

Detroit Continuum of Care | Board of Directors

Working to Equitably End Homelessness in Detroit, Highland Park, & Hamtramck
December 6, 2021 Board Meeting Minutes

(Meeting packet can be accessed by [clicking here](#); Meeting Slides by [clicking here](#))

Board Members Present

Amy Brown
Ari Ruttenberg
Catherine Distelrath
Celia Thomas
Chioke Mose-Telesford
Deloris Cortez
Donna Price
Eleanor Bradford
Erica George
Gerald Curley
Katie Zeiter
Ray Shipman
Shawntae Harris Mintline
Tasha Gray
Ted Phillips

Absent Board Members

June White
Sharyn Johnson
Joy Flood

Excused Board Members

Terra Linzner
Vanessa Samuelson
Elizabeth Vasquez

General Public

Benne Baker
Brenda Jones
Candace Morgan
Denise Goshton
Jeremy Cugliari
Joey Merchant
John Stoyka
Julia Janco
Kelsey Holliday
Kiana Harrison
Lauren Licata
Lindsey Gilmore
Luke Hassevoort
Madison Nez
Matthew Tommelein
ReGina Hentz
Roselyn Baughman
Shani Campbell
Shauntenell Pratt
Sonya Gregory
Tamara Gaines
Roselyn Baughmen
Vineta Mitchell

Welcome and Introductions:

Amy B. opened the meeting at 2:03 pm with introductions – utilizing the chat box.

Executive Committee Report & Announcements:

Summary –

Reminder for Board Members with Expiring Terms

- Deloris Cortez, Sharyn Johnson, Ted Phillips, Elizabeth Vasquez, Vanessa Samuelson

The January Board Meeting is being pushed to January 10th because of winter holidays.

Congrats Luke as the Michigan Homeless Policy Counsel Selectee!

- Reminder for Board Members with Expiring Terms:

Consent Agenda

November Board Meeting Minutes

- The floor was opened for questions. None were asked.

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- We held the vote until later in the meeting in order to reach quorum.
 - Gerald motioned to approve the November 2021 Board Minutes. Donna seconded the motion. Of the 13 voting members present, 11 voted in favor. 0 were opposed. 2 abstained. The motion passed.

Debriefing November CoC Board Meeting:

Summary –

- In discussing our actions at the November Board meeting, we asked Board Members and guests why they were silent during the meeting, when we could have addressed the issues of the attendees and played a more direct role in increasing the fairness and equity of our Board meetings. The following reasons were common themes: a fear of/ uncertainty around breaching authority and disrupting the meeting, wanting to see a more effective and inclusive way of dealing with the public comments, and needing to have multiple conversations about what was taking place.

Next Steps –

- Continued work on racial equity, meeting culture, and systems reforms.

Grievance Committee Update:

Summary –

- The Grievance Review Committee's role is to review grievances received by CoC. During 2021, we received more grievances than in past years, with a total number of 44 received. Of those, 42 were emergency shelter grievances and 2 were CoC program grievances. 34 grievances are still being processed, 3 grievances have not been substantiated, and 2 have. The most common grievances centered on wrongful termination, staff mistreatment, missing property, building conditions, disagreements with other clients, and being banned from shelter.
- Challenges faced of the Grievance Review Committee include:
 - Meeting quorum
 - Systemic issues beyond the CoC's grievance process scope
 - Investigation process challenges

Next Steps –

- Some future goals for improving the grievance process are addressing shelter culture, developing a recipient-rights coordinator, updating the grievance policy, and ensuring consistent grievance processes among all homeless service providers.

Housing Surge Debrief:

Summary –

- The Housing Surge Event in November had over 250 clients and 20 agencies attend. Clients applied for MDHHS benefits, signed up for legal resources, got vaccinated, and were helped in more service areas. In doing an analysis of lessons learned from the event, the following adjustments would have created a more successful event:
 - Preparing for larger crowds/ more attendees than anticipated
 - Training housing application section volunteers with tailored instructions
 - Forming a solid list of service-provider attendees to prevent service providers from not showing up or showing up unscheduled
 - Preparing staff for referring people experiencing homelessness who were not in the shelter system

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PIT Methodology:

Summary –

- The PIT Count, being required by HUD, is coming up in January. The Unsheltered PIT Count consists of both a street count, where volunteers converse with unsheltered people experiencing homelessness, and the Next Day Interviews consist of volunteers going to soup kitchens to gather data. PIT will look different this year due to the pandemic, and CoC-funded agencies are required to participate.

Since PIT is happening during the pandemic, the PIT Planning team is implementing the following protocols:

- Hosting a virtual pre-count rally instead of an in-person event
 - Scheduling appointments for team leaders to pick up count materials
 - Hosting online PIT Count training
 - Using a mobile app for surveys
 - Distributing sanitary items and PPE to PIT teams
 - Requiring volunteers to sign a COVID-19 waiver
 - Communicating with all volunteers if positive cases emerge after the events
 - CoC-funded agencies will be required to participate
- Motion to approve by Gerald Curley seconded by Donna Price. Unanimously approved.

Next Steps –

- Keep planning for the 2022 PIT Count, and prepare to participate in the event starting January 26th

Gov Charter Revisions:

Summary –

- The majority of the changes to the Governance Charter were related to the CoC board. Changes in board composition include appointing an educational liaison, combining the CoC Lead and the Collaborative Applicant seat, increasing the number of seats for PLEs to 3 and having them elected by the Advisor's Group, adding a seat for a youth-provider, and more. Board Authority changes include determining when the Board will enter a closed session, and allowing the EC to make decisions on behalf of the Board between meetings. Board responsibility changes include adding a limit to excused and unexcused absences, and adding a requirement for CoC Board Members to attend CoC General Membership meetings.

CoC Board 2022 Election Preparation:

Summary –

- Board documents including the Conflict of Interest and Board Member Agreement are due February 1st. Documents must be returned by February 1st in order to vote in Board elections.
- Currently, there are four open service provider seats, two collaborative applicant seats, and two member-at-large seats.

Next Steps –

- Return Board Documents by February 1st.

Amy B. closed the meeting at 4:30pm. *The next CoC Board meeting will be on Monday, January 10th, 2022 from 2 – 4:30pm. Location will continue to be virtual.*