

JUNEAU HOMELESS COALITION

Project Homeless Connect Review Meeting

February 24, 2011

JHC members were asked to critique the Project Homeless Connect and to assign a grade.

Mandy

- PHC has become a critical event for the Coalition/a Coalition show of support is essential.
- Can do better with this event - especially with food.

Overall grade: B (downgraded based on logistics)

Allen

- Point In Time count is really important, as is the exposure for clients/agencies.
- Preparations were improved—especially with Centennial Hall
- It would be good to attract more local money. The AHFC funds were a real help.

Overall grade: B-/C+ -- based on logistics also.

Rebecca

- This event is crucial for the JHC, our face to the community, helps build relationships -- we can do much better.
- Organization of food/volunteers/list of vendors for intake before the event needs to be done well (we knew about much of this beforehand, but still stumbled over the loose ends.)
- PHC is a public service; really can put forth a better service for clients

Overall grade: C

Gus Marx

- From a service provider, a bit of a different perspective – the day went well, clients comfortable with the event.
- Some mistakes: Didn't know that there was state agency representatives in attendance – should encourage all agencies to invest in better signage. Better communication would help.
- Donations went well – gift certificates, blankets were really appreciated.

Overall grade: B

Ellen Moore

- The arrangement of medical rooms was more crowded than expected.
- There was a need for more escorts, volunteers, and better signage as many people (clients, escorts, intake, etc) were confused. Some volunteers were underutilized.
- More preparedness beforehand: map of things, training days or weeks before the event, etc.

Overall grade: B/B+

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Scott Ciambor

- Late start to planning led to some of the same “day of event” problem-solving as the previous year.
- Need more intake survey-takers (2010: 177, 2011: 168) The majority show between 11am-2pm – really want to see more support at this time...maybe 15-20 intake...nice to be members of Coalition, Board members of agencies.
- Food was an issue for clients and volunteers. (promised volunteers breakfast/coffee)
- Need to start planning sooner....we really didn't start until December and it showed. (September 1 at the latest – more outreach to the community to play a role...sooner.)

Overall Grade: C+ (Fell into some of the same traps, should have been better organized.)

The final grade for this year's PHC was a B-. There is great commitment by the Coalition and hundreds of people benefitted once again – but organizationally we can provide a better overall experience for clients, volunteers, and even JHC members.

Group discussed leadership roles for 2012 Project Homeless Connect

1. Intake (surveys & familiarizing volunteers with services available at PHC)
2. Medical Rooms (Confidential areas/proper space/recruitment of services)
3. Service Providers (Organization of room, signage, map, confirming attendees very early on)
4. Volunteers (Recruiting & Training – Intake, escorts, general information)
5. Centennial Hall (Allen)
6. Media (Volunteer recruitment, press release, news story, beginning in summer)
7. Donations (Community Outreach, Day of event organizing)
8. Food
9. Zach Gordon (Haircuts & Massages – organize and staff for the day)
10. Orientation & Training (Develop material (Powerpoint or video) about PHC, about what to expect as a volunteer.