**WIBOSCOC Gaps and Needs Committee**

**Agenda 09/14/2023**

**9:30 a.m.**

1. Call meeting to order
2. Attendees and introduction of new committee members
   1. Attendees: Michelle Friedrich, Katie Spaeth, Amanda Newberry, Kayden Rinzel, Olivia Braaten, Kirsten Sova, Elizabeth Knapp-Spooner, Meredith McCoy, Jennifer Paine
3. Approval of Agenda
   1. Amanda motions to approve the agenda, Elizabeth seconds.
4. Approval of minutes from August meeting
   1. Jennifer motions to approve the agenda, Katie seconds.
5. Review Surveys and transfer over to the BOS Survey Monkey
   1. Purpose of Survey: Trying to find out from both providers and clients how the BoS CoC is doing with administering services and how it can improve. The goal is to have 25 surveys completed by providers and 25 completed by clients. The results are presented at one of the BoS CoC quarterly meetings, usually in February, and they also get put into an annual report.
   2. Currently reviewing the survey questions and responses to see if there is anything that needs to be changed for this year’s survey.
   3. Review of Client Survey:
      1. Less narrative (qualitative) questions. Change them to multiple choice and add an “Other” response to allow for a short answer. Otherwise, it makes the analysis of these responses much more challenging.
      2. Q6: What is the primary language spoken in your household? – Change the word “spoken” to “used” and change the response option to multiple choice instead of short answer.
      3. Q7: How many people are in your household? – Change the response option to multiple choice instead of short answer.
      4. Q11: What led up to your situation of being homeless or at risk of becoming homeless? – Add “thrown out,” “kicked out,” or “chose to leave” as a response option. Need to figure out the best wording for this.
      5. Q12: I was seeking services for (check all that apply) – Add “healthcare” as a response option to include mental health, substance abuse, etc. Reword the question to something like… “When you first reached out for assistance, what were you seeking services for? (check all that apply)” so that it is phrased as a question rather than a statement.
      6. Q13: Within the first 24 hours of experiencing homelessness or finding yourself at imminent risk of homelessness, were you able to get connected to services and resources? – If “No” is selected, add conditional logic in Survey Monkey so respondents can explain why they were not able to get connected.
      7. Q15: Did the services you received help you get access to resources and options that fit your needs? – Add the word “primary” so the question is… “Did the services you received help you get access to resources and options that fit your *primary* needs?”
      8. Q16: How do you feel overall about the resources and responses that you received from service providers to help you resolve your immediate concerns? 5 stars = great! 1 star = not great – For the rating scale, do the numbers show up in Survey Monkey from 1-5? They are missing on the PDF.
      9. Q17: Tell us a bit about where you are now – Rework this so it’s a multiple-choice question with an “Other” category to allow for a short answer if need be.
   4. Review of Provider Survey:
      1. Q3: Type of Agency – Add “nonprofit” or view last year’s responses and create more categories based off those. Other suggestions include volunteer nonprofit, community-based non-profit, and Head Start.
      2. Q5 – Add street outreach and diversion as response options.
      3. Q7 – Revise the long-term case management response option (change to ongoing case management or remove entirely)? Add “childcare” and “other” as response options.
      4. The group will finish reviewing and revising the provider survey at October’s meeting.
6. Recruit new board members
7. Other business?
   1. None.
8. Adjourn
   1. Katie motions to adjourn the meeting, Kayden seconds.
9. **Next meeting: Thursday, 10/12 at 9:30 a.m.**

**Please remember to submit your match forms.**

Gaps and Needs Committee Match Form: <https://docs.google.com/forms/d/e/1FAIpQLSdR9ZhfiEcRy0v9MjAVR6JqlTAMQDueG7FojLYSR7bzF6-SOQ/viewform?usp=sf_link>

Join Zoom Meeting

<https://us02web.zoom.us/j/88444987182?pwd=aWVXVU9WZXJnQjh0V3M4clpkZXNrdz09>

Meeting ID: 884 4498 7182

Passcode: 535333

One tap mobile

+13017158592,,88444987182#,,,,\*535333# US (Washington DC)

+13052241968,,88444987182#,,,,\*535333# US

-Dial by your location

• +1 301 715 8592 US (Washington DC)

• +1 305 224 1968 US

• +1 309 205 3325 US

• +1 312 626 6799 US (Chicago)

• +1 646 931 3860 US

• +1 929 205 6099 US (New York)

• +1 689 278 1000 US

• +1 719 359 4580 US

• +1 253 205 0468 US

• +1 253 215 8782 US (Tacoma)

• +1 346 248 7799 US (Houston)

• +1 360 209 5623 US

• +1 386 347 5053 US

• +1 507 473 4847 US

• +1 564 217 2000 US

• +1 669 444 9171 US

• +1 669 900 6833 US (San Jose)

Meeting ID: 884 4498 7182

Passcode: 535333

Find your local number: <https://us02web.zoom.us/u/kbP6V5n6Cx>