



**Grand Rapids/Wyoming/Kent County CoC
Coordinated Entry Committee
MEETING MINUTES**

June 1, 2021
2:00-3:00

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| Meeting Attendees: | Tom Cottrell, Gayle Witham, Brian Bruce, Erik Ryder, Sherrie Gillespie, Christina Slofstra, Chelsea Knott, Gaby Guzman, Tammy Britton, Jameela Maun, Samantha Westhouse, Jess Zarik, Kendra Avila, Erin Banchoff, Holly Wilson, Zenaida Jimenez, Cecilia Rush <u>Staff:</u> Courtney Myers-Keaton, Brianne Czyzio Robach | | |
| Time Convened: | 2:02 | Time Adjourned: | 3:18 |

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| Introductions | | | |
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| Approval of Last Month's Minutes | | May 11, 2021 | |
| Motion by: | Brian Bruce | Support from: | Gayle Witham |
| Discussion | | | |
| Amendments | | | |
| Conclusion | All in favor, motion passes | | |
| Approval of Agenda | | June 1, 2021 | |
| Motion by: | Sam Westhouse | Support from: | Kendra Avila |
| Discussion | | | |
| Amendments | Move Coordinated Entry concerns to the bottom of the agenda as there is typically next steps from those conversations and to ensure they do not take time away from already planned projects. | | |
| Conclusion | All in favor, motion passes | | |
| Youth By-Name List Management | | | |
| Discussion | | | |
| <p>The youth by-name list (BNL) was developed in 2018 after the youth functional zero count. Numbers were reported to Youth Committee each month, and in 2019, the group discussed that list was not being managed well leading to the list continuing to grow. When the pandemic hit, conversations started among youth providers due to large numbers of youth experiencing unsheltered homelessness and the list was growing exponentially. Agencies working with youth started discussing list regularly to share updates around the status of specific youth (with their consent) and to share knowledge of resources and updates among agencies. Sam shared that this has been extremely helpful in helping HAP connect with youth to get them resources since AYA Drop-In is one main point of contact for many youth.</p> <p>Kendra shared that the BNL pilot has been paused for the next few months as AYA will be providing direct cash transfers to youth and researching how to do this at the community level. They hope to have details by the end of the summer. In addition, they recognized that the new CE policies and the Built for Zero (BFO) and FUSE initiatives will impact the CE system and BNL management once processes are in place. For now, the group will continue to share information, but will not be meeting. Long-term, the group will likely be based on a functional zero list and system case conferencing to discuss barriers, shelter openings, etc. as well as program openings.</p> | | | |



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Sam shared that there are currently 73 youth on the list. All youth-led families on the list are connected to Supported Solutions. HAP is also hiring review agents who will be working to coordinate with providers to ensure the list is up-to-date. Agreement that it would be helpful for this committee to view the totals for all by-name lists on a regular basis.

Currently, the process for veterans has been established and the family process is underway. BNL processes for other populations will mirror these processes. Courtney will send slides from Family Functional Zero (FF0) group that detail the BNL process.

| Action Items | Person Responsible | Deadline |
|--|--------------------|----------|
| Share BNL slides from the Family Functional Zero group | Courtney | |

Committee Structure/CE Process Update Design

Discussion

Courtney shared an email (included at the end of this document) that had gone out around revamping the overall design of intakes and referrals. There have been a lot of changes to the CE system over the past few years as result of collaborative efforts, but the centralized intake framework is still present. In addition, there has been conversations around the CE Lead Agency role. If the committee is interested, this could be an opportunity for facilitated discussion around what our CE model could look like, what is needed to implement it, what resources are currently available in the system, what resources would be needed.

Conversation around potential changes to the system that could be explored. Suggestions include:

- Housing Resource Specialists housed at organizations throughout the community as Supportive Solutions Specialists. Capacity building as well as training, supervision, and management would need to be discussed if the community decided to go this route.
- Looking into what other counties/areas are doing and what has been successful
- Explore outreach teams completing intakes with clients.
- Cecilia noted that flowcharts have been extremely helpful in her work in other communities.
- Glitches due to poor visibility in HMIS system would need to be discussed
- Discussing what can be solved with technology instead of moving staff to different locations
- Brian noted that one consequence of easier access to the process and an assessment will likely lead to a more accurate count of those experiencing homelessness.

Courtney asked the group to consider moving forward with a facilitated conversation with leadership in the system. A workgroup could be developed to discuss the process and scope of work. It would be important that workgroup members approach this with a systems lens. Representation from street outreach and housing providers would be important as well. Courtney will send an email to partners asking for representation.

Jameela move that the Coordinated Entry Committee endorse a formal process to update the CE process/design, delegated to time-limited taskforce who will draft a recommended process and present to this committee. Brian second. Brian noted that anything that increases resources would



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| be beneficial. An email will be sent to a wide group of providers. All in favor, motion passes. Any recommendation would go through CE Committee and then to Steering Council. | | |
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| Action Items | Person Responsible | Deadline |
| Send email inviting folks to the design process | Courtney | |
| Emergency Housing Vouchers | | |
| Discussion | | |
| <p>There is a community wide discussion on these vouchers on Thursday afternoon, connect with Brianne for information. The community's total allocation (between MSHDA and GRHC) is 100 vouchers. Referrals to GRHC are required to go through CE. A small group had discussed pulling from the housing choice voucher list, but this list is not prioritized. This is an opportunity to develop a process that best serves the community. Funds available for service providers to provide case management to those with a voucher, a service provider(s) has not yet been identified for our community.</p> <p>MSHDA will be pulling off Homeless Preference List (HPL) which had 238 HH as of the last check. However, HHs will not be added back to the list if do not find housing. Further conversation around the ability to prioritize this list is needed. Anyone on the HPL that MSHDA will be pulling from would have gone through CE. But, households do not need to go through CE for GRHC's general voucher waitlist.</p> <p>GRHC does has Mainstream Vouchers available for those under 62 and with a disability. There may be the ability to shift those who are on the chronic list to mainstream vouchers to increase openings in EHV list.</p> | | |
| Action Items | Person Responsible | Deadline |
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| Coordinated Entry Concerns | | |
| Discussion | | |
| <p>There was HMIS visibility issues with the FUSE project which are being explored and resolved.</p> <p>The rate of assessment for those staying in shelter is low. There are a few suggestions on how this can be addressed. CoC and HAP staff can type up recommendation and send to group. Perhaps shelters could follow the StreetReach process and send a weekly update to HAP.</p> <p>Want to look at structure and how committees are run in other communities – know that have several population specific committees in the community that flow into CE. Tom & Courtney to bring recommendations to next meeting.</p> | | |
| Action Items | Person Responsible | Deadline |
| Share suggestion for increase # of assessments completed in shelter and entered into HMIS | CoC/HAP staff | |
| Develop and share committee structure recommendation | Tom & Courtney | July meeting |
| Next Steps | | |
| Discussion | | |



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| Future meeting times will be updated to 1.5 hours, 2-3:30pm | |
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| Adjourn | |
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CE Redesign Email

Hi Courtney,

I hope this finds you well. I'm reaching out to let you know that several of us, who are most tied to our coordinated entry process, see an opportunity presenting itself to our CoC.

Over the past year, many changes have taken place regarding Coordinated Entry and our Coc system. We have been working hard to expand coordinated entry for families, hoping to leverage these practices for youth, and are now looking at Built for Zero workflows for our chronic population. We have had recent changes at HAP that present an opportunity for redesign and Community Rebuilders has graciously shared their Community Housing Connect model, along with the opportunity for expanded referrals using the Grace Network with the group. We have worked to modify the central intake process that was established over a decade ago but continue to find difficulty in merging the old design with new best practices that both local and national players have brought forward.

With all of the changes mentioned above, we believe there is an opportunity for our community to look strategically at our Coordinate Entry system and overhaul our practices to better align with new learnings, as well as leverage local work that has taken place to better serve those experiencing a housing crisis in our community.

We are suggesting that a small group be pulled to explore redesign opportunities for the Coordinated Entry process for our Coc. Please let us know how we can be helpful in moving this conversation forward.

Best Regards,

*Cheryl Schuch
Pilar Dunning
Vera Beech
Lauren VanKeulen
Adrienne Goodstal*