

**Continuum of Care for the City and County of Racine  
System Performance Committee  
August 2, 2024  
HOPES Center / Teams**

**MINUTES**

**In Attendance:** Gai Lorenzen, Iraida Vazquez, Matt Perz, Melissa Taggart, Scott Metzler

**Apologies:** Holly Anderle, Teresa Reinders

**1. Opening**

- 1.1. Iraida welcomed everyone and called the meeting to order at 11:07 a.m.
- 1.2. Iraida noted that Teresa would not be in attendance and briefly reviewed the agenda and topics to be discussed at the meeting.

**2. Approval of Minutes**

- 2.1. Iraida asked if there were any corrections or questions concerning the minutes of meeting from July 12, 2024. The spelling of Melissa's name was corrected in Point 2 on the first page of the minutes.
- 2.2. Subject to the above correction, Melissa moved that the minutes be approved and Matt seconded. The committee approved the minutes.

**3. Reports**

- 3.1. **Statement of Intent / Introduction (Teresa):** Teresa was not present, so the report on this will be carried forward to the next meeting.
- 3.2. **Document Review Format (Teresa):**
  - 3.2.1. **Report at Next Meeting:** Although Teresa was not present, Gai presented a general summary of the work done, noting that there is still some work to be done and there will be a report at the next meeting.
  - 3.2.2. **Standards / Policies to Be Reviewed:** Iraida noted that the focus of document review will be on the most recent standards and policies, with Scott adding that these are most likely to be subject to any recommendations related to policy as we go through the Performance Analysis and Improvement Process.
  - 3.2.3. **Pandemic Influence / Coordinated Entry:** Melissa noted that we had primarily focused on years that weren't subject to the COVID-19 pandemic when reviewing data, and that the same might apply for standards. Iraida noted that the only major changes to standards so far are primarily related to Coordinated Entry prioritization during the pandemic. Scott added that these changes and their impact might be worth noting, because returns to homelessness in the last fiscal year will include households that were prioritized using the pandemic-era Coordinated Entry standards and procedure. He noted that during the pandemic, prioritization focused on households that had a high vulnerability, but also a high number of housing barriers that could have potentially impacted returns to homelessness.

### 3.3. Overarching Questions (Scott):

3.3.1. **Meeting on 7/26/2024:** Iraida drew the committee's attention to notes from an ad hoc group meeting held on 7/26/2024 to discuss the questions we would ask during interviews.

3.3.2. **Simple Questions:** Scott briefly went through the notes (that had been included in the meeting invitation), explaining some of the discussions and ideas from the meeting, before presenting the end results. He stated that there are two questions each for the topics of length of time homeless and returns to homelessness. Each topic has one question asking people to explain their perception of the Continuum of Care's current level of performance, and a second question asking for suggestions for improvement. Melissa noted that the committee had done a lot of work simplifying the questions to make them clear and easily understood.

3.3.3. **Interview Questions:** The following interview questions were accepted by the committee:

#### 3.3.3.1. **Length of Time Homeless**

With reference to the question's introduction, the following two questions would be asked:

1. What do you believe might cause people to be homeless for that long in Racine?
2. What ideas do you have to shorten the length of time people are homeless?

#### 3.3.3.2. **Returns to Homelessness:**

Following the question's introduction, the following two questions would be asked:

1. What do you believe might be why people return to homelessness?
2. What might help lower the number of people who return to homelessness?

## 4. Interview Plan

4.1. **Interview Type Discussions:** Scott led the committee in a discussion about the number and types of interviews to be conducted with various stakeholders. Highlights of these discussions include:

- **Clients:** We will conduct a combination of focus group and individual interviews with people who are experiencing homelessness or who are housed but were recently homeless. Focus groups with people residing in shelters will take place in their shelter or residential facility (Bethany / Union Grove). A focus group of people who are unsheltered will take place at HOPES.
- **Case Managers / Supervisors:** After discussion, it was decided to hold focus groups as part of / in place of a Coordinated Entry Staffing meeting, because multiple agencies are typically represented there. Iraida suggested that we offer food as part of the meeting. Melissa added

that we could extend a special invitation to the meeting to ensure full representation. Scott noted that we could break the attendees into multiple focus groups that would be interviewed simultaneously in different meeting rooms. The group also decided that it wanted to conduct an individual interview with Bob Sus (HALO), who does not attend Coordinated Entry Staffing. The committee also noted other supervisors that we would attempt to interview individually if they are not present at the focus group meeting. These include: Melinda Santoyo (CVI), Angela Holland (HALO), Lori Life (RVM), Shebria Small (SAFE Haven), Denise Staufenbeil (WRC) and Yolanda Windham (HALO)

- **Site Staff:** Shelter site staff will be interviewed individually.
- **Agency Directors:** Agency Directors will be interviewed individually.
- **COC Staff:** Teresa Reinders, Iraida Vazquez, Becca Pritzl, and Gai Lorenzen will all be interviewed individually.
- **Landlords:** We would like to conduct 10 interviews with landlords who serve people experiencing homelessness through COC housing projects. This is more feasible individually than as a focus group.
- **Local Government:** After discussion, it was decided to conduct interviews with local government officials, including the Mayor of Racine, County Executive, Head of Common Council, Head of City Development, Kathy Anderson (City), and Hope Otto (Racine County Human Services). We would also like to interview four law enforcement officers, including Officer Gabrielle Hood, who we hope can assist in identifying others.
- **Others:** We would also like to interview one person each from SAIL, All Saints Ascension (Warming Center) and the Housing Authority of Racine County – Deb Madsen.

**4.2. Interview Plan:** The committee agreed on a rough draft of the number and types of interviews to be conducted, subject to change (See Appendix I)

**4.3. Possible Interviewers:** Committee discussed who might be able to conduct the interviews. Several suggestions were made to contact educational institutions, such as Parkside, Carthage or Gateway. United Way was also suggested as an agency that does that type of work. Teresa Reinders and Melissa Taggart were suggested, as well as Liz Powell (Racine Community Foundation) and Carol Pagan (Leadership Council Member).

**4.4. Interviewer Involvement in Homeless Services:** The pros and cons and having the interview be from a homeless service provider were discussed. The pros include familiarity with the subject matter. Cons included the possibility of bias from the provider influencing the process. In the end, it was determined to use non-homeless service providers to the greatest extent possible. For interviews with local government, it was suggested that the interviewer be a member of the COC leadership council.

## 5. Assignments / Tasks

5.1. **Statement of Intent / Introduction:** Teresa to report at next meeting

5.2. **Document Review Formal:** Teresa and Gai to report at the next meeting.

5.3. **Contact with Potential Interviewers:** Scott will contact a Gateway Human Services instructor to inquire whether being an interviewer would be a suitable assignment for a student's Field Experience assignment. He will also contact MaryBeth Kalio to inquire whether or not United Way would be able to conduct some focus groups for the COC.

- 5.4. **Client Interview Question (55+):** Iraida and Melissa will meet to develop a question or questions specifically for individual interviews of clients who are 55 years old or older.
6. **Any Other Business:** Matt noted that he had a list of evictions that took place in Racine in 2023 if it will be useful.
7. **Adjournment:** In the absence of any other business, Iraida adjourned the meeting at 1:10 p.m., noting that the next meeting will be on the first Friday in September.

**APPENDIX I: Draft Interview Plan**

People to be Interviewed		Number of Interviews		NOTES
		Individual Interviews	Focus Group Interviews	
<b>CLIENTS</b>				
	Unsheltered		1	At HOPES
	Sheltered		4	HALO (Adult Only), HALO Adult with Child, TLC, WRC
	Transitional Housing		2	Bethany / Union Grove GPD
	Formerly Homeless (Housed)	14		2 Interviews each at: CVI SSVF, CVI PSH, HALO APOMO, HALO HAP, HOPES RRH, LSS, SAFE Haven
	Homeless and 55+	10		
<b>Clients Subtotal</b>		<b>24</b>	<b>7</b>	
<b>CASE MANAGERS</b>				
	Mixed Agencies		3	At CE Staffing
<b>Case Managers Subtotal</b>		<b>0</b>	<b>3</b>	
<b>SHELTER SITE STAFF</b>				
	BTLC	1		
	HALO	4		
	WRC	1		
<b>Shelter Site Staff Subtotal</b>		<b>6</b>	<b>0</b>	
<b>SUPERVISORS</b>				
	Mixed Agencies		1	At CE Staffing
	HALO	1		Bob Sus
<b>Supervisors Subtotal</b>		<b>1</b>	<b>1</b>	
<b>AGENCY DIRECTORS</b>				
	BTLC	1		
	CVI	1		
	HALO	1		
	HOPES	1		
	LSS	1		
	RVM	1		
	SAFE Haven	1		
	VA	1		
	WRC	2		
<b>Agency Directors Subtotal</b>		<b>10</b>	<b>0</b>	
<b>COC STAFF</b>		4	0	Iraida Vazquez, Teresa Reinders, Becca Pritzl, Gai Lorenzen
<b>LANDLORDS</b>		10	0	
<b>LOCAL GOVERNMENT</b>				
	Racine County	2		County Executive / Director Human Services
	City of Racine	4		Mayor / Head of Common Council / Director of City Development / Economic Development and Housing Manager
	Law Enforcement	4		Officer Hood + 3
<b>Local Government Subtotal</b>		<b>10</b>	<b>0</b>	
<b>HEALTH CARE PROVIDERS</b>		2	0	Ascension All Saints (Warming Center) / SAIL
<b>HOUSING AUTHORITY RACINE COUNTY</b>		1	0	
<b>TOTAL</b>		<b>68</b>	<b>11</b>	