

Balance of State Continuum of Care (BOSCOC)

Gaps and Needs Committee

Mintues

November 2nd

9:00-10:00am

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

Excused: Laura Laux

Unexcused:

- I. Introductions
 - a. Meeting called to begin at 9:02 am
- II. Approval of October Minutes
 - a. Motion to approve October minutes Corrie F. seconded Sandra (?).
- III. Review of Provider and Client Surveys in Word and SurveyMonkey
 - a. Survey Monkey drafts are completed. Redundant language deleted to save on time to take – approx. 10 minutes or provider and 10-15 minutes for client.
 - b. Client Survey – can be done in Survey Monkey, but paper forms will be available with all multiple choice answers provided. Paper copies need to be entered into Survey Monkey should by each CoC. Each CoC should have a goal in terms of completed surveys – based off of size. We should establish CoC's with a goal that they could try to meet (ex 100).
 - c. CoC's will have to coordinate efforts to send and receive surveys independently.
 1. Things that CoC's will have to consider: i) Clients may not be as candid in front of case manager. ii) Some people will need presence of case manager to complete the survey. *These issues will have to be navigated by each local continua.
 - d. Change introductory statement to reflect that comments/answers will be combined in a group of answers and not traceable back to you: envelopes are sealed after completion. Kim Cable will tweak the language.
 - e. Question raised - Who is the survey going to? Answer - Anyone who came to a CoC program for services; even Street Outreach programs.

- f. Question - When should clients fill out the forms? Answer - Left to agency discretion – intake, whatever works for agency. However CoC's will be given a deadline.
 - g. Survey must be conducted in 2017 and report is due in 2018.
 - h. Question - How will Hmong translation occur? Answer - Agencies may charge a fee to the BOS for translation service; in meantime will look for volunteers.
 - i. Would it be easier to translate the document and then have a translator available? Ruth and Kim will look into options for translation.
 - j. Changes on survey: #18 will be changed to read “Check all that apply.”
- IV. Timeline and Tasking Discussion
- a. Survey to be shared with membership as of November 10
 - b. Will request a minimum of 30 surveys per continua
 - c. Kim will work on instructions for administering client survey. May not need provider instructions. 30 per CoC client side.
- V. Quarterly Meeting Committee Representation
- a. Kim will give committee presentation at next BOS meeting
- VI. Adjourn
- a. Motion to adjourn made by Ruth; seconded by Kim