

## Home Team Client Services Committee Meeting Minutes

Thursday, March 31, 2022

Present: Kurt Crays, David Woledge, Pat Tracy, Leatrice Schoolcraft, Barb Lewis, George Fickenworth, Sheila Hayes, Rita Scrimenti, Diane Chido

Not Present: Colleen Hammon, Peter Burke, Deirdre Tate, Dawn Edwards

The meeting started at 1:00pm.

Kurt Crays: Opened the meeting by introducing himself and greeting participants. All participants provided introductions and their role/reason for being on committee.

Goals of this committee:

1. Define our mandate
2. Apply our time, talent, & treasure to create SMART goals with action steps to end homelessness in Erie County
3. Create incentives for people who hold power (political, financial, etc.) to walk alongside of and do what is right for the people we serve (achieve shared goals with leadership/align with local leadership)

**Kurt Crays:** Emphasized the importance of defining our mandate to make homelessness rare, brief, and one-time (this is the language USICH uses). The committee needs to create SMART goals at the next meeting based on our shared mandate. We also need to create action steps for our SMART goals. We need to leverage experts to ensure people with influence and affluence will get behind the work. To do this, we need to identify shared goals (ex: ending veteran homelessness). There is ample funding available, we need to look at how we are allocating the resources available to us and prioritize the needs of the community.

**George Fickenworth:** Noted that it's been 3 years since the last Erie County CoC Strategic Action Plan was created and that the discussion that took place regarding client services during the creation of the Strategic Action Plan focused on micro issues/needs of clients such as assuring processes are in place to assist with obtaining photo I.D.'s and getting grass cut. Items within the Strategic Action Plan likely need to be changed or updated to reflect the impact of the last few years as well as current goals. The Home Team website will be useful to this committee for reviewing data points that can be used to prioritize goals/needs. Also recommended consistency for meeting times at least once a month per HUD guidelines (same time and day of the week every month – ex: 3<sup>rd</sup> Thursday of every month). Meetings are public and will also need to be posted on the Home Team website.

**Barb Lewis:** Recommended reviewing the Erie County CoC Strategic Action Plan Action Steps within the Client Services section (Focus Area Two) to ascertain what we have achieved over the last few years and where there is still need. Regarding CCBH integration into shelters, the

chronic homeless population is not being captured in data. Mentioned FUSE learning collaborative information to be used/shared in this committee.

**Homework for Next Meeting:**

1. Review Erie County CoC Strategic Action Plan Strategic Focus Area Two (on page 3) and provide specific, detailed examples of how we have/are meeting goals or how we can - such as the amount of money that is designated to shelters through Health Choices \$ **(provide this material to Kurt via email the week before the next scheduled meeting on 4/21/22)**.
2. Review data on Home Team Website to help inform decisions on the needs of the community. Data points can specifically be found at:  
<https://public.tableau.com/app/profile/gaither.stephens3473/viz/00038-ErieCountyDepartmentofHumanServices-CPD/CommunityPerformance>

Next scheduled meeting: Thursday April 21, 2022 at 1pm