



# Rural Nevada

## CONTINUUM OF CARE

### **RNCoC Coordinated Entry Meeting Minutes**

**When:** November 12th, 2024, 2:00 PM  
**Where:** via Teams  
**Who:** Coordinated Entry Committee  
**Why:** To review The Coordinated Entry System

#### **Present Members:**

Mary Jane Ostrander, Carson City Health and Human Services  
Jackee Stewart, Churchill County Social Services  
Dawn Tann, DPBH Rural Clinics  
Roxanne Peterson, New Frontier  
Jessica McCutcheon, Nevada Outreach Training Organization-No To Abuse  
Janet Thompson, NRH  
Sherry Smith, Elko F.I.S.H  
Lovia "Vi" Larkin, Vitality Unlimited  
Kara Fraki, Sierra Nevada Veterans Affairs  
Maura Snyder, D.W.S.S.  
Jennie Martin, Nye County Health and Human Services  
Jackie Rhea, Advocates to End Domestic Violence  
Jessica Barlow, Nevada Outreach Training Organization-No To Abuse  
Cheryl Borgstrom, HUD  
Teah Ballard, Elko F.I.S.H

Michele Fuller-Hallauer (WWI)  
Brandon Hallauer (WWI)  
Jordan Ernst (WWI)

#### **Summary:**

Michele started the meeting by introducing the Civic RoundTable platform and explained that it aims to enhance collaboration across rural Nevada by centralizing communication efforts. Brandon provided guidance on setting up platform profiles, ensuring everyone could access the necessary resources. Brandon demonstrated how participants could use the comments section for posted documents and how to tag other members accurately. Michele discussed the system's efficiency in saving all documents in one location. Brandon explained the platform is designed to be searchable, allowing participants to find relevant information easily. Brandon encouraged everyone to engage with the platform and provide feedback for improvements.

Michele started the conversation around the community queue for housing assistance and pointed out the difference between the number of homeless individuals counted and those in the queue. Participants discussed the different circumstances and timelines in which they input individuals

into the queue. The discussion also revealed that some clients have been in the community queue for 300 days. The data showed that over the course of the 2024 calendar year, there were a number of people who were pulled from the queue for housing, but for one reason or another, they did not go into that housing program. It is currently unclear if those clients were returned to the queue. This indicated a need for improved practices to ensure we do not miss the most vulnerable clients in need of housing. The group also discussed the referral process for housing, revealing inconsistencies in how people and families who received a housing assessment were referred to the queue. It is currently unclear how widespread this may be, but it is clear that the CoC needs better data collection, inter-agency collaboration, and standardized procedures to improve referral outcomes.

Michele explained to the participants that adjustments need to be made to the system to meet the minimum requirements set by HUD. After we are in compliance with HUD requirements, the CoC can work to improve the Coordinated Entry system. Michele sought future feedback from the committee on improvements that they believed should be made to meet the needs of individuals experiencing homelessness across the CoC.

Michele explained the subcommittees the group had initially considered doing and asked the participants how they would like to move forward. The group discussed time restraints in adding three more subcommittees and identified they would like to revisit the system, going over what it looks like, how it should be working, what each Coordinated Entry site should be doing, and reviewing those steps as a group.

Michele asked the group, regarding the upcoming holidays and time restraints with clients, if they would like to wait to meet again after the new year or schedule a meeting for December. The group agreed it was best to meet again in December, and Jordan will send out a doodle poll to ascertain the best date and time for the next meeting.

### **Next Steps:**

1. Participants will explore, engage with, and utilize the RoundTable platform to maximize the benefits of this new tool.
  - a. Participants should provide ideas for improvement and feedback on the platform if they have any.
2. Brandon will talk to Bitfous concerning the policy regarding individuals being dropped from the queue due to check-ins.
3. Jordan will send out a doodle poll to schedule December's meeting.