

Balance of State Continuum of Care (BOSCOC)

Gaps and Needs Committee

Minutes

September 7th

9:00-10:00am

Committee Members: Adrienne Roach (Chair) – End Domestic Abuse Wisconsin; Laura Laux (Recorder) – Community Action, Inc.; Ruth Orozco – Lakeshore Cap; Sue Heidman – NewCap; Johneisha Prescott – Housing Action Coalition; Sandra Reeves – ADVOCAP; Michelle Friedrich – SW CAP; Kim Cable – Couleecap, Inc.; Corrie Fulwiler – Richards Place

EXCUSED: Ruth Orozco

UNEXCUSED: Corrie Fulwiler

- I. Introductions
- II. Approval of August Minutes
Motion to approve. Kim Cable, 2nd by Johneisha, all approved.

III. Review of Draft 2 – Provider Survey

Discussion: survey vs. focus group to providers; obtain feedback from providers who are part of our local CoC's asking them to distribute surveys to other (non CoC providers).

Current provider survey is more geared to a focus group consisting of providers.

Language for external providers should be updated to use more lay terms rather than the specific language we as homeless providers are familiar with. Kim will take the lead on drafting the additional (non-homeless provider) survey.

How are we performing as a homeless provider system, the needs in our community are and how are they getting met?

Find someone in each local CoC to hold a focus group.

- a. Surveys
- b. Edits and Assignments – re work #2 and add Prioritization List in addition to Coordinated Entry. Review and send Adrienne any additional suggestions or edits.
- c. Timeline; surveys done by the end of the year and focus groups complete in early 2018. There is not a concrete written deadline as to when this plan needs to be completed. This group has determined it would like some data to report at the February quarterly meeting.
- d. Distribution Strategy

- IV. Review Coordinated Entry Survey and Draft 2 of Customer Survey
- a. Edits and Assignments – review question 4 for sensitivity; include race & ethnicity (Hispanic/non-Hispanic); disability; include a list of services with a check box that may also be needs for our customers; mental health, health care, dental, transportation etc.; Adrienne and Kim both have subscriptions to survey monkey. There is a way to link people to a survey monkey group so that we could all offer comments/edits on the survey.
 - b. Timeline – surveys and start focus groups by the end of the year
 - c. Distribution Strategy

This group will collaborate throughout the upcoming month to complete provider and customer online surveys. We'd like to be ready to distribute by October 5th (next meeting) with a return deadline for surveys of
Set a tentative deadline of November 2nd. Extend it longer if not enough responses received.

Complete the focus group portion afterwards.

Kim – lead on provider survey

Johneisha – lead on customer survey

- V. Other Business

Adjourn: Laura Laux- motion to adjourn; Sandra – 2nd, all approved.