**WIBOSCOC Gaps and Needs Committee**

**Agenda 10/12/2023**

**9:30 a.m.**

1. Call meeting to order
2. Attendees and introduction of new committee members
   1. Attendees: Michelle Friedrich, Katie Spaeth, Jennifer Paine, Maria Cohen, Kirsten Sova, Amanda Newberry, Meredith McCoy, Kayden Rinzel
3. Approval of Agenda
   1. Amanda motions to approve the agenda, Kayden seconds.
4. Approval of minutes from September meeting
   1. Amanda motions to approve the agenda, Kayden seconds.
5. Review Surveys
   1. Review of Provider Survey (left off on Q8).
      1. Q10: What is your level of involvement with the Wisconsin BOSCOC? – Spell out what BOSCOC means. Have “attend quarterly meetings” as one response option and “attend quarterly trainings” as another response option.
      2. Q13: Does your agency participate in the January and July Point in Time Count? – Add “homeless” before Point in Time Count.
   2. Review of Suggested Changes to Client Survey
      1. 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. – Group is good with this.
      2. Q7: How many people are in your household? – Change the response option to multiple choice instead of short answer. – Group is good with this.
      3. 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. Group decided to add the following response options:
         1. Thrown out or kicked out
         2. Ran away or chose to leave
         3. Fleeing domestic violence, sexual assault, human trafficking, or other abuse
         4. Incarceration, mental health stay, or another institutionalization
      4. 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. – Group is good with this.
      5. 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. – Group is good with this.
      6. 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?” – Group is good with this.
      7. 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. – Noted.
      8. 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. – Group decided to reword the question so it reads, “Can you tell us a bit about where you are now?” Have the multiple-choice response options align with what is in Clarity.
6. Recruit new board members
7. Other business?
   1. Need to figure out how the surveys were translated into Spanish and Hmong.
      1. Michelle can get this year’s surveys translated to Spanish.
      2. Meredith will talk to Carrie about getting this year’s surveys translated to Hmong.
   2. Question from Meredith about how the QR code worked last year. Kayden can create a QR code this year once the surveys are ready.
   3. We will send the surveys out on 10/30/2023 and have them available until 1/31/2024. We will present our findings at the quarterly meeting in May 2024.
   4. Discussion around how to get a better response rate on client surveys from local coalitions. Can the coalition with the most client surveys completed get a prize (i.e., BoS swag)? Meredith will talk with Carrie about this.
8. Adjourn
9. **Next meeting: Thursday, 11/9 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>

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