Continuum of Care for the City and County of Racine
System Performance Committee
October 4, 2024
HOPES Center / Teams

MINUTES

In-Person Attendance: Iraida Vazquez, Matt Perz, Melissa Taggart, Scott Metzel, Veronica Seymour

Teams Attendance: Gai Lorenzen, Teresa Reinders

Apologies: Holly Anderle

1. **Opening**
   1.1. Iraida welcomed everyone and called the meeting to order at 11:05 a.m. She noted that we had pizza for this meeting and encouraged people to have some pizza and that those on teams also to feel free to eat anything they have at their locations during the meeting.
   1.2. Members present gave self-introductions.
   1.3. It was noted that there appeared to be poor internet connectivity for those participating via Teams.

2. **Approval of Minutes**
   2.1. Iraida briefly reviewed key points from the minutes from the meeting held on September 6, 2024.
   2.2. Matt moved that the minutes be approved and Melissa seconded. The committee approved the minutes.

3. **Reports**
   3.1. **Statement of Intent / Introduction (Teresa):** A draft of this was prepared and discussed under agenda item 4.1.

   3.2. **MOU United Way and COC / Release (Matt)**
      3.2.1. **MOU with United Way:** Matt went through a draft MOU between the COC and United Way that was included with the meeting invite. The following edits were recommended:
         3.2.1.1. Remove reference to individual interviews, because United Way will only be conducting focus groups.
         3.2.1.2. Remove reference to when the work must be completed. The focus group is set for November 7th and we will work with them on handing in their notes.
         3.2.1.3. Add language that the recordings and notes should be returned to the COC.
         3.2.1.4. Add language that the COC will acknowledge the United Way's contribution to the process in the final report on the Performance Analysis and Improvement Process.
         3.2.1.5. Matt will revise the MOU.
         3.2.1.6. Scott will contact United Way and provide them with the MOU for signing.
         3.2.1.7. Teresa will sign the MOU as the COC Director on behalf of the COC.
      3.2.2. **Interviewee Release Form:** Matt presented a draft release form for interviewees that was included with the meeting invite. The following recommendations were offered in the review:

3.2.2.1. The opening statement referred only to the needs of unsheltered and sheltered individuals, but not to people in COC housing programs. After discussion, it was decided to add "formerly homeless" to those whose needs are being addressed by the project.

3.2.2.2. The release references United Way. This can be used for the United Way focus groups, but for the other focus groups and interviews reference to the United Way can be deleted.

3.2.2.3. There was discussion concerning language that the interview is "not entitled to receive any form of payment from the COC. The discussion centered around whether it should mention that we are providing a gift and whether it should be called payment. The conclusion of discussion was that the statement can remain and does not preclude offering a gift, but that the word "payment" should be changed to "compensation."

3.2.2.4. Matt stated that he will make the revisions and submit.

3.3. Gift Card Rule (Gai)

3.3.1. **Visa Cards:** Gai reported that we will be able to offer VISA gift cards in the amount of $25.00 for each participant with lived experience. These will be purchased and processed through HALO.

3.3.2. **Purchase Locations:** Gai asked where they could be purchased and the committee offered a variety of suggestions that included Walgreens and CVS. It was recommended to get cards that are pre-set at $25.00 VISA gift cards, rather than the type that can be loaded with variable amounts.

3.3.3. **Forms for Receipt of Cards:** Gai said that we will need to have people sign for their cards, even if it is just their initials. Iraida noted that we probably need to have the interviewers / focus group facilitators sign that they have received a batch of cards. Gai stated that she will prepare the forms for interviewees and facilitators to sign for gift cards.

3.4. Executive Director Letter / Point of Contact (Iraida / Scott):

3.4.1. **Confirmed Attendance:** Iraida reported that she had sent out a letter to the Executive Directors and Program Directors concerned the focus group to be held on November 7th and received confirmation of attendance from:

3.4.1.1. Justin Kasdorf (CVI)

3.4.1.2. Jim Schatzman (RVM)

3.4.1.3. Adam Brostowitz (Bethany)

3.4.1.4. Joan Roehre (HALO)

3.4.1.5. Melissa Wiese (VA)

3.4.1.6. Norman Golliday (LSS)

3.4.1.7. Bob Held (LAW)

3.4.1.8. F. Matthew Buterbaugh (Hospitality Center)

3.4.2. **Unavailable / Unconfirmed:** Iraida stated added that:

3.4.2.1. Jori Chambers (WRC) is unable to attend

3.4.2.2. She is still waiting for a response from Jeanette Brown (SAFE Haven) and Cristin Chaffee (TLC)

3.4.3. **Points of Contact**: Iraida told the committee that directors had provided contact persons who will help arrange interviews and focus groups and that she will send this list to Scott. She did not receive a point of contact person for HALO and will follow-up.

3.5. **Focus Group Facilitator (Monte) (Melissa Reporting):** Melissa reported that Monte Cruz Seymour (HALO Board Member) is willing to be a focus group facilitator and she provided his contact information to Scott.

3.6. **Becca as Interviewer (Iraida):** Iraida reported that Becca is willing to be an interviewer for Landlord and HARC interviews:

3.7. **Leadership Council Facilitator Solicitation (Scott):** Scott reported that he updated the COC Leadership Council on the process at its September Meeting, and that Barb Farrar and Shebria Small indicated that they would like to conduct interviews.

3.8. **Document Review Format (Teresa/Gai/Matt):**
   3.8.1. Gai, Teresa and Matt are working on this but have nothing to report.
   3.8.2. Scott stated that the purpose of the Document Review Format is to have a standard method of reviewing documents and presenting notes for analysis.
   3.8.3. Gai asked by when this was needed. Scott said that we expect to start analysis of information gathered in December, so the format and the reviews would need to be done by then.
   3.8.4. Gai, Teresa and Matt reported that they will work on this and Iraida stated that she will keep it on the agenda for the next meeting.

4. **Interview Plan and Process**
   4.1. **Review Individual Interview Introduction Script**
      4.1.1. **Introduction Script:** Scott introduced the script for the start of the individual interviews, noted that it had several functions:
      - Build rapport and put the interview at ease by having opening introductions and remarks without a formal script and without opening or looking at any documents
      - Provide prompts for consent to continue the discussion at several points
      - Briefly explain who the COC serves and what we mean by homeless
      - Explain the purpose of the interview (performance analysis and improvement process)
      - Reinforce that we are looking for ideas from many people and that there are not right or wrong answers
      - Discuss confidentiality and that it is acceptable to decline to answer questions
      - Ask Consent to participate and discuss what happens next (release form, questions, etc.)

      4.1.2. **Discussion on language that the COC Serves People:** There was considerable discussion over the start of point 3 in the script that stated "The COC serves people who are homeless in Racine." Teresa felt that this was an inaccurate statement because the COC is not a service provider and it could result in increased calls requesting services directly from the COC. This was discussed with alternatives considered such as editing it to "COC Agencies Serve," "COC Service Providers," or "COC Members Serve…" Scott noted that the script is not a public document and is a private conversation between the interviewer and interviewee that is focused on simplicity of conveying the process in an easily understandable manner, rather than detailing governance or service structures that might need further clarification. The script attempts to avoid finer details that could distract from flow of the process that is still in rapport-building stage. Iraida noted that the script was checked for easy comprehension. Scott suggested that it could be edited to the COC "coordinates services for people who are homeless in Racine." After continued discussion,

Gai noted that the original statement doesn't say that the COC is a service provider and that, in a way, the COC does serve people who are homeless. In conclusion, it was decided to leave the statement in its original form.

4.2. Review Individual Interview Forms

   4.2.1. Interviewee Information Form: Scott explained the cover page for each individual interview that will be used to record data on the interview and interviewee.

      4.2.1.1. Interview Number: The interview number will be composed of two parts: The interviewers initial and the number of the interview by that interviewer, numbered consecutively.

      4.2.1.2. Interview Information: This includes that name of the interview, date, location, and type of interview based on the interviewee's role as a source of information.

      4.2.1.3. Interviewee Demographics: Only the interviewee's initials (or first name) are collected. Demographics are collected according to HUD data standards. Only one age range is selected, but interviewees may select multiple options for gender and race / ethnicity. Melissa noted that "Under 18 Years Old" was listed and that we do not intend to interview children. This was acknowledged, but left on the form to mirror the HUD categories.

      4.2.1.4. Questions and Instructions: The form instructs the interviewer to review discussion charts with the interviewee before certain questions and then provides a brief prompt prior to asking the question. Space is left for notes.

      4.2.1.5. Acceptance of Form: No edits were proposed for the form and it was accepted for use.

4.3. Review Individual Interview Supporting Charts: Scott showed a laminated set of charts (front and back) for use in supporting the interview. He explained that they are used to facilitate a discussion and ensure that the interviewee has a basic understanding of each measure being discussed, the COC's performance, and our assessment of the COC's performance as a point for investigation prior to asking the questions.

4.4. Recording Interviews: The committee had a lengthy discussion about how to integrate recording interviews into the process.

   4.4.1. Pros and Cons: Scott noted that an advantage of recording is being able to focus more on the interviewee and keep the flow of the discussions moving without taking notes, but a disadvantage was having to go back and listen to the recording to make notes. Teresa noted that she definitely prefers recording interviews and being able to listen to them again to get accurate notes.

   4.4.2. Transcription Programs: Teresa noted that programs exist to transcript interviews. This was agreed by various committee members.

   4.4.3. Decisions on Recording: The discussions on how to integrate recordings were extensive, including topics of formats, data security, etc. After discussion, the committee decided:

      4.4.3.1. Individual Choice: It is up to each individual interviewer if they wish to record the interviews, according to how they prefer to interview / take notes.

      4.4.3.2. Format / Naming Protocol: Any recorded interviews should be saved in MP3 format and the file named by Interview Number.

       4.4.3.3.   **No Personal Phones:** For confidentiality purposes, recording devices, work phones or work computers may be used to record interviews. Personal phones and laptops may not be used to record interviews.

       4.4.3.4.   **Storage of Data:** Recorded interviews are to be sent to Teresa for storage in a COC-managed Google Drive and any copies remaining on the recording device should be destroyed after confirmation of transfer.

       4.4.3.5.   **Hard Copies of Interview Forms:** Hard copies of interview forms should be provided to Scott, who will scan them, label them with the interview number, and send to Teresa for filing on Google Drive.

5. **Next Steps and Assignment**

    5.1. Interview Training (Scott)

      5.1.1.   **Completion of Training:** Scott attempted to show the training presentation draft to-date, but the internet connection was poor and it was not possible. Scott is to complete the training materials by 10/11/2024.

      5.1.2.   **Training Date:** Interviewer training was tentatively set for Tuesday 10/15/2024 from 8 a.m. to noon at HOPES. (Additional training can be added later if more interviewers need to be trained for the later part of data collection.) Scott will present the training.

    5.2. Executive Director Follow-up (Iraida): Iraida will follow-up with Jeanette Brown and Cristin Chafee about the Executive Director Focus Group on November 7.

    5.3. **Point of Contact List (Iraida):** Iraida will compile the points of contact and send them to Scott.

    5.4. MOU / Release Revisions (Matt): Matt will revise the MOU with United Way and Release Form as per discussions.

    5.5. United Way Contact (Scott): Scott will contact United Way during the week of 10/7, provide them with the MOU and invite them to the venue to see if the spaces are suitable.

    5.6. **Interviewer Contact (Scott):** Scott will contact the interviewers on 10/7 about the training date that is set for 10/15.

    5.7. Document Review Format / Document Review (Gai / Teresa / Matt): Gai, Teresa and Matt will report on this at the next meeting.

    5.8. Gift Card Acquisition / Documentation of Receipt of Gift Card Form (Gai): Gai will create two forms: One for interviewers to receive gift cards and one for interviewees to sign that they have received gift cards. These will be returned with any remaining cards at the end of the process.

6. **Any Other Business:** There was no other business.

7. **Adjournment:** Iraida declared the meeting adjourned at 12:47 p.m.