



## Coordinated Entry Committee MEETING MINUTES

March 3, 2020

1:00-2:30

Facilitator:	Anna Solomon		
Meeting Attendees:	Anna Solomon, Johanna Schulte, Lisa Cruden, Vera Beech, Brian Bruce, Samantha Westhouse, Erin Banchoff, Alexandria Nix, Emily Schichtel, Julie Kendrick, Victoria Sluga (late), Courtney Myers-Keaton, Brianne Czyzio Robach		
Time Convened:	1:06	Time Adjourned:	2:23

<b>Introductions</b>		
<b>Review of Minutes</b>		
Discussion		
<p>No suggestions to the minutes. These will be approved at next month's meeting.</p> <p>A change in meeting time was discussed at the January meeting. After the meeting, concerns arose about overlap with PIT Count planning meetings. Since PIT Count occurred in January, planning meetings are no longer happening. Moving forward, meetings will begin at 2pm.</p>		
Action Items	Person Responsible	Deadline
<b>Update on CE Policies and Procedures</b>		
Discussion		
<p>Tom has been working on drafting updated Coordinated Entry (CE) policies and procedures. A small group will be reconvening in the next few weeks to review these draft updates. One thing the group previously noted is that the CoC does not have a grievance policy and procedures. Currently, the CoC relies on TSA and individual agency procedures.</p> <p>The committee decided to use Southern Nevada's (SNV) policies and procedures as a model for revisions. SNV was chosen as the model because the layout is similar. In addition, these policies were developed in close coordination with HUD TA and encompass HUD requirements. There was conversation around what the update to policies and procedures entails.</p> <p>Currently, the group is focusing on policies that can be easily updated (such as nondiscrimination, fair housing). Then, the group will begin to identify shifts between policies and procedures and practice. Areas where there are large differences will be identified for further discussion as a community.</p> <p>Courtney asked committee members to read through the Southern Nevada document and the community's current policies and procedures. Thoughts and comments can be sent to Courtney. Staff will share the review of policies and procedures with all CoC members and publicly share draft revisions as they become available. If you are interested in engaging with conversations around updates to policies and procedures, please connect with Courtney.</p>		
Action Items	Person Responsible	Deadline
Review SNV and Kent County CE policies and procedures; feedback and thoughts to Courtney	All	
<b>Steering Endorsement</b>		



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### Discussion

Courtney shared that a conversation around case conferencing arose at Friday's Steering Council meeting from discussion around filling slots/openings as they become available. Steering Council then voted to endorse this committee's work in establishing case conferencing.

There was conversation around what an endorsement from Steering Council means. The endorsement is not a requirement from Steering, instead it indicates that if CE Committee decides to pursue the opportunity they don't have to go back to Steering for approval. If case conferencing is endorsed by this group, Vera encouraged the development of policies and procedures to ensure that all in the system have equal access across all housing providers and at all points throughout the process. Victoria suggested looking at best practices across other communities to help inform further conversation.

Courtney wondered if it would make sense for the committee to discuss CE topics as they are brought to the committee's attention. The smaller group can continue to discuss policies and procedures and report out. At each meeting topics can be planned for the next meeting, so members come prepared to discuss the problem, potential solutions, and any coinciding issues.

One topic that keeps coming up is how the committee considers potential changes in CE policies and procedures. This committee's charge is to handle issues in the system, what the community is seeing as a problem in the system, what potential changes can be made. Courtney had created a sheet to help facilitate this discussion last winter, but the committee had decided to put this on hold. Agreement to discuss and solidify this process in the next few months.

The Coordinated Entry report run as a rolling quarter basis will be added as a standing agenda item. Data showing exits would also be helpful to include with this report. Brian noted that data for system path could highlight opportunities to connect community members to additional resources. It would be helpful to include the amount of time on prioritization list before a connection happens. This would help determine how much of the problem happens when they are on the list and how much when they are pulled for a resource. Data and standards around specific topics can be provided ahead of the meeting to help with preparation.

Vera briefly overviewed their Community Housing Connect system recently developed with Day One Funds. Families access a web-based system and answer a few questions and are prioritized as 'emergency' or 'urgent'. Currently, families who enter the system have the opportunity to meet with a solution specialist. If this does not resolve their situation, they go to HAP. Community Rebuilders is at a point where they want to share system to get viewpoints, feedback, and opinions. They are willing to walk committee members through the system. In addition, they can share policies and procedures and behind the scenes documentation for prioritization. Vera noted that this is not a replacement to CE but is a first step to try to reduce inflow into homeless system and identify higher needs consumers. Community Rebuilders will present at the April meeting.

Action Items	Person Responsible	Deadline
Include rolling quarter CE report as a standing agenda item	CoC and HAP staff	



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Next Steps		
Discussion		
<p><b>Next meeting:</b> The next meeting is scheduled during spring break, staff will send a Doodle poll to determine whether to reschedule.</p> <p><b>April agenda:</b></p> <ul style="list-style-type: none"> <li>- Elections/Re-election of chair, vice chair, secretary</li> <li>- Community Rebuilders presentation</li> <li>- Coordinated Entry Procedure Change Request Form</li> <li>- CE Report (standing agenda item)</li> <li>- Circle back to Steering Council endorsement (if needed)</li> </ul> <p>Continue discussing how to add topics onto agenda for future months. Subpopulation flows (veterans and youth are still needed). There is a potential to coordinate flow with VAB members at the May meeting.</p>		
Action Items	Person Responsible	Deadline