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comments from service providers

"I think this is going to be a great thing to at least try."

"But as far as having a [CIR] system, I think it's a great idea. ... It would be good to have that communication. ... It would be nice to know who's doing what, or how can we collaborate."

"If you want to be more effective service providers, know other service providers—the humans, not the label."

"There's value in knowing what other people are doing and how they do it."

"I'm having trouble visualizing how a central human sorting station will improve the quality of life for anybody."

“I feel like our clients are just form-ed to death.”

“No one wants to go through a barrage of questions ... it’s easier to feel like you’re talking to a human being.”

“If we really, truly want to do this right—and it’s really important to get it formalized and organized and working together—this [kind of intake] is jumping in the middle. It’s not step one.”

“The whole first point of it is building that trust. And that trust is being quiet—listening.”

“We use it in so many different ways, to not keep notes, in my opinion, is silly.”

“Youth homelessness is different, the problems are different, the solutions are different.”

“From an outreach perspective, not so much fun. But from an agency perspective, in terms of longevity, we need it.”

“As a non-profit, we need those stats.”

“I personally think that any sort of virtual connection to a service is not a service to our homeless population.”

“If I’m doing paperwork, then I’m getting behind and out of my fieldwork—like helping people out—but then if I’m out on the field, then I’m behind on my paperwork. No matter what, I’m always behind. Like that’s how I feel, right? So it’s very tough to manage both.”

“I never want to lose my desire for an intimate connection to humans. I don’t want to become part of a system.”

“At the home, that’s where the real work starts.”

“To put it bluntly, you’re one f*k away from not having a roof over your head. ... The gender piece is so relevant. ... It does impact the stability and sustainability of shelter in ways that we’re uncomfortable talking about, predominantly.”