



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

January 18, 2022
2:00-3:30

Meeting Attendees:	Tom Cottrell, Lisa Cruden, Kendra Avila, Centhia Fleming, Tammy Britton, Susan Cervantes, Maria Lara, Rachel Siebert, Rebecca Long, Gaby Guzman, Brian Bruce, Chelsea Knott, Victoria Arnold, Sherrie Gillespie, Christina Slofstra, Victoria Sluga Staff: Courtney Myers-Keaton, Brianne Robach		
Time Convened:	2:02 PM	Time Adjourned:	3:12

Introductions			
Approval of Agenda			
Motion by:	Lisa Cruden	Support from:	Victoria Sluga
Discussion			
Amendments	None		
Conclusion	All in favor, motion passes		
Approval of Last Month's Minutes		December 7, 2021	
Motion by:	Centhia Fleming	Support from:	Tammy Britton
Discussion			
Amendments	None		
Conclusion	All in favor, motion passes		
Committee Leadership Election			
Discussion			
Courtney overviewed the responsibilities of chair, vice chair, secretary. She noted that at least one Coalition staff member will be present at future meetings, and the committee secretary may be responsible for taking minutes.			
Tom Cottrell nominated himself as chair; Susan seconded. Tammy Britton nominated herself for vice chair; Victoria Sluga provided a second. Brian Bruce nominated himself for secretary; Victoria Arnold seconded. Susan motioned to adopt the slate as presented. Lisa seconded. All in favor, motion passes.			
Action Items	Person Responsible	Deadline	
Coordinated Entry Committee Structure			
Discussion			
Courtney reflected on the numerous meetings around CE in many different spaces and wants to put a structure in place that allows for a manageable number of meetings. She suggested this main group meet every other month with standing agenda items around each population/initiative. The group could also be the oversight/planning committee for CE and share information and process concerns with subpopulation committees. This committee could also be a space for reviewing CE-specific process concerns. Courtney noted that the structure could change based on the CE redesign, so the group does not need to adopt this structure right now. She asked the group for their feedback.			
Victoria Sluga asked how current members can connect with other committees and initiatives. Staff can send out a list of meetings so committee members can engage if interested.			



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Brian is in favor of reducing meetings and also wants to ensure current momentum continues.

Tom supported the change but noted that it would not allow for quick readjustment when concerns arise. Courtney indicated that CoC staff currently bring together stakeholders when issues arise; concerns do not need to wait for this meeting to make progress. She also noted that the Advisory Council may become a better space to begin the grievance process. Brian asked how grievance concerns were handled in the past. There have not been any, though staff have discussed ways to improve the process.

Lisa asked for an update on the CE redesign work. Conversations paused over the holidays, but the group will be meeting in the next few weeks. The goal is to bring a solid implementation plan, overall design, and potential gaps to this committee for review at the next meeting.

Next month the group will discuss and decide on a cadence for future meetings.

Action Items	Person Responsible	Deadline
Determine a cadence for future meetings	All	Feb meeting

Coordinated Entry Evaluation

Discussion

Completing an evaluation of CE based on the HUD tool is a quarter one goal for the Coalition. Courtney noted that the HUD tool is simple and help identify gaps. The tool evaluates the CE process, not the CE lead and looks at whether specific processes and policies are in place. A more comprehensive evaluation can be done once the redesign has been implemented.

Brianne shared that last time, a small group met, went through the checklist, and brought their findings to the larger committee. She suggested a similar process occurs this year. Small group members: Tom, Tammy, Alyssa, Victoria Arnold, CE Program Manager

Action Items	Person Responsible	Deadline
Convene small group to begin CE Evaluation	Brianne	

Coordinated Entry Concerns

Discussion

Tom asked if the process to address overnight call volume that was shared last month has addressed the need. Lisa reviewed the process and indicated that it has been working. One issue has been a higher demand for shelter than the supply of shelter rooms. If a family is not able to secure a room, Family Promise (FP) staff do safety planning. There have been reports of fewer calls at TSA HAP. Lisa can share the workflow with the appropriate parties. FP is tracking data on unmet needs.

Courtney indicated that there has conversation around understanding shelter need with a system-wide data source. She noted it is challenging to advocate for distribution of resources when the specific need is hard for the community to identify. Conversation around how to capture when someone comes into system and is literally homeless with an unmet need in a comprehensive, agreed upon database. Brian noted that this type of data is fluid as folks move in and out of temporary



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spaces but would show changes in unmet when tracked over time. Courtney asked to pull together a small group to discuss a workflow for capturing unmet need as part of overall system data. Members: Lisa, TSA staff, Community Rebuilders staff, and Daniel.

Lisa noted that this also brings up how to match resources to those with unmet needs and those entering the system. She feels that coordinated community efforts should determine prioritization. Brian noted that with prioritization, it may be difficult to contact some families and get them into shelter. Victoria Sluga noted that similar barriers happen in PSH prioritization; it is helpful to have a documented and transparent process.

Action Items		Person Responsible	Deadline
Convene small group to discuss how to capture unmet need		Courtney	
Action Items			
Discussion			
<ul style="list-style-type: none"> • CE Redesign Team will reconvene • Evaluation Team will gather • Next meeting will be shifted to 2/15 to allow for smaller groups to meet. 			
Next Meeting			
Discussion			
February 15 th at 2:00pm			
Adjourn			
Motion by:	Susan Cervantes	Support from:	Tammy Britton