
Pre-Meeting
Q&A Session began at 2:30
addressing coordinated assessment, service provision needs, committee's task & goals

Key Points:

- Coordinated assessment has to be up and running by January 1, but coordinated entry can be done whenever. Although, we want it to be up and running around same time
- Can have 24 hour call backs instead of having someone to man point of entry all hours
 - Could create a separate entity to provide service with paid staff...would have to present to Resource Development for funding

Service Provision Committee Meeting
1615 S. Third Street
Monday, October 9, 2017
3:00 PM

Committee Members Present: Tami Carter, Kendra Martin, Heather Garrity, Brad Simon, Claire Pickett, Chris Kelley, Sherry Sudra, Jeffrey Rawlings, Lesa Price, John Sandrock

I. Meeting Called to Order By Tami Carter, Chair

II. Old Business

A. Review of Meeting 9/25/2017

- Tami reminded everyone to be respectful of everyone's comments, and passed out handout on 10 Ground Rules for Meetings
- Reviewed notes from last meeting on what S3 Housing Connect wants to see as compared to the offerings of 2-1-1, HAVEN, or other options.

B. Portal of Entry – (continuation from prior meeting)

1. Agency Review (Committee Discussion)

- a. 2-1-1
- b. HAVEN
- c. Other Options

2. Agency Review vs. S3 - Service Provision

- 211 cannot take our project until at least the second quarter of 2018. They would do the diversion screen. If person was appropriate for homeless services, they would send them to the coordinated assessment point. If they don't meet the definition, they would give them direction to appropriate resources.
- Tier 2 would include a little more than what we have now, but not what we realistically need for this project. It would give us more marketing tools and more follow up calls.
- No matter what group does the intake, the questions will be the same seven questions.
- If someone has trouble talking to someone over the phone, can they have the option to see someone face to face? Yes, ultimately, they will be sent to a physical point of entry.
- Issue of transportation was brought up and discussion of a potential team of volunteers providing. This raised question of potential liability issues.
- With Coordinated Assessment, you can see the client's history of services received in HMIS
- Concern brought up...Need a humanized version of whatever we decide to do. Everyone was in agreement.
- From a national and state approach, it would be beneficial for it to be multi-pronged ...providing personal interaction and technology aspects to fit different types of clients and their comfortability.
- Reemphasis of definitions: Coordinated assessment...no lead way on how it is approached. Coordinated entry...we have lead way on how we approach it. There is no model for our size area, which

means our model may become the model one day for areas of our size.

-Additional cost for HAVEN dedicated line would be minimal, if at all. Those who come into the office will get face to face interaction. They may not have a need for more staff initially. As the program grows, HAVEN can potentially apply for funding to pay for extra staff. Ideally, other partners would come forward to help with this effort.

-There is a concern that random individuals will show up at odd hours needing help.

-Concern was also expressed regarding the line's location being revealed if housed at HAVEN. Everyone agreed that there should be nothing stating where the line is being housed.

-There was also concern regarding providing transportation if someone shows up at odd hours. The question was raised as to whose responsibility is it if someone shows up or calls at HAVEN? What about transporting to where you are referring them? Everyone also agreed that HAVEN staff would not provide any transportation. That service would have to be provided by another group, if provided at all.

-HAVEN will print out maps for those not familiar with area, and can continue to do so

-Idea generated about creating a map pinpointing services to give to someone whom is being referred. It could be used as a supplement with resource directory

-Question brought up as to whether it will be too much for HAVEN to handle? HAVEN staff is already fielding these types of questions on a normal basis already. There will inevitably be some increase in call volume. That is when the addition of other staff may be needed.

-The question was raised about the city providing funding...explained that the city spearheaded the initiative to bring all the agencies and concerned citizens together. The city's plan is to pull out of the process after the first year, still providing support but not fully funding anything.

-Question of police not transporting homeless individuals. They are not permitted to transport unless they are not an imminent danger to themselves or others.

-Questions about funding accessibility were raised. We will have a representative of the resource development subcommittee attend a future meeting to discuss.

-How much responsibility is put on HAVEN? They are just the point for referring to other agencies (shelter, rapid rehousing, etc). Coordinated entry takes all calls, then funnels them to a single point of entry or multiple identical points of entry. Then they do Prevention and Diversion. HAVEN would do entry, but where they send them to (point of referral) would do the assessment. Ideally, the point of entry would follow up in two weeks and then close out. The point of referral where the assessment is done has to follow up and complete the assessment.

III. New Business

A. Portal of Entry Selection

1. Committee Recommendation for S3 Housing Connect

- i. Recommend using HAVEN as our portal of entry
- ii. Letter will be presented asking permission of HAVEN board
(notes attached of expectations of HAVEN in providing service)
- iii. 2-1-1 will be back up portal if HAVEN board declines

2. Implementation Timeline-As soon as possible, dependent on decision of HAVEN board and S3 Housing Connect

IV. Other Discussion

A. Coordinated Assessment Committee Update – Jeffrey Rawlings-No official update as of today

V. Adjournment – Next meeting on Monday, October 23, 2017 3:00 PM

The Enrichment Center ~ 1615 S. Third Street

What do we expect for HAVEN to do? Their board meets Thursday, October 19.

- All of the items under S3 housing connect, except case management and coordinated assessment
- Assistance available 24 hours a day/7 days a week/365 days a year
- Easily accessible-process initiated by a call

- One point of data entry
- Training for staff regarding the process
- HMIS entry
- Multi-language availability
- Initial assistance to help with basic needs
- Judgement free
- Kindness/care/empathy
- Refer based on individuals needs
- Data and metrics...tracking and presenting back to group
- Dedicated line
- Funding
- Partnerships being developed
- Will transfer to another entity (ideally low barrier shelter once open)
- Looking ahead...enter the cue for 211 project to begin 2018...can transition over to 211 when ready, or into a hybrid
- No transportation will provided by HAVEN staff or volunteers
- Not asking for HAVEN to change mission to include homelessness
- Not asking for HAVEN to provide case management or coordinated assessment