

May 17, 2022

CE Oversight Committee Meeting

In Attendance:

Voting Members: Tameka Gunn, Megan Coffey, Trish Hobson, Sonia Jenkins, Erin Nixon, Mary Ann Priester, Kecia Robinson, James Searcy, Hope Marshall

Guests: James Lee, Kenny Robinson, Branden Lewis, Maurice Collins, Michelle Heatley, Valerie Townsend, Kally Canfield, Hannah-Marie Warfle, Kathryn Firmin-Sellers

Administrative: Hope Marshall

- 05/03/22 minutes unanimously approved

CE Data: - Mary Ann Priester

- Q3 Outcomes
 - Reviewed counts at last meeting
 - 1742 referrals resulting in 389 CE assessments in HMIS
 - 22% completion rate (508 called more than once)
 - Average 8 days to enrollment, median 1 day
 - 383 entered shelter, LOT to shelter average 7 days (decrease), median 2 days
 - 184 to prevention, 10 enrolled, 16 called 211 but not referred
 - Challenge: have to be withing 14 days of homelessness to enroll and several verifications make it difficult
 - Veterans – 211/CE is not their first call
 - SSVF working with providers to complete CEs in order to get Vets full access to services and entered in HMIS
 - Case conferencing helping to address some of the problem
 - Discussion of funding gap for prevention
 - Home For All (HFA) redesign to move prevention more upstream
 - Cannot be tied to federal definition of eligibility that isn't helpful
 - HFA outlined 34K renters and 16K owners in Meck are cost burdened
 - Continue to encourage HFA leaders what it will cost not to fund, continue to push for HFA recommended changes
- April 2022 data
 - 40% identified as having a disability which seems to be consistent rate
 - 19% chronic health condition
 - 14% physical disability
 - 7% alcohol/substance use disorder
 - 22% mental health disorder/concern

CE ReDesign: - Erin Nixon

- Timeline to have 211 to stop HMIS entry by June 30, 2022
- Megan Coffey and Karen Pelletier working with County BPM on phone platform that can also handle texting, should be able to port hotline

- Script for 211 updated for iCarroll with eligibility for hotline referral, no screening
- Update voicemail on hotline
- Review other communities' websites and update CE site in July 2022 (Wake CE is good example listing what CE can/not do and is/not)
- Messaging – Update COC at May Governing Board meeting
 - Name update – Access Hub, Entry Point; ask Lived Experience Committee if should have name change and for any suggestions
 - CE Refresher at 7/13 COC meeting to share updates
 - Blurb for agencies to share on their websites
- Next meeting will discuss developing MOU for agencies to be able to conduct CE assessments with their clients to help with demand

Adjournment