

**BOARD OF DIRECTORS
CONSUMER RELATIONS COMMITTEE
ZOOM MEETING
May 14, 2021**



PARTICIPANTS: M. Council, R. Mayo, J. Barnes, L. Mason, Staff: Malcolm Williams, Hanna Mast, Gabbi Thacker

- I. INTRODUCTION AND READ GROUP AGREEMENTS:** Malcolm Williams
- II. COMMUNITY RESOURCES:** Gabbi Thacker, Communications Specialist; Hanna Mast, Communications Manager

Community Resources are putting together resources that non-clinical staff or community members can utilize to assist people in the community. Discussed with the committee resources that have had the most positive interaction and/or success referring other people to for help.

Question to Committee: When you think of resources that are helpful and that you refer people to or have used – what comes to mind?

Answers:

- HCH
- People Encouraging People
- Housing Our Neighbors
- Coordinated Access – MOHS
- Harbor City Unlimited (which is part of the University of Maryland)
- St. Vincent de Paul
- Our Daily Bread
- Franciscan Center
- Beans and Bread
- Paul's Place

Feedback:

- Getting more resources for housing, shelters (main two that needs the most focus)
- Suggestion: Giving people more options for housing instead of making them feel pressured into accepting the first one that they are offered
- In terms of outreach (clothing, etc.) recommend HCH giving out clothing with the mobile van, going to the hotels where clients are temporarily staying
- Feel that the ones that are staying at the hotels are stuck and not getting any help – still waiting for housing
- Shared that HCH is not doing enough with helping as far as housing

Resource with bad/negative reviews: WHRC

Question to Committee: Are there other shelters before COVID that you trust and would encourage community members to reach out to?

Answers:

Shelters

- My Sister's Place
- St. Vincent DePaul
- Rescue Mission
- Would recommend WHRC for shelter only, not recommend their programs

Phone Services

- Baltimore Outreach Services help connect people to shelters
- Maryland Helpline: 211 (committee members have refer people)
- City Crisis Response: 711
- Baltimore homeless services, 7 Redwood Street

MOHS – interactions, helpful

Not experience or qualified for the positions that they hold – all the things that the agency successfully did was recommendations through CoC

New Director – hope for change

Question to Committee: Advice for community members or non-clinical staff – how they could support someone

Answer:

- Everyone join together the crisis of homelessness in Baltimore City – make a loud voice – people that have to speak up – takes everyone to join together – get involved with advocacy