Coordinated Entry Committee
MEETING MINUTES
June 4, 2019
1:00-2:30

Facilitator:	Courtney Myers-Keaton		
Meeting Attendees:	Tom Cottrell, Cathy LaPorte, Johanna Schulte, Julie Kendrick, Cheryl Schuch, Jennifer Brozowski, Heather Hughesian (for Sherri Vainavicz), Kelsey Kruis, Kari Sherman, Gayle Witham, Anna Solomon, Brian Bruce (for Alonda Trammell), Courtney Myers-Keaton, Brianne Czyzio		
Time Convened:	1:05	Time Adjourned:	2:30

Introductions	
Name, Organization, favorite ice cream	
Review of Agenda	
Review of Minutes	
Nominations	
Discussion	

Courtney did not receive any nominations for chair, vice chair, or secretary via email. She facilitated nominations from the floor for leadership positions. The committee chair will coordinate with CoC staff to develop the agenda and facilitate meetings. The vice chair assists with these responsibilities. Secretary maintains the roster and takes minutes if Brianne is not present.

Nominees:
Chair: Tom Cottrell
Vice Chair: Anna Solomon
Secretary: Catherine LaPorte

Johanna Schulte motioned that the Coordinated Entry Committee support this slate of officers. Julie Kendrick seconded. All in favor by acclamation with no dissent.

Action Items	Person Responsible	Deadline

HUD Evaluation Framework	
Discussion	

A smaller group met to discuss a framework for the evaluation of the Coordinated Entry System (CES). The group identified 6 steps:
1. Workflow Analysis
2. Checking Compliance (Federal & State)
3. Policy and Procedure Review
4. Partner Feedback
5. Client and Consumer Feedback
6. Review of Findings

Since this is the first year this committee is taking this on, they wanted to get feedback on the current state of the system. This framework is not a plan for years going forward. The timeline fits with the CoC Program Application due date. The application is due to HUD in August or September. Salvation Army cannot be part of this evaluation due to conflict of interest, though they can provide information as needed. Courtney recommends that a subgroup meet at least every other week over the summer and provide updates to the larger group. Any individual that wants to be part of this workgroup is welcome. Currently, there are no structure around any of these steps, but some are self-explanatory. For this application, the committee will ensure that our policies are what HUD says they need to be. The review of findings will look at the absence of things, not the adherence to policies. If there is a disparity between CES policy and CES practice, it is unlikely this will hurt the community's score.

The first step is looking at what the community is currently doing on a client-level. This will be compared to policies and procedures later in the process. The client and consumer feedback will be used to inform the redesign of the policies and procedures. There have been conversations around compensation for client/consumer input and finding funding sources to support this. There is some feedback available from HAP and other agencies. The group could ask for organizations engaged with the CES to share any feedback they collect. CoC staff will put an ask out to Steering Council and the full CoC to request representatives to help with this process. It is important to make sure that people are already involved with the CES so there is no a huge learning curve for participants. In addition, the ask will go out to the consumer action boards specifically to the consumer/client feedback. It is also important to think about organizations who do not receive referrals from HAP in the conversation because they are often the first access point. If you are interested, please connect with Courtney. Thank you to HAP staff for being willing to go through this process.

There has been discussion around when and where the VI-SPDAT is done, and concern that this assessment is being done multiple times with individuals. The state is requiring all agencies receiving ESP dollars to do the VI-SPDAT. This change may have to occur sooner rather than later. If agencies are told by an official representative that they need to make a change, they should make this change. However, this will not be reflected in the policies in procedures until a later date.

GARDEN:
- VI-SPDAT
- Grievance Policy.
- If a referral was denied from CE entity, need to have a justified reason in writing.

Action Items	Person Responsible	Deadline
Ask for representatives to help with the evaluation process from Steering Council and full CoC.	CoC Staff	
HAP Presentation		
Discussion		
The goal of this presentation is to understand how the CES is working as compared to how it is written. How it is written:		

1. Access. The community has decided upon a centralized intake system. 211 assesses a household's needs. Referral and outreach agencies determine homelessness status and refer homeless households to HAP.
2. Assessment. HAP does the VI-SPDAT for households referred to them and walk-ins. Households with 5+ or less than 5 with extenuating circumstances are schedule to complete a SPDAT.
3. Prioritization. Housing Prioritization List (HPL) is maintained with referrals for RRH and PSH.
4. Referral. HAP maintains a directory of housing resources, list of affordable and subsidized housing, and a list of vacancies. Referrals are made from the HPL. Household referrals are client-led. HAP assists with a warm transfer to the next agency.

In Practice:
1. Access. HARA staffs an on-call position. Callers are upset that they were redirected to HAP. Clients complain that HAP's location is "way out there". Call wait times can be an issue during busy times.
2. Assessment. They try to use progressive assessment and screen for diversion, shelter, and prevention resources if eligible. Outreach staff meet people where they are in the field.
3. Prioritization. Households with SPDAT scores below 10 or 11 are left without access to resources due to lack of resources. Updating the HPL is not trauma-focused or client-centers. The community needs to focus on what can be done for those on the waitlist to help self-resolve.
4. Referral. Referral agencies are limited to 5 spots per program per Monday. This and other policies were implemented as a tool to manage flow at HAP. Shelter openings are updated daily; prevention and diversion are on a first-come first-serve basis.

The housing resource list is a master spreadsheet with lists of eligibility and number of spots open. PSH Case Conferencing, Fulton Manor, other projects are done more in real time. There is no policy and procedure in place for this process.

SPDAT is happening during the literal assessment, on the phone. This is not best practice. There is the opportunity to implement best practice, trauma-informed practices around the SPDAT after the evaluation is done. This was done in the past, but HAP could not see the SPDAT scores in HMIS based on visibility and cannot use the numbers to update their HPL. Salvation Army will go through the pre-screening process at the next meeting.

Action Items	Person Responsible	Deadline
Review pre-screening process at the July meeting.	Salvation Army	
Timeline For Activities		
Discussion		
The goal is to have evaluation as this group's focus for a few months because it needs to be completed. Once this is done, the review of findings will be used to determine the community's policy and procedures moving forward. Once the policies and procedures are determined, they will be presented to Steering Council and the full CoC for adoption.		
Action Items	Person Responsible	Deadline
Urgent Matters Related to CE		

Discussion
When callers have complaints regarding decisions made, what is our grievance procedure or appeals process specific to CES? The CoC does not have a grievance policy, they use HWMUW's policy when needed. Agencies have individual policies. HUD may have guidance on a grievance policy. If there is a relationship between agencies, communication is very helpful in resolving issues. In the past, there was a way to track when someone was referred and then did not show up or refused a resource.

Action Items	Person Responsible	Deadline
Upload historic policies and procedures to Basecamp	CoC Staff	

July Meeting	

Discussion
The July meeting will be on Tuesday, July 30th from 1-2:30 at United Way. If needed, the group can schedule an August meeting to review the evaluation.

Action Items	Person Responsible	Deadline

Agency Updates	

Discussion
Family Promise has seen an increase in families calling in need of shelter. This is a general trend seen each summer. They are coming close to maxed out in the Fulton Manor space and are out of hotel dollars from the state. They are working with HAP and Courtney to identify extra funding sources. They will likely need a waitlist again at some point in June. Cheryl Schuch asked that attendees bring the ask for additional private funding to their agency's leadership. The CoC is hosting *Owned: A Tale of Two Americas* film screening and panel discussion tonight at GVSU's Loosemore Auditorium from 6-8:00pm.

Action Items	Person Responsible	Deadline