



## STEERING COUNCIL MEETING MINUTES

April 19, 2024  
8:30 – 10:30am

Facilitator:	Elizabeth Stoddard		
Meeting Attendees:	<p><u>Steering members present:</u> Casey Gordon, Ryan VerWys, Paul Smith, Adrienne Goodstal, Lindsey Reames, Karen Tjapkes, Tenisa Frye, Alonda Trammell, Kate Berens, Mark Contreras, Lauren VanKeulen, Ryan Kilpatrick, Victoria Arnold, Lisa Knight, Leshia Love (formerly Mary Carter), Gustavo Perez, Fran Dalton, Jazz McKinney</p> <p><u>Community Members:</u> Wende Randall, Michelle VanDyke, Perla Douglas, Alex Kontras</p> <p><u>Staff:</u> Courtney Myers-Keaton, Alyssa Anten, Ronan Parmenter, Justin Brownlee, Craig Heerema, Brianne Robach, Evan Hile</p>		
Time Convened:	8:33 am	Time Adjourned:	10:19 am

<b>Approval of Agenda - standing item</b>			
Motion by:	Adrienne Goodstal	Support from:	Paul Smith
Discussion			
Amendments			
Conclusion	All in favor, motion passes.		
<b>Approval of Minutes - standing item</b>		<b>March 15, 2024</b>	
Motion by:	Kate Berens	Support from:	Lisa Knight
Discussion			
Amendments			
Conclusion	All in favor, motion passes.		
<b>Public Comment on Any Agenda Item - standing item</b>			
Discussion			
None			
<b>Approval of Consent Agenda - standing item</b>			
Motion by:	Karen Tjapkes	Support from:	Adrienne Goodstal
Discussion			
Conclusion	All in favor, motion passes.		
<b>CoC Director's Report - standing item</b>			
Discussion	<p>Courtney shared insights from the NHSDC Conference in Kansas City, emphasizing technology use and landlord engagement. Connections were made with successful communities in similar efforts.</p> <p>Insights from the Houston site visit were shared as well, focusing on key strategies to address homelessness locally. Discussion included system mapping and identifying strategies for reaching functional zero. A debrief meeting with funders and city staff is planned to share learnings.</p>		



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Initial discussions on a housing millage are underway, led by Housing Kent, but no concrete goals or partners have been established yet. Preliminary discussions have focused on determining the road map for getting the housing millage on the ballot.

A PIT Count update was provided, noting a resolution of report issues. The deadline was extended by HUD, which means results will not be available for some time.

Action Items	Person Responsible	Deadline

### CHC 2.0 – standing item

#### Discussion

Community Rebuilders presented CHC 2.0 in Kansas City. User testing has not started yet, but a flier calling for testers will be shared with the community. Budget details are expected to be shared possibly in mid-May, with a demo expected in mid-June. CR will present on CHC 2.0 at the April General Membership meeting.

A group is working on the governance document, and changes will be reviewed by the Coordinated Entry Committee prior to being brought to Steering. A contract is not available currently. Concerns were voiced about CHC as the presumed tool, and Courtney noted that Steering Council had approved CHC as a tool this committee wanted developed. There was an update on the perceived conflict of interest, noting that HUD found no conflict.

There were additional concerns raised around the lack of key benchmarks for assessing progress, and Courtney provided historical context for discussion. Courtney will look into an implementation plan and gather more information around this for clarification and further conversation.

Action Items	Person Responsible	Deadline
<ul style="list-style-type: none"> <li>- Bring further details around CHC 2.0 and historical context around the decision to May Steering Council</li> <li>- Executive Committee will discuss an implementation plan for CHC 2.0</li> <li>- Courtney will request a summary from CR on user testing for people with lived experience of homelessness and what changes will be made based on the user testing.</li> </ul>	CoC Staff	

### Housing Kent Dashboard

#### Discussion

Evan presented on the KPI 3: Homelessness dashboard from the Housing Kent Data Dashboard, highlighting changes in reporting impacting final numbers. The KPI 3 detail page offers high-level metrics and storytelling, complemented by a metric library for more extensive data exploration. Alex Kontras emphasized the significance of these changes in aligning with community values, and gave



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further context on metric rationale. There was discussion around the need for data coordination to avoid working in silos, and coordination efforts were noted.		
Action Items	Person Responsible	Deadline
<b>CoC Budget</b>		
Discussion		
Courtney noted that the Heart of West Michigan United Way Finance Team is adjusting the CoC budget based on changes to funding, and an updated budget will be provided for a vote at the May Steering Council meeting.		
Action Items	Person Responsible	Deadline
<b>Coordinated Entry Policy</b>		
Discussion		
Brienne reviewed changes made to the policy, noting the document was recommended to Steering for approval by the Coordinated Entry Committee. There was discussion and it was recommended to allow mailed grievances as another option as part of the grievance process, which is also available online. <b>Lauren VanKeulen motioned to approve the Coordinated Entry Policy as written, with the change of allowing mailed written grievances as an option to the online process. Paul Smith supported. All in favor, motion carries.</b>		
Action Items	Person Responsible	Deadline
<b>Any Other Matters by Steering Council</b>		
Discussion		
<ul style="list-style-type: none"> <li>- Ryan VerWys shared that Together West Michigan is creating new task forces, noting that more information on this initiative is available on their website.</li> <li>- Kate Berens noted the development of a flowchart outlining how to communicate excess personal property notices and encampment protocols. She encouraged this committee to reach out to her or Courtney with questions or concerns around enforcement.</li> <li>- Tenisa Frye asked for a Wellsky update, and Courtney shared that Wellsky was not the only vendor experiencing issues, and CoCs across the country are being impacted. Alyssa noted the magnitude of the changes made by HUD to data standards, and spoke to the work being done to address the issues.</li> <li>- Lauren VanKeulen requested an update on the Fulton Manor project and its connection to the CoC system. Courtney noted the CoC has not received information on this project, and can ask for a presentation from their agency to Steering.</li> </ul>		
Action Items	Person Responsible	Deadline
Request Fulton Manor Project Update for Steering Council	CoC Staff	
<b>Public Comment on Any Item</b>		
Discussion		
<b>Adjournment</b>		