

June 14, 2022

CE Oversight Committee Meeting

In Attendance:

Voting Members: Tameka Gunn, Stephanie Shatto, Megan Coffey, Trish Hobson, Erin Nixon, Mary Ann Priester, Beth Reichert, Kecia Robinson, James Searcy, Tim Williams, Hope Marshall

Guests: James Lee, Kenny Robinson, Branden Lewis, Michelle Heatley, Kally Canfield

Administrative: Hope Marshall

- 05/17/22 minutes unavailable; vote at 06/28/22 meeting

CE Data: - Mary Ann Priester

- May 2022 data
 - Increase in total in person assessments, 395 to 456 assessments
 - Single adults 173 up to 194
 - Multiple adult household 10 up to 21
 - Families with minor children 58 up to 72
 - Unaccompanied youth 12 up to 23
 - Parenting youth 6 up to 13
 - 211 data, higher call volume to 211 correlates to with increased assessments
 - 56 callers at risk
 - 771 homeless
 - 806 referred to hotline
 - 44 referred to prevention navigation
 - 17 veterans
 - Race and ethnicity stayed fairly consistent
 - Prior living situation
 - Hotel 12%
 - Place not meant for habitation 21% (family with minors, 8 in vehicles, 5 no answer; single adults in park or vehicle)
 - Family/Friends 17%
 - Fleeing domestic violence 4%
 - Disability 40%

CE ReDesign: - Erin Nixon

- Group discussed what website should look like
- Branden Lewis and Mary Ann Priester presented a mockup based on discussion
- Mockup reviewed by Lived Experience Committee and CE ReDesign Workgroup last week
- Highlights
 - Use brief language about CE and why one might call
 - Two boxes comparing what CE can and cannot do to manage expectations before calling

- Hotline hours
- Two buttons for webform – can use webform or call
- Lived Experience – liked site, easy to follow/understand, think it might be too much to change name
- Branden Lewis will discuss with colleague about search engine optimization (SEO) so that CE will come up when one googles homeless in Charlotte and other key terms to make site more searchable
- Addition – link to 211 for other services
 - Link at top of page to 211 is confusing – remove
 - Button at bottom “For other services” that goes to 211 – add
- Agencies will need to change outgoing messaging to refer to Hotline instead of 211 (ex Roof Above, Salvation Army)
 - Want consistent messaging
 - Take inventory of internet for “bad” info to be changed
 - Share button with agencies to use on their website
 - Megan Coffey will draft email to share with others about changes
- Process for adding agencies to do CE for their clients
 - Invitation for training
 - Application submitted to CEOC
 - MOU for approved agencies
 - Training on HMIS and workflow
- 211 Meeting with Heather Black and Jose Rodriguez
 - 211 requested talking points for staff to use when callers requesting housing assistance
 - Will stop entering in HMIS in early July

Appeal: - Tameka Gunn

- Received Shelter Plus Care appeal letter
- Process for grievance in written standards – should be heard internally by program/project first, then if grieved party is not satisfied elevated to CEOC if:
 - Terminated from project, or
 - Evidence of provider’s violation
- Should it go to CEOC or Vulnerability Review Team?
- Current appeal process
 - Tameka Gunn to request documentation from provider
 - Extend timeline so CEOC can review

Agenda Setting for 06/28/2022: - Tameka Gunn

- COC Strategic Business Plan – Review CEOC/CE Items
- CE ReDesign Update
- Grievance Appeal Hearing (Voting Members Only)

Provider Updates

- Unite CLT grant posted on United Way's website, Q&A sessions scheduled
- the Relatives – Stop by and take a tour at their new facility!
 - Shared housing project partnering with Time Out Youth, target for opening is 8/1/22
- EHV – 31 vacant slots to be redistributed
- Freedom Fighting Missionaries – funding for healthcare including medical, dental, vision, and mental health; for un and underinsured and do not have to be FFM client to access
- Community Link moving to Suite 500 in same building

Adjournment