

Data Collection Minutes

Date and Time

Thursday, May 19th, 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, Keith Howard, Nicole Clark, Julie Darling, Kevin Kintner, Erin Kelly

11:10 Meeting begins

Coordinated Entry

- I. Julie gave us a packet of information for Manchester’s Coordinated Entry program. We discussed:
- II. Name of the Hotline:
 - a. Julie and Cathy suggested we use “Manchester Homeless Assistance Line”
 - b. Kevin mentioned that some people might be turned away by the word ‘homeless’ in the name, specifically the people who are precariously housed or in danger of losing their housing. Committee discussed possible changes but agreed that other variations might be just as and sometimes more confusing.
 - c. For now, the committee agreed to use the original suggestion.
- III. Script:
 - a. We looked over the wording that Julie is currently using. The committee decided that the wording is fine as it is.
 - b. Cathy updated the rest of the group on the veteran committee. Julie and Cathy recently attended the VH committee. While the group is willing to eventually take on this responsibility, they don’t have the capacity just yet. Cheryl from Harbor Homes is looking to hire someone; eventually this person would answer the phone calls.
- IV. Phones
 - a. For CFS, the Youth Resource Center will answer the phone (518-4170) during the day. After hours, teens will be directed to the 24 hour crisis line. We will have to talk with Kyle to see if the calls can be forwarded on to the other line.
 - i. The Youth Resource Center is open from 10 to 6, Mondays through Fridays. All other hours call the crisis line (1-800-640-6486)
 - b. Families will call Julie at 641-9441 ext. 306, though the committee agreed that if possible, she should receive a direct line. Her calls will go to 2-1-1 after hours.
 - c. Singles will call New Horizons. There is typically someone always there to answer the phone (668-1877), though the phone might not get picked up at dinner time as it’s busy.
- V. Assessment Tool
 - a. Julie has been working on an assessment tool. She merged the statewide tool with the HMIS tool. It is not meant to be used as a vulnerability tool.
 - b. Erin did suggest that under household composition, the tool will have to be modified to include a transgender option.

- c. Julie is also currently looking into prioritization tools. She is looking for a way to make it a quicker assessment than the VI-SPDAT, which really requires more time and history with a participant.

VI. Marketing

- a. Narda, from the Coalition to End Homelessness, is currently working on a logo specifically for the hotline, which would be used in conjunction with the MCoC logo.
- b. We need both the logo and the actual phone number before we can move forward with marketing.
- c. Julie has a working list of places where we can advertise the line once it's in place. 2-1-1 will also be advertising the line.

HMIS Updates

- I. HUD will be doing system reports to see how the CoC organizations are working together. We should be doing well, as we're the only CoC in New Hampshire to get a bonus project this year.
- II. You can do individual reports now to see how you stack up (run them through HMIS).
- III. There is a mandatory training for HMIS on October 3, at 10:30. Danna will be doing a review of CE data entry. There are some helpful videos on the subject.

11:57 Meeting Concludes

Minutes Prepared By

Nicole Clark

Manchester Continuum of Care Coordinator, VISTA