

March 23, 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, Beth Reichert, Kevin Davis, Stephanie Shatto, Hope Marshall, Sonia Jenkins, Tim Williams, Maurice Collins, Karen Pelletier, Mary Ann Priester, Kally Canfield, Jessica Lefkowitz,

Welcome, Intro, Overview of Agenda – Trish Hobson

Vote: Approval of Minutes – Minutes were approved.

211 update – Trish Hobson/ Beth Reichert

- Good conversation with Heather – 211 is truly strapped for staffing. It would be very difficult at this time to get data on a regular basis. They also don't keep data. The furthest back we could get would be 3 months. 211 (Heather) is working to see if she could pull for the next 3 months. We are also grouped in with Lee County and there is no way to pull out Lee County and just see calls for Mecklenburg County.
- Total # of calls with wait times and dropped calls (calls that chose to drop off – from the designated CE que).
- Heather will also go back over with her staff the importance of callers leaving a message because that was the only way for callers to get a call back and assessment.
- Mecklenburg Homeless Services callers are prioritized. Calls are not transferred directly to the CE hotline because they do not want to tie up their lines, the only time a caller is given a warm handoff is in case of emergency.
- Additional Questions: 1) at what point of calls would you bring on additional staff to answer calls? 2) is there any flexibility in the data we can get pulled – the original data was agreed upon before we knew what would be helpful to move forward. At what point can we re-negotiate our data needs? Do we know if any other states use 211 in the same way that we do and what data are they pulling for those services?
- Next steps: waiting to hear back from Heather from 211 on timelines and what her team is able to do. Beth will reach back to Heather at the end of this week if we have not heard from her.

211 – Data review – Mary Ann

- **Building out the data sheet to help committee make decisions:**
 - Wanted to know more about the pathways for callers
 - Length of time from call to connection to services
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Prioritization Process:

- Currently an effort to find housing for those are in the encampment hotels. June 30th is the current deadline for the closing of the hotels.
- Request has been made for ESG funds to be given to this project

- Request has been to not follow the current prioritization tools instead of using a progressive engagement model
- HUD TA has suggested categorizing people into groups (following a Houston model of disaster recovery) based on their needs to obtain and maintain housing.
- This change would update the temporary prioritization tool. This committee would be charged with looking at the data to see the success rate.
- Catholic Charities would be providing the ongoing case management. For up to 50-75 households with subsidy and support services for a year. This would be geared toward working individuals and families that could maintain housing with assistance with subsidy and case management.
- Only for people who are currently in the encampment hotels. The hotels are not currently admitting new people.
- The city has not approved this funding yet.
- Erin Nixon: Submitted the motion to approve the update as noted above to the CofC temporary housing policy. Beth Reichert 1st Hope Marshall 2nd The motion was unanimously approved.

Agency Updates

- The Relatives is currently a resource for parenting youth.
- Hope Marshall – 2 more houses are being opened by the County for those coming out of incarceration through the use of County Covid ESV – funding.