

October 20, 2020

CE Oversight Committee Meeting

**In Attendance:**

Mary Ann Priester, James Searcy, Rosalyn Allison-Jacobs, Stephanie Shatto, Megan Coffey, Branden Lewis, Chanda Scott, Kecia Robinson, Beth Reichert, James Lee, Hope Marshall, Hannah- Marie Warfle

**Welcome, Intro, Overview of Agenda** – Hope Marshall

**Vote: Approval of Minutes** – Minutes were not received by the group. They will be sent out prior to next meeting.

**Special Series on CE – Mary Ann Priester:**

Safe Housing Group – looking at CE and how domestic violence survivors experience housing insecurity.

They are conducting a free webinar on this topic. MaryAnn will send out the invite – all are welcome to join.

**Data Review for 211 – MaryAnn Priester**

- September 2020 and first quarter data – continue to operate with a CE hotline with very few being done in-person.
- Higher number of individuals seeking assistance
- an overall small drop in in person hotline assessments.
- Late June – motel eviction prevention (at risk callers) – being routed through 211. July and August saw an increase in this category due to this change.
- Saw an increase in literal homeless category callers in September. Drop in callers for the hotel/motel evictions calls. Note – these are calls not individuals (number reported is duplicated)
- Show an increase in Veteran callers this month as well.
- Question – any way to get to an unduplicated number of callers for overall calls? For the 688 callers in September – how do we know their outcomes?
- Response: Difficult to track outcomes for many reasons 1) 211 is not time limited (may call today but not show up at a program for 6 months). Also, only literally homeless callers should be referred to in person assessment and that number does not match – 584 callers were self-reported literally homeless, but 688 were referred for in-person assessments. According to the workflow only the 584 should have been referred for in person assessments (due to only referring those meeting the literal definition of homelessness).

**Provider Updates:**

- Megan – CE County/State looking at return to work at the end of the year. Doing in person CEs at Tryon 1 morning a week and 1 afternoon a week at the Day Center.
- Stephanie – Roof Above: Working on the winter sheltering plan for this upcoming winter. We will not be utilizing a RITI model this year, but will have more capacity this winter at other locations than we did last year. We will also be partnering with the SACOH to serve women, children, and families this year. More information will be coming.

- Mapping project update – MaryAnn: more information is coming on this project. The mapping project has hit a snag in that the current map does not include a path for those not chronically homeless.

### **211 Staff:**

Latasha – asked a question about callers telling 211 staff that they need a CE and a referral back to that specific agency (Community Link) was named. Megan explained that it could be that the agency was explaining that they do not take direct referrals – instead all referrals come through CE. Callers may then call 211 and state they need a CE in order to get a referral for that particular agency.

Latasha Gerald (director of call center in triangle park (Durham) She is responsible for the day to day operations for the call center. She has been with 211 for almost 10 years. Team of 24 call center specialists and 2 project managers. Do multiple programs and projects for 211.

- explained 211 has a lot of new staff and that her call center staff are working from home.
- Question – How could we add a local component to the 211 system. There can be a lot of frustration on the caller side if a caller does not receive a call back for services. How can we close that gap for callers seeking services. When a referral is made from 211 how do we close the gap that that referral is called back. Is there room for a system navigator to walk along side the caller?
- Response – will take that feedback to the leaders of this project. Keeping in mind that 211 is just a small piece of the entire CE system.
- Question – How is 211 different during COVID – what can the local communities do to assist you.
- Response – been working from home since early march. 211 has been helping staff to take care of themselves: sending out care packages for staff, checking in regularly with the team, and understanding that training new staff is different when doing this remotely rather than in person. Support from the community – just ask that you continue to understand that we are in a new world and appreciate the dialogue to help us improve and alerts to issues.
- James Searcy reminded us all that we need to take care of our own mental health and wellbeing as we continue to take care of others. He reminded us to take time for ourselves.

Call ended at 12:00