



Grand Rapids/Wyoming/Kent County – MI 506
Continuum of Care Membership Meeting Agenda
June 24, 2021 ▫ 9:30-11:00 am ▫ Zoom Meeting link:

<https://us02web.zoom.us/j/86785111647?pwd=M1NvLOY4Nmc5eEhKK21oY05aanBWZz09>

Or dial +1 929 205 6099 Meeting ID: 867 8511 1647, Passcode: 40145

1. Call to Order
2. Approval of April 29, 2021 Minutes*
3. Approval of the Consent Agenda*
 - a. CoC Committee Updates
 - b. MSHDA Homeless Preference HCV Waiting List
4. Strategic Planning: Process Update and Feedback Session – Mission Matters Group
5. CoC Updates
 - a. Youth Homelessness Demonstration Project
 - b. Family Functional Zero
 - c. MSHDA ESG FY2021-2022
 - d. Built for Zero
6. Community Partner Announcements and Updates
7. Adjournment

Next Meeting: Thursday, August 26th, 2021, 9:30-11:00am

**indicates potential action item*



**CoC MEMBER MEETING
MEETING MINUTES - DRAFT**

April 29, 2021
9:30-11:00am

Facilitator:	Karen Tjapkes		
Meeting Attendees:	<p>Alisa White, Dan Baker (network180), Jinnifer Ortquist (MSU Extension), Karen Tjapkes (Legal Aid), Shaun Lee (Mission Matters), Allyson Voss, Lisa Cruden (Family Promise), Melissa Mikel, Tanesha Jordan (Safe Haven), Dreyson Byker (Community member), Emily Orr, Jamiela (Access), Lauren VanKuelen (AYA), McKenna Covey, Darius Mitchell (Urban League), Jeffrey King (Community Rebuilders), Zac (NURS), Stephanie Gingerich (LINC UP), Abby, Adrienne Goodstal (Mel Trotter), Lee Nelson Weber (Community member), Sherrie Gillespie (KCCA), Alyssa Anten (The Salvation Army), Jennie Compagner (hope Network), Tammy Yeomans (Kent RICC), Todd Furlong (The Salvation Army), Victoria Sluga (Pine Rest), Amanda Tarantowski (network180), Annemarie McElheny (Community Rebuilders), Berniz Terpstra (ICCF), Casey Gordon (Kent ISD), Patrick Buhay (Community Rebuilders), Britt Scholten, Joe Olwig (Mission Matters), Julie Kendrick (Degage), Lydia Carrion, Melissa Barnes (InterAct), Alex Nix (GRHC), Brian Bruce (Dwelling Place), Elizabeth Stoddard (Fair Housing Center), Bill Weld-Wallis (Community member), Laurie Morse-Dell (GLIDE), Wanda Couch (GRHC), Dave Gantz (Pine Rest), Jaymie, Katelyn Schuer, Tom Cottrell (YWCA), Allison Kleinsasser (Senior Neighbors), Hilary Ortiz (Health Net), Wende Randall (ENTF), Hattie Tinney (GRHC), Rebeca Venema (Wyoming Housing Commission), Reniery Triminio, Stephanie Westing, Tricia Smith-Mulder (Exodus Place), Cecilia Rush (VA), John Wynbeek (Genesis), Lexi, Sydney Segard, Kathy Besaw (Genesis), Niki Perkins (Access), Paula Brown (Great Start), Pilar Meyer-Dunning (The Salvation Army), Mary Engle (Mel Trotter), Emily Schichtel (United Way), Johanna Schulte (City of Grand Rapids), Zenaida Jimenez (Safe Haven), Niki Perkins (Access)</p> <p><u>Staff:</u> Courtney Myers-Keaton, Brianne Czyzio Robach</p>		
Time Convened:	9:33	Time Adjourned:	10:57

Approval of Minutes		February 25, 2021	
Motion by:	Adrienne Goodstal	Support from:	Tom Cottrell
Discussion			
Amendments	None		
Conclusion	All in favor, motion passes.		
Approval of Consent Agenda			
Motion by:	Tom Cottrell	Support from:	Victoria Sluga
Discussion	A consent agenda is used when a group approves a set of documents without reviewing each one during the meeting. Courtney overviewed each of the documents included in the consent agenda.		
Amendments	None		
Conclusion	All in favor, motion passes.		
Strategic Planning: Process Update and Findings Overview		Shaun Lee and Joe Olwig	



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9:30-11:00am

Discussion

The Coalition has been undergoing the strategic planning process with a consulting team, Mission Matters group. Shaun and Joe from Mission Matters attended this meeting to overview the process and their findings to this point.

Over the past few months, Mission Matters has been in the discovery phase they have conducted done 35 interviews and received 42 surveys response. They will be continuing to meet with community members to get feedback throughout the process. The team is currently in the iterative plan development phase where they bring iterations of the plan back for feedback. Today's meeting is one of these iterations. They will also be presenting at the Steering Council meetings in May and June with the plan to present the final plan for adoption in July.

Discovery Findings

Through interviews and surveys, they have identified shared vision and beliefs and common issues.

Shared vision and beliefs include:

- Housing is a fundamental human right
- 2-fold overarching goal to reach functional zero and be a thriving CoC
- The perspective and leadership of people with lived experience is critical
- Need for a common vision and understanding
- Trust will require accountability and transparency
- Need to adopt a common data set to hold ourselves accountable
- Communication, collaboration, and coordination will be required to reach functional zero
- Need to embrace the mindset that data is imperfect

Common issues include:

- Lack of understanding and alignment around the role of the CoC
- Unclear of impact of CoC as a convening entity given limited capacity
- Lack of engagement of people with lived experience
- Lack of trust amongst partners (although this is improving)
- Difficulty in leveraging data due to perceived integrity issues and state-run HMIS model
- Opportunity to improve Coordinated Entry
- Misalignment between aspirations and capabilities

In breakout rooms, small groups discussed what resonates and is missing with the shared vision and which issues are the most important to address in the next 12 months. Groups reported agreement around housing is a basic human right. Groups also discussed data and the need for more input across the community.

Agile Strategy

The agile strategy process and approach is different from the traditional strategic planning process and views a clear direction and criteria for success as more beneficial than detailed strategies. In addition, the approach focuses on action. Throughout the discovery phase, Mission Matters heard desire for emphasis on clarity and alignment of CoC identify leading to them prioritizing the creation of a coalition compass as the foundation for the plan and hosting a core values session. They have



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also seen a desire of inclusion of those with lived experience and coordinating with other efforts. This led to them exploring creating advisory council and prioritizing meetings with leadership.

Coalition Identity:

The Coalition Compass is a 2-3 page strategic orientation tool that will provide direction and clarity. Once finalized, the document will identify the mission, beliefs, values, outcomes, capabilities, focus, and vision of the Coalition. The team deconstructed a mission statement into 2 components – mission and theory of impact. The mission is a statement that defines what an organization exists to achieve. The theory of impact defines how the mission will be reached. These were deconstructed to be deliberate in including both components:

- Draft mission: “make homelessness rare, brief, and non-recurring throughout Kent County”
- Draft theory of impact: “To provide community leadership and build capacity through cross-sector systems engagement, collaborative planning, and equity-focused solutions.”

Breakout groups discussed the draft mission and theory of impact, what resonates and what changes they would make.

Core Capabilities

These are defined as a specific ability or function of an organization/coalition. From discovery process, Mission Matters identified 9 core capabilities of the CoC – coalition health, education and resource hub, facilitation, continuous learning and action, advocacy and policy, communication and PR, equity lens, data leadership, and HUD optimization. Strengthening these core capabilities will lead to the CoC meeting its mission most effectively. In breakout groups, attendees discussed the capabilities and which ones they would prioritize. Attendees reflected that a common vision amongst a comprehensive set of stakeholders will contribute to the CoC’s success.

Next steps:

- Complete the form to provide input: <http://bit.ly/GR-CoC-InputForm>
- Join the core values session on May 12 at 10am. [Register using this link](#). This session will help define the values of the CoC.
- Connect with Joe (joe@missionmattersgroup.com) or Shaun (shaun@missionmattersgroup.com) at any point to share questions or feedback.

Built for Zero Update

Discussion

The Built for Zero team held onboarding sessions over the past few months. If you were not able to attend, the slides from the session were included with today’s agenda packet. Today’s slides include an overview of the Built for Zero process and the roles on the improvement team. The expected time commitment is 3 hours/month in meeting and 1-2 hours in projects. Courtney encouraged everyone to review the slides to get familiar with the process.

If you would like to be involved with the Built for Zero improvement team, connect with Courtney (cmyers-keaton@hwmuw.org).



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Community Partner Announcements and Updates			
Discussion			
<p><u>LINC</u> - Eastern Lofts has eight (8) 4-br townhouse units at 616 Charles Ave SE to 632 Charles Ave SE. They will be taking applications soon for lease in July/August. Request info at: mvahpartners.com/properties/eastern-lofts. Units will be for 30%, 40%, 60%, and 80% of AMI. Mailing list input form at bottom of screen - sign up will get info about how to apply. LINC is a partner in the project.</p> <p>The remaining units - 4 story building at 623 Eastern SE (62 1 & 2 br units) will be complete in Spring 2022. These units will have a range of AMI limitations and vouchers will be available through MSHDA.</p> <p><u>Safe Haven:</u> They are hosting a one-hour virtual Domestic Violence Seminar on Tuesday, May 4 from 12-1pm. This is an opportunity for our community partners, donors, and volunteers to learn more about domestic abuse, what the organization has been working on over the last year, and their goals for the future, so together we may create a safer community. Register at safehavenministries.org/spring-appeal-seminar-registration/ by May 2.</p> <p><u>Grand Rapids Housing Commission:</u> they will be doing an RFP for Project-Based Vouchers in May. Further communication to follow.</p> <p><u>MSU Extension:</u> they have free financial capability webinars available at www.mimoneyhealth.org</p>			
Adjourn			
Motion by:	Lisa Cruden	Support from:	Hattie Tinney



Data Analysis Committee –

The Data Committee continues to work with Daniel Gore to present accurate, useful data on a quarterly basis – i.e.; see Dashboard on COC website,

Recommendation: Minutes of April 13, 2021- Excerpt:

"Conversation around reframing the conversation based on data around how the homelessness system serves people of color. Courtney suggested creating a report that includes who is coming into the system, how they are being served, and how they exit the system. This could be displayed in story-telling graphics in a report that speaks to some of the successes over the past few years.

Agreement to bring a recommendation that Steering Council to discuss contracting the necessary funds for the CoC to issue a racial equity report.

It was suggested that CoC deliberately engage folks with lived experience and grassroots and advocacy groups to explore systemic issues and review report data from other communities and nationally highlighting systemic inequities, particularly criminal history. This could lead to conversation around the role of the CoC in advocacy and education around these issues throughout the community.

(2) Agreement to recommend reviewing national reports data and then discussing education.

Lee will include both recommendations in the committee report to Steering in May."

Ending Veterans Homelessness Committee and Veterans Action Board –

- The Ending Veteran Homelessness Committee work groups continue to meet monthly and the EVHC larger committee meets quarterly.
- Veteran Action Board individual interviews and orientations were held this past quarter. A larger group orientation to the EVHC for new VAB members will be held at the end of May.
- The VA has come out with new guidance on ERA funds and SSVF assistance. Veterans should be supported in accessing or applying for ERA funds before utilizing SSVF financial assistance.
- The EVHC reviewed the joint statement issued by the VA and HUD on their commitment to end Veteran homelessness. The statement announced that both VA and HUD will "prioritize this effort at the highest levels," and affirmed that it would lead with evidence-based Housing First principles.
- The EVHC received several new members who are scheduled for committee orientation. The Engagement & Resource workgroup continues to work on outreach strategies to the larger Kent County community, to bring on additional community members to join the EVHC efforts of maintaining functional zero designation.
- New funding is available through CARES funds to VA medical centers for Veterans participating in HUD VASH. Funds can be utilized for items/services to meet immediate needs to enhance safety and housing stability.



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- The national VA office announced positive changes for FY2021 HUD VASH eligibility. Eligibility is expanded to include homeless Veterans whose military discharge status had previously made them ineligible – specifically those with “Other than Honorable” discharge status. This is new guidance from the VA and the local HCHV is working on establishing these changes and will provide updated information on how it will impact services locally within the upcoming months.
- Public facing dashboards on community level data and USICH criteria & benchmarks remain available and updated monthly.

Outreach Workgroup –

- Outreach Map: Workgroup members discussed creating an updated Google map for the Outreach map that has layers that can be edited by year to assist in PIT counts, as well as Outreach collaboration.
- Open Housing Programs: Members discussed ways agencies can collaborate on supporting participants who have been connected to housing programs such as Rapid Rehousing and Permanent Supportive Housing with providing Homeless verification letters, utilizing ID services at Degage and AYA drop-in (for youth), and finding ways to support with locating affordable housing.
 - Mel Trotter Outreach, HAP, HOT, AC outreach and Street Reach are able to write homeless verification letters. Individuals staying at shelter can get one written by shelter staff.
- Vaccinations Update: Multiple agencies in the community are providing vaccinations for people experiencing homelessness.
- General Updates: With warmer weather, Outreach staff expect to see an increase in encampments to be popping up.

Youth Committee –

Not available at this time



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Coordinated Entry Committee –

There are multiple shifts occurring within Coordinated Entry procedures currently. Over the last two months, the team has focused on evaluating our initial steps toward change and looking to the future.

The CE team as built in a “Coordinated Entry Concerns” standing item into the agenda in order to address any unanticipated issues that arise as new strategies are put in place. Over the last month, it has been identified that the prioritization process for housing resources for families has not worked as planned. A family by-name list would help to alleviate inequities in access to resource, and the Family Functional Zero workgroup was identified as the best place to address this concern in the long-term. The interim plan is to return to more routine use of the evaluation tools that were previously agreed upon. A ad hoc workgroup was established to clarify procedures.

As implied above, a Family Functional Zero team is being developed. Its direct link and incorporation into Coordinated Entry is unclear at the moment.

Members of the CE team are involved in Built for Zero onboarding and make up our BFZ cohort. The focus of the BFZ cohort will be on chronic homelessness. The foundation of BFZ strategies is the effective management of a by-name list.

In June the CE Committee had a report out on the functionality of the ongoing by-name list for youth pilot. This has resulted in effective coordination with HAP and allowed for direct-service agencies to coordinate effectively around particular youth.

Committee members have also been kept informed regarding the Built for Zero initiative, MSHDA’s position regarding the VI-SPADT, and the status of the Emergency Housing Vouchers through MSHDA and the Grand Rapids Housing Commission.

The level of change that is occurring and is planned to occur may result in a restructuring of the CE committee and process. How population-specific workgroups focused on management of by-name lists will be coordinated and how the FUSE project will be incorporated into this process remains unresolved. The thinking around process of utilizing Housing Resource Specialists and Supportive Solutions Specialists continues to evolve. Our capacity to make best use of HMIS and other technology remains at issue. The nature of assessment tool(s) and the shifting of available resources pose both challenges and opportunities. The CE committee committed to a formal process of updating our process and design to align better with new knowledge and best practice strategies.

Data Quality Committee –

Over the past months, Daniel Gore, HMIS Administrator has used Basecamp to keep the committee abreast of HMIS-related issues and report submissions.

Youth Action Board –

Not currently meeting due to COVID-19

Region 4
Number of Homeless on MSHDA HCV WL 4/13/2021

Please see below the number of individuals on the Homeless Preference Waiting List for your county compared to the number of homeless reported or added to the Homeless Preference Waiting List during August, and the number of individuals the Housing Agent has pulled from the Homeless Preference Waiting List as of April 13, 2021.*

***NOTE: These are ‘moving’ numbers. It may appear a housing voucher is vacant (not leased), however it may be ‘under contract’ – i.e. the household is looking for a rental unit. A household has 60 days to locate housing. The HARA would have to check with the MSHDA Housing Agent for precise information. ALL service providers in the community - this is a great opportunity to focus efforts on helping households in locating housing! You may have access to leads that others are not aware of.**

County	# Added to HP List in March of 2021	# of Homeless on Homeless Preference List	# Pulled by Housing Agent in March	MSHDA Voucher Allocation	MSHDA Voucher Lease-Up
Allegan	5	3	0	200	192
Barry	2	7	0	76	74
Ionia	12	14	0	87	71
Kent	64	252	0	1,336	1,245
Lake	7	8	0	24	23
Mason	8	11	0	58	46
Mecosta	8	12	0	130	115
Montcalm	4	5	0	104	76
Muskegon	22	19	0	520	460
Newaygo	5	8	0	106	100
Oceana	1	9	0	26	24
Osceola	0	0	0	42	36
Ottawa	16	88	0	391	391

Tips for keeping your waiting list full:

- Work with/at local shelters so that chronically homeless people are entered onto the waiting list;
- If there are zero shelters in your county, speak to your MSHDA Homeless Assistance Specialist regarding counting doubled-up as homeless (for purpose of placement on the HCV waiting list);
- Work closely with your Housing Agent to know when/where turnover is occurring;
- **Ask your Housing Agent about their pull ratio.** Do they pull two names for every vacant voucher available—or three names, or four? Compare that to your ‘waiting list’ numbers.

- Direct persons who are experiencing homelessness or may qualify for the homeless preference to the HARA agency in your community.
- Work with your Housing Agent to help locate persons or identifying housing options.

Housing Agent Contact Information

Allegan, Kent and Ottawa:

Sandra Burky, Community Housing Advocates

1362 84 th Street, SW Byron Center MI 49315	Ph: (616) 277-1272 Fax: (616) 277-1520	Robin Acton robin@hcv.comcastbiz.net or sandy@hcv.comcastbiz.net	Monday – Thursday Walk-Ins 9:00 am – 5:00 pm Friday – 9:00 am – 2:00 pm
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Lake, Ionia, Mason, Mecosta, Montcalm, Newaygo, Osceola and Oceana:

Molly Bopp, Community Management Associates

203 S Third Ave # 1 Big Rapids MI 49307	Ph: (231) 796-8883 (877) 796-8883 Fax: (231) 796-1242	Staff@cma-inc.org	Monday – Thursday 9:00 am – 4:00 pm Friday 9:00 am – 12:00 pm
311 W Broadway # 11 Mt Pleasant MI 48858	Ph: (231) 796-8883 (877) 796-8883 Fax: (231) 796-1242	Staff@cma-inc.org	Tuesday- Thursday 9:00 am – 4:00 pm

Barry and Muskegon:

Christina Shepard, Pine Grove Housing Services

5040 Meredith St Portage, MI 49002	Ph: (269) 343-7230 Fax: (888) 779-8933	info@pinegrovehs.com	Tuesday & Thursday 9:00 am – 3:00 pm Wednesday 9:00 am – 5:00 pm
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