CRHC

CQI Meeting

1:00 – 2:30pm, Thursday, October 10, 2019

**Call to Order**

**Introductions**

Gabriel Biber (HH), Dale Williams (Holy Cross), Matt Stevenson (City of Lansing), Meghan Palma (HH), Meaghan Redd (CRHC), Tinisha KuyKendoll (Child & Family), Teresa Kloock (LF), Maresa Tedrick (Child & Family)

**Minutes for approval**

Teresa made a motion to approve the minutes. Maresa Second. No discussion. All in favor.

**MSHDA reports**

These are not system wide measures, just by program measure reports.

MSHDA ESG CAPER SUMMARY

July thru September quarters, comparing for 2018 & 2019

Discussion regarding the reports. There were seven more homeless veterans in this quarter than last year at this time. Clarified how we exit and why the numbers are so much higher this year. Where are they truly going? Going to the Outreach would be considered Emergency Shelter. The chronically homeless number is considerably higher this year than last. This could be in part due to being recertified as homeless for HCV every 90 days.

MSHDA 8 QUARTERS OF EACH AGENCY

This is the last quarter for Glass House and Holden House as they will no longer receive funds at the end of September. Will be reviewing this report and bring any comments or concerns to the next meeting.

MSHDA ESG FUNDED PROJECTS FY19

Housing outcomes – Fourth quarter, current year, 2019, as well as 2018. Discussed income increases and what that includes. Looking at each quarter over the last three years, the engagement rates, housing rates, and length of stays changing. A rental by a client, whether supplemented or not, is a positive outcome. Discussed housing in third quarter and why the dip in housing.

Discussion regarding what Street Outreach is doing and why or how clients are staying enrolled for so long. Their outcomes are not the same as Shelter.

This three-year trend report will continue to be reviewed.

Teresa is celebrating that one of her clients has received the furniture grant from Haven House and Loaves & Fishes. He was thrilled to have the furniture and it was greatly appreciated.

**Adjournment**

Teresa motions to adjourn at 2:30. Maresa seconds.

Next meeting Thursday, November 14, 2019