



FREDERICKSBURG REGIONAL  
CONTINUUM OF CARE

## Lived Experience Committee (LEC)

**Date:** March 10, 2022

**Time:** 6PM

**Location:** George Washington Regional Commission/GoToMeeting

<b>MEETING CALLED BY</b>	Christian Zammas (Individual) at 6:05
<b>TYPE OF MEETING</b>	Monthly
<b>NOTE TAKERS</b>	Todd Rump & Reba Gagne (GWRC)
<b>ATTENDEES</b>	Christian Zammas (In-person) Joe Hargrove (Virtual) Kima Nieves (Virtual) Peg Phillips (Virtual) Brooklyn Bare (GWRC)
<b>ABSENT</b>	Kristen Corrie

<b>DISCUSSION</b>	
<b>Introductions</b>	
<b>Approval of February Minutes</b> Joe Hargrove motioned to approve the meeting minutes and Peg Phillips seconded the motion. The motion passed unanimously.	
<b>CoC Committee Updates</b> Todd Rump briefly updated the LEC on the activities of the CoC committees since the last meeting. There was one question about the data being used for the homeless mortality project.	
<b>TO DO:</b> Request that the LEC receive a copy of the FRCoC Site Checklist to review.	

Reba Gagne provided a summary of the CoC's testimonial project and book club. There was some discussion about how to make the public more aware of this initiative.

### **Coordinated Entry Policy Discussion**

LEC did not believe that the coordinated entry process was working efficiently. It takes 4-5 days to get people into shelter, which is too long. The process is not as easy as policy portrays.

Homelessness is not defined consistently across organizations throughout the region. There was also discussion about whether the CoC's policy definitions were specific enough.

There was some discussion about the status of individuals in hotels. One member believed if you don't have your own dresser, you're homeless. The question was posed whether people in hotels should be prioritized over people sleeping in cars?

**TO DO:** CoC needs to expand the definitions section and add additional details to provide greater clarity. For example, there is a high degree of decision making during the prioritization process which is not adequately described within the policy.

**TO DO:** Evaluate Homeless Help Line. Suggestion that CoC develop process to call helpline to see what it takes to get into shelter. Additionally, the following information was requested:

- How many calls does the helpline receive?
- What does the process look like for returning calls and following up with individuals?
- How many people staff the helpline?
- How is the helpline staffed at different hours of the day?
- What is the funding for the helpline? Is it enough?
- Requested data analysis of helpline to inform and improve policy.

Referral section (page 13) - More clarity and details were requested for when helpline call backs and follow-ups with individuals. LEC stated that people they talk to rarely get a call back and that the response time is a major problem, especially on weekends. LEC stated the amount of time it takes to get a return call needs to be shortened, even if it's just an update that you are x number in line on prioritization list.

Access section (page 8) - LEC stated when individuals leave the helpline messages, their calls are rarely returned within 3 hours as the policy requires. Christian Zamas stated he would report this to the CoC Board.

It was discussed whether the LEC should draft a formal complaint to the CoC Board based on findings if relevant? A possible solution was whether the Helpline could be staffed via a volunteer system. The YWCA Domestic Violence Hotline in Richmond was noted as a possible model.

One member highlighted that people are in crisis when they call the helpline and a trauma informed approach needs to be utilized. The system should be set up to provide individuals with some direction. It was stated the current process is not as helpful and that in the moment the individual needs solutions, guidance, and hope.

LEC believes people are entered into the Houseless Management Information System (HMIS) multiple times, not necessarily as one person for multiple bouts of homelessness.

**TO DO:** Are people entered into HMIS for each bout of homelessness? Can this process be streamlined to allow chronic homeless tracking but ensure the same person does not have multiple entries? Can HMIS note the number of times that people on waiting lists have been contacted? How is information currently being logged into the system?

**FY23 Virginia Homeless Solution Program (VHSP) Grant Applications**

Todd Rump provided an update on the VHSP grant application process. Due to the grant application deadline, the LEC will be provided with the grant application results. At a future meeting, these programs and results will be discussed in more detail to allow for input to provide to the process next year. Time sensitive and just to give an idea of what funding people are working with, next year the LEC will have more say in how this process is working.

**Adjourned: 7:09PM**

**Tasks:**

- LEC members will continue to review the Coordinated Entry Policy and provide any additional comments to CoC staff for consolidation.
- VHSP Grant Applications will be reviewed at the next meeting.
- Review of the LEC Attendance and Compensation Policy

**Next Meeting: April 14, 2022 at 6PM at the George Washington Regional Commission/GoToMeeting**

<b>CONCLUSION</b>	
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