

Governing Board Meeting: March 23, 2023
 Location: The Relatives; 2219 Freedom Drive

| Board Members | | | |
|--------------------|--------------------------|--------------------------|------------------------|
| Anna London, Chair | Trish Hobson, Vice Chair | Timica Melvin, Secretary | Kathryn Firmin-Sellers |
| Sonia Jenkins | Brian Kovaleski | Karen Pelletier | Warren Wooten |
| Jazmin Royall | Susan Crawford | Kaedon Grinnell | James Lee |
| Kenny Robinson | Jane Shutt | Deronda Metz | Elizabeth Trotman |
| Lucy Crain | Brittany Marshall | Tchernavia Montgomery | Jessica Lefkowitz |

Agenda

| Time | Item | Facilitator |
|---------------|--|--|
| 2:00pm-2:10pm | Welcome, attendance Motion: Adopt meeting agenda Invocation: Jane Shutt’s final meeting | Anna London Branden Lewis (attendance) |
| 2:10pm-2:20pm | CoC Governing Board Retreat Summary | Rosalyn Allison-Jacobs |
| 2:20pm-2:45pm | Executive Committee Report Out <ul style="list-style-type: none"> CoC Governing Board: Streamlining our work Motion: Approve Consent agenda: Please indicate any items you would like removed from the consent agenda to address individually | Anna London |
| 2:45pm-2:55pm | A Home for All Framework Implementation | Kathryn Firmin-Sellers |
| 2:55pm-3:05pm | Public Comment | Anna London |
| 3:05pm-3:40pm | Strategy Action Plan Working Session <ul style="list-style-type: none"> SPMs in focus: Reduce Length of Time Homeless Data disaggregated by race Landlord engagement updates EHV report out Small Group Work | Erin Nixon Branden Lewis |
| 3:40pm-3:50pm | Collaborative Applicant Staff Updates: <ol style="list-style-type: none"> Coordinated Entry, if needed HMIS, if needed NOFO: Approve reallocation policy YAB: Community Resource Fair | Branden Lewis Erin Nixon |
| 3:50pm-4:00pm | Agency Updates Request for May meeting agenda items <ul style="list-style-type: none"> Approve CoC Reallocation Policy Approve CoC & NCDHHS-ESG funding priorities | All |
| 4:00pm | Adjourn | Anna London |

Next CoC Full Membership meeting: May 10, 2023; 2:00pm-3:30pm

Next CoC Governing Board meeting: May 25, 2023: 2:00pm-4:00pm at 3205 Freedom Drive, Entrance E

Our Vision: Homelessness is rare, brief and non-recurring in the Charlotte-Mecklenburg Community. Everyone has housing choices and prompt access to a variety of housing resources and supports that meet their needs.

CoC Governing Board Consent Agenda

March 23, 2023

Action I: Approve January 2023 CoC Governing Board Meeting Minutes

Action II: Revise Board meeting calendar

- 1) Responding to discussion at the CoC Board retreat, CoC board meetings will be held in person and operate as working meetings and will be moved to every other month to leave time for Board members to actively engage in or lead a CoC committee and/or workgroup
- 2) Remaining 2023 meeting dates: March 23, May 25, July 25, September 28, November 16
- 3) Zoom option available for emergencies. Board members should email the Chair to request the Zoom link.

Action III: Dissolve Persons with Criminal Histories Workgroup

- 1) Rationale: Work to eliminate barriers related to criminal histories should be spread out over each committee & workgroup
- 2) Group has not met since October 2022 and there hasn't been a request from existing workgroup members to meet
- 3) Emailed existing workgroup to see if any member objects to group being dissolved

Action IV: Vote to dissolve Youth workgroup and rename Families Workgroup to Youth & Families Workgroup

- 1) Rationale: combine youth workgroup with existing Homeless Families workgroup
- 2) Youth workgroup members agree to this change & attended the Families Workgroup meeting in March
- 3) Youth case conferencing will continue

Action V: Restructure Membership & Nominating Committee

- 1) Rationale: MNC should operate as an ad hoc committee to be convened at minimum twice per year to nominate CoC Governing Board members and elected committee members
- 2) EC members & 2 additional Board members will serve as MNC

Action VI: Restructure Ranking Committee

- 1) Rationale: RC should operate as an ad hoc committee made up of Board & community members who are familiar with reviewing grant applications
- 2) Community members can apply and applications to be reviewed by newly restructured MNC
- 3) Application & nomination process open from March 24-April 7
- 4) MNC meet week of April 10 to review applications & elect members by April 17
- 5) Ranking Committee orientation: April 27

Information Only: Letters of Support Provided

Why it matters: Some funders require that applicants receive a letter of support from the Continuum of Care. In reviewing these requests, CoC staff verifies that the agency requesting the letter is an HMIS Contributing Organization that receives referrals from Coordinated Entry. Staff also confirms the agency is active in the work of the CoC. Letters of support is a lever the CoC has in ensuring that funding coming into the community (outside of CoC & ESG funding) is integrated into the CoC.

Since January 2023, the following agencies requested & received a letter of support from the CoC to apply for Supportive Services for Veteran Families (SSVF) funding:

- Catholic Charities (renewal)
- ABCCM (renewal)
- Ada Jenkins Center (new)
- Community Link (new)

Sowing Mustard Seeds Ministry requested & received a letter of support for their grant application for the Jack & Jill Foundation.

**CoC Governing Board
Meeting Minutes
January 23, 2023**

The meeting of the CoC Governing Board was held on January 23, 2023, as a hybrid in-person/virtual meeting. The in-person portion was held at the Valarie Woodard Center; Virtual was held via Zoom.

Board Members Present: Deronda Metz, Kathryn Firmin-Sellers, Tchernavia Montgomery, Kenny Robinson, Elizabeth Trotman, James Lee, Brittany Marshall, Anna London

Board Members Absent: Timica Melvin

CoC Staff Present: Branden Lewis, Erin Nixon

Guests Present:

Welcome

Executive Committee Report Out: (Anna London):

- Deronda Metz presented 2023 Slate Officers -Anna London Serving second term as COC Chair of the governing board, Trish Hobson Vice Chair and Timica Melvin Secretary
- Board Member Survey from Rosalyn Allison-Jacobs informed the retreat of the information that was gathered.
- Calendar invitations via email with information regarding the 2-day retreat (2 half days in February)
- **Vote:** New meeting calendar- proposed to cancel the open COC Board meeting for February and utilize February 23rd and 24th as the 2-day (2 half days) retreat. Proposal was approved
- **Vote:** Proposal- Change in meeting minutes from December – James Lee- February 18, 2023, Social Justice and community organizing certificate program 8-week class. (Minutes was approved)
- Currently COC planning grant that comes from HUD is currently being used to pay person(s) with lived experience for their time attending meetings related to the continuum of care.
- Proposal- If there is a funding request for more than 10% of the remaining balance of the grant then the request would be brought to the Board to vote on. If the request is less than 10% of the remaining balance it would be left up to the Executive Committee. For reference the grant currently administering is 163,000 Erin believes the next one that we will get will be at 175,000. Full membership will vote in February on the proposal.
- Kathryn Firmin Sellers: suggested an amendment to update the language and the proposed change to the charter to say 10% or 5,000 or less
- N.C Dept of Health and Human Services decided not to fund one of the agencies recommended for rapid rehousing.
- \$32,160 needed to be reallocated to agencies that were already funded, and the funds could not be allocated to fund a new project, money must go towards organizations that were already receiving ESG funds.
- Proposal – allocate \$16,058 to Ada Jenkins Center, \$8,029 to the relatives rapid rehousing financial assistance and \$8,029 to Roof Above rapid rehousing financial assistance.
- ***Relatives, Roof Above, and Deronda recused themselves from voting since they received the funding. Proposal was approved.
- Youth Action Board (Amber and Jasmine)- presented having a community resource fair or resource event in March for youth and young adults to meet all the different organizations that

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have resources available in the community. Also, they recommended launching a podcast which would be led by the Youth Action Board.

- Youth Action Board has requested some planning grant money- in the process of looking at the items that they requested funding to determine what may or may not be covered.

Home for All Framework Implementation Update (Kathryn Firmin-Sellers): Technical Committee meeting Tuesday, January 24, 2023, to identify what priorities they want to move forward. Two other staff has been hired in conjunction with this work. Medina (Evaluation Manager) and Heidi Wilson (Strategy Coordinator) Began working with the grassroots organization which they offered to assist in developing a logic model for the program and investigate the data infrastructure to make sure the capacity is appropriate to collect clean data. Challenges conveying the Advisory Committee, meeting must be rescheduled to discuss how to move forward and what an alternate structure might be for the advisory committee. New Director of Housing Solutions position will go out in the COC digest.

Board Member Agency Spotlight-

Brittany Marshall: VA HUDVASH CLT – FY 2022 last report had 308 veterans housed. Currently, they have 32 veterans that are in the searching process that is inclusive of unhouse veterans and are those pending voucher briefings with the housing authority. As of January 23, 2023, they have 56 vouchers. Currently going through referral process and referral list to pull those veterans into the program. October 2023 still anticipating opening their project-based property which will provide an additional 40 vouchers specifically for senior veterans meeting the criteria. Director position for the homeless program remains vacant, however, they have hired an assistant director. Veterans with sex offender charges can be referred to the program if the veteran does not have to be on the lifetime registry. Program is experiencing the same difficult challenges identifying landlords to take the HUDVASH voucher. Program is collaborating with SSVF supportive services of Veteran families to receive some special funding for veterans, and inclusive incentives for landlords and veterans themselves.

EHV- will report out at a later date.

Erin and Branden – The community believes there should be one agency that focuses on building relationships with landlords and not navigating tenants to units. The entity should be transparent with the incentives that are available for landlords. Housing collaborative and Levine will discuss next week (Thursday at 1pm) at the landlord engagement group what the shifts will be. Next Full membership meeting will be February 8, 2023. Next year goal is to include people in the Point In Time count who has been incarcerated who waws formally already in the HMIS system, or those unresponsive to calls and emails.

Public Comment: No one signed up for public comment

Agency Updates (All):

Jessica -Second outreach event January 23, 2023, in Sugar Creek area. They completed health screens, and covid testing, STD testing. About 20 providers and 2 medical buses present at the event.

Tchernavia- Mobile unit effort is completing screenings for glucose, hypertension, and blood pressure. There is a mental health therapist onsite, and if there is a medical condition that warrants console, they

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have a nurse practitioner there is someone from UNC charlotte available or a virtual visit with a provider.

Kathryn – They have a new name United Way Greater Charlotte, and they have a new website

Kenny – We will be opening a women’s transitional house in the next 30-45 days to serve 5 families that are in transition.

James Lee- requesting one of the reps from the live experience committee to participate in this certificate program -Advocates class at the Green sponsor

Anna – Next COC Governing Board meeting will be March 23,2023 from 2-4PM.

Meeting Adjourn

Charlotte-Mecklenburg Continuum of Care Governing Board

2023 Meeting Calendar

| Date | Time | Location |
|-------------------------------|-------------------------|---|
| Monday, January 23, 2023* | 1PM-3PM | |
| Thursday, February 23, 2023 | **CANCELED** | |
| Thursday, March 23, 2023 | 2PM-4PM | The Relatives: 2219 Freedom Drive |
| Thursday, May 25, 2023 | 2PM-4PM | Valerie C. Woodard: 3205 Freedom Drive, Entrance E, Room 4012 |
| Thursday, July 25, 2023 | 2PM-4PM | Valerie C. Woodard: 3205 Freedom Drive, Room TBD |
| Thursday, September 28, 2023 | 2PM-4PM | Valerie C. Woodard: 3205 Freedom Drive, Room TBD |
| Thursday, November 16, 2023** | 2PM-4PM | Valerie C. Woodard: 3205 Freedom Drive, Room TBD |

*adjusted due to PIT count taking place on 1/26/2023

**adjusted due to holiday

Summary of Proceedings

Charlotte-Mecklenburg Continuum of Care Committee

February 23, 2023

Background

On February 23 and 24, 2023, the Charlotte-Mecklenburg Continuum of Care Committee (CoC) board met in retreat to refine the implementation plan for its 2023 strategic plan. The goals of the retreat, conducted over two half-days, were as follows:

- Level-set all CoC board members' understanding of CoC's function and roles, as well as board members' roles
- Plan implementation of CoC's 2023 strategic plan
- Consider opportunities to streamline CoC's structure and way of working
- Identify opportunities to use CoC's systems performance measures for increased impact and accountability.

The following is a topical summary of discussions, observations, and recommendations that emerged.

Day 1 – Level-setting collective understanding of purpose and roles, and best practices

The board was presented with a summary of the results and findings of the pre-retreat survey that was administered to the board (see Appendix A). The board engaged in a discussion of what has contributed to the CoC's success in the past and identified past impediments to effective group process.

I. Board's discussion of board survey results

What is working or has worked in the past, and why?

1. The Unsheltered and Towns Committees
 - The openness of people to the needs of the unstably housed
2. The addition of grassroots representatives to the board
 - They hold systems accountable
 - They created collaborative opportunities, board member to board member
3. Notice of Funding opportunities
 - Helped grassroots organizations that don't usually receive funding
 - Made ARPA funding available
 - Fierce grassroots advocacy to fund smaller, lower-resourced nonprofits
4. Elevation of grassroots executive directors' standing and influence in the community
5. Increased insights among funders about who, how, and what works well
6. The shift of CoC to county oversight
 - It is a good fit because homelessness falls under its purview
 - The board and Ranking Committee have become more sophisticated under the guidance of county staff

What have been some impediments to effective CoC group process?

1. CoC needs new and different data points to inform decision making
2. Peer-to-peer advocacy among grassroots team members (below the executive director level) doesn't exist yet; need for more social capital
3. The need for increased capacity within organizations (e.g., knowledge, more staff, productive relationships, cross-training, and sharing information).
4. Lack of institutional accountability to be responsive to partner organizations.
5. The hierarchical power dynamic prevents grassroots voices from being taken seriously.
 - How do we keep issues and urgency a priority among community leaders?
 - How do we disrupt status quo funding practices and the way we operate?
 - How might we take more advantage of the "gray areas" in local funding?
6. People don't see the CoC as relevant
 - Insufficient communication about what the CoC does and its impact
 - How might we increase our leverage in the community?

The board engaged in small group table discussions to identify ways to do more of what has worked well in the past and to identify remedies to identified impediments to working effectively as a team.

II. Planning to optimize the effectiveness of the CoC board

How might we do more of what has worked well in the past?

1. Ongoing collaboration
2. Connectivity between organizations, partners
3. Sharing data
4. Grassroots capacity building
 - Support them with the development of funding proposals
 - Data collection and management
 - Financial management and accountability
 - Partner with larger organizations for fiduciary agent and monitoring
5. Translation of data and stories for the "average" consumer and decision maker (funder)
6. Create a system with intentionality (this needs clarification from Tchernavia)
7. Expand who can do Coordinated Entry (need for agencies to do CE as well)

What are some possible remedies to those impediments to effective group process?

1. More (quarterly) in-person meetings
2. Orientation for new members
3. Regular review of mission and goals (quarterly)
4. Make data more easily communicated
 - Rare, brief, and nonrecurring

- Racial equity – specifics on how to address this
- 5. Humanizing homelessness by adding stories to data (faces of affected people, personas)
- 6. Acknowledge what doesn't work. Be honest!
- 7. Fund what clients actually need – not just agency-based funding.
- 8. Increase awareness among Coordinated Entry about available resources; share information about the inventory and barriers to entry for at-risk populations with clients and partnering agencies alike.
- 9. Make asks to public officials and others clear and specific.

How does any confusion or conflict between your role as a board member and your representation of your organization impede the CoC group process?

1. The priorities and goals of funding entities may not align with the priorities of the CoC and those of service providers.

Day 2 – An Appreciative Inquiry approach to planning the work of the CoC

Three board members—Jessica Lefkowitz, Trish Hobson, and Kenny Robinson—shared client success stories that represented examples of achieving the CoC's goals of making homelessness rare, brief, and nonrecurring (See Appendix B). Their stories included the partnerships and collaborations that made the successes possible.

Reactions to the appreciative stories:

- *"We need to increase our focus on prevention."*
- *"There is more to be done."*
- *"Our hearts are aligned; we need to roll in the same direction."*
- *"We can't act in a vacuum without wider community awareness; this is a shared issue."*
- *"This retreat has made me aware of the importance of relationships and being in person." "There is elevated energy for collaboration when we are in person."*
- *"We have become so inclusive!"*
- *"We are the experts [on homelessness prevention]."*
- *"We have the passion and the knowledge to facilitate best practices."*
- *"We have unified support around grassroots organizations."*
- *"I appreciate the sharing of information about funding sources and the activities of other organizations."*
- *"We need to do a thermometer check with A Home For All."*

Board members were provided a handout in which System Performance Measures (SPM) were connected to the six strategic plan goals they are meant to measure. In four small groups, board members were asked to share observations and recommendations about needed changes to strategies driving each goal, based on SPMs (i.e., stop doing, start doing, do more of, or do differently based on the reported SPM results).

The debrief from this exercise is summarized below and the detailed small group observations and recommendations for each of the six goals are included in Appendix C.

Goal 1 feedback: Reduction in first-time homelessness

- Need more staff and support for Coordinated Entry (CE) to expedite client movement into and through the system
- Need a marketing campaign to increase community awareness and understanding about the existence and purpose of CE
- Extend the prevention end of the continuum (upstream) to before a crisis intervention is necessary
 - What are the easiest prevention activities? Who are the easiest folks to prevent from becoming homeless?
 - What are some early detection mechanisms/early warning signs of risk that we're missing?
 - What (larger) role might Crisis Assistance Ministry play in that early detection process? Might they be better positioned to provide gap subsidies in instances of unanticipated, disproportionate rent hikes?
- Housing funds for justice-involved adults (re-entry housing) – great opportunities to increase funding for this aspect of prevention
- Importance of not losing sight of hotel-housed homeless families and individuals

Goal 2 feedback: Reduction in length of time in homelessness

- Change “life navigation” to “holistic systems navigation” to shift the orientation from implying that people need help navigating their lives to recognitions that they need help navigating fragmented and disconnected systems
- Expand the systems’ capacity to assess, triage, and refer
- Increase overall systems access and navigation
- Change (shorten) the target goal for days in shelter; raise the SPM bar
- CoC needs to be accountable for implementing landlord engagement strategies
 - Finding landlords willing to honor housing vouchers
- In hindsight, Permanent Supportive Housing (PHS) programs didn’t do a good job of identifying low-acuity clients to refer to Inliian to free up PHS beds. Need to identify funding sources other than Emergency Housing Voucher (EHV).
- *“We have to change how we deliver services and think about our work.”*

Goal 3 feedback: Reduction in the total number of homeless individuals

- Continue to expand funding to fill gaps on the continuum when COVID funding goes away
- Increase the number of beds with no age restrictions; monitor the capacity to serve youth

Goal 4 feedback: Reduction in returns to homelessness

- We need data to track these Goal 4 strategies (e.g., ER visits, expanding transitional care, research correlations between healthcare and homelessness).
- Mobile treatment programs (beyond screening and referral; primary care in the field).
- Need to add more strategies to this goal

Goals 5 & 6 feedback: Increase in exits to permanent housing; Increase in employment and other income

- More intentionality and broader representation in workforce development collaboration
- More timely/immediate exposure to workforce development opportunities for families and individuals, even if they are not ready to take full advantage of it

What questions remain?

1. How might Crisis Assistance Ministry and other agencies play a larger role as early detection points in prevention?
 - Are the right data being collected to enable flagging/early at-risk detection? If not, what questions should we be asking? What data should we be collecting?
2. Is it possible to source longer-term subsidies to prevent homelessness?
3. How might CoC partner differently with CAM and others to support their program models changing in the interest of homelessness prevention?
4. How might the CoC create opportunities to apply for the City of Charlotte ESG funding and other sources of prevention funding (including funding for advocacy)?

How do we keep the retreat momentum and work going?

1. Be intentional and have more in-person meetings
 - Increases engagement and accountability
2. Develop a plan for answering the unanswered questions
3. Develop an implementation plan for output from the retreat
4. Revamp committees and work groups
 - Consider board leadership of all
5. Use board meetings more as working sessions (like the retreat) rather than report-out sessions
6. Offer optional tours and information sessions at member organizations (not in place of board meetings)
7. Have more informal social time together to strengthen relationships
8. Have board members participate in the annual unsheltered Point In Time (PIT) count

Parking Lot questions

1. Do we communicate effectively across working groups and committees (in the interest of a whole system approach to homelessness prevention)?
2. Do we keep whom we're really working for top of mind?
3. Are all voices included in our work?
4. Does the dual role of board members—as board members and as representatives of their organizations—create ambiguity and conflict?
5. How do we address the need for vertical versus horizontal influence in Charlotte relative to influencing policy around homelessness prevention?
6. Is the CoC the right body to address gaps in the service continuum? If not, whose role should it be?
7. Do the opportunities and remedies that we identified during the exercise fall within the purview of our mission and vision? Do we need to narrow the current mission and vision?

**CoC Retreat: Goals, Strategies, and Outcomes
Observations and Recommendations**

| Systems Performance Measures | Strategies | Observations and recommendations |
|--|---|---|
| <p>Goal 1: Reduction in 1st Time Homeless (Rare)</p> | <ol style="list-style-type: none"> 1. Create an effective intake & triage system that allows for seamless connections for individuals 2. Create a prevention-focused, intensive, case management model 3. Increase support for teens & young adults exiting foster care 4. Increase housing opportunities for justice-involved adults | <p>Observations:</p> <ul style="list-style-type: none"> - Strategy 1 needs to be consistent - COVID-related funding – evictions, past due - Intake system – calling CE not consistent, lack of staff and awareness of CE - Strategy 2 seems like a bandaid - Need data for strategy 3 - Strategy 4 seems like low-hanging fruit, especially with Kenny’s landlord; need data <p>Recommendations:</p> <ol style="list-style-type: none"> 1. More staff for CE 2. Extend prevention beyond imminent evictions/homelessness 3. Vouchers for people exiting jail or prison 4. Better marketing about access points/CoC/CE |
| <p>Goal 2: Reduction in the Length of Time Homeless (Brief)</p> | <ol style="list-style-type: none"> 1. Increase Life Navigators/single point of contact for navigation across sector supports 2. Expand on existing housing resource center so it can serve as a robust, concerted gatekeeper and convener for both demand (individuals seeking affordable housing) and supply (housing providers) 3. Reduce length of time homeless for unsheltered population 4. Expand and create new subsidies | <ol style="list-style-type: none"> 1. Substitute “Systems Navigators” for “Life Navigators” 2. Connect clients to CE in a meaningful way 3. Need centralized housing provider recruitment; shared housing options 4. Need to help people from beginning to end 5. Implement expanded landlord engagement plan, hold CoC accountable 6. Expand street outreach, tie to systems navigators and housing |

APPENDIX C

| Systems Performance Measures | Strategies | Observations and recommendations |
|--|---|--|
| | | <ul style="list-style-type: none"> 7. We actually reduced the number of subsidies in the last submission. Need to focus on increasing subsidies. 8. We need another Day Services Center. |
| Goal 3: Reduction in Total Number Homeless (Non-recurring/Rare) | <ul style="list-style-type: none"> 1. Continue efforts to end homelessness for all populations (HUD goal) 2. Coordinate efforts to end & prevent youth homelessness 3. Increase support for teens & young adults exiting foster care | <ul style="list-style-type: none"> 1. Continue/expand gap funding (COVID) in response to unique gap needs 2. Monitor capacity of shelters 3. Continue to increase beds with no age restrictions on shelter beds 4. Identify high-functioning PSH individuals to move out, creating flow 5. Strengthen support for YAB, outreach 6. Monitor capacity to serve, specifically youth using CE data. |
| Goal 4: Reduction in Returns to Homelessness (Non-recurring) | <ul style="list-style-type: none"> 1. Strengthen Community Based Healthcare including Mobile Medical, Dental/Podiatry <ul style="list-style-type: none"> a. New data needed b. No data available for this strategy | <ul style="list-style-type: none"> 1. Research on how medical debt impacts credit 2. Research correlation of healthcare and homelessness 3. Data – ER visits of homeless 4. Increase opportunities to expand access to healthcare. 5. Mobile treatment for primary care, not just screening and referrals. 6. Expand transitional care 7. Increase opportunities to connect to coverage |

| Systems Performance Measures | Strategies | Observations and recommendations |
|---|--|---|
| <p>Goal 5: Increase in Exits to Permanent Housing (Brief)</p> | <ol style="list-style-type: none"> 1. Expand Scope of services provided in RRH & PSH beyond just housing <ol style="list-style-type: none"> a. Shared housing | <ol style="list-style-type: none"> 1. Personalize case management 2. Financial literacy 3. Immediate continued care 4. Stop bottlenecking services; address individuals holistically 5. Outreach – alignment between community partners 6. Lower ego – break down walls to working together 7. Expose clients to employment services as soon as possible 8. More employment resources 9. Make sure staff/team are well versed on services available to residents 10. Community-wide (__ ?) for personas |
| <p>Goal 6: Increase in Employment & Other Income (Non-Recurring)</p> | <ol style="list-style-type: none"> 1. Increase awareness of supportive employment model 2. Increase connections to SOAR & employment income <p>Those with disabilities</p> | <ol style="list-style-type: none"> 1. Supportive employment – more funding 2. No overview and training and (__ ?) 3. Info session on supportive employment 4. Expanding programs 5. Funding for them if needed |