

COC SYSTEM PERFORMANCE COMMITTEE

Minutes of the February 17, 2015 Meeting

Chairperson Maria Heege called the meeting to order at 9:43 a.m. In addition to Maria, the following members were present: Stephanie Ascani, Renee Biggums, Vicki Conley, Jennifer Keaton, Amy Krebs, Natalie McCleskey, Shannon Williams, Carla Wright, and Duane Wykoff.

Minutes: Stephanie Ascani moved that the minutes of the January 20, 2015 meeting be approved with the following change to the last paragraph: What questions need to be asked?---Mental Health issues, medications, case manager, etc.? The motion was seconded by Natalie McCleskey and passed unanimously.

Maria welcomed new member Carla Wright who is replacing Amanda Fletcher.

Performance Committee Timeline: (see attachment)

Natalie reviewed the updated Timeline which will set us up for the next HCCSC application. We also will need to come up with system wide priorities for this application.

HMIS:

Jennifer Keaton reviewed the measures and commented on the following:

Overview of the Baseline System Performance Metric Measures (see attachment):

- **#2b (red flag) The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 2 years**
- **#4 Changes in employment and income for homeless persons**
Small numbers were reported for homeless persons whose employment and income levels have changed. Of those changes that were reported, increases were more than double decrease.
- **#5 Number of persons who become homeless for the first time**
41.7% of all new and all sub populations increased in the first 4 months of Federal Fiscal Year 2015 and exceeded all of FFY 2014. (This is a trend throughout the country.) It appears to result from a combination of many reasons.
- **#6a Successful placement from street outreach**
Successful placements for “ALL” have decreased 48.9% from FFY 2013 to 2014---not sure what caused this.
#6b1 Successful placement in permanent housing
Successful placements for “ALL “ have increased 21.1% from FFY 2013 to 2014, but chronically homeless individual placements have decreased 27.3% and chronically homeless family placements have decreased 46.2%
#6b2 Successful retention in permanent housing
Successful placements for “ALL” have increased 5.5% from FFY 2013 to 2014, but chronically homeless individual retentions have decreased 33.8% while chronically homeless families retentions have decreased 47.1%

System Performance Measurement Metrics—Results by Program

- Average length of stay for Emergency Shelters and Safe Havens increased from 2010-2012
- Average lengths of stay for PSH, Safe Havens, & Transitional housing have all decreased from 2012-2014.
- Emergency Shelter stays have increased from 2010-2014.
 - Refuge of Hope keeps clients longer due to need.
 - Shelters are serving people with higher needs and go over the 90 days.

HUD Performance Measure Chart

Natalie commented on the following metrics:

- 2a2---Clients are returning to different types of housing
- 2b2---out from and back to Emergency Shelter (347 returned to ES)
- Question---is this due to a difference in reporting

Baseline Data and Target Measures by Project Type

After discussing this issue, the Committee determined that we should establish performance targets for the measures indicated below. In order to establish targets we will need baseline data on the measures for the fiscal years 2013 and 2014 by the project types indicated below each measure. This will allow Quality Assurance Workgroups to provide suggestions for appropriate targets by project type.

- Length of time in project:
 - HP
 - ES
 - SH
 - TH
 - RRH
 - PSH
- Number of clients that exit a project to a permanent housing destination and return to either HP, ES, TH, RRH or PSH within 6-12 months:
 - HP
 - ES
 - SH
 - TH
 - RRH
 - PSH
- Number of clients that exit a project to a permanent housing destination and return to either HP, ES, TH, RRH or PSH within 24 months:
 - HP
 - ES
 - SH
 - TH
 - RRH
 - PSH
- Percentage of participants who have an increase in employment income during the reporting period:
 - HP
 - ES
 - SH
 - TH
 - RRH
 - PSH

- Percentage of participants who have an increase in non- employment income during the reporting period:
 - HP
 - ES
 - SH
 - TH
 - RRH
 - PSH
- Percentage of participants who have gained or maintained mainstream benefits during the reporting period:
 - HP
 - ES
 - SH
 - TH
 - RRH
 - PSH
- Percentage of participants that exit to permanent housing destinations
 - ES
 - SH
 - TH
- Percentage of participants that remain in permanent housing and/or exit to permanent housing destinations
 - HP
 - RRH
 - PSH

Issues Impacting the Homeless

- Dwayne commented that Refuge of Hope is over capacity because there are more clients with mental illness, many have no skills and thus cannot find work, and positions in manual labor are decreasing.
- Medicaid—new certification is required and people do not realize this. The system is becoming so complex and thus people cannot navigate it.
- Case managers work in silos---they don't understand the WHOLE---all available resource. People end up in the system longer.
- Need a team of people from different agencies working together to help clients and empower people to navigate the system. Need to build an infrastructure that puts the person in the center in charge.
- What do we need to determine?
 - Where do most exit from---this will help us determine what is and is not working.
 - Rapid Rehousing & Homeless Prevention---need to break down each area and determine the steps.

Upcoming Application

Natalie stated that the current timeline is to help us set targets for the upcoming fiscal year, Oct 1, 2015 - Sept 30, 2016 which will prepare us for the 2017 application. We should also set targets for the current fiscal year we are in which will help performance outcomes for the 2016 application. Currently there are no system-wide targets for which projects are held to. HUD has not released guidance yet on the Performance Measures they released July 2014. Therefore we are uncertain as to the performance measures HUD will be asking us to report on for the upcoming 2015 application.

System Wide Priorities

Natalie stated that Recipient Approval & Evaluation Committee members were suggesting that CoC projects be ranked in the following order, if the System Performance Committee agreed;;

- HMIS & Planning
- Permanent Supportive Housing
- Rapid Rehousing
- Transitional Housing

(NOTE: It was reported that there are no Support Service Only grants currently)

The recommendations were that after HMIS and Planning, all Permanent Supportive Housing projects be ranked based on score, followed by all Rapid Re-Housing projects based on score, followed by all Transitional Housing projects, based on score.

Stephanie Ascani moved that the recommendations outlined above for ranking priorities for the upcoming 2015 COC Application be approved as stated. Dwayne seconded the motion and it was approved unanimously.

Priorities for Emergency Solutions Grants were discussed but the Committee felt unable to make recommendations for priorities as all eligible project types for ESG funding are vitally important for addressing homelessness.

The meeting adjourned at 11:45 a.m. The next meeting is March 17th.

Respectfully submitted by

Vicki Conley

2015 System Performance Committee Meeting Dates

March 17th

April 21st

May 19th

June 16th

August 18th

September 15th

October 20th

November 17th

December 15th