

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

DATE: MARCH 5, 2025

LOCATION: Safe Haven Family Shelter

TIME: 8:30 – 10AM

CHAIR	Grant Winter, Safe Haven Family Shelter
RECORDED BY	Raquel de la Huerga, Office of Homeless Services
ATTENDANCE	Eliza Livingston (CCF), Nicole Piispanen (United Way), Grant Winter (SHFS), Catherine Knowles (MNPS), Terri Lawless (Step Up), DeShaun Reed (Park Center), Robert Knight (PWLE), Courtney Berner (Oasis)
GUESTS/STAFF	Dr. Monte Talley (OHS), Allison Cantway (OHS), Raquel de la Huerga (OHS), Raelonda Wynn (VA), Corey Ellis (MPC), Paula Frame (OHS), Kelsea Combs (OHS)

AGENDA ITEM	DISCUSSION
UPDATES	The committee chairs and OHS staff provided updates on CoC-wide efforts to comply with the federal executive orders. OHS shared that the HUD Technical Assistance contractor that had been providing support in re-tooling the CE Assessment had their contract terminated due to non-compliance. OHS is looking into potentially contracting directly to get technical assistance on the assessment. Coordinated Entry Core Group At the last CE Core Group meeting, there was a robust discussion of what questions should be asked in the new assessment. There is an online poll to determine where to categorize questions. The CE Core Group is hoping to create a test group for the assessment by late April or early May. Dr. Talley recognized that even once they enter the test phase additional changes can be made to better adapt the tool. Ideally, the test group would be reflective of people experiencing homelessness in Nashville. The Core Group anticipates a slow roll out to avoid the whiplash seen in peer cities that switched their tool over abruptly. The Core Group also hopes that the tool will be dynamic and can be reviewed every year to ensure it is responding appropriately to the community's needs. OHS clarified that clients need a new assessment done every year regardless, which would prompt re-assessment once the tool is fully launched. A committee member asked how the definitions of homelessness will be incorporated into the new CE process and if the tool has to be limited solely to Categories 1 and 4. OHS shared that the CE process is based on the eligibility requirements for programs participating in CE. OHS has an internal list of questions for prevention and diversion that could be incorporated depending on the availability of those types of resources. These questions are used for the CE Phone Line to determine if a person qualifies for services (in the EDA mode of the CE Call Center). Their responses are being entered into HMIS, but the individual is not added to the By-Name List, unless they meet Category 1 or 4. The CE call group then makes notes and follows up accordingly. OHS then provides resources, but not direct referrals. Generally, CE is looking to move towards a triage model, but there needs to be a better understanding of what prevention dollars exist before being able to make direct referrals. OHS also noted that all CE referrals will soon be made utilizing HMIS. The CE team has also made some changes for how data is shared at Care Coordination Meetings. Policy is being edited right now to address security issues. Monte will send that policy on to this committee and ask for it to be incorporated.

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REVIEW COORDINATED ENTRY POLICIES & PROCEDURES MANUAL	Data Management • Change the link • Change he/she to they • First bullet – housing crisis vs homelessness in entry to CE. Can it be broader? Clarify in outward messaging to the community and have documents not use the language housing crisis. Change the definitions to reflect literal homelessness categories. • Some agencies say a verbal signature is valid for 30 days. Is that kept to? • Add a clause that entry for diversion is based on eligibility for available programs. Go back to page 8 to talk about what to do in housing crisis. • Change will be entered into CE to something else. References meeting eligibility. It can say will be assessed. Evaluation of CE • Add in 2023 there was an assessment/audit by Metro. Metro used HUD's guidelines. Where do those evaluations live? • In 2024, a CE Oversight committee was established and began working on establishing a formal annual evaluation process. • Outline for CoC Policies & Procedures Document. CE Process Self-Assessment. Copy language from the Charter. CE Policies & Procedures Manual Evaluation and Revisions • Copy over public comment language. • Ensure all documents align. Ensure to send along to Standards of Care. Glossary • BNL – Category 1 and Category 4. How to change it to be more dynamic? Avoid the natural assumption that it is constantly changing. "Dynamic list". People active in CE. • Care Coordination Meetings – Add a statement that all attendees have to be active HMIS users with minor exceptions. Add the word "confidential". • Coordinated Entry emphasize that it is a process not a program. • DV CE language is a bit different. Talks about interpersonal violence. Raquel will send Corey the draft and determine potential changes. • Diversion – Nicole shared that it would be helpful for this definition to match the prevention and diversion workgroup's definition. Diversion is technically for someone that has already lost housing. The current language seems to be more prevention. • Family – proving of custody is hard. Committee members noted that it is unhelpful to require legal paperwork requirement that folks cannot achieve. Providers on the committee shared their program expectations. The committee agreed to change this to households with physical custody and primary caregiver responsibilities of a child, individual programs may have additional requirements regarding legal custody of a child.
NEXT STEPS	Raquel will send out link to the document for the committee to review. The OHS team will work on having the document cleaned up by next month. The committee had originally hoped to have the draft ready for the HPC by February, so they are a couple months behind. Once the Manual has been approved, the committee will move onto CE Mapping and the CE survey.

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