

## Data Collection Minutes

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### **Date and Time**

Thursday, April 21<sup>st</sup>, 2016, from 11:00 am to 12:00 pm

### **Location**

Manchester Community Resource Center, 434 Lake Ave, 4<sup>th</sup> floor, Manchester, NH 03103

### **Attendees**

Cathy Kuhn, Mary Sliney, Kyle Beaulieu, Rich Doyle, Kevin Kintner, Julie Darling, Nicole Clark, Mark Stokes, Keith Howard

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### **11:10 Meeting begins**

#### **Data Collection's shifting role**

- I. Our recent statewide Coordinated Entry meeting brought up the need for a dedicated CE committee. Because Data Collection has become less relevant in the last year than it was in the past, the idea was put out there that Data Collection can become the de-facto Coordinated Entry committee.
- II. Committee discussed who should attend these CE meetings in the future. Besides those who regularly attend our CoC CE meetings, we should also eventually reach out to: welfare, domestic violence service providers, outreach workers, veteran service providers, and the police.

#### **Next Steps:**

- I. CE phone system:
  - a. Cathy invited Kyle to our meeting to speak. Kyle helped explain the system we could potentially use from the technology standpoint.
  - b. Most likely, we will be using one phone number which will then have options (for example, dial 1 if you are a homeless family) which redirect the caller to whichever agency makes the most sense for their situation.
  - c. FIT has the capability of maintaining this phone system, but there is a cost involved. Overall the cost should be negligible (perhaps \$50 to 75 a month). Cathy said that this could be paid for using FIT's planning grant, though other committee members said the cost could be spread out.
    - i. Kyle informed us that the cost would potentially rise if we offered a multilingual option or if there was a large volume of calls.
    - ii. For now, we're going to start with an English only version and then potentially build upon the system in the future. Spanish would be the next language we would add to the system.
    - iii. Rich would be able to donate some man hours to CE.
  - d. Kevin asked if this number would work 24/7. The system itself will work, but agencies might not answer depending on the time of day and staffing situation. We might choose to have a message in place for "after hours" (ie, if this is an emergency call 2-1-1).
  - e. Suggestion was also made that we should keep the message as simple as possible. Committee will have to decide moving forward what we want the message to be. For example, 'are you homeless?' might not capture the population we want. Efforts towards diversion are another component of this system that we will have to decide on in the future. Julie and Cathy agreed to draft some language around the phone system.

II. Marketing materials

- a. Julie, Cathy, and Nicole can work on some marketing materials in between now and the next Data Collection committee.
- b. To market this system, we would like to eventually present flyers, a press release, and send a radio message.
  - i. Kevin suggested we look at what 2-1-1 did to get their media out into the community.
  - ii. Rich also suggested that we have representatives come out to the different service sites and familiarize the different organizations in that way.
  - iii. Someone will need to reach out to NH1 to get our radio ad up and running.
  - iv. Julie has a contact who would be willing to help with the production of the press release.

III. Database of Available Units

- a. Committee will start by using the Housing Inventory Chart to create a database of available units. Kyle has agreed to help create some sort of database to hold all this information.
- b. We will need something that is password protected, updating in real time.
- c. This will take a lot of time to put together.
- d. Committee agreed that we should do this with Transitional Housing and Permanent Supportive Housing, but not necessarily Emergency Shelters.

IV. Agreement to Prioritization

- a. Committee agreed that we will go by HUD notice (2014 Prioritization).

V. Agreement on Initial Entry tool

- a. Rich is using this tool.
- b. New Horizons started using it, stopped.
- c. Committee decided that while we might use this tool, we would have to add/change it to reflect our population of people. For instance, there doesn't seem to be a veteran question on the form- this would need to be added.
- d. Cathy also brought up the issue of a vulnerability index. We would have to look into this more as a CoC.

VI. Eligibility Matrix

- a. Julie and Nicole have already begun working on this.
- b. In the coming weeks, we will reach out to housing agencies in Manchester, concerning their eligibility criteria, needed documentation, and other important information. For example, it might be helpful to know what would exclude a person from being housed in a program.

**Next Steps**

- I. At our next meeting, we should discuss: diversion training, cross agency training, and what to do with walk-ins.

**11:57 Meeting Concludes**

**Minutes Prepared By**

Nicole Clark

Manchester Continuum of Care Coordinator, VISTA