

## Fresno Madera Continuum of Care Coordinated Entry System Committee Charter

### **Purpose:**

The Fresno Madera Continuum of Care's (FMCoC) Coordinated Entry System (CES) is a collaborative initiative designed to create a more effective and efficient homeless response system, as well as assure compliance with the Department of Housing and Urban Development (HUD) mandates. The committee was convened to achieve the following goals:

- To bring Fresno Madera Continuum of Care in compliance with Federal Regulations regarding coordinated assessment/entry that require “a centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.” Per the Regulations, this definition established the basic minimum requirements for the system that must be established within Fresno Madera Continuum of Care.
- Minimize barriers faced by individuals who are homeless in accessing the most appropriate and effective housing services to address their needs.
- Incorporate a “housing first” philosophy in matching homeless individuals with services.
- Use Homeless Management Information System to maximize existing resources and simplify implementation.

The purpose of the FMCoC's CES Committee is to be responsible for the design, implementation, success, and on-going evaluation of the FMCoC Coordinated Entry System, specifically how the system triages clients, prioritizes them for service, and tracks clients through the Continuum of Care.

### **Coordinated Entry System Mission Statement:**

A Coordinated entry system (CES) is a community wide process developed to ensure all people experiencing a housing crisis are identified, engaged, assessed, and connected to the most appropriate housing and services intervention.

### **Guiding Principles:**

- **Promote client-centered practices** – Every person should be treated with dignity, offered at least minimal assistance, have easy access to the system, have options and choices for housing and services, and participate in their own housing plan. Participants will not be mandated to leave family and other support networks to access housing.
- **Prioritize most vulnerable** – Limited resources should be directed first to persons and families who are most vulnerable. Less vulnerable persons and families will be assisted as resources allow.
- **Eliminate barriers to housing placement** – Identify system practices and individual project eligibility criteria which may contribute to excluding clients from services and work to eliminate those barriers.
- **Transparency** – Deliberate, make decisions and communicate directives openly and clearly.
- **Focus on evaluation and adapting to meet the current needs of providers and consumers** – Continually strive for effectiveness and efficiency and agree to make changes when those objectives are not achieved.

- **Accountability** – Accountable to clients to provide the best service possible and to funders to make the best use of resources.
- **Promote collaborative and inclusive planning and decision-making practices.**
- **Diversity** - respect cultural, regional, programmatic, and philosophical differences.

### **Governance:**

The CES Committee is a Standing Committee of the Fresno Madera Continuum of Care and is responsible to oversee CES and provide policy oversight. The role of the FMCoC CES Committee is to make recommendations for implementing a CES and evaluating the coordinated entry system. The committee will make recommendations based on input from all stakeholders and other FMCoC Committees. The CES Committee reviews and updates the CoC's Coordinated Entry Policies and Procedures and brings them to the CoC to approve. The FMCoC Board will have final approval on all FMCoC CES policies, forms and tools.

### **Meetings:**

The Fresno Madera Continuum of Care's Coordinated Entry System committee meets twice a month (the 1<sup>st</sup> Tuesday via Teams and 3<sup>rd</sup> Tuesday from 3:00 pm to 4:30 pm at: 3040 N Fresno Street Fresno, CA 93703. The Fresno Madera Continuum of Care Coordinated Entry System Committee meets to review the Coordinated Entry processes, including intake, assessment, prioritization, and referral.

### **Committee Structure:**

The committee will include a representative from each agency that is mandated to utilize the CES (one designated member per agency with an alternate). The Committee will also have standing roles for the following Officer positions: a Chair, Vice Chair, Secretary, and CES Management Entity representative. **All members must be identified as a CES Committee Member in a signed CES Partner Agreement/Statement.** The CES Committee will strive to ensure that representation from special populations participate, as guided by the list of stakeholders listed in the FMCoC Governance Charter for CoC membership.

There is also a parallel Domestic Violence Coordinated Entry System overseen by the Marjaree Mason Center. The CES Committee also oversees this parallel system and the DV-CES is expected to follow all CES policies and procedures. The roles and responsibilities for the DV-CES are outlined in the CES policies and procedures.

### **Committee Roles & Responsibilities**

#### **Board Liaison:**

The Board Liaison is expected to facilitate communication between the CES Committee and the FMCoC Board of Directors. The Board Liaison serves as an advocate for the committee's progress and proposals to the FMCoC Board of Directors. The Board Liaison shall be the CES Committee Chair unless otherwise delegated.

#### **Responsibilities:**

- Attend committee meetings when possible, and/or regularly check in with the committee to gather feedback;
- Present recommendations to the Board for discussion.
- Identify possible collaboration opportunities with other committees.

- Work with committee leaders to ensure appropriate committee succession planning and leadership development of committee members.

### **Chair:**

The Chair of the FMCoC CES committee is expected to guide the committee and work with committee members to develop necessary work plans and meeting agendas. The Chair should be voted on each Calendar year, to serve a term of 24 months. Nominations should be made in the November meeting, with voting to occur in the December meeting. Terms to begin on January 1 of the following year. There are no term limits. In the event that an Officer resigns their position, a special election will be held for the remainder of the term. To preserve roles and responsibilities distinctions, a representative of the CES Management Entity should not serve as CoC Chair.

### **Responsibilities:**

- Structure committee meetings;
  - With the help of the CES committee secretary, provide an agenda sheet with the beginning and ending times for the meeting, meeting location, and the agenda of topics.
  - Sequence agenda items thoughtfully. Start the meeting with topics that will unify the committee, and with topics that will require mental energy, creativity, and clear thinking. End with topics that should unify the committee.
  - Identify the person who is presenting each item.
- Facilitate committee meetings;
  - The committee belongs to the FMCoC, not to the chair: the chair's primary role is as facilitator.
  - Guide, mediate, probe, and stimulate discussion. Monitor talkative members and draw out silent ones.
  - Encourage a clash of ideas, but not of personalities. If emotions run high over a difficult issue, return the floor to a neutral person, seek a purely factual answer, or take a break.
  - Keep discussions on track; periodically re-state the issue and the goal of the discussion.
  - Seek consensus; unanimity is not required.
  - Announce the results of actions taken and explain the follow-up to be taken and by whom.
- Review minutes of committee meetings before their distribution;
- Report to the committee on decisions of the Executive Board that affect the committee's work;
- Work with the FMCoC Evaluation Committee on the annual evaluation of the CES;
- Where appropriate, guide the committee in proposing new activities and service that will further the mission and goals of the FMCoC;
- Where appropriate, make recommendations to the FMCoC Board of Directors
- All other regular duties as a CES Committee member

### **Vice Chair:**

The Vice Chair is expected to assist the Chair in guiding and working with the committee members to develop necessary work plans and meeting agendas. In the absence of the Chair, the Vice Chair will assume the responsibilities of the Chair. The Vice Chair should be voted on each Calendar year, to serve a term of 12 months. There are no term limits. Nominations should be made in the November meeting, with voting to occur in the December meeting. Terms to begin on January 1 of the following year. In the event that the Vice Chair resigns their position, a

special nomination and voting will occur at the next available meeting. To preserve roles and responsibilities distinctions, a representative of the CES Management Entity should not serve as CES Vice Chair.

**Responsibilities:**

- Assist the Chair in the structure of committee meetings;
- Assist the Chair in the facilitation of committee meetings;
- Assist in reviewing minutes of committee meetings before their distribution;
- Assist in planning and coordinating FMCoC CES trainings/workshops;
- Work with the FMCoC Evaluation Committee on the annual evaluation of the CES;
- Where appropriate, guide the committee in proposing new activities and service that will further the mission and goals of the FMCoC;
- Where appropriate, make recommendations to the FMCoC Board of Directors
- All other regular duties as a CES Committee member

**Secretary:**

To provide administrative support to the FMCoC CES committee. The Secretary should be voted on each calendar year, to serve a term of 24 months. Nominations should be made in the November meeting, with voting to occur in the December meeting. Terms to begin on January 1 of the following year. In the event that the Secretary resigns their position, a special nomination and voting will occur at the next available meeting. To preserve roles and responsibilities distinctions, a representative of the CES Management Entity should not serve as CoC Chair.

**Responsibilities:**

- Attend all CES committee meetings;
- Prepare agendas (with support from the Chair and Vice Chair) and distribute to committee members, as well as post to the FMCoC website at least 72 hours before each meeting;
- Take minutes at meetings and ensure meeting summaries are posted to the CoC website within 3 weeks of each meeting;
- Complete written report of committee meeting;
  - Include the date, time, and place of the meeting. Note the name of the chair, members present, and other key people in attendance.
  - Note brief summary of discussion, including follow-up actions to be taken, with deadlines for implementation
- Distribute meeting minutes to committee members as soon as possible, but prior to the next meeting with request that members contact the Secretary, Chair, and Vice Chair if errors are noted;
- Work with Chair/s to maintain accurate CES committee member list;
- Ensure the CES policies and procedures are updated, maintain version control, bring to CoC General Membership for approval, and ensure the most recent version is always uploaded to the FMCoC website.
- All other regular duties as a CES Committee member

**CES Management Entity Officer:** a Member of the CES Management Entity responsible for taking CES Committee-delegated items back to the CES Management Entity for implementation and to create an implementation feedback loop with the Committee. The CES Management Entity roles and responsibilities are outlined in the CES policies and procedures and CoC Governance. The CES Management Entity Officer position is appointed by the CES Management Entity and should be the System Administrator, unless for good reason it needs to be another staff member.

**Committee Member:**

Approved 4/2/2024

Members of FMCoC CES committee are expected to actively participate in the work of the committee, provide thoughtful input to committee deliberations, and focus on the best interests of the FMCoC and committee goals rather than on personal interests. Committee members can join and/or resign their duties from the committee, by emailing the Chair, Vice Chair, and/or the secretary at any time.

**Responsibilities:**

- Attend and participate at least (1) CES committee meeting a month
- Participate in the design, implementation, and on-going evaluation of the FMCoC CES
- Provide CES training/education/presentations to CoC and community partners
- Provide feedback for annual CES evaluation
- Participate in committee subcommittees and workgroups
- Review all relevant material before committee meetings
- Pay attention to CES activities that affect or are affected by the committee's work
- Support the efforts of the committee chair and carry out individual assignments made by the chair
- Provide relevant updates to organization and ensure application of CES approved standards, policies & procedures, and updates to organization
- Escalate organizational concerns regarding CES policies and procedures, barriers to implementation, and adherence to standards
- Work as part of the committee to ensure that the committee's work and recommendations are in keeping with the general FMCoC mission and goals
- Attend any trainings that are required by the Bridge LMS policies.