System Performance Network  
4/6/2017

General Business:

Roll call taken.

Introductions of new members who have joined the SPN committee. 4 total – 2 present.

Brief Description of Committee:

Jesse read over the purpose of the committee to the group listed on the agenda. Members agreed it made sense and it described what the SPN committee is focusing on:

* + The System Performance Network exists to measure system performance, inform the BOSCOC membership of our performance, and find ways to encourage improved system performance by:
    1. identifying training opportunities,
    2. encouraging local CoCs to make decisions based on their data,
    3. and encouraging discussions about improving system performance at the local and BOSCOC level.

Annual Performance Reports:

There is a new APR in HMIS now that will be used starting immediately. It is a canned report so anyone can run an APR. It is no longer in ART so no special licensing is required to run the APR. Because it is a canned report it can be downloaded to use for the APR report required by HUD using their new SAGE system. When using the canned report, a provider can click on the numbers reported out on to get client name. This will make it easier for data clean up to correct missing information. More information coming out soon.

Future of Quarterly reports: This is on hold right now. It will be looked at again in the future. Possible self-reviews may be considered in the future. Jesse is working on the self-review form where data using the new APR would be entered. This could be used for monitoring as well and will be discussed with Meredith as a possible monitoring tool.

Quarterly APR Results presented at BOS meeting:

Picked up from Slide #17: This was a continuation from the last meeting. We reviewed results starting from the non-cash benefits for leavers. There are “other sources” listed on the report for stayers and leavers. This should Improve with the new APR because it will report out on more of the health insurance categories.

Question was asked about leaving to permanent housing and if anyone did exit interviews with customers. Jeremy stated they do an exit interview and ask about the customers plan for housing. They develop a housing plan for 3 mos., 6 mos. & 1 yr.

Question, how is it determined if it is temporary or permanent housing when exiting the program and staying with family or friends. Lori stated the situation has to be assessed and additional questions asked to find out if there is a timeframe on how long they can stay with the family or friend and then determine if it is temporary or permanent housing for the customer.

Income change in emergency Shelters data:

The report did not finish running during the meeting so this will be tabled until the next meeting.

System Performance Measure Worksheet

CoC’s that reviewed worksheet – how did it go:

Several CoC’s have had the opportunity to present this to their local CoC. One did an update to the worksheet because they had already presented the information and are in the process of implementing a plan for one of the identified strategies. Many will be presenting the information but haven’t had a CoC meeting yet.

Method of tracking/recording worksheet responses:

Rather than send worksheet and minutes to Jesse there will be a google doc SPM worksheet for each CoC to complete by the lead or the person who is presenting at the CoC meetings. This will be done for each of the System Performance Measures as they are completed. The group reviewed the worksheet that was developed by Jesse and all agree it looks good and would work out nice.

Worksheet Training – was it worthwhile:

This was discussed to see if this should continue as a training. The group agreed as long as there are people still signing up for it and are interested it should be continued for as long as it is helpful.

April Worksheet – Chronic Homelessness

This is not a HUD System Performance Measure but one that is important to track as a CoC. Jesse provided information on what his measure is capturing and the data that HMIS showed. This information is taken from WISP and Non-WISP priority lists. We reviewed the information to be filled out and the questions to be answered and they were approved.

There were a couple concerns related to the report emailed for data based on PSH beds that are available. 1). Dairyland pointed out that units in their program are full but it shows on the report that there are beds available. The beds were taken from the HIC but because of HH’s being served, families vs singles the units may be full but bed counts are lower which then shows a low utilization rate and availability it the program. 2). Northeast & N\*WISH CoC’s have a merged priority list and it will be difficult to capture the need in the either of the CoC’s for PSH because the information is combined. There isn’t a PSH project in the N\*WISH area however if the customer is willing to relocated they can receive serves in the areas served by Northeast.

Solution: If any CoC needs to add a question to clarify unique situations, that can be done during this process.

Housing Pledges Updates and CoC PSH Standards were not discussed during this meeting because of time restraints.