



## **Core Committee Meeting Minutes**

February 3, 2022 | 1:00pm – 3:00pm

Zoom

### **1. Introductions**

### **2. Update from Data Work Group**

- Small group got together to talk about next steps
- Updating the “our progress” data page on the HSC website that includes PIT numbers, housing placement numbers, and Coordinated Entry numbers

### **3. Access to Coordinated Entry**

- **Review how people currently access Coordinated Entry**
  - Shelter (Porchlight, Safe Haven, Salvation Army, Beacon – CE staff)
  - Call CE number
  - Contact through HSC website
  - Street outreach
  - Tenant Resource Center (prevention)
- **Questions from NAEH Tool**
  - *Who feels comfortable accessing?*
    - Do people understand what it is and what the benefits are?
    - Sarah mentioned in the survey, clients noted being unsure what the VI-SPDAT is and had trouble getting answers
    - Opportunity to develop some clear messaging for staff and clients; too much information on the front end for it to stick, should be ongoing conversation; education for other agencies around CE
    - Potentially uncomfortable for folks w/ paranoia, undocumented folks, folks on the lifetime sex offender registry, etc.
    - May be more comfortable for folks who have rapport with case workers, are already connected
    - Households whose living situation regularly changes are not sure if they should access Coordinated Entry
    - Families whose first language is not English access less frequently
    - Worries about CPS for households with children
    - Couples are less likely to access
  - *Who knows how to access?*
    - People at the Beacon go upstairs to connect w/ CE after their intake
    - Folks who stay in family shelter because there is more case management
    - Who needs to know but might not have the info: housing case managers, schools, Reach Dane, primary care providers, ERs, behavioral health (CCS, CSP), incarceration, rehab centers, community centers, faith community, grassroots orgs., employment/benefits services
    - Staff capacity may make it difficult to fully explain access
    - People might eventually get to CE, but after experiencing homelessness for a bit – could get data for this
    - People thought they accessed it at some point but were removed from CE list



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- *How/to whom is access being advertised?*
  - Word of mouth between staff, between clients
  - Being advertised at the Beacon, emergency shelters – fliers
  - CE Manager has done many presentations to community agencies
  - Used to have business cards to pass out pre-COVID
  - Do community leaders have access to this information?
  - CE 101 videos for people to watch on HSC website
  - CE staff could visit agencies
- **Review of findings from 2019-2020 CE Evaluation related to access**
  - Significant agreement that greater overall awareness of CE is important
  - General perception that current assessment locations do not meet “full coverage”
  - Priorities for improving access → 24-hour enhanced shelter, culturally or demographic specific assessment options, increased support for collecting documentation
- **Identify action steps, responsible party, and timeline**
  - Create FAQ document re: CE for clients – Sarah L. will start
  - Get data for how long folks are experiencing homelessness at connection to CE
  - How to hand off people on the queue?
  - Advertising – how do folks communicate/get info in a post-COVID world; people are getting more emails so how do we have them stick out?; if getting info via email, how can they immediately take the next step to connect to CE?
  - Get feedback from folks w/ lived experience, Black leaders, Latino leaders on access; figure out why people are not accessing CE
  - Education – email updates to remind people where resources are, have diverse messaging, potentially including community leaders; could the membership chair and co-chair play a bigger part in advertising and educating?

#### **4. Next Meeting:** Thursday, March 3, 2022 1:00pm – 3:00pm

**Topic:** Access to Coordinated Entry → Outreach makes referral

Who is doing the outreach?

Where are you outreaching to?

**Need:** Co-facilitator and note-taker