

June 16, 2020

CE Oversight Committee Meeting

Approved 06.30.20

In Attendance:

Trish Hobson, James Lee, Mary Ann Priester, Keisha Robinson, Erin Nixon, James Searcy, Beth Reichert, Brandon Lewis, , Courtney LaCaria, Hope Marshall, Rosalyn Allison-Jacobs, , Stephanie Shatto, Maurice Collins, Megan Coffey, Hannah- Marie Warfle, Lisa Adams, Kenya Dawson, Quanisha Savage

Welcome, Intro, Overview of Agenda – Trish Hobson

Vote: Approval of Minutes – approved without any changes

Updates and Data -

CE 211 Motel update – Megan Coffey

- we are going back to everyone being triaged by 211 (meets the definition of homelessness or in imminent danger of becoming homeless). The caller will speak with a live person rather than the automated system.
- 211 is still referring to the CE hotline – in person CE is not resuming at this time (conversations are being held between host sites and the county).
- 211 staff will be entering information into HMIS (going back to Pre-Covid protocol).
- Megan will get a notification if someone calls 211 and is currently in a hotel and is seeking assistance.
- Have updated the new assessment to ask race to ensure we can aggregate race equality data.
- All of these changes should begin this week.

CE Motel Eviction Prevention Pilot - MaryAnn Priester

- 211 is currently sending Megan any requests for motel assistance.
- CE continues to be only for those that are currently experiencing homelessness.
- Piloting prevention at CE. Once Megan receives the referral from 211 for the motel eviction prevention assistance – have a tool to capture data on these clients. Gives us the opportunity to pilot assisting clients at risk of homelessness to see if our community could eventually expand CE services to prevention of homelessness.
- Process: Clients call 211 on their own – talk to 211 operator – if currently in a hotel and at risk of eviction – Megan receives the referral – Her team triages and determines if appropriate for Case Management and services – CE team then completes the crisis assessment – gives us the opportunity to learn from this pilot to see if this model would work for other prevention populations.

CE Evaluation Matrix – MaryAnn

- #2 changed – broke out category by housing type
- Race Equity - #2 and #4 were added measures from the original presentation.

Vote to Accept the Evaluation Matrix – All voting members voted to pass the evaluation matrix.

CE Evaluation Interim Report – Trish

- UNCC institute for Social Capital – started the evaluation about a year ago.
- Started with interviews – are in a bit of a stall due to Covid – 19
- They have provided an interim report based on where they are currently in the process.
- They have been updated with the new tools being used post Covid
- Request was made for UNCC to present at a CofC meeting

CE Monthly/Quarterly Data – Mary Ann

- Clarification: In-Person assessments are the calls that resulted in HMIS data entry (not true in person assessments)
- Compared to last year down about 200 calls (each month)
- Caller must be within 14 days of homelessness to be entered into HMIS –
- Imminently at risk for 211 is 14 days – but do not refer to CE. 211 would do a referral for transitional housing.
- Data points for the monthly data report are determined by CE oversight.
 - To assess race equity – will aggregate the data moving forward
 - Will add data point for the pilot motel prevention program for next month as well
 - For the Pilot program wish to add the following 3 data points: 1) total # of callers that are referred to the hotel project by 211 2) How many people were triaged by CE team 3) total # of clients that enroll in the hotel project.
 - In order to assess for future needs will add a drop down box at assessment of reasons why the client is not approved for the program.
 - Keeping in mind – 211 could refer a client who is not eligible for the program. There are many reasons there will be a discrepancy in the number of referred vs. who is enrolled.
 - MaryAnn will add these for the report next month.
- **Agency Updates:**
 - Roof Above has open beds.
 - Salvation Army – is accepting referrals from CE – they are close to capacity.

Priorities for the year:

- Starting with mapping out the agencies – small group has not met yet but should be meeting soon.