

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

DATE: AUGUST 21, 2024

LOCATION: Safe Haven Family Shelter

TIME: 8:30 – 10AM

CHAIR	Grant Winter, Safe Haven Family Shelter
RECORDED BY	Raquel de la Huerga, OHS Continuum of Care Manager
ATTENDANCE	Grant Winter (Safe Haven), Deshaun Reed (Park Center), Catherine Knowles (MNPS), Jesse Call (TSA), Eliza Livingston (CCF), Tara Morgan (YWCA), Courtney Berner (Oasis)
GUESTS/STAFF	Brittany Morris, Russell Cook, Sherry, James, Dr. Monte Talley (OHS), Dr. Marvin Trotter (OHS), Kelsea Comb (OHS), Jasmine (OHS), Allison Cantway (OHS), Corey Ellis (MPC), Nicole Piispanen (United Way)

AGENDA ITEM	DISCUSSION
WELCOME & INTRODUCTIONS	Values and Equity Statement read aloud by Allison Cantway. Attendees introduced themselves, shared their interaction with CE, and what encouraged them to join. DeShaun Reed offered to be the co-chair for the committee.
ESTABLISH COMMITTEE SCOPE & PURPOSE	Chair Winter read the description of the committee written in the newest version of the Continuum of Care Charter, including updating CE Policies & Procedures, evaluating of the CE lead, determining community priorities for CE process, and recommending policy guidance. Chair Winter hopes that this committee can be an extension of the OHS CE team and invited the CE team to share what they are working on. OHS' Coordinated Entry team serves as the CE lead for Nashville-Davidson County, which includes dedicated processes for youth, individuals, families, and veterans. The CE team now operates the Family Line, which is a diversionary effort focused on the needs of family that can enter people into CE and connect them with additional resources. The CE team has staff stationed at various locations around the community to enter more people into CE. The CE team is working on a Resource and Referral training to increase awareness of the CE process. The CE team is also working to improve the interest list process to make appropriate connections with programs and housing. OHS' CE team is working on a new vulnerability assessment and hopes to collaborate with this committee to ensure that tool is more effective. A top goal for the OHS team is to strengthen CE to the point that it can become a national model. Chair Winter opened discussion for what the committee's role should look like within the CoC, beyond the tangible tasks that have been assigned. The committee will be looking at all components of OHS' role as CE lead and Mary Parrish' role as DV CE lead, including various CE processes and strategies. Committee members encouraged to focus on establishing a baseline within the committee and across the community on what CE is and what resources it connects people to. Chair Winter named that this inaugural year for the committee will likely need to be focused on establishing structures and processes for their assigned tasks. CE is not just the responsibility of the CE lead, but rather a community-wide initiative.

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	Shared Vision: To support and guide Coordinated Entry to improve the process to be: • Low barrier • Quick and easy • Efficient • Accessible • Well resourced • Equitable • Strategically aligned • Bridge to resources *Ultimate goal is to connect people to housing resources and reach “functional zero”*
NORMS & EXPECTATION	• Open, honest, and respectful communication. • Disagreement is okay and encouraged. • Don’t hold back because it is different than what else is being said. • Everyone is coming from different perspectives. • Acknowledge preconceived notions and biases. • No questions is a dumb question. It is okay to ask if you do not know. • Create a baseline of what Coordinated Entry so everyone is working from a shared understanding. • Work from a data perspective. • Remember for whom we are centered. • Let go of defensiveness. • Stay focused on what we are doing. • Come prepared for the conversation. • Work from a shared vision. • If you come with a problem, also come with a solution. • Elevate the voices and expertise of people with lived experience. • Don’t let perfection stand in the way of progress (“aim for get go”). • Flexibility. • Know when to step forward and when to step back. If you find yourself talking a lot challenge yourself to open up the conversation for others. These norms can evolve over time.
DISCUSS DRAFT COMMITTEE TIMELINE & PROJECT MAPPING	Chair Winter created a draft timeline for the committee to consider, which mimics the structure for how the Data & HMIS Oversight Committee creates year-long plans. Committee members agreed to begin to look at the CE Policies & Procedures Manual. Chair Winter encouraged committee members to review the Homelessness Planning Council’s strategic plan to identify potential activities for the committee to work on including: • 1.2.c. Develop plans and take necessary actions to maximize inventories. • 1.4.d. Create and share public-facing dashboards of HUD System Performance Measures, Point in Time Count, and Housing Inventory Count. • 2.1.a. Mobilize community partners.

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	• 2.2.a.ii. Increase the number of Housing Choice Vouchers accessed by people experiencing chronic homelessness. • 2.2.b.iii. Increase the number of mainstream housing resources accessed by people experiencing homelessness and encourage a local homelessness preference at MDHA. • 2.3. Maximize community wide HMIS data collection, sharing, and using. • 2.4.a-d. Develop an ongoing, robust, and transparent communications strategy to advance collaborative efforts to end homelessness. Committee will explore creating a sub-committee of CE Oversight Committee members to participate in the workgroup for retooling the VISPDAT to ensure there is overlap between both bodies.
NEXT MEETING	First Wednesday in September from 8:30 to 10AM. Explore potential options for a second monthly meeting, if needed.
ADJOURN	10:00am

NEXT STEPS

WHO IS RESPONSIBLE?	TASKS
Committee Members	• Read through the CE Policies & Procedures Manual.
Raquel	• Share CoC Charter. • Send CE Policies & Procedures Manual. • Connect with DeShaun about serving as co-chair.
Grant	• Follow up with CE team on requests for CE overview. • Invite representatives from outreach and LGBTQ+ programs. • Advertise the committee at the next General Membership meeting. • Explore creating a subcommittee to engage in retooling the VISPDAT.
CE Team	• Create a high level overview of what CE looks like. • Explore adding CE Oversight committee members to the vulnerability assessment retooling workgroup. • Assign committee members the Resource and Referral training. • Update CE website to feature the correct version of the P&P. • Share HUD TA Notes with the committee.