

January 26, 2021

CE Oversight Committee Meeting

In Attendance:

Trish Hobson, Mary Ann Priester, James Searcy, Rosalyn Allison-Jacobs, Megan Coffey, Branden Lewis, Kecia Robinson, Beth Reichert, Hannah- Marie Warfle, Tameka Gunn, Maurice Collins, Sonia Jenkins, Brian Battle, Erin Nixon, James Lee, Jessica Rice

Welcome, Intro, Overview of Agenda – Trish Hobson

Vote: Approval of Minutes – Minutes were approved.

Updates and Data– Mary Ann Priester:

What Data would we like to see?

- Some data is driven by the dashboard and other data reported is driven by other CE oversight committees. They believed that data quality was important.
- What other data do we feel is important?
 - o No time parameters around CE – example someone calls 211 in June but shows at CE in December –
 - How many people called in the quarter and how many people had a CE assessment in the same quarter?
 - It's important for us to know where the gap is between 211 callers and CE assessments.
 - o Person Centered Data Collection and Data (if we changed our frame) If what were really interested in a person's experience with the system – what data would we collect.
 - o Frustration from both users and providers with the 211 system. Feel sometimes that callers are given the run around and don't offer solutions.
 - o System Navigators could be one solution (bridge the gap between 211 and the local providers and CE). Need to better understand the flow of how people are using the system.
 - o The data we are collecting is not necessarily capturing what happens to callers after they call. Calls also may not be as truthful in the initial interview as if they had a relationship with the interviewer.
 - o Can people get through to 211 and how long are you waiting? Are you getting the answers you need?
 - o What is the community expectations of 211? What are providers expectations of 211?
 - o Is 311 another resource for callers that may not need CE?
 - o It's important for the system to have a person centered approach.
 - o What is the data we are collecting telling us? Do we need to look at how we manage people at the 211 point. We are making referrals for transitional housing and there may be very few spots. Is this what we should be doing?

- Do we need to build out adjustments at 211 level or is it a homeless system issue? Is 211 doing what we need for it to do? This may be different than what we set it up to do.
- What data do we need?
 - 211 – how many callers that are literally homeless have to wait on hold? What do the wait times look like? Could help us to assess how effective 211 is at being a front door to homeless services?
 - **Question asked of 211** : what is the hold time for callers looking for housing assistance and other services.
 - **What other referrals are being made beside CE for callers that are seeking housing assistance from 211?**
 - What if Mecklenburg County had their own 211?
 - Is there a way to track a person from 211 – call to services being provided? Could not be done in real time – could do for the previous month.
 - Another part of what may work – how CM are able to manage through the housing process and successfully house callers. Could this start the conversation of what the experience would need to be at the 211 level to start the process off in a way that would support the housing work to come.
 - Number of Youth accessing 211
 - # of calls terminated (either by caller hanging up or 211 hang-up).
- Mary Ann has been tasked with coming back in a few weeks with a new dashboard with the new data points.
- Other Business:
 - Still have 1 open slot on the committee (needs to be a Victim Service Provider)
 - Update: Roof Above is in outbreak status and is doing mass testing today. We are not accepting new guests into Tryon, but have a few beds for our most vulnerable at the Nations Ford Location. The Winter shelter is still open beginning at 430 nightly.
 - Our community lost a great advocate with the loss of Angie Ford.