CQI Meeting Minutes

Loaves & Fishes

October 10, 2018

2pm

Call to Order at 2:02pm

**Introductions**

Jenny Leaf (Loaves & Fishes), Matt Stevenson (City of Lansing), Dale Williams (Holy Cross), Teresa Kloock (Loaves & Fishes), Gabriel Biber (Haven House), Meaghan Redd (GLHRN).

**Minutes Approval**

Dale motions to approve September minutes. Gabriel seconds.

No discussion.

All in favor.

**MSHDA report**

*Top table Quarter 4 this year, lower table last year at this time.*

Overall people served by a MSHDA program

Overall 37 more people served this year. Numbers are down at shelters this year compared to last year at this time. Clients were staying a bit longer at shelters than usual. Waiting lists are full because people are staying at the shelters longer. Haven House had to turn away 92 families in August. The clients must be calling every day at Haven House to be on the list for shelter.

**MSHDA Individual Programs**

*Shelter reports*

Numbers have tipped up in the fourth quarter. Could potentially be some exits need to happen. Also working to identify children. Probably need to update exits.

These charts look at the individual agencies and their performance. The outcomes are more detailed for each agency.

Trend of seeing fewer people being served, but this could be attributed to the housing vouchers and people going directly into shelter.

Holy Cross numbers will reference VOA numbers in the past as we move forward.

*Prevention & Rapid Rehousing*

Funding has been spread out more evenly over the course of the year.

**MSHDA Reports Quarter 4**

*Housing outcomes*

Numbers are keeping within what is normal. Some numbers are more than double of getting into housing after entering the shelters. Average day stays are just a bit longer at Haven House and Loaves & Fishes. VOA decreased a day in average stays. The vouchers are showing up in the data.

Only 16 people exited to a rental with an ongoing subsidy. 19 in the three months prior. Might need to clarify is rental with or without subsidy is being entered properly.

*Income Outcomes*

Slightly increased income. A particularly larger amount of people not having increased income compared to last year. Increases in income during stays.

**MSHDA ESG Housing Outcomes-Shelters**

Haven House – numbers are tracking close to last years.

VOA & Loaves & Fishes are dipping a bit in the third quarter.

**MSHDA ESG Housing Outcomes - RRH, Specials, Prevention**

Discharge counts are down a bit

Most are being housed.

**MSHDA ESG Funded Shelters**

*Housing Outcomes*

Total discharges and housing rates. Bars on graph are exits to housing. 45% of people exiting shelter are exiting to housing. Some discussion on seeing the breakdown of the family make up. Who is getting the vouchers?

The issue of BECKA and their inspections and approval rates of housing was brought up again. Their lack of approvals is causing some pressure on the system.

Recidivism rates, the furthest we go back is two years. Often we look at six months, but we can go back further.

**New Business**

VOA to Holy Cross, updating emails and names

Homeless Angels, still waiting to connect and get trained on HMIS.

Haven House – When shelter was full, in August, Ashley worked with 44 families on outcomes for families that were turned away from shelter. She worked to encourage the families to get ready to go into shelter, (pulling DHHS cases together, etc). How to utilize outreach and prevention for this program, should it go into HMIS? Discussion around this topic. There is a lot of value in entering the information, it will help a lot with pre-sheltering, checking to see if someone were already in there. HH will continue to discuss the value of this data entry and the timing on the entry. Seems similar to the diversion that is going on at Holy Cross. Most places are doing diversion for the Salvation Army.

**Adjournment**

Meeting adjourned at 3:21pm

**ACTION ITEMS**:

Matt – Street Outreach, exits to housing, are they holding on to their street people instead of exiting them?

Matt – Homeless Angels to get trained and onto HMIS.

Dale – how many housing vouchers for this qtr vs. last qtr, release dates, how many, etc.