



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

September 14, 2021
2:00-3:00

Meeting Attendees:	Christina Slofstra, Cheryl Schuch, Victoria Sluga, Kenny Garvin, Tammy Britton, Julie Kendrick, Susan Cervantes, Erin Banchoff, Gaby Guzman, John Wynbeek, Chelsea Knott, Victoria Arnold, Adrienne Goodstal, Lauren VanKeulen, Tom Cottrell, Kendra Avila, Julie Kendrick, Zenaida Jimenez, Kari Sherman, Vera Beech, Sherri Vainavicz, Marissa Lee, Lisa Cruden, Lindsey Reames, Veronica Arvizu, LoRae Robinson, Angela Gillisse, Laurie Eldred <u>Staff:</u> Courtney Myers-Keaton, Brianne Czyzio Robach, Pavneet Banga		
Time Convened:	2:04	Time Adjourned:	3:30

Introductions			
Approval of Agenda			
Motion by:	Lisa Cruden	Support from:	Tammy Britton
Discussion			
Amendments			
Conclusion	All in favor, motion passes		
Approval of Last Month's Minutes		August 3, 2021	
Motion by:	Lauren VanKeulen	Support from:	Victoria Sluga
Discussion			
Amendments			
Conclusion	All in favor, motion passes		
Election: Vice Chair and Secretary			
Discussion			
The committee needs to fill both positions as they are open. Vice chair will chair meeting will if chair (Tom) is unavailable. Secretary will take minutes if Brianne is unavailable. Tom will help secretary with reviewing minutes and following up on action items as needed.			
Vera nominated Brian Bruce for secretary. Victoria Sluga nominated Tammy Britton for vice chair. Vera moved to approve the slate as presented. Victoria Sluga second. All in favor, motion passes.			
Action Items	Person Responsible	Deadline	
Coordinated Entry Redesign Presentation			
Discussion			
At the June meeting, this group discussed the design of Coordinated Entry (CE), the current family process, and potential next steps. A workgroup was created to develop a recommendation for next steps. This workgroup has met several times and learned that many aspects of the family process can be iterative. They developed a recommendation which they are bringing to the group today.			
Courtney overviewed the system as it was established in 2008. Since then, there have been changes in the situation of homelessness in our community and learnings on best practices used throughout the country. Over the past 18 months, enhanced CE processes were developed in the family space through the Community Housing Connect (CHC) tool developed by Community Rebuilders (CR). This			



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tool increases equity in the system and efficiency of staffing and resources. Currently, America Rescue Plan and other funds and ongoing initiatives provide an opportunity to enhance the design of CE.

CHC and Dynamic System Management

A dynamic system flow is now used for families. Courtney overviewed the current system flow pathways for families. Families either resolve their episode of housing insecurity through Supported Solutions or by a housing resource. Any family experiencing homelessness is connected to a human element who provides support.

With dynamic prioritization, a threshold scale would be established based off the current state in the community. With a phased assessment approach, a waitlist is not used. Instead, households who are lower on the scale receive mainstream resources; as thresholds on the scale increase, households receive more intensive resources (RRH or PSH). The CE committee would be responsible for setting thresholds to determine prioritization. There is also the potential for a future state with automated process for prioritization and referrals using real-time information based on community members their current needs and environment.

Vera shared that access to the system has improved with CHC as have referrals by assisting with connections to mainstream resources, reducing barriers, increasing response time. Courtney recognized that challenges have arisen, but the group has been able to resolve these in real time. Victoria Sluga noted that some agencies focus on certain populations. This type of system would help direct clients to appropriate providers and the best resource. The CHC platform would be collaborative and would increase transparency through shared governance and community ownership. It is also compliant with HUD regulations.

What will change?

Roles will change as different agencies take on different roles and accountability for different elements. There is the possibility that HAP's role will shift. Role shifts would allow each organization to use their strengths most effectively. Funding will also change. There is some designated HUD funding that may need to be reconfigured. Designing, building, and sustaining this system will need to be supplemented by philanthropy. Advocacy and education would be needed so funders understand why is so important. The first step will be a commitment to build the enhanced system and developing it other subpopulation spaces.

Implementation Action Steps:

For system-wide deployment, cross-population prioritization criteria and processes need to be developed. Subpopulation groups may meet to develop criteria for their population. Each subpopulation likely would roll out differently and at different times. The workgroup is asking CE Committee to recommend to Steering that they formally recommit to a redesign of CE which would include using CHC where appropriate. In addition, they want Steering to support advocating with state and local funders for this change and against additional prescriptive requirements. In addition, incentives for agencies not currently receiving CoC funds who use the enhanced system need to be discussed.



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Cheryl shared that implementing these changes will implement changes made to the family process more effectively. Currently, eligibility and referrals are done manually. With automated processes, decisions would be up to the community group and would take burden off HAP. Vera indicated that some of roles of CE could be taken on by the CHC system, but data entry and management would need to be done by the CE lead entity. Centralized resource pools would be used with resources balanced based on supply and demand as well as thresholds so the appropriate number of resources are available in each pools. Cheryl noted that this also changes as to who sits around the table, how decisions are made, and how consumer voice plays into these processes.

Lauren shared that she participated in some conversations and supports this recommendation. Victoria Sluga also shared her support. She appreciates the increased visibility as it will help increase effectiveness of outreach and that this will be iterated to best align with needs and experiences of each subpopulation.

Lisa moved the Coordinated Entry Committee recommend and ask Steering Council to commit to the redesign model as presented, including the use of Community Housing Connect as appropriate and support for finding funding for these efforts. Kendra second. All in favor, motion passes.

Action Items	Person Responsible	Deadline
Present recommendation for CE redesign to Steering	Courtney, others	

QSOBAA

Discussion

The QSOBAA (community sharing agreement) is open for signature. In the past, staff have discussed having community input prior to adding new agencies. There was an opportunity to speak to concerns ahead of the meeting as well as now. 3 agencies are interested in joining: AYA (new agency due to merger of HQ and 3:11), Covenant House, Network180

With the QSOBAA, agencies cannot share HMIS information with any agency not named in the agreement QSOBAA. Courtney thinks that community data specific to youth will benefit with the addition of Covenant House and AYA. She also noted that network180 connects with the Homeless Outreach Team, but under the QSOBAA they would not be able to share any HMIS data with non-network180 employees. In terms of process, Courtney is recommending a chance to weigh-in from the CE Committee and within the HMIS Users group. This committee can make a recommendation to approve or not approve the agencies being added. **Victoria Sluga motioned that CE Committee endorse including these three agencies to the QSOBAA. Christina Slofstra second. All in favor, motion passes.**

Action Items	Person Responsible	Deadline
Follow-up with any next steps for joining the QSOBAA	CoC/HMIS staff	

Coordinated Entry Concerns

Discussion

Vera shared that it is difficult for providers to get PSH referrals. She asked to pull PSH providers together with outreach staff to try to resolve the issue so that organizations get referrals. CoC staff



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can send a Doodle poll to providers and outreach as well as the prioritization policy adopted in 2016 for reference.			
Action Items		Person Responsible	Deadline
Convene group to discuss PSH referrals		Brianne	
Next Steps			
Discussion			
Review of action items generated during meeting.			
Tom shared that from trauma-informed perspective, it is best to avoid using language like “targeted”. Instead he suggested using “focused on, prioritized, etc.”			
Adjourn			
Motion by:	Tammy Britton	Support from:	Chelsea Knott