

Data Collection Committee Minutes

Date and Time

Thursday, March 20th, 2014 11:00AM-12:00PM

Location

434 Lake Ave. 4th Floor

Attendees

Abbie Weinstein	Adela Maldonado	Cate Sementa	Cathy Kuhn	Dianne Pitts
Erik Wirkkala	Izet Hamidovic	Jean Melvin	Kaitlyn Norden	Kyle Beaulieu
Mark Stokes	Mary Sliney	Rich Doyle	Susan Howland	

Introductions

Past Minutes Approved

Universal Intake Tool Pilot

Data Collection sought feedback on the current draft of the MCoC's Universal Assessment and Intake tool, which several agencies have been piloting throughout March

- Rich from Helping Hands said that he moved the question “Are you seeking shelter for tonight?” to the top, as connecting clients with shelter is purpose of this tool
 - About 20 of the 40 people Helping Hands screen each month are seeking shelter
 - Many of these callers are already referrals from other places, such as Serenity Place or Farnum Center, so many of their intakes are already aware of the services Helping Hands offers and are seeking them specifically
 - Additionally, Rich mentioned that about 40% of their clients come from the NHDOJ on parole
 - 90% of these parolees are from NH originally
 - Finally, Rich suggested that we add some more resources to the final page, such as some additional ones for substance use treatment from [NHBDAS](#)
- Izet from The Way Home reported that their intake worker (who could not attend) felt uncomfortable with many of the questions in the survey
 - Walk-ins at 214 Spruce are typically screened in the front lobby, and this setting is open and not ideal for many of the sensitive questions included in the survey
 - Call-ins, similarly, are also uncomfortable answering some of these questions over the phone
 - TWH normally asks a few basic questions at first, and then goes more in depth during a scheduled, private meeting
 - Izet suggested that we have a shorter, more basic “face sheet”, that can quickly determine a client's needs and eligibility without asking probing questions up front
 - Also, a few people have suggested that we are clearer with the Release of Info permission at the top – we need to get more official permission to collect and share info with partnering agencies.
 - People calling in who cannot sign will need special consideration
- It should be emphasized that, at this point, our tool is serving as an **assessment**, not an intake
 - We need to keep this in mind going forward and realize that intakes will also happen at each individual agency and we should avoid redundant questions
 - That being said, it will be helpful and efficient for information to be collected up front, with this universal tool, and then passed on to whichever agency receives the referral

- Kaitlyn from the Manchester Homeless Services Center said that they have been using this tool in addition to their normal one
 - Their biggest issue was that they do not have adequate staff to assess the large volume of guests that come in each day
 - MHSC is certainly a unique case, as far as this tool is concerned
 - Additionally, there is a lot of repetition between this tool and their old one, causing some confusion for guests
 - Guests fill this out themselves, but the wording seems to be geared toward call-ins or staff intakes
 - We could adjust the wording and make an alternate survey for people to fill out themselves
 - This could also alleviate the privacy concerns of clients filling out info in an open setting, such as 214 Spruce’s lobby
 - Kaitlyn indicated that the list of resources on the last page is helpful, and we could even expand it and make a more comprehensive list
- Adela from MEH said that almost all calls to MEH are referrals from Manchester City Welfare
 - Often, people do not want to answer any questions if they’re told the shelter is full and
 - In general, the more stressed a person is, or the more immediately they need shelter, the less willing they are to answer this survey
 - This also suggests that we should develop a quicker “face sheet”
- Suggestions for new draft of this tool
 - Create a shorter face sheet
 - Begin it with the question of whether or not they’re seeking shelter for tonight
 - Determine basic info and needs of person/family
 - Determine immediacy of their situation
 - On the general survey, we need to establish their existing resources for the purpose of diverting and prioritizing
 - Create a slightly altered survey for clients to complete themselves
 - For services related to sensitive situations, such as medical needs, we could phrase the question(s) “Are you aware of services for persons with ____ needs?”
 - We can expand the referrals list to include more resources
 - We can compile a complete list of the eligibility criteria for all resources to which we will refer people
- Agencies will continue to use this tool until a new one, incorporating these suggestions, is created in the near future

Unmet Need

- HUD requires CoCs to determine their unmet need, or how many units of each type of housing are still needed in continuums
 - We need to establish a formula to determine this
 - Currently, we:
 1. Determine, based on PIT and HIC data, how many units and beds we have for each housing type (PSH, TH and ES)
 2. How many sheltered and unsheltered persons/families there are in the city, and in which types of housing they currently reside
 3. What percentage of each type of housing each person/family would need, ideally



4. Subtract the number of units or beds of each housing type from the total number of individuals or families who need each, to determine our deficit – how many units of each housing type we need to meet the needs of everyone in the community
 - In the coming weeks, we need to reassess this formula and review PIT/HIC data to determine our current capacity and current needs

The next Data Collection meeting will be Thursday, April 17th, 2014 at 11:00 a.m.

Minutes prepared Erik Wirkkala AmeriCorps VISTA - MCoC Coordinator