

Service Provision Committee Meeting

Buggy Building- Chatham Street Conference Room

Monday, July 24th, 2017

3:00 PM

Started at 3:10 PM

Attendance: Elizabeth Colebrook, Lesa Price, Dick Poletti, Byron Buckels, Tami Carter, Chris Kelley,
Heather Garrity

Staff: Karen Kennedy, Rachel Picard

- I. Meeting Called to Order & Introductions
 - a. Elect a Subcommittee Chair/Lead (who will lead future meetings?)
 - **Jefferey Rawlings agreed to be liaison and committee chair**
 - b. Role of Liaison/Board Member (report to full Task Force)
- II. New Business
 - a. Discussion of Service Provision Committee (As Defined by Consultant)
 - i. Additions/changes to definition?
 - **Seems that there is overlap between Community Engagement, Resource Development, and Service Provision**
 - **Thought that Service Provision would be mainly outreach to the client**
 - **Needs more terminology on “client intake” and getting to know the person**
 - b. Identification of Existing Services and Support
 - i. Outreach and Engagement with Homeless
 - **Two ways this could go- door to door or collective outreach**
 - **Collective approach- Could do initial event in central location near homeless sites where Service Provision would coordinate, but other committees could get involved and collectively have event for the homeless to promote available services**
 - **After this event, where do we tell the homeless to go? Have to have action plan in place for how we can help the homeless**

- The people who we would want to come to this event wouldn't show up because they don't want people to know that they are homeless
 - The ones we would want to help are the HUD definition of homeless and the majority won't say they need help
 - Door to door approach- "Foot soldiers" could engage people one on one at locations where homeless stay
 - May have to do this approach first to build trust and meet people
 - First campaign should be a silent one- Go out and silently locate the people who really need help
 - Find the people sleeping in cars, parking lots, etc.
 - A lot of this work will not be 8 AM-5 PM

ii. Coordinated Intake

- Coordinated Intake will be important for knowing best who to send where and which service they may need first
- All local service providers have to be on board with Coordinated Intake and know the exact same response to give to the homeless who are trying to go to multiple organizations
 - Most important thing is having a "canned" response so we're not sending people all over the place- We all have to know the same places to send individuals
 - Jefferey Rawlings already has a scripted version/form that he can share with everyone
 - All local service providers have to document everything that happens
 - Always send to shelter first!
 - Whoever is doing the coordinated assessment will have to let people know daily what resources are available for that day (Ex- What shelters have room that day and which are full)
 - Also have to be aware of HUD's requirements for helping the homeless
- Elizabeth Colebrook discussed United Way's 2-1-1- If we move up on the 2-1-1 tier then we could use this collectively
- Homelessness HAVEN Hotline- Can Sherry Shudra discuss this at next meeting?
- Resource booklet- Potentially not a good idea to print because the information changes so quickly that it would become outdated

iii. Prevention and Diversion

- Prevention and diversion are part of coordinated intake and not separate things
- Prevention and diversion are all about empowerment and part of services

iiii. Other Thoughts

- **Could Barbara McMillen come to a future Task Force meeting to discuss homelessness sites?**
 - **Could there be a group site visit?**
 - **Could we have name tags or cards that identify us as Task Force members when visiting homeless sites?**
- **Dropping nice items off at homelessness sites to let them know you care- “We know you’re here and that’s okay; We want to help you”**
 - **Showing kindness will keep that person coming back and letting us help**
- **Faith communities would probably be willing to provide funding, snacks or other efforts for events we want to have or for when we want to give items to homeless**
- **Priority of Service Provision Committee:**

- 1) **Priority is training coordinated intake for phone line**
- 2) **Barbara McMillen coming to committee with homeless site list and potential site visits, and Don Kovasckitz coming with homeless zones**
- 3) **Outreach event**

- **Need to start talking to Resource Development committee about funding for outreach events**
- **At next Task Force meeting we should provide a paper for people to write down where they know local homeless can be found**
- **Our top priority should be housing**
 - **Permanent Housing is end goal, Rapid Rehousing can get you there- It’s a tool, but there’s a lot of other tools besides this**
 - **Permanent Supportive Housing is best tool**
 - **If we want to see change, we have to work with the homeless to build trust**
 - **However, shelters are valuable too. If you send someone to a shelter they can be helped there- Housing can be problematic because everyone would take advantage of it**
- **HUD’s 14 Day “Cooling Period” is very necessary when you have limited funds because it prioritizes need**
 - **Have to take feelings out and look at project objectively**
- **How are we going to train the community and keep them trained on this topic and Coordinated Intake specifically?**
 - **Nonprofit leaders need to educate staff on how to tell people where to go (service provision)**
 - **We could educate Executive Director and top staff members and then they can train the rest of their staff or volunteers**
 - **Maybe have large community training once a year?**

III. Old Business

IV. Adjournment – Next meeting (time and place?)

- We need to have two meetings a month and one of those should always be the week of Task Force meeting
- Next meeting will be Monday, August 7th at 3 PM. Location will be 225 South Steele Street in the upstairs conference room