



Items Relevant to Other Workgroups

- *Communications and Community-Building:* The EISSS workgroup has questions about how to communicate with the regions and the Continuums of Care to disseminate best practices, to increase involvement with 2-1-1, and to solicit information on promising approaches.
- *Training:* The EISSS workgroup is interested in possibly providing training on supportive services best practices to the individual Continuums of Care. The EISSS workgroup has removed the SOAR training task from its action plan, but suggests that the Training workgroup might be interested in following the progress of SOAR efforts in Michigan.

Attendees

Pat Caruso (Co-Chair)
Cathy Truss (Co-Chair)
Alysia Babcock
Paul Beiring
James Bunton
William Cox
Melissa Grant
Susan Hornfeld

Nancy Oliver
Linda Schmidt
Russ Sexton
Jennifer Stewart
David Verseput
Jeanne Wright
Jeff Kaplow (PPA)

Discussion Items

Goals for this Meeting

- To contribute ideas for regional communication
- To review progress on workgroup actions and seek input from the workgroup
- To plan next steps for each action with a focus on key deliverables
- To identify workgroup priorities and questions to ask the other workgroups

Communication With the Regions

Paul Beiring led a discussion of communication between regions and the statewide workgroups.

- Workgroup members agreed that breaking down silos and working across regional and functional areas is important.
- Paul described the dual role of participants—both reporting back to the regional council about statewide workgroup activities, and sharing with the statewide workgroups what is going on in the regions.
- Many of the workgroup members participate in the regional councils, but one issue is that people are not regularly attending statewide workgroup meetings or regional council

meetings. Also, not every region has set aside time for members to report on the activities of statewide workgroups.

- Some members felt that the statewide workgroups are just one more layer of meetings that the team has to participate in, but others in the team saw the workgroups, together with the regional councils, as a powerful advocacy group that can be mobilized to deliver a message to state agencies and others.

Review of Progress on Action Items and Next Steps

Action 2.1.1: Identify Best Practices in Supportive Services

(Paul Beiring, William Cox, Jennifer Stewart)

- The task team described its work identifying and gathering information on best practices. Two common trends were identified: engagement and assessment. Assessment is one factor that has been incorporated in HUD grants. These best practices may also tie into rapid recovery funding.
- The group discussed ways to share these insights with the regions and to receive feedback from the regions. Paul explained that he has already begun sharing the best practices. The communication workgroup also may be working on communication with regions—we should consult with them on next steps.
- It was suggested that the organizations implementing best practices could provide mini-training sessions to interested regions. This is a question for the training workgroup.
- *Next Steps:* Query communication and training workgroup about mechanisms for communicating the best practices to regions (Jeff). Share best practices at regional councils (Paul, all regional council members). Think about new actions that leverage these best practices to achieve CTEH goals (all workgroup members).

Action 2.1.2: Identify Barriers to Supportive Services

(Pat Caruso, Nancy Oliver, Bill Cox)

- The task team described the list of barriers that it had assembled and led a discussion of additional barriers.
- Problems getting updates from DHS about the Bridges system were discussed. Pat and Russ explained that DHS staff is working hard, but that there will be delays for a while.
- Workgroup members felt that the list of barriers should go to the regions for input. The workgroup needs additional suggestions for barriers to add to the list as well as ideas for solutions to these barriers. The communication workgroup may be able to help in soliciting input from the regions.
- Pat explained that the answer is not going to come from within government. The communities need to work to address these issues.
- *Next Steps:* Query communications group about mechanisms for communicating list of barriers to regions (Jeff). Discuss possible barriers at regional level (all regional council members). Provide additional barriers and ideas for solutions to the task team (all workgroup members).

Action 2.2 Revisit 2-1-1 System
(Cathy Truss, Scott Dzurka)

- Cathy presented information on the current status of 2-1-1 in the state. There is still a push to have 2-1-1 available throughout the state, and there may be some stimulus money for 2-1-1. 2-1-1 has applied for a grant through MSHDA.
- This workgroup can contribute by making sure that regions and service providers are aware of 2-1-1 efforts, are involved in ongoing work, and have their information included in the 2-1-1 system.
- *Next Steps:* Query communications group about mechanisms for communicating 2-1-1 status to regions (Jeff). Discuss progress of 2-1-1 at regional level (all regional council members). Think about additional resources that can support this effort and new actions that can ensure service providers remain engaged (all workgroup members).

Action 2.3: Investigate Service Provider Database or Resource Portal
(Dave Verseput, Cathy Truss)

- Cathy described the current status of MDIT's citizen portal effort. The project is in its infancy, but it has support within state government. Phase I should be implemented by June 30.
- Cathy will stay in touch with DIT and get updates as work proceeds. DIT may have ideas for how the workgroup can be useful to the effort.
- For now, the group agreed that it is best to fold this action in with the 2-1-1 system action.
- *Next Steps:* Combine this action with 2-1-1 task in action plan (Jeff). Continue monitoring progress of effort (Cathy). Seek ideas from DIT about ways in which the workgroup can support the effort (Cathy).

Action 1.1: Review Successful Strategies for Providing Employment Services to Homeless
(Galyn Barnum, Michele Walker, Kathy Bradley)

- The group discussed the need to gather more information on employment services that are currently working in Michigan and elsewhere, and to identify new ideas for innovative strategies. This could be done with some kind of survey, or by soliciting information from the regions. This work may draw from Action 1.2, below. We need to redouble our efforts on this task.
- We also need to think about disseminating our findings from the regions to each Continuum of Care.
- *Next Steps:* Continue to gather information on successful strategies for providing employment services (Galyn, Michele, and Kathy). Develop knowledge base of successful strategies (Galyn, Michele, and Kathy). Consider options for disseminating findings to regions and Continuums of Care (all workgroup members).

Action 1.2: Expand and Strengthen Provider Networks
(Susan Hornfeld, Cynthia Pushman, Kathy Bradley, James Bunton)

- Task team members described efforts to date to gather information on what links exist between employment providers that serve homeless and at-risk populations. The task team has surveyed some employment service providers and asked them about their services for homeless people. Twelve providers responded. The task team will share these results with the rest of the workgroup.

- Susan and Jim will lead a round-table discussion at the MARO conference and will report back to the workgroup.
- Several group members expressed concern that Michigan Works! agencies are not well-integrated with provider networks, and felt that Michigan Works! should be a part of future workgroup efforts.
- *Next Steps:* Share survey results with workgroup (Susan). Lead round-table at MARO conference and report back to workgroup (Susan and Jim). Develop options for putting this information into action to expand and strengthen provider networks, including integrating Michigan Works! into this conversation (all workgroup members).

Action 1.3: Develop Strategies for Outreach to Homeless on Workforce Development Resources (Camille Price, Alysia Babcock, Andy Bennett)

- This group has had a difficult time connecting to discuss its task, but it has come up with several good ideas for possible outreach efforts.
- Group members were not sure how this task fits in with the activities of the communications workgroup.
- It was suggested that faith-based groups might play a key role in outreach. Task team members will consider these ideas and produce an outreach plan that identifies target audiences and specific outreach strategies for each.
- *Next Steps:* Inquire about potential overlap with communications workgroup (Jeff). Re-work outreach plan and present to workgroup (Camille, Alysia, and Andy).

Action 3.1: Examine Use of SOAR

(Monica Bellamy, Elizabeth Kline, Jennifer Stewart, Sarah Rinsema-Sybenga)

- Group members did not see a role for the EISSS workgroup in this task. It was recommended that the training workgroup investigate this issue further.
- *Next Steps:* Suggest that the training workgroup consider a SOAR-related task (Jeff). Remove from EISSS action plan (Jeff).

Action 3.2: Review United Way Benefits Software Evaluation (Chuck Jones, Scott Dzurka)

- Group members did not see a role for the EISSS workgroup in this task. Cathy volunteered to keep group members up to date on any progress in this effort, and to incorporate new information into the 2-1-1 action.
- *Next Steps:* Continue to follow progress of effort and report to workgroup (Cathy). Remove from EISSS action plan (Jeff).

Action 4.1 and 4.2: Identify Strategies for Overcoming Transportation Barriers

(Diane Bonds, James Bunton, Cathy Truss, Paul Beiring)

- The workgroup has assembled a list of barriers and some approaches to overcoming those barriers. It would be useful to know what is working in urban and rural areas, and in other states. These issues are very local.
- One example of a barrier is fines placed on driving records, which prevents some individuals from ever getting a license. Community services might be one alternative to these fines, allowing these individuals eventually to drive legally.
- The task team should look into possible regional transportation plans as solutions. Also should look at local job creation, eliminating some of the need for transportation.

- *Next Steps:* Continue to develop a list of approaches to overcoming transportation barriers to employment, income, and supportive services, investigating local, regional, and out-of-state solutions (Diane, James, Cathy, and Paul).

Workgroup Accomplishments and Priorities

- The workgroup discussed the following key accomplishments:
 - Assembling best practices for the provision of supportive services
 - Beginning work on strengthening networks among employment service providers, including a survey and a forthcoming MARO roundtable
 - Putting together a list of barriers to supportive services
 - Tracking progress in 2-1-1 and the new citizen's portal
- The workgroup identified the following priorities going forward:
 - Gathering solutions to the various barriers to supportive services
 - Conducting additional outreach to Michigan Works! and other employment service providers
 - Keeping track of stimulus money that may be used for employment and supportive services

Questions for Other Workgroups

- The EISSS workgroup identified the following questions for other workgroups:
 - *For the communications and community building group:* How do we disseminate information to the regions and Continuums of Care? How do we solicit information from the continuums of care and the regions?
 - *For the training group:* Is there a process for conducting training sessions for interested Continuums of Care on supportive services best practices?

Next Meeting

- We need to set a new regular day and time for the ISSS subgroup. Jeff will contact group members to assess their availability.
- The next Employment subgroup meeting is scheduled for Wednesday, June 10, at 2 PM.
- All workgroup members should consider whether we should combine the Employment and ISSS subgroups. We will discuss this at the next meeting of each subgroup.