Continuum of Care for the City and County of Racine
Systems Performance Committee
HOPES Center Conference Room / Teams (Virtual)
June 7, 2024

Present: Gai Lorenzen (HALO), Holly Anderle (HALO), Iraida Vazquez (ICA – Co-Chair),Matt Perz (LAW), Melissa Taggart (HALO), Scott Metzel (HOPES / Co-Chair), Teresa Reinders (COC Director),

Apologies: None

Minutes of Meeting

1. **Welcome**
   1.1. **Opening:** Iraida started the meeting 11:07 a.m. She welcomed everyone and noted that no introductions were needed.

   1.2. **Apologies:** There were no apologies. Iraida noted that Teresa and Matt were on the way and they joined the meeting shortly thereafter. All members were present.

2. **Approval of Minutes from April 5, 2024**
   2.1. The minutes of meeting from April 5, 2024 were briefly reviewed by Iraida.

   2.2. Holly moved that the minutes be approved. Iraida seconded the motion and the minutes were adopted.

3. **Presentation and Discussion of Performance Analysis and Improvement Baseline Document**
   Scott presented a document titled Performance Analysis and Improvement Baseline Data, version 5/17/2024. He highlighted the committee's focus on length of time homeless and returns to homelessness and presented trends for both of those system performance measures dating back to 2015. He also presented information on each of the special focus areas previously determined by the committee. Scott said that the document serves as a starting point for the Performance Analysis and Improvement process and will be used to measure change after any interventions are implemented. There were not additional questions or discussion on the document.

4. **Determining any final needs for quantitative data from HMIS / Stella P.**
   4.1. **Preparing to End Step 2.1 (Dig Deeper into Quantitative Data:** Scott said that the committee was preparing to end the formal process of looking at quantitative data from HMIS and Stella P and at the next meeting it would be moving on to Step 2.2 (Gather More Evidence to Interpret Results). He asked if there was any additional data or information that the committee would like from HMIS or Stella P.

   4.2. **Returns to Homelessness (Client Level):** Scott suggested that it might be helpful to get a list of the clients who had returned to homelessness to check for any commonalities that might be related to their returns. Some suggestions included:

   - Evictions: Whether or not the return can be determined to be related to a court-ordered eviction

- Household Size
- Landlords (are there some landlords that appear frequently among returns to homelessness)
- Other

4.3. **Length of Time Homeless (Long Stayers):** A list of long stayers could also be studied for any commonalities in the same way as returns.

4.4. **Mental Health:** Melissa raised a concern about mental health and mental health treatment (untreated mental health conditions) as a factor in homelessness. The committee discussed the challenges in that the data used is based on self-reports. Iraida showed some data we had collected that included mental health and Scott said he could add a sub-section under Disability to highlight mental health in Length of Time Homeless and Returns to Homelessness in the Baseline Study. It was agreed to be a valid concern to be examined under the focal area of people having disabilities.

4.5. **Housing Resource Challenges:** The committee had a side discussion on the challenges of handling calls from people who reporting being evicted, are looking for rental assistance, looking for various types of housing resources, etc.. The committee noted that there is an extremely high volume of calls, but there are few resources available. It was noted that it takes a significant time to appropriately listen to, interpret the needs, and provide an appropriate and respectful response to each caller. The committee noted that we still lack a systematic means of sharing information about currently available resources and do not have a centralized or unified approach to these frequent calls. "Here to Help" from Racine was discussed as a model that might address such things, but never reached its full potential.

5. **Next Steps – Preparing to Collect Qualitative Data and Prepare Our Process and Tools**
   5.1. **Starting Step 2.2:** Scott stated that at the July meeting, the committee will start working on the framework for Gathering More Evidence and Interpreting Results. He said that the objective of this step is not to propose solutions yet, but to fill in the gaps and learn more so that we can explain why we have the results that we currently have. He said that solutions will come later. Scott also said that Teresa would be the best person to lead this part of the process due to her expertise in the area of research and evaluation.

   5.2. **How to Start:** Teresa said that she has experience in this but needed to know in which direction to go or what is needed. Scott said that believed we should probably start working on a framework that might include:
   - **What We Want to Learn (The "Big Evaluation Questions):** These might be something to the effect of "Why is the average length of time homeless increasing in Racine," "Why is the average length of time homeless more than 90 days," "Why has Racine been unable to sustainably decrease the percent of returns to homelessness," "Why to households return to homelessness in Racine," or something similar.
   - **Who Has / Where Is the Information:** Scott and Iraida pointed to page 10 of the Performance Analysis and Improvement Tool Kit that offered suggestions such as program participants, document/policies, providers, partners in other systems, etc.
   - **How Would We Get The Information:** What processes and techniques would be used (interviews, questionnaires, focus groups, document review, etc.).

- **How Would We Interpret the Information:** Once we gather raw data and information, who would we interpret it to draw conclusions.
- **How Would We Manage the Process:** Who would do what and when would then do it? What materials and training might be needed, etc.

5.3. **Resource Mapping:** Iraida suggested that we might look at available housing and document available resources, eligibility criteria, etc. This was agreed to be a good idea.

5.4. **Methodologies:** There was general discussion about various methodologies for collecting and interpreting data. This will be discussed and decided upon at future meetings.

6. **Any Other Business:** There was no other business other than a change of date and timefor the July meeting.

7. **Next Meeting: July 12th at 10:00 a.m. at HOPES** The committee will start to plan its framework for gathering more evidence and information.

8. **Adjournment:** With no other business, the meeting was adjourned at 12:20 p.m.