



Piedmont Regional Committee

Case Conferencing

Date: Wednesday, July 11, 2018

Location: Crisis Ministries of Davidson County, 107 E 1st Ave, Lexington, NC

Meeting Minutes

Meeting Facilitated By: Teresa Robinson

Attendees:

Tiera McDonald	Homes of Hope	Program Director
Chanda Hurms	Homes of Hope	Development Director
Dominique Hyatt	Homes of Hope	Intern
Andrea D. Merriman	Esther House	Program Services Coordinator
Ginny Rainwater	Community Link	Program Manager
Sherry Smith	Rowan Helping Ministries	Director of Client Services
Kendra Coney	Rowan Helping Ministries	Housing Coordinator
Ashley Phillips	Crisis Ministries of Davidson County	Case Manager

Agenda

- PRC CA Participant Requirements and Expectations
 - Reviewed and discussed any additions or removals to be made
 - Changed VI-SPDAT assessment administration time from 14 days to “within 14-30 days of being in shelter”
- Cabarrus County
 - Teresa will no longer be completing assessments there once a month at Opportunity House in Cabarrus County
 - Since Opportunity House is a day shelter, their populations are often transient and may not all be homeless per HUD standards
 - Instead, staff on-site at Opportunity House will maintain a list of people who seek services several times within a set time period. They will then refer those who they will verify homelessness (verification letter) and the CA lead will call and complete a VI-SPDAT assessment over the phone
 - Opportunity House has expressed interest in being more involved with the process in order to track their client’s outcomes and progress of the overall system. They plan on attending future case conferencing meetings and regional PRC meetings
 - Changes will be made to the CA voicemail to reflect this new process in Cabarrus County
 - Changes will also be made to the voicemail to remove the wording related to “completing
- Referral Form
 - Working on better execution and use of referral form between the shelters, housing agencies, and CA lead
 - CA lead will begin to regularly notify PRC team of move-in data on households that have been referred to a housing agency
- SSVF
 - Not all counties are aware of the VSO in their county and not all have regular visits from a Veteran representative in shelter
 - CA Lead will meet with SSVF providers who should be regularly visiting PRC shelters and agencies and follow up with the PRC team
- Case Conferencing Planning

- CA Lead will begin having regular meetings with housing providers to better inform PRC shelters/agencies on when referrals will be accepted
- Counties recognize heavy transient clients who may interact with several shelters/agencies
- All shelters agree that the most challenging cases are those who have undiagnosed mental illness, physical illness, and those who are aging and physically ill
 - These cases are most challenging because of a lack of connection to resources and affordable/suitable housing to meet their high level of needs
- PRC monthly meetings will be specifically focused on households who will be referred to available housing slots and challenging cases
- DV agencies recognize the need to collect better client information (email addresses) when they do exit shelter to unknown destinations
- In future case conferencing meetings, we will invite case managers from shelters and housing agencies, as necessary to share challenges and discuss solutions to client situations
- Discussion of the need to “change the narrative” of how shelters present CA to clients from the beginning
 - Knowing that there is limited affordable housing, as a team we shouldn’t promote to clients that they will receive housing from doing an assessment
 - Instead of saying the client will be taking an assessment, they should say “we are going to use a questionnaire to determine your needs”
 - Not promising housing assistance or using that terminology without acknowledging that case work is going to happen to discover and work on the specific challenges they are having
- Case Conferencing Prioritization of clients will be based on the following: unsheltered/sheltered, length of time homeless, length of time spent in shelter, # of homeless episodes in the past 3 years, diagnosed and presenting with mental illness, family size, age, income
 - These are not complete and will be modified with more discussion
 - There will be a new script and information sheet that will be distributed among all staff that interact with clients in shelter in order to better communication CA to the community

Next Meeting

August 9th, Union County