

**Coordinated Entry Committee Minutes  
August 28, 2018**

**Present:** Heather Eddy-Region 1; Steve Bonnar-Region 2; Teresa Short-Region 3; Bill Campbell-Region 6; Brian Dale-HUD; Lisa Steele-IHFA; Dana Wiemiller-IHFA; Jennifer Otto-IHFA

**Not Present:** Leanne Trappen-Region 4; Susan Thurm-Region 5; Ann Fitzsimmons-VA; Heidi Smith-DHS; Pam Thompson-Kootenai Health; Brady Ellis-IHFA; Sheri Cook-IHFA;

**Guests:** Melanee Neese–Salvation Army/Nampa

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**FOLLOW-UP ITEMS:**

1. Minutes from the meeting on 7/24/18 were reviewed and approved.
  - a. A motion to approve the minutes was submitted by Heather and seconded by Bill. The minutes were approved by a unanimous vote.
2. Fair Housing Update
  - a. IHFA has not received any new information from HUD.

**NEW ITEMS:**

1. System Evaluation Process
  - a. Dana recapped the system evaluation planning process and provided a status update. She indicated that she and Jennifer had discussed HMIS data review and analysis which will continue through September. She also mentioned an Homeless Connect roundtable will be held during the IHCC meeting in October with committee members and additional access point staff. She outlined potential discussion topics and asked for feedback on priority discussion items.
    - i. Committee members agreed that the homelessness prevention process, diversion, and some system policies.
    - ii. Steve mentioned some challenges with client no-shows and establishing local policies to address the problem. Other regions have also experienced some client no-shows and/or clients not providing required documentation; however, they have not established any no-show policies.
    - iii. Dana said she will forward the discussion questions in advance of the roundtable so participants are prepared to share their input.
    - iv. Dana also mentioned she will be developing questionnaires to solicit input from service providers and clients. Draft questionnaires will be available for input during the September committee meeting. Service provider surveys can be distributed by email or possibly via Survey Monkey. Dana also asked for committee input on how to distribute the survey to clients.
      1. Committee members agreed clients should be able to submit surveys anonymously and recommended making the client surveys available during the month of October. They suggested

having a mail-in and/or an on-site drop box to collect surveys. It was also recommended to track the surveys by region.

## 2. Marketing & Outreach

- a. Dana said the regional resource cards are in production. She indicated the current budget allows 500 cards to each region. Access Point representatives indicated the budgeted quantities would be appropriate.
- b. Dana mentioned the possibility of developing event signage. She indicated these could be helpful when attending community outreach events. She said IHFA could produce digital files for Homeless Connect event signage so that each region could produce signs locally.
- c. Dana also asked for input on additional marketing/outreach activities. She said affirmatively marketing the system is a HUD requirement, so IHFA will be exploring additional marketing/outreach strategies and wants regions to consider how they may be able to enhance communication and outreach efforts.

## 3. Housing Specialist Status

- a. Regions provided updates on the hiring status. Dana shared that Susan/AFF will be shifting duties and assuming the Housing Specialist position for Region 5. Region 1 has interviewed; however, has not hired anyone yet. Region 2 is working on a partnership with Salvation Army/Lewiston to have a Housing Specialist in Moscow and another in Lewiston. Region 3 is currently recruiting for the position. Bill said CLUB is reassigning a current staff member to serve as the Region 6 Housing Specialist. They attempted to recruit; however, were unsuccessful. He also mentioned he was meeting with Susan to talk about the Region 5 & 6 Housing Specialist efforts.
- b. Dana mentioned there is a potential training resource from Region 1 and IHFA will likely follow-up to schedule some Housing Specialist training once all regions have their specialist on board.

## 4. Access Point Updates

- a. Region 1/Heather – Working to ensure all client ROI documents are updated and in place. They have had some new housing openings and anticipate referring clients from the queue. Case conferencing has been more informal with partner agencies and meet weekly with internal staff to review the queue.
- b. Region 3/Melanee – Case conferencing has been implemented and staff participated in a Boise case conferencing session to observe their process. The next case conferencing session will take place in September. Dana mentioned the need for case conferencing to address single and all adult households who don't have housing resources available in the region.
- c. Region 6/Bill – Standing meetings occur prior to the monthly housing coalition meeting. Navigators, housing providers, and other stakeholders engaged with the homeless population have participated. Meeting productivity is still a work in progress.

## 5. Other Items - none

## 6. Meeting adjourned. Next meeting September 25, 2018