

**COC: Housing and Services
Support Services Task Force**

October 16th- 1-3p.m.

Meeting took place at the Connect 2Help- 211 Offices

Meeting Minutes

Present: Derwin Gary, Larcina Hicks, Michael Johnson, Rebecca Seifert, Laura Alvarado, Crystal Haslett, Nicole Spacey, Don Hawkins, Michael Schwing, and Paul Harris

The Support Services Task force of the COC: Housing and Services Committee met on October 16th at the Connect2Help 211 offices located in the United Way Building. The Connect2Help 211 staff member, Abe Pherson, gave us a 1 hour presentation followed by a tour of the 211 office area. The **powerpoint presentation is attached**. Abe covered each of the slides in the powerpoint and talked a bit more in depth with specific questions asked by the group.

Some of those answers or points are listed below:

- Have a Domestic Violence Hub at 211 where they try to help
- Each call center operator receives 200 hours of training before he or she can answer a call on their own
- The call center operators try to ask questions that will lead to answers, try not to ask questions that are not relevant
- Have a contract for energy assistance
 - Individuals are able to make appointments through them
 - Applications are processed at MLK Center
- They have 9-10 database staff that are constantly updating services in the database
- The average call lasts 7 minutes and they do try to do follow up with the caller
- They have the Rainbow Book which is also online and lists all the services available or listed in the 211 database
- They are starting to do more outreach so there is more awareness in the community
- They receive 60% of their funding through United Way
- Ann Hartman is the individual who works with all of the 211 data. She would be our contact for specific data that we would like to have pulled. There may be a cost to that.

On the tour we were able to see the 211 operation or call center and how things worked at 211. There are specific areas of individuals. The call center operators all work within an open cubicle setting and are set up with multiple monitors/computers. I observed an operator trying to locate the nearest food pantry for a caller while on the phone. It was fascinating to see how the operator was able to guide this caller and help him or her find the nearest pantry and way to get to the pantry.

Following the tour we all chatted about trying to find out more about the data that could be researched for us and how this data might help us on our set objectives. We will use the next meeting to debrief more about the tour and come up with specific data/information that we would like pulled by 211.

Next Mtg Date:

Wednesday, Nov. 19th- 1-3p.m.

School on Wheels offices

2605 E. 62nd St. (Located in the Glendale Shopping Center)

Indianapolis, IN 46220

