



# MINUTES

## Coordinated Entry Committee

### Wednesday February 14, 2024 10:00 AM

Department of Social Services  
1701 High St, 4<sup>th</sup> Floor  
Portsmouth, VA 23704

#### **Members Present:**

Ursula Murphy (PSO / CES Co-Chair)	Sherry Johnson (DBHS)
Annie White-Guertin (PARC)	Shirley Brackett (ForKids)
Lucretia Chapman (VSH)	Olisha Sawyer (VBCDC)
Consuela Knight (PRHA)	Jillian Morgan (PRHA)
Jean Jones (Policy & Planning Co-Chair)	Joy Shaffer (HER)
Tom Sasso (PFD/EMS)	Melissa Peele (Firm Foundation)

#### **Other Attendees:**

Karen Joyner (TPC Liaison)

#### **Members Absent:**

DeAnna Valentine (DSS)	Shannon Riddick (PVH/ CES Co-Chair)
Kimberly Carmichael (PCI)	Marti Chick-Ebey (HVAMC)
Kathi Cuffee-Moore (DBHS)	Gladys Baker (STOP)
Mary Clark (Eggleston)	Jay Hendricks (Hendricks Living)
Madison Gray (PFD/EMS)	Tanisha Davis (VBCDC)
V. Clay (Endeppence Center)	Pat Chambers (PCOM)
Symone Stewart (HER)	

The meeting was called to order by the Chair Ursula Murphy (PSO) at 10:05 AM. Attendance was captured with the assistance of Karen Joyner (TPC). Minutes from January 10, 2024 were presented. Annie White-Gurtin (PARC) questioned if agencies were counted absent if they had not been sent the meeting announcement, for example Jean Jones of Policy & Planning had not been included in the distribution. The chair reminded everyone that all CES Meetings are held in person on the second Wednesday of each month at 10:00AM unless cancelled. Karen Joyner (TPC) reminded everyone that multiple email reminders are also sent.

#### **Coordinated Entry System (CES) Process Review:**

Assessment Point Providers – Virtual Meeting took place February 7, 2024 with the following agencies attending VAMC, PVH, PCI, HER, VSH, BHS and STOP. Final report is pending. One thing that was resoundingly clear among all is the redundancy of paperwork that is required.

Access Point Providers – Virtual meeting will be scheduled for early March. Shirley Brackett (ForKids) asked that the link be sent again.

#### **Document Review:**

**Prioritization Guide:** The Chair reviewed the acronyms and reminded folks that items #6-10 are related to the Current Living Situation. It was reported that some were counting more than one item and it was skewing the scores. Representatives were asked to review their current clients to ensure accuracy. Shirley Brackett (ForKids) noted that #9 - Inst./Hosp/ Non-Psych/Jail >90 would indicate the household is not literally homeless. The correction will be made during the document review period.

**Diversion Document:** This document is built in to HMIS and will require further review with Jordan Schaller (TPC). Not all Access Points are utilizing this document.

**PCAN Update:** Karen Joyner (TPC) reported on the PCAN sub-committee. CES Chair reported on the discovery of a caller designated PDS that was reaching out to clients who were then reporting “housed” to this individual being called.

**CES APR:** The Chair shared the CES APR for January 2024. Of interest client count was 113 with 12 persons of unknown age. Number of Veterans served was 6 and Number of Youth Under 25 was 2. Q6a- Data Quality – Personally Identifiable Information (PII) was reported at 67% with the majority of errors being related to Missing Information for SSN, Date of Birth, Race, Ethnicity and Gender.

#### **ForKids - HCH Reports;**

Shirley Brackett (ForKids) presented the Hotline reports for January 2024. She reported that “Housed but Requesting Service” continues to receive the most calls at 124 with “At-Risk of Homelessness” being second 70. Total unique callers were 352. The Chair noted that “Homeless” and “At-Risk of Homelessness within 2 Weeks” equaled 111 which was close to the 113 clients served that was reported in the CES APR for January. Youth callers equaled 19 of which 11 were parenting youth. Regional Call Center Summery showed Portsmouth with 8% of the callers averaging 54 callers a week. Total calls for Portsmouth were 475 which is trending with the population.

#### **New Business –**

**PDS?** The chair reported that she has been noticing an “outreach designated caller in Call Point reaching out to households. Shirley Brackett (ForKids) was asked to explain since some of the households being called are active clients on the PCAN PL and it is creating challenges with certain agencies. She explained that the Prevention & Diversion Specialist (PDS) is a new position tasked with calling all on the By-Name-List with a prevention score. The PDS is screening for VHSP prevention funding. After discussion, it was reported that “Prevention” is for “Imminent Risk” and that the process has not changed.

**PRHA:** Ms. Consuela Knight (PRHA) requested clarifying information for verifying homelessness. She was invited to attend PCAN case conferencing where agencies can report out directly on who has applied. Ms. Knight also reported on the State BHS Rental Assistance Program (SRAP). More information regarding criteria will be shared. PRHA currently has 1/2/3 bedroom units available.

**PIT:** Jean Jones (Policy & Planning reported that the PIT debrief will be Friday at 11:00.

With no further business the meeting adjourned at 11:53 AM with an announcement that the next CES Committee meeting scheduled for March 13, 2024 at 10:00AM will be at Portsmouth Department of Social Services Building, 4<sup>th</sup> Floor, 1701 High St. Portsmouth, VA 23704

Prepared by: Ursula Murphy, CES Chair