



Seattle-King County Coordinated Entry Committee Meeting Minutes

Date/Time

February 22nd, 2024; 10:30 AM – 11:30 AM

Roll Call

Name	Present
Devin Konick-Seese	x
Noah Fay	x
Eddy Matlock-Mahon	x
Martha Lindner	x
Porscha Anderson	x
Patricia Sam	x
Elliot Hart	x
Antoinette Lambert	
Kelsey Beckmeyer	x
Zsa Zsa Floyd	x
Kenyatta Carrollhillman	x
Sherry Tillman	

Roll Call – [10] members present – [2] members absent
Quorum is Met

Land Acknowledgement & Theory of Change: Alex Pfiffner & Beth Lazar

- Land Acknowledgement: I would like to acknowledge that we are on the traditional land of the first people of Seattle, the Duwamish People past and present and honor with gratitude the land itself and the Duwamish Tribe. We make this acknowledgment to remind ourselves that, by being here today, we strive to remedy this injustice through our beliefs and actions in helping to steward our green spaces and communities in Seattle.

- **Theory of Change:** If we create a homelessness response system that centers people who have lived experience of homelessness, then we will be able to meet needs and eliminate inequities, in order to end homelessness for all.

Discussion: Committee Homework:

- Please identify 2-3 key areas of the Coordinated Entry System you feel are crucial to address. Rate these key areas based on ease of implementation and the time required to tackle them.
 - **Eddy Matlock-Mahon** - The rate of referrals that we see coming into housing that are not document ready or they are not eligible and also ones that end up turning down a unit that they get referred to. It delays someone else even longer to get into it. Having providers being better informed on these requirements to be housing ready.
 - People that are getting stuck in shelters and seeing what we can do to minimize the amount of time that they are unsheltered.
 - **Marvin Futrell - Access** - How do we expand access; how does everyone prepare themselves. Want to develop the person so that we can engage with more folks. More paths rather than a single path.
 - **Elliot Hart** - Preparedness - How we do handoffs from homelessness into a referral into housing and mobility transfers. How we are communicating between these systems to be sure the person is getting their needs met, is being informed of what's going on and the future process. How can we structure something to break it down by eligibility, services, process for the specific agency and have it visually spelled out so that new case workers can look at it and share it with a client and having it easy to understand.
 - **Martha Linder - Prioritization** - Being sure there is access and that there are good matches in housing. We want the clients to be successful moving forward and utilization of units and making sure they aren't sitting. Making sure that the requirements are clear. Be sure that if they are getting referred to units that it is where they actually want to be going.
 - **Noah Fay** - Ensuring service match. Ensuring that the services and resources we design are matched with clients who fit what each program is defined for. 2) Mobility transfer process. Concerns on how we share information. Understanding resources. What is the spectrum of resources available to us in our community. How do we use that information to communicate more broadly to identify gaps in the system so that the prioritization process is used correctly.
 - **Devon Konick-Seese** - Being able to get a clear picture of what resources are available and how the different resources are tailored to different populations. The service match is not always the right fit. Having a way for providers and clients to understand what it would be like for them to live in a unit. Documentation is another barrier. The handoff between providers and the experience clients have transitioning from homelessness into housing. Helping

people understand who they can turn to with documentation help and how to get connected to people who can help.

- **Kelsey Beckmeyer** - Working toward how we move from a referral system to CE as a system. Scope has been narrowing into what CE is hoped to be. How we want to be able to connect people to support and people's needs. Getting connections to diversions, outreach supports in a coordinated effort with not just referrals into housing. Broadening that scope. Education and understanding needs to happen with outreach to partners about what CE is and its intent. Continuing of the by-name list development and how it is related to prioritization and matching to understand what the gaps are. Need full understanding to create a broader system. Want to know what people's needs are, not just what we have available but what they need to build a blueprint to understand clients' needs. Universal documentation bank and enhanced utilization of HMIS for documentation sharing/connecting required docs to folx' HMIS profile for ease of access.
- **Porsha** - More dynamic and equitable prioritization system. Low priority people get pushed through the system and she wants to have a system that meets their needs rather than pushing them through the system. More training to direct service providers and housing navigators to fill gaps. Navigating the single adult space after youth age out. Understanding what services are out there to be sure we give the correct information.
- **Kenyatta** - Access, connecting the clients to their needs and trouble shooting faster than what it shows right now. Resources of getting that client to a bed that's better in line with their needs. Processing people faster.
- **Patricia Sam** - Communications cross CE and communication across partners in other agencies as we are all working together. Want to reduce the burden and barriers to the client. Making sure that providers have a clear understanding of what documentation is needed. The documentation is extremely triggering for clients (signing papers, speed, confusion). It is difficult for them to do it on their own. Once the client is there the front desk workers aren't updated with the client's needs. Having specially trained mental health professionals there to deal with each client's needs.
- **Sherry Tillman** - People don't know what to say in the assessments. If they are having mental issues or substance abuse, they may be scared to say what their needs are because they don't know if it's going to be used against them. When people are screened, they do what they think they should do. Someone to explain it to them to clients on what they should tell the interviewer in an assessment. Processing time needs to be increased. There should be a phone number that is automated by the last 4 of social to check the status of their housing so they know where they are and can know that things are getting done.
- **Marvin Futrell** - Being able to recognize where the programs fall short. There are a large number of people who are lacking housing that don't touch with CE. Need to expand to be able to help the wider diverse community to connect to all.

- **Antoinette Lambert** - Communications for better engagement and follow through to make sure that clients are connected better. Yes, to screening questions, people don't want to answer honestly in case of shame.
- **Patricia Sam** - Different housing developments that are serving and housing our unhoused neighbors. A lot of barriers in communication so she is asking for training. Training on how to work with people in our current climate. When providers are rude to clients and they are being stigmatized for things like loss of hearing, mental differences. They deserve respect and dignity. If they have a complaint the only way they can actually be heard is to have a case manager be present. Education and relationship building. support and belonging.
- **Sherry Tillman** - Building relationships with folks to get to know what they need. If they don't like a place, it shouldn't be held against people. Knowing your client and their needs. They go through a long process and they come in to a housing situation and staff is cold. It doesn't make them feel supported or safe.
- **Zsa Zsa Floyd** - Humanizing. Hearing a lot of dehumanization. Folks living in the most serious poverty levels are discarded and looked at in a way without humanity. We are not going to stand by and let that happen. We need to do our best to treat each individual as the masterpiece that they were created to be. Bringing people together to be supported and heard.
- **Martha Liner** - More subsidized and affordable housing need. If we want it to be accessible to everyone we need more and a larger variety to fit all the needs of clients.
 - **Beth Lazar** - Training is a big one and while it isn't a part of the work the CE does, but we do have other teams at KCRHA who we are passing this feedback to. Thanks everyone to elevating those concerns and how it related to CE and the work that's being done on the ground to refer people to housing. Hearing a lot about the assessment process as well as the referral process. When we engage people and it's not done in a trauma informed way, we aren't necessarily learning the correct information to assess them to go into the right programs. It's more about how we are asking those questions and how are we listening to what they don't say. In the nomination process, are we making the right matches, are we thinking about the correct resources and are we listening to what the client really needs. Being sure we are elevating their needs about what's available. If we codified the spreadsheet to add more about specific properties so that we are making the right nominations and referrals to what's needed. Centering back on the whole system. It really is not just about the process of our referrals but its CE can really informing of what trainings we need across the system that don't work to documents or referrals but how we interact with our clients. CE is a way to examine our system and to look at how people are moving through and what resources we need to bring into the system. Subsidized housing, etc. How are we improving our

partnerships to bring in more funds and advocacy. CE can help us see the gaps in the system.

- **For our next meeting we can look at data, number of days people re in each process.** How many times have they been nominated. Look at the overall big picture of our process and what things we may be missing as well and present it to the committee to maybe hone in one or two things specific to what we want to tackle this year.
 - **Marvin Futrell** - Refinement of the system that's already here shouldn't be our only goal. We need to expand and make sure that what we're doing is equitable to all of those in need. It's where the gaps and lacks within the system.

Adjourn:

Next meeting will be held March 28th, 2024; 10:30 AM – 11:30 AM