

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

DATE: APRIL 2, 2025

LOCATION: Safe Haven Family Shelter

TIME: 8:30 – 10AM

CHAIR	Grant Winter, Safe Haven Family Shelter & DeShaun Reed, Park Center
RECORDED BY	Raquel de la Huerga, Office of Homeless Services
ATTENDANCE	Nicole Piispanen (United Way), Grant Winter (SHFS), Catherine Knowles (MNPS), Elize Livingston (CCF), Courtney Berner (Oasis), Jesse Call (Village at Glenclyff), DeShaun Reed (Park Center), Terry Vo (Metro Council),
GUESTS/STAFF	Dr. Monte Talley (OHS), Raquel de la Huerga (OHS), Vai Sreenivasan (OHS), Aubrie Hardy (OHS), Kelsea Combs (OHS), Corey Ellis (Mary Parrish), Ralonda Wynn (VA)

AGENDA ITEM	DISCUSSION
UPDATES	The OHS team has been working to incorporate the committee's feedback into the draft revised manual. However, as the OHS team started to make edits, they realized that there was a level of re-organization and simplification needed to make the document digestible for those using and accessing CE. OHS looked at other cities' CE Policies & Procedures (P&P) and realized that there are a lot of good outlines and key language that might be helpful to pull. The OHS team also thought that it might improve the review process to not produce a document full of track changes. The document presented to CE Oversight members at this meeting is a reworked version that is relatively complete, omitting a few lingering additions such as a privacy policy for the Care Coordination Meetings and additional definitions for the glossary. The OHS team hopes that by the committee's next meeting the document will be ready to be released for public comment. The OHS team also worked to align the draft with the DV-CE Policies & Procedures, noting that eventually the committee will need to review DV-CE as well. Chair Winter shared that he had met with Corey from the Mary Parrish Center to discuss DV-CE review, however, the DV-CE Policies & Procedures were last updated in November. Thus, Chair Winter felt that the committee would hold off on revisiting another P&P to take a break and pivot into other CE initiatives. Committee members asked what the OHS team noticed was drastically different between the draft P&P and those from other cities. OHS shared that most other P&P documents and templates had a clear flow that aligned with the order of operations for someone being entered into CE. Additionally, other P&P had better clarification about the purpose of CE, how it relates to other CoC processes, explanations of access points, policies around prioritization/referral, etc. The OHS team started by reworking the table of contents to align with those from other cities. From there, the OHS team pulled language from the draft P&P, CE training documents, other cities' P&P, and other CoC resources. Source language was noted in the comments section of the reworked manual. A committee member asked who the intended audience is for the P&P, noting that much of the language was still not digestible for people experiencing homelessness. OHS explained that the P&P will be available for anyone in the community to review, however, the primary audience has always been service providers engaging with CE. The P&P is intended to provide a clear blueprint for how the CE system should

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

operate, including instructions for CE users needing to help individuals get entered into CE and navigate the process. **The committee recommended to create a user-friendly companion CE flyer once the updated P&P are approved.** OHS shared that they have also provided more digestible information for the general public on the CE website. OHS also noted that the CE process changes based on community resources and needs so the website might be easier to update as needed. The OHS team also shared that the CE Resource & Referral training also provides a more digestible overview of the CE process for HMIS users and can be shared with other partners. For example, the training was sent to Homelessness Planning Council member so they could understand the process. OHS is also looking into how to better leverage the Rise platform for CE training and to regularly monitor that trainings are being completed by users. OHS hopes to have regular CE recertifications. **The committee suggested for OHS to share CE process updates to all CE users and not just through Care Coordination Meeting Listservs, since there might be CE users who are not currently being notified about important changes.**

A committee member suggested that it could be helpful to include information about “to what are we coordinating entry”. **It was suggested to potentially provide a list of the types of resources referred through Coordinated Entry (e.g. Rapid Re-Housing, Permanent Supportive Housing) and/or explain how the Interest Lists work.** OHS noted that they hope to eventually move away from the term “lists” since it confuses the community and doesn’t properly convey that the “lists” are dynamic and constantly changing based on who is in CE. Terms like “score” and “list” sound definitive to people experiencing homelessness who often assume that they are in a fixed position on a list. OHS is working on a new visual and flow chart that might be able to help convey the Interest List process and the dynamic nature of the general CE process. The committee noted that user friendly CE flyers could help CE users explain the process to clients. **The committee agreed that there should be a 1 pager for providers and a 1 pager for clients. The committee suggested that it might be helpful for the OHS team to create Cheat Sheets for CE users to have on hand to understand what resources are available and whether or not an individual needs to be on an Interest List to be considered.**

Committee members shared general confusion around OHS’ Interest List process. For example, it was confusing to the community how Strobel House referrals worked without an interest list. OHS explained that an Interest List was not needed for Strobel since there was so much community awareness of the program and it was so low barrier that the VI-SPDAT provided enough information to determine eligibility. **Committee members suggested to clarify that Interest Lists are for programs that have specific program requirements needing to be discussed with clients (e.g. sober living) and/or eligibility requirements that must be verified (e.g. document ready).** OHS is in the process of moving Interest Lists to HUB Nashville, which should streamline the process. **The committee suggested to outline what the CE process looks for programs that do and do not require an Interest List.**

The committee agreed that the P&P should indicate that the CE process may change as resources become available. Additionally, the OHS team added language that “currently no prevention or diversion resources are prioritized through CE, however a Master List can be used to identify households who may qualify for prevention resources” to clarify that the CE process is currently designed for those experiencing

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT COMMITTEE MEETING MINUTES

	Category 1 and 4 homelessness, however, the process could be tailored for prevention and diversion efforts in the future. The committee requested for page numbers to be added to the table of contents for the reworked P&P. The committee agreed for OHS to continue to make changes to the reworked P&P, including adding Care Coordination Policies. Committee members were asked to read through the draft and prepare to vote at their next meeting to release the document for public comments.
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