



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

March 15, 2022  
2:00-3:30

Meeting Attendees:	Tom Cottrell, Centhia Fleming, Victoria Arnold, Marissa Lee, Joyce Williams, Rachel Siebert, Dave Gantz, Zenaida Jimenez, Tammy Britton, Julie Kendrick, Kim Keaton, Brian Bruce, Lindy Perez, Maria Lara, Tanesha Jordan, Holly Wilson, Lisa Cruden <u>Staff:</u> Courtney Myers-Keaton, Brianne Robach		
Time Convened:	2:02 PM	Time Adjourned:	3:21

<b>Introductions</b>			
<b>Approval of Agenda</b>			
Motion by:	Centhia Fleming	Support from:	Tammy Britton
Discussion			
Amendments	Courtney will provide a Built for Zero update under CE Concerns.		
Conclusion	All in favor, motion passes		
<b>Approval of Last Month's Minutes</b>		<b>February 22, 2022</b>	
Motion by:	Centhia Fleming	Support from:	Brian Bruce
Discussion			
Amendments	None		
Conclusion	All in favor, motion passes		
<b>FUSE and Case Conferencing</b>			
Discussion			
<p>Kim Keaton is with CSH, a national organization who provides technical assistance to providers. She has been helping with the local implementation of FUSE (Frequent Users Systems Engagement), an initiative focusing on those with long periods of institutional (healthcare, justice) involvement and homelessness. Locally, the team is working to integrate data lists from multiple systems to identify frequent users. Kim shared strategies for bringing FUSE into Coordinated Entry (CE) and provided community examples. In her experience, FUSE is implemented either as a standalone program or is incorporated into CE prioritization. There are 3 main strategies for incorporating FUSE into CE:</p> <ul style="list-style-type: none"> <li>- Low tech - agreement in CE Policy for prioritizing high users</li> <li>- Medium tech - a matched list from multiple systems is developed and HMIS prioritization flag added</li> <li>- High tech - multiple data sources feed into HMIS/a warehouse - agreed upon thresholds used to calculate vulnerability or vulnerability scores weighted based on utilization</li> </ul> <p>Systems data can be added to HMIS. If specific health data is not included, data can be shared for care coordination purposes under HIPAA. A Data Use Agreement or MOU and upkeep and policies would be required.</p> <p>Tom asked about prioritization of PSH (Permanent Supportive Housing) resources. HUD CoC funded projects are prioritized for chronic households, but other PSH resources could be set aside for high users who are not chronic.</p>			



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Courtney noted that this ties into the Built for Zero (BFZ) update. The group met today, and one area of discussion was the VI-SPDAT and its' futility. She thinks there is an opportunity to discuss prioritization criteria used in the community. In the meeting, Angela stated that Community Housing Connect (CHC) could be used as an assessment portal, prior to system-wide implementation of the tool. Courtney, HAP staff, and Angela plan to meet and discuss the CHC assessment. Following conversations, a proposed assessment tool for singles can be shared and the process can be discussed by this committee.

Case conferencing was also discussed at the BFZ meeting and Angela affirmed that the process recommended by BFZ is similar to the case conferencing processes for families and veterans. Courtney thinks once a process is developed for BFZ, it could be implemented quickly. She is unsure if language around case conferencing should be added to the CE Policy, but this can be discussed. The hope is to have chronic and youth case conferencing up and running soon. Conversation around additional case conferencing logistics. Highlights:

- Tom suggested that conversations around desired data points begin soon, if not already happening, to help ensure processes are in place to collect desired data.
- An overview of the case conferencing process can be shared for those who are unfamiliar.
- Brian thinks case conferencing would need to be prioritized given the large initial need.
- Outreach does not necessarily do case conferencing, but there could be connection in the future.
- In order to participate in case conferencing, agencies would need to be on the QSOBAA.
- DV provider involvement with case conferencing is connected to conversations at Family Functional Zero (FF0) around what is needed to align DV agencies and CE process.
- Courtney thinks case conferencing can start while the community addresses issues identified in prioritization policies.
- A future CE Committee responsibility could be an annual review of prioritization policies to ensure they are flexible and dynamic and reflective of issues in the community.

Next steps: Case conferencing processes for FF0 and the proposed chronic/ BFZ process can be shared with the group for review. The committee can then discuss what is needed to implement case conferencing for chronic households as well as integration of FUSE in processes.

Action Items	Person Responsible	Deadline
Review and discuss CHC assessment tool and process	All	Future meeting
Share FF0 and proposed BFZ case conferencing processes	CoC staff	
Discuss next steps for implementing chronic case conferencing and integration of FUSE under processes.	All	Future meeting

**Coordinated Entry Redesign Update**

Discussion

At their recent meeting, the small group addressed questions. Courtney shared FAQ responses developed with Vera (Community Rebuilders) and Blythe (Euzen Connect):

- Cost - support for maintenance, administration, and provider incentives will need to be identified. The small group will further clarify on each cost.



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- Where will the tool sit? - The community, CoC, and service providers will inform this decision. The CoC will work to draft governance policies (same as CE Policy development)
- HMIS - the intention is for data for HUD required data elements to feed directly into HMIS
- Solutions Specialists (SS) and outreach - SS provide diversion and rapid resolution whereas outreach engages with unsheltered households. Further conversations around whether outreach specialists could serve as SS is needed
- DV safety response - there will be work to ensure confidentiality and rely on national best practices. This ties into work at FFO and there will be more conversation around safety needs.

The small group will meet again next week to discuss implementation phases.

Lisa asked about the goals of the redesign group. In the fall, the CE Committee heard a presentation on enhanced CE and CHC and recommended that Steering Council commit to the redesign model presented, including using CHC as appropriate. Steering Council approved implementation of enhanced CE system-wide, including CHC where appropriate, and directed staff to develop an implementation plan in coordination with CE Committee including needed policy changes. Thus, the small group goal is to develop an implementation plan and process, and a plan to identify policy changes. The group has also been discussing funding needs and potential sources.

Action Items	Person Responsible	Deadline
<b>Coordinated Entry Evaluation Update</b>		
Discussion		
Brienne shared that HAP and CoC staff have gone through HUD's self-assessment tool and will meet next week to discuss any gaps and action areas. Results will be brought back to this group.		
Action Items	Person Responsible	Deadline
<b>Coordinated Entry Concerns</b>		
Discussion		
The BFZ update was covered in previous conversation.		
Lisa provided an update on the CHC process for families in need of emergency shelter. If a family identifies that they have nowhere to go that night, they are routed to Family Promise staff who do diversion and can connect to limited shelter. If shelter is not an option, staff work on safety planning. The process continues to reiterate, and they are seeing increased effectiveness. The 211 and HAP on-call lines still exist, though it seems there has been a decrease in afterhours calls. Todd with HAP has supported their line and has done an excellent job.		
Action Items	Person Responsible	Deadline
<b>Next Meeting</b>		
Discussion		
Staff will determine whether the next meeting should be shifted to mid-April due to Spring Break.		
<b>Adjourn</b>		