

Service Provision Committee Meeting Notes

225 South Steele Street

Monday, August 7th, 2017

3:00 PM

Attendance: Jefferey Rawlings, Rachel Picard, Lesa Price, Heather Garrity, Taylor Ridall (HAVEN Intern), Kendra Martin, Dick Poletti, Chris Kelley, Byron Buckels, Karen Kennedy, Brad Simon, Tami Carter

I. Meeting Called to Order

II. New Business

- **Heather Garrity agreed to take notes in Rachel's absence**
 - a. Coordinated Assessment Briefing
 - **NCCEH.org**
 - **Jefferey Rawlings discusses coordinated assessment packet**
 - **We need to be on board with Balance of State (BoS) coordinated assessment by January 2018- We are currently not there**
 - **We are one of the largest BoS counties in NC. The majority of counties are rural, and rural counties face completely different challenges than urban counties when it comes to coordinated assessment. We are a nine county region, and Lee and Harnett are grouped together.**
 - **Permanent supportive housing means that once a person gets in housing, they will be supported in all ways necessary, forever.**
 - **Landlord relationships are key**
 - **This requires case management on a daily basis**
 - i. 2-1-1 or HAVEN Discussion
 - **2-1-1**
 - i. **2-1-1 is an information and referral system. It is accessible by phone or online 24/7. It is funded by United Way and it finds out a person's needs to connect that person with services**
 - ii. **Mecklenburg County is performing a trial of this. Pilot programs have been done in big cities**
 - iii. **2-1-1 offers diversion, data, and screening. 2-1-1 would know all of the information about how many people use each service.**
 - iv. **Kendra Martin believes that one concern with using a local agency for coordinated intake is that the people answering the phone wouldn't be trained professionals**
 - v. **To utilize the next tier of service available would cost \$4773 a year**
 - 1. **We are already using the basic level of this service**

- vi. **Heather Black (NC 2-1-1 Statewide Strategic Director) could come to next meeting and answer questions**
- **HAVEN**
 - i. **HAVEN always has a front desk person answering the phone, so a phone line specifically for homeless could be installed and answered at all times**
 - ii. **This person could have Lee County's updated resource booklet with them to direct clients**
 - iii. **HAVEN constantly receives calls and visits from homeless people anyway because it is such a well-known local organization**
 - iv. **HAVEN would need an easy to remember phone number**
- **Thoughts**
 - i. **We need to establish what we want our coordinated intake system to do before we can make a decision on which program we want to use**
 - ii. **How can homeless people without phones or internet use these services?**
 - 1. **If 2-1-1 is the point of entry all agencies, have phones available for use so people can walk in and call right from that organization**
 - iii. **A tangible copy of a resource guide is extremely valuable for many clients**
 - 1. **There is a need for a tangible guide, phone guide, and online guide**
 - 2. **Many homeless people can't read so there is still the need for a phone system- "We have to meet all people where they are!"**

b. Tami Carter- Provision Box

- **The Enrichment Center offers home delivered meals. They're created by an organization called CPI Foods in Texas. The boxes are distributed in person, and carried out by social workers.**
- **The five day meal box is \$15.61. It is a little more expensive than the regular box, but includes better quality milk with a higher shelf life. These boxes have a nine month shelf life. There is a lot of variation in meals and foods for these boxes.**
- **The boxes will arrive in about three days**
- **Useful for storms or other emergency situations**
- **Could be used to coax the homeless to trust us. They might not listen to our message until we prove we can meet their needs. The boxes could be given to people before they get enter the system.**
- **This could be part of the more silent street campaign event we had discussed**

- **It was suggested that churches keep a few of these on hand and pass them out with a resource guide as people come to their doors seeking assistance**

c. HAVEN Resource Booklet

- **Information in this resource booklet needs to be updated constantly because it all changes so quickly**

i. How do we make this more homeless specific?

III. Other Discussion

- **Housing First is the only proven model that works, so that's what we want to stick with. To get work accomplished we need to accept that this model works and get in line with it. Shelter is our primary goal, but we have to work with what we have and fill in the gaps with resources.**
- **The state won't allow homeless people to input their own information into the system**
- **Homelessness Management Information System (HMIS)- Charity Tracker has an HMIS now. This county has an HMIS access point so it could be adapted.**
- **Charity Tracker- If a homeless person goes to an agency for help and that agency uses Charity Tracker then their whole visit is documented. Other organizations can see what was done for that client at each location. This is helpful as local agencies start to work together. It's helpful for the clients too because they don't have to repeat their story every time they go to an organization.**
 - **Charity Tracker could avoid HMIS downfalls- HMIS just says a person came, but Charity Tracker gives information about the visit**
 - **The cost for Charity Tracker is very low. Agencies would be grandfathered in to lower prices. However, we would have to have the plus version for case management.**
- **Formerly homeless people as the ones doing street outreach- they already know the lingo**
- **Reminder that Service Provision committee needs to stay client focused- we're the ones who are providing the service and we need to focus on lowering response time**

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

- **The next meeting will be held on Wednesday, August 23rd at 3:00 PM in the downstairs conference room of JLH Community Action (225 South Steele Street)**