

**Meeting Minutes of the HCCSC's  
Coordinated Entry System Committee  
October 23<sup>rd</sup>, 2018  
8:30 a.m. to 10:30 a.m.**

**I. Welcome**

Natalie welcomed the committee members. As there were no new faces, introductions were not made.

**II. Approval of Minutes from September Meeting**

The committee reviewed the September 25<sup>th</sup> minutes. Jennifer made a motion to approve of the minutes, Marcie seconded the motion and it was approved by all present.

**III. CoC Board Updates**

- Marcie went through the CoC's Committee Service policy and the rules regarding one vote per agency if more than two representatives are from the same agency. She also requested that all present members complete the Committee Service Questionnaire to ensure they were all on file. All of the main committees are going through this process. Scott and Natalie will send out electronically to all members not present and request they submit one to Marcie.
- Marcie shared that the CoC Board approved of the changes in policy recommended by the Committee. Amended HMIS policies were also approved.
- The 2019 Calendar will reflect Policy trainings in addition to the HMIS trainings.
- Marcie gave the committee a heads up regarding a request for data she would be sending out via email. The request is for information for the Stark Housing Network Inc.'s Board of Directors. Marcie named all of the current SHNI Board members. The information being requested includes the number of CoC-funded PSH and RRH units in each of the three main cities and in the County-at-large and the amount of CoC funding received for those units. She does not intend for this activity to take a lot of time for providers to complete.

**IV. QA Updates**

- Jennifer and Melissa gave a brief update on the Quality Assurance Workgroups. The last QA meeting was merged with the System Performance Committee to discuss the Move on Strategy.
- At this point Scott and Natalie shared about a recent planning session both attended at the City of Canton for their Consolidated Action Plan. There was interest and discussion about possibly using City of Canton funds for a pilot project related to the Move-on-Strategy.
- The shelters also had a separate workgroup meeting since the last CES meeting. It was determined that there would not be a winter women's overflow shelter because, after looking at data, it appears that we currently have a sufficient number of vacant shelter beds that just need to be turned over more quickly. There was a lot of problem solving and generating of good ideas to address these issues (i.e. Goodwill workers perhaps being brought in to help staff turnover units). It was also

learned that the building formerly operated by Turnaround is under contract to be sold so that facility would no longer be an option for winter overflow in any case. The shelter group also discussed how to decrease barriers to shelter entry as a system and is beginning to look at the entrance criteria of each shelter.

- Marcie gave an additional update regarding a HUD Region 5 conference call in which most representatives indicated that their CoC's have not done much planning around implementing a Move on Strategy.

## V. Policy Discussion

- a. Natalie re-stated Marcie's previous statement that the CoC Board approved of the Committee-recommended changes to the CES policies while also adding that the Board decided to make two additional minor changes.
  - i. The first change was related to the mention of "Coleman" in D.2 11.E. Rather than mentioning a specific agency the Board opted to use a more general term of "crisis intervention staff" in this paragraph where "Crisis Intervention and Recovery Services" was previously mentioned.
  - ii. The second change was related to an improperly placed paragraph in the middle of another section in D.3 IV.D. The Board approved of taking that section of the paragraph out and requesting that the Committee determine where it should be appropriately inserted. The Board will take an email vote to approve of this final change.
  - iii. After a close review of all policies, Natalie and Scott identified a separate policy which provides the same information as that in the improperly-placed paragraph. This separate policy is in D.2 III B.1 and 2. And Natalie and Scott recommended that the committee vote to eliminate the improperly-placed text completely as the information is provided in this other policy (D.2 III B.1 and 2).

**Motion:** Jennifer moved that the improperly-placed text be removed from the D.2 policy. Scott seconded the motion. All were in favor. Motion carried.

- b. The committee discussed a recent clarification from HUD that Marcie received while on a conference call with several CoCs and HUD.
  - i. For PSH Disability Eligibility (reflected in our policy D.3 IX.A.2) we learned that the HUD regulation differs from our local policy in that HUD states that at least one household member must have a qualifying disability, however, it does not have to be an adult household member who has the disability.
  - ii. Our current policy specifies that it must be an adult member of the household.
  - iii. Natalie inquired about whether providers were operating in this manner. The providers represented said they require it is an adult with the disability.
  - iv. Questions arose regarding: what happens when the child with the disability ages out and leaves the household; whether the remaining family members are still eligible; and, if not, how providers would go about terminating them.

- v. There are a lot of logistics to work through so the Committee requested that we check with HUD TA Provider, Jon Cox, on this question before we change and implement a revised policy removing the restriction of adults having to have the disabling condition.
  - vi. Marcie will reach out to try and schedule Jon to be on a call with the committee at our next meeting.
- c. There was further discussion around the Shelter No Show Policy & 10-Day-Out Rule based on questions at the Shelter QA meeting.
- i. Scott and Natalie confirmed with the committee that a policy already exists which indicates that shelters “may” implement the 10 Day-Out Rule if someone fails to show up to shelter. These policies can be found at D.3. V.C.6 and V.D and D.2. IV.I.
  - ii. It was determined that we do not need to add additional policy and that shelters just need to ensure they are being consistent in how they use the 10-Day Out Rule to avoid Fair Housing complaints.
  - iii. Shelters should ensure they are documenting reasons for exclusion and/or allowing clients to come the following day if a no show.

## **VI. Sub-Committees**

Scott shared that there were a couple topics that the committee determined could use additional focused discussion around and had proposed the notion of sub-committees.

- a. The first sub-committee for which we were seeking someone to lead was around “Dynamic Prioritization” and requested it not be Scott, Natalie or Jennifer (who did offer). No one else from the group offered to take the lead. Marcie indicated that this perhaps was an area we could wait on pushing forward until the first quarter of 2019. Everyone was in favor of waiting.
- b. The second sub-committee for which we were seeking someone to lead was around the “Transfer Request Policy” and if it should remain as is or if any reasons for transfer should be removed or modified. The committee had previously recommended getting Crystal from StarkMHAR, other service providers, such as Coleman, and perhaps private landlords involved in this discussion also. The committee agreed to bring this item of discussion first to the HUD TA Call with Jon Cox as well, at our next meeting.

## **VII. Old Business**

- a. Natalie provided an update on the HUD AAQ she sent in following the committee’s discussion last month regarding the time frame to allow clients to provide personal documentation (i.e. ID, birth certificates, social security numbers, etc.) and best practices/protocols to take if clients do not provide the documentation in the time frame required. Although a question was sent in HUD has not sent a response to date. The Committee agreed to bring this item to the HUD TA call with Jon Cox also.

## **VIII. New Business**

- a. Scott shared that Shirene had sent some concerns regarding taking people as they present and that by following local CoC policies they are, at times, out of

compliance with other funders. The committee agreed to wait until Shirene was at a meeting to discuss this further. It was agreed that presenting her concerns during the call with HUD TA Jon Cox may also be suitable.

- b. Marcie raised a question related to a concern about clients not being able to access PSH units as there is no longer funding available for clients' security deposits and first and last month's rent. Shelter funding, through Sisters of Charity, was previously able to be used for this gap but is no longer available. Natalie clarified that she believes part of the issue lies in whether or not the grant is rental assistance or operating as rental assistance can be used to pay security deposits but operating grants cannot. It was also noted that you cannot mix rental assistance and operating in the same grant. It was agreed that this topic should be revisited at a QA meeting where more providers are represented.
- c. Kim shared that if it is a DV case they have a VOCA grant that will allow them to provide utility deposits, rent and security deposits at a \$1,000 cap. Everyone thanked Kim for this information.
- d. It was also shared that individuals exiting from Coleman's TAY project could not automatically adhere to the transfer policy as participants are not required to be literally homeless upon entry. If a client was literally homeless at entry they could qualify for a transfer but if they were at imminent risk or at risk of homelessness at entry they would not qualify for a transfer.

**IX. Adjournment**

Scott thanked the committee for their time.

## **Coordinated Entry System Committee Meeting Schedule**

Tuesday, Nov 27<sup>th</sup> – 8:30am – 10:30am @ Goodwill

**No meeting in December (lands on the 25<sup>th</sup>!!! ☺)**