



**Piedmont Regional Committee
Case Conferencing**

Date: Thursday, March 28th, 2019

Location: Conference Call

Meeting Minutes

Meeting Facilitated By: Teresa Robinson

Attendees:

Name	Agency	Title
Jim Hood	Opportunity House	Pastor
Sonia Gibbs	Family Crisis Council of Rowan	Housing Manager
Melissa McKeown	Union County Community Shelter	COO
April Lawson	Family Services of Davidson	Shelter Services Coordinator
Mary Ann Daley	Crisis Ministries of Davidson County	Case Manager

Agenda

- Updates on Referrals for RRH and PSH
 - 353576-Rowan, wrong number in system, household could not be reached
 - 497575- phone number incorrect, no one has been able to contact from either shelter. How can we go about finding the household and what can we change in our process to make sure we get in contact with a household?
 - RFC2581- Rowan, turned in as complete
 - RFC2582-Rowan, turned in as complete
 - RFC2586-Rowan, turned in as complete
 - 503980- Cabarrus County, turned in as complete
 - 416019- phone will not accept incoming calls
 - 338669- PSH- Union county, turned in as complete

- Case Conferencing Process Changes
 - Google Form (DV Shelters)- new additions to the form, updates bi-weekly via phone call
 - CE Lead will send a list 2x a monthly, 2 weeks before case conferencing
 - Post-Household Selection
 - Per our CA process and procedure there should always be updated information provided during case conferencing that will allow our intake staff to contact your client and move forward with getting their information in order to be eligible for housing assistance
 - CA lead will begin collecting current information (current phone number, case manager name and number at case conferencing to record on the referral form
 - DV Agencies- ROI, VI-SPDAT, client contact, shelter case manager and contact (backup contact as well)

- Emergency Shelters- Client contact information, shelter case manager and backup
 - In the future we will move on to the next priority household on the list. We have to have a flow to housing when there is an opening in a program
- Coordinated Assessment Process
 - Review of what coordinated assessment is
 - Ensuring access to the system
 - Sheltered- 14 days in shelter
 - Unsheltered- immediately assessed
 - Exit destinations need to be recorded as soon as possible in either HMIS or on google sheet
 - If a household is transient, it is the responsibility of the county of origin to locate/contact the household
 - VI-SPDAT's and ROI's should be in HMIS, the paper copies can be scanned into HMIS
 - Status updates should be happening on an ongoing basis
 - Referrals should be coming in regularly from agencies that use HMIS unless there aren't any people staying in shelter long enough to be eligible for VI-SPDAT's
 - Use of case management tool
 - Warm handoffs are important, speak to what the coordinated assessment system is about
- Street Outreach (options)
 - Every shelter in HMIS can have their own street outreach project and can make referrals directly from that project to the CA project
 - Paper data collection to give to me to enter directly into the CA project
 - 1 shared project with region-wide visibility (won't pull into CAPER or APR reports)

Next Meeting

Cabarrus County-April 4th, 2019

Regional Webpage

<http://www.ncceh.org/box/region 5/>