



## Pursuit of Housing Partners Meeting

**Date:** January 3, 2018

**Time:** 11:00 AM

**Location:** Thurman Brisben Center

<b>MEETING CALLED BY</b>	Kate Gibson (GWRC)
<b>TYPE OF MEETING</b>	Monthly Meeting
<b>NOTE TAKER</b>	Sam Shoukas
<b>ATTENDEES</b>	Kate Gibson (GWRC) Sam Shoukas (AmeriCorps VISTA) Lisa Crittenden (Loisann's Hope House) Tara Best (Loisann's Hope House) Kim Lally (TBC) Kathy Anderson (Empowerhouse) Tammy Torres (Empowerhouse) Meghann Cotter (Micah) Lorena McDowell (NVFS)
<b>ABSENT</b>	

<b>DISCUSSION</b>	
<p><b>Introduction</b></p> <p><b>Approval of December 6, 2017 Meeting Minutes</b></p> <ul style="list-style-type: none"> <li>• Kim Lally moved to approve the minutes and Lisa Crittenden seconded the motion. The motion passed unanimously.</li> </ul> <p><b>Coordinated Entry Discussion</b></p> <ul style="list-style-type: none"> <li>• <b>One Number</b> <ul style="list-style-type: none"> <li>○ CoC are moving forward with having a one number advertised for intake. The number would ring to all providers that are scheduled to take calls at that time. There will always be 2 providers on at a time. TBC decided that they would be on all the time.</li> <li>○ To eliminate the chance of missing clients calling in, clients will not be allowed to</li> </ul> </li> </ul>	

leave a message and will be prompted to continue to hold or call back at a later time. All providers will make sure that the lines that the number will be calling will not be forwarded to voicemail so that the call does not count as “answered”.

- **Graphic for Provider Websites**
  - CoC staff created a small graphic that will be used to advertise the number on partner websites and other agencies throughout the community.
- **Non-Discrimination Form**
  - CoC staff presented non-discrimination form that would be used in instances that clients felt that they were denied services because of a protected class. Having a process for non-discriminated complaints is a HUD requirement for Coordinated Entry.
  - Some providers were concerned about adding an additional form and would like to see the form combined with the already approved grievance form.
  - There were additional concerns and questions about when to present the form, and the process of investigating a complaint and how resolution would be handled. There were also concerns about the CoC’s ability (legally) to handle concerns and to do so in a proper manner.
  - CoC staff will reach out to HUD consultant to discuss concerns and figure out the correct plan of action moving forward.
- **Google Form for Coordinated Assessment/Referrals**
  - CoC staff has developed a Google form to complete coordinated assessment. As HMIS is not required for coordinated entry and alternative system can be used. Google allows for skip logic and is able to be created in a way that allows for more assistance with making referral decisions. The new form eliminated the collection of unnecessary information, which HMIs currently requires and allow for tracking of referrals, something that has not been able to be done effectively in the past.
  - The Committee was sent the link to review the form prior to the meeting and many of the providers are excited about the new process. the committee agreed to try the new way and agreed to allow staff to be trained on the new format during the coordinated Assessment training next week
- **Coordinated Assessment Training**
  - CoC staff will be hosting coordinated assessment training on 1/11/2018 at 1pm at GWRC. All assessors will need to be there. Empowerhouse and NVFS have requested to come as well to understand the process.

CONCLUSION		
ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE