



FFC CAN Leadership Meeting
October 11, 2017
10-11:30AM

In Attendance: Jomarie Vargas, Karen Betances, Anavivian Escalante, Allison Bassett, Paris Looney, Lauren Zimmermann, Jessica Kubicki, Nicole Pace, Gregory Hauck, Marilyn Pratt, Cheryl Bell, Mary Dunleavy, Michael McKinney, Izora Ebron, Marlene DeSantis, Rosie Rodriguez, Alinette Monteiro, Maria Guzman, Maria Satterwhite-Porpora, Tonisha Cohen-King, Lourdine Pierre, Amy Galaz, Rob Lockhart

1. Welcome and Introductions

2. Review of Progressive Engagement Training

- Kickoff for Progressive Engagement happened through the training with Iain De Jong; practical implementation/ tools for front end staff in ending their homeless crisis; same message being relayed from all agencies/ programs; change our views on shelter and assessment of clients
- Universal in our language and what we are doing in each community
- At what point do we stop offering housing opportunities b/c clients are showing they want to remain in the shelter? And do we allow them to stay?
 - “Eligibility is not an entitlement” and “shelter is not a destination”
- Documentation from shelter funders for approval that the first 14 days should only focus on getting housing and nothing else
- We need clear information- that after the first 6 months (or specific timeframe), that if the client hasn't self-resolved, then they should be offered RRH short term financial assistance- for case managers on their roles while working with clients and for system level guidance
 - Some of the case management roles and client expectations are going to be agency based and tailoring the case management based on the clients needs
 - Suggestion is to create a sub-group to draft what these guidelines should look like for next meeting- one focused on the front end of the system and one focused on exiting from our system
 - Homelessness-RRH → how do we operationalize this? what would the prioritization from RRH to PSH and identifying clients that need to be bridged? We need to be objective.
- Develop a training team on disbursing the information of implementation of progressive engagement to all front line staff so the information is also being relayed universally

3. Final discussion of Grievance Policy

- To be transparent- clients should know and receive the CAN grievance form so they know they can appeal the decision if the internal agency grievance is unsuccessful
 - Clarifying the CAN grievance vs agency grievances
- Final copy going to ODFC executive committee meeting on Monday
- Once reviewed and approved by ODFC, final copy will be emailed out to the CAN leadership committee



4. Immediate Need Shelter Protocol

- Clients that come to a CAN appt with all their belongings and need immediate shelter and our system is not able to accommodate those needs
- We would love to be able to address those that are street homeless or in a place not meant for human habitation immediately
- Families can be more challenging b/c of the children
 - If a family has absolutely nowhere to go, one shelter will tell them they can sleep on mats in the conference room for one night, and have a CAN appt; they can't stay forever, but they won't turn away the family who has nowhere to go.
- Its difficult to have hundreds of people sitting on the SWL, some living outdoors, and yet shelters are saying they have vacancies
- Shelters also need to fill their beds, and are spending a lot of time going through the waitlist and struggling to get ahold of someone

5. Next Steps

- Immediate need shelter protocol: List of reasons why providers say this is a problem and how we can alleviate them
- Progressive engagement protocols

Meeting Schedule: Wednesday 11/8/17, 10-12PM