DATA ANALYSIS MEETING
MEETING MINUTES
September 9, 2021
2:00-3:30

Facilitator:	Lee Nelson Weber		
Meeting Attendees:	Lee Nelson Weber, Francisco Calderon, John Wynbeek, Alyssa Anten, Alonda Trammell, Veronica Arvizu, Cheryl Schuch, Berniz Terpstra Staff: Courtney Myers-Keaton, Brianne Czyzio Robach		
Time Convened:	2:02	Time Adjourned:	2:54

Review of Agenda	
Discussion	
Amendments	Add CoC Scorecard under the Strategic Plan topic

Approval of Minutes		July 8, 2021	
Motion by:	John Wynbeek	Second:	Alyssa Anten
Discussion			
Amendments			
Conclusion	All in favor, motion passes.		

Q2 CE Report	
Discussion	

Alyssa presented the Coordinated Entry (CE) report from Q2 2021. She noted that the number of calls this quarter decreased slightly likely because most calls related to prevention were routed to the CERA call line which is not included in this report. Supported Solutions staff are now providing diversion and resources which has likely reduced the number of people who call back multiple times. Cheryl noted that callbacks may have reduced at HAP because they shifted to the agencies with Solutions Specialists on staff. Calls to other agencies are not tracked in this report, but some may be able to be measured through the Community Housing Connect (CHC) tool. For future reports, it would be helpful see how the number of calls has changed over time and analyze whether and how system changes impact these numbers. Cheryl suggested including indications of system-wide changes (e.g.: CHC implementation) to the trendline chart. She suggested this report also include the number of callers who did not receive a resource to provide a picture of the resource gap in our community. Lee noted that these data would help highlight that the system lacks capacity, not passion and talent, which could help funds to support increasing capacity.

Conversation around the family by-name list (BNL). The numbers on this report are reported by Community Rebuilders (CR) as HAP does not have access. This access to the list will be discussed further. CoC staff recently received access to the family functional zero dashboard, the data for which is currently being held by CR as well.

Action Items	Person Responsible	Deadline

Draft Point-in-Time Count and Annual Count Reports	
Discussion	

PIT Count: The group previously reviewed this document and suggested several small changes which have since been made. An update was shared with the group last month for feedback and no additional revisions were requested. The disparity of Black individuals experiencing homelessness has

increased which is concerning. Cheryl feels it is important to message that we are seeing the community disproportionately push people of color to the homeless response system. Lee feels that it is important to look at disaggregated outcomes and exits from the system as well.

Annual Count: This report has also been updated based on feedback from the group.

Both reports will be posted to website and shared with Steering Council.

Action Items	Person Responsible	Deadline
Post final reports to website and share with Steering	Brianne	

Family Functional Zero Dashboard

Discussion

The dashboard is based off Community Housing Connect (CHC) which is the access point and screening tool for all families entering the system. Courtney reviewed the dashboard which was created by Community Rebuilders (CR). Data for August shows that most HH have experienced homelessness 3 or more time. It also shows that a high number of families are staying outside, in a vehicle, or in an abandoned building. Cheryl noted that they anticipate that is will increase as the community is moving forward with decreased shelter capacity. The dashboard also shows the risk factors identified by households which highlights vulnerability. Cheryl noted that we need to ensure this data is specific to families as the CHC bench has been used for other populations as well. Courtney will ask about this as well as the BNL page which is appearing blank.

Members noted that the dashboard states that CR is designer and owner. HAP and CoC staff do not have access to the backend data. Lee feels the dashboard should indicate that CR is producing the data, not CoC/HMIS. The title "Our Day One…" refers to the Day One fund that CR received from the Bezos Foundation. Since this a community wide dashboard, members feel that shifting the name and crediting the Day One award in a different way would be preferred.

Dashboard will be updated monthly and publicly accessible on the CoC website. It can be used for everyone to review and include in considerations moving forward. This dashboard could also be useful when discussing what data point could be included on future reports for all populations.

CHC is a bench where Solutions Specialists are housed, assessment are completed, and families are connected to a Solutions Specialist who works to resolve their crisis and connects to resources if available. Alyssa noted that HAP is exploring how CHC data can used with HMIS for comparison and analysis, but different metrics and sources make this complicated. Courtney noted that conversations are underway around potentially expanding the CHC tool to other populations through redesigning Coordinated Entry. She anticipates that will change how we capture and report data. Different groups are working to create by-name lists for different populations.

Action Items	Person Responsible	Deadline
Confirm data source is only family households and ask Angela to troubleshoot family BNL page	Courtney	

Strategic Plan: Quarterly Rocks

Discussion
<u>CoC Scorecard</u> In the past, this group had discussed how to report the metrics on the scorecard. Brianne recently spoke with Daniel Gore and Shaun Lee from Mission Matters about pulling the date for this scorecard. Daniel noted that MCAH has indicated they are planning to move away from the Annual Count report and suggested pulling all measures from the LSA. The LSA shows who is served with resources and annual count shows those who contact the system whether or not they receive a resource. This group has previously discussed under-representation (particularly of families and youth) in the LSA. Brianne will confirm that the report used for the annual count can be pulled on a quarterly basis. If so, members agree that the scorecard should use annual count information as previously identified and then look for ways to improve LSA data. In addition to the scorecard, Lee wants to develop a way to demonstrate the burden on the system on a quarterly basis. This group will ask Coordinated Entry Committee to discuss how to demonstrate and measure demand and capacity within front door access of CE. Understanding the successes as well as lack of capacity with increased demand with help strengthen storytelling efforts.

Action Items	Person Responsible	Deadline
Confirm that annual count report can be pulled quarterly	Brianne	
Discuss measuring capacity and demand at front door access of CE	CE Committee	

Next Steps	
Discussion	
One of our quarter 3 goals from our strategic plan is putting together a quarterly data report. The goal is to bring a draft to the group to review in October.	
Adjournment	