# System Performance Committee Meeting Summary
## November 13, 2019

### Present
- Stacy Holmes
- Karen Ford
- Owen Kajtasz
- Christina McHugh
- Alaric Bien
- Dan Wise
- David Forte
- Triina Van
- Lee Thornhill
- Victoria Ewing
- Nancy Sherman
- Dina Wilderson
- Kate Speltz
- Claire Guilmette

### Others Present
- Alaric Bien
- Victoria Ewing

### Absent
- Nancy Sherman
- Dina Wilderson
- Kate Speltz
- Claire Guilmette
- Lee Thornhill
- Victoria Ewing

## Agenda Item
### Action Steps and Follow Up

#### HMIS Updates
- Continued work underway to address updated HUD data standards, including CEA data standards
  - Bitfocus working with DESC and CCS to ensure data standards updates and data integration agencies aligns
  - Working with CEA on rolling out new work flow - impacts to entering assessment data (Q1 2020)
- Targeted training underway for emergency shelter data quality (living situation data and exit data) that can impact performance and length of time homeless data
- Outreach starting next week around system performance metrics
- Training survey:
  - In Spring - user satisfaction survey
  - Annual training survey - how has training worked and what topics are needed in the future

**Action:** Members will provide feedback to Bitfocus by Friday

#### Information Sharing
- Dina, Christina and Triina are working with Adrian at SIHB to plan a system wide training on decolonizing data with plans to have follow up support and facilitation with SPC on establishing systemwide metrics on race – to align with other local efforts and RAP
- December 9: All Home Annual Conference – please register.
- Future conversation planned with Ann Oliva on RAP metrics. Ask to share recording from last webex.

#### Committee Membership
- Members reviewed applications and agreed to proceed with 4 applicants. Co-Chairs and available members will have face to face meetings with applicants to discuss the committee and members interests and ideas.

**Action:** All Home staff and co-chairs will contact applicants identified by committee to set up one on ones.

#### CEA Evaluation
- Christina and Victoria presented an overview of plans to establish a newly HUD-required evaluation plan of CEA. Input was collected from SPC members and will be taken to CEA PAC for further discussion.

Themes of input offered:
- How are focus groups biased towards people who have had a positive experience and skewed towards people who can participate in focus groups? Consider reaching out to staff/advocates who work with most vulnerable customers.
- Consider expanding to groups who aren’t getting through the system
- Differentiate feedback about the broader system and CEA specifically
- Consider phasing evaluation – what’s needed now and what can be developed for a more thorough 2020 process