

Outreach Workgroup Meeting Minutes

SEPTEMBER 1, 2026 | 3:00 - 4:00 PM
In Person – Heart of West Michigan United Way



FACILITATOR: Alyssa Anten

MEETING ATTENDEES: Alyssa Anten, Maddie Martin, Tyler Kregel, Marsha Mooney, Francine Kalnins, Jennifer Shields, Erik Ryder, Alexis Sumner, Jason Kelley, Jeff Carter, Mads LaDow, Artemis Tally, Brian Bruce, Matt Hubers, Michael Maher, Brandon O'Neal, Tammy Vincent, Tanya Coffman, Inez Escareno

TIME CONVENED: 3:03 PM

TIME ADJOURNED: 4:05 PM

REVIEW BFZ DATA DASHBOARD

DISCUSSION: Alyssa reported that 168 individuals were on the Chronic By-Name List in July, including 79 individuals who were unsheltered. The unsheltered count remained relatively consistent with the previous month, while the overall Chronic By-Name List increased slightly. Alyssa suggested the increase may be attributable to the Voice of the Customer count, which resulted in additional individuals being identified and added to the list.

- Brian asked how many individuals on the list had already been referred to Permanent Supportive Housing (PSH) programs, and the group estimated that approximately 100 individuals had received referrals.

REVIEW & APPROVE STREET OUTREACH POLICY

MOTION BY: Tyler Kregel

SUPPORT FROM: Inez Escareno

DISCUSSION: Alyssa shared several considerations for updating the Street Outreach Policy and invited feedback from the group. She emphasized that the policy should remain broad enough to support long-term use and avoid references to specific processes that may change over time. More detailed workflows, procedures, and written processes will be maintained in separate documents, allowing those materials to be updated more frequently as practices and system needs evolve.

The group discussed the section of the policy related to encampment notifications.

- Alyssa clarified that the intent is to frame the section around notification of encampments rather than prescribing a specific response for every situation. Several members noted that encampment situations vary significantly and that the policy should remain broad.
- Tammy asked whether notifications typically come through Code Compliance. Alyssa explained that notifications may come from several sources but expressed a desire to operationalize the process across the community. The City of Wyoming currently contacts Pine Rest Street Outreach directly regarding encampments. Encampment notifications also come from community members, the HOT Team, and service providers, though these calls can be inconsistent

and informal. Alyssa recommended documenting the City of Grand Rapids' notification protocol while also acknowledging other notification pathways.

- The HOT Team noted that unhoused individuals are moving more frequently, or fear being moved, resulting in fewer long-term encampments.
- The group noted that in practice, the provider who receives the notification is generally the one who responds. Response times are typically between one and three hours after receiving a notification.
- Brian asked whether urban and rural encampment responses differ. Providers shared that street outreach is typically notified, when possible, but in some cases law enforcement clears rural encampments without advance notice. Rural encampments are less common, because they are more likely to be addressed by law enforcement.

The group discussed whether expectations around continued engagement should be included in the Street Outreach Policy or reserved for a separate Standards of Care document. Alyssa shared a vision that every person experiencing homelessness would have a designated agency, though not necessarily a specific staff person, responsible for ongoing engagement and coordination. She noted that implementing this approach would require a method for tracking agency involvement and asked whether HMIS could serve that function or if another system would be more appropriate. The HOT Team shared that they use an internal tracking system, though the information is not shared externally. Pine Rest supported a coordinated approach, noting that without one, there is a greater risk of duplicated services and confusion about which providers are actively engaged with an individual.

Several concerns were raised about data sharing and HMIS limitations. Tyler noted that despite limitations, HMIS remains a reasonable starting point for tracking engagement and believes the related policy language is accurate. Alyssa also noted that some of these challenges may be addressed as new tools and systems, such as the Individualized Housing Plans, are implemented.

Alyssa presented service provider descriptions of scope for the group to verify their agency's description.

CONCLUSION All in favor, motion carries.

ACTION ITEMS: **Alyssa Anten:** Make all recommended edits to the Street Outreach Policy.

INDIVIDUALIZED HOUSING PLANS FEEDBACK

DISCUSSION: Tyler shared that the Chronic Improvement Team has a goal of housing 50 individuals from the Chronic By Name List by the end of October. One of the sub-goals of this group is to create a tool called an Individualized Housing Plan (IHP).

- The IHP template is modeled after a similar healthcare planning tool used by Catherine's Health Center.
- The tool will support case conferencing by helping providers identify barriers, assign action items, track progress, and coordinate next steps for clients. Color-coding features will help case conferencing participants quickly identify individuals who may need additional engagement or support.

- The Chronic Improvement Team is developing a Release of Information form for the IHP that clients would sign to allow participating providers to share and track information through the tool.
- The current plan is to house the tool on a shared, mobile-friendly SharePoint site where participating providers can access and edit live documents. The tool may help address HMIS visibility challenges by providing more real-time information and improving provider coordination.
- Alyssa noted that while the document is intended to support coordination among providers, it is also designed to be client-facing and completed collaboratively with clients, especially housing preferences.

Alyssa expressed enthusiasm about including a housing checklist within the IHP, noting that it would increase the tool's usefulness for housing providers, strengthen collaboration, and reduce back-and-forth communication during case conferencing.

The group shared some feedback on the survey:

- Include definitions or additional context for key items and milestones.
- Include completion dates for Community Housing Connect assessments.
- Identify special populations, such as youth and veterans.
- Include additional information related to disability documentation and verification sources.
- Correct a numbering error in the Housing Milestones section.
- Provide greater clarity and specificity around legal barriers, criminal background information, and homelessness verification requirements.
- Figure out how to approach immigration status questions in a way that supports clients without creating unnecessary barriers or concerns about privacy.
- Include the specific staff member and organization responsible for working with each individual.

DISCUSS CENTRAL POINT OF CONTACT WORKFLOW

DISCUSSION: This agenda item was not discussed due to time constraints.

ADJOURNMENT – *Next meeting: September 29 - VIRTUAL*