COORDINATED ENTRY REFINEMENT STAKEHOLDER MEETINGS

STAKEHOLDER MEETING ONE – May 19, 2022

ATTENDANCE	P	Alison Jorgensen (CCS)	P	Heather Wood (Safehomes)	P	Phillip Priest (SA)
P = Present	P	Amanda Holcomb (2-1-1 VA)	P	Helen Ferguson (RM)	P	Reagan White (CCS/HMIS)
	P	Amy Shirkey (CCS)	P	Holly Sparks (CSH)	P	Sandy Peggins (City/CI)
	P	Ben Bristoll (CCS/HMIS)	P	Hope Browning (City/HUD)	P	Stacey Sheppard (TAP)
	P	Bill Duncan (BRILC)	P	Jaimie Goodman (SA)	P	Tanyia Jones (VAMC)
	P	Brian Burnette (CCS)	P	Laura Tidman (SA)	P	Tina Moore (FPGR)
	P	Brittany Huffer (BRBH/PATH)	P	Marie Beebe (FPGR)	P	Joan Domenech (CSH)
	P	Bruce Loving (RAM)	P	Matt Crookshank (City)		Kevin Liptrap (ARCH)
	P	Hannah Evans (BRBH/PATH)	P	Paula Prince (RUC/BRICH)		Evelyn Jordan (TAP SSVF)
	P	Hannah Jarrett (TAP)	P	Phil Anderson (ARCH)		

- Warm Up Activity – Intros & What do you think about CE?
- Coordinated Entry Overview (Joan Domenech) – Joan presented an overview of what CE is and how it's supposed to function (See Powerpoint).
- Questions and Identified Challenges during the presentation on Access, Assessment, Prioritization, Referral:
  - Access
  - Assessment
  - Prioritization
    - Brian - My main concern with prioritization is that it doesn't match up with the available resources. For example, as far as I know we have a deficit in PSH slots available for the actual number of the most vulnerable who would qualify for them...
  - Referral
    - Marie – Is CE about referrals to shelter or permanent housing? (Joan's answer – the goal of CE is moving people to permanent housing)
- Using Data Effectively
  - Ben
    - We should be able to see the entire workflow – how many come into the system with different needs, where they go, how many were actually helped, what were the outcomes?
    - Use it to identify how many referrals we are taking in, but are unable to serve either because of eligibility or because the resources/capacity don't exist in our community.
  - Paula – Measuring success based on how many people have to re-enter the system after being helped. Why are they coming back and what different

approaches should we use to try again and increase the chances they don't have to come back again. Make more appropriate referrals.
- o Marie – ID which folks are falling through the cracks or aren't having needs met.
- o Joan – Use data for accountability. How many people are we leaving in shelters or on the streets even after they have received resources or aren't getting to the resources.
- Ideal Workgroup Composition (Alison)
  - o Who is missing from this meeting that should be here?
    - People with Lived Experience of Homelessness (PLEH)
      - Shelter residents?
      - Unaccompanied Minors (beg. 7/1, 14+ have to be treated as adults when presenting for shelter services).
      - Unsheltered?
      - ARCH has a staff person with lived experience. Phil A. will send contact info to Matt.
    - Frontline Staff
      - Helen will provide contacts for RM staff
    - Community Partners
      - Police Department?
      - BRBH PSH?
      - Roanoke County or Salem providers, government, DSS etc.?
      - Refugee/Immigrant population providers/
      - Homeless Student representation (Malora Horn?)