

SCC Performance Management Work Group

Meeting Minutes

Feb 25th, 2021 – 1:00pm-2:30pm
Remote (Zoom)

Attendees

Trevor Mells, Alex Chavez, Jessie Hewins, Jonathan Marion, Steven Tong, Lesly Soto Bright, Leila Qureishi, Jazmine Wong, nathaniel montgomery, April Ensign, Laura Foster, Elisha Heruty, Benaifer Dastoor, Ganlin Chen

TOPIC: Welcome, Introductions, Meeting Overview

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

TOPIC: CoC Updates

- Update on CoC business and upcoming meeting and events

TOPIC: Review Countywide Performance Measures

- Performance Measures include data from 2020 Calendar year unless otherwise specified. At today's meeting we will begin the work of setting benchmarks on the 2021-2022 period. The board performance measure categories include:
 - LOT
 - Return to Homelessness
 - Overall reduction PIT
 - Employment and Income growth
 - Reducing number that become homeless
 - HP and housing placement
 - Successful housing placement
 - Process and DQ
 - Housing Problem Solving (NEW)
- **LENGTH OF TIME PERSON REMAINS HOMELESS**
 - (LEILA) Increase the numbers based on trends; people staying longer in shelters/TH
 - (LAURA) Not enough resources in our community for an average shelter stay of 45 days. I would increase from 45 and closer to 90 to recover from this; once eviction ends it may be higher it's difficult to say
 - (GANLIN) Agree with Laura; oversee DV shelter; our stay is 6 weeks and it is rare that people can move out within 6 weeks and thereby be extended

- (LAURA) We want to decrease numbers for ES/SH but this number seems to be going up and never 45 days
- (JONATHAN) The median 60 days average 45 days;
- (LEILA) Not exited on time may be a data quality issue
- (NATE) See what is statistically significant and not picking some random number; supply some standard deviation of the numbers in the spread; we need this information to provide better numbers
- (JAZMINE) Looking at outliers would give us a better picture
- (NATE) Willing to have do research to come up with the numbers and be more prepared; but we can definitely take a stab
- (LAURA) Adding to Nate's comment; there are other PMs that we are held to, I do not know that these are being measured against this metric. It's more about improving our numbers as our community. For the sake of this can we pick numbers to move forward and that these numbers will not be in anyone's contracts and that we can at an additional meeting
- (APRIL) These are not seen by HUD; we report in the CAPER- want to be careful to suggest that this will not go to HUD, some of them may. Maybe not all but some.
- (TREVOR) HomeBase spoke to the impact on how these measures feed into NOFA scoring etc.
- (APRIL) City uses this as a guide to help establish where we are at specifically at the CoC and other places that turn to these
- (LEILA) Developing a process of how we arrive to our benchmarks rather than guessing at it
- (TREVOR) Should we use a placeholder for today until we can collect more information
- (LAURA) OK with that- (LEILA) Yes.
- (TREVOR) Expectation that we will return with some updates and changes to this process/analysis-or if anyone who may want to present.
- (LEILA) Are these canned reports where we can extract the reports
- (TREVOR) These are run at a a system level. There is a beta feature to drill down that is more involved
- (NATE) Standard deviation to see the spread of the full picture; selecting the 80 percentile of the numbers
- (TREVOR) This measure does not produce a normal distribution
- (NATE) We can use other statistical measures to help convert these
- (ALEX) is this information we can pull at the system level; we should have aggregated data and analyze it through a bell curve and using statistical methods to make a decision; is there a barrier; what are the restrictions we are working with
- **ACTION ITEM: Look at deeper analysis of this measure and present at a future meeting in Apri? (Nate)**
- **RETURN TO HOMELESSNESS**
 - (LAURA) Appreciate benchmarks need to be stretched goals; but also wonder if they should be realistic. If we have benchmarks that have not been met; and b/c these do end up in contracts and being responsible; should we be looking at these in more realistic vs. stretch goals; not that they need to be easy but that they are realistic
 - (LEILA) Agree - analysis of what returns have been in the last two years and establish benchmarks around those; and compare the higher performing vs. the lower and see what possible
 - (LAURA) That good; put agencies or names out there- what the best performing agency doing vs the least performing. How do we look at this so that we find a solid middle ground; maybe that would provide evidence at how we landed at these numbers.
 - (TREVOR) We did review these last year and how they break down at the individual projects level. We can bring this information in the future
 - (NATE) Happy to assist wherever he can

- (TREVOR) Agree that it would be good to set a standard of how to arrive to these numbers
- (TREVOR) Consensus on individual numbers or a percentile that will automatically determine these numbers - 80% has been mentioned
- (LAURA) 80% sounds good will take care of the top and bottom outliers, but also see how the rest of the data spread; decisions can be more based on data and to the point and setting a realistic stretch goals; still want them to be a challenge, not asking for softballs
- (TREVOR) Use additional analysis on how this breakdown and then settle on a benchmark.
- **Action Item: Review Percentile numbers at next meeting to help determine a process for setting this measure.**
- **EMPLOYMENT AND INCOME GROWTH**
 - (ELISHA) Does this include all programs - (TREVOR) CoC funded programs
 - (LAURA) Less people exiting the program b/c of the pandemic; unless the budget was met or reached the time allowed; people are staying.
 - Use percentile based on each project
 - (LAURA) In 2020 and 2019 in some case a 4% stretch goal
 - (NATE) These are actually realistic; the are above or little below actual...say just keep them
 - **Consensus to set all benchmark at 4% above the 2020 Value; except stayers that leavers that increased non-employment income which should drop to 20%**
- **First Time Homeless and Successful Placements to be reviewed at next meeting**

Next Meeting:

- Thur. March 18th 2021, 1:00pm-2:30pm
- Announcement to be sent via CoC List Serve