STEERING COUNCIL
MEETING MINUTES
December 14, 2018
8:30-10:30

Facilitator:	Lisa Cruden		
Meeting Attendees:	Lisa Cruden, Nancy Oliver, Tom Cottrell, Casey Gordon, Adrienne Goodstal, Erin Banchoff, Julie Cnossen, Jeff King, Laurie Craft, Brianna Lispcomb, Kenya Brown, Beverly Ryskamp (via phone for the beginning) Community Members: Elizabeth Stoddard (incoming steering member), Dreyson Byker, Katie Hop, Amber Troupe, Emily Schichtel, Laurie Beard, Shandra Steininger, Ryan VerWys, Mary McGhee, Kendra Avila, Mark Woltman, Michelle VanDyke (phone) Staff: Wende Randall, Courtney Myers-Keaton, Brianne Czyzio		
Time Convened:	8:35	Time Adjourned:	10:40

Approval of Agenda		**December 14, 2018**	
Motion by:	Tom	Support from:	Adrienne
Discussion	Lisa suggested moving KConnect to the end of the agenda as Mark will be late.		
Amendments	KConnect was moved to item 14.		
Conclusion	All in favor by acclamation with no dissent		
Approval of Minutes		**From November 16, 2018**	
Motion by:	Tom	Support from:	Adrienne
Discussion			
Amendments			
Conclusion	All in favor by acclamation with no dissent		
Approval of Consent Agenda		**December 14, 2018**	
Motion by:	Laurie	Support from:	Tom
Discussion			
Amendments			
Conclusion	All in favor by acclamation with no dissent		
Shelter Diversion Update		**Lisa Cruden**	
Discussion			

Lisa shared that the data from this year's pilot was given to an evaluator. About 230 families were able to be diverted. And about 91% have not gone into shelter after the diversion service was provided. Flexibility of the funds allowed the team to give a little bit of utility assistance and/or transportation support as needed. There were questions about whether the group is looking at families who re-approach the system or looking longitudinally to see how this impacted families. Right now, there is not the capacity to track longitudinally. The only thing that can be tracked is whether the family was re-entered into HMIS. Since not all the resources were used this year, there were questions if there are areas that families may need help where the diversion funds could be used. The diversion group found that case management was what seemed to be helping the families, not financial payments. There will be more feedback in the next year. They are hoping to find out if they could have served more families if more case management was available. They are working with the evaluators to develop a plan for the referral process so that families are not missed. One of the things

to look at is ensuring that the same language is used across agencies. Lisa shared that the evaluation will be completed and shared with Steering Council in late January or February.

Action Items	Person Responsible	Deadline

Family Shelter Emergency Taskforce Update	**Courtney Myers-Keaton and Nancy Oliver**	
Discussion		

Lisa shared that the Special Land Use permit was approved by the City of Grand Rapids Planning Commission at their December 13th meeting. Nancy thanked everyone who helped with the project, particularly Ryan VerWys and the ICCF team who helped with the application. The next milestone is talking with the funders to see what scale they can do. She shared that Salvation Army is the recipient of a donation of 60 rooms of furniture. The goal is to be able to have some families placed in Fulton Manor while the community works on a long-term solution after the first of the year, possibly the third or fourth week of January. Originally, the arrangement was for 116 rooms, but it is likely 79 that will be used. The scale will depend partly on need and partly on funding. There were questions about how we are tracking the need versus how many rooms are being used. The group is looking at diversion data, waitlist data, and data based on number of calls. By putting this together, they hope to make an educated estimate.

Courtney shared that there was a meeting Friday, December 7th to address solutions so that families are set up for long-term success. The meeting looked at areas of barriers to be addressed, emerging and expanding solutions. Topics included clarification of solutions, need for funding, increasing coordinated entry points, prevention dollars, awareness of homelessness in the community. The overall feeling was that more conversation needs to be had around this topic. There was discussion of several areas of focus and suggestions for others to be involved and data to be utilized. These include bringing landlords, management companies, city/county officials to the table, having ongoing engagement with families with lived experience, prioritizing system connections with mental health, reviewing data associated with shelter utilization, costs of services, increasing community awareness, impact of coordinated entry on the process/effectiveness, and a timeline for each stage of discussion or action.It was suggested that there is a committee and/or family action board so that the CoC has a consistent approach. The committee could look at what is needed to end family homelessness and who can work to accomplish these steps. The committee would need to be focused and actionable. It was noted that there needs to be a tight focus on the timeline because the Fulton Manor project will be done at the end of 2019.

CoC staff can further synthesize meeting materials and share to the broader group. Then a smaller group can look at tactics to align with the KConnect work and Community Rebuilders. This will help ensure that Steering is not stepping on toes and overlapping. CoC staff will look at what has been done and then bring to Executive. Then, Executive will bring the information to the Steering in January and the decision can be made.

Action Item	Person Responsible	Deadline
Synthesize taskforce meeting materials	CoC Staff	
Bring materials and recommendations to Steering	Executive Committee	January 18

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HMIS NOFA		Courtney Myers-Keaton
Discussion		
This NOFA is targeted towards communities with high need. We are not on the list of communities that need extensive work, which is good news. It is unlikely that we would move onto the second stage if we applied for the first. Thus, the CoC will not be applying for this funding.		
Action Item	Person Responsible	Deadline

Voice of Youth Count Data		Courtney Myers-Keaton
Discussion		

Courtney shared that there is a draft report that was compiled. The infographic was created in November and feedback was given by Youth Committee members. It needs to be reviewed to ensure it is the most current, then it will be sent to the Steering Council. Julie shared some detail regarding the process: that the count happened in October from 7am to 10pm. Ahead of the count, agencies were asked what resources they were able to provide for homeless youth. From there, connections were made between youth and housing resources. All info was entered into HMIS within 3 business days. HAP was able to make initial connections. If there was not a resource available, there was an outreach for completing a voucher application. Youth who were in need of emergency shelter were connected to a shelter on that day. For minors, they were not able to use the same survey tool through the schools. There were two issues that led to this. One was the fact that parents need to approve surveys that their kids fill out. Second, many superintendents were uncomfortable with the survey tool because it asked about gender and sexual identity. In the future, Casey suggested having two similar but separate tools. The minors were a very low number, but they do not want to publish that there are 10 youth in Kent County who are homeless as that is not accurate. When the related count-day report from KISD comes out, Casey will share that report. The survey tool was completed by individuals. And possibly a HMIS release and TAY assessment if they agreed to complete each. There were 83 persons who need permanent housing resources. 19 persons needed a prevention resource. Within 3 business days, 20 youth were provided with a resource. There are important data sets about people who were involved with foster care, juvenile and adult justice, and employment rates. Cross check of the data showed that data integrity is high.

A youth functional zero page was developed so there is now a by-name list. With the by-name list, there was a question if the plan was to then go down it and house youth on the list, similar to the veterans by-name list. HAP thought that they were able to take this on in their process and created a page that is the same as veterans. Now, HAP and other providers are responsible for maintaining the by-name list. It was suggested that Sierra and Daniel can look at how things are working for HAP from a HMIS standpoint.

Action Item	Person Responsible	Deadline
Look into how the youth by-name list at HAP is working in HMIS	Sierra and Daniel	
2019 Calendar and Locations	**Wende Randall**	
Discussion		

2019 calendar will go out today. The old St. James Elementary school is being converted to housing. Wende spoke with John Wynbeek and was able to look at the auditorium space. It seems that is the ideal size. There is decent parking and access to bus lines. There would be no cost for us to use the space. The January meeting will be at St. James, future meeting locations will be announced then.

Action Item	Person Responsible	Deadline

Strategic Planning	Lisa Cruden	
Discussion		

Lisa shared that at the last meeting, Steering Council members provided comments on draft goals and activities identified by an Ad Hoc group. Steering then tasked Executive with making the activities achievable and actionable. Steering Council members and committee chairs were asked to review the proposed goals and activities and provide input to Executive. Executive's recommendation is included in the meeting packet. Each performance measure will include baseline data. There was concern about how the Fulton Manor project will affect the baseline. It will not be affected, as historical data will be used. Executive also recommends the assignment of specific staff and committees to have primary responsibility for each activity. All goals remain the same except for the first one that was modified to make it measurable. Prior to this Steering meeting, a recommended edit was received via email suggesting minor edit to IV.1.b. There was also a suggestion that baselines include both DV shelter and HMIS data. Sierra and Daniel will get in touch with DV providers to obtain DV data. It was suggested Steering review the goals every few months to help ensure staff and committees with assigned responsibility are able to complete tasks. Laurie motioned to approve the *Prioritized Goals and Activities for 2019* with one edit.

Conclusion: The *Prioritized Goals and Activities for 2019* document included in the meeting packet was approved with one edit. Activity IV.1.b was revised to read "Identify utilization rates and barriers to utilization of housing resources (e.g. RRH, PSH, HCV)." All in favor by acclamation with no dissent.

Action Item	Person Responsible	Deadline
Include Strategic Planning on Steering Council meeting agenda at least quarterly	Courtney/CTEH Chair	
Collect DV shelter data to use in the baseline measurements	Daniel and Sierra	

KConnect Presentation	Katie Hop, Mark Woltman	
Discussion		

KConnect is a network of public and private organizations that facilitates several workgroups focusing on ensuring children in Kent County are set up for success. Their strong points are in facilitation, data, and equity. When they started looking into data around homelessness in Kent County, they found that there are 2.3% of students in Kent ISD who are homeless. In addition, there was an increase in PIT count numbers over the past few years and a disproportionate rate of persons of color who experience homelessness. Their work around homelessness and housing stability is in response to a request from community members and organizations to help the community explore the topic as it relates to families and children of color. To begin their process, they spent a few months on a listening tour. They found that there is a lot of silo work and a lot of hurt feelings in the community. In

and of itself, the KConnect process is not the strategic plan for the CoC, though these things will connect. The goal of their process is to help in whatever way they can and then hand it off after 12 months. Their focus is centered on children, families, and youth. KConnect believes that any work done to touch families will also touch other populations as well.

The backbone and facilitation team will help connect all of the teams. The design team is the domain team. This team is tasked with keeping the project moving and synthesizing the information. This team balances nonprofits, philanthropy, lived experience, business. There are four cross-cutting teams – content, context, communications, scout research. Context is those who have lived experience with homelessness or precarious housing. There will be a compensation structure for context experts. Content is broad sector and community expertise across the housing and homeless system. They will work with the context experts. The Scout/Research group will look across the country and see which practices are working and which are not. Communications will make sure communication is clear, continuous, and transparent. This group will help ensure that they are not speaking in jargon. The process will be focusing on cross-pollination between teams as much as possible. KConnect's cross cutting workgroups will also inform the process. They want the community to invest in this, so they will rely on open meetings. The Housing Accountability Partners Council is a group of stakeholders that will provide feedback and strengthen work. The process will take place over a discovery phase, a defining phase, and a develop and deliver phase.

Their draft purpose for this project is: 'if housing is a system, what might our community do to increase equitable outcomes for families and children of color?' The general purpose of the work is to be self-aware; to see systemic inequities; to ensure that humans are at the center of the work; to shift thinking; and to get excited about possibilities. The product of the work will be a comprehensive plan with a common agenda and roadmap. The agenda will include the current state, common vision, and desired outcomes and how to measure these outcomes. The roadmap looks at shifts in mindsets and values, strategies, actions, and accountability structure. An appendix will include definition of terms, common language. The goal is that this all becomes connected and that information is shared throughout the community.

There were questions about the timeline. The timeline is 12 months recognizing that this is not a linear process and is able to be shifted. There were questions on how this will be communicated with the community. They are already working on talking points and accessible language. After these things are established, they will begin communicating across the community. In addition, there were questions about the purpose statement. There is still is a need to answer what the system actually looks like and what the system is. It was noted that there are often a lot of things that the CoC wants to accomplish, but there are also stiff governmental funding guidelines. There are some really great resources coming into the community. KConnect hopes to help to identify where the gaps are in funding and across requirements/guidelines. They need to communicate the gaps and bring attention to things that may be missed.

Contact Katie (khop@k-connect.org) with questions and visit k-connect.org for more info.

| **Steering Council Members Updates** | **All** |

Discussion	
No Updates	
Public Comment	
Discussion	
Mary asked if the Youth Count data will be available to the full CoC. Yes, once final edits are made. The KConnect slides will be made available as well.	