

**Minutes for Meeting of the HCCSC's  
Coordinated Entry System Committee  
February 26th, 2018**

**Members Present**

Natalie McCleskey  
Scott Schnyders  
Melissa Terrell  
Jennifer Keaton  
Amy Dornack  
Jackie McDougale  
Joy Brubach  
Marcie Bragg  
Lisa Snyder  
Teresa Ponchak  
Diane Waite  
Shirene Starn-Tapryik  
Kimberly Stanley  
Lisa Waikem

**Welcome & Introductions**

Natalie called the meeting to order and welcomed everyone at 8:33am. Everyone provided introductions.

**Approval of Minutes from November and January**

Natalie opened up a discussion about the meeting minutes. Jennifer moved to approve the November meeting minutes. Amy Dornack Seconded the Motion. Motion passed. Lisa Waikem abstained. Natalie then opened up discussion about the January meeting minutes. Marcie Bragg moved to approve the minutes from January. Teresa seconded the motion. Motion carried. Diane Waite abstained.

**CoC Board Updates**

Marcie shared that they were not able to get to voting on the Transfer Policy update because other parts of their meeting ran over. It will be included in the March meeting for approval. The work plan that the CoC has been working on has not been presented to the board yet and Marcie is hoping to get it on the March agenda as well. The committee was also provided with a draft of the work plan for the Coordinated Entry System. It is attached to the minutes. (Attachment 1). Marcie also let us know she is working with Katie Kitchen to do an assessment of how our current system is operating. After this happens they will begin creating the strategic plan for the CoC. There was also an update that the DV projects and Homeless Navigation teams are meeting and working to better serve our clients who are in DV shelters.

Melissa mentioned that there needs to be a CE survey feedback discussion.

**QA Updates**

Melissa provided the update for the Quality Assurance Committee. She let us know that Amy Bullard from ODSA would be joining the meeting on March 1<sup>st</sup> to discuss projects and questions regarding collection of identification documents and the 90-day shelter policy.

### **By Names Topic**

Scott presented a topic to the group related to how the bed utilization in our system could be better. This is due in part to the length of time it is taking for us to get ahold of clients and then how long it is taking for clients to get the proper documentation for admission to a project (VOD, ID, SS, BC). The current policy is outlined in D2, Section G. Teresa believes it would be helpful for us clarify what “diligent effort” is in the policy and that we should clarify who is providing the assistance in obtaining the documents (Is it the projects responsibility, shelter responsibility, or case managers responsibility). Most of the agencies present seemed to indicate that obtaining the VOD for clients is the most common hold up. Amy suggested highlighting different areas on the form where we need signatures from providers. The committee agreed this would be a helpful change.

It was also suggested that it might be helpful to have a liaison from Homeless Navigation to assist clients in obtaining documentation. This would be helpful for clients who don't have a caseworker or are not connected to a shelter.

The discussion surrounding this issue was very robust with lots of issues raised by the committee members including but not limited to; a playbook for projects to follow with clients as they are assigned to projects, familial status change limits, document ready list, a mandatory housing promotion meeting after turning down your first housing offer and days someone has to respond to housing offer.

Teresa agreed to look at the list and see how many of our top 40 clients are document ready. Shelter providers agreed to look at the PSH list and verify which ones were document ready as well. The committee agreed to follow up on this discussion at our next meeting.

### **Shelter Workgroup Update**

Melissa shared that the workgroup compiled all the shelters intake paperwork and are going through them to see what are things that we might be able to share with each other. This group was also invited to attend the training on March 20<sup>th</sup> that will be facilitated by Katie Kitchen.

### **Update on Moveouts – SMHA**

Lisa Waikem shared with the group that 4 individuals currently in PSH filled out the paperwork and qualified to be issued vouchers for Section 8 housing. This was good news but also an area where we would like to see future improvement as it pertains to peoples “Moving On” strategy.

### **PSH Disability Eligibility AAQ**

Natalie presented and read through the response from HUD in reference to the AAQ that we had submitted in December. The issue of the AAQ dealt with the issues regarding the following questions:

- 1) Can a family qualify for PSH if the minor of the family is the only family member that has a disability?, 2) If the answer is yes, does this conflict with the chronically homeless rule that states that a youth with a disability can only qualify for a dedicated chronically homeless PSH unit if they are the head of household, 3) If the minor's disability does qualify the family for the PSH unit, is the minor considered the head of household and what is the process for the family when the minor moves out of the household?

Natalie gave an explanation of the response but because of its length and complexity the committee asked that it be sent out in the minutes. Natalie agreed to this request. See Attachment #2

### **CE Focus Groups – Questions**

Melissa distributed the CY2018 Coordinated Entry Survey Feedback results that were completed at three of Stark County's emergency shelters. Agencies/emergency shelters that were selected for participants to complete the survey were the Refuge of Hope, YWCA Emergency Shelter, and Alliance Emergency Residence. There were a total of 57 surveys completed. Although the survey assisted in gaining more clarification about the Coordinated Entry System / process, the committee members discussed reviewing and editing the current survey to ask more pertinent questions related to the intake and assessment process. Additionally, there were previous conversations, in the By Names section of the agenda, around when Stark County begins an applicant's time and the idea of having a homeless liaison that assists applicants in becoming "document ready" for a housing opportunity. The Coordinated Entry committee is requesting that a workgroup of volunteers meet to discuss changes to the survey; areas of focus for the workgroup are as follows: 1) utilizing the HUD provided CE Management and Data Guide to focus on additional questions; 2) asking information to determine if a "document ready" homeless liaison is needed in Stark County; 3) altering the questions to make more sense to the participants; and 4) determining the best methods for distribution and collection of the completed surveys. The next step will be for Melissa to send out a Doodle Poll to determine a workgroup date. The CE committee will be updated at next month's meeting.

### **HUD's CE Brief**

Marcie and Scott shared brief thoughts about the Coordinated Entry Guide. It was agreed that going over the whole document would not be a good use of the committee's time. It was agreed that for the March meeting the committee would read through Section 4 of the guide and come prepared to discuss what changes might be necessary for our coordinated entry. Diane Waite also mentioned that a discussion surrounding Section 3 of the guide would be useful in helping to coordinate our local system with information that the VA currently is receiving. We also agreed to discuss that issue moving forward as well.

### **Adjournment**

Natalie adjourned the meeting at 10:30am.

**Coordinated Entry System Committee  
Meeting Schedule 2019**

<b>January 22<sup>nd</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>February 26<sup>th</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>March 26<sup>th</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>April 23<sup>rd</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>May 28<sup>th</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>June 25<sup>th</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>July 23<sup>rd</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>August 27<sup>th</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>September 24<sup>th</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>October 22<sup>nd</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>
<b>November 26<sup>th</sup></b>	<b>8:30 AM</b>	<b>Goodwill Campus</b>

**December 24<sup>th</sup> - MEETING IS CANCELLED DUE TO  
FALLING ON CHRISTMAS EVE 😊**