CQI

Wednesday, December 12, 2018

2pm Loaves & Fishes

**Call to Order and Introductions**

Meeting was called to order at 2:02pm

Jenny Leaf (Loaves & Fishes), Teresa Kloock (Loaves & Fishes), Matt Stephenson (City of Lansing), Dale Williams (Holy Cross), Gabriel Biber (Haven House), Maresa Tedrick (Child & Family), Meaghan Redd (CRHC)

**October Minutes Approval**

Motion to approve minutes by Dale. Seconded by Matt. All in favor.

**Updates:**

*Street outreach to housing*

Matt is still seeing information that is not fitting into the norms. He is going to do more research and there is potential to invite Brian McGruder to the meeting to discuss more.

*Homeless Angels*

Training was yesterday. Three people were entered into the system. They have two people doing HMIS and 129 people currently staying there. The goal is to get everyone in prior to the PIT count. The City will be providing extra data entry help. They are using standard forms that all other agencies are using.

Loaves & Fishes is not able to see the SPDAT scores from Holy Cross.

*Housing Vouchers*

Dale does not have all the numbers at hand. He will have to get back with us. He does know that there have been more vouchers released in the system.

*New*

If a person is in emergency shelter for more than 90 days they are literally homeless the entire time they are in a shelter. Length of time in emergency shelter does not affect status.

Homeless Angels also will shelter families, single parents with teens, and other hard to serve populations.

Be sure to invite Homeless Angels to CQI moving forward. Matt will also look into a way to include Homeless Angels in the HMIS reports.

**Reports**

*Measure 1 Engagement Rate*

Where do people go when they leave programs.

87% system wide exits with engagement rates.

If you are learning data or location of clients after data is entered, please go back and enter the information

*Measure 2 Exit to Permanent House*

Haven House has a high level of permanent housing exits.

Transitional housing at MMRS is down 20% from last year, however Veteran Housing has gone up considerably from last year.

Permanent Supportive Housing has had a lot of transition from program to program. These create artificial exits and Matt has tried to clean up a lot of the data. Next step housing, that was their last quarter and so all clients exited, most returning to alternate PSH programs.

*Measure 2a Positive Housing*

Measures the number of permanent housing exits and other non-homeless situations.

Improvement year over year for the CoC overall.

*Measure 3 Adults with Cash Income*

Stable consistent information across most programs. Some programs experiencing a bit lower numbers but overall programs look good. Slight improvement. Only adults are counted in this measure.

Both prevention and RRH are seeing more people exiting programs with a cash income.

*Measure 4 Adults with Employment (earned income)*

About 1 in 4 people leaving a shelter have earned income. Haven House is quite a bit ahead of the other agencies in the measure. This measure reflects the emphasis on employment counseling at each agency.

It is a reflection of which agencies most likely focus on employment help versus, housing.

*Measure 5 Adults that increased income*

Numbers are low, and increases are documented every 30 days. Overall, CoC success has gone down from last year.

*Measure 6 Exits to Housing within 31 days*

This is permanent within 31 days, not positive. This is just from the last shelter stay. This is the same measure as Exit to permanent housing, but has a timeline/number of days on it.

Haven House is doing well in this measure.

*Measure 7 Recidivism to Shelter*

Measures a client returning to shelter after a program discharge

This is calculated differently for shelter. Leaving a shelter and returning to the same shelter quarterly. This is seen as a return to homelessness. Discussion as to whether this is a good measure or not.

*Measure 8 Retention in Exiting to Permanent Housing*

Staying to exit to permanent housing. PSH measurement.

Super helpful to see three complete years together in the reports. Matt will be adjusting the reports a bit to see the results differently. Is considering moving them to grouping by program type.

**New Business**

Matt met with Homeless Angels and they are having to wait to move people out who have vouchers until the first of the month.

Homeless Angels are consistently having longer stays than the average shelter. They do not define their beds by long term care or Emergency Shelter. They are looking to define the criteria of how many beds in each category they have. How are they moving people forward and thru the system?

**Adjournment**

The meeting adjourned at 3:33 pm