

Service Provision Committee Meeting

August 23, 2017

3:00 PM

JLH Community Action Conference Room

Attendance: Jefferey Rawlings, Ehren Dohler, Karen Kennedy, Brad Simon, Claire Pickett, Kym Weathers Smith, Byron Buckels, Tami Carter, Heather Garrity, Ashley Braxton, Laura Marx, Kendra Martin, Lesa Price

Laura Marx, United Way Rep on 2-1-1

- Every caller is recorded into the Homeless Management Information System (HMIS)
- The value of using 2-1-1 for a smaller community is that we all have limited resources and this system makes it easier to keep track of how we are utilizing those resources and gathers information from homeless callers.
- Last year in Sanford there were 170 total housing and shelter calls to 2-1-1; 55 of those were people seeking shelter

Questions on 2-1-1:

- Does 2-1-1 have translators? 2-1-1 is open 24/7/365- all the time. There is a Spanish speaking call center and language line. It is the same one that 911 uses.
- What if the homeless person doesn't have access to phones or internet? You can call from certain agencies to speak with 2-1-1.
- Does 2-1-1 have to input all information into HMIS? All homeless agencies funded through HUD are required to use HMIS. Other organizations can use it, but it isn't required unless they're funded by HUD.
- Does the person answering the phone at 2-1-1 follow through to see if the homeless person finds help? Who is watching HMIS to follow through with the referrals?
- How does Housing First fit into this process? You have to be literally homeless to access Housing First
- 2-1-1 is the front door to the rest of the services that we are able to offer the homeless
- How does diversion work? 2-1-1 is willing to work with family members, friends, etc. of the homeless person to try to get them off the streets
- Would 2-1-1 turn in prevention and diversion forms? Yes
- We would work with 2-1-1 to design protocols for our community
- Isn't it impersonal to tell people to use a phone instead of trying to help them face to face? Yes, but all of our responses have to be uniform and coordinated
- If we were to work with 2-1-1 we would need to update all of their sources. 2-1-1 has not been updated to reflect Sanford's current nonprofit agencies
- How does 2-1-1 know they have all of the resources in a community? Four data coordinators have been hired by 2-1-1 within the past year. Right now, Sanford is not at the level of support where we can implement the types of calls asking for all local resources. We have a lower tier of service right now which is why it isn't updated. 2-1-1 often relies on local United Way to help keep this system updated.
- If *S3 Housing Connect* picks 2-1-1 we have to upgrade to Tier 1 services
- Every agency that is receiving calls currently will have to answer them a different way than how they are answering them now when we start using coordinated intake. We will probably

need a “cheat sheet” to keep everyone saying the same thing and directing people to the services that will help them the most.

- Many communities have a mixed model where they’re using 2-1-1 and a local organization as an intake point
- Anybody can call 2-1-1; admin, users, homeless people, etc.
- When a client is calling 2-1-1 you work with them, help walk them through the call, and stay involved to start building a relationship.
- How does the HMIS system work? Data goes into 2-1-1 and the connected organizations can see the information. It’s free and anyone can use it, but you have to go through training.
- Domestic violence agencies are not allowed to use HMIS but they can partner with someone who can use it
- How can an agency sign up for HMIS? You send an email saying you want a license and they email you back with instructions
- Rachel could place the steps for this on the blog- What HMIS is and how you sign up
- If HAVEN was picked as our local intake point, we would have to refer the information to another organization to get info into HMIS- HAVEN staff would be trained on gathering info for HMIS input
- Has Laura ever done a mixed-access point model of a community organization and 2-1-1? Yes but not in NC. We can find examples of this system though!

Ehren Dohler, NCCEH Staff, - Coordinated Assessment

- Before, who the homeless person talked with was dependent on how their experience with local services had occurred. For example, if they had a really good case manager then they would be more likely to get housing. The idea of Coordinated Assessment is to place everything on an even playing field and make it fair.
- We need to have “front doors”, and each of these designated front doors will assess people the same way
- The key is to assess to see if people are actually homeless
- Able to prioritize with Vulnerability Index and Service Prioritization Decision Assistance Tool (VIASPDAT)
- Need to think about why Coordinated Assessment is helpful and how this will help community answer questions in the best way

Ashley Braxton- Finleigh’s Free Pantry

- The goal is to make small cabinets (not taller than six feet), stock them with nonperishable foods, and put them in public. They will be placed in areas of poverty. People can go any time to take resources. This project will be funded by donations.
- We need to put the pantries in secretive locations so people won’t be embarrassed to take food, but places that will be safe when restocking the pantries
- Areas discussed to date have been Depot Park, Dreamland Mobile Home Park, Jonesboro area, etc.
- Ashley will ensure they are kept stocked with nonperishable foods, water, first aid supplies, dog and cat food, bibles/bible verses, etc. The pantries will be checked at least three days a week. People will take more than one item at a time so we will have to restock frequently. Checking the pantries will be the most challenging part of the project, but there will be a lot of volunteers.

- San Lee Chapel and other churches will also help
- Named after Ashley's daughter
- The Little Free Pantry website gives plans on how to build them
- Need signs on them that are written in English and Spanish
- Four will be built to start with
- Landlords would be a good partnership for this project. They could potentially check the pantries to see if they need to be restocked.
- Tami Carter has a food closet at the Enrichment Center and some food could be stored there.
- Teresa Kelly with CUOC would know primary points to put the pantries and possibly how to get surplus food
- Should we suggest the amount of cans one can take on the sign?
- How can she tell people about it? *S3 Housing Connect* can spread the word. We could also post about this project on local social media pages. The Sanford Herald could write an article about it.

Jefferey's Additional Notes

- Caution about emotional response- When someone comes in asking for help and crying with kids you're going to want to help immediately but you can't. On the other hand, if a well-dressed gentlemen with a nice car presents himself as homeless what would your response be? Your response always HAS to be the same. Coordinated assessment often goes against what you want to do but the VIASPDAT is so effective and helps maximize resources. It creates a no judgement zone and takes out emotion.
 - Where do I fit into coordinated assessment? Think of one or two ways tops you help with homelessness. Ex. clothes, food- focus on the strengths of your organization. We don't need to duplicate resources. This will help you better focus on your strengths
 - Jefferey is resigning at chairperson of this committee
 - Jefferey Rawlings nominated Tami Carter, Brad Simon seconded, Byron Buckels thirds
 - Tami Carter accepts nomination
 - Liaison position- Tami Carter accepts that as well
- **Next meeting time and place: September 11th at 3:00 PM- Enrichment Center Conference Room**