



## DATA ANALYSIS MEETING MEETING MINUTES

Thursday, April 19, 2018  
2:00 pm at United Way

Facilitator:	Lee Nelson- Weber		
Meeting Attendees:	Johanna Schulte, Lee Nelson- Weber, Becky Rynbrant, John Wynbeek, Cheryl Schuch, Denny Sturtevent, Erin Crison, Vera Beech, Nancy Oliver, Wende Randall		
Time Convened:	2:10pm	Time Adjourned:	3:00pm

Approval of Minutes	[Date]
Motion by:	Support from:
Discussion	Approved as amended
Amendments	<p>Amendments:</p> <p>System PM 1: Is Homelessness Brief? The following clarification is added to Conclusions: <i>Additional staff comments presented as Recommendations 1, 2, and 3 were not discussed and are not included in the committee's approval of System PM 1 benchmark.</i></p> <p>System PM 2: Is Homelessness One-Time? The following clarification is added to Conclusions: <i>Additional staff comments presented as Recommendations 1, 2, and 3 were not discussed and are not included in the committee's approval of System PM 2 benchmark.</i></p> <p>System PM 7: Is Homelessness Rare? The following clarification is added to Conclusions: <i>Additional staff comments presented as Recommendations 1 through 5 were not discussed and are not included in the committee's approval of System PM 7 benchmark</i></p>
Conclusion	

<b>Coordinated Entry Quarterly Report</b>	<b>Nancy Oliver</b>
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Discussion
<p><b>Call volume discussion –</b> Lee presented a chart detailing CE data provided to the committee for the period April 2017 through March 2018, identifying calls as both average/month and quarterly</p> <ul style="list-style-type: none"> <li>- Calls per quarter were discussed. Good to have quarterly comparison to see trends and spikes not including 2-1-1. Use to put a narrative out to the community.</li> </ul> <p>Can we have a different way of viewing volume of calls vs deduplicated households that call so there is not confusion of comparative numbers. Is there a way to identify the duplication rate after they enter the system?</p> <p><b>Housing Priority List discussion -</b></p> <ul style="list-style-type: none"> <li>- Those who stay on the housing priority list speaks to the unmet need.</li> <li>- When priority list goes up or down, can there be notation of system event impacting the number (capacity, self-resolve, unreachable, etc.)</li> <li>- Why do people move on and off the list?</li> </ul>



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- There is a need to understand more about the need so we do not create policy around unclear data (need)

### Final Comments

- Acknowledge the context of the document as it is relatively new and the group is glad they have it.
- Would be helpful to have historical comparison.

Action Items	Person Responsible	Deadline
Lee, Angela, Wende and Nancy will meet to discuss further understanding of data. Also hear the input from someone who works in the call center to hear the challenges they face.	Lee Nelson-Weber	By next meeting

### SPM 1 comment review from agencies

[Presenter]

#### Discussion

Due to late submission of some comments, the committee agreed to delay this item until the May meeting to allow for wider participation by agencies and adequate review time.

Lee – Noted the committee’s interest in understanding at both individual and system levels; comments extremely helpful.

There was discussion about the following items:

- Discrepancy in what the measures tell us; indication of system performance, not project performance; value of project is not clear (nuances not given) but can see overall value to system. i.e. how we can address data across the system.
- Data quality and capacity and other changes to how data was entered can be seen as reflective of program performance.
- Trying to get handle on individual and system; comments extremely helpful in understanding the charts. Acknowledges/ reassurance that agencies are not as apprehensive of having the discussion as we thought they would be.
- Transparency of the data and not judging individual projects but rather what we are doing as a system and looking at the impact through the community lens.
- Some commented that they would like to know how specific people fare in particular programs. Now that we have the capacity to drill down to individual level projects we can begin to understand the issue and interventions being applied while still allowing for agencies to provide narrative as to how program design conflicts with system definitions or benchmarks as the data might appear skewed but not indicative of a poor performing program.
- Moving forward we can identify the questions we want answered and use those finding to help build the narrative for the community.

	Person Responsible	Deadline

### SPM 1,2,3

[Presenter]

#### Discussion

Discussed the use of Tableau and the possible need for technical assistance in navigating the dashboards. Further discussion is needed in future meetings

	Person Responsible	Deadline



GRAND RAPIDS AREA  
COALITION TO END  
HOMELESSNESS

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<b>Other Items</b>		
Next Meeting		
May 17 1:30pm at United Way		