

Data Collection Minutes

Date and Time

Thursday, June 16th, 2016, from 11:00 am to 12:00 pm

Location

Manchester Community Resource Center, 434 Lake Ave, 4th floor, Manchester, NH 03103

Attendees

Cathy Kuhn, Rich Doyle, Nicole Clark, Julie Darling, Kevin Kintner, Erin Kelly, Mark Stokes, Mary Sliney

11:10 Meeting begins

Coordinated Entry

- I. CE Data Points
 - a. Cathy asked the committee if there are any other data points that we want to collect, besides what's on the tool in use.
 - b. Group discussed at some length the importance of collecting data on diversion.
 - c. Erin pointed out that it would be helpful to find out the reason why some people are diverted. For instance, are they being diverted because they truly have other options which are safe or are they being diverted because we don't have the resources to take care of them?
 - d. Some diversion data can be collected by HMIS, but unfortunately there isn't a lot of extrapolation to done with this data (yes/no option). While 80% of HUD's data shows that people, once diverted, don't come back, we don't know if aren't returning because they are in a safe place or because they had a negative experience with our organizations.
 - e. Kevin also asked if it was possible to keep track of the number of calls the phone line receives. Julie will reach out to Kyle about that.
- II. New Horizons/ Helping Hands partnership
 - a. Because of a high volume of participants, New Horizons wouldn't be able to enter HMIS on phone calls.
 - b. Cathy suggested that Helping Hands and New Horizons might be able to partner up to get this data entry. Rich recommends starting now, as this will likely be required at some point. Obviously, there are some difficulties with this which would have to be addressed before this could happen.
- III. Marketing Flyer
 - a. Julie and Nicole have been working on a flyer. Group was asked to review this flyer, especially in terms of language, content, and formatting. Suggestions were made on how the wording can be cut down significantly, making it more user friendly. Other changes were noted and will be made in the next draft.
 - b. A question came up about whether we should add language geared towards people who are in danger of losing housing, but for now we're going to focus on people in emergency situations (already homeless). We can discuss working this in once the system is more established.
- IV. Logos
 - a. The committee also reviewed several possibilities of logos. We looked at existing logos of other organizations. Erin suggested we add a tagline. After some deliberation, we decided to add the

tagline “Shelter-Resource-
these again at a later date.

Connection” to two of the logos. We will review

V. Email

- a. Some CE systems have emails. Committee discussed if this makes sense for us.
- b. If we did have one, the mcoc info email could be used for this purpose. Right now Nicole has access to it, but it could be made available for multiple users.
- c. Cathy and Erin discussed the likelihood of being able to respond to emails with the same efficiency as with phone calls. For now, we’ll keep it centered around the phone line and can work the email in.

VI. Bus passes

- a. A client recently had questions about bus passes. Cathy asked the group for availability of this resource. Bus passes can be obtained from Liberty House (for anyone), CFS (for youth), and New Horizons (for residents to get them to appointments). Manchester Christian Church was also offered as a solution. Erin pointed out that the National Safe Line can be used to bring runaway youth back to their hometown, so long as there is housing available on that end.

Other Updates

- I. Reminder that there is a mandatory training for HMIS on October 3, at 10:30. Danna will be doing a review of CE data entry.
- II. Homeless Liaison will be taking the duties needed for a Chronic Homeless committee temporarily. If future data needs arise, they will be addressed by Data Collection.

11:57 Meeting Concludes

Minutes Prepared By

Nicole Clark

Manchester Continuum of Care Coordinator, VISTA