	GSE	Government-Sponsored Enterprises
CHD	California Human Development Corporation	HAC	Housing Assistance Committee
CHDC	California Housing Development Corporation	HAP	Housing Assistance Plan
CHDO	Community Housing Development Organization	HAS	Homeless Action Sonoma
		HCD	Housing and Community Development (State of California)
CHFA	California Home Finance Agency	HCDA	Housing and Community Development Act
CHRB	Community Housing Resource Board	HCV	Housing Choice Voucher
CHRP-O	California Housing Rehabilitation Program for Owner-Occupied Housing	HDS	Housing Discrimination Study
		HEART	Homeless Encampment Access and Resource Team (County)
CHSC	Community Housing Sonoma County	HEAP	Homeless Emergency Assistance Program
CIF	Community Investment Funds (FHLB)	HELP	Housing Enabled by Local Partnerships (funded by CalHFA)
CLG	Centro Laboral de Graton (Graton Labor Center)	HERO	Helping Enrich Resource Opportunity
C of O	Certificate of Occupancy	HEROS	HUD Environmental Review Online System
CoC	Continuum of Care	HHAP	Homeless Housing, Assistance and Prevention
COOP	Continuity of Operations	HHIP	Homeless Housing Incentive Program
COTS	was "Committee on the Shelterless"	HHSC	Health and Human Services Committee
CPI	Child Parent Institute	HMDA	Home Mortgage Disclosure Act
CRI	Community Resources for Independence	HMIS	Homeless Management Information System
CRLP	Commercial Rehabilitation Loan Program	HOME	Home Investment Partnerships Program
CSF	Community Services Fund	HOPWA	Housing Opportunities for People with AIDS
CSHHP	California Self-Help Housing Program	HOST	Homeless Outreach Service Team
CSN	Community Support Network		

ACRONYMS & COMMON TERMS – Updated 11-2-2022

HPRP	Housing Prevention Rapid Re-Housing Program		NIMBY	"Not in My Back Yard"
HQS	Housing Quality Standards		NOFA	Notice of Funding Availability
			NOFO	Notice of Funding Opportunity
HSD	Human Services Department (County dept)		NOI-RROF	Notice of Intent to Request Release of Funds
HUD	US Department of Housing and Urban Development		NPLH	No Place Like Home
			NSCS	North Sonoma County Services
HUD/202/811	HUD New Construction for Elderly/ Handicapped		NSP	Neighborhood Stabilization Program
			OMB	Office of Management and Budget
HUD/236	HUD Mortgage Insurance & Interest Reduction Payment for Multi-Family Rental Projects		PASS	Plan for Achieving Self-Support
			PBV	Project-Based Voucher
HUD/8	HUD Section 8 New Construction Program		PCC	Program Coordination Committee
IG	Inspector General		PHA	Public Housing Authority
IGR	Independent Group Residence		PHADA	Public Housing Authorities Directors Association
IIG	Infill and Infrastructure Grant		PHC	Partnership Health Plan California
IMD	Institute of Mental Disease		PHM	Public Housing Manager
IMDT	Interdepartmental Multi-Disciplinary Team		PHRA	Public Housing Reform Act of 1998
InRESPONSE	Mental Health Response Team (Santa Rosa)		PIC	Public and Indian Housing Information Center
IOLERO	Independent Office of Law Enforcement Review and Outreach (County agency)		PIH	Public and Indian Housing
			PI	Public Infrastructure (County department)
IPA	Independent Public Accountant		PII	Personal Identifiable Information
JPA	Joint Powers Authority		PJ	Participating Jurisdiction
JRT	Joe Rodota Trail		PLHA	Permanent Local Housing Allocation
LASC	Legal Aid of Sonoma County		PMSA	Primary Metropolitan Statistical Area Established by the US Census
LHA	Local Housing Authority			
LI	Low Income		PPSC	Petaluma People's Service Center
LIA	Live-In Aide		PRA	Public Records Act
LIHF	Low Income Housing Fund (San Francisco-based Fund Source)		PRMD	Permit & Resource Management Department (Sonoma County)
LISC	Local Initiatives Support Corporation		PS	Payment Standard
LMIHAF	Low and Moderate-Income Housing Asset Fund		PSA	Purchase and Sale Agreement
			PSH	Permanent Supportive Housing
LSA	Longitudinal Systems Analysis (HMIS)		PSIF	Preliminary Site Information Form (Part of the RECD Process)
MAI	Member of the Appraisal Institute			
MAR	Monthly Activities Report		PUD	Planned Unit Development
Measure O	¼ Cent Sales tax for housing/homelessness		QC	Quality Control
MHP	Multi-Family Housing Project (HCD)		QFHO	Qualified Fair Housing Organization
MITCS	Multi-Family Tenant Characteristics System		QHWRA	Quality Housing and Work Responsibility Act of 1998
MRBP	Mortgage Revenue Bond Program			
MSA	Metropolitan Statistical Area		R&R	Reinvestment and Revitalization Fund
MSS	Mobile Supportive Services		RCAC	Rural Communities Assistance Corporation
MWBE	Minority and Women's Business Enterprises		RCF	Residential Care Facility
MYFS	Mendocino Youth & Family Services		RDIP	Rental Development Incentive Program
NAHB	National Association of Home Builders		REAC	Real Estate Assessment Center (HUD)
NAHRO	National Association of Housing and Redevelopment Officials		RECDS	Rural Economic Community Development Service
NAMI SC	National Alliance on Mental Illness Sonoma County		REFB	Redwood Empire Food Bank
			RFH	Reach for Home
NAREB	National Association of Real Estate Brokers		RFP	Request for Proposals
NBOP	North Bay Organizing Project		RFQ	Request for Qualifications
NBVRC	North Bay Veterans Resource Center		RHCP	Rental Housing Construction Program (State of California)
NCCLF	Northern California Community Loan Fund			
NDP	Neighborhood Development Program		RRH	Rapid Re-Housing
NEPA	National Environmental Policy Act		RRP	Rental Rehabilitation Program
NFHA	National Fair Housing Alliance		RTA	Request for Tenancy Approval

ACRONYMS & COMMON TERMS – Updated 11-2-2022

SAHA	Satellite Affordable Housing Associates
SAMHSA	US Substance Abuse and Mental Health Services Administration
SAVS	Sonoma Applied Village Services
SAY	Social Advocates for Youth
SCPEO	Sonoma County People for Economic Opportunity
SCFBOP	Sonoma County Faith-Based Organizing Project
SCRIMS	Sonoma County Rental Information and Mediation Services
SEMAP	Section 8 Management Assessment Program
SHPO	State Historic Preservation Office
SLE	Sober Living Environment
SMI	Severe Mental Illness
SMSA	Standard Metropolitan Statistical Area
SOS	Sonoma Overnight Support
SPARC	Site Plan and Architectural Review Committee (Petaluma)
SPMs	System Performance Measurements (HMIS)
SRO	Single Room Occupancy
SSA	Social Security Administration
SSI	Supplemental Security Income
Stella M	HUD online tool to assist in homelessness response system effectiveness
Stella P	HUD program using LSAs to show system performance
SVDP	St. Vincent de Paul
TANF	Temporary Assistance for Needy Families
TAT	Threat Assessment Team
TBA	Tenant-Based Assistance
TBRA	Tenant-Based Rental Assistance
TCAC	Tax Credit Allocation Committee
TLC	TLC Child and Family Services
TLR	The Living Room
TOD	Transit-Oriented Development
TOT	Transit Occupancy Tax (Advertising Fund)
TR	Tenant Rent
TTP	Total Tenant Payment
UA	Utility Allowance
UDAG	Urban Development Action Grant
URP	Utility Reimbursement Payment
USDA-RD	United States Department of Agriculture – Rural Development
VAMA	Voluntary Affirmative Marketing Agreements
VASH	Veterans Affairs Supportive Housing (voucher)
VAWA	Violence Against Women Reauthorization Act of 2005
VCA	Voluntary Compliance Agreement
VLI	Very Low Income
VVC	Vietnam Veterans of California
WCCS	West County Community Services
WPC	Whole Person Care
WRS	Women's Recovery Service
YIMBY	Yes in My Backyard