Attendance: Andrea Carey, Suzanne Hitt, Stephani Kilpatrick, Rex Mercer, Harrison Pierce, Nicole Purdy, Corey Root, Debra Vestal

Agency updates
- IFC: Hiring for PSH case manager; starting cold weather cots when temperature is predicted to be 39 or below. To access, call Homeless Hotline (919-245-2655), press 2 for men or 3 for women.
- DSS: Clients are starting to receive toy chest letters. If they ask, it is Dec 15/16. Tents: where are they putting them? Suzanne will ask again about funding for tents during the cold weather. Folks need the extra protection during the cold weather months. If we can get 5 tents or so, we can distribute them at CEF. Townsend Bertram and Outdoor Provision Company could be good solutions for getting things donated.

OCPEH updates
Submitted the ESG application and it sounds like HUD is on track to make determinations in December and then contracts by January.

The 2019 Point-in-Time Count will be January 30th. There is an email going out to the planning committee to get preparations going. Donations are underway and we are hopefully getting most of the items for the bags donated. We are expanding the service count so there will be volunteer opportunities during the day for people who do not wish to go out at night but would still like to be involved.

Every agency that applied for CoC funds from the 2018 competition that did not meet thresholds submitted Program Performance Improvement waivers and Corey is sending out corrective action plans to these agencies. It would be helpful to have a meeting to go through the scorecard to see how everything would be scored for each agency that didn't meet the threshold.

NCCEH Data Center Staff Update

Transition to HMIS @ NCCEH system seems to have some momentum but no change in timeline. The goal is by end of December.

Coordinated Entry & Homeless Hotline Update
Coordinated Entry partners launched the Homeless Hotline in October – the volume of calls was much greater than expected. For now, the phone is forwarded to voicemail and the staff at CEF is helping with shelter referrals/triage from the voicemails. The hotline is also still forwarded to HomeStart overnight, and they have the capacity to switch it back to the weekend nights The good news is we are diverting more folks than ever. We have been looking at training more partners on the hotline (UNC Hospital,

Freedom House, etc.) because many of the calls are coming for people at these agencies. Corey will go to DSS tomorrow to train their CE staff on the OC Connect updates.

Long range, we will look for funding for dedicated CE staff. We will also work on messaging that if people are already connected with services, no need to call – the hotline is not a new program, it's a way to connect to people who have not already been connected to housing and services.

Review of Project Performance Data

- Review of process
  - These are the same metrics used in the CoC application review and ranking
  - Looking at 12 months of data ending 3 months ago
    - Meeting in July looked at data from April 2017-June 2018
    - This month we are looking at data from July 2017 – June 2018
  - Starting in January, going to start looking at that in conjunction with a new standing committee that will look at data w/ this group quarterly and also program performance, particularly at things that are not meeting thresholds
  - Instead of constituting a CoC and ESG funding committee and having it go away, they will be part of the CoC monitoring process and they will make the funding recommendations
- July 2017 – June 2018 data for each project
  - IFC seasonal beds:
    - Need to get spending information ongoing for 2 of the standards (track spending, cost per permanent housing exit). Corey will email every quarter to remind of this.
    - 1% exit to permanent housing. Seasonal beds to exit here but are exiting to unsheltered. Possible that there was 1 person. For cold weather beds, the community standard should be 0.
    - Data quality: 3 elements that did not meet this: PII overall, disabling condition, chronic homelessness (29% error). IFC and NCCEH will look at this information well in advance of PIT this year to correct if necessary
    - Increased income: add N/A for cold weather beds
    - # of days from project entry to move in: should the metric be by household or client? NCCEH will do some research on which report is better: ART or APR
    - Length of time homeless looks strange
  - HomeStart:
    - Exits to permanent housing: standard met. People who stayed at HomeStart more than 90 days, 88% are exiting to permanent housing.
    - Data quality: income at annual assessment over 10%
    - Increase in income for 3 of 4 categories which is great. 0/6 non employment income for stayers

- 17% returns which is over goal of 15% or less.
- Average length of time in program did not meet goal of 90 days or less. Median 162 days for stayers, 211 days for leavers. Median length of time homeless also didn't meet w/ median of 153 days. Over system average as well
  - o Community House:
    - Length of time homeless median 117 days, average time in program 88 days for leavers, 109 days for stayers
    - 27% returns – is high
    - No increase in income for any of the 4 measures.
    - Data quality: income at annual is 80%, income at exit
  - o DSS RRH:
    - Met measure for new earned income for stayers and leavers, but not unearned (maybe people already had this – only includes SSI/SSDI, doesn't include snap) Need to start recording what people are getting.
    - Number of days to move in from project entry: median and average very different, must be some significant outliers.
    - 0% returns
  - o VoA SSVF RRH program:
    - 87 days from entry to move in
    - 0% returns.
    - Not meeting many of the standards. 0 changes in income, but many already have an income. How many clients have 0 income at start? Maybe add this as a separate metric
    - Met the standard for data quality
    - 100% exits to perm housing
  - o IFC PSH
    - 100% retention
    - data quality: SSN (need entire numbers) and income at annual over 10%
    - 1 leaver had an increase in non-employment income
    - 50 days from project entry to move in. 4/5 were less than 30 days, which is great
    - 0 returns
  - o Comm Link PSH
    - 0% returns
    - find out who moved in during this time
    - working with them to clean up data quality
    - no increases in income for leavers, increased earned for stayers

Overall: No agency is meeting the standard for data quality. Give it another quarter and see if there are improvements. Income is problematic across the board -- this is the toughest one for agencies to change on the matrix. Even though many of the standards aren't being met, there are many that are. The

process for reviewing the program performance was helpful. Corey will send out the spreadsheet in advance of the meeting for the group to review.

Program Performance Committee
The new Program Performance Committee will be a standing committee that evaluates project performance and meets year-round. This group will meet in conjunction with the Data & Grants Workgroup to review project performance data quarterly.