

**COC: Housing and Services
Support Services Task Force
Nov. 19th – 1-3p.m.
Meeting Minutes**

Attendees: Laura Alvarado, Nicole Spacey, Paul Harris, Rebecca Seifert, Michael Johnson, Michael Butler, Michael Schwing, Derwin Gary and Robert Ohlemiller

The Support Services Task Force debriefed on the 211 visit-

- Very eye opening to see the operation
- 9 staff to make sure the data they have on file for referrals is current
- Feel as though the Rainbow Book is really more intended for case managers to use with clients

Continued to talk about access to the information and how at-risk individuals would possibly access this info. differently than those living on the streets.

- Michael Schwing mentioned that chronically homeless have a verbal network and give others an idea of whether or not a facility or service is good or not.
- Would a cell phone application of some sort be a better tool?
- Based on the work performed by individuals around the table, it was brought up that many at-risk families and individuals get a new phone number every couple of months or run out of time on their phone so a cell phone application may or may not be the best tool for information.

The recent Outreach Inc. web app was brought up for discussion. The Outreach Experience app is meant to educate the public about teen homelessness- their lives and stories. Give the public an idea of what it is like to be a teen experiencing homelessness.

<http://www.outreachindiana.org/app/>

Continued to discuss the questions that we would like to find answers/data from 211:

- A list of food and clothing pantries, shelters, mental health/medical care, churches, Employment and education services in each of the 9 township areas
- A better look at the highest needs- where are they coming from?
- What type of overall data they keep?
- More info. about the follow-up services
- Are they able to track the highest poverty areas through the calls they receive?
- Are they keeping track on where the calls are coming from? This might help us understand if people are living in other Township areas outside of Center but being funneled solely into Center because of lack of services?
- What are the organizations that don't want to be listed on 211?
- How do providers receive feedback?

The Indianapolis Library was cited as having a HIP staff visit on most Thursdays to provide assistance. This service takes place in a room on the third floor. If this is a frequented area it might be good to have a kiosk of sorts that individuals could access for service info.

Consumer feedback was also discussed. It is important to not only think about the services that are out there for those experiencing homelessness but the feedback or rating from a consumer regarding that service.

Those who provide service talked about the consistency in providing a service and how important that is to a consumer. The key for providing help is in the relationship that is built with the client. Derwin talked about how some individuals might attach themselves to you and only you because they have built a good rapport with a particular staff member. Feedback regarding a service could be based on one particular experience.

Next Steps (to be completed by the Dec. meeting and shared at the next meeting):

- **Paul, Nicole and Laura are going to sit down with 211 to find out more info. and learn more on how we can access data and learn more about gaps in services**
- **Rebecca is going to talk to the Suicide Crisis line to see what type of data they have and are willing to share**
- **Derwin is going to find out info. from Kim at the Urban League as well as Work Force One on what they track- Fema funds, rental assistance, utility stats and more**
- **Michael Johnson and Robert will touch base to learn more about the process in which agencies that provide job training to ex-offenders and specific populations communicate their services. It was mentioned that many agencies will not outwardly promote their services because they would be flooded with calls. Learning more about this network of communication.**

Next Meeting Date:

Wednesday, Dec. 17th from 1-3p.m.

School on Wheels

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