



## STEERING COMMITTEE MEETING MINUTES

October 20, 2017

8:30-10:00am

Facilitator:	Karen Tjapkes		
Meeting Attendees:	Beverly Ryskamp, Tom Cottrell, Erin Banchoff, Rebecca Rynbrandt, Jeffrey King, Laurie Craft, Christina Soulard, Dennis Sturtevant, Karen Tjapkes, Hattie Tinney, Lauren Van Keulen, Lisa Cruden, Kwan McEwen, Shannon Bass, Erin Crison, Julie Crossen, Matthew VanZetten, John Wynbeek		
	Also Present: Lee Weber, Jesica Vail, Wende Randall, Jim Talen, Bree Butler		
	Not Present: Brandi Sones		
Time Convened:	8:34	Time Adjourned:	10:00

<b>Approval of Agenda</b>		<b>October 20, 2017</b>	
Motion by:	Tom	Support from:	Christina
Discussion	None		
Amendments	Addition of 6b. System Performance Measures		
Conclusion	Motion Passed with amendments		
<b>Approval of Minutes</b>		<b>September 15, 2017</b>	
Motion by:	Shannon	Support from:	Rebecca
Discussion	None		
Amendments	Section 9 last paragraph first line spellcheck correction.		
Conclusion	Motion Passed with amendments		
<b>Approval of Consent Agenda</b>		<b>October 20, 2017</b>	
Motion by:	Shannon	Support from:	Tom
Discussion	None		
Amendments	None		
Conclusion	Motion Passed		
<b>Public Comment</b>			
Discussion	None		
<b>6a. HAP Coordinated Entry Data Dashboard</b>		<b>Lee</b>	
Discussion	<p>Data Analysis Committee created an infographic handout showing the volume of households flowing through The Salvation Army Housing Assessment Program (HAP) in Quarter 3 of fiscal year for Coordinated Entry. The time covered is July, August, and September of this year. 3,452 calls (general inquiries from people with a housing crisis) came into HAP. 2,403 of those calls were redirected. Calls are redirected for a various number of reasons, often they are referred for services and other times there are simply no resources to give. Of the remaining calls, 236 are referred for prevention services and it is possible this number will go up with more diversion services now available. 813 were referred for assessment. Of that 813, 519 scored for high vulnerability and 294 for low vulnerability;</p>		



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there is an assumption that low vulnerability households are more likely to self-resolve their housing crisis. The numbers regarding vulnerability are based from the VI-SPDAT numbers. There are 1,006 households on the priority list. The priority list is dynamic and changes every day. Households are added and exited based on resource availability, eligibility, and choice. 78% of all high vulnerability households remain on the priority list at the end of this quarter. 22% were referred to PSH and RRH in Quarter 3. It is important to note that the numbers are not exact, life factors happen with households that make the numbers fluid. When households do drop off the list it is for a combination of reasons and factors. HAP will make personal calls to try and reach households on the list. They typically try 3 times to make contact. One idea is to have outreach agencies educate individuals that HAP tries 3 times before no longer making contact. It is important to note that there are duplicated calls and those are not accounted for in these numbers. 2-1-1 is the entry point for Coordinated Entry but people will also call HAP directly. HAP tracks if households called 2-1-1 first. 2-1-1 uses different data labels so it's hard to track their data accurately. The goal is broad partnership being reflected in this graphic report going forward. The most important thing about this report is that it's overall narrative shows that there are not enough resources to meet the community's needs.

### Conclusions

It is anticipated that the handout is able to be used by organizations. If it is to be distributed there needs to be some changes to the sheet, including better visual acuity, for example no black text on blue background and add contact information. Data Analysis will have to address these questions and work to make a public version that can be widely shared.

Action Items	Person Responsible	Deadline
Data Analysis to work on public ready info sheet		

<b>6b. System Performance Measures Data</b>	<b>Jim</b>
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### Discussion

HMIS Data that is reported to HUD was presented as a handout. The first two columns are the numbers that we reported to HUD for Fiscal Year (FY) 15. The next column is FY 16 and the column after that titled "Change" is the difference between FY 15 and FY 16. MCAH pulled data from the entire state of Michigan and that is reflected in the column titled "MI2016", the next column "MI Diff" is the difference between our HMIS data and the State of Michigan. The second to last column are the preliminary numbers for FY 2017. They don't have to be submitted to HUD until next spring. The last column is the change from FY 16 to FY 17 and there are encouraging numbers there. Over all we some areas where we are doing better than the state average and other where we need to improve. The Data Analysis committee is looking at this and researching further solutions and breaking down numbers.

<b>Diversion Update</b>	<b>Lisa</b>
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### Discussion

Family Promise held training sessions this week to ensure the team is ready to start taking diversion cases on Monday. When a family calls with a housing crisis, before going to a shelter, they can be connected to a diversion specialist with Family Promise, Mel Trotter, or ICCF to find solutions that will keep them housed. The pilot team will continue to meet monthly to evaluate and make necessary



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changes. In order to qualify they must be: 1) a family and 2) needs a safe secure place for 30 days to divert them from going into a shelter, this criteria will be established through the screening process. HAP will be doing the initial assessment. Families in crisis are not able to stay with other family members who's housing would be jeopardized by taking in more people. The screening specialists are aware of situations like this and won't consider this to be "secure" housing. The training completed by the specialists went over creative conversation techniques that aid in defining legal, safe, and secure housing. In a couple months the plan is to start presenting quarterly reports to Steering.

### 8. Nominations Committee Seat

Jesica

Discussion

Opening on Nominations committee. Nancy Marshall left. Looking for another Steering member to join the Nominations committee. The group meets annually. When the elections are done at the December CoC Meeting there is a call for Nominations a few weeks before. The Nominations committee pulls in applications, makes the ballot, send emails, organize the election, and count ballots, etc. Anyone running themselves should not be on the committee. Hattie Tinney has volunteered to fill the seat.

Conclusions

Hattie Tinney is the new Nominations Committee member

### 9. HUD Lessons Learned

Jesica

Discussion

The HUD Application has been submitted. Jesica presented the lessons learned from this application process and estimated score. It is important to note that the estimation sheet comes from NEH not HUD. This information helps to show where the GR CoC is meeting criteria. The issues noted were as follows:

- Within our process we are missing the choice of the individual to determine if they would best be served by DV specific or mainstream homelessness resources, or a hybrid of the two.
- Increased Rapid Re-Housing, we haven't been clear enough on what RRH is and ensuring funding is being tracked as being used for RRH when it is. There is some United Way and Community Development Funding that is not being represented in current data. This was a lost chance to show increased numbers to HUD. RRH is a stronger area in GR but the HIC count isn't reflecting that properly.
- The HIC does count MSHDA HVC which are not in HMIS and negatively impact our Bed Coverage Rate. Goal is above 85%, we were 49% There are current conversations on how to improve on this. MCAH is throwing almost 3,000 vouchers into our numbers drastically harming our bed count numbers.
- In regards to the PIT count, there have been strides towards more accurate counts but HUD looks to see if the PIT count goes up or stays the same that can be penalized. The system perspective should be what is going on around the PIT count. How do we have less people in shelter through the year. The criteria on ending veteran homelessness for USICH is measured differently than the PIT count and this led to the situation were CoC



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was rewarded for “ending veteran homelessness” but didn’t earn any points for housing more veterans. It is a good time to keep the conversation open about partnering with PHA. This will be a critical step in ending chronic homelessness.

- With PHAs the HUD target was a homeless preference and at least 20% of new admissions from homelessness. MSHDA HCV met this standard, no others did. There was discussion amongst Steering Committee members around issues with waitlists surrounding PHA HCVs. Part of the concern is that there might be current waitlists that would be affected by any changes made to the PHA system. It is important to serve the waitlist while also serving the turn over.

Data Analysis Committee is working on building a methodical way to view system performance measures.

There was an SSI increase which will help this next year.

### Conclusions

Dennis volunteered to present the HIC count issue to the Interagency council. Please get a one page information sheet to Dennis.

### Action Items

### Person Responsible

### Deadline

Please get a one page information sheet to Dennis.

### 10. Contractors

Jesica

### Discussion

#### a. CSH Report

Michelle Vandyke from United Way notified CSH of past issues. The agreed solution was for CSH to have two of their employees work on giving us a reliable financial modeling report with a finalized report being finished the end of October. The two CSH employees have weekly calls with Jesica and Jim. Once the report is received plans will be put into place to present the new report to Steering.

#### b. Coordinated Entry Evaluation

Need to spend additional funds before the grant year goes out. One use of the money was proposed to have a Coordinated Entry evaluation completed. An RFP was put out to the main contractors and the CoC has received 4. The Coordinated Entry as a whole will be evaluated.

### 11. Any Other Matters by Steering Members

### Discussion

ICCF has a new project underway. 435 La Grave at Tapestry Square is a mixed-use, mixed-income development currently under construction. 435 La Grave will feature ground floor commercial space, 8 market-rate housing units and 16 affordable housing units, with 6 of the affordable units reserved for youth aging out of the foster care system, for which ICCF has partnered with Bethany Christian Services to provide supportive services.

61<sup>st</sup> District Court Eviction Was awarded funding from Steelcase and GRCF for an addiction prevention program.

Hunger & Homelessness Prevention Week is coming up. Arbor Circle always does an open house but is unable to this year due to construction. HQ will be holding their open house this year as usual.



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HQ, Mel Trotter, Family Promise, and ICCF will be doing some shared messaging and a media push around Youth Homelessness.	
<b>Public Comment</b>	
Discussion	
None	
<b>Adjourn</b>	
Discussion	
Motion to Adjourn by Shannon, supported by Tom. All in favor, motion passes.	