



**Grand Rapids/Wyoming/Kent County
CoC Coordinated Entry Committee
MEETING MINUTES**
April 8, 2025 2:00-3:30 pm

Facilitator:	Hannah Hooley		
Meeting Attendees:	Hannah Hooley, Moriya DeJesus Sauro, Neddie Moore, Zenaida Jimenez, Johanna Schulte, Emily Schichtel, Joan Wallace (VAB), Tyler Kregel, Colin Dick, Dani Shields, Alyssa Bryan, James Schuen, Bryan Holt, Amy Lloyd Staff: Courtney Myers-Keaton, Alyssa Anten, Brianne Robach, Ronan Parmenter		
Time Convened:	2:03pm	Time Adjourned:	3:30pm

Approval of Agenda			
Motion by:	Amy Lloyd	Support from:	Bryan Holt
Discussion	Brianne noted that the CE Marketing Update is tabled until May.		
Amendments			
Conclusion	All in favor, motion passes.		
Approval of Minutes		March 11, 2025	
Motion by:	Amy Lloyd	Support from:	Zenaida Jimenez
Discussion			
Amendments			
Conclusion	All in favor, motion passes		
Referral Contact Discussion			
Discussion			
Brianne led a discussion around the process for contacting individuals for referrals, noting the two goals of the CE System are to connect people with housing resources and filling openings when available. Areas of improvement were noted around individuals working with providers, length of time, callbacks, transparency around expectations, data tracking, and contacting individuals.			
Action Items		Person Responsible	Deadline
Update the language HAP uses when reaching out; include backup contact information and stronger homeless history interviews in the CE provider training.		CoC Staff	
Family Shelter Long-Stayers Data Update			
Discussion			
Brianne gave a history of the changes made to the assessment in January 2025, noting the committee voted to revisit in three months. Brianne also reviewed the January 2025 and April 2025 data around the long-stayers prioritization pool, noting primary changes were a decrease in total households and a decrease in numbers of households connected to a resource, as well as an increase in households over income for many resources. Hannah Hooley requested to continue tracking this data and revisit again to ensure households are scoring correctly.			
Action Items		Person Responsible	Deadline
Identify which projects have criteria around income and determine if income certification can happen at another time other than intake.		CoC Staff	
Revisit this item at May CE meeting		CoC Staff	



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Get data around whether families are not getting resources due to coming from shelter or not; bring data to future meeting to determine if the process is equitable	Alyssa	
Case conferencing: review one family's score (identified by CoC staff) to review what is preventing them from meeting the threshold of getting connected to resources	CoC Staff	
CE Evaluation Update		
Discussion		
A small workgroup met to do the annual HUD CE Evaluation and had some recommendations and action steps, including thresholds for prioritization, convening a small workgroup to evaluate risk factors/prioritization criteria and discuss assessment tool, and a CE consumer survey to determine equality and effectiveness.		
Action Items	Person Responsible	Deadline
Send policy document to the group to review at the May meeting, to vote on recommendation to Steering.	CoC Staff	
Draft consumer survey regarding CE processes	CoC Staff	
Coordinated Entry Concerns – standing item		
Discussion		
None		
Action Items	Person Responsible	Deadline
Action Items & Next Steps		
Discussion		
Referral Contact Discussion: <ul style="list-style-type: none"> - Update the language HAP uses when reaching out, including backup contact information in the CE provider training - Conducting stronger homeless history interviews Family Shelter Long-Stayers: <ul style="list-style-type: none"> - Identify which projects have criteria around income, and determine if income certification can happen at a time other than intake - Alyssa to get data around families not getting resources to see whether they come from shelter or not to determine if the process is equitable; will bring the data update to a future meeting. - Case Conference: What is the system barrier within the one family's score (eligible but not connected to resources) that prevents them from meeting that threshold? CE Evaluation Update <ul style="list-style-type: none"> - Send draft updated CE policy document to the group to review prior to May's meeting – Brianne - Draft consumer survey regarding CE processes 		
Action Items	Person Responsible	Deadline



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Adjournment	
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