



Monday, May 2, 2022

11:30AM

**Location: Zoom Teleconference**

**Our Mission:**

*“A community working together to achieve access to safe and affordable housing for all residents of Genesee County.”*

**I. Welcome and Introduction – Erika Humphrey**

**II. Service Gaps – Debra Hayes, Executive Director: My Brother’s Keeper**

Debra Hayes stated that information for a gaps analysis for this community is being secured and that she believes this information will be helpful. It’s important to hone-in on what the service needs are and identify the gaps in the community.

**Debra asked a question: What do you see as the service gaps for this community?**

**Vicky Schultz:** There are housing gaps for citizens or anyone returning home from prison with a CSC (Criminal Sexual Conduct) felony on their record.

**Tracey Hurd:** Agreed with Vicky that this is a need and stated that the helpline receives several calls a week with this issue.

**Debra Hayes:** If we think this is a need, we should start collecting data on this need now. How many calls are we receiving each week? Debra stated that if the data is not being captured then it’s not good data.

**Lori Kunkel:** There is a need for recuperative housing. Housing for individuals who have been discharged from hospitals but has a temporary need for medical care and they can have their needs met.

**Tracey Hurd:** Agreed with Lori and suggested we bring in someone who has done it like Oakland County. A problem like this takes a collaboration. Tracey stated that our homeless need peace, they need calm to heal their bodies.

**Debra Hayes:** In order to think about Recuperative Care Centers, you have to engage insurances, hospitals, etc. Those people have to be on board.

**Ashnee Young:** Agrees with everything that has been mentioned. Ashnee stated that everything that we are doing boils down to our systems for how we are doing them. Ashnee also expressed concern regarding agency and CoC levels lack of capacity. Ashnee wrote in the chat that she thinks that in order for any programs to be successful, we have to continue to strengthen out coordinated systems and intake processes. When we talk about training of talent, even as a CoC we are on this journey to ensure that whoever is engaged in the CoC, that their team members are being regularly trained and supported so they know how to implement things, so they know what resources are available, and that’s just not existing.

Ashnee also stated that she believes there is a misappropriation of resources and funding, so while we are talking about creating new programs and additional things, we need funds for, we are really struggling to actually most effectively and most efficiently use the funds that we have, there is a lot of money out here and it’s like we are leaking it. We are spending it, but we are not being as impactful with it as we could, both as a CoC and individual organizations. There is some disconnect, and we continue to circle back to the same conversations, and we are struggling to follow through on the actionable task. We have had successes such as our Charter, but we need to continue to move forward to ensure we are not duplicating things and then follow up on all the things we are throwing out.

**Tracey Hurd:** Tracey stated that she is excited that we are now in a place where we can address these gaps. Not only do we have a Governance Charter, we have a consultant that is going to look at our system via process mapping and analyze the gap and give us data on people and program service gaps.

**Lisa Gonzalez:** Lisa stated that one of the biggest gaps she encounters is people not having phones and not being able to stay in communication. Sometimes they leave an alternate phone number but are nowhere around when she tries to contact them.

**Neena Hudson:** Shared a free phone resource in the Chat, addressing client's not having phones.

<https://www.feelsafewireless.com/michigan-free-government-phone#:~:text=Lifeline%20%2B%20ACP&text=FeelSafe%20Wireless%20offers%20government%20assisted.Data%20for%20Internet%20every%20month>.

**Lisa Gonzalez:** Lisa stated that another issue she sees is criminal records and felonies, keeping people from getting housed. Even if the felony is 20 years old. Many clients don't know where to go but Lisa says she refers them to the Michigan Works expungement program. If clients do have felonies they should be encouraged to start working on that right away, so that by the time they get through the process it's not hindering them from being placed and housed.

Michigan Works—Clean Slate Expungement Program  
1.800.285.9675

**Lori Kunkel:** Lori stated that she believes case management is important. A lot of Medicare plans, Medicaid plans, and Health insurance plans are starting to recognize the importance of case management in supportive housing. Lori says she does not know if our community is leveraging the Medicaid dollars that may be available to support those services. This ties in with the points Ashnee mentioned earlier in the conversation, in particular the wise use of resources.

**Tracey Hurd:** Additional needs and service gaps.

- Year-round drop-in center for during the day
- Programs for clients with pets.
- Safe places for LGBTQ clients
- Housing for elderly

### III. **Standard Operating Procedures – Tracey Hurd, Vice President: Metro Community Development**

Tracey stated that the SOP is a document designed to create a set of quality standards. This document is a guide for all programs to deliver quality services. SOP has essential elements that apply to all programs. SOP can also be used as an evaluating tool. All programs must abide by and adopt the policies. SOP is also known as Homeless System Written Standards and/or Quality Assurance Standards.

SOP looks at all the programming in the homeless system. If someone is interested in any funding opportunity, they can look at the Standard Operating Procedures manual and see if their project can actually be executed.

The services covered in the SOP are:

- Services only
- Engagement
- Prevention
- Temporary Housing (Shelters, Warming Centers, Hotel/Motel)
- Rapid Rehousing
- PSH
- HSV

There are 5 areas that make up the SOP:

- Program Description
- Essential Program Elements
- Time Frame
- Population Served
- Measurement

**Bill Doub:** Suggested that the Grant Implementation Procedures document from a few years ago be incorporated in the SOP's.

**Tracey Hurd:** Tracey stated that the Governance Charter is the umbrella, but the Standard Operating Procedures goes down to programming and how we execute programs with excellence. SOP's also help the IRT team.