All Home System Performance Committee Meeting Summary   June 13th, 2017

Present			Absent
Denille Bezemer	Josephine Wong	Sarah Oppenheimer	Alaric Bien
Francesca Martin	Sarah Dougherty	Amanda Thompkins	Jim Keller
Marshall Duval	Dina Wilderson	Triina Van	Hedda McLendon
Joy Hunt	Kate Speltz	**Others Present**	Karen Ford
Dan Burton	Colleen Laing	Mark Putnam	Kira Zylstra
Sola Plumacher	Eddy Mahon	Stephanie Roe	Nancy Sherman
Lee Thornhill	Bill Hallerman	Abby Schachter	

Agenda Item	Action Steps and Follow Up

HMIS Updates	Sarah provided an update on recent Bitfocus efforts:
	• HIC, PIT and System Performance data was submitted to HUD on schedule
	• Preparation for APR submission has begun with a focus on looking for errors in the data
	• Reviewing outcomes of first of an annual satisfaction survey (responses were more positive than negative; greatest levels of frustration come from the lack of ad hoc reporting)
	• Supporting CEA implementation: queue cleanup of people already housed, ensuring all assessments completed are added to the queue, completed dashboards, and updating youth and family eligibility criteria
	• Next steps:
	    o Start set up of ad hoc reporting (to be available in late summer)
	    o Offering more targeted trainings (May data quality training, night-by-night shelter training and using HMIS for program management in June)

Count Us In Report	Mark Putnam (All Home Director) provided an overview of the Count Us In report and outcomes There was a request to further discuss and remedy the issue that the methodology for tracking race is different between Count Us In and Clarity which creates challenges in comparing the data on race.
CEA & System Performance Dashboards	King County PME facilitated a data walk for members to review and reflect on the last quarter performance and CEA dashboards. The group discussed the desire to and potential strategies to spend more time reviewing and discussing specific performance areas, allowing the group to explore what dynamics are underway, what support might be needed to improve performance, and develop specific actions needed to address challenge areas. **Action:** • All Home and co-chairs will regroup to strategize a way forward to include the recommendations coming from the group as well as a look to the relationship to our community's Strategic Plan

Synthesis of Data Walk Comments & Questions

System Performance Dashboards:
Questions
- What supports will be offered to TH programs to increase PH exits?
- Is there a way to pull data that more accurately reflects "homeless" (i.e. someone entering from treatment, jail and hospitals)?
- What are the trends in performance? Are more or fewer projects meeting targets?
- Does 2% returns to homelessness form PSH reflect the small % of people who exit to other PH?
- Retention in permanent housing is strong, but why are homeless entries so low?
- How did future funding get allocated? Are programs not meeting minimums not funded?
- Do we have an approach to serve long-stayers?

Recommendations
- Combine programs that have been divided for administrative purposes
- Include which metrics are being met in dashboards

Other Themes or Comments
- What will it take to move the needle on meeting targets
- Shelter Utilization concerns
- Homeless entries concerns
- TH exits to permanent housing
- System performance is low (other than returns)
- Low permanent housing exits to permanent housing and higher returns to homelessness from shelter

Coordinated Entry Dashboards:
Questions
- How do the demographics of HHs referred to housing compare to people waiting in the queue?
- For single adults: time from assessment to referral – is this from 2/13/17 or from when assessed?
- What does "self-resolved" include?
- Why is there a discrepancy between the # referred and # housed/resolved?
- What is the time frame of resolved housing crisis chart?
- Housed number is very low. Why?
- Does exited include lost contact?

Recommendations
- CEA statement explaining context for quarterly data
- Include more details on CEA process to identify bottlenecks
- Separate self-resolved and exited

Other Themes or Comments
- Time between assessment and referral is long