

Services Committee Meeting Minutes



Tuesday, October 06, 2020
3:00 P.M. / Zoom Conference
Hosted by: Kendra Martin

I. Welcome

II. Introductions

Members present: Kendra Martin, Karen Kennedy, Rachel Picard, Holly Hight, Stan Holt, Heather Garrity, John Campbell, John Paschal, Marilyn Gilliam, Lesa Price, Chris Kelley, Hamer Carter, Jeffrey Rawlings, Tami Carter

III. Old Business

- a. Review of Meeting 9/06/2020

IV. New Business

- a. 211 discussion/evaluation – Kendra Martin
 - We have been using 211 for CE since July 2019
 - It is a good time to look at it to see if it is meeting our needs now that we have some good information to go on
 - Need feedback from the group if it is working and is the best solution for our needs.
 - 211 is a small piece of our CE system
 - Limited resources in our community gives limited referrals for CE
 - Advantages
 - 24 hours, free, multi lingual, HMIS file being started
 - 334 calls for housing assistance, with vast majority screening as literally homeless
 - Demographic data can be shared with a data sharing MOU
 - Disadvantages
 - Those who are not screened as literally homeless are not put into HMIS, which creates a service gap
 - Wait time is an issue since it is a statewide system and for all types of services (not just CE)
 - 211 is going to be helping people access relief programs in coming months, which will likely increase wait times even more
 - More available data than we have had in the past, but it is not being collected centrally and analyzed-would be helpful to assign this to someone to look for trends, etc
 - Calls being dropped-not sure of any solutions
 - We need to continue to spread the word about 211 to the public & agencies, as some still don't about it
 - Agencies getting referrals for services they do not provide

- Police not knowing what to do or how to handle encounters with homelessness
 - Do we still want to use 211, knowing its strengths and limitations?
 - If we were to choose something else, how can we do that without overloading OMI?
 - Would it be too much for OMI to have to handle the HMIS entry?
 - Bread of Life is close to having someone who is able to do HMIS entry
 - Hamer is going to work with new hire and see how things go in next few weeks; We will revisit discussion at November meeting
 - CE in Lee County vs CE in Region 7-Lee County goes to 211
 - 211 in the public's eye, it is so easy to remember and should be kept
 - Any questions regarding 211, contact Kendra; Any questions regarding other options/
- b. Homeless System Assessment Update – Stan
- 211 Conversation is a result of this work
 - Don't have permanent supportive housing
 - Need to look at referral system
 - Best time for these discussions is in the committee meetings
 - Community Outreach team meeting had great discussion in preparation for a veteran's services panel call
- c. Coordinated Solution Committee Report - Kendra
- DSI is advising merchants to call 911 instead of educating those individuals about 211
 - This way the city also has documentation of any activity going on in alleyways, etc
 - Unfortunately those individuals may still not know about 211 as a result
 - Karen and Kelly are hopeful of presenting to mandatory police officer training regarding all things S3 and 211
- d. Service Provision Agency Reports
- United Way-Emerging Leaders Day of Caring-Day of Service on 10/29; information will be coming out soon; Campaign is going on currently-participation is encouraged as money goes to the agencies that help with S3's mission
 - DSS-no report
 - Salvation Army-Continuing to serve the community by providing food, clothing and financial assistance to Lee County residents. Wrapping up Christmas JOY registration and will be serving around 1,000 kids this Christmas season. In the process of working on a Strategic Plan for the Day Center and hope to have it completed by Thanksgiving.
 - Bread of Life-Day Center hours still 12:30-4:30. Individuals are taking showers, washing clothes. We are still giving out food-341 individual people, 166 families. Shipments of food-helping other groups in addition to those numbers. Food boxes are going to continue for at least another six weeks. Client assistance has become somewhat of a new mission-helping with motel costs-\$460 in July, \$420 in Aug, to over \$1000 in September. Trying to help with eviction issues. Currently helping three people in motels. Have applied for a couple more grants. Prepping for extreme weather shelter-capacity will be lowered to 14 because of social distancing. Watching numbers closely with flu/covid/etc. Everyone is wearing masks and we are talking with Dr Hall for advice. Hamer gave a shout out to Bread of Life for all that they are doing with the day center. What they do helps OMI a lot when individuals come from BOL to OMI-it helps

them get in a lot quicker. Jeffrey asked for notification when the individual is put into the hotel and paid for by the shelter. John gave a shout out to Rachel and all involved with information regarding the PIT count. Praise report-the shelter had a vehicle donated by Bridges & Cameron Funeral Home.

- OMI-41 people this month-19 came in, 14 exited. There has been an uptick in women and children's shelter. This is the third month in a row that has stayed full. There are 12-14 men on average. Hired case manager and two shelter supervisors-8 hr a day 7 days a week. HMIS intake specialist hired and recruiting housing specialist. Noone is currently in women's shelter who have been there more than 90 days
- Enrichment Center-COLTS has returned to full operation this week, with social distancing, may have to rearrange appointments a little. Center open 8-5 this week-fitness room with three people per hour and thirty min clean time in between. Fitness classes will be starting back soon. Veterans Services and Food Service are continuing. Medicare part d open enrollment-taking appointments to put them in right plan-starting 10/15.
- Daymark-no report
- Sandhills Center-Services available through Daymark opening soon in Asheboro and Richmond County- behavioral health, substance use, mental health crisis. Hope to have someone come to a meeting to share about the services once they are open. Marilyn will check into kiosk from Harnett County to see if it can be used here. Asked if there is anyone interested in any mental health education-suicide, dementia, etc-can do virtually. NAMI suicide classes will be held again in October-on Saturdays and are free-classes are for everyone, not just professionals. Suicide numbers are going up currently. Extra awareness is definitely beneficial during these times.
- JLCA-CE committee still recruiting people
- City of Sanford-no report
- Partnership-still holding visits, groups, and meetings virtually. Teen Outreach Program began meeting virtually each week in the middle and high school AVID classes. Our agency is becoming a diaper bank and will begin collecting donations of diapers as well as feminine products. There will be a community drive for these items as part of the Community Day of Caring. Read for the Record will also be held on 10/29 with several virtual story times being held with guest readers. Will share flyers for both when available so that committee members can share with clients and colleagues.

V. Other Business

a. Client Case Review

Adjournment – Due to Election Day, our next regularly scheduled meeting has been rescheduled for *Tuesday, November 10, 2020 –3:00 PM.

The Service Provision Committee's goal is to identify existing services and support for the homeless as well as gaps in those services and supports, and to bring those resources into a coordinated, community wide plan. The committee is tasked to focus on key areas such outreach and engagement with the unsheltered homeless; coordinated intake and assessment; prevention and diversion; and other social services.