

December 15, 2020

CE Oversight Committee Meeting

In Attendance:

Trish Hobson, Mary Ann Priester, James Searcy, Rosalyn Allison-Jacobs, Stephanie Shatto, Megan Coffey, Branden Lewis, Beth Reichert, Hannah- Marie Warfle, Tameka Gunn, James Lee, Hope Marshall, Chanda Scott, Quanisha Salvage, Kally Canfield, Erin Nixon, Keisha Robinson

Welcome, Intro, Overview of Agenda – Trish Hobson

Minutes Approved – Unanimous

System Navigators – Erin Nixon

- Presented to the Board on Friday (funding priorities for the new ESG funds) – the idea of adding system navigators to our prevention/homeless system.
 - Idea is to connect people after calling 211 or CE to connect people to a navigator to assist with the process.
 - Currently a connection to a case manager is not made until connected to a housing program.
 - How would Navigators be used within our system. One idea is if someone is not literally homeless could be connected to a navigator to assist with prevention navigation.
 - Logistically – how would someone get connected? Is this Prevention dollars or homeless dollars – could the navigators be a bridge from 211 to housing? We know that callers get lost in the system between 211 and the housing resource. Could almost be a 2nd level of 211 and a check and balance for 211 to ensure follow occurs.
 - Connection could occur from CE to a system navigator rather than from 211.
 - Having a Peer Navigator could be essential in the success of the navigation system
 - 211 could be better equipped to connect callers to prevention resources and ask more detailed/nuanced questions
 - More doors into the system other than 211 due to capacity.
 - Navigator must be available and open to callers in all different situations and at all times
 - How do we as a community determine who gets a Navigator?
 - Prevention piece needs to be worked out.
 - Literal Homeless – connection could come from CE
 - Could we pilot the navigator at sites that receive a high volume of prevention calls – suggested CMS, Hospitals, etc. in order to break up the bottleneck at 211.
 - Still a lot of people that don't know about 211 – could increase access to the system.
 - Health care system is where people are going to come and there are many social workers within the healthcare system that need to know the resources.
-
- **Data Review from 211 – Marie Ann**
 - **November 211** – decrease in # of assessments conducted – decrease in single adults and households. Flat with veterans and # of chronic homeless Lower #s for 211 callers as well.
 - **What could be driving the decrease? – fewer callers to the motel eviction prevention and overall**

- Could the decreased #s be from callers becoming frustrated and just stopped calling?
- Can 211 track missed calls? If we had this data, could compare to months past.
- Next meeting – brainstorm about what matrix could be helpful to check in on the health of the 211 system.

Community Updates:

Reminder of the upcoming full membership CofC meeting.

Next Meeting:

Trish will provide updates of her upcoming meeting with 211.

Call ended at 12:00