**GLHRN**

**CQI Meeting Minutes**

**Wednesday, March 14, 2018**

**Loaves & Fishes Ministries**

**2:30 PM**

**CQI Committee Members Present**:

Jenny Leaf, Matt Stevenson, Dale Williams, Maresa Tedrick, Dave Ware, Meaghan Redd

Jenny called the Meeting to order at 2:35 pm.

The members in attendance introduced themselves.

**New Business for the Current Agenda**

Finance Committee talked about having reports from CQI on outcomes

How does or will the CQI Committee handle the Variance Explanation and CAPS

**Reports**

Program type, prevention, housing, rapid rehousing, services only or programs that don’t fit other types

Full year info for last two years, then Q1 for 16/17 and 17/18

**Engagement Rate**

Checking Target levels and percentages

MSHDA wants an explanation when not at 100%. What is the VOA doing to get the 100%? Where are people going?

They are asking at entry where the person will be if they aren’t going to be back for their stuff.

Do we need to change the target?

Matt thinks it would make sense to change the target. The lag used to be the VOA shelter and they are clearly fixing their issue.

How do we change the target? Besides MSHDA what other grants are requiring this? They really want to know where people are going when they exit our program. Are they leaving your programs to permanent housing?

The Committee agreed to change the Engagement Target to 80% instead of 45%. Jenny will bring this recommendation to the board.

Targets need to be changed for prevention, RRH, and all services.

Shelters compared to last year, with results very positive across the board. Even the VOA hotel did a great job. It’s pretty high across the board.

RRH = Changing target too? Recommendation is to leave be for now. Review what was submitted for applications and what agencies are saying they will do.

**Exit to Permanent Housing**

Shelters – Target Rate of 21% The first quarter of last year was at 28%.

Why are numbers different? They know where they person went, (death, hospitalization, jail) but they didn’t go to permanent housing.

VOA Hotel and Shelter both up from where they were last year.

Overall discharges were down, with the biggest decrease being at the VOA which probable has more to do with Homeless Angels and trying to move them to Burkewood.

There are not as many transitional housing scenarios, and the ones that do exist are more specific to a certain population. ie. youth, veterans

The target might need to be looked at per each program and the uniqueness of each program for example maybe youth should be at a different target date.

PSH – total of 18 people who discharged in the quarter, 11 went to permanent housing.

Some effort to get the unit counts down a bit in the PSH, most agencies are over capacity for their PSH clients. They are working on the Move UP program to help with this issue.

Youth program not at 100%. Most likely youth returning to their parents. Had a couple kids return to shelter.

Rapid Rehousing - Overall number of discharges are down this year compared to last year. Not sure what is causing this.

Services – rates are really low because often people are going to another transitional place.

Overall 36% moved into a permanent housing situation.

**Exit to Positive Housing**

Moving out of shelter situation and on to a more stable situation.

Recovery & Youth - when they move to foster care, is that being counted as positive housing? It’s usually a small number, but Matt will check into it to see where to the move to foster care is being counted.

Big increase from last year to this year. Seems to be a lot of people moving out of the shelter to go stay with friends and family.

**Income based reports**

These reports only look at adults. The income reports only looks at each person once. Not each time they exit or enter.

Across the board, down a bit from last year, within every program type with the exception of Prevention. All incomes counted, TANF, earned, seasonal employment, regular employment.

More than half the people leaving shelters are doing so with monthly income.

Can we see the comparison of those going into the shelter with no income, who are then exiting with income – this is something we should look into.

In some of the MMRS programs they aren’t allowed to work. The last two rows of the chart aren’t updated.

PSH = Permanent Supportive Housing most people are eligible for SSI or other benefits.

**Adult with Employment**

One in five people exiting the Shelters are employed.

Not everyone is staying the 30 days.

Why is transitional target rate staying the same (55%) for adults with employment compared to adults with income? Some discussion, but reached no clarity. The rate has been going down steadily for people with earned income.

The team talked about changing the target of Transitional with Adults with Employment. Talked about it and taking some time to do some data scrubbing for what the VOA is going to be doing with transitional veterans. Now it’s a more specific people group being reached. So what is this going to look like and how will it affect these numbers? What is their goal and what will their numbers look like?

Dale is going to discuss with Julie and Brian about what the reality is and what will be a hopeful goal??

**Adults with Increased Income**

The numbers are good. They have income when they came in and left with more or had no income and left with some income.

12% of people who left shelters increased their monthly income.

RRH went up a tad, could be due to longer service of paying rent, or it could be a veteran program affecting the numbers.

The 14 and 15 percent at the top of this page are accurate the rest Matt needs to fill in and flush out a bit.

**Measure 6**

Exit to housing within 31 days of entering a shelter.

Higher ground, kids going back to families and having a 21 day stay limit, which pushes them back to families sooner.

Maplewood and Haven house includes families and kids not just adults.

This shows the total discharges for the quarter, they could’ve been there for 5 months and discharged. They are counted here. This is skewing the numbers for not success. Out of all of the discharges how many were to permanent housing and how many left within 31 days.

Matt will take this data back and discuss so it can be fixed.

Many questions, should it show the ones who discharged in 31 days and not total for the quarter.

Discuss next month with more clear data.

Other ideas:

What is the average length of stay for an exit to permanent housing? What steps are contributing to this? Some shelters have different stay limits, what does that look like across the board?

**Measure 7**

Recidivism to shelter

Measures clients returning to a shelter after a program discharge

This is a newer measure and we need to look at this for a longer period of time. Looking at it quarter to quarter isn’t super helpful for the short term.

Some shelters you can stay and then once you leave you have to stay away for a certain period of time, not within a quarter are you allowed to return to the same place. This helps in achieving zero recidivism.

Homeless angels are getting on HMIS, Matt is working to schedule their training.

**Measure 8**

People staying in permanent housing or exiting to another permanent housing program.

Death is now not applicable. It previously counted toward the goal.

**New Business**

Child and Family Services is going to be hiring a part time 20 hour HMIS assistant.

Variance Explanation and CAP discussion will happen at the board level then Jenny will bring it back.

Agency explanations might be done here. Not the financial aspects. Concerns with bringing this information to this group, do we all need to know what is going on in the inner workings of agencies?

Jenny will ask clarifying questions of the board in terms of what and why they (the board) want what they want.

Homeless Angels getting registered with GLHRN.

Meeting adjourned at 4:14.

Next CQI Meeting: April 11, 2018, 2:30 pm., Loaves & Fishes Ministries