

Coordinated Access

January 14, 2014

In attendance: Jeremy Turner, Michael Butler, Eric Wilka, Paul Harris, Karin Thornburg, Teresa Wessel, Phil Smith, Derek Reinbold, Leslie Kelly, Cal Nelson, and Sharon Stark

Meeting began at 3:05 p.m.

Review

The meeting began with a review of the November's meeting minutes. Christy said at the end of the last meeting the goal was to have this pilot started by January 19. She also mentioned that 2-1-1 would need to be brought to the table to see if they could be used for diversion.

Feedback

Derek said he made adjustments to his assessment tool based upon Leslie's comments. Derek walked those in attendance through the assessment. Derek said the tool will provide a list of resources based upon the boxes clicked. The resources will be ordered alphabetically in each category.

Additional comments:

- Jeremy said that the term survivor should replace victim.
- If an organization needs to be added, then email Derek.
- Leslie asked if an organization could be under multiple categories. Derek said he could input an organization under multiple umbrellas.
- Derek said the purpose of this pilot is to give it someone who doesn't know about the resources and it gives that user an equal chance to access services.
- Sharon asked if we could get any relevant information from this excel document.
- Derek said there will be another sheet that will auto-populate with relevant information based upon referrals.
- Christy said she has had conversations with Beth Hahn from United Way. Beth confirmed that this United Way interns would be able to count the data.

Referrals to Housing Committee

There was discussion about how this tool would be used for referrals. Leslie said the system would be able to determine capacity. It would not necessarily generate referrals. Organizations themselves would have to do the referrals to the Housing committee.

Assessing the tool's effectiveness

The organization's using the tool will assess the referrals to verify that the information being referred to clients is accurate and helpful. There will also be a notes section for users to enter their comments.

Using the tool

Leslie said the tool is simple but it will take time. She and a co-worker used the tool before providing feedback.

Cal expressed concern about the length of questions and if there would be any duplication in HMIS. Christy told Cal that they would be able to remove any duplicates on the backend. Derek said that you will likely only be going through questions 1-12 with most new clients.

Housing questions

Members expressed concern about giving clients false hope if they ask them about housing. Derek said he could put a disclaimer on the housing questions.

Identifying users

It was decided that the forms would generate the last four of the person's social security number and the first and last initial of the person's name. Jeremy said he had not encountered any problems with duplication with those identifying factors but he would not rule out the possibility of it happening.

It was decided to use those identifying factors because other information would not be able to be transferred electronically. It was also decided that they did not need to write a new request of information for clients to sign.

Documents will be saved as for each new client with the identifying factors. Derek will lock the original document so it cannot be saved over.

Generating information

Derek said the form would auto-populate with information. During his presentation he indicated that a system of 1s and 0s would be used to indicate answers.

How long will we be using the tool?

Christy said the tool will be used for a month. Leslie said they will tell their employees that they will be using the tool for 6 weeks. That will give the group enough time to assess the tool after one month and make any changes. Christy said that during this pilot roll out they would still be working on the larger coordinated access tool.

Rollout?

The pilot will start Monday, February 2 and it will be assessed at the end of February. The tool will be complete in finality on January 26th. Derek will schedule trainings during the week of January 26th. It was suggested that the United Way interns would tag along.

Meeting adjourned at 4:28 p.m.