

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

DATE: FEBRUARY 5, 2025

LOCATION: Safe Haven Family Shelter

TIME: 8:30 – 10AM

CHAIR	Grant Winter, Safe Haven Family Shelter
RECORDED BY	Allison Cantway, OHS
ATTENDANCE	Eliza Livingston (CCF), Nicole Piispanen (United Way), Robert Knight (lived experience), Courtney Berner (Oasis Center), Jesse Call (Village at Glenclyff), Terri Lawson (Step Up), Catherine Knowles (MNPS),
GUESTS/STAFF	Vai Sreenivasan (OHS), Dr. Monte Talley (OHS), Aubrie Hardy (OHS), Allison Cantway (OHS), Kelsea Combs (OHS), Raquel de la Huerga (OHS), Maria Reshammar (Launch Pad), Raelonda Wynn (VA)

AGENDA ITEM	DISCUSSION
WELCOME & INTRODUCTIONS	Committee members reviewed the meeting minutes from December and had no corrections. Chair Winter reviewed the Continuum of Care (CoC) Code of Conduct and Values and Equity Statement.
REVIEW COORDINATED ENTRY POLICIES & PROCEDURES MANUAL	Grant shared that the goal for this meeting is to complete the review of the Coordinated Entry Policies & Procedures Manual. Master List • Write out Preliminary Assessment instead of using the acronym. • The committee found it confusing that the By Name List and Master List seem to be the exact same list. The committee agreed to pull definitions from the CE Resources and Referral Training to better clarify the difference between both lists. The By Name List is restricted to Category 1 (literal homelessness) and 4 (for example those fleeing violence in DV CE). The Master List is for anyone in a housing crisis, including those who once met literal homelessness definitions. The committee agreed to keep the Master List to allow for the potential for a Prevention and Diversion list. Oasis noted that the Youth Homelessness Demonstration Program also allows those meeting Category 2 and 3 to be in DV CE. • The committee will check in with the OHS HMIS team to explore what definitions and filters are being used to determine eligibility for the By Name List. Referral • Change “Provider” in the second paragraph to “Providers”. • OHS staff noted that there might need to be clarification the process for vacancy requests, which requires the completion of paperwork in HUB Nashville. This language could be paired with the sentence starting with “Providers accepting referrals...” Referral Procedures • Change “too” to “to” in the first line.

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

- The bullet on the CE team responding to requests within a business day is obsolete with the current process since the CE team has automated the process with HUB Nashville. This sentence should be deleted.
- The committee agreed to remove binding language for referral timelines to ensure that the CE team has the flexibility to align referrals with care coordination meetings.
- The committee agreed that vacancy requests will need to be submitted 72 hours before the following Care Coordination Meeting since OHS sets up the priority pool based on the referrals they receive in advance.
- Add to the first sub-bullet, a clause that if the initial referrals are unsuccessful, due to eligibility issues or inability to contact, the CE team will work with the agency accepting the referral to fill vacancies as feasible prior to the next meeting.
- The committee agreed to create a subheading of “DV CE Special Considerations” for the last two paragraphs. The committee will consider how to best outline the difference between the regular and DV CE processes.

Coordinated Entry Training

- Clean up the header.
- Change references to HID.
- This section will need to be changed as training is now asynchronous and online.
- Change the specification of HN to all users.
- OHS staff will update this section to ensure it is accurate and current.

Care Coordination Meetings

- Rework the first two sentences. Ensure that there is clarification of the subpopulations and that the meetings must be attended by representatives from each agencies.
- Potentially utilize this section to expand out requirements and accountability for participating agencies, especially for funded agencies. Clarify that if representatives cannot attend meetings for them to review the PrPool list and send updates.
- Performance Evaluation gives scores for CE participation so it could be helpful to set clear expectations and monitor agencies accordingly.
- The sentence on “immediate service needs...” addresses concerns from the referral procedures section.
- Add Shelter and Permanent Supportive Housing to the list of CE resources.
- CE team draft a new section to outline the process for supportive service referrals.
- Many bullets encapsulate case conferencing.
- Clarify that the PrPool gets sent out 1 to 2 days before the meeting and BNL is sent out with the meeting notes.
- Add that those participating in Care Coordination must be an active and trained HMIS users, unless there are special exceptions that can be approved by the Office of Homelessness Services. Exceptions should be based on essential points of contact for those served. Ask for those with special consideration to sign a confidentiality clause so there is a shared understanding of what stays in that meeting.

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

	• Change second to last paragraph to just indicate “all CCM meetings” • Change “and/or” to “or” • Reference to “pg 15” should be “pg 16” based on the current text • Change that the exit should be recorded in the CE “entry” in HMIS. • Delete reference to the CE Process Cheat Sheet, unless one is created for each kind. Diversion/Prevention Exits • This is the dream, but not what is currently happening. • If folks aren’t literally homeless they wouldn’t be open in Coordinated Entry. • Potentially specify for Category 2 and 3. • Remove because this is covered by inactivity for being housed. Inactivity Policy • Clarify reasons why someone could go inactive • Change HN to CE user. • Add permanently left the county and other definitions. Grievance Procedures • Change email address. • The last two paragraphs are confusing. Committee wants to make sure that a client should be able to submit a grievance with the organization. Grievance needs to be related to the CE process. Non-Discrimination Grievance Procedure • Language is the same as the Written Standards. • Clarify whether this is discrimination through the CE process. • Add language at the end of this of the steps of potentially going higher. • Grant, CE Team, and Raquel will workshop this section. • Potentially at minimum outline that the CE lead needs to be notified if there is a grievance. The committee will aim to have the draft voted on at the next meeting, then open up for public comment and present to the HPC in April.
NEXT MEETING	March 5 th from 8:30 AM – 10:00 AM
ADJOURN	10:03 AM

NEXT STEPS	
WHO IS RESPONSIBLE?	TASK
CE Team	• Check to see if all committee members have completed the CE Resource & Referral Training. • Work with Raquel and CE Oversight Chairs to incorporate committee suggestions into a draft document. • Propose changes for the last few pages.
Chair Grant Winter	• Meet with Raquel and CE Team to work on draft and address any loose ends.