

\*Disclaimer – The quick notes may not capture every detail of conversation mentioned. To ensure you're informed entirely, please review recording of full discussion. (Timestamps provided)

**ATTENDEES** (captured, there may have been additional uncaptured participants.)

	<b>ORGANIZATION</b>	<b>REPRESENTATIVES</b>		<b>ORGANIZATION</b>	<b>REPRESENTATIVES</b>
X	Ann Arbor VA	Kevin Thompson			
X	Catholic Charities	Vickie Schultz Misty Bowers	X	Legal Services of Eastern MI	Jill Nylander Ashnee Young (Power Initiative)
			X	Mothers of Joy University LLC	Shearese Stapleton
X	City of Flint	Kevin Miller	X	Metro Community Development	Tracey Jackson Antoinette McClain Travis Buckner Kermyra Hinkle
X	BECKA Management	Erik Soderberg			
X	Communities First	Essence Wilson			
X	Crossover Ministries	Denise Diller	X	MSHDA	Michelle Edwards
			X	Mott Community College	Dinah Schaller
			X	My Brother's Keeper	Debra Hayes
			X	New Paths	Jim Hudgens
X	Flint Housing Commission	Allie Herkenroder			
X	GCYC	James Perlaki Misty Bowers			
			X	Shelter of Flint	Linda Bielskis Paul Kilgore Charmain Furline Renisha Houston Danielle Green
			X	United Way	Jamie Lee Venable
X	Genesee Health System	Bill Doub Jodene Blair			
X	Greater Flint Health Coalition	Lori Kunkel	X	Wellness Services	Maurice Bush
			X	YWCA	Trina Sanders Judy Creed
<b>38 ATTENDEES IN PARTICIPANT LIST</b>					

Essence Wilson began discussion by introducing the purpose of the call which is facilitating and unbiasing Coordinated Entry to get a better understanding of how the process works, identify successes, areas of improvement and address some feedback to determine a plan to move forward **{Timestamp:15:18}**

Current responses from CoC agency survey on Coordinated Entry process (20 individuals have completed survey feedback) survey link: <https://forms.gle/ymYmqiAnC8XHDEVZA>

- Coordinated Entry awareness in community according to survey:
  - 50% aware with CE, 40% somewhat aware, 5% not aware, 5% would like to know more
- Agencies participating with Coordinated Entry.
  - 65% not participating, 35% are participating.
- Agencies willing to participate in Coordinated Entry.
  - 61% yes, 33% maybe, 6% no

Antionette McClain presented a general overview of Coordinated Entry and how that process operates **{Timestamp: 24:00}**

- Overview of Coordinated Entry key points
  - Purpose of presentation is to inform and educate a basic understanding of Coordinated Entry system works
  - Definition explained by Antoinette Coordinated Entry is that it is a systematic and centralized approach to address homelessness within community by transitioning families into affordable housing in a dignified matter while reducing the housing crisis episode.
  - Past issues experienced with Coordinated Entry and the HCV is that Shelter of Flint transitioned in the role of the HARA and Catholic Charities took on the role. This was not a easy feat as they did not have that foundation passed onto them on MSHDA training for the HCV process.
  - There was a gap where individuals were not being added to the list but this is not is being rectified through Misty Bowers of Catholic Charities with HCV
  - Need to work together to streamline processes so no more voucher waitlist needs will fall through gaps in future
  -

Essence asked for feedback on positive experiences/what worked well with your agency through Coordinated Entry **{Timestamp: 46:36 }**

- What works well with Coordinated Entry key points
  - Positive staff
  - Client referrals through Antoinette have been successful.
  - For those experiencing homelessness and at imminent risk of homelessness should call the Coordinated Entry helpline
  - Antoinette is helpful with the PSH program and referring clients and helping to process paperwork through Shelter of Flint
  - GHS also has good working relationship with Coordinated entry RRH and PSH projects
  - The CE process does work.
  - GCYC/Street Outreach communicate closely with Coordinated Entry team and Antoinette is great with keeping up to date and also helpful with HCV process and Ericka (from CE team) is helpful as well.

Essence asked for feedback on what need improvement with Coordinated Entry **{Timestamp 58:01}**

- What needs to change in Coordinated Entry
  - Shuffling clients through HARA and Coordinated helpline becomes difficult.

- Clients on the QBNL should also be getting referred for available MSHDA waitlist allocations. It's important that waitlist is populated as there is over 100 vouchers available- Michelle
  - Misty-has her first appointment today for adding clients to HCV waitlist, she has 73 clients she needs to work with. Before she can work with them, client must sign a release of information-this is what Misty has been working on. She has to clarify with the shelters for some clients on if they had their 14 day stays before she can add them to waitlist. Antoinette has been referring those experiencing homelessness to Misty since last Friday and Misty is currently working with the RRH and TBRA programs in adding them to the list. Misty started program on May 4<sup>th</sup> and started getting files last Friday. Misty asked permission from MSHDA to be able to still add clients and waiting to hear back from that.
  - Michelle-Sorry, I thought I responded. For those you have to make sure that they're homeless at this point in time. Because its 7 weeks we need to be able to see verification that they're homeless before we put them on.
  - Essence-Is there additional support that other partners can provide to build temporary capacity so that we don't lose those homeless vouchers while they're being processed?
  - Misty-Yes, I sent email out to all case managers explaining the process moving forward and giving them a fair warning of this is what I will need and what I'm looking for. About 16-17 people were on that email sent and I reached out to all case managers and all that would be referring to HCV (such as RRH, TBRA, all emergency shelters and Chad with PATH Program) and working with Antoinette has been helpful.
  - Michelle-I wonder if that can that be a part of the intake process when they are at shelter, can that the ROI gets signed and can be added as referring agencies because that's what my other communities do. Because that can be a bottleneck for you putting them on the waitlist, that'd be a big help.
  - Misty-I am going to send that packet with shelters and RRH case managers as well that was already in to do list. You and I discussed this before when CE was just barely being implemented.
- Need clear sustainability with Coordinated Entry especially if there is a staffing change from Antoinette or Misty. Needs sustainability plan and clear process for transference.
- Anyone not versed in housing sector the system is not clear on who to call and when to call and what response would be.
- In time of tremendous crisis (Richfield/Sunset Apartments) Coordinated Entry process did not work and a separate process had to be created
  - Essence-So that we can better prepare for the next time if this may happen it makes sense to do a debrief of what happened in that scenario because if CE did not work the first time and was circumvented the second instance, we need to figure out what went wrong and if that crisis presented opportunity to make changes to the policy. This maybe a good time to make suggestions on what will/will not work/key fundamental changes.
  - Michelle-I also had a conversation with Tracey and Antoinette about those clients and I think they were aware that we were not going to use coordinated entry but when it comes to a emergency I think it happens and u figure it out as u go through it. I think it was a communication breakdown somewhere and ppl didn't understand why they did not go through CE process because they did use MSHDA ESG for a lot of clients and no one else had funding to assist besides MDHHS
- Voucher waitlist confusion/having no one to pull from homeless waitlist was concerning.
- It should be No Wrong Door, 1 process
- Need a crisis plan or crisis section in our policies and procedures that allows us to seek out other resources in emergencies to get people immediate assistance.

- Resources are being mis-appropriated and wasted (not maliciously). Team members are not adequately prepared.
- Communications are fractured due to lack of intentional committed strategy to same approach.
- Need access to the same system, only few people have access to all workflows, files and “magic words” to tell case managers- need workflows on website and how to access the resources on where to send people experiencing homelessness etc.
- Communication issue with no wrong door approach for client assistance or coordinated entry only approach for
- Had experiences where people needed help and called helpline and was told they needed to be in shelter for a certain amount of time (that does not work for a client refusing shelters) and other alternatives were not mentioned until Misty was reached out to
- Coordinated Entry helpline staff did not have appropriate script or resources to help when called. If there will be only one phone number that agency has to be equipped with the necessary resources
- Getting a lot of bounce back calls to me directly whether through HARA, street outreach or personal phone where case managers are calling back saying client called but didn’t get help.
- Coordinated Entry lessons learned from the past **{Timestamp: 1:46:47}**
  - Lots of positive and negatives experiences throughout the years, in the past clients have said the phoneline is not getting answered. Glory called after referring and asked can they be referred to her because CE was not helping for Section8 -Misty B
- Brainstorming solutions
  - Didn’t get to this

Concerns addressed to be re-discussed at a later date.

- What is the Historical perspective of Coordinated Entry- Vicky S?
- Whose role does Project Based vouchers communications fall under. - Vicky S
- The systems and communications processes do not allow for any one organization to excellently implement the Coordinated Entry process because haven’t gotten into a general level of understanding with each other - Ashnee Y
- How do we digitize and automate streamline the collection of data and information as internal organizations and what does that look like when we interface with other organizations? - Ashnee Y
- Don’t know how to utilize tools as individual organizations, where is the start on doing those processes and what are the standards in doing this as a CoC? - Ashnee Y
- What does No Wrong Door mean? It needs to be defined in community or thrown out.
- What happens in the Gap Analysis and what is the community’s emergency plan? HUD Planning dollars how are those funds being used to plan for emergent situations? -Debra H
- Need guidance how we train and develop our team members as individual organizations and as a network of connected entities. -Ashnee Y
- With the Coordinated Entry line, it’s a lot to process when something happens in the community that line is hit up first and if the caller does not know specifically what they’re calling for (for instance a client with mental health issues) there can be miscommunications -Travis B
- Is all of this info input into HMIS in event shelter has follow-up questions for clients they can go in and access that info -Essence W

- What happens next after this process especially with NOFA coming up -Jamie Lee V
- Would like to see Coordinated Entry work over with HARA for six weeks so they can train HARA team while HARA trains theirs, that may be worth some value.
  - Essence-All info that was shared will be taken to Executive Committee meeting to see what their thoughts are on how they would like to proceed. Any thoughts can be brought to Essence in email as well.