



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

Facilitator:	Lisa Cruden		
Meeting Attendees:	Nancy Oliver, Julie Crossen, Casey Gordon, Tom Cottrell, Laurel , Kenya Brown, Erin Banchoff, Jeffrey King, Kwan McEwen, Karen Tjapkes, Rebecca Rynbrandt, Alonda Trammell, Beverly Ryskamp, Susan Cervantes, Emily Schichtel, Michelle VanDyke, Paul LeBlanc, Wende Randall, Shannon Bass		
Time Convened:	8:30	Time Adjourned:	10:46

<b>Approval of the Agenda</b>			
Motion by:	Shannon	Support from:	Beverly
Discussion	Add ESG Financial Assistance to Consent Agenda		
Amendments	Pull CoC Coordinator Job Description for discussion CoC Budget		
Conclusion			
<b>Approval of Minutes</b>			
Motion by:	Tom	Support from:	Shannon
Discussion	Break out Steering Members and Others Present; ESG was actually 8e Add Committee Status report to the consent agenda for future meetings		
Amendments	Approve as edited		
Conclusion	All in favor		
Discussion			
Conclusions			
Action Items	Person Responsible	Deadline	
<b>Public Comment of Agenda Items</b>			
Discussion	None		
Conclusions			
Action Items	Person Responsible	Deadline	
	Cherie		



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

<b>Consent Agenda</b>	<b>[Presenter]</b>
Discussion	
Rebecca move; Nancy second	
Conclusions	
Action Items	Person Responsible
<b>Petitions and Communications</b>	<b>[Presenter]</b>
Discussion	
None	
Conclusions	
Action Items	Deadline
<b>Privacy Investigation</b>	<b>Michelle</b>
Discussion	
<p>Michelle updated group on allegation and investigation; acknowledgement that many may be hearing about the issue for the first time (need to know until the investigation is complete).</p> <p>Michelle went through the timeline and activities/events; gathered information about the concern and what was happening – that the consultant would inappropriately have access to clients in the HMIS system without approval for that access; immediately began investigation. Over the course of several weeks spoke with everyone who had access to and sat with the consultant and reviewed documents; completed report on May 29<sup>th</sup>. Report was reviewed by the attorney and submitted to HUD. Findings, the consultant discussed with agencies their interactions with diversion clients; with one agency, had view of a screen, with names of nine names and no other identifying information; no risk of harm to clients (via attorney and HMIS MCAH contact);</p> <p>Conclusion, as a CoC we were very sloppy in hiring and engaging with the consultant;</p> <p>Training issue with users. Shoring up of privacy training and annual certification; users that have not completed the recertification will be notified that they have 2 business days to complete or access will be disabled; hold special training sessions with users.</p> <p>(Tom) Request to see final report; Michelle agreed that she could provide the report with some names/details removed;</p> <p>(Karen) Have we heard back from HUD? Michelle indicated not at this point;</p> <p>(Julie) Has the report been submitted to MCAH for guidance regarding training components; Michelle indicated that MCAH will receive a copy after this meeting; Are there any other parties that will receive copies (other funders)? Michelle indicated that it was not part of the planned distribution.</p>	



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

Conclusions		
Action Items	Person Responsible	Deadline
<b>CoC Staff</b>	<b>Michelle</b>	
Discussion		
<p>Coordinator role Job Description:            (Erin) some of it appears outdated; revise language to reflect more generalized terms; some of the bullets seem awkward (consolidate some of the funding application descriptions (more general); also pull out some of the more specific language; Qualifications – there does not seem to be a minimum number of years of experience – suggestion to add 3-5 years of experience in contract administration; the CoC is a planning body and there is nothing that speaks to this; add grant-writing as skill requirement.</p> <p>Michelle – United Way has a list of places that we post; contact Wende or Emily with additional locations for posting; may go outside of this community to find the right talent – considering an outside recruiter; have already received interest in a couple of the jobs;</p> <p>Question about approval – United Way is required to gather input but not approval from the CoC Steering body; Suggestion of forming a committee for the interview process – Michelle affirmed that this would be occurring; will send out revisions for one.</p> <p>Emily is reaching out to committee chairs; Paul is reaching out to funding review committee; working on timelines and will be moving forward quickly;</p> <p>On HMIS side, HUD has identified a conflict with Jim serving; contact with Lyn Raymond in Ottawa County; (Julie) what kind of priorities and timelines are being addressed and how to we receive updates; how can the group assist? How can help to share in the work to move that forward? Lisa indicated that we are still figuring out the plan; priority is to keep us going and not miss anything; what do we need to know and Emily added that her goal is to have a conversation around what the work is that is being done, how can she be supportive and what support is needed from staff? Paul has started a timeline and has a good idea of the grant application side of things and will need support for MSHDA and for CDBG grants; have had conversations and meetings with funders and support people; will continue to report back and seek feedback from the group; (Erin) is it possible to get a list of what committees are operating and who is in the roster (not all committees have a chair, etc.); making sure we get regular feedback; question about the Cloudburst CE Evaluation and the CSH financial modeling report</p>		
Conclusions		
Action Items	Person Responsible	Deadline



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

<b>Family Shelter Waitlist</b>		<b>Nancy</b>	
Discussion			
<p>Nancy indicated 88 families on the waitlist; seven families placed in hotel stays; Nancy has been reviewing the ESP contract and has reached out to DHHS with questions for assistance and guidance. Going forward there may be ideas for this group on how to move more effectively with getting families placed;</p> <p>(Jeffrey) concerns and questioning the new funding sources and why we have not seen more movement (has not put a dent in the family waitlist); how can agencies support HAP to improve the flow and reduce the list size; Nancy indicated that she needs the true number (still in need of shelter), then seeing how to get them into shelter quickly – in that there will be some diversion work and some brainstorming to see what we can do – Nancy will be reaching out</p>			
Conclusions			
Action Items	Person Responsible	Deadline	
<b>ESG Pay for Performance</b>		<b>Wende</b>	
Discussion			
<p>Wende provided overview –</p> <p>Jeffrey distributed the most recent report of the measures; offered that members of Data Quality and Data Analysis could assist in this review and the work in this clean up; some people who have expertise (Vera) also need to have Mel Trotter in the conversation (</p>			
Conclusions			
Action Items	Person Responsible	Deadline	
<b>Homelessness Action Letter</b>			
Discussion			
<p>K-Connect is interested in presenting to this group; does this group want that?</p> <p>(Erin) – discussion as to what does this group want to do about the letter and the strategic plan; Lisa – there are two issues to discuss: one is whether individuals and organizations would want to participate in a broad convening of the housing system; the second being an overhaul and strategic plan; the two conversations are being meshed but that is not the intent; the letter was not to make this convening the strategic plan; the two issues are not intended to be one and the same; (Erin) – the CoC is to be a planning body for the homeless, shelter and perm housing placement; this body has not made that decision; Nancy indicated that she sees the K-Connect ask as a way of helping us work better together, then we can tackle the strategic plan better.</p> <p>(Jeff) unclear about what the action letter was asking for and what we will do moving forward;</p> <p>(Laurie) it would be helpful to hear what the signers of the letter intended and it would be helpful for</p>			



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

the CoC to understand the perspectives; would have been helpful if the signers had come to the Steering committee to identify the concerns and ask or suggest what may be done; engaging K-Connect is a good idea but the process was not ideal; acknowledgement that we are all part of the problem; acknowledgement that she had suggested that those executive members would resign – no longer asking for that, but would ask that those members withdraw from decision-making moving forward. (Karen) need to have an idea of what we are asking K-Connect to propose; we need to own how we invited K-Connect to the table and that process needs to be examined; conversation with K-Connect needs to be clear as to what we want (to assist with communication, to convene a large housing conversation, to help us with our strategic plan); Nancy – what they presented was their process (how they do the work they do); (Julie) keep coming back to K-Connect, but not ready to have them or any other outside facilitation to come and present because we are not sure what our ask is at this point; would like to go back to what the intent was in signing the letter and what was hoped to be accomplished; people have used the letter as a way to push their own viewpoints (in support or dissent) because the topics have never been brought up to Steering as a conversation and area of concern (why has it not come forward in the past?); Nancy indicated that the letter was intended to identify some of the challenges of the community and the things that have gone on to address the issues – some have been extremely successful and others not – intent to say “can we look at the system and build upon it?” does not say that federal funding is not working – it is essential and the work has done a lot of good for a lot of people; can we do more and better? Lauren indicated that she believes that as a community we can do more and better and is hopeful that we can rally around that idea and figure out how to make that happen; Kenya indicated that his organization was one that signed the letter; 10 years into the process that the community developed, has the vision been accomplished? Belief that we tried to complete the goals from just one sector; has seen how it has been siloed and we need to come up with a cross-system approach; integrated system to bring systems together to work and innovate; we have the means to accomplish the goals, but need multiple sectors; other sectors are open to ideas (different programs that have worked, how can we learn from them); provided personal testimony to the need and the obligation to those we serve; belief in collaboration and innovation; no intent to miscommunicate and acknowledgement that it may not have been handled the best, but let’s work together to make the work happen; (Jeffrey) appreciate the statements but feels that is it disingenuous to imply that we need a separate entity to assist in the work, when the topics have not been addressed at this table; K-Connect will convene whether the CoC participates or not; need to understand the ask; (Kenya); K-Connect has the reach to pull in other sectors; overstepped or could have been done better; (Julie) having trust is important; would like to hear from those who signed the letter why the letter was not sent to the group before it was made a public issue (Nancy) was presented with a letter and asked to support the content; was not part of the decision of where it was being sent (to the community); all have opinions about the process; have to admit that the silos have been the tone of the community for a long time; somebody finally stood up to say they want the issue put out for discussion; can we pull this together?



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

(Erin) the approach complicates how we move forward; we can recommend what we want to see, but it complicates how the process moves forward and need representation of the signers to negotiate; how can this body represent the fuller conversation?

Nancy – lets decide who wants to be part of the process

(Rebecca) see this as an opportunity; used “one Kent” as an example; conversation that was gifted to the governments and the county from various sources with a desire for a conversation around efficiency in government and it launched a conversation (encouraged to participate with recognition that each body has own process, but asked to consider the recommendations and process to consider in the individual units of government); we all have planning discussions; if K-Connect convenes a larger conversation, it is an opportunity to participate in that and use that to inform the CoC’s strategic plan; we should be going to local governments and agency boards to inform the CoC planning process (desire to listen to the community);

(Lauren) we are not doing the work perfectly; but this is an opportunity to enhance our process beyond our narrow lens; look at this in a cross-sector way to work better together;

(Tom) assume that K-Connect would talk about collective impact model; a lot of the content of the letter is not new topics, but the CoC has lacked capacity to do the things suggested by the community; a collective impact model that the CoC is part of could be a beneficial thing; how does K-Connect get engaged and pay for the process; wish it had come about differently to have fidelity to our charter; good thing to understand the model and the CoC piece in that;

(Beverly) great fall-out hurts because we have not done everything right; opportunity to take time to examine how can we integrate the assets in the community to the benefit of the community;

Wende – process point

(Julie) hope to collectively get there; how would questions be addressed; what kind of return on investment are we getting, what is the outcome of our work? Specific organizational responses to the statements that are inaccurate that is causing more friction than necessary;

(Casey) how do we move forward? Beneficial and interesting to be part of a convening to learn about collective impact; may not be able to do much for this group; we could gain valuable information by what comes from the convening (as a CoC board or as individual organization; look at extending the current strategic plan until after the convening;

(Laurie) the convening may not occur without the agreement of this group; some funders may not be interested in supporting the process without this group reaching agreement about whether that convening is desired and seen as helpful; Is there interest in moving the strategic plan forward (extending) while we have more informed conversation;

(Karen) in support of hearing from K-Connect; struggling with how they were invited in here; those sitting in leadership need to respect the rest of the body of the CoC; not drop our own internal strategic planning so we do not risk our funding streams

Do we want to hear more from K-Connect on collective impact work? (Lisa)

Question about what we would want K-Connect to do; the letter indicates that they are the ones in the community that act as the facilitator of collective impact (similar to the work of early childhood) Convene and facilitate (trained facilitators);



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

Benefit to have other people sitting alongside the CoC to help figure out how to resolve the issues, not to operate a strategic planning process or tell the CoC how to be structured or operate;

Motion: K-Connect to present to the next full membership meeting to introduce themselves and the work they do in the community to provide education around their work and their potential benefit to the community (Rebecca)(Susan) (amendment by Erin) The CoC is supportive of a comprehensive community planning process and that K-Connect is one opportunity to that end:

Passed

What is the prospective timeline for making a decision? Do we take it to the CoC and then this body votes on it or does the full CoC vote on that? (Kwan) people are saying the same responses – UL strongly thinks that the discussions have been going on (always happen from the outside) (Beverly) conversation about function and about facilitator; introduce with some insight such as” the steering committee agrees that some integrated approach makes sense and that listening to K-Connect may inform that approach; (Julie) agree that it can be helpful to give context; communication as a broad stakeholder base; big concern is that we are not talking about the dysfunction; we need to fix the dysfunction so we do not see the same thing happen again; (Alonda) the last six months have been disheartening; there is no trust; looking for leaders; (Lauren) why it would be helpful to hear K-Connect present;

Action Items	Person Responsible	Deadline

### Strategic Plan

### Wende

#### Discussion

Can we extend the strategic plan?

(Erin) if the question is being posed, evaluation of the progress of the plan then provide an opportunity for the Steering group to make a decision;

Executive look at where we are at and make recommendation to Steering;(Lisa)

(Karen) everyone needs to reflect on what happened and engage in timetables; encourage bringing in outside technical expertise to ensure we have the best possible HUD application and also to have facilitated conversation to ensure the process should look; concerns of other groups having conversation about what the CoC planning process should look like and in the interest of the full transparency, those conversation should not happen; wants conversations to be above board and on the table;

(Jeff) at executive we spoke to how to have the process;

Motion to put together a small ad hoc group to review the existing strategic plan inform the Steering group about current status (identifying members from this table now); (Jeff) (Shannon) second;



## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

Erin added that the members of the group need to be intentional to fully represent the appropriate parties; timeframe for reporting back would be in the next 30 days  
Passed

### Conclusions

Action Items	Person Responsible	Deadline

### Updates from Steering Committee [Presenter]

#### Discussion

Nancy (TSA) – asked to bring a plea to this group from Robin Acton to ask people to stay in affordable housing right now due to the lack of affordable housing in the community

### Conclusions

Action Items	Person Responsible	Deadline
Appoint Matt's seat	Executive	

### Any other Matters by Steering Committee

#### Discussion

None

### Conclusions

Action Items	Person Responsible	Deadline

### Public Comment on Any Matter

#### Discussion

Janet – MSHDA – offer suggestions; ran into similar issue with rural body; look at governance charter and get all members to vote on changes; idea with K-Connect to hear them out but them as a group establish ideas of what we would like from them and then go back to K-Connect and make the ask back to them of what we want them to do; not all communities agree on approaches but it can work; beyond K-Connect there are other groups (like Ann Arbor) who could provide some technical assistance (Tina Allen from up north)

Vera – lots of talk about opportunity; want to hear about Duty; duty to do specific work; the discussions perpetuate the issues; the duty is misunderstood; break down silos is important but the collective goal is our duty – get to that collective goal;





## Steering Council MEETING MINUTES

June 15, 2018

8:30-10:00

Ana – keep in mind that a number of people who attend the CoC meetings have not been part of these conversations; a lot of information is being sent out in various directions; there will be a lot of confusion of what is happening and what is moving forward; there needs to be trust in the steering body; that needs to be discussed at the larger CoC membership

Laurie – needs to be some context setting with the larger CoC; did the entire CoC receive the Homeless Action Letter? Could others come in and present why they sent the letter; (

### Conclusions

Action Items	Person Responsible	Deadline