

# COORDINATED ENTRY OVERSIGHT COMMITTEE | AGENDA

May 03, 2022 | 11:00am – 1:00pm  
Webex meeting

Minutes Keeper: Beth Reichert

ATTENDANCE CALLED BY HOPE

## CEOC Voting Members

Red = Present

Blue = Not Present

Hope Marshall - Chair	Erin Nixon
Tameka Gunn - Vice-Chair	Mary Ann Priester
Stephanie Shatto- Acting Secretary	Beth Reichert
Megan Coffey	Kecia Robinson
Trish Hobson	James Searcy
Sonia Jenkins	Tim Williams

### Non-Voting Members Present:

- Kally Canfield, Built for Zero
- Ron Clark, Camino Health Center
- Michelle Heatley, Monarch
- Aimie-Bonner Nichole, Mecklenburg County
- Karen Pelletier – Mecklenburg County / CoC Governing Board
- Rebecca Pfifer, City of Charlotte
- Kenny Robinson, Freedom Fighting Missionaries

### Welcome, Introductions, Overview of Agenda

- Hope opened meeting; roll call

### Vote: Approval of minutes from 04/05/2022

- Trish Hobson motioned to approve the minutes without edits
- Erin Nixon seconded motion
- Minutes approved unanimously

### Vote: Approve Prioritization Policy

NOTE: discussed after the ‘Case Conferencing Policy & Procedures’ item on agenda

- Erin facilitated discussion: Last meeting, Rebecca Pfifer (present at today’s meeting) from the City of Charlotte presented on ARP (American Rescue Plan) funds received by City. To move forward, specific language needed in CoC prioritization process.

Erin Nixon,  
Branden Lewis

<ul style="list-style-type: none"> <li>- The red text in policy maps out process for how those projects will get referrals from coordinated entry; added HOME ARP</li> <li>- - one of the “set asides” no longer needed; City ESG project serving those in encampment project; project no longer taking referrals; others still in place</li> <li>- Erin – asking for a bit more from agencies re. RRH – documents states at least 50% of slots are referred from CE and then the remaining 50% could be non-CE referrals</li> <li>- Level 1 Tier 1 – uses prioritization and community priorities</li> <li>- Level 2 – follow community priorities to house families first, but not using a prioritization tool</li>   <li>- NOTE: typo in document fixed by Erin during meeting – tier 2 on Level 1 changed from FAMILIES to SINGLES</li>   <li>- ERIN: Reminded group the reason for prioritization— To ensure transparent process for distributing scarce housing resources; it gets technical and specific.</li>   <li>- Aimee-Bonner Nicole: prioritization clearly laid out helps eliminate subjectivity; need to stick to process</li>   <li>- Karen: the hotel serving those 55+ years old will hopefully open next fiscal year; it isn’t designed to necessarily serve chronically homeless; so theoretically, we could go through chronic by name list who is 55 and older and then move to non-chronic individuals</li>   <li>- Erin: each project has its own eligibility criteria as well (example: age; medical fragility); therefore, youth will not be involved.</li>   <li>- MOTION TO APPROVE: MaryAnn Priester</li> <li>- SECOND: Beth Reichert (needed to be a Board member)</li> <li>- Further Discussion: NONE</li> <li>- VOTE APPROVED</li> </ul>	
<ul style="list-style-type: none"> <li>- CE Data – April – postponed/moved to next CEOC meeting; Mary Ann will facilitate</li> <li>-</li> </ul>	MaryAnn Priester
<p><b>Case Conferencing Policy &amp; Process</b></p> <ul style="list-style-type: none"> <li>- MaryAnn walked group through the provided document.</li> <li>- Community work group convened to learn more and develop standardized case conferencing across communities (objectives: uniformity/consistency; focus on measuring success; follow best practices; streamline process)</li> </ul>	Mary Ann Priester

<ul style="list-style-type: none"> <li>- after 8-10 meetings, the work group developed this document; effort to learn about specific topic and then implement/pilot best practice(s) in chronic case conferencing group.</li> <li>- Lays out who should be part of case conferencing and timeline.</li> <li>- Lays out different types of programs that should be involved in case conferencing; specific populations are recommended to be included; veterans, chronically homeless, youth.</li> <li>- Lays out responsibilities on various levels – “community commitment” – directors, managers, etc.</li> <li>- Lays out responsibilities of planning team and by-name list leads (Kim sanders and Mary Ann Priester)</li> <li>- Discussion on privacy and consent, Confidentiality – respecting client and client data</li> <li>- includes key indicators of success; what should each agenda include</li> <li>- focus on being client-centered; “system barrier approach” (focus on deficits of system not deficits of client)</li> <li>- Kenny asked to see list of organizations; asked about non-HMIS agencies being part of care coordination</li> <li>- Michelle Heatley requested that Monarch requested to be added (via chat)</li> <li>- Question raised if Safe Alliance should be added (via chat) – MaryAnn confirmed that it is on it, as is Promise Resource Network</li>   <li>- MOTION TO APPROVE: Stephanie Shatto</li> <li>- SECOND: Erin Nixon</li> <li>- Further Discussion: Erin Nixon asked if this will live with prioritization document or Coordinated Entry’s Policy + Procedure documents. MaryAnn: she believes that both prioritization and this case conferencing doc would live in P+P</li> <li>- MOTION TO APPROVE: Yes, unanimous</li> </ul>	
<p><b>CE Redesign Workgroup Update &amp; Recommendation</b></p> <ul style="list-style-type: none"> <li>- Erin: a reminder that we received the interim CE evaluation from UNCC; CEOC decided to create work group for its own CE evaluation; group has met 2-3 times; Chloe and Bridget from UNCC joined one meeting to walk through recommendations; group deciding what is the best next step.</li> <li>- Working groups feedback so far: <ul style="list-style-type: none"> <li>o ensure 211 has standard script for clients</li> <li>o group working to make recommendation that there’s one number to call to access Mecklenburg coordinated entry and housing services (via the existing CE Hotline);</li> </ul> </li> <li>- Group discussion re. what this could mean for 211 involvement: <ul style="list-style-type: none"> <li>o people will still call 211 but 211 will just screen for resources in 211 database and the hotline will be one of those resources;</li> <li>o no probing and deep screening that will then be entered into HMIS (no need to enter into HMIS);</li> </ul> </li> </ul>	<p>Mary Ann Priester Erin Nixon</p>

- The hope is that this would be more trauma-informed/more client-centered.
  - Mecklenburg's CE staff would then tease out eligibility. More real time view of resources.
  - 211 would need new script
  - Ongoing concern about MeckCo staff capacity answering calls; combined but separate issue. But 211 is now providing Hotline number anyway; so major call increase not anticipated. One potential solution: Bringing in more agencies that do CE at their sites.
  - More discussion re. recommendation to move away from 211 as major front door
  - Karen: part of this recommendation is trying to be more trauma-informed; decrease amount of angst; great opportunity to better serve; perhaps this is reinforced by UNCC recommendations
  - Kenny: asked about requirement to call 211 first before CE assessment; Erin advised that that has operationally been removed since COVID because hotline was created
  - Discussion re. the need for quality messaging to clients, agencies, and larger community should this change take place.
  - MaryAnn: another benefit to this is that the Mecklenburg CE staff is able to see HMIS info that 211 cannot
  - Tameka: beneficial if we had a crash course tutorial on how agencies keep 211 info up-to-date/accurate. Welcome 211 providing training/resources.
  - Erin: 211 comes to HSN and CoC full membership meeting; quarterly or 2x year
  - Trish: brought up need to be mindful of relationship between 211 and UWCC in mind
  - Erin: agreed that CEOC must be sensitive to that. There should be a conversation between CEOC and UWCC (Kathryn/Beth)
  - Hope: Asked about the feasibility of this move? What are we being asked to do today? Vote on \_\_\_\_\_?
  - Need to determine the role of CoC? Erin: At minimum, CoC must be kept informed. Anna London now the CoC chair. Workgroup needs to work on messaging to bring back to CEOC
  - The only real change is that 1) 211 would no longer have to enter any data in HMIS ; 2) message will change in the community that people should call hotline. Though they can and will still call 211 (and then rerouted to hotline)
  - Regarding Dropins: Megan's team has some presence for in-person assessments; agency staff can still be trained; this could help alleviate some call volume on Megan and team
- MOTION TO DEVELOP TRANSITION PLAN TO ESTABLISH CE HOTLINE AS PRIMARY MEANS TO ACCESS COORDINATED ENTRY SYSTEM: Trish Hobson
  - SECOND: Stephanie Shatto

<ul style="list-style-type: none"> <li>- FURTHER DISCUSSION: NONE</li> <li>- MOTION APPROVED</li> </ul>	
<p><b>Agenda Setting for 05/17/2022 CEOC Meeting</b></p> <ul style="list-style-type: none"> <li>- CE Data: MaryAnn Priester</li> <li>- 211 tutorial for agencies to keep info updated and accurate: Beth Reichert</li> <li>- Report out on 211/hotline transition group <ul style="list-style-type: none"> <li>o Erin: yes, work group meets on 5/13; Erin to get with Kathryn and Beth to figure out timeline on that end; what happens after a CE assessment is completed</li> </ul> </li> </ul>	Group
<p><b>Provider Updates</b></p> <ul style="list-style-type: none"> <li>- The Relatives On Ramp Resource Center leaving 8th Street (5/12) and reopening on Freedom Drive on 5/17 (if all goes as planned)</li> <li>- United Way 2023 application process starting with Unite Charlotte; provided link to new UW Grants webpage  <a href="https://uwcentralcarolinas.org/grants">https://uwcentralcarolinas.org/grants</a></li> </ul>	Group
<ul style="list-style-type: none"> <li>• <b>Priorities for the year – NO DISCUSSION</b> <ul style="list-style-type: none"> <li>• Mapping →MOU</li> <li>• Policy and Procedure</li> <li>• Data</li> </ul> </li> </ul>	
<p><b>Next Steps &amp; Follow Up – NO DISCUSSION</b></p>	
<p><b>Meeting adjourned by Hope Marshall.</b></p>	