



CoC MEMBER MEETING MEETING MINUTES

April 18, 2019

9:30-11:00am

Facilitator:	Casey Gordon		
Meeting Attendees:	Casey Gordon, Deanna Rolffs, Lauren VanKuelen, Shandra Steininger, Stephanie Gingerich, Katherine Besaw, Sara Weir, Darrell Singleton, Maria Moreno-Reyes, Mallory Bouwman, Kwan McEwen, Erin Banchoff, Johanna Schulte, Lisa Cruden, Sherri Vainavicz, Robin Acton, Richa, Ciarra Adkins, Kelli Postema, Julie Kendrick, Dave Gantz, Elizabeth Stoddard, Susan Cervantes, Jeffrey King, Samantha Pennington, Brianna Miranda, Tim Beimers, Vera Beech, Katherine Besaw, John Wynbeek, Brandon Frierson, Dreyson Byker, Gayle Witham, Sarah Weir, Michelle VanDyke, Kari Sherman, April LaGrone, Emily Schichtel, Trenessa Allen, Felicia Clay, Wanda Couch, Brittani Barkley, Julie Kendrick, Sandy Burky, Niki Perkins, Adrienne Goodstal, Ameer Paparella, Nikeya Cabine <u>Staff:</u> Courtney Myers-Keaton, Wende Randall, Brianne Czyzio		
Time Convened:	9:39	Time Adjourned:	10:55

Approval of Minutes		February 28, 2019	
Motion by:	John Wynbeek	Support from:	Niki Perkins
Discussion			
Amendments			
Conclusion	All in favor by acclamation with no dissent.		
HAP: Centralized Intake Process		Sam Pennington	
Discussion			
<p>Coordinated Entry is access, assessment, prioritization, and referral. Centralized Intake at The Salvation Army's Housing Assessment Program (HAP) is one part of this community's coordinated entry system. Sam Pennington, Intake/Data Specialist with HAP presented an overview of the centralized intake process the clients go through at HAP. Everyone calling centralized intake is facing a housing crisis. All callers are screened according to HUD definitions. If resources are available for each category, they are provided.</p> <p>HUD definitions:</p> <ul style="list-style-type: none"> - Stably housed: clients able to remain in housing for 14 or more days, it is important to note that these individuals are not necessarily stable. - At Risk: participant will lose their housing within 14 days. Clients are referred to a resource if one is available. - Literally Homeless: clients are considered literally homeless if they stayed outside or in shelter the night prior. These clients are referred to complete a full assessment including the VI-SPDAT. These individuals are added to the housing priority list in the community so they can be referred off the list. The prioritization is based on vulnerability and length of time homeless. <p>Prioritization: After considering vulnerability score, priority goes to the person who has been homeless longer. It was noted that the first few days of homelessness are often the hardest, so</p>			



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perhaps these individuals should be prioritized. After being placed on the list, clients only need to call if there is a change in their contact information. HAP will call if and when a resource becomes available. Even if an individual scores low based on prioritization, they are able to complete an application for a homeless preference (HCV) voucher. HAP is able to help clients complete the HCV application; shelters are also able to help with this application. It is important to note that HAP does not hold the resources, partner agencies let HAP know when they have resource available. Agencies let HAP know of availability of Monday, and HAP has until Friday of that week to fill these spots. Most clients are connected to HAP through 211 or partner agencies.

Shelter process: any family looking for shelter has information transferred over if the shelters have the capacity

Hours: Monday- Thursday: 8:30-5, Friday: 9:30-4, hours when the phone lines are open. If someone calls outside of the hours, there is an on-call person. If 211 has someone experiencing a housing crisis and is not able to divert them, they are referred to the on-call person. They work to connect with available shelter space or hotels as a last resort. On Wednesday and Fridays 1-3pm, HCV application help is available at HAP. Clients need to complete an assessment first. It is best if they call first, HAP can be flexible around scheduling if need be.

Prevention: There is not a waiting list of prevention resources. There are prevention resources in the community, but they are limited based on staff capacity. Most prevention resources are for lease holders facing eviction. Lease holders need to be within 14 days of court date. Most resources help with 1-2 months of back rent. Other programs help with a few months of future rent. 61st District Court Eviction Prevention Program is separate from the Coordinated Entry/HAP process.

VI-SPDAT – shelters can do this assessment, but it is not visible in HAP's system so that individual cannot be added to the prioritization list, except for Street Reach assessments.

Translation: usually families call with a translator on the line. If not, HAP sets up a time for the families that call back that works best for them.

There has been discussion that the definition of literal homelessness used by HAP has changed. In the last few months, to be eligible for a shelter or motel stay, clients need to present that they do not have any place to go that night. This is captured as at-risk in the HMIS system, and then changed to literally homeless after one night in shelter.

Applicants for Dwelling Place must be categorized as chronically homeless for certain rooms. Other Dwelling Place rooms are not specific to chronic individuals. Clients do not need to go through coordinated entry for these rooms and can apply at the location.

Does HAP track the number of calls from clients what are 'stably housed'? It would be difficult because clients 'stably housed' and clients who call an there is no resource available both are marked ineligible. This does not give a clear picture for the community. This can be brought back to



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coordinated entry committee for review and a potential recommendation to change. The coordinated entry page was set up by the community in the past, so changes can be made through the community. If no prevention resources are available, clients would need to call again to see if there is a prevention resource is available.

If HAP sees areas where there could be changes, is there a formal process for how changes are made? Changes would have to go through the CoC. In the past few months, what has changed is how clients are referred to shelter, not how they are categorized in the system. Specific policy and procedure changes regarding coordinated entry as a whole - access, assessment, prioritization, and referral - would have to go through the CoC starting with the Coordinated Entry Committee. Changes made in the questions HAP asks are made within leadership at HAP and then with approval from the CoC. If you have questions, reach out to CoC staff.

Action Items	Person Responsible	Deadline
Strategic Plan Update	Casey Gordon	
Discussion		
Steering authorized the creation of an ad-hoc group around eviction prevention resources. This group will be starting up over the next month. If you are interested, connect with CoC staff or a Steering Council member.		
Action Items	Person Responsible	Deadline
MSHDA HCV Requirements	Courtney Myers-Keaton	
Discussion		
There are three topics that MSHDA requires HCV recipients to discuss – the adequacy of names on the Homeless Preference list for Housing Choice Vouchers (HCV); the adequacy of name son the Project Based Vouchers waiting lists; and whether the local by-name list of veterans matches the HMIS list. A monthly document shared by MSHDA shows how many names are added to homeless preference list, how many are on the list, how many are pulled by the housing agents.		
Community Housing Advocates received fewer vouchers this year. They will still fill any vouchers that are open and pulled 50 off the waitlist in April. They will continue to pull at smaller rates and have been generous in extending the vouchers. There is a reasonable accommodation wavier for fair market rents. Payment standards were raised in January, there are having issues with people finding available housing, not necessarily with the payment standards. For the project-based vouchers, there are enough applications. People can transfer from the project-based to a regular traveling voucher after a year. Right now, though, there is likely not availability.		
In table groups, everyone took a few minutes to review and list any information that would be helpful in shaping future discussions at CoC meetings.		
Action Items	Person Responsible	Deadline
Committee Updates	Casey Gordon	



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Discussion		
<p>Many committees have held their elections. The remainder will be holding elections soon. Committees are also working on setting goals for the next year. All CoC members are strongly encouraged to join a committee. The committee list will be sent out with meeting information and contact information for each committee.</p>		
Action Items	Person Responsible	Deadline
Agency Highlights		
Discussion		
<p>There are a lot of agencies that are members of the full CoC. It is possible that all agencies are not familiar with all the others in the room. Attendees took time to mingle and learn about other agencies they are unfamiliar with.</p>		
Action Items	Person Responsible	Deadline
Announcements/Updates		
Discussion		
<p><u>HQ</u> – They have updated and expanded hours and have new posters and resource cards. They are the recipients of Queens of Fashion event at the end of May.</p> <p><u>Community Rebuilders</u> – they will be presenting an update soon of what they are doing with their Bezos Funding. Currently, they are working on the system mapping project, working with different providers and KConnect. They hope to have this live on their website in about a month so organizations can list resources and other components of the system they provide.</p> <p><u>Fair Housing Center</u> – The Fair Housing Center Luncheon will be April 25th. The luncheon and workshop will feature excellent workshops and speakers.</p> <p><u>ENTF</u> – They are hosting Idea to Action, a budget and advocacy training with Michigan League for Public Policy. This workshop will provide an overview of the state and federal budgeting process as well as provide an opportunity to design and put together a one-pager to bring to legislators. The event will be on April 30 at Kent County Health Department.</p> <p><u>Access of West Michigan</u> – Access Walk for Good Food will be Sunday, May 5th at Park Church. They would love to see many people there! If you are interested in creating a team, please do so! If you don't want to walk, you can help fund the walk. Visit Access's website for more information.</p>		
Adjournment		
Motion by:	Kwan McEwen	Support from: Adrienne Goodstal