



## System Performance Committee Meeting Summary November 13, 2019

Present		Others Present	Absent	
Stacy Holmes	Alaric Bien	Victoria Ewing	Nancy Sherman	Lee Thornhill
Karen Ford	Dan Wise		Dina Wilderson	Shawna McMahan
Owen Kajtasz	David Forte		Kate Speltz	Sarah Oppenheimer
Christina Mchugh	Triina Van		Claire Guilmette	

Agenda Item	Action Steps and Follow Up
<b>HMIS Updates</b>	<ul style="list-style-type: none"> <li>○ Continued work underway to address updated HUD data standards, including CEA data standards               <ul style="list-style-type: none"> <li>▪ Bitfocus working with DESC and CCS to ensure data standards updates and data integration agencies aligns</li> <li>▪ Working with CEA on rolling out new work flow - impacts to entering assessment data (Q1 2020)</li> </ul> </li> <li>○ Targeted training underway for emergency shelter data quality (living situation data and exit data) that can impact performance and length of time homeless data</li> <li>○ Outreach starting next week around system performance metrics</li> <li>○ Training survey:               <ul style="list-style-type: none"> <li>▪ In Spring - user satisfaction survey</li> <li>▪ Annual training survey - how has training worked and what topics are needed in the future</li> </ul> </li> </ul> <p><b>Action: Members will provide feedback to Bitfocus by Friday</b></p>
<b>Information Sharing</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• December 9: All Home Annual Conference – please register.</li> <li>• Future conversation planned with Ann Oliva on RAP metrics. Ask to share recording from last webex.</li> </ul>
<b>Committee Membership</b>	<p>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.</p> <p><b>Action: All Home staff and co-chairs will contact applicants identified by committee to set up one on ones.</b></p>
<b>CEA Evaluation</b>	<p>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.</p> <p>Themes of input offered:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Consider expanding to groups who aren't getting through the system</li> <li>• Differentiate feedback about the broader system and CEA specifically</li> <li>• Consider phasing evaluation – what's needed now and what can be developed for a more thorough 2020 process</li> </ul>