DATA ANALYSIS MEETING
MEETING MINUTES
November 11, 2021
2:00-3:30

Facilitator:	Lee Nelson Weber		
Meeting Attendees:	Lee Nelson Weber, Jeremy DeRoo, John Wynbeek, Laura Betts, Cheryl Schuch, Pavneet Banga, Veronica Arvizu (late), Alyssa Anten (late) <u>Staff</u>: Courtney Myers-Keaton, Brianne Robach, Daniel Gore		
Time Convened:	2:02	Time Adjourned:	3:25

Review of Agenda	
Discussion	
Amendments	

Approval of Minutes		September 9, 2021	
Motion by:	John Wynbeek	Second:	Cheryl Schuch
Discussion	The group discussed community data last meeting. Lee is interested in knowing how many calls come into the system per quarter. Cheryl agreed that these data should be tracked, if possible, to show the need.		
Amendments			
Conclusion	All in favor, motion passes.		

Q3 CE Report	
Discussion	

Courtney agreed with Lee and Cheryl and thinks that capturing call data can be discussed in Coordinated Entry (CE) conversations. She shared an update on the family process. Families are assessed through the Community Housing Connect (CHC) bench. There is currently limited shelter and no way for families experiencing homelessness to safety plan (intent was that each family is connected to a solutions specialist) which puts them in higher risk for negative outcomes. Kent County has funded shelter rooms for non-Grand Rapids residents. There is a proposed solution being discussed by CHC partners. Cheryl noted that systems break down when there is not sufficient capacity. Family Promise is tracking those turned away from shelter, over 40 families since September. She feels it is important to gather information from assessment questions, even if there are limited resources. This data will help show the need and limited capacity.

Lee reflected that access to shelter relative to CE processes is a new data issue and encourages a sense of urgency around this topic as well as referrals to PSH. She will include this in the committee update to Steering Council.

Q3 Report
Call volume has increased 15% from Q2. This is likely because the eviction moratorium ended and less protections are in place. The group previously discussed adding details for referrals in future reports if possible. Referrals may be declined if the agency determines they are not eligible, or the client declines or is unable to be contacted. Referrals to prevention are low over the past few quarters as CERA (COVID Emergency Rental Assistance) is not tracked through CE. By-name list (BNL) numbers are from two BNLs - one for families and one for singles. Next meeting, the group will go through the Family Functional Zero (FF0) dashboard which shows inflow, outflow, and different exits. Cheryl noted

that diversion data was included on this report when the pilot was in place. She thinks a note that diversion data is not included would be helpful.

CERA Data
Courtney shared that CERA funds have less flexibility than diversion but greater eligibility. Diversion could be used for a variety of supports (car repairs, food, security deposit) and was extremely successful. It is looked at as a best practice across the country. Cheryl will share a report on the outcomes. Cheryl noted that some diversion is occurring through CHC. Lee feels that highlighting success would help to raise awareness and funds for community.

Courtney shared updated CERA data. 8314 applications have been received thus far, the majority within the City of Grand Rapids. About 3000 were approved and $17M expended. Eviction moratorium cases are prioritized. Across the state, Kent County has been successful in having high approval rate. Most case workers are at The Salvation Army and KCCA. Data shows a large percentage of funding is going to historically marginalized populations. This indicates that funding is going where needed and highlights that there is work needed upstream to prevent disparate outcomes. An additional CERA allocation of $28-$32M is expected in the coming weeks.

Action Items	Person Responsible	Deadline
Include FF0 dashboard review on December agenda	Brianne/Lee	
Strategic Plan: CoC Vitals		
Discussion		

Last meeting, the group decided it would be important to use the MCAH Annual Count Report to inform scorecard vitals as it includes those who are not enrolled in a project. Daniel has since shared that MCAH is moving away from the Annual Count Report and suggested using the Core Demographics report from the MCAH HMIS Warehouse. It pulls in the same populations as the Annual Count report. He also sees future capabilities for publicly sharing data from this report. The group agrees to move forward with populating the scorecard indicators with the Core Demographic report.

The committee previously used on increase of 750 PSH beds or Move Up vouchers as a placeholder goal which is not realistic. Discussion around how to identify an optimistic and aggressive goal for 2024. A realistic assessment of what is needed for PSH project and available funds from the state is needed. It usually takes 24 months to bring a project into the system, so the committee could get an idea of how many beds are coming online in the next few years. Cheryl encouraged members to include the importance of meeting the current shelter needs for families while discussing investing in housing.

The 2021 HIC shows 1083 PSH beds in the community. Courtney suggested calculating the average annual increase in need and the current unmet needs to determine a baseline. The turnover rate is not known, but likely low. John suggested ensuring the inventory of units throughout Kent County contains those that aren't HUD funded. For projections, the state funds around 200 new units per year and funding for supports is often a barrier for providers.

Daniel provided a PSH report on the number of entries and exits for 2019. It does suggest that around 200 units become available each year. 68% of exits were successful (to other PSH, or other permanent housing).

A small group (Courtney, Daniel, Jeremy/staff, John) will develop a better sense of inventory and bring a measure to the December meeting.

Action Items	Person Responsible	Deadline
Develop realistic goal for PSH beds increase	Courtney, Daniel, Jeremy, John	

Draft Quarterly Data Report		
Discussion		

Courtney shared the draft report format that Brianne developed. The Implementation Team discussed the report and the need to increase public-facing data. Cheryl feels there needs to be active effort to change the narrative that CoC data is not transparent. Lee agreed and feels that system data needs promotion to overcome bias that there is no data. Courtney noted that this can be included in the communications strategy in the strategic plan. Cheryl suggested Charlotte Mecklenburg as a model as they have a successful and impactful data sharing and communications.

Action Items	Person Responsible	Deadline

Measuring Coordinated Entry Demand		
Discussion		

This was discussed at the beginning of the meeting. Courtney thinks it is a matter of asking those who manage dashboards for functional zero groups to have dashboard available and report out regularly.

CE Committee discussed where there is duplication in trying to measure demand. Courtney thinks it may be most useful to capture information on anyone who is looking to access the system and place it somewhere central. She asked if it needs to be unduplicated. Lee advocated for sharing accurate data even if it is within a range to improve the system's ability to highlight need and raise funds. Courtney noted there is access to FF0 and HAP data, and a singles report is being built. These do not need to be combined now but could be in the future to give a fuller system picture.

Action Items	Person Responsible	Deadline

Next Steps		
Discussion		
December agenda topics: Q3 Coalition Vitals data, updated data report draft, goal for PSH units		
Adjournment		