



**Grand Rapids/Wyoming/Kent County CoC
Coordinated Entry Committee
MEETING NOTES - DRAFT**

November 17, 2020
1:00-2:30

Meeting Attendees:	Lisa Cruden, Samantha Westhouse, Anna Solomon, Brian Bruce, Christina Slofstra, Vera Beech, Johanna Schulte, Sherrie Gillespie, Sherri Vainavicz, Jameela Maun, Tanesha Jordan, Angela Gillisse, Susan Cervantes, Emily Stroka, Tom Cottrell, Tammy Britton, Gayle Witham, Berniz Terpstra, Emily Schichtel (late) Staff: Courtney Myers-Keaton, Brianne Czyzio Robach		
Time Convened:	1:04	Time Adjourned:	2:20

Introductions	
Community Rebuilders – Community Housing Connect Assessment Tool	
Discussion	
<p>At the last meeting, Community Rebuilders shared their Community Housing Connect tool. On this tool, each question has factor, indicator, rationale, sources. Answers indicate whether a household is at high risk, elevated risk, or base risk. Since the last meeting, there has been some confusion on how this tool may be used for prioritization.</p> <p>Confusion may be because we currently use static prioritization, not dynamic prioritization which is what the CHC tool is designed for. Vera and Angela share more about dynamic prioritization from HUD. Assessment is the process of documenting needs. In dynamic prioritization, assessment is ongoing as the consumer’s situation changes. The community previously used assessment as a mechanism for prioritization. However, HUD guidance is that assessment is more appropriately used to determine household needs and what is needed to develop housing plan.</p> <p>CHC Assessment determines risk level, which is utilized to determine appointment times for solutions specialists. Solutions specialist completes further assessment and continues to work with families to resolve their housing crisis. If a family needs additional resources, solution specialists will reserve resource for family based on eligibility and choice. The process for entering data still needs to be flushed out. In theory, HAP would maintain referral list and service transaction in HMIS.</p> <p>For implementation, a small group agreed that it would require a lot of system development to be implemented across the board at once. Agree that it makes sense to first implement CHC for families, take time to review any learnings, and then implement for singles down the line. It is not unusual for communities have different processes based on population. Timeline – currently using dynamic prioritization for singles staying in the Monroe Center area. As the family process is implemented, the group will continue to meet and determine action steps and timeline for singles.</p> <p>Conversation around how limited resources will be accessed. The resource spreadsheet will be available to all with details on all available resources. Households will be connected to a solutions specialist until a housing crisis is resolved. As their needs change, solutions specialists will have access to resources that are available and would be able to connect a household to an opening if deemed</p>	



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<p>appropriate and necessary. In addition, Solutions Specialists are resources for families as they work with households. Conversation around capacity. Organizations are starting to get staff into the system. Community Rebuilders has not run into any issues with capacity up until this point.</p>		
Action Items	Person Responsible	Deadline
After Hours Process		
Discussion		
<p>Small working group developed an afterhours process to ensure that CHC is available 24/7 to those looking to access it via phone. The tool is already available 24/7 online. If families contact 2-1-1 after hours and is in need of shelter, there is a script that helps staff walk through the assessment. If consumer is unable to wait until appointment, they will be connected to an on-call Solutions Specialist who will connect them to emergency shelter and schedule appt for the next day. From there, the process will continue as detailed above.</p> <p>The group will draft roles and responsibilities of organizations in this group and bring them back to the subcommittee.</p>		
Action Items	Person Responsible	Deadline
Draft orgs. roles and responsibilities for afterhours process	Afterhours group	
Next Steps		
Discussion		
<p>System Wide Case Conferencing – Community Rebuilders will share at next week’s meeting, they will send the policy that is utilized for veterans work ahead of time. This case conferencing is about the system not the person in dynamic prioritization.</p> <p>Referrals Spreadsheet – spreadsheet would have all available resources, eligibility, program type, other information. Solutions Specialist would refer to this spreadsheet to identify openings and connect with HAP to begin the referral process within HMIS. Conversation on which resources should be included on this spreadsheet. Agreement to include information on emergency shelter and DV resources and instructions for referrals. The sheet would not be a space to list identifying information of those fleeing DV.</p> <p>Concern that listing shelter resources may lead to families being referred into shelter when another resource is available. Trainings for Solutions Specialists include how to have this conversation with consumers and working to avoid unnecessary shelter stays. With shelter space, would it be helpful to reflect when the sheet has been updated and contact info for calling to confirm. HAP will update the spreadsheet and discuss process pieces. Tom noted that the group will need to discuss a DV response and how it fits into the new process.</p> <p>Outstanding to-dos:</p> <ul style="list-style-type: none"> - Identify solutions specialists, including training and rotating schedules – will be finalized offline and brought to the group - Develop and share role and responsibilities for afterhours process 		



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- Update referrals spreadsheet and share process
- Consumer walk-through

Next week's agenda:

- System wide case conferencing
- Review referral sheet
- Discuss solutions specialists if necessary
- Discuss consumer walk-through next steps

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