



Piedmont Regional Committee

Case Conferencing

Date: Wednesday, March 11, 2020

Location: UberConference

Meeting Minutes

Meeting Facilitated By: Teresa Robinson

Attendees:

Kelly Cunningham	Esther House
Tiera McDonald	Homes of Hope
Sarah Guzman	Rowan Helping Ministries
Angela Houston	Family Crisis Council of Rowan
Andrea Merriman	Feminine Life Rebuilders
Victoria Hayes	Family Services of Davidson County
Kecia Robinson	Salisbury-Rowan VAMC

Agenda

Updates

- Current by-name list
 - Total on CE list- **238**
 - Includes the following
 - Those who are active in shelter
 - Those who are currently in a housing search and are enrolled in RRH or PSH
 - Those who have been housed via RRH or PSH and have been in housing less than 90 days
 - 33 scored 11 or higher on the VI-SPDAT
 - 147 scored between 6 and 10 (only 13 of those are families)
 - 78 scored 5 or below on the VI-SPDAT
 - Total on by name list but not enrolled in the project- **292**
 - Reasons for this
 - In shelter less than 14 days
 - No VI-SPDAT in HMIS (this means I have no way to verify their homelessness)
- Veterans
 - Referrals, Tracking, Reporting- currently using several entry points for assistance than our emergency shelters. For the purposes of tracking and reporting accurate numbers to the BOS, these agencies need to be in touch with the CE lead
 - If case managers in shelter are unaware of the CE process, please make them aware of how referrals flow
 - (CE Lead) working with Volunteers of America to coordinate and account for referrals that come in to their agency from Region 5 counties. If anyone knows of any Veteran representative agencies, please provide me their information so I can contact them

- Evaluation Surveys
 - Background
 - HUD requires CoCs to evaluate their coordinated entry process at least annually
 - CoCs must collect feedback from participating program and clients
 - 2 groups surveyed: Service providers and clients who have interacted with the CE system
 - Service providers surveyed via online form, annually
 - Client surveys distributed to two groups
 - People currently experiencing homelessness, after receiving the VI-SPDAT
 - People housed in PSH or RRH in the last year
 - WEBINAR for Street Outreach and Shelters to participate in CE evaluation on Tuesday March 10th at 10:30am-12:00pm (every program, RRH, PSH, street outreach, and shelter) should attend and/or listen
 - Can review webinar on the BOS website at: www.ncceh.org/bos/coordinatedentry -> information tab -> Coordinated Entry Evaluation Directions- For street outreach, emergency shelter, rapid rehousing, permanent supportive housing
 - Unsheltered consumer survey- paper and electronic
 - Sheltered consumer survey (should be provided to clients in homeless shelters AFTER the VI-SPDAT)- paper and electronic
 - Housed consumer survey- provided to clients who entered rapid rehousing or permanent supportive housing in the last year
 - Directions for distribution
 - Paper and electronic
 - Webinar
 - Last year, many surveys were mailed or scanned. This year, scanning or faxing to me will be the most efficient. It would also be helpful to have a small team or coordinator to collect and organize surveys
 - Remember always that surveys are voluntary and confidential so think about creative ways to distribute and collect
 - Timeline
 - Surveys distributed to RRH clients- ongoing throughout the year (includes Community Link and the Community Shelter of Union County)
 - Surveys distributed to PSH clients- Feb 4, 2020- April 4, 2020
 - All surveys collected and turned in to NCCEH- March 22, 2020-April 10, 2020
 - Survey data analysis by NCCEH- April 10, 2020- May 1, 2020
 - Analysis presented to CEC- May 18, 2020
 - Analysis presented to Steering Committee- June 2, 2020
- Case Conferencing- Outline and plan future meetings
 - (CE Lead) individual calls with each agency are very specific and tailored to the particular shelter based on their needs. Monthly meetings as a group should be similar to as they are now including group challenges and case conferencing
 - (CE Lead) To increase participation and relevance I would like for everyone to provide their input on meetings going forward
 - These meetings are not just about housing openings, and can be beneficial to everyone involved. We are a group of stakeholders all with a common goal with a wealth of knowledge and expertise that can be used to improve our services and better help those we serve.
 - Our individual calls are very specific and tailored to the particular shelter based on their needs. Our monthly meeting as a group should be similar while still meeting the needs of the group

- Talk through the meetings some:
 - What sort of preparation would be helpful/makes sense before we come to the meeting (ie: sending out a list of hard to house clients so agencies can prep for conversations or the number of RRH and PSH opening we plan to discuss and possible people that are appropriate)
 - Who should attend those meetings? We will be talking about clients who are the best people at your agency to do that and/or can they get information to another attendee to bring to the meeting.
 - What are some items that we would like to make sure we cover on a regular basis like standing agenda items?
 - Hard to house clients
 - PH openings
 - Other agencies we should invite that can be referral sources for those that won't get RRH or PSH slots
 - We would love to hear your success stories of housing clients
 - We can build up the resource spreadsheet during this meeting by sharing agencies and contacts especially if they work across county lines
- PRC Webpage
 - <http://www.ncceh.org/box/region5/>

Next Meeting

April 8th, via Conference Call