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### **Recommendations for Project Connect 2017**

- Have another Project Connect in October 2017
- Consider a change in venue to accommodate more people and services
- Distribute surveys at the event to guests to understand how the event is serving them and the impact it is making on the community
- Update intake forms to include only pertinent questions and current HUD homeless definitions
- Explore broader publicity options including local news to get the word to more people
- Expand outreach to Spanish-speakers

### **Meeting Notes**

- **Welcome & Introductions**
- **Guest Attendance & Demographics**
  - 205 guests total; up from 78 in Spring
- **Client Contacts & Services**
  - 1458 services total; missing data from Horizons and Vocational Rehab
  - Popular services:
    - Haircuts (100)
    - PTA Vouchers from IFC (94)
    - Voter registration & rides to the polls (83)
    - Vision (70)
    - Blood pressure screening (53)
    - Flu shots (40)
- **Review of Survey Results (3:20-3:30)**
- **Discussion Items (3:30-3:55)**
  - Logistics
    - Need more planning time for some services like vision, medical, dental (6 months out)
      - Timeline drafted for next year
    - Timing was good—Thursday in October
    - A change in venue would allow for more space, set-up time, longer event, etc.
      - University Mall
      - Library
      - Cat's Cradle
      - Churches

- Need more signage for services
- Privacy is needed for services collecting confidential information (ex. Mental Health); need to be against a wall to keep info protected from people passing behind
- Services
  - Were the services provided beneficial?
    - Yes
  - Were we missing needed services?
    - Missed dental, HIV testing, vision checks, and legal aid due to scheduling conflicts; take availability into account when setting date for next year if possible
  - Services map was good; return to idea of Passport next year for additional gift item
- Outreach
  - What worked well?
    - Busses that picked people up during event and brought them to Hargraves
  - What strategies can we use in the future?
    - Connect with news stations-WRAL; coordinate event on same day as surrounding counties to create more of a story
- Internal communications
  - Connect with providers that have not come in past couple of years to understand their barriers to participation
  - Call providers who have not confirmed participation to ensure all providers are on the services map
  - Put provider's organization name on Contact Tally Sheets prior to event to eliminate no-name tallies
  - At event, follow-up with sign-in sheet at provider tables to gather thorough record of all attendees, volunteers, and providers
  - Form committees to work on various aspect of event including Logistics, Volunteer Recruitment and Training, Guest Outreach, Provider Outreach and Communications, Entertainment and Giveaways, and Intake & Data
- Usefulness of event
  - Did the event effectively connect people with resources that could end their homelessness?
- Guest demographics/Intake
  - Chronic homeless numbers were down by almost half; is this due to work of 100K Homes Taskforce or a potential miscommunication about the definition on the intake form?'
  - Continue more outreach to Spanish-speaking communities
  - Review intake forms for importance of questions and accuracy of definitions (ex. Chronic Homeless)



**Project Connect 2016 Debrief Meeting Notes**  
Friday, November 18, 2016, 3:00-4:00pm  
Southern Human Services Center, Chapel Hill, NC

- Giveaways
  - Gift bags were successful and contained useful items; return to water bottles for next year?
  - Coats went by very quickly
    - Give PTA a heads up in early 2017 so they can begin collected coats
- Volunteers and orientation
  - Intake volunteers need additional training
    - Online orientation seemed to be sufficient for other volunteer positions
  - More experienced volunteers necessary for intake and “Ask Me” person
- Food & Fun
  - Photo booth and crafts were fun
    - Set up earlier, and have male volunteers also help at craft table to encourage men to participate too
  - Bring back the music
- Survey and Feedback
  - Ensure guests fill out survey to better understand their impressions of Project Connect
  - Make sure survey questions are clear