

March 9, 2021

CE Oversight Committee Meeting

**In Attendance:**

Trish Hobson, James Searcy, Rosalyn Allison-Jacobs, Megan Coffey, Branden Lewis, Kecia Robinson, Hannah- Marie Warfle, Tameka Gunn, Erin Nixon, Brian Battle, Godfrey, Hope Marshall, James Lee, Brian Battle, Beth Reichert, Kevin Davis, Stephanie Shatto

**Welcome, Intro, Overview of Agenda** – Trish Hobson

**Vote: Approval of Minutes** – Minutes were approved.

**211 update** – Trish Hobson/ Beth Reichert

- Questions Asked of 211: 1 ) hold Times for CE 2) non CE hold times 3)# of abandoned calls (meaning hang ups while waiting in the CE que.
- Additional question needed for 211: once you talk to someone at 211 how long is it for your next step and what guidance are you given?
  - o Additional information provided by Megan for this point: If caller is literal homeless the caller is given the CE hotline #. If caller does not leave a voicemail or answer their phone when called back it can cause a challenge for the connection to be made.
- Ask of 211: could the phone operators give additional information in their script that it is important to leave a message for CE if they do not answer.
- Ask is for CE oversight to review the script and prompt menu for 211 callers seeking homeless services.
- 211 has stated they are stretched thin and may not be able to provide it on a regular basis. The ask could be what would it take to get the data regularly and what is the internal mechanism at 211 to monitor the call volume and when do they add additional phone operators? Additional Question – can 211 do a direct transfer to agencies?

**CE – Evaluation with UNCC**

- Pre-covid UNCC started the process of evaluating our CE process – process stalled due to covid.
- Preliminary report has been sent out to stakeholders last week
- Small group discussions will be held with Stakeholders to review (feedback sessions over the next 2 months)
- Final evaluation between August 15<sup>th</sup> and September 15<sup>th</sup>

**Agency Updates**

- From the CofC subgroup of Lived Experience the idea has been generated of how to disseminate the information of what 211 is and what CE is and is not. The idea is to do a media campaign (radio campaign) to tell clients stories from homelessness to housing, information about what CE and 211 are, and how to access services. We are currently working with radio stations to get the messages out to the community.