



S3 Housing Connect Meeting

01.13.2022

Attendance (28): Kendra Martin, Johnnye Waller, Ruth Price, Hamer Carter, John Kirkman, David Stratton, Heather Black, Laura Spivey, Cindy Hall, Tamara Brogan, John Paschal, Ruth Price, Bob Hughes, Kimberly Rau, Bill Carver, Nadia Lopez, Tracy Staley, Kenzie Cameron, Heather Garrity, Sharon Williams, Lesa Price, Jeff Rawlings, Crystal McIver, Kerry Bashaw, Gabby Murillo, Tami Carter

Staff: Rachel Mann, Stan Holt, Karen Kennedy

I. Welcome, Mission Statement, Tamara Brogan, Chair

II. 211 Updates, Heather Black, NC 211 State Director & David Stratton, NC 211 Senior Operations Manager, Kendra Martin

Heather Black and David Stratton introduced themselves and explained how 211 was developed. David asked how he can help our community. A concern was expressed about call wait times. There is an average wait of 23 minutes for coordinated entry calls. David said staff is looking at queues and wait times and moving resources around to make the client experience better. Stan asked if we should host a meeting with front-end providers (including NCCEH) to map client experiences through the system. We could use that meeting as a way to determine what is working and what isn't. Hamer shared clients have complained that they typically wait on the phone more than 15 minutes to talk to someone. Also, clients often aren't able to get through to someone at 211, so there are delays in connecting them to emergency shelter. Some agencies call OMI directly to get the client in a stable shelter environment, then the client is able to call 211 from OMI, but that's not how the system is supposed to work. Hamer also reported a delay in referrals to agencies. Everyone agreed that if the delay causes clients to miss a night of shelter when they could have otherwise been sheltered, that is a failure in the system. Heather shared that not all staff have HMIS access which causes a delay; One of David's top priorities is training all of his staff on HMIS entry. David also shared that a callback system has been implemented for clients who can't wait on the phone. However, staff is aware that this might not be the most practical solution to clients who might not have their own resources to answer calls. Jeff asked if we could schedule a meeting to further discuss 211 quickly because we need to have this issue resolved before the PIT Count. The group agreed and will schedule a meeting soon. The conversation around call backs to clients continued, and it was decided that would need to be further discussed and workflow would need to be analyzed. Call hours to reach clients need to be determined so 211 staff knows when best to call. A big question is how to reach a client after "business hours." Everyone thanked Heather and David for joining the call. Discussions on this topic will continue.

III. Success Story, Volunteer

IV. Date Selection to Record Success Stories, Rachel Mann

Rachel asked if there is interest in recording stories because there weren't many sign-ups for the first round of recordings. The group agreed that they wanted to try the story recording sessions again, so Rachel will pick a date and send out a Doodle poll for session registration.

V. Update on Affordable Housing Presentation to City Council, Rachel Mann

On Tuesday, January 11th, Marshall, Karen and Rachel made a presentation on affordable housing at a city council workshop. The presentation went well, and we look forward to continued conversations around affordable housing with city council!

VI. Compassion Fatigue Sessions- Make-Up Session Discussion, Karen Kennedy

The group thanked Vicki Rhodes for two amazing compassion fatigue sessions! Everyone agreed they learned a lot. Following the discussion, there was not enough interest to schedule a new training session date.

VII. Discussion about 2022 Point in Time Count-January 26 and Ongoing Count/NCCEH, Cindy Hall

The consensus for S3 is to hold our own PIT Count on January 26th. Jeff and Cindy are encouraging each county to hold events so their unsheltered data can be entered into coordinated entry. On January 26th at 6 pm there will be a PIT training at First Baptist Church Fellowship Hall, then teams will be sent out. The count is only for us and our local data. There will also be an event at Mrs. Wenger's that night for data collection. We are collecting donations for the count now. Please bring them to First Baptist, the Buggy Building, or the Sanford Herald. The Sanford Herald will be a collection site for donations and there is an article in the paper about the count. Email Rachel if you have any new sites for the PIT map!

VIII. Discussion about CCCC Outreach Event, Cindy Hall

The CCCC outreach event will be held on January 25th. However, there is a chance that the event might be switched to a drive-thru or canceled due to Covid-19.

IX. Committee Reports:

1. Services, Kendra Martin- Kendra is committee chair again; Darla left for a new opportunity at Boys and Girls Club! There are still spots available for Mental Health First Aid Training on February 17th and 18th from 9 AM-1 PM. This event is hosted by the Salvation Army and Services committee. Data collection is an ongoing focus of this committee to help tell the S3 story.
2. Community Outreach and Engagement, Cindy Hall- This committee has been discussing the PIT Count, CCCC event, and sharing client success stories.
3. Housing, Bob Hughes- Shannon with Sanford Housing Authority will present at the next meeting. Kerry provided an update on BCCDC; Their goal is to build 10 single family homes and they are working on an apartment complex. BCCDC is discussing ARPA funds with the City and County. Final guidance for those funds has been released. BCCDC entered into a partnership agreement with Cape Fear Collective. They created a new entity with a 50/50 ownership split. Hopefully, financing for this project will be secured within the next couple of weeks.
4. Advocacy, Kerry Bashaw- No meeting. Stan scheduled an advocacy training session for April.
5. Eviction, Kerry Bashaw- No meeting. Kerry plans on hosting a meeting by the end of the month. BCCDC is still assisting with evictions through counseling and referrals. HOPE applications have officially closed.

X. Closing Remarks and Adjourn

Stan reminded everyone to be supportive and understanding of each other right now; We are all suffering from compassion fatigue. Ask each other about challenges instead of pointing fingers.

With no further business, the meeting was adjourned.