

Nashville-Davidson County Continuum of Care (CoC)

COORDINATED ENTRY OVERSIGHT MEETING MINUTES

DATE: SEPTEMBER 3, 2025
TIME: 8:30 – 10AM

LOCATION: Family Safety Center

CHAIR	Grant Winter, Safe Haven Family Shelter
RECORDED BY	Raquel de la Huerga, OHS Continuum of Care Manager
ATTENDANCE	Grant Winter (Safe Haven), Jesse Call (Village of Glenclyff), Corey Ellis (Mary Parrish), Carolina (Room in the Inn), Terry Vo (Metro Council), Raelonda Wynn (VA), Allison Cantway (OHS), Chloe Knight (OHS), Aubrie Hardy (OHS), Kelsea Comb (OHS), Raquel de la Huerga (OHS)

AGENDA ITEM	DISCUSSION
PUBLIC COMMENTS	None.
UPDATES	<p>Presentation of CE Manual Revisions Chairs Winter and Reed presented the proposed revisions to the Coordinated Entry (CE) Manual at the Homelessness Planning Council (HPC) August meeting. Chair Winter noted that the HPC will vote on the manual in September to allow the members time to review the proposed changes. Chair Winter noted that HPC member Alyssa Fernandez submitted public comments regarding the manual, which mostly included small grammatical changes. Alyssa also leads the Initiatives Efficiency Ad Hoc Task Force, which is working on Continuum of Care (CoC) Grievance Procedures. Alyssa noted the need to ensure that the grievance procedures in the CE Manual align with the structure outlined for the broader CoC. The Initiatives Efficiency Task Force has also utilized the proposed CE Grievance Procedures as a template for other areas that may receive grievances. The one difference is that the Initiatives Efficiency Task Force is hoping to have a Grievance Form and Triage Process that may eventually need to be incorporated.</p> <p>Chair Winter noted that he had reviewed the Manual since the last meeting and noticed some additional changes to the Data Sharing section of the Manual. OHS staff noted that the section was changed to align with federal expectations for data security and to address past concerns of information being forwarded. Chair Winter noted concerns that text was added that the By Name List will not be sent out, as it had been previously. Chair Winter asked if Dr. Talley could provide more clarification regarding how service providers could access the full By Name List.</p> <p>NASH Assessment Roll Out Dr. Talley will provide updates at the next meeting.</p>

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EVALUATION OF THE COORDINATED ENTRY LEAD	<p>Chair Winter noted that the Continuum of Care Charter has tasked the Coordinated Entry Oversight Committee with evaluating the CE Lead. Evaluation will be for both the CE and DV CE leads.</p> <p>Chair Winter asked for additional information regarding the Coordinated Entry self-assessment and focus groups that were conducted a few years prior. Chair Winter asked if OHS staff could look into what that process looked like and any lessons learned. Chair Winter requested to find this information before the next meeting and to explore utilizing Planning Grant funds to bring in consultants to build on the process.</p> <p>Chair Winter noted a desire to look at national tools and expressed a desire for the results of the evaluation to not generate a specific score but rather identify strengths and concerns.</p> <p>OHS staff noted that the U.S. Department of Housing and Urban Development (HUD) has an assessment for the Homelessness Management Information System (HMIS), but not Coordinated Entry (CE). Chair Winter noted that there is a National Alliance to End Homelessness evaluation tool.</p> <p>The committee discussed the possibility of looking into data from the Coordinated Entry phone line, intake process, how quickly referrals are made, how appropriate/ effective referrals are, and how often CE referrals go unanswered/underutilized. One suggestion was to potentially look at the full Coordinated Entry process, beyond just the functionality of the CE leads. The goal will be to identify gaps, provide a summary assessment of current function, and make recommendations for how to improve the entire system.</p> <p>OHS staff suggested for the DV CE Manual to be revisited before initiating the evaluation process to ensure alignment of expectations for both Coordinated Entry leads. OHS staff noted that having robust Policies and Procedures will help determine how to evaluate the lead agencies.</p> <p>A committee members asked what the other oversight committees are working on regarding evaluation. OHS staff noted that the Data and HMIS Oversight Committee utilized the HUD HMIS self-evaluation, which they deemed sufficient until they could create additional evaluation parameters. CM Terry Vo noted concerns about relying on a self-assessment.</p> <p>The committee suggested to review example evaluations from other communities, the National Alliance to End Homelessness, and HUD. Chair Winter suggested to try to pull out key components of CE Lead evaluation. The committee suggested noted that it would be helpful to outline what is already expected for the Coordinated Entry Lead (from HUD guidelines, the Policies and Procedures, and the CoC Charter) and base the evaluation off those expectations. The committee noted that there may be a need to establish clearer CE lead expectations and then give time for the leads to meet those expectations before they are evaluated on those items.</p> <p>Members suggested that it will be important to establish clear objectives for the leads to be held to. OHS staff offered that it might be good for the committee to look at existing tools, like Logic Models, for outlining objectives.</p>
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Committee members were encouraged to review the following evaluation resources:

- <https://www.btghawaii.org/media/uploads/strategies-for-evaluating-and-monitoring-coordinated-entry.pdf>
- <https://static1.squarespace.com/static/5f8f0cb09d613c3e3c698554/t/663109f8b819c95dc6b4dbd2/1714489848375/Coordinated+Entry+Evaluation+Report+2024.pdf>
- <https://wnyhomeless.org/app/uploads/2025/01/NY-508-CE-Evaluation-2023-Final-version.pdf>
- <https://everyonehome.org/wp-content/uploads/2020/02/2020-CE-Evaluation.pdf>
- <https://buildingchanges.org/resources/coordinated-entry-toolkit/evaluation-challenges-and-tips/>
- <https://ncceh.org/wp-content/uploads/2025/08/2025-NC-BoS-CoC-CES-Evaluation.pdf>

Committee members suggested to potentially draft a survey to gather feedback from the community on what may need to be established as expectations and/or addressed.

Committee members noted that it might be useful to evaluate CE, in part, using data from the CE phone line. Suggested data points related to how the phone line is being utilized for prevention and division.

The committee suggested to partner with local universities to get help with the evaluation (e.g. MPH, MSW, or Vandy Community Development and Action students). The committee also expressed an interest in gaining additional insights from HUD Technical Assistance.

Next Steps

- Continue to work on evaluation
- Review example evaluations
- Develop a CE process map
- Connect with universities and TA providers to get help with evaluation
- Create a CE handout
- Define what CE resources are and create a comprehensive list
- OHS update the Resources and Referral Training to align with the new manual
- Revisit strategic plan