**Coordinated Entry Committee Meeting Minutes**

**Tuesday, November 10, 2020**  
**3:00 – 4:30**

**Introduction – 10 minutes**

Owen Wallace; Michele LaFleur; Kelsey Wessels; Shaundell Diaz; Jeff Lowenstein; Jonathon Morey; Heather Roy; Kara Peters; Lisa Goldsmith

**Committee Membership Check-In – 2 min**

* Looking for members to co-chair the committee – February Meeting
  + Please email Brooke [bmurphy@communityaction.us](mailto:bmurphy@communityaction.us) and Shaundell [sdiaz@communityaction.us](mailto:sdiaz@communityaction.us) if you have interest in being a co-chair for the CE committee
* Engaging more members with lived experience of homelessness or housing instability
  + Please email Brooke and Shaundell if you know of anyone who is interest in joining this committee or who we can send information to

**CE Updates – 10 minutes**

* YYA CE –
  + YYA Case Conferencing meetings began 11/3 – will be held on Tuesdays at 2:00
  + Primary focus will be YYA connected to Franklin County and placement into YHDP Projects and DIAL/SELF Joint
* CE Data Elements – as of 10/1, CoCs required to collect three new data elements as part of CE system. Will be doing a roll out of this expectation but will likely take some time to get system going and folks practiced in data elements
  + Element 1: Assessment Touchpoint- date of assessment
  + Element 2: Referrals to housing or resources (including CoC housing)
  + Element 3: Current living situation
* HMIS Changing
  + Right now using DHCD’s ETO system as our HMIS. As of December 2021, we will need to be out. HMIS Workgroup put together RFP, which has been released to acquire new vender for our HMIS
  + Goal will be to have new HMIS by end of summer 2021
  + Will not be able to implement new assessment tool until we have new HMIS

**Racial Equity Plan – Coordinated Entry Goal – 20 min**

* Reviewed plan
* Identify areas that this committee will plan around:
  + Identify forum for addressing intake procedures
  + Identify language/ translation needs re assessment and intake
  + Identify accessibility needs re forms and access
  + Identify forum for reviewing current intake form and identify weaknesses
  + Identify possible vendors for Implicit bias training for CE assessors and housing provider intake staff
* Intake and Assessment Procedures- How do we address?
  + Key voices to have in that conversation would be a mix of the intake person and program participants – if we can, folks who have gone through this CE system
  + Getting them to get what worked, what didn’t work
  + Making sure that we have good representation of racial diversity
  + Issues don’t get left to the wayside
  + Add experience with assessment process
  + If we take a system, and slap some policies on top
  + Take opportunity to sit down and talk about the system
  + What is working well, what needs to be changed?
  + Not to be surveys as a primary way to gather information
  + Interviews or focus groups
  + Getting folks in a room together
  + And if want to get of real root of things
* Comment - Lisa
  + Good that there is a group that is already organized
  + Do projects have house meetings
  + Not sure if I would put providers and participants together
  + Tap into meetings that are already happening to get input \
  + Could access the YAB
* Comment - Group could have standard set
* Comment - Owen
  + If able to create tracking metric and incentivize with gift card
  + Could be administered someone outside of the agency
* Comment - Jeff
  + Get cards donated

Goals Chart?

* Yay’s or Nay’s?
* Aware that we do meet just quarterly for 1.5
* Might not be useful for quarterly meeting

**Check-In about CE Workgroup Progress and Next Steps – 15 minutes**

* February meeting will do final review of updated CE Assessment Tool
* Plan to be here at this meeting

**Plan for next quarter – 15 min**

* Planning around focus groups or interviews- assessment and intake procedures
* Implicit bias trainings
  + Held several times a year for MassHousing
  + Definitely something we should push for – know that Berkshire “Multi-Cultural Bridge”
* Trauma- informed data collection
  + Might want to integrate that for this committee
* Data
  + See CE specific data and if there is any sort of evaluation of that that needs to happen
  + How’s CE working? How many people are getting assessed?
  + Who is going where?
* Comment - Michele
  + In CE Workgroup request for more granular data on CE assessments by race and data by race
  + Have been working on it and have some already
  + Got feedback from Equity and Inclusion that we do race and ethnicity by risk factors
  + When we have more data with the CE Elements
  + We can see, who has history of eviction and who
* Comment- Lisa
  + Who is coming into our system and who are we not reaching?
  + Thinking through how this data is informing who we are not capturing
* Comment – Kelsey
  + Encouraged that workgroup is thinking about how to weight assessment
  + Know we can’t change eligibility but one thing that is standing out is that a lot of people of color are not meeting chronic can do start to wonder if that has to do with cultural differences ex. Exiting to system to doubled- up

**CE Racial Data – Michele presenting data – 30 min**

By County

**Closing and Next Steps – 5 minutes**

* Next meeting, February 2/9/20
  + Assessment Tool
* Questions focus groups/interviews –
  + Please begin to think of questions that could be asked in focus group or interview forum to get feedback from people who have gone through CE assessment and intake and CoC housing providers
  + Suggested to review before compiling questions
    - CE Written Standards (attached to email)
    - Universal Intake (attached to email)
    - Current assessment tool (attached to email)
* Implicit Bias Trainings
  + CoC staff to review suggested implicit bias training providers and recommend to our housing providers and assessment