CQI Meeting

Loaves & Fishes

September 12, 2018

2pm

**Call to order and Introductions:**

Jenny Leaf (Loaves & Fishes), Matt Stevenson (City of Lansing), Maresa Tedrick (Child & Family), Teresa Kloock (Loaves & Fishes), Dale (VOAMI), KaDerrick Robinson (MSU Student), Dale Williams (VOAMI), Gabriel Biber (Haven House), Meaghan Redd (GLHRN)

Meeting started at 2:01pm

**Approval of July minutes**

Maresa motions to approve the minutes. Matt seconds. All in favor.

**Review of outcomes for all providers**

*Engagement Rate*

Knowing where people go when they leave our programs. Did the program make a difference?

The rate of engagement has slowly increased over the past few years. We are currently holding at 87%. Some discussion as to why would the homeless not engage and what is keeping them from reporting to us?

*Exit to Permanent Housing*

How many people who are discharging are leaving to permanent housing?

*Exit to Positive Housing*

Shelter rate is down a bit from where it was in the last two quarters.

*Adults with Cash Income*

Adults who exited with cash income. Numbers are going up. Most shelters have 60% of people leaving with income. Monthly recurring income. The numbers of people who are becoming homeless are increasing in age. An aging population is taking up more resources and what are we doing to take care of this population. Some of the clients are needing assisted living. We need some new resources to be assisting these adults. Adults over the age of 50, receiving services has doubled in the last seven years.

*Adults with Employment*

Outcome is low. Measures the adult clients who were employed at exit. Any earned income. Self-employed counts. Discussion around moving the number toward disqualifying those receiving SSI. Potentially setting an age limit for income.

*Adults That Increased Income*

This is a newer measure. We are looking at people increasing their income with the hope that they maintain. Please be asking the questions when people are preparing to leave.

*Exit to Housing within 31 Days*

Not much change here. This is permanent housing. Subset with time limit on Measure 2.

*Recidivism to Shelter*

Clients returning to shelter after a discharge. About mid to high 30’s is where our natural rate of return to shelter. PSH, Prevention, and RRH who have returned within 6 months. VOA will see some change due to allowing some to stay up to 90 days. Interesting to note that prevention recidivism rate is high.

*Retention in or Exiting to Permanent Housing*

Measures participants maintaining or exiting to permanent housing. We are knocking this out of the park. We need to adjust this with how we are recording this with our PSH programs. This is not catching those that are losing housing, remaining in PSH and needing to be rehoused. They are not actually staying housed this long. We need to be exiting and reentering the next day for those that are exiting.

**Update to CoC HMIS sharing Agreement**

The changes are highlighted in the sheet. Advent House will be starting a Fresh Start program in October for families. Homeless Angels are still wanting to come on board and participate in HMIS and join the network.

Backside of the form shows what is being shared between agencies. Add? Delete? Discussion regarding. All File attachments will be public. You can’t choose some, it’s all or none. If this information is put in the system, then it will be shared. Discussion around how much of each area you would want shared or made public. September Board meeting for approval.

**New Business**

Next month reports, annual MSHDA reports

October 10, 2018

**Adjournment**

Meeting adjourned at 3:26pm