

**Strategic Planning Committee (SPC) Meeting**

10/27/17

1. Andrea called the meeting to order at 10:00 am (MST)
2. Andrea presented the handout on Strategic Planning benchmarks
  - a. Andrea defined each measure as indicated on the first page of the packet
  - b. Discussed that each measure will have attached benchmarks that we need to approve and structure our committee goals around
3. Committee moved to Performance Measure 1 (Length of Time Homeless)
  - a. Andrea discussed how the benchmarks were set
    - i. Created a standard deviation based on the System Performance Measure Data, then set benchmarks based on 2 standard deviations away from the average
  - b. Committee approved the bench marks on Performance Measure 1
    - i. Negative concern benchmark: 59 days on average, 39 days for median
    - ii. Positive benchmark: 41 days on average, 21 days for median
    - iii. Committee agreed that a steady drop in LOT homeless is a positive
      1. If a sudden drop, then the group will discuss possible changes immediately
  - c. Committee discussed a goal based on Performance Measure 1
    - i. Sherri stated that Housing First could drive numbers down which would help bring our numbers down to a positive benchmark
    - ii. As Melissa works with Veterans, she wants the measure to be broken down more specifically by population
    - iii. Dave wondered if we could correlate a decrease or an increase to other measures
      1. Committee agreed that this was a good approach
4. Committee moved to Performance Measure 2 (Total returns to homelessness from a positive exit destination)

- a. Committee approved the bench marks on Performance Measure 2 as in Table 1 below
- b. Table 1:

	% of Returns in Less than 6 months	% of Returns from 6-12 months	% of Returns from 13-24 months	% of Returns in 2 years
Negative Outcome	6.83%	4.59%	5.87%	16.53%
Postive Outcome	6.16%	3.48%	3.07%	13.47%

- c. Committee discussed a goal based on Performance Measure 2
  - i. Holly and Sherri both wondered what happens after 2 years
    1. Does their funding end?
    2. Are their exits from other programs?
    3. What is the statistical average for housing retention across the US?
  - ii. Melissa stated that diversionary court and probation are only for 24 months/2 years
    1. She wants to create more coordination between homeless and veterans services
  - iii. Andrea stated our focus should coincide with when services end
  - iv. Holly asked if we could track when they lose their contact point
  - v. Committee agreed that a contact person for each participant would be very helpful

- vi. Dave wanted to know if our Committee needed regional data
      - 1. Committee agreed that compartmentalized data would be helpful for establishing a region who is already doing great work
        - a. Perhaps, that region could be SPC's example
    - d. After discussion, committee agreed on finding out what happens after 2 years with special consideration for time in services
- 5. Committee approached Performance Measures 3
  - a. As measure is based on the PIT count, Andrea discussed that no benchmarks can be set on this metric
    - i. Thus, the Committee can only track and make notes
  - b. Committee agreed on a focus
    - i. They will brainstorm and give ideas to the PIT committee on what might help them achieve from a higher level. PIT's current focus is on volunteers, traveling, and center set-up for the week of the count
      - 1. i.e. influx of jobs in a certain area, decrease of services
- 6. Committee moved to Performance Measure 4
  - a. Andrea stated that currently our collected data is so bad, that we cannot set benchmarks
    - i. Very high error rate in HMIS
  - b. Sherri and Melissa both stated that information helps program staff understand the significance of this data
    - i. Discussed the creation of an educational handout for staff on annual income
  - c. Committee agreed to focus on ensuring HMIS and CMIS users are entering their annual income data
    - i. Committee wants to create a flyer or educational material for agencies on why this matters and how income is calculated
      - 1. Even an extra dollar each year counts as an increase in income
- 7. Committee discussed Performance Measure 5
  - a. Andrea suggested a positive outcome and negative outcome standard/benchmark
  - b. Committee approved benchmarks as the below:
    - i. Negative outcome is 2928 people entering projects
    - ii. Positive outcome is 1392 people entering projects
  - c. Committee discussed what a potential goals surrounding measure 5
    - i. Decided on advising the Point in Time committee on macro factors influencing the PIT count
      - 1. Melissa suggested focusing on the employed who are making at or below minimum wage
        - a. Missing one paycheck could lead to loss of housing
        - b. No reserve or savings account for working poor
      - 2. Sherri wants the committee to consider natural disasters both in our area and other areas when looking at measure 5
- 8. Committee did not discuss Performance Measure 6
  - a. HUD does not view Category 3 of the homeless definition as applicable to our programs thus HMIS does not measure this data
- 9. Committee moved on to strategize on Performance Measure 7
  - a. Committee approved benchmarks as follows:
    - i. For a positive outcome, 97.14% of exits to or retention of PH
    - ii. For a negative outcome, 82.97% of exits to or retention of PH

- b. Committee wants to focus on who is staying in COC Permanent Housing for long periods of time
  - i. Holly wondered if exits will be guided by Coordinated Entry (CE) the same way entrance will be guided by CE
  - ii. Melissa and Sheri would like to focus on crisis center exits
  - iii. Discussion around going to independent conferences as a committee to establish more connections
    - 1. Suggestions included county commissioners, mayors, governors,
  - iv. Then after those conferences building a contact list for our agencies
    - 1. Sherri stated that SPC should build a organizational chart for county commissioners as they are a great network for getting in touch with communities at a ground level
- 10. By next meeting, Andrea will have a draft of SPC's mission statement, benchmarks and goal list for committee approval
- 11. Meeting adjourned at 11:30 am (MST)
- 12. **Next meeting will be in two months, December 6<sup>th</sup>, 2017 from 10 am – 11 am MST**

**Those in attendance:**

Melissa Hartman  
Holly Llewellyn  
Andrea Moore  
Dave Rossow  
Shawn Walters  
Sherri Wastweet

**Those absent:**

Steve Bonnar  
Dave Howerton  
Anne Johnson  
John Poarch

**Positions Vacant:**

Region 4