Greater Lansing Homeless Resolution Network

CQI Meeting Minutes

Wednesday, May 9, 2018

2:30 pm

Loaves and Fishes Ministries

Attendees: Dale, Matt, Teresa, Jenny, Meaghan

1. **Call to Order and Introductions**

Meeting was called to order at 2:35pm

1. **Approval of April minutes**

Motion to approve the April minutes by Gabriel

Seconded by Teresa

All in favor.

1. **Updating Targets**

Starting to make recommendations to the board for updating performance targets

Rethink targets and make them a little more system oriented. HUD and MSHDA are thinking about the COC in more of a total way instead of the little small picture of each agency.

Team will wait to make decision on editing or changing the performance measures until the Strategic Team finalizes their goals for the year.

1. **New Business**
   1. HUD Performance measures
   2. Third year reporting these measures using HMIS. They are a part of the application for the HUD funding.

Measure one Length of Time persons remain Homeless

1a based on just the amount of time people stay in an emergency shelter or transitional housing. Average length of time homeless days. Heavily weighted toward shelters. Another thing pulling this number up are the extended stays at the city rescue mission. Most of the MSHDA shelters have an average of 20 day stays.

1b. Matt believes that some of this may be skewed by people exaggerating their situations. How many are literally homeless coming into this situation. Literally had nowhere to stay. The average time of stays has increased a lot. Where are they in the meantime?

This speaks to intake practices. We need to be sure we are asking clear and real questions that are the same across the board so that we collect reliable information.

PSH being full also plays into this due to the homeless having nowhere to go. If people can’t get out of PSH then there is no room for the next level below to get moved up.

14% of people who move into PSH move back into homelessness. This chart shows the specific areas and their percentages of moving back into homelessness. Much of the Transitional Housing can be accounted for with veterans.

This percentage has been slowly decreasing annually. If you look at returns over two years, we are decreasing slowly.

Measure 3 – Number of Homeless persons

This measure comes from the PIT count. The change in the numbers is partly due to Homeless Angels leaving the s and moving to the Burkewood. The Magnusson was used as unsheltered count and the Burkewood is considered now emergency shelter.

Measure 4

Employment and Income growth for homeless persons in the COC program funded projects

Majority PSH programs. Earned income, Discharged from a program for 4.1, 4.2, 4.3, 4.4

Earned income, got a job paycheck monthly recurring cash income

Non employment cash income – TANF, SSI,

These numbers reflect PSH, TH, and RRH

Metric 4.6 – Despite fewer leavers, the rates are staying the same, more people who have increased income.

Measure 5

People who become homeless for the first time (not been homeless in the last two years)

2683 total number of people entering the system in 2017. 772 who were in a shelter within the last two years. 1911 total people entering homelessness in the last year.

We don’t have a lot of prevention dollars. What are the other resources to prevent people from going into homelessness or losing their homes. We need to be looking at other options for prevention.

Measure 6 - not applicable.

Measure 7 Successful placement from street outreach and successful placement in or retention of permanent housing

Street outreach into permanent housing. A lot of the focus is on youth.

Length of stays will be affecting this, so will MSHDA PSH vouchers.

Exit PSH to housing or remain in PSH. Only way to not achieve this is if someone leaves to nothing. Death is excluded.

Discussion –

What does the Venn diagram look like for GLHRN performance measures with MSHDA and HUD? How do we track them and adjust. Part of it is a conversation about what’s important to us locally. What do we want to be and where are we going?

The strategic plan should be driving the performance indicators.

We can see what other CoC’s are doing in Michigan. However, it’s hard to compare because the communities are so different. There is more private funding in some areas.

Jenny will plan to attend the strategic planning meeting to share the heart behind adjusting the performance indicators and how they can align with the future of the CoC.

Report 2

Measure 1 Engagement Rate

Measures the number of known exit destinations

These include all the programs

We know where 88% of the people are going when we discharge from program.

Measure 2 Exit to Permanent Housing

This is just 6 months October thru march

Less than 50% out of transitional housing

Recovery housing lots of services

2a – exit to Positive housing

Just shelters and special populations

Measure 3 Adults with Cash Income

Measures adults who exited with earned income, SSI, SSDI, TANF or other on-going cash income. Some is skewed by program transfers. Most people living in PSH are eligible for benefits. So why aren’t their numbers reflecting this? More seasonal employment opportunities as we move toward summer

Measure 4 Adults with Employment

On track about the same year to year. Potentially more summer and spring employment opportunities.

Advent house has a couple of programs that teach employment skills

Measure 5 Adults with increased income (any cash income)

We just started tracking this. Not a lot of history.

People should be increasing their income with the cost of living adjustments.

SSVF has long term rental situations.

Measure 6 Exit to Housing within 31 days

MSHDA Measure as well.

High performer with the exception of youth is Haven House with more than a third of their families going into permanent housing within less than a month.

Measure 7 Recidivism to shelter.

Exit from shelter then return

Exit from housing, discharge from program, then returning to shelter

Very consistent numbers

PSH only one person returning to homelessness

Measure 8 Retention in or exiting to permanent housing

HUD measure

Most people get into PSH and stay.

Matt will not be at the May board meeting

1. Adjournment

Next Meeting is 2:00 pm, June 13, 2018

No quarterly reports in June.

At next meeting Jenny will bring feedback to team about updating targets and teams.

Motion to adjourn Gabriel

Dale seconds

All in favor

ACTION ITEMS:

Jenny will attend June Strategic Planning Meeting to discuss performance

Matt will send Jenny a report for the May Board meeting to present in his absence