

S3 Housing Connect Service Provision Sub-Committee Meeting Minutes

Monday, September 25, 2017

The Enrichment Center of Lee County

Present for Meeting: Tami Carter, Kendra Martin, Dick Poletti, Lesa Price, Chris Kelley, Claire Pickett, Heather Garrity

I. Call to Order

Tami Carter, Chair opened the meeting and welcomed everyone.

II. Old Business

a. Provision Boxes

- i. Reviewed updated information on provision boxes
- ii. Boxes can be customized based on preference (eg. all meals for one day, one meal for three or five days, etc)
- iii. UTC milk can be substituted in the box so that it is ready to drink
- iv. boxes meet nutritional guidelines

b. Resource Directory-not received as of meeting

III. New Business

a. Step One-Coordinated Assessment

How do we want to look? How do we want it to be when someone walks in the front door?

Discussion points:

The question was asked what other communities have done. Larger markets have done this, but not one our size. We could possibly become the model for other regions our size to follow.

Region 7 is going to come up with all steps needed for coordinated assessment (tweaking CA information we have already seen).

Do we want a call center or multiple face-to-face points?

The point was made that local non-profits won't have the manpower for face-to-face assistance alone, so it would be better to send those seeking assistance to one place.

If someone walked into an agency that was homeless, they would not be pushed away by staff. Instead they would be given information regarding the process for calling.

A concern was brought up that they hate to take the personal touch out of anything, but it was also pointed out by several that this task would be too much for any one existing organization to take on in addition to their day to day services.

There was a discussion of how agencies would be helping to meet basic human needs by providing services their agency provides or by referring to other agencies as necessary.

Question was raised asking if we see point of entry as a separate agency.

We revisited discussion of duties of various agencies and definition of coordinated assessment. We talked about who would be responsible for following up with client, and the process of how the basic coordinated assessment system works.

b. Portal of Entry

i. Agency Review (Committee Discussion)

1. 2-1-1
2. HAVEN
3. Other Options

S-3 Housing Connect	2-1-1	HAVEN
One point of entry	24/7/365	24/7/365
Front doors for shared info	Multi-lingual	Multi-lingual
Call to get process started	HMIS	HMIS
Initial assistance of basic needs	\$1200 Tier 1 (United Way will pay to Tier 2)	Dedicated phone line
Case management	Phone Service	Phone Service
Kindness	Large Markets in other areas	Small (local)
	Trained call center employees	Staff trained in crisis situations
	Staff	

Is there a mandate for Coordinated Assessment by January 1, 2018?

Discussion of benefits of using established service for point of entry as opposed to a hybrid model as a different option.

Concerns were voiced about the need to be more personal in helping assist this population. Some members voiced that they feel there should be one office with a case manager as the point of entry.

Since several committee member were not present, voting on a model with which to use was tabled until the next meeting

IV. Other Discussion-none

V. Adjournment-Next Meeting

Monday, October 9, 2017

3pm

The Enrichment Center-1615 S. Third Street