



## CoC MEMBER MEETING MEETING MINUTES

August 24, 2017

9:30-11:00am

Facilitator:	Karen Tjapkes		
Meeting Attendees:	Karen Tjapkes (Legal Aid), Shannon Bass (Community Member), Michael Towns (Senior Neighbors), Marcia Patrick (Senior Neighbors), Steven Wanel (Volunteers of America), Brandon Frierson (Volunteers of America), Tom Feeney (Fosters Forward), Marolyn Villalobos (ACSET), Tammy Yeomans (Community Member), Wende Randall (ENTF), Kwan McEwen (GRUL), Kim Brown (GRUL), Maria Moreno-Reyes (GRUL), Felicia Clay (GRHC), Tom Cottrell (YWCA), Trenessa Allen (GRHC), Johannah Jelks (GRHC), Laura Oesch (GRCH), Wanda Couch (GRHC), Holly Wilson (Safe Haven Ministries), Casey Gorden (Kent ISD), Sarah Westoby (Safe Haven), Jeffrey King (Community Rebuilders), Tara Aday (Safe Haven), Siobahn Johnson (TSA), Quiana Thompson (TSA), Christina Soulard (TSA), Johanna Schulte (City of Grand Rapids), Chris Romero (Home Repair Services), Deborah Armstrong (ICCF), Emily O'Brien (TSA), Sheena Threatt (True Worth), Darrell Singleton II (Kent Co. Community Development), Emily Stroka (Kent Co. Housing Commission), Emily Schichtel (united Way), Jennifer Grostic (Degage Ministries), Denise Price (Reliance CCP), Erin Crison (Well House), Jean Olds (Well House), Johnny Melendez (Health Net West MI), Shandra Steininger (HQ), Amanda Sterzick (Family Promise), Lisa Cruden (Family Promise), Adrienne Goodstal (Mel Trotter), John Wynbeek (Genesis), Karen Leppok (AAAWM), Molly Wiersma (Family Promise), Jim Talen (HMIS), Sierra Salaam (HMIS), Jesica Vail (CoC), Bree Butler (CoC)		
Time Convened:	9:36 am	Time Adjourned:	11:01am

<b>Approval of Minutes</b>		<b>June 22, 2017</b>	
Motion by:	Tom Cottrell	Support from:	Christina Soulard
Discussion	None		
Amendments	None		
Conclusion	Motion Passed		
<b>What Does Trauma Informed Care Really Mean? – Working with Survivors or Domestic Violence</b>		<b>Tom Cottrell, YWCA</b>	
Discussion			
<p>This presentation is a brief version of a two-hour training session that covers what trauma informed care is and how to work with survivors of domestic violence.</p> <p>Trauma and Trauma Informed Care mean very specific things. Being trauma informed means appreciating the fact that an individual who has experienced a trauma has an altered world view. Trauma is a biological process, not an event. Trauma is how our brains manage an event, and form neural paths to protect us in the future. Trauma potentially occurs when someone has faced a life-threatening event or what is perceived as a life threatening event. It can also occur during a threat to the integrity of self or others. The second definition fits children much better since their perception of life and death is different than that of adults.</p>			



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The brain works differently when under the effects of horror experienced by trauma and the normal capacity to cope with trauma is exhausted. When this happens the protective mechanism “fight or flight” will take over. During this response, the brain doesn’t process thought and pain and emotions are lessened. Trauma causes the entire brain to link a fight or flight response to sensory input. In children this response is more global, adults may have better coping skills and therefore the threat definition will be narrower.

Most people don’t understand what is happening when they are having a trauma reaction but there is no present danger, all they know is they are experiencing anxiety and fear. In this situation individuals may make explanations for these feelings that is trying to put an intellectual justification for why their body is reacting the way it is. This can impact the relationship between organizations and people in need who have experienced trauma. It is important to remember that an organization may be seen as a threat by people who have experienced trauma. This is important to remember when working with survivors of trauma and trying to build a collaborative relationship.

Because the symptoms of Post-Traumatic Stress Disorder (PTSD) can include social withdrawal and not retaining memory, this poses unique challenges for agencies serving survivors of trauma. Understanding the service relationship: positive relationships that emphasize value and collaboration is one way to correct trauma. Agencies need to provide a nurturing and caring environment when one comes into an agency for services. This can be a very difficult goal to achieve, being trauma informed means that agency staff needs to be empathic and this can be draining for staff. Therefore, it is recommended to have support for staff to help alleviate emotional exhaustion.

### Conclusions

Two-hour training sessions about this topic are offered three times a year through the YWCA, please contact Tom Cottrell for more information.

### Data Update

Jesica Vail

### Discussion

#### a. Point in Time Count

There have been increased efforts in the last 5 years to work with shelters, emergency shelter providers, and transitional housing agencies to ensure a more accurate count. A few ways to ensure a correct count is to engage with people who have had training in outreach work and an expertise for engaging with the community to go out and collect information on PIT day. Also helpful is a lot of work in preparation and finding the best locations to use to get an accurate count.

#### b. System Performance Measures

The Data Analysis Committee spends their time and meetings going over each point of the System Performance Measures and how to improve them.

Measure 1. The number went up for total persons in Emergency Shelter during the year 2015-2016 but the average stay time did go down.

Measure 2. Decrease by 17% by Street Outreach for return to homelessness. For ES & PH, return to homelessness went up by 1% and 4% respectively.

Measure 3.1 Increased efforts in achieving an accurate PIT count have meant that the number of counted has gone up.

Measure 3.2 The number of individuals in TH went down, but the number of total unduplicated sheltered persons went up. There was no change in the number of those in emergency shelter.



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Measure 4. Cash Income Stayers are those who stayed in the housing program, their income did not increase. Leavers are those who left the program, their cash income wasn't increased but there was an increase in their employment income at exit.

Measure 5. There was a 2% increase in first time homeless. For this measure, we want the number to go down the but percentage to go up because ultimately you want all individuals experiencing homelessness served to be first time experiencing homelessness, ensuring the goal that homelessness is a one-time experience.

Measure 5.2. This measure is the same as 5.1 but with PH added.

Measure 7. This covers how many exits to permanent housing. Exits from ES, TH, RRH went down by 1%. Exits from Street Outreach to temporary, some institutional, or PH went up 1%. Successful exits to or retention in PH is down 1%. In the future, a system wide implementation for this measure that separates based on ES, TH, RRH may be helpful.

<b>Funding Updates</b>	<b>Jesica Vail</b>
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Discussion
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Currently the HUD application is open. This is a national competition for funding and needs to be reapplied for by CoCs every year. If scores are not good, there is the potential to lose funding. The Grand Rapids CoC receives about \$5.5 million from HUD each grant year towards the goal of ending homelessness. If the community scores well enough, there is the potential to cover bonus projects on top of regular projects. The HUD application will be posted online and comments can be made, there will be a future email sent out to the CoC members regarding this. MSHDA ESG is also currently being completed. There are three parts to this application. Parts 1 and 2 are finished and part 3 will be completed soon. This year there was a pay for performance feature where more money can be earned for a score of 5. The Grand Rapids CoC was able to earn this bonus. MI DHHS just finished their ESP allocations, funding is primarily for shelters but has been opened up for additional funding for the first time this year. Award notices have been sent out and the official list of awardees will be shared in the future once it is received.

<b>Updates from Members</b>	
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Discussion
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NPR has a podcast called 1A that has a recent episode on HUD. The podcase is titled "Keeping House at HUD, Preparing for the Big One". The pod cast can be found at this link: <http://www.npr.org/podcasts/510316/1a>

Currently regarding HUD funding, large budget cuts have not been talked about to CoC dollars but budget cuts have been talked about to home funds. Home funds cover more than 200 households a year in Grand Rapids. CDBG also is being talked about for cuts and those funds supply administration costs.

<b>Adjourn</b>
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Motion by:	Shannon Bass	Support from:	Tom Cottrell
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