**Hennepin County**

Coordinated Entry System (CES) Leadership Committee

**Date and Time:** July 18th, 2023, 9:30 am-12 pm

**Location:** 1250 W. Broadway, Minneapolis, MN 55411

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### Guiding Principles

1. Ensure service accessibility
2. Prioritize swift exit from homelessness
3. Align services to client need
4. Prioritize services for clients with the greatest need
5. Build a system that works efficiently and effectively for clients, referral sources, and receiving programs
6. Invest in continuously strengthening the system

**Committee Agenda**

1. Welcome Everyone! Jess Nelson, Javon Ozier, Autumn Dillie, Charlotte Kinzley, Tina Armstrong, Cassie, Jennifer, Hans Dosland, Amy Donahue, Tenzin Benari, Kelina Morgan, Susannah, Lynell Tanner
   1. Ice breaker (Cassie) What brings you joy in the summer?
2. HS & HSS Discussion
   1. Review the basics- HS & HSS (Amy D.) – see powerpoint for details
   2. Present the data (Amy) – see powerpoint for more details- Housing Support takes up a significant number of vacancies/referrals. Impacting the entire system.
   3. Share the feedback (Amy)
   4. Small group discussion
   5. Large group share
      1. Don’t skip clients. Okay to ask clients their preference
      2. How should we do this in the future? Once CES team is fully staffed- will have capacity to be more client centered, which will result into potentially better referrals. This will add in a few extra steps. Priority Manager will need to look up client PMI and other information, input into database to look up HSS service provider and enter that into HMIS. So extra work but not a huge heavy lift.
      3. Time waste that could occur with poor referrals can be mitigated with looking up this information. Most HSS providers can’t look up and see if a client is already receiving HSS services.
      4. Can there be a question added to the Assessment asking clients if they are receiving HSS, if so who (be sure to keep the question basic so people know what they are being asked. Also a risk that people won’t say yes because they fear that they won’t get a referral if they are already receiving services from someone.
      5. Lots of predatory issues happening, especially with the consultation portion of this- the HSS provider will get paid for the consultation if approved and they have to name a person to do the ongoing CM services.
      6. What should CES do systemwide do moving forward: once assessment is completed, priority manager looks up HSS information, contact the client to determine their preference (stay with current provider or switch to match the housing referral). Consider amount of time that transfers take.
   6. Committee procedure discussion
      1. When CES team is fully staffed and after training, team will enter in HSS information (provider and expiration date). This information would be included in the referral.
      2. Providers would take on the work to talk to the client to talk through potential transfer / client choice
      3. CES team will work on communication and training plan
      4. Recommend people report fraud when able
      5. Are we prioritizing the best interest of the client or the provider? Will the client be required to switch or be at an expiration date? Would be good to talk through this. If client wants to keep their current HSS provider, then what?
      6. If the agency receives a referral and the client has HSS with another provider and doesn’t want to switch, providers have asked to be able to return the client without penalty.
3. CES LC Data
   1. New format presentation (Amy G. & Tenzin) - see PPT data document
   2. Feedback from Committee – data presentation looks good
   3. Assessor data- Agate - deferred to next meeting
   4. DV data? - deferred to next meeting
   5. S2H data- especially assessors? deferred to next meeting
      1. Committee question- invite someone to come/join?
      2. Provide report from S2H team?
4. CES LC Workgroup Updates – deferred to next meeting
   1. Evaluation
   2. Intersystems
   3. Communications
5. Discussion about CES LC composition (Tenzin)
   1. DV assessor opening? – do we fill Earl’s spot (DV / DAP)
      1. Do we automatically fill spots? Or look at representation more broadly- reviewed representation, will continue to update document
   2. Application for consideration – DAP employee Ann Rita Taugasolo-Wilks. Unanimously approved.
6. Planners share projects for 2023/2024 (Hans, Amy D., Tenzin) – deferred to next meeting
7. Google Drive

**Acronyms**

* **AMI:** Area Median Income.
* **CES:** Coordinated Entry System, a process operated by CoCs to assess and connect people residing in shelters and/or on the streets with homeless-designated housing programs
* **CoC:** continuum of care for the homeless; funding made available by HUD via the annual CoC program competition process
* **DHS:** Minnesota Department of Human Services
* **FHPAP:** Family Homelessness Prevention and Assistance Program; biannual grant from MHFA for homelessness prevention and rapid rehousing
* **EA:** Emergency Assistance for families
* **EGA:** Emergency General Assistance for single adults
* **ESG:** Emergency Solutions Grant; annual grant from HUD used by Hennepin County and City and Minneapolis for rapid rehousing
* **FMR:** Fair Market Rent, a calculation completed by the federal government
* **GRH:** Group Residential Housing, a State benefit that pays for housing and some services for people with disabling conditions, also called Housing Support
* **HMIS:** Homelessness Management Information System; database and reporting application
* **HUD:** United States Department of Housing and Urban Development
* **LTH:** Long-term homeless, a Minnesota designation of people who have been homeless or doubled-up for 12 continuous months or for 4 times in the last 3 years
* **MFIP:** Minnesota Families Investment Program, Minnesota’s Temporary Assistance for Needy Families (TANF) program
* **MHFA:** Minnesota Housing Finance Agency
* **PIT:** point in time count, a required count of people experiencing homelessness every January
* **PSH:** permanent supportive housing
* **VI-SPDAT:** Vulnerability Index – Service Prioritization Decision Assistance Tool, the tool used in Hennepin County’s Coordinated Entry System to prioritize households for different housing programs