

**From:** Sharon Bosserman-Benson  
**To:** Ness, Jerralynn  
**Date:** 4/5/01 10:05AM  
**Subject:** Re: Today's Meeting

how about meeting with Rebecca to strengthen our communication?  
Rachel and I did a joint presentation yesterday and I told her that you met with Pat et al, but didn't give her many details, as that would be up to Renee et al.

>>> Jerralynn Ness 04/04/01 06:06PM >>>

Hi there,

I wanted to brief you on the meeting I had today with Pat Biggs, Dick Rowland, and Sidney Sherwood. Dick took the lead and opened by saying that they were looking at ways to enhance services to GNC families, particularly after they leave the shelter. They rely upon Neighborshare to provide these services and proposed to me that they take over the Neighborshare operation.

I suggested that they may not fully understand what NS is and described it as CAO's satellite office to serve clients in that part of the county. I shared with them the city stats from Sherwood, Tualatin and Tigard to show them the range of services CAO provides. I explained that when families come to NS for emergency or energy assistance, if needed they are referred to other services offered by CAO. They seemed very surprised to learn this.

Part of their confusion was related to the service report they receive (at least that Sydney receives) that reports out on the NS emergency fund only. Sydney thought we were only serving 10 households a month. I told them that Rachel had reported that in addition to food box requests, NS was responding to about 70 requests a week for other assistance. I mentioned that the brochure that was created describes NS as a "fund" or a place to receive emergency help, but not as a site for clients to access CAO services, which probably adds to the confusion.

Dick indicated that he hadn't understood all that NS did or that it was our satellite office and backed off of the proposal to take it over. We discussed how we might coordinate our services better with GNC and discussed the advisory board briefly.

They also mentioned that "the community" had concerns about NS, which included: Open only 4 days; not returning calls; limited amount of service (10 households per month); need for additional services. They recognized that some of these concerns were a resource/capacity issue and that others were probably a lack of knowledge about NS.

Dick will go back and talk to GNC staff to get a better understanding of what's at issue for them. We all agreed that our mutual clients would benefit more from us working closely together and that we needed to get back together and bring staff to continue our discussion.

Sydney indicated that the advisory board is looking forward to receiving a budget report for NS and a complete report on services offered. She feels that the AB is committed to raising funds to help NS with any shortfalls; in other words, not just for the emergency fund. I explained to them why they were receiving the NS emerg fund report and how we don't have a NS budget, but that Renee can create one for them.....that NS is a site and part of our Energy and Emergency Needs program and as such, is part of a larger budget.

Questions I have:

Are we only open 4 days a week?

Do we produce a monthly report of all services provided out of NS and if not can we produce this?  
(Including emerg fund, energy assist, food boxes, val vill vouchers, etc)

Do we have problems returning phone calls? If so, do they not get returned or get returned late?

Suggestions I have:

Explore (Becky and Rebecca?) how the SAFAH program can better meet the needs of GNC residents. I had a feeling that they would like to have a case manager assigned to them like we tried with DVRC. Not to imply that is the need or a good idea, just that they had specific concerns about how to provide better support to their residents after leaving GNC.

Facilitate a process with the NS Advisory Board to define who they are, their purpose, how they will be organized, how we work together, how we support them, our expectations of each other, including the coordination of fund-raising with resource development.

If you want to get together to discuss this, let me know. I couldn't find an email address for Rachel; does she have one? Perhaps you could share this with her. Thanks!