



Grand Rapids/Wyoming/Kent County – MI 506  
Continuum of Care Membership Meeting Agenda  
December 17, 2020 □ 9:30-11:00 am □ Zoom Meeting link:

<https://us02web.zoom.us/j/83423191762?pwd=MXVac1BScEM1RFRxRGJGTFRhQjRwdz09>

Or dial +1 929 205 6099 Meeting ID: 834 2319 1762, Passcode: 205714

1. Call to Order
2. Approval of October 22, 2020 Minutes\*
3. Steering Council Elections\*
4. Community Solutions – Built for Zero Presentation\*
5. CoC Updates
  - a. Winter Planning and Response
  - b. January PIT Count Update
  - c. Funding Updates
  - d. CoC Committee Updates
  - e. Strategic Plan: Review and Update for Upcoming Process
  - f. Data Reports: Shelter Counts, Q3 2020 CE Report, CE Calls
6. Breakout Groups: Increasing Participation of those with Lived Experience
7. Community Partner Announcements and Updates
8. Adjournment
  - a. Next Meeting: Thursday, February 25<sup>th</sup>, 2020

**CoC 2021 Calendar: All Meetings - 9:30 to 11:00 am**

February 25<sup>th</sup>

April 22<sup>nd</sup>

June 24<sup>th</sup>

August 26<sup>th</sup>

October 28<sup>th</sup>

December 16<sup>th</sup> – *third Thursday*

*\*indicates potential action item*



## CoC MEMBER MEETING MEETING MINUTES - **DRAFT**

October 22, 2020

9:30-11:00am

Facilitator:	Casey Gordon		
Meeting Attendees:	<p>Casey Gordon (Kent ISD), Trenessa Allen (GRHC), Wanda Couch (GRHC), John Wynbeek (Genesis), Julie Kendrick (Degage), Sherrie Gillespie (KCCA), Adrienne Goodstal (Mel Trotter), Alisa White (LINC UP), Berniz Terpstra (ICCF), Catherine Landers (North Kent Connect), Chris Romero (Home Repair Services), Dan Lee, Dreyson Byker (community member), Elianna (NOBL), Elizabeth Stoddard (Fair Housing Center), Emily O'Brien (Salvation Army), Gayle Witham (VA), Hattie Tinney (GRHC), Jeffrey King (Community Rebuilders), Jenn Boerman (GRHC), Jim McCormick (network180), Johanna Schulte (City of Grand Rapids), Jose Capeles (GRHC), Kathy Besaw (Genesis), Katie VanHevel (Alternative Directions), Laura St. Louis (Disability Advocates), Lauren VanKeulen (AYA), Leora Bain (GLIDE), Maureen Kirkwood (HealthNet), Niki Perkins (Access), Patrick Buhay (Community Rebuilders), Stacy Madden (Kent County Emergency Management), Stephanie Brock-Knoper (City of Wyoming), Stephanie Gingerich (LINC UP), Tammy Britton (City of Grand Rapids), Tom Cottrell (YWCA), Tyler Kregel (Mel Trotter), Victoria Sluga (Pine Rest), Wende Randall (ENTF), Anna Solomon (Safe Haven), Lisa Cruden (Family Promise), Tammy Yeomans (Kent RICC), Dave Gantz (Pine Rest), Kaelin Hopson (VOA), Karen Tjapkes (Legal Aid), Lindsey DeShetler (Salvation Army), Alisha Pennington (MDHHS)</p> <p><u>Staff:</u> Courtney Myers-Keaton, Brianne Czyzio Robach</p>		
Time Convened:	9:35	Time Adjourned:	10:55

<b>Approval of Minutes</b>		<b>August 27, 2020</b>	
Motion by:	Tom Cottrell	Support from:	Elizabeth Stoddard
Discussion			
Amendments	None.		
Conclusion	All in favor, motion passes		
<b>Strategic Priorities and Goals</b>			
Discussion			
<p>Strategic priorities and goals were previously approved by this body through April 2020. The plan was to have new proposed strategic plan to implement this past spring, but the timeline changed due to the pandemic. Steering Council is suggesting that Coalition adopt with a new set of strategic priorities and goals as the strategic planning process moves forward. Courtney Myers-Keaton presented recommended priorities and goals to the group.</p> <p><b>Sherri Vainavicz moved to adopt these strategic priorities and goals until a new strategic plan is in place. Tom Cottrell provided a second. Motion passes.</b></p>			
Action Items	Person Responsible	Deadline	
<b>Governance Charter</b>			
Discussion			



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Suggested amendments to the Governance Charter were approved by Steering Council. Changes include: updating coordinated “assessment” to coordinated “entry” and updating language to clarify action board representation.

**Tom Cottrell moved that Coalition/CoC ratify governance charter as amended. Maureen Kirkwood supported. Motion passes.**

Action Items	Person Responsible	Deadline

**Grand Rapids Housing Commission Mainstream Voucher Program**

Discussion

Trenessa Allen and Jose Capeles were in attendance to share more about the Grand Rapids Housing Commission’s mainstream voucher program. This program operates similar to their section 8 program and provides vouchers to individuals and families, ages 18-61, with a disability.

Community partners can help identify participants for this program and assist with completing and submitting an application packet at <https://grhc.apply4housing.com/>. When submitting, agencies should enter the code “MS5R” at the bottom to identify household as a mainstream applicant. Agencies should submit the application on behalf of their client, not share code with clients. Once the application is complete, clients will receive an eligibility packet. Agencies can check-in on the status of an application with Trenessa ([tallen@grhousing.org](mailto:tallen@grhousing.org)).

If clients are not receiving SSI/SSDI, they will be required to get a disability verification. GRHC currently has about 70 vouchers available and anticipate more will be available soon. They will keep the CoC updated with new if more opportunities

Connect with Trenessa Allen ([tallen@grhousing.org](mailto:tallen@grhousing.org)) if you have any questions about this program.

Action Items	Person Responsible	Deadline

**Isolation Update**

Discussion

Over the past few months, have been a lot of discussions around isolation for those experiencing homelessness and/or unable to safely isolate on their own. Kent County has contracted with a local hotel who will serve as a site for isolation for the next 6 months. A plan is in place for security and wellness services at the location. Conversations around the referral process are ongoing.

Action Items	Person Responsible	Deadline

**MSHDA Eviction Diversion Updates**

Discussion

Earlier today, HAP reported that they have served 244 households so far with this program and have expended about \$820,000. They seem to be on target to expend their funds within the allocated timeframe.



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There are income eligibility guidelines and a cap on the assistance amount based on AMI. Additional funds are available from Kent County to address a gap if needed. Clients should apply for this program upon receiving a 7-day notice. Community members should contact 2-1-1 for assistance with the application. After an application is submitted, clients are provided list of required documents. Documents can be sent via email or dropped off at Salvation Army’s Fulton/Fuller office.

The team has implemented landlord outreach to encourage the issuing of 7-day notices and completing an application prior to going to court. With questions, contact Cathy LaPorte ([Catherine.laporte@usc.salvationarmy.org](mailto:Catherine.laporte@usc.salvationarmy.org)).

**CoC Updates**

Discussion

Data Reports

- Summer Pilot Unsheltered Count – the Outreach Workgroup and Homeless Outreach Team conducted a count geographically-targeted to the City of Grand Rapids the night of September 23<sup>rd</sup>. The data collected cannot be used as baseline data but will help plan for winter given the pandemic and reduced shelter capacity due to distancing. 156 individuals counted, 48 identified that they plan to stay in shelter over the winter. The outreach workgroup discussed conducting a summer count in the future, likely every other year to reduce over-surveying
- Shelter Counts: staff have been tracking emergency shelter numbers since mid-March. Since then, there has been an increase in the number of families staying in shelter. This is likely influenced by an increase in the availability of hotel vouchers for families, increasing capacity.
- Coordinated Entry Flow: staff have also monitoring referral and call volume at HAP. Call volume increased towards the end of the summer, likely due to the lifting of the eviction moratorium and the beginning of the Eviction Diversion program. Jeffrey King asked if this included referrals to other programs including CDBG, ‘other permanent housing resources (OPH)’, and supportive solutions. He noted that Community Builders has seen a number of large referrals to supportive solutions and has been able to resolve many households experiencing a housing crisis. CoC Staff will work with HAP to update reports moving forward.

Coordinated Entry Policies

Updated policies were recently approved by the Coordinated Entry (CE) Committee and Steering Council. The policies have been updated to ensure compliance with HUD requirements. Tom Cottrell, chair of the CE Committee noted that processes will be documented separately from policies. The committee is looking at policy document as stable whereas processes and procedures will change as opportunities, resources, and the community change. The CE Committee has discussing which changes are needed in in the CE system, with the goal of implementing changes by December 15<sup>th</sup>. to implement these policies. If you are interested in joining these conversations, the next CE Committee meeting next Tuesday (10/27) at 1:00pm.

Strategic Planning Update

The CoC recently released an [RFQ for a strategic planning process](#). The current timeline has the planning process beginning in early December. The RFQ can be shared widely.



## CoC MEMBER MEETING MEETING MINUTES - DRAFT

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9:30-11:00am

### Financial Monitoring

In the next few weeks, staff will be sending email asking for an eLOCCS screenshot of current expenditures to ensure project spending is on track. There has not been an update from HUD on the CoC Program Competition, staff will provide information as it becomes available.

### Dashboard Review

[A dashboard is available on the CoC's website](#). Data can be compared on a quarterly basis and staff are hoping to add annualized comparisons to the dashboard. Questions/thoughts/observations can be sent to Courtney ([cmymers-keaton@hwmuw.org](mailto:cmymers-keaton@hwmuw.org))

Action Items	Person Responsible	Deadline
Update coordinated entry flow reports to include all referrals	CoC and HAP staff	

### **Organizational Announcements and Updates**

#### Discussion

- Leora Bain introduced herself and her organization, Guiding Life to Independence through Development and Education. They are an up and coming homelessness resource agency in the Kent County area.
- Degage has their annual coat sale next week Wednesday and Thursday. Sign-ups are available this week and next week Monday and Tuesday in the Life Enrichment Center.
- Kaelin Hopson introduced themselves as the new service coordinator at Volunteers of America
- Neighbors of Belknap Lookout – Elianna introduced herself and asked for agencies to connect if they are interested in connecting with neighborhood organizations at [noblgr@gmail.com](mailto:noblgr@gmail.com)
- Nominations – the Nominations committee will be meeting soon to discuss the process for nominating and electing Steering Council members. Please begin thinking about who may be a good fit to serve on this board. Contact CoC staff with any questions.

### **Adjourn**

Motion by: Tom Cottrell

Support from: Kaelin Hopson



## Grand Rapids/Wyoming/Kent County CoC – MI 506 Committee Reporting – November and December 2020

### **Coordinated Entry Committee –**

Coordinated Entry Committee will have met formally 3 times since the last Steering Committee meeting, with the primary focus of solidifying a revised engagement strategy for households. The committee has reviewed the Community Housing Connect (CHC) tool over several meetings to better understand its utility, and also what it does not do. The goal of the tool is to assess household need and prioritize connections to a Housing Solutions Specialist, not to prioritize the allocation of resources. Housing resources will be managed through dynamic prioritization which will connect consumers to available resources based on individual need and community priority. Similar to the process previously used for Veterans and is currently being used for the funds allocated to those encamped in Monroe Center.

This new model hinges on the availability of Solution Specialists, the maintenance of a resource spread sheet and the use of system case conferencing. The solution specialist positions and the CHC tool are developed (by Community Rebuilders), and the CE team is reviewing the structure of a system-wide case conference model. Thus far, Community Rebuilders has had sufficient capacity within the solutions specialist staffing to manage demand, but this new protocol, although available, has not formally been rolled out. Other organizations will have solutions specialists trained by Community Rebuilders as well to meet consumer demand. The current plan is to utilize this process for families experiencing homelessness initially, and then expand to singles. A Veteran's system wide case conference model has previously been used with success and a similar model is being explored for those providing family services. The resource spread sheet is also developed, but will heavily rely on individual organizations to remain accurate and populated.

The CE team also has reviewed the 24 hour responsiveness of the entry system through the "after-hours" plan. Currently the mechanism is in place to conduct the CHC in multiple locations and over the phone and link households in emergent need to the after-hours Solution Specialist. Yet to be established is the staffing for this rotating role. We continue to seek clarity on this and get commitment from organizations.

The CE had hoped that the new protocols would be in place by mid-December. Implementation is always more complex than anticipated, so deadlines are still considered soft.

### **Data Analysis Committee –**

Following the recent release of the Bowen housing needs study, the committee has looked at potential ways to estimate homelessness system needs to add to that information. The DA committee met in November to finish its review of system needs projections based on a 2015 model, concluding that the model was largely based on assumptions that are difficult to support, and that it would not be of much help to inform the work. The DA committee also solidified a quarterly and annual data review format involving Coordinated Entry, SPM, HIC (annual), and any other reliably available data. Future meetings will review analysis tools and available data related to diversity, equity and inclusion.



**Grand Rapids/Wyoming/Kent County CoC – MI 506  
Committee Reporting – November and December 2020**

**Ending Veterans Homelessness & Veterans Action Board** (combined as currently there is overlap) –

- Veteran families are able to access Supported Solutions through Community Housing Connect via [communityhousingconnect.org](http://communityhousingconnect.org).
- EVHC members were able to commit to serve on workgroups. Workgroups are meeting this month and will report monthly to the larger EVHC committee.
- The Veteran Action Board is accepting applications for new members and will begin interviewing prospective members this quarter.
- A new VA Grant and Per Diem project started on 10/1/2020. Veterans are offered safe and affordable housing units within the community that are immediately ready for occupancy. Veterans will receive an array of supportive services while in the unit aimed at empowering the Veteran to assume the lease and full responsibility for the unit at the end of services. The Veteran remains in place and services end within a 6-12 month timeframe. At that time the lease will transition into the Veteran's name with the full rights and obligations of tenancy.

**HMIS Data Quality** –

The group connected virtually in October. Topics included HMIS updates, reporting deliverables, and data quality issues.

**Outreach Workgroup** –

The Outreach Workgroup continues to reach out to those in our community most at risk. We completed the Grand Rapids City Count Pilot which help provide valuable info during these unique times. Currently, we have been working Monroe Center Project with Community Rebuilder's and the HOT team. The project has been moving forward for approximately four weeks now.

**Youth Action Board** – Not currently meeting due to COVID-19

**Youth Committee** –

- Youth Homelessness Awareness: This project received a Neighborhood Match Fund grant to do a social media awareness campaign in November to align with Youth Homelessness Awareness Month.
- Homeless Outreach Team: WMCAT completed outreach and collaboration meetings with the GR HOT. Still seeking questions around purpose/roles of GR HOT and other community organizations.
- Youth Functional Zero: As of the end of October there are 21 youth in shelter and 61 youth reporting unsheltered homelessness on the by-name list.