



## Data Analysis MEETING MINUTES

October 18, 2018

1:30pm - 3:00pm

Facilitator:	Lee Nelson Weber		
Meeting Attendees:	John Wynbeek, Denny Sturdevant, Lee Nelson Weber, Johanna Schulte		
	Staff: Wende Randall, Emily Schichtel, Brianne Czyzio		
Time Convened:	1:35	Time Adjourned:	2:50

Approval of Agenda		October 18, 2018	
Motion by:	Lee	Support from:	Wende
Discussion			
Amendments	None		
Conclusion	Motion Passed		
Approval of Minutes		From September 20, 2018	
Motion by:	Denny	Support from:	John
Discussion	None		
Amendments	None		
Conclusion	Motion Passed		
Metric 1 – Length of Time Homelessness			
Discussion			
<p>The black areas on the Length of Time Homeless spreadsheet represent that fact that some agencies do not provide those services. Without knowledge on how programs work, or what the objectives are, and just by looking and the median and average data, what do these number tell us? Sometimes numbers can have limitations, and can be more reveling of capacity. Denny questioned how exactly the average and median numbers collected. If these numbers only include people who have come and gone from shelters, then they exclude people who are currently in the shelter. John asked what the latest count is of how many people are literally homeless in Kent County. From the PIT count in January of 2018, about 700. However, the number of people touched by the system in 2017 was just under 9000. John questioned how MSHDA got data saying that 700 persons literally homeless is way too low. Measure 3.2 is people who've gone through HAP and they're in some shelter or programming. He acknowledged that there's a gap between people assessed and people getting shelter. There are questions for Sierra about whether current number includes Served and TH.</p> <p>Denny stated his agreement the Cloudburst report's identification of Mel Trotter is a huge part of our system, he suggests they need representation on this committee. Lee agreed it would be extremely helpful if Mel Trotter, Salvation Army, Degage, and other organizations were present for these discussions. Wende wondered where Guiding Light's numbers fit from a historic perspective; since they do not use HMIS, there must be numbers missing. Denny explained they still house people at Guiding Light, but they focus on employment and substance abuse treatment. After residents are in the shelter for a certain number of days, they must start the process of getting a job and getting sober.</p> <p>Wende wants to come up with ideas on how to determine capacity versus program effectiveness. If programs have a capacity to move people through TH and ES to more permanent space, that lowers</p>			



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numbers. Currently, there are not enough permanent options, so people are in TH and ES longer. As a system, we say they self-resolve but in actuality, they go back to living on the streets, in cars, or on friends' couches. Wende noted that a lower number can reflect frustrations that the system does not have any resources to help, so people leave. Denny stated that organizations are having problems getting referrals from people who are believed to be 'chronically homeless'. It is a long process to get documentation for CH, causing organizations to lose participants, but still have open units. Mel Trotter has lots of 12+ month residents who would automatically qualify, but there's some disconnect between organizations so they're not getting housing. Denny suspects there are people who qualify who are not on the list, He wondered if they need to go down to Salvation Army to get into HMIS. Since the CoC has a commitment to put everything through CE, then he suggests we need a process to get them into CE. Cloudburst focused on closing side doors but there is a need to create a flow so everyone who can be in the system. Denny questioned whether Mel Trotter is using HMIS because no one is seeing SPDAT scores. Wende heard that Mel Trotter uses SPDAT, but there are differences in when the assessment would be done, how frequently they enter activities and people. Denny stated that the vast majority of referrals from Salvation Army are people who are not at Mel Trotter, but are people who are living under underpasses, camps. He recognizes that there is not staffing resources to go try to find those who are chronically homeless. He thinks the fact they are getting so few of Mel Trotter referrals, is indicative that Mel Trotter is not using HMIS or they are scoring people differently on the SPDAT because they are living at Mel Trotter. John suggested this may be because people need housing, but don't score high enough on the SPDAT, so they aren't getting housing. He suggests there may be a need for an additional assessment tool or avenue for assessment tool.

Wende asked whether Salvation Army has any kind of process for helping people gather paperwork, so they have everything they need when the time comes for them to be eligible for housing. The resource specialists at Salvation Army will hold paperwork, but do not have the resources to help find it. Lee noted the difference in looking at who can get the housing versus what housing is available. Denny noted that this became an issue once everyone agreed to use Coordinated Entry. Johanna questioned whether this a matter of how the system addresses those who are most vulnerable; someone should be responsible for finding people who are literally homeless and in need of shelter. Denny recognized the need for adequate outreach staff but noted that outreach staffing cannot be put on individual organizations. Outreach started with two staff members from Pine Rest and Network 180. These staff were out in the community finding the referrals. The funding for outreach staff went away, so CoC decided to switch to CE. Emily will find out what the status of connectivity is at Outreach Meeting. CoC staff is in the process of looking at the brainstorming done at Cloudburst and will bring that to CE group. The goal is to identify areas where there seems to be a bottleneck, so the CE group can work in solutions. Johanna wondered how many households are dropping out of the system in the process of getting a referral. If there's a high number of people who are not making it to the resources they are eligible for, that is a system problem, particularly a staffing problem. Denny recognized that it's much more difficult for people who aren't housed to get their documentation together. For the next meeting, Denny will see what the report back is like for all the referrals given to Dwelling Place. Lee wondered if capacity questions have to do with personnel. Additional resources are needed at this point in the system, system is seriously limited in terms of staff time.



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Wende explained hotel stay dollars from the state DHHS was depleted immediately because the number of people in hotels was too high. The number of families using emergency dollars has continued to rise. State has requested that the community come up with a solution. One of the reasons families are staying in hotel is because there are not case management resources, or affordable units available. Staff support is important to help people move out of shelter space. Lee questioned whether it is this committee's responsibility. This committee needs to look at where dollars can be applied most effectively to get people documentation and in units. There should be identification of where dollars can be applied to move x number of households into housing.

Denny wondered if it would be helpful if this committee looks into data quality. Perhaps we could structure a meeting with data staff members and executives from different organizations to explore whether everyone is counting the same things in the same way. This could focus on Coordinated Entry kind of questions such as how Mel Trotter gets people into system, and how is data collected. Data would be much more meaningful if every organization did it the same way. Lee asked if no one is focusing on data quality, does it make sense for the data analysis committee to take it on. John suggested we focus on whether we are getting data right in the system, and if the system works together. It would be helpful to create a flowchart to help identify bottlenecks. Then, create a work group to listen to what people are doing, what the barriers are, and how can it be effective for everyone. For a CoC presentation, the data analysis committee could present the data standards we have, how organizations are applying these differently. Sierra is looking at is the data accurate but may not be digging into what that means to them. This could be an entry point for system administrator to find touch points and bottlenecks.

Denny is willing to work with staff to put issues they are experiencing into question format, so executives and their data staff can look over the questions first. That would lead to a more effective meeting. Then, Daniel would be able to focus on any disfunction that comes out of meeting. Denny suggests that something similar should be done in the Coordinated Entry committee and highlighted the importance of making sure we stay away from blaming people. Lee recognizes that the culture of certain meetings is that there is going to be critique. We have become experts about questioning data; this is important but can become a waste of time. I would be helpful to have a meeting with organizations' leadership, data entry, and outreach staff in the same room. Johanna wondered what questions can be answered about the system using data, picking data apart is good but can lead to missing the big picture. Lee noted there two groups of questions. One is about data quality and the need to standardize data. The second is more programmatic questions, such as what the data shows about where funds can be used most effectively.

### Conclusions

There is a need to focus on data quality, specifically what each piece of data means and how it is collected. Collection methods and definitions should be the same throughout all organizations in Grand Rapids. To do this more effectively, it is important to have representative from organizations in Kent County around the table.

Action Items	Person Responsible	Deadline
Find out what the status of connectivity between organizations is at Outreach Meeting	Emily	



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Find out what the report back is like for all the referrals given to Dwelling Place.	Denny	Next meeting
<b>Update on HMIS</b>		<b>Wende</b>
Discussion		
<p>Wende is working with Daniel Gore, the new HMIS Administrator, to finalize a contract and a first visit schedule, she is hoping a visit it will happen in November. CoC staff will pull something together to invite the right people. Right now, Wende thinks it may be best to use the time to have individual agency conversations, and to get to know the data groups and what they are looking for. In addition, a half day of the type of meeting could be discussed to help get conversations started. This could be a step for agencies who are on the fence about HMIS and could help ease apprehension, but the meeting would need to prioritize the biggest organizations. John wondered if Calvin could play a facilitator role. It would help build trust to listen to challenges and opportunities that agencies have instead of trying to make them fit into HUD system. Calvin could be more of a neutral system. Lee noted the importance of perusing ppl from Mel Trotter and Degage. Wende will contact and ask if they will send someone to the committee. Dennis mentioned that in the past, the chair of CoC has nominated people to the committee. Wende will reach out and task this to Lisa Cruden. The CoC Coordinator position has been narrowed down to two candidates.</p>		
Conclusions		
Action Items	Person Responsible	Deadline
Reach out to Lisa Cruden and ask her to invite members of Mel Trotter and Degage to the data analysis committee	Wende	
<b>Update on Voices of Youth Count</b>		<b>Emily</b>
Discussion		
<p>The count happened October 3 and coincided with KISD count day. Overall, Emily thinks it went exceptionally well for the first year. Also, she is appreciative that people were able to come together over past divisions to help with the count. Logistically, there was good prep and planning, and good prep of outreach people. One hiccup was a suggestion to alter survey slightly, people could not enter data live. There will be a debrief on Friday, October 26. Topics of discussion will include: is October a good time for count, is the beginning of the month a bad time because of resources available. In addition to volunteers going out to camps, there are 8 sites that had their doors open for youth to be counted, staff were available to survey youth. As of now, Emily is unsure when data will be available, but it is her hope is that the data will show additional needs and can be used to garner additional funding.</p>		
Conclusions		
Action Items	Person Responsible	Deadline