**Grand Rapids/Wyoming/Kent County CoC**
**Coordinated Entry Committee**
**MEETING MINUTES**
February 22, 2022
2:00-3:30

| Meeting Attendees: | Tom Cottrell, Centhia Fleming, Joyce Williams, Holly Wilson, Tammy Britton, Victoria Sluga, Dave Gantz, Zenaida Jimenez, Julie Kendrick, Sherrie Gillespie, Victoria Arnold, Marissa Lee, Kendra Avila, Catherine Sheroski, Christina Slofstra, Rachel Siebert, Brian Bruce, Lindy Perez, Fran Dalton <br> <u>Staff</u>: Courtney Myers-Keaton, Brianne Robach | | |
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| Time Convened: | 2:02 PM | Time Adjourned: | 3:12 |

| Introductions | |
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| Approval of Agenda | | | |
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| Motion by: | Victoria Sluga | Support from: | Holly Wilson |
| Discussion | | | |
| Amendments | None | | |
| Conclusion | All in favor, motion passes | | |

| Approval of Last Month's Minutes | | January 18th, 2022 | |
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| Motion by: | Tammy Britton | Support from: | Centhia Fleming |
| Discussion | | | |
| Amendments | None | | |
| Conclusion | All in favor, motion passes | | |

| CE Redesign Update | |
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| Discussion | |

The smaller group met recently to discuss redesign. Courtney noted that there are questions on roles and responsibilities which the group will continue to discuss. She thinks that we may want to shift language to better reflect that going through CE is a process of access, assessment, prioritization, and referral.

Community Rebuilders has invested time and energy in developing the Community Housing Connect (CHC) portal. This is currently used by families to access the system and the goal is to expand this platform to whole system. Courtney overviewed the four phases for building out CHC 2.0. The phases will not be linear and will overlap. An important beginning step is engaging with partners to include all community resources in the centralized database, not just those that receive federal funding. Employment resources (supportive services and opportunities) are included because for folks to stabilize, both income stability and housing are important. Consumer access is scheduled to be broadened towards the end of the year. Resource prioritization and matching will likely not be completed until later in the process because of the time required to build the technology. Throughout the building process, consumers will be asked to provide input into how system operates. Next steps include continued development of software, a community kickoff session, and listening sessions/feedback opportunities from consumers.

Victoria Sluga is excited for the potential for outreach teams to have transparency of available resources with this completed platform. Brian is excited about the speed of the initial assessment

process and the potential for households to see their status and make changes. This will likely help reduce calls from folks who are checking on their status.

The current system relies heavily on the VI-SPDAT for assessment and prioritization of singles, but this tool is no longer recommended by its creator. The community could select or develop an assessment is based on local factors during the building process. This may include understanding risks as well as needs and wants and offering supports to households even if they do not meet the definition of literal homelessness. The platform also may provide data around how services are accessed and gaps. Coordination between outreach teams will continue in this new iteration. Courtney also envisions that a way for folks to call into the system will remain.

Holly asked where how those who indicate they are fleeing domestic violence (DV) can connect with a DV provider. This is not currently in place. Tom indicated that the YWCA will have a way for folks to access CHC if desired and will help clients decide if want to access the system. In addition, an anonymous way for DV clients to access the system will likely be discussed. DV providers will be included in conversations.

Tammy wondered if capturing robust data on unsheltered households of all populations will discussed in the current iteration or the next. It will be in both. Now, there are specific street outreach pages in HMIS that are used for singles, but not families. Discussion around whether these pages should be used to help track data will continue.

Structure is part of CE redesign conversations. One area that is being discussed is who will hold the tool in the long-term. These conversations will continue in the smaller group.

| Action Items | Person Responsible | Deadline |
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| Coordinated Entry Committee Structure | | |
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| **Discussion** | | |

Courtney shared a potential structure for the committee in the future - a system-level governance committee informed by population groups and workgroups. CE redesign conversations are ongoing and may determine the structure. Tom likes that this model groups those doing direct work in committees and higher-level oversight is provided by another group.

Conversation around where the outreach workgroup fits; it is connected to the work but is not a population-specific or governance group.

| Action Items | Person Responsible | Deadline |
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| Coordinated Entry Concerns | | |
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| **Discussion** | | |

Victoria Sluga plans to connect with outreach providers around their ESG outreach position.

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Tammy has recommended network180 and HOT mirror the process StreetReach uses for completing assessments and providing information to HAP.

Fran asked what is being done to ensure chronic singles are tracked in HMIS. Courtney noted that the built for zero group is meeting around a developing a robust chronic BNL. Incorporation of FUSE clients could be discussed in conversations around CHC 2.0.

Rachel asked about the turnaround time for connecting folks to services. Folks can speak with someone to get an assessment quickly, but the timeframe depends on what resources are available. Courtney noted that resources are prioritized based on vulnerability as the community does not receive enough resources for all who come into the system. As we work towards functional zero for different populations, length of time metrics will be determined for those subpopulations that do not currently have them. Resources are important to ensure the community can meet the metrics it sets.

| Action Items | Person Responsible | Deadline |
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| Next Meeting | |
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| Discussion | |
| March 15th at 2:00pm | |
| **Adjourn** | |