



Coordinated Entry Committee MEETING MINUTES

October 31, 2019

9:00-10:30

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| Facilitator: | Tom Cottrell | | |
| Meeting Attendees: | Marie P, Lauren Cross, Marissa Lee, Erin Banchoff, Johanna Schulte, Cathy LaPorte, Sam Pennington, Gayle Witham, Ebony Cross, Sherri Vainavicz, Veronica Arvizu, Brian Bruce, Victoria Sluga, Cheryl Schuch, Tom Cottrell, Anna Solomon, Kwan McEwen (phone), Kari Sherman (phone), Dave Gantz, Courtney Myers-Keaton, Brianne Czyzio Robach | | |
| Time Convened: | 9:04 | Time Adjourned: | 10:37 |

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| Introductions | | | |
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| Approval of Agenda | | October 31, 2019 | |
| Motion by: | Johanna | Support from: | Victoria |
| Discussion | | | |
| Amendments | Remove item 4. DV and veterans can present today if time allows. | | |
| Conclusion | All in favor by acclamation with no dissent | | |
| Approval of Minutes | | September 17, 2019 | |
| Motion by: | Cheryl | Support from: | Victoria |
| Discussion | | | |
| Amendments | Anna is the representative for the DV presentation, not Tom | | |
| Conclusion | All in favor by acclamation with no dissent | | |
| Coordinated Entry for Families | | | |
| Discussion | | | |
| <p>Cheryl and Cathy overviewed the flow for families entering and moving through the system. Families with need for housing assistance often call 2-1-1, HAP, or the diversion team partners. 2-1-1 screens to see if a family is homeless and refers to HAP if needed. Through diversion partners and HAP, families go through a diversion conversation. As a result of these conversions, several things may happen:</p> <ol style="list-style-type: none"> 1. This conversation may allow families to see a solution 2. Staff may determine that they can help mediate or resolve a place that is safe for the family to stay. A diversion team member will work with these families to provide support. Most of these families do not enter back to the shelter system. 3. Staff may determine that the family is in need of shelter. Family goes to shelter and does the VI-SPDAT. If shelter is not available, the family goes onto shelter waitlist. Some case management happens for families on the waitlist. <p>If families access shelter, their information goes to HAP for prioritization and eligibility. Prioritization is based on the VI-SPDAT score from the HAP intake. Families are added to the HPL if applicable. If community agencies have spots available, they notify HAP. HAP refers a family to a resource based on funding requirements, VI-SPDAT score, and length of time homeless. Agency relationships have been key in connecting with families.</p> | | | |



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Shelter waitlist: families on the waitlist have gone through the diversion conversation. Shelter waitlist is chronological. Staff can see the shelter waitlist and are calling and providing resources if needed. Families on the waitlist have a VI-SPDAT done initially at HAP on the phone.

Prevention Resources: as resources become available, agencies notify HAP. Category 2 resources are first-come first-serve depending on when resources are available. There is no waitlist. There are additional eligibility pieces depending on the funding source. These families may also have a diversion conversation. This includes the 61st District Court Eviction Prevention program.

Case conferencing triage meeting: this is one idea that may be used in the future. Other communities use this method to go through their HPL, identify resources, and who may connect to those resources. Dwelling Place has done something similar with PSH units. The decision would be based on HMIS and the HPL and funding requirements. Agencies can be trained as a SOAR provider for children.

Diversion:

This is structured around diverting a family from entering the system and accessing shelter. Most families who call are already identifying that they need shelter. If diversion workers are not able to identify a safe place, then they are referred to shelter. Diversion conversations also happen in shelter every time there is a case management meeting. Staff frequently exits from shelter to a diverted location.

If HAP has an opening for diversion, they go through diversion with the family. If not, service providers are notified of any family that would benefit from a diversion conversation. At HAP, families either do the literal assessment or have the diversion conversation. If a family is diverted, they are not assessed. Diversion partners are able to go back to HAP and ask them to do an assessment if needed. Families are not required to go to shelter, but many families do not have a safe place to stay so they are requesting to access shelter. Families also may choose to stay elsewhere until a resource is available. Families may also stay in shelter (55 days average in 2018) until a housing resource is available. The Coordinated Entry report would be helpful for the committee to see flow through the system. This will become a standing agenda item.

Cheryl noted that additional problem-solving conversations and resources on either end of the system, will help manage the flow through the system. She indicated that currently more than 90% of families exit to a positive or permanent resource. Only about 17% are exiting to a housing resource. Agencies track data on exits based on an exit conversation, not necessarily through long-term follow-up. Through 61st District program, they are starting to see recidivism for previous housing resources. These families are not necessarily re-entering the shelter or RRH system. There are additional data points that are important to add to address whether families are coming back into the system some way.

All families on the waitlist are category 1 and should receive an assessment from HAP. Category 1 or 2 is not determined by where an individual or family stayed the night before. If they are presenting as homeless, they are category 1.



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HPL Management:

In the past, people were added to the list and stayed on the list indefinitely. Now, in exception to chronic, veterans and youth, individuals and families who are on the list for more than 90 days are removed. If they call back, they are added back to the list and may be reassessed. HAP staff encourage people to call back in 90 days if their situation is the same. They also encourage families/ individuals to go through the HCV process. HAP staff indicates to consumers that the list does not ensure that they will be connected to a resource.

VI-SPDAT:

Shelters are required to do VI-SPDATs for ESP funding. HAP also has to do VI-SPDATs for HUD funding. Currently, the HAP score is the one that is used for addition to the HPL. However, the tool is meant to be done at shelter to get the most accurate information. VI-SPDAT scores from shelter are typically much higher. By using the HAP score, families are prioritized at a lower rate. This has been an ongoing conversation as to who has the power to decide to institute this change. The change would have to include a conversation around decentralizing the intake process. There would still be a central intake, but with additional ways to receive an assessment. All agencies administering the VI-SPDAT would need to have quarterly equalization trainings. Side doors in the referral system are problematic if providers are not connecting resources to the CE system as a whole. Cathy indicated that HAP wants to trust in frontline staff and community partner to take updated VI-SPDAT numbers to change eligibility/priority for the HPL.

To institute this change, this committee would have to vote on it as a committee and announce the vote ahead of time. This would require serious rewrites of the CE Policies and Procedures. Then, it would have to likely be brought to Steering. Cheryl recommended that the committee have a conversation around how decisions to change policies and procedures are made.

With Community Rebuilder's My Housing Connect, it may help divert category 2 families from coming into the system which will ultimately help divert the number of category 1 families entering the system.

| Action Items | Person Responsible | Deadline |
|--|--------------------|----------|
| Create flowchart for category 2 families | Cathy LaPorte | |
| Create flowchart for general flow through HAP | Cathy LaPorte | |
| Update family flowchart and share with group | Cheryl Schuch | |
| Add Coordinated Entry Report as a standing agenda item | Brianne Robach | |

Updates

Discussion

Updates:

Dave asked about the status of the Grand Rapids Housing Commission's waitlist. Genesis has to go through the Housing Commission to fill open spaces and they are having trouble reaching families on the waitlist. No one was in attendance from GRHC, but this is an important conversation.

Garden:

- VI-SPDAT. If there is more than 1 score, which one is used for the HPL?



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- Category 2 flow
- Flow/list of housing resources in the community
- Diversion for category 2
- Definition of permanency. What does it look like in the bigger picture if permanent isn't actually permanent?
- Where does category 3 fit into these conversations?
- Suggestion to create an ideal-state flowchart for each population.

November Agenda:

- Discuss language to present to Steering recognizing that policy and procedure will likely change over time. Determine process for making changes to policy as needed. If we are stuck by saying that policy and procedure must be perfect, we will not be able to make changes at all.
- Community Rebuilders presentation – there is a vision/conversation around how the number of families entering CE change once this program is implemented. There will still be a crossflow. Perhaps the presentation can envision how agencies can fit into this space and connect so that resources are available to all who enter the system. This system will likely not meet all emergent needs but could be an enhanced system.
- Population specific presentations: Anna will present the flow through the DV system.