Coordinated Entry Committee Agenda

November 17, 2026 | 2:00 – 3:30 PM
In Person – Heart of West MI United Way

1. Call to Order/Instructions*
2. Approval of the agenda*
3. Approval of **October 13, 2026** meeting minutes*
4. 90 Day Goal Check-in
5. CoC Updates – *Housing Preference and THP Workgroups*
6. HAP Call Data – *Sam Westhouse*
7. Referral Service Standards – *conversation around strengthening language regarding the expectation that all referrals sent to an agency receive housing and services, if determined eligible and agree to participate in the program.**
8. Referrals over the Holiday Season - *informational item*
9. Action Items & Next Steps
10. Adjournment

*Denotes any agenda item that may require action

Coordinated Entry Committee Minutes

September 15, 2026 | 2:00-3:30 PM
In Person – Kent County Community Action

FACILITATOR:	Brian Bruce
MEETING ATTENDEES:	Bryan Holt, Francine Kalnins, Jordan Brinker, Maria Moreno-Reyes, Dani Shields, Becky Nespital, Becky Diffin, Megan Dehner, Moriya DeJesus, Sam Westhouse, Emily Stroka, Anna Diaz, Angela Gillisse, Tammy Vincent, Stephanie Collier
TIME CONVENED:	2:03 pm
TIME ADJOURNED:	3:29 pm

APPROVAL OF AGENDA – October 13, 2026

MOTION BY:	Bryan Holt
SUPPORT FROM:	Becky Nespital
CONCLUSION:	All in favor, no dissent – motion passed

APPROVAL OF MINUTES – September 15, 2026

MOTION BY:	Becky Nespital
SUPPORT FROM:	Maria Moreno-Reyes
DISCUSSION	Sam Westhouse requested the CE Concerns section include the comments on after-hours/on-call coverage as part of the cold weather assistance/coverage discussion. CoC, HAP, and 211 staff will continue to discuss.
CONCLUSION:	All in favor, no dissent – motion passed

COALITION UPDATES

DISCUSSION: NOFO

- Since the prior Committee meeting, the Coalition submitted an application for the HUD CoC Program Competition. This included writing a narrative regarding how homelessness is addressed as a community. Brianne expressed appreciation for feedback provided throughout the process and patience as the CoC staff focused on that application.
- The application totaled just under $15 million for homeless response in the community. The CoC feels confident that the work across the community was highlighted well. A funding announcement is anticipated by December 1st. However, there is ongoing litigation that could impact the process. The Committee will continue to receive updates, which will also be included in the weekly CoC newsletter.

Workgroups

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- Due to NOFO timing and catching up from that, this process is running behind the anticipated timeline:
- The *Housing Preference* Workgroup tentatively plans to meet later in October regarding strategies and processes for connecting chronic households more quickly and efficiently, especially when there are multiple openings available. The intent is to reduce delays on referral decisions.
- The CoC staff is pulling data around entries and exits for the *Transitional Housing Prioritization Workgroup.* The group plans to reconvene early November to review that data and create specific prioritization language.

Assessment and Referral Standards

- Brianne has been meeting with agencies individually to ensure each one is aware of standards and receive feedback regarding the current process. Those who have not yet met with Brianne and would like to provide feedback are encouraged to reach out to her to schedule a meeting.

COORDINATED ENTRY REFERRAL DATA

DISCUSSION: Brianne presented data that broadened on what was reported in September's meeting. The report was broken down by quarter, covering Q1 through Q3 2026:

- *Referral Types by Quarter* showed relatively consistent referrals, with about 30% going to Rapid Rehousing (RRH) resources, around 25% to Prevention, 25-30% to Permanent Supportive Housing (PSH) resources, and 10-15% to Transitional Housing (TH).
- *Outcomes by Quarter* also did not show any significant fluctuations quarter-to-quarter. Around half of all referrals were Accepted, an average of 38% were Declined (by the agency), roughly 6% Cancelled (by the participant), and a narrow percentage were Open referrals.
- *Reasons for Q3 Cancelled/Declined* demonstrated the majority (40%) of referrals being declined due to participant ineligibility, with the next most common reason due to Lack of Follow Up (23%), where the participant connected with provider but did not complete the process. 14% were due to Client Declined (cancelled), 11% were Agency Returned (lack of funding, etc.), 10% of referrals were declined due to No Contact (unable to get ahold of the participant), and 2% were Unknown. There were no referrals categorized under "Needs Met", in which an agency was able to refer a participant to a resource that better met their needs.
- *Days from Referral to Outcome* showed that, overall, the average length of time is declining (32days in Q1, 28 days in Q2, and 14 days in Q3). However, Q3 numbers may increase as outcomes for referrals made between July 1 and September 30 are updated.

Brianne also noted that, when referral outcome reasons are unspecified, the CoC goes back to agency to request more information. Tammy also suggested that, since Days from Referral to Outcome may increase in Q3, it may be best not to consider it until numbers are final.

ACTION ITEMS: Brianne will add a note on the difference between "cancelled" and "declined" referrals to slides; Lana will send slides with minutes

PROGRAM RECOMMENDATION FORM REVISION UPDATE

DISCUSSION: Brianne provided a preview of the revised Program Openings Form. The intent of the revision is to streamline the process for agencies to submit referral openings and coincides with the push to update all project cover sheets. The eligibility from the cover sheets is automatically input on the form, removing the need for agencies to provide it each time. Final revisions are ongoing and the Committee will continue to receive updates.

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COMMITTEE 90 DAY GOAL

DISCUSSION: The CoC has been aligning all Committees with the EOS operational model, which includes setting 90-day goals (or "Rocks") that coincide with the CoC's Strategic Plan. In the September meeting, the Committee brainstormed possible goals, which will span November 1 through January 31. The Committee reviewed each of those ideas, first eliminating those that were easily/quickly achievable or out of Committee scope (and would best be moved to a larger CoC conversation). Others were crossed off to be considered at the next Rock setting session in 2027. The remaining goals were discussed based on SMART criteria: Specific, Measurable, Attainable, Realistic, and Time-bound.

The Committee settled on two Rocks:

1. The Transitional Housing Prioritization workgroup recommendation is presented to CE Committee for discussion.
2. Develop quarterly CE reporting framework covering all CE activities, including defined metrics and applicable thresholds.

Angela further suggested that the reporting data from the second rock should also regularly be shared with Steering Council so there is accountability on the same measures across agencies. She pointed out that this would also help give Steering a better understanding of what CE does.

COORDINATED ENTRY CONCERNS

DISCUSSION: Anna raised a concern regarding CE policy and procedures as it relates to referrals. If it is not already included, she recommended that it be written into CE Standards that the number of requested referrals match the number of actual openings. This concern arose out of a recent situation where a number of referrals were requested, participants were referred to that resource, but the requesting agency declined them due to capacity limitations. Anna further pointed out that this negatively impacts the number of declined referrals. This will be added as an agenda item for the November meeting.

ADJOURNMENT – *Next meeting: November 17, 2026*

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Kent Homelessness Coalition
Grand Rapids/Wyoming/Kent County Continuum of Care – MI 506
Coordinated Entry Referral Service Standards

General Coordinated Entry Provider Expectations

All Coordinated Entry 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 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.

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- 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:
        - *CE expects that all households referred project receive housing and/or services, as long as they are determined eligible for and agree to participate in the program.* 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.

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