

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

DATE: OCTOBER 2, 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, co-chair), Deshaun Reed (Park Center, co-chair), Eliza Livingston (CCF), Daniel Naughton (USDVA), Terry Vo (Metro Council), Terri Lawson (Step Up), Nicole Piispanen (United Way), Alec Miller (Launch Pad), Jesse Call (Village at Glenclyff),
GUESTS/STAFF	Raquel de la Huerga (OHS), Dr. Monte Talley (OHS), Hannah Cornejo-Nell (OHS), Allison Cantway (OHS), Kelsea Combs (OHS), Joe, Sherry, Bradley, Russell,

AGENDA ITEM	DISCUSSION
WELCOME & INTRODUCTIONS	Values and Equity Statement was read aloud by Dr. Monte Talley. Attendees introduced themselves. No corrections to the minutes.
CE CORE WORKING GROUP UPDATE	Dr. Talley shared that there are 15 confirmed core group members. There will be an additional 10 representatives from the Office of Homeless Services. Dr. Talley hopes that the group will meet in the next month and from there they will determine their cadence. OHS has connected with HUD Technical Assistance to coordinate an Unconscious Bias training for everyone on the CE Core Group. This will be an in-person training in the end of October or beginning of November. This training will likely be a full day training. The intention is that the new tool will be more equitable and address potential biases with the VISPDAT. OHS still hopes to pilot a new CE vulnerability tool in the summer of 2025.
COMMITTEE CHAIR MEETING – EVALUATION DISCUSSION UPDATE	Chair Winter shared that there are two other committees within the Continuum of Care that each have evaluation expectations for CE, HMIS, and the Collaborative Applicant. Chairs Winter, Dietz, and Deignan met to coordinate evaluation processes across the three committees. The HMIS Oversight Committee will be the first committee to create and implement an evaluation. HMIS also has the most guidance from HUD on assessing performance and OHS has already completed a self-assessment for HMIS. Chair Winter noted that there are some expectations for CE in the Charter and that he hopes the committee can start with the tasks already laid out for the CE lead. Some communities have Memoranda of Understanding (MOUs) between the Continuum of Care and the lead entity to help facilitate evaluation.
CE POLICIES & PROCEDURES MANUAL	Chair Winter shared that he has created a Google Drive folder for committee members to reference relevant documents. In that folder, Chair Winter has added some examples of CE Policies & Procedures Manuals from other communities and HUD expectations. Chair Winter noted that any revisions to the manual will require the committee voting to move forward with proposed changes, opening a 30-day public comment period,

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

adopting relevant proposed changes, and then bringing the manual to the Homelessness Planning Council to be approved.

A committee member asked if the manual can be made available in other languages and how Coordinated Entry is accounting for those who do not speak fluently in English. Councilwoman Vo suggested to partner with public libraries to coordinate swift translation for major languages. All Nashville.gov websites are translated, but not everyone knows how to chose translation.

The committee did an initial pass through of the manual. The following changes were proposed:

Overview

- Change all references to the Metro Homeless Impact Division to the Office of Homeless Services.
- When referencing entities – mention people with lived experience.
- Committee members noted that the prevention and diversion components throughout the manual seem aspirational. Committee members noted the tension between utilizing CE for those currently experiencing literal homelessness (Category 1) vs those at imminent risk (Category 2).
- Committee members suggested adding to the glossary to define key terms.

Introduction

- A definition is needed for “crisis response system”. OHS noted that this phrase is also used often through out the Homelessness Planning Council Strategic Plan but is also not defined there.
- Committee members suggested clarifying if “vulnerability” is for those most vulnerable currently experiencing homelessness vs those at risk of homelessness.
- The manual needs to clarify when references to “housing” are not permanent housing. Committee members also suggested to clearly lay out what connections are made more immediately vs end goals.

Purpose of This Manual

- No comments.

System Purpose

- No comments.

Goals and Guiding Principles

- References to the Weebly site need to be changed to Nashville.gov sites. OHS is also moving many processes to HUB Nashville, which will need to be spelled out in the manual. OHS will report back on this at the next meeting.
- Clarify that the committee responsible for the manual is CE Oversight.
- Take out “if appropriate” in the expectation that funded agencies attending Care Coordination Meetings.

Access

- Clarify what types of emergency shelter are and are not referred through CE.
- Specify immediate services and access points. Add clear expectations for access points and hours of operation. Avoid deterring folks from entering people into CE.
- Separate out accessibility and access points. Clarify expectations for different accessibility needs (language, disability etc.)

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

	• Invite OHS to have a listing of access points on the website. • Would it be possible to create self service options? Eligibility • Reference the HMIS Policies and Procedures Manual early on in the document. • Change this section to focus solely on ROI rather than eligibility. • The definition of “housing crisis” does not align with who can currently be entered into CE. • This sections needs to clarify who is eligible for Coordinated Entry. • Clarify that there is a right to be entered into Coordinated Entry.
NEXT MEETING	First Wednesday in November from 8:30 to 10AM.
ADJOURN	10:10AM

NEXT STEPS

WHO IS RESPONSIBLE?	TASK
Committee Members	• Continue to review and propose edits to the CE Policies and Procedures Manual.
CM Terry Vo	• Email monte.talley@nashville.gov a contact for the Nashville Public Libraries translation services.
Dr. Monte Talley	• Investigate opportunities to translate the Coordinated Entry Policies & Procedures Manual and other relevant documents. • Work on correcting weebly links listed in the manual and clarifying HUB processes.