

**Continuum of Care for the City and County of Racine  
Systems Performance Committee  
HOPES Center Conference Room  
April 5, 2024**

**Present:** Iraida Vazquez (ICA – Co-Chair), Matt Perz (LAW), Scott Metzel (HOPES / Co-Chair), Teresa Reinders (COC Director)

**Apologies:** Gai Lorenzen (HALO), Holly Anderle (HALO), Melissa Taggart (HALO)

**Minutes of Meeting**

**1. Welcome**

- 1.1. **Opening:** Iraida welcomed everyone with excellent tacos and Puerto Rican rice and opened the meeting at 11:12 a.m.
- 1.2. **Apologies:** Iraida gave apologies on behalf of Gai Lorenzen, Holly Anderle, and Melissa Taggart, noting that they were involved in some grant and monitoring activities.

**2. Approval of Minutes from March 1, 2024**

- 2.1. The minutes of meeting from 3.1.2024 were briefly reviewed by Iraida.
- 2.2. Matt moved that the minutes be approved. Teresa seconded the motion and the minutes were adopted.

**3. Performance Analysis and Improvement Process**

- 3.1. **Focus Areas:** Scott highlighted the prioritization process from the prior meeting that concluded Step 1 of the Performance Analysis process and went over the focus areas that had been decided upon. He presented a document that gave a brief description of the chosen focus areas and why they were chosen. The focus areas discussed were:
  - **Adult Only Households Over 55 Years Old and Older**
  - **Adult Only Households Using Only Emergency Shelter Services**
  - **Households Using the Emergency Shelter to Rapid Rehousing Pathway**
  - **Housing Interventions vs. Non-Housing Interventions**
  - **Exit Destinations in Relation to Housing Stability (Returns to Homelessness)**
  - **People Reporting a Disability in Relation to Both Length of Time Homeless and Returns to Homelessness.**
- 3.2. **Baseline Data:** Scott said that the descriptions given to the different areas of focus were to document the thought process that went into prioritizing them and that they would also serve as an introduction to a document providing baseline data for performance analysis and improvement. He stated that the baseline data would help guide parts of the qualitative data collection process and will also be used to measure changes in the future as an interventions are introduced in an effort to improve performance.
- 3.3. **Process Time Line:** Scott then went through the committee's timeline for the Data Analysis and Improvement process, noting that they should have the baseline data finished by June. Iraida

explained that she had already put together some of the data and was continuing the process of putting together reports. Scott said that he hoped to have most of the base line data together for the May meeting, at which time the committee could determine if there is any last data that it would like to try to get before planning the qualitative data gather exercise.

**3.4. Step 2: Identify Contributing Factors:** Scott briefly referred to the Performance Analysis and Improvement Toolkit, noting that the committee is currently in step 2.1 Digging Deeper into Quantitative Data. It will start planning and moving into step 2.2 Gather More Evidence and Interpret the Results after June. He stated that the process of planning the process and then gathering and interpreting qualitative data would likely take all summer and into early winter.

**3.5. Qualitative Data Gathering and Analysis:** Teresa noted that she has extensive training and experience in evaluation and gathering and analyzing data and that she has access to some tools for doing so. She said that much of the work that the committee is doing also corresponds to work she is doing on her thesis. Scott noted the committee will rely heavily on Teresa's expertise in the next steps of the Performance Analysis process.

**3.6. Historical Time Line:** The committee discussed various events that have taken place over the preceding years and that there would be value in putting together a timeline or calendar that tracks and documents them. This might include changes in the external operating environment, such as the arrival of Foxcon in Racine County, the pandemic, and inflation. It might also include program, policy and funding changes, such as the elimination of HUD/COC funded Transitional Housing and Supportive Service programs, changes in shelter programs and policies, the development of CE and other factors. Matt suggested trying to gather historical rental costs as well.

#### **4. Data on Adult Households 55 Years and Older and Adult Only Shelter Users**

**4.1. Data Sets:** Iraida presented data on the median and average length of time homeless for the Adult Only 55+, and Adult Only – Shelter Only sub-populations. She noted that the data was by Federal fiscal year (October – September) from October 2016-September 2023. This data will be part of the base line for the performance analysis and improvement process.

**4.2. Demographic Data:** Iraida also showed data on demographics for the two groups, including race, ethnicity and gender. She reported that she is working on getting a break-down of age demographics as well.

**4.3. Age Demographics and the Adult Only 55+ Sub-Population:** The committee immediately noted that the Adult on 55+ population had significantly longer lengths of time homeless than the Adult Only Shelter Users. This sparked a discussion and debate over the degree to which access to social security income might be a factor. It was agreed that an age breakdown of the 55+ population would be interesting to see if there is a difference in length of time homeless to eligibility to receive social security retirement payments.

**4.4. More Data to Come:** Iraida said that she will continue to put together more data for the next meeting. Scott noted that we will try to review as much data as possible at the May meeting and

determine if there are any last pieces of qualitative data we need before the June meeting to close Step 2.1 and move onto preparations for qualitative data collection and analysis.

## 5. Leadership Council

- 5.1. **Status Report to Leadership Council:** Scott stated that the committee should present a status report to the COC Leadership Council, especially given that the committee has not provided the Leadership Council with an update since the Leadership Council approved the Performance Analysis and Improvement process at the end of 2023. Teresa said that she is trying to organize the next Leadership Council meeting and that we should expect one soon.
- 5.2. **Alliance Update:** Teresa noted that the committee should also update the Homelessness and Housing Alliance when it meets in May, even if it is only a brief update at the end of the meeting. She said that it is good to let the community know that we are working on things to improve services. Scott and Iraida agreed that this should be possible.
- 5.3. **Lived Experience Group:** Scott stated that he believed that a Lived Experience Group, as discussed by the Leadership Council, would be a critical group for gathering information, reviewing data, and designing improvement processes. Teresa said that it had not started yet, but that there were some development and leads, including Carol Pagan's willingness to assist. She said that the Diversity Equity and Inclusion Work Group would be willing to help in establishing the Lived Experience Group. Scott asked if this was not going to be too much on the DEI group's portfolio. Teresa indicated that the DEI group is organized, active and should be able to manage getting a group running. Scott said that it would be helpful to have some terms of reference for the group, highlighting what it will do and it seeks as members in order to help recruit. Teresa said that DEI will work on that and should be able to get something started in sufficient time to integrate into the Performance Analysis and Improvement Process.
6. **Any Other Business:** There was no other business introduced. Iraida noted that she will update the meeting invite with materials that were used and presented during the meeting.
7. **Next Meeting: May 3rd, 2024:** The committee will continue to look at Baseline Quantitative Data
8. **Adjournment:** With no other business, the meeting was adjourned at 12:30 p.m.