



Grand Rapids/Wyoming/Kent County – MI 506 CoC
Coordinated Entry Committee
June 16, 2026 – 2:00pm – 2:45pm

1. Welcome & Introductions
2. Approval of the Agenda*
3. Approval of Previous Months' Minutes* – *April 21, 2026 and May 19, 2026*
4. Draft Assessment Service Standards– *vote to approve updated document*
5. Draft Referral Service Standards –*vote to approve updated document*
6. Nondiscrimination Complaint/Fair Housing Poster – *update on available resources*
7. Brief Update on CE Evaluation – *proposal deadline is 6/15*
8. Reminders*:
 - a. *Cover Sheets*
 - b. *Committee Roster*
9. Coordinated Entry Concerns – *standing agenda item for community partners to bring concerns to the table*
10. Action Items & Next Steps
11. Adjournment

Next Meeting: July 28, 2026 at KCCA Multipurpose Room

Purpose statement: To ensure our community experiences equitable access to housing resources, the committee will develop, evaluate, and continually improve our coordinated entry system.

* denotes potential action items



Grand Rapids/Wyoming/Kent County CoC
Coordinated Entry Committee
MEETING MINUTES – DRAFT
April 21, 2026 2:00-3:30 pm

Facilitator:	Brian Bruce		
Meeting Attendees:	Brian Bruce, Sam Westhouse, Hannah Salas, Felicia Clay, Frieda Campos, Becky Nespital, Emily Stroka, Zenaida Jimenez, Dani Shields, Tammy Vincent, Veronica Arvizu, Noelia Garcia, Frieda Campos, Jordan Brinker, Maria Williams Staff: Brianne Robach, Kate Meyer		
Time Convened:	2:05pm	Time Adjourned:	3:25pm

Approval of Agenda			
Motion by:	Sam Westhouse	Support from:	Tammy Vincent
Discussion			
Amendments			
Conclusion	All in favor, motion carries		
Approval of Minutes		February 17, 2026	
Motion by:	Becky Nespital	Support from:	Zenaida Jimenez
Discussion			
Amendments			
Conclusion	All in favor, motion carries		
CoC Staffing Updates			
Discussion			
Brianne shared staffing updates and the committee welcomed Kate. 2 administrative staff will be starting in the next month.			
Action Items		Person Responsible	Deadline
CE Assessment Workflow and Script			
Discussion			
Brianne shared that the assessment script and workflow document has been finalized and it is the shared Google Drive; it is meant to be a helper not a prescriptive document. Brianne will share the link for access and use.			
Action Items		Person Responsible	Deadline
Share the Google drive link for access and use		Brianne	
Flexible Funding Assistance Program			
Discussion			
Brianne shared that there is a pot of flexible funding available specifically for chronically homeless households who are close to moving into housing but have a financial barrier. A document overiewing criteria and process is available. To ensure these funds are accessible to all households experiencing chronic homelessness, there is form that can be filled out if providers have someone who is in need and is eligible. The housing resource can be through CE referral or another source to qualify.			
There is an appeals process if needed. Emily, Bruce, Becky, Freida, and Tammy are willing to be called upon for appeals committee if needed.			
Action Items		Person Responsible	Deadline



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Share program and process overview	Brianne	
Access and Assessment Service Standards		
Discussion		
Brianne overviewed the draft assessment service standards. The group made suggestions for changes to the document. Requested changes include: - Removing subjective language - Further define requirements around displaying signage informing participants of their right to file a discrimination complaint CoC staff to make changes and send to committee for review; the document will be brought to the next CE meeting for a vote.		
Action Items	Person Responsible	Deadline
Draft Referral Service Standards		
Discussion		
Brianne overviewed the draft assessment service standards. The group made suggestions for changes to the document. Requested changes include: - Removing subjective language - Further define requirements around displaying signage informing participants of their right to file a discrimination complaint - Clarifying language around funding source eligibility requirements CoC staff to make changes and send to committee for review; the document will be brought to the next CE meeting for a vote.		
Action Items	Person Responsible	Deadline
Coordinated Entry Concerns – <i>standing agenda item</i>		
Discussion		
Visibility from Battle Creek regarding CR referrals that are declined. Brianne and VA to follow up.		
Action Items	Person Responsible	Deadline
Action Items and Next Steps		
Discussion		
Brianne to share: - Google drive link to access assessment script - Flexible Financial Assistance program and process documents - Draft Assessment and Referral Standards with areas of requested updates identified		
Action Items	Person Responsible	Deadline
Adjournment		



Grand Rapids/Wyoming/Kent County CoC
Coordinated Entry Committee
MEETING MINUTES – DRAFT
May 19, 2026 2:00-3:30 pm

Facilitator:	Brian Bruce		
Meeting Attendees:	Brian Bruce, Felicia Clay, Erin Shibley, Catherine Sheroski, Stephanie Collier, Tammy Vincent, Emily Stroka, Veronica Arvizu, Dani Shields, Becky Nespital, Hannah Salas, Shakerah McRae, Fallon Lee		
	Staff: Brianne Robach, Lana VanBuren		
Time Convened:	2:03pm	Time Adjourned:	2:42

Approval of Agenda			
Motion by:		Support from:	
Discussion			
Amendments			
Conclusion	No motion made, due to not reaching quorum		
Approval of Minutes		April 21, 2026	
Motion by:		Support from:	
Discussion			
Amendments			
Conclusion	No motion made, due to not reaching quorum		
Draft Assessment Service Standards			
Discussion			
Reviewed updated document. The intention of this document was to confirm expectations are clearly set in place. Proposed changes included removing subjective language and discrimination complaint procedure. For the latter, it was proposed to include local resources (such as MCDR and Fair Housing of West MI). Committee could not vote to approve standards due to not reaching quorum.			
Action Items		Person Responsible	Deadline
Becky and Brianne will connect re: resources/procedure for discrimination complaints		Becky & Brianne	
Draft Referral Service Standards			
Discussion			
Reviewed updated document. These standards are intended to document expectations for all providers who receive referrals through CE. Discussion included changes regarding discrimination policies and data quality. No additional language was proposed for funding criteria. Committee could not vote to approve standards due to not reaching quorum.			
Action Items		Person Responsible	Deadline
Transitional Housing Prioritization			
Discussion			
Recapped Transitional Housing Prioritization (THP) workgroup meeting from May 18, which met to discuss language in CE policy regarding referrals to TH-only resources. Given that there is a low number of current TH projects and there are differences in how they operate, it could be challenging to prioritize for those. Brianne and workgroup will continue to draft language for the CE policy that			



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recognizes that nuance and puts it on the individual projects (clearly defined eligibility criteria and referral process) – CE will review each project’s proposals. No changes to current workflows are expected. Workgroup aims to meet again within the next month (before June CE meeting) so it can voted upon then.

Action Items	Person Responsible	Deadline
Coordinated Entry Evaluation		
Discussion		
Evaluation needs to be done once a year to ensure CE system and processes are in line with HUD’s criteria. CoC will be hiring a consultant to review the CE process and to recommend actionable next steps. This will include discussions with providers and participants to ensure HUD compliance and thorough system effectiveness. Process will culminate in final report and presentation (public CE meeting)		
Action Items	Person Responsible	Deadline
Coordinated Entry Concerns – <i>standing agenda item</i>		
Discussion		
No concerns were raised.		
Action Items	Person Responsible	Deadline
Action Items and Next Steps		
Discussion		
Action Items	Person Responsible	Deadline
Adjournment		

Grand Rapids Area Coalition to End Homelessness
Grand Rapids/Wyoming/Kent County Continuum of Care – MI 506
Coordinated Entry Assessment Service Standards - **DRAFT**

Participants can access the community's Coordinated Entry at any time via the online assessment at CommunityHousingConnect.org. Any community organization can support participants in accessing Community Housing Connect by providing information and/or technological device(s). Homelessness service providers may choose to complete the HMIS portion of the CE assessment with participants; these standards are applicable to those agencies.

General Coordinated Entry Provider Expectations:

All Coordinated Entry (CE) service providers shall adhere to a standard of ethics and practices that ensure all persons in housing crisis are treated with dignity and respect and in a fair and equitable manner. All programs shall adhere to local CE Policy and processes, and CoC standards including:

- Taking all necessary steps to ensure that housing and services are administered in accordance with all applicable Federal, State, and local civil rights laws, including, but not limited to the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, Titles II & III of the American Disabilities Act, and the Elliott-Larsen Civil Right Act (Public Act 453).
- Ensuring a consumer's self-reported race, ethnicity, and gender is respected.
- Coordinated Entry is prohibited from screening people out due to perceived barriers to housing or services including, but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.
- Staff, including contractors, shall use de-escalation practices in any tense or escalating situation. Procedures shall outline protocols for both de-escalation practices and for when a situation escalates to an unsafe environment.
- Ensuring services are physically accessible to participants with mobility barriers.
- Ensuring communications and documentation is accessible to persons with limited ability to read and understand English. This includes coordination with community partners, qualified language interpreters, and other ways of making information and communications accessible to people who have speech, hearing or vision impairments, physical or developmental disabilities.
- Ensuring all locations where participants are likely to access CE assessment will include signage displayed in prominent locations informing participants of their right to file a discrimination complaint and containing the information needed to file a discrimination complaint.

Assessment Standards:

Staff at agencies completing CE assessment must demonstrate consistency, transparency, and fairness by following the same assessment approach with each household and while applying all Coordinated Entry policies, procedures, and tools.

- Agency staff shall complete the appropriate CE assessment workflow with all households who are experiencing category 1, 2, or 4 homelessness.
 - All staff performing assessment must follow the CE Entry Assessment workflow,

including all portions of the HMIS CE Entry Assessment workflow to complete a CE entry in HMIS. Agencies shall ensure compliance with the CoC's Data Quality Monitoring Plan and participation and cooperation with Data Quality requests.

- If it is determined that the household is neither experiencing homelessness nor at imminent risk of homelessness, the staff person shall refer the participant to other local/mainstream resources.
- Households requesting an assessment at an agency that does not serve their household type shall receive immediate information on other agencies and locations that can assist them in completing an assessment.
- CoC providers will utilize the Michigan Statewide Homeless Management Information System (MSHMIS) for the HMIS portion of the CE Assessment. All participants will receive a copy of the Agency's Privacy Notice that explains MSHMIS and their rights and responsibilities.
- Before starting an assessment, staff should explain the CE process to households and inform them that there is no guarantee that they will secure housing through CE.
- Throughout the assessment process, participants shall not be pressured or forced to provide staff with information that they do not wish to disclose, including specific disability or medical diagnosis information.
 - Note: some funders require collection and documentation of a consumer's disability or other characteristics or attributes as a condition for determining eligibility. Participants who choose not to provide information in these instances are informed of the impact of not providing this information.
- Agency staff shall ensure that participant contact information listed within HMIS remains up to date, including updating HMIS if contact information changes.
- CE assessments can and should be updated as contact information or life circumstances change. For a participant to remain on the prioritization list, it is required that the CE assessment is updated every 90 days if the household continues to experience homelessness, or more frequently, if a household's living situation changes substantially. Agencies shall ensure that processes are in place to complete updated CE assessments with participants who are nearing 90 days since their last assessment and are still experiencing category 1 or 4 homelessness.
- To the extent possible, staff should ensure accurate exit destinations are recorded in HMIS, particularly when a household is no longer category 1 or 4 or moves out of Kent County.

Implementation:

- In the case an agency deviates from these service standards, issues are typically addressed with education and training. After training(s) and repeated attempts to address concerns, the CoC Coordinated Entry Program Manager has discretion to request that the CoC's HMIS System Administrator remove the agency's ability to complete the HMIS portion of the CE assessment. If an agency disagrees with the Coordinated Entry Program Manager's request, they can ask that the request is brought to the next CE Committee meeting for review and determination.

Grand Rapids Area Coalition to End Homelessness
Grand Rapids/Wyoming/Kent County Continuum of Care – MI 506
Coordinated Entry Referral Service Standards - **DRAFT**

General Coordinated Entry Provider Expectations

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- Taking all necessary steps to ensure that housing and services are administered in accordance with all applicable Federal, State, and local civil rights laws, including, but not limited to the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, Titles II & III of the American Disabilities Act, and the Elliott-Larsen Civil Right Act (Public Act 453).
- Ensuring a consumer's self-reported race, ethnicity, and gender is respected.
- Coordinated Entry is prohibited from screening people out due to perceived barriers to housing or services including, but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.
- Staff, including contractors, shall use de-escalation practices in any tense or escalating situation. Procedures shall outline protocols for both de-escalation practices and for when a situation escalates to an unsafe environment.
- Ensuring services are physically accessible to participants with mobility barriers.
- Ensuring communications and documentation is accessible to persons with limited ability to read and understand English. This includes coordination with community partners, qualified language interpreters, and other ways of making information and communications accessible to people who have speech, hearing or vision impairments, physical or developmental disabilities.
- Ensuring all locations where participants are likely to access or attempt to access the CES will include signage displayed in prominent locations informing participants of their right to file a discrimination complaint and containing the information needed to file a discrimination complaint.

Referral Standards:

Agencies receiving referrals from CE must demonstrate consistency, transparency, and fairness by following the same approach in applying Coordinated Entry policies, procedures, and tools.

- Agencies shall not screen out or deny housing or services for participants based on any perceived barriers. Barriers may include but are not limited to too little or no income, active or a history of substance use, domestic violence history, resistance to receiving services, the type or extent of disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record—with exceptions for state or local restrictions that prevent projects from serving people with certain convictions.
- Agencies shall not “steer” participants toward any particular housing facility or neighborhood because of race, color, national origin, religion, sex, disability, or the presence of children.

- Agencies shall complete cover sheets for all projects accepting referrals through CE. Cover sheets detail the specific eligibility criteria the project uses to make enrollment determinations as well as what the participant can expect if they are referred to that project. Cover sheets shall be submitted to and approved by CoC CE staff prior to the agency receiving referrals via Coordinated Entry. They should be reviewed and updated at least annually, and any time eligibility requirements change.
 - Agencies shall take care to not impose additional eligibility requirements, beyond the requirements specified by the funding source. Agencies must provide an explanation of the funder-defined criteria, upon request. Examples of funder-defined criteria include: Area Median Income, Age (Youth/Senior), Household Composition, Veteran Status, and Disabling Condition (presence of, not specific condition)
- Agencies shall use the established online form to submit all openings to CE.
- Agencies shall utilize the Michigan Statewide Homeless Management Information System (MSHMIS) to receive referrals from CE and shall ensure compliance with the CoC's Data Quality Monitoring Plan and participation and cooperation with Data Quality requests.

Exceptions:

 - Victim Service Providers (VSPs) shall use an HMIS-comparable database.
 - In cases where HMIS visibility is limited or restricted, referral notification shall be sent using encrypted email.
- Upon receipt of a referral, agency staff shall contact the referred participant within 5 business days using the contact information listed on the referral sheet. Ideally, contact attempts begin within 2 business days of receipt of the referral.
- Agencies may deny a referral for the following reasons:
 - Participant is not eligible
 - Participant refused placement: Participants may decline referrals for any reason. Declining a referral does not change the participant's priority position as a result of the decline. The prioritization list may still change over time due to system-wide dynamic prioritization based on updated needs, eligibility, and resource availability.
 - Agency is unable to contact the participant:
 - Agencies should make every effort to contact the participant. This includes at least 3 contact attempts using all methods, including case manager or other alternate contacts, listed on the referral sheet over at least 5 days. Agencies may establish guidelines for situations where participants do not follow through with appointments and/or document submission. Guidelines should be clearly established and communicated to participants as well as listed in the CE cover sheet.
 - Service/housing is not available:
 - Agencies should exercise diligence when submitting openings to ensure these types of denials are rare.
- In cases where a participant is denied, they shall be informed of the reason(s) for the denial as well as any agency or resource specific appeals processes. Denials should be communicated in writing (email), whenever possible.
- Agencies shall update referral outcomes within 3 business days of the outcome being determined, and ideally within 1 business day. When appropriate, outcomes shall follow the conventions outlined in the HMIS Referral Workflow.