



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

December 7, 2021
2:00-3:30

Meeting Attendees:	Tammy Britton, Tom Cottrell, Victoria Arnold, Zenaida Jimenez, Holly Wilson, Chelsea Knott, Centhia Fleming, Brian Bruce, Lisa Cruden, Sherrie Gillespie, Berniz Terpstra, Rebecca Long, Kendra Avila, K'Quiana Knowling, Gaby Guzman, Johanna Schulte, Samantha Westhouse, Marissa Lee, Julie Kendrick, Tanesha Jordan Staff: Courtney Myers-Keaton, Brianne Robach		
Time Convened:	2:02 PM	Time Adjourned:	3:12

Introductions			
Approval of Agenda			
Motion by:	Brian Bruce	Support from:	Zenaida Jimenez
Discussion			
Amendments	Add Referral for Chronic Families for PSH Openings under CE Concerns (#7b)		
Conclusion	All in favor, motion passes		
Approval of Last Month's Minutes		October 12, 2021	
Motion by:	Holly Wilson	Support from:	Zenaida Jimenez
Discussion	No discussion		
Amendments	N/A		
Conclusion	All in favor, motion passes		
FUSE and PSH Referrals			
Discussion			
<p>Rebecca Long attended today to share an update on FUSE and PSH referrals. She shared that Dwelling Place was seeing a low number of referrals for PSH projects which led to numerous openings. Verification of disability and/or homelessness for eligible tenants as well as appropriate identification are ongoing difficulties. Courtney noted that the low number of referrals highlighted that the current referrals list did not include the names of folks staying in shelter with chronic status. Shelter and outreach providers collaborated to quickly increase referrals. Now, most openings are filled.</p> <p>Courtney indicated that as the community discusses by-name list (BNL) processes ensuring all partners can add names will be included. A form for street outreach teams without HMIS access to add names and notate where assessments are needed has been developed. The development of a BNL is happening under the Built for Zero initiative which has a goal of ensuring a community BNL is up-to-date and as accurate as possible. FUSE names will be added to the BNL as well.</p> <p>Helping participants ensure needed documents are in place will help reduce length of time to lease up. Julie asked members to send anyone that needs vital records to Degage's ID office. Hours are Monday-Friday from 8am-1pm. She recommends agencies ask clients whether documentation is needed upon intake so they can begin the process sooner rather than later. Courtney indicated documentation will be included in the workflow conversations and solutions will be discussed.</p>			



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Tom asked if the expiration of releases of information (ROIs) indicates a system issue. No, this is related to agency documentation processes. Providers learned that 1-year ROIs were not long enough to determine chronicity. Mel Trotter began using 3-year releases signed to resolve this issue and Dwelling Place has begun sharing ROIs with all clients.

A priority for the new year will be codifying, documenting, and sharing the BNL workflow. This will help support Built for Zero work as well. Courtney shared that she and Daniel are meeting with someone this week to discuss whether HMIS can be used to pull data for a BNL. This will eliminate manual labor of creating and updating a BNL and could be available to mirror for other populations.

Tom asked if other organizations need referrals. Grand Rapids Housing Commission's Antione Court has openings. HAP has been sending referrals, though they are unsure of the number of openings. There are also vacancies at Verne Barry Place. It currently takes multiple referrals to fill a slot, though a 1:1 referral ratio for PSH units is the goal. Rebecca noted that in the past they tried a 1:1 ratio but this led to high vacancy rate, so Dwelling Place moved to 4:1 ratio. If folks have chronic and disability documentation prior to being referred, HAP could go back towards a 1:1 ratio.

Action Items	Person Responsible	Deadline
Develop and share BNL management workflow	PSH Referrals Group	

On Call Hours

Discussion

For past few years, HAP has supported after-hours phone calls when a caller needs access to shelter. This primarily served families. Increased volumes have led to decreased staff capacity and budget shortfalls. HAP has shared that they cannot continue in role permanently and wants to have conversation around how the community can ensure this role is filled. Courtney feels there needs to be community conversation around where after-hours calls are housed. If is at HAP, then reducing call volume and discussing ways to support would be important. Brian agreed and noted that this is a system function, so the system needs to ensure the agency taking on the responsibility is compensated.

This is also related to conversations around family shelter. Currently, Community Housing Connect (CHC) states that family shelter is not available through the platform. Families in need of shelter are not completing the assessment and are unable to access to a person who can help them safety plan. Lisa Cruden shared that access to emergency shelter is a unique part of the Coordinated Entry design as it is crisis work, especially with limited resources. When shelter access decreased, CHC was no longer the place for families to receive shelter referrals.

Family Promise (FP) has been problem solving with HAP and Community Rebuilders (CR). Starting tomorrow, the banner that states there is no access to shelter will be removed. Questions will be available through CHC which will provide an off-ramp for families to connect with FP during working hours to safety plan and get connected to resources. Staff can refer to shelter if space is available. A plan for after-hours is being developed; these will remain through HAP for now, though the addition of staff during the day will hopefully reduce call volume. Lisa shared that the team has learned



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households in need of shelter require a conversation to identify their needs instead of only using a resource chart which is used once through CHC families are more stable.

There is not DV screening in the initial off-ramp questions. Lisa will connect with the YWCA and Safe Haven to determine specific DV questions to ask. 211 does pre-screen their after-hours calls.

Lisa shared that all Solutions Specialists and HAP staff can add families to the BNL through an online form. Each month, the Family Functional Zero group reviews data. Unsheltered families are not currently captured, but Lisa thinks they will be captured with the new process. Courtney noted that unsheltered data would help understand demand for shelter. Combined with current supply, this data could help understand gaps and develop predictive modeling. This will benefit the system and can help identify families that are unsheltered for the point in time count.

Action Items	Person Responsible	Deadline
Discuss DV screening questions to add to off-ramp	Lisa, DV providers	

Coordinated Entry Redesign Update

Discussion

The group has met once in the past month. Tom shared that the conversation focused on the CHC model and opportunities, but not steps for restructuring CE. He found this helpful, but it did not address the structure and function of the future system. Victoria Arnold and Brian agreed. Brian would like to see further discussion as a system around what can be changed and improved via technology. Courtney heard similar feedback and suggested the small group reconvene; she will discuss next steps with Tom and Erin. Courtney indicated that there have been conversations around CHC 2.0 and identified the need to get to the implementation phase. It may make sense for her to bring proposed plan to the next CE redesign meeting for feedback. She shared that she has been having conversations around funding need and gaps.

Action Items	Person Responsible	Deadline
Connect with Tom and Erin re: CE redesign next steps	Courtney	

Coordinated Entry Concerns

Discussion

Family BNL/Unsheltered Families - This topic was covered in the on-call discussion.

Referrals for Chronic Families for PSH Openings

Berniz shared that ICCF has PSH openings for chronic families, but there have not been chronic families in the system. Their HUD representative suggested they send a letter to HUD requesting that they are able to move onto next order of prioritization (literally homeless families) when there is an opening and chronic families are not present. A letter is needed as ICCF's PSH program is funded to specifically to serve families experiencing chronic homelessness. The letter can come from the CoC Director with support from CE lead agency. Tom indicated that a vote is not needed as this is a statement of fact.

ICCF has some 3-bedroom units open which are best suited for households of 5 or 6; property managers determine if households meet MSHDA requirements on a case-by-case basis. Households



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would typically need to be one composed of adult(s) and child(ren). Questions around whether chronic families are turned away because of size and where the requirement is coming from. It would be concerning if families were being turned away because of family size if this was not a requirement.

A letter will be sent to HUD requesting that ICCF can move onto next order of prioritization if there are not chronic families present to use PSH resources.

Courtney shared that there may be chronic families in another program who cannot move to PSH. Families cannot be asked to break a lease to move into PSH. It is common for some communities to use RRH as a bridge into PSH. Local conversation around better processes to move families into PSH and ensuring households who are chronic receive the appropriate resource may be helpful.

Action Items	Person Responsible	Deadline
Action Items		
Discussion		
<ul style="list-style-type: none"> - ICCF/Courtney: Send letter to HUD re: ICCF PSH referrals request - PSH referrals group: Develop documentation of BNL management process - Tom, Courtney, and Erin: Connect on CE redesign next steps 		
Next Meeting		
Discussion		
January 4 th at 2:00pm		
Adjourn		
Motion by:	Lisa Cruden	Support from: Victoria Arnold