

Performance Management Work Group

Meeting Minutes

Feb 20, 2020 – 1:00pm-2:30pm
Office of Supportive Housing, Cedar Room
2310 N. 1st St. San Jose, CA 95131, USA

Purpose

This committee will help implement our community's performance management process, including monitoring progress toward community benchmarks and monitoring community standards.

Attendees

Trevor Mells, Bitfocus
Steven Tong, OSH
Elizabeth Olvera, FSH
Laura Foster, BWC
Cole Bailey, SCCFHP
Eli Hamilton, HomeBase
Leila Querishi, OSH
Andrew Lam, LifeMoves
Channy Singh, Abode
Maria Magiallanes, VA
Kathy Naff, LifeMoves
Warda Ali, City of San Jose
Renee City of San Jose

Agenda Items

I. Welcome

II. CoC Updates

- A. NOFA Updates
 - All Tier 1 projects were funded and DV Bonus was funded.
 - Tier 2 awards will come out soon.
 - 2020 planning meeting scheduled for Wednesday at 10:00am 2/26/20.
- B. CoC 101 workshop membership meeting 2/24/20.
- C. Community Plan to End Homelessness-Board expected to adopt a new community plan next month. Draft strategies will be available online.
- D. Coordinated Assessment Evaluation is underway. Several meetings with stakeholders and interviews with case managers and clients, will be discussed at the next Coordinated Assessment Work Group meeting.

- E. VAWA, RRH, Lead based paint, and CoC trainings will happen in March
- F. Coordinated Entry Changes webinars in March.

III. SPM 1 Length of Time from Coordinated Assessment to Permanent Housing (local)

- A. Did not set benchmark last year.
- B. Number of people are low because it's counting people with a referral and move-in date.
- C. Reduce the number of people at Inflow.
- D. Housing rates and the number of people we're housing is steady.
- E. New Benchmark: 10% decrease in the median. Median will be set at 145days.
 - Show the percentage of people housed in different timeframes
 - Show RRH and PSH for next meeting and set benchmarks for timeframes between 3 and 6 months

IV. SPM 2 Returns to Homelessness (HUD)

- A. Safe Parking is apart of Street Outreach
- B. There's an increasing trend of emergency shelter returns.
 - Reasons for returns:
 - a) Folks are exiting without subsidy.
 - b) When people who exit PSH, there is no one to verify that they are stable.
 - c) People are at greater risk because social support networks cannot offer support.
 - d) These are returned to homelessness in SCC, when people exit to different counties, they are more successful because the rent is not sustainable.
- C. The graph doesn't match the chart because Returns to homelessness included RRH in the chart.
- D. Look into not including bridge housing.
- E. More resources from the state are happening this year.
- F. Do programs with case management have fewer returns for shelter?
- G. There may be an increase because we are measuring people better.
- H. 2000 additional shelter beds will be added in the next 2 years as identified in the Community Plan.
- I. Increase Emergency Shelter benchmark to 20%.
- J. It's going to get harder for non subsidy tenants to go into properties.

V. SPM 4 Income and Employment (HUD)

- A. Leavers who increased non employment income- if people are on SSI, SSI doesn't increase so this may be expected.
- B. May see a correlation of stayers going up who increased employment income and stayers who increased non employment income going down.
- C. Maybe a focus on employment in RRH providers.
- D. Employment initiative will increase capacity this year, so that may increase this again.
- E. Benchmarks:
 - Stayers who increased employment income 14 or 15 %
 - Stayers who increased non-employment income 27 or 28%
 - Stayers who increased total income 35%

- Leavers who increased employment income 23%
- Leavers who increased non-employment income ?
- Leavers who increased total income 40%

F. Next time we will distinguish by project type.

G. Goals for the employment initiative are much higher.

H. RRH Housed households' monthly income is greater than or equal to SCC living wage (approx \$3036) at exit increase from 18 % to 22% .

I. RRH Housed adults' monthly income is greater than or equal to SCC living wage (approx \$3036) at exit increase to 18 or 19%.

VI. Housing Problem Solving Outcomes

A. Benchmarks accepted

B. Exits from shelter for youth are high so should there be a separate benchmark? No, wait until we get data to show age groups.

VII. Check Out

Next Meeting:

April 9th, 2020 – 1:00pm-2:30pm

Excite Credit Union, Community Room

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