PMWG March 2021 Meeting Notes

03-18-2021

INTRODUCTIONS
PMWG REVIEW

AGENDA ITEM
Reviewing and setting our Performance Benchmarks

KEY CONSIDERATIONS
- Performance Benchmarks should be realistic and attainable
- When possible develop a "process" for setting benchmarks rather than "eyeballing" it. (example: using percentiles)

BENCHMARKS 2021-2022 YEAR

QUESTIONS so far?

RETURNS TO HOMELESSNESS - HUD SPM Measure 2
Questions:
LAURA: : Explain the numbers above each column what they represent in the graph. The 6 and 4. --This is the number of programs
LEILA: Indication of how large these programs are. --Filtered out programs that had smaller than 5 individuals.
KELLY: RRH and PSH Categories broken down at all
AHMED: 2019 and 2020 percentage return to homeless is almost the same; what is the exit percentages? What are those numbers? What is the percentage of folks that are housed? --We will be looking at another table shortly.
NATE: Confused with how percentiles are set-up. We should not use the 80% 90% because it makes us look worse. We should use the 20% to 30% instead. Hard to set a percentile when the data is set-up differently.
LAURA: Over and under performing agencies. Envisioning these by people; the 12% might work as a stretch goal and working to get us down by 3%.
AHMED: How was how these numbers to be presented decided? The lumping together of data leads to masking some of the inequalities within it; shows only general trends, does not show improvements.
GANLIN: Benchmarks setting too low. Wondering if the county is taking into mind COVID and whether everything will return to normal and are we taking that into consideration.

NATE: Ran all the programs and picked out those that had five or fewer exits then grouped them by programs and added them to the slides; did you run them by clients only; struggling to see how these data looks if we grouped by people and not by program and the data may look different; struggling with a lot of the programs and how they are presented. So like 30% could have returned. This is in relation to the graphs.

LAURA: Could be a bar they could represent the number of clients and see the distribution. Like in looking at St. Outreach...if we had the distribution of those clients; maybe right about the pie chart...I can definitely see why it is done this way

LEILA: Hard to set a benchmark on such a small sample; although the sample is growing since we have Safe Parking

BF: Different approach to looking at the percentile; Returns to Homelessness?

LAURA: Using the 20 is not realistic…

BF: PSH has large amount of projects and smallest returns

LAURA: ?

AHMED: Was this data had input from people that are doing this work; did they have a say of how you came up with the methodology of how to analyse the data this way...was it policy driven or a second look at the data...and maybe this is not the only way this data can be presented

BF: Defined by HUD.

BENAIFER: 2020 benchmark was already set; don't know where we are in 2021 and do not know 2022...when we look at the years we do not know what happened with the previous year; but we know what happened in 2020 and should we be setting these based on that?

BF: There is a lag b/c we set them in the middle of the year.

BENAIFER: If we do not know what we have achieved then it is difficult to replicate, since we do not know if we are closer to one benchmark or the other. If we do not have a benchmark for 2022 do we keep it close to the 2019

LEILA:

NATE: Doing a quick check;

12% COC System 12 months

14% COC System 24 months

Looking at individuals vs. program types

ES 12MTHS. : 19% 24MTHS 25%

TH 12MTHS: 11% 24MTHS 21%

SH ?

RRH ?

PSH 12MTHS 3% 24MTHS 11%

BENAIFER: It seems that we are setting the goals too high for employment income based on COVID.

NATE: This is going to be difficult; b/c of everything that has happened in 2020

LAURA: Comment for looking at data going forward. Since we set benchmarks for a fiscal year, can the years we compare back to also be fiscal years? and then the year we are in we can look at data that is Year to date, which we know will be incomplete but we could see how we are trending.

BF: We change the period; but some measures have to be measured for the whole year; if we do the FY we would see more of a lag time.

LAURA: The FY would give us better comparison points; for the ones we could run so that we can see how we are trending...we understand that half of the data goes to 2019 and the other half to 2020. We can revisit.

BF: Yes we can revisit the timeframe

SPM MEASURE 5

LEILA: Decreases as a result of COVID

NATE: Is this measure required from HUD? (YES); How good is the CoC at capturing and preventing homelessness? What is the purpose of these?

BF: HUD uses these in combination; the inflow

NATE: No benchmark is fine

SPM MEASURE 7

LAURA: 40% is a stretch goal, knowing that some of the increase from 17-18 to 19-20 is that as a result of data quality improvement in all agencies but particularly in St. Outreach? Does anyone know if that is the main reason? For this we need to think about the reality that we see lower exits to PSH for varying factors.

LEILA: CCP feeds into CCP Outreach programs - (YES)

LARUA: Carry over the 40% or use the similar thought process; but we have talked about 40% being a stretch goal and making it 38%.