



Grand Rapids/Wyoming/Kent County  
CoC Coordinated Entry Committee  
MEETING MINUTES  
February 13, 2024 2:00-3:30 pm

Facilitator:	Brian Bruce		
Meeting Attendees:	Dave Gantz, Zenaida Jimenez, Kendra Avila, Molly Wiersma, Hannah Hooley, Tammy Vincent, Victoria Arnold, Lindsey Reames, Erin Banchoff, Bryan Holt, Eileen McKeever, Rachel Siebert, Neddie Moore		
	Staff: Courtney Myers-Keaton, Brianne Robach, Alyssa Anten, Ronan Parmenter		
Time Convened:	2:02 pm	Time Adjourned:	3:34 pm

<b>Approval of Agenda</b>			
Motion by:	Zenaida Jimenez	Support from:	Molly Wiersma
Discussion			
Amendments			
Conclusion	All in favor, motion passes		

<b>Approval of Minutes</b>		<b>January 16, 2024</b>	
Motion by:	Tammy Vincent	Support from:	Bryan Holt
Discussion	Approval of Consent Agenda: remove Family Promise as the provider of the report; clarify for the Family Shelter Dashboard.  Governance Structure: "this committee reviewed and discussed the document" and "this document will be sent....for further review and recommendations."		
Amendments			
Conclusion	All in favor, motion passes		

<b>Approval of Consent Agenda</b>			
Motion by:	Tammy Vincent	Support from:	Zenaida Jimenez
Discussion			
Amendments	None		
Conclusion	All in favor, motion passes		

<b>Committee Leadership Election</b>			
Discussion			
Brianne gave an overview of position responsibilities and noted current leadership. The floor was opened for nominations: Tammy Vincent nominated herself for vice chair, Brian Bruce nominated himself for chair, and Molly Wiersma nominated herself for secretary. After three calls for nominees, <b>Dave Gantz motioned to approve the current slate, with support from Eileen McKeever. All in favor, motion passes.</b>			
Action Items	Person Responsible	Deadline	

<b>Coordinated Entry Governance Structure</b>			
Discussion			
Courtney recommended this committee form a small workgroup to work on the governance structure document with as much comprehensive input as possible.			



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This committee reviewed feedback the CoC received on the document, and there was further discussion around the structure and community engagement. **Lindsey Reames motioned to select a smaller subcommittee to consider the recommendations for a governance structure on the Coordinated Entry process as it relates to a technology platform, and that small group brings a document back to this larger committee for further review and recommendations before moving it to the Steering Council. Erin Banchoff seconded the motion; all in favor, motion passes.**

Lindsey Reames, Erin Banchoff, and Tammy Vincent volunteered to participate on the subcommittee.

Action Items	Person Responsible	Deadline
Determine additional participants and schedule subcommittee meeting	CoC Staff	

**CE Consumer Grievances – Updated Process/Timeline**

Discussion

Brianne reviewed the drafted grievance process document, noting the form that is available on the CoC website. Courtney emphasized the need for the process to ensure the grievance both happens within the timeframe determined by this committee and is specific to access, assessment, prioritization, referral, and monitoring. The document will be shared with this group for comment, with the goal of approving at the next CE meeting.

Courtney reviewed a previous grievance brought forth in 2023, sharing the findings and outcome.

Action Items	Person Responsible	Deadline
Share the grievance process document with this group for comment	CoC Staff	

**CE Marketing Flyer**

Discussion

Brianne reviewed the CE marketing flyer and changes made based on community feedback. She noted this document is meant to be both client- and agency-facing to give an overview of what is available through CE, and how the system works. This flyer is now available for sharing in this community.

Action Items	Person Responsible	Deadline

**Coordinated Entry Data Update**

Discussion

Brianne reviewed the Q4 CE data from HMIS. There was discussion around Referral Service Types and Referral Outcomes. There was a question around having Data Analysis review at a higher level and bring back recommendations to this committee; Courtney gave clarification around the data process and recommended keeping this discussion at CE. Quarterly updates will be provided to this committee.

Action Items	Person Responsible	Deadline

**Coordinated Entry Concerns**



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<b>Discussion</b>		
Courtney provided an update around concerns of refugee/asylum seekers entering the community, noting that Detroit has seen a three-fold increase since August. Plans for an anticipated local increase are being developed in coordination with the City of Grand Rapids, Kent County, the Hispanic Center of West Michigan, and the state of Michigan. Further updates will be provided to this committee as they are available.		
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
<b>Action Items &amp; Next Steps</b>		
<b>Discussion</b>		
- Reschedule the March CE meeting to March 26; reschedule the April meeting to April 16.		
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
<b>Adjourn</b>		
Motion by:	Bryan Holt	Support from: Zenaida Jimenez