



Results-Based Accountability Committee

August 14, 2017

Committee Objective: Review systems performance by tracking and reporting population indicators and performance measures; recommend performance dashboard design to Leadership Board.

Present: Brenda Goldstein, Charlene Jimerson, Connie Greene, Elaine de Coligny, Emily Claassen Helene Hoenig, Hollis Williams, Janice Chin, Jessie Shimmin, Julie Leadbetter, Kathy Naff, Lora Ashworth, Lucy Kasdin, Marnelle Timson, Monica Guo, Suzanne Warner, Teslim Ikhara

1. Welcome and Introductions

- Next Meeting: 3-5PM on Monday September 11 at 1404 Franklin in Oakland
- Bathroom keys
- Introductions: Name, Role, Agency

2. HMIS Update

- Contract with Bitfocus for Clarity HMIS will go to the Board of Supervisors on September 12
- Aiming to launch coordinated entry in Clarity

3. Performance Measures

- Deliverables: Decide on meaningful performance measures for each project type and the greater system, and design a dashboard that will communicate with our stakeholders about our progress and hold us accountable to our desired population result: *All people living in Alameda County have a safe supportive permanent home.*
- Timeline (see below)

3a. Discussion of Everyone Home Population Indicators (tables on next page):

- i. What measures have the greatest impact?
- ii. What would make the measures/scorecard clearer?
- iii. Which measures can be consolidated, discarded, or replaced?
- iv. What's missing? And, how would we measure it?
- v. What's belongs on our Data Development Agenda?

EveryOne Home				
	Population Indicators			
	Point In Time (PIT) Count of sheltered and unsheltered homeless people in Alameda County (Biennial census)	Unduplicated Count of Homeless Individuals Served During the Quarter (HMIS, demographics report run for coordinated entry, street outreach, emergency shelter and transitional housing)	Unduplicated Count of Homeless Households Served During the Quarter (HMIS, demographics report run for coordinated entry, street outreach, emergency shelter, and transitional housing)	First time homeless: unduplicated count of individuals entering emergency shelter, transitional housing, or permanent housing with no HMIS enrollments in the previous 24 months (HMIS, HUD System Performance Measure Q5.2)
Q3 2016		2811	2399	590
Q4 2016		3241	2787	817
Q1 2017	5,629	3205	2795	752
Q2 2017		3296	2850	597
Q3 2017				
Q4 2017				

EveryOne Home				
	Population Indicators			
	We know by name all people currently experiencing homelessness in our community: unduplicated count of homeless individuals served during the quarter (column C, above)/2017 PIT count (column B, above)	Homelessness should be short: Average number of days homeless for clients active in emergency shelter and transitional housing during the quarter (HMIS, HUD System Performance Measure Q1b)	Homelessness should be short: Median number of days homeless for clients active in emergency shelter and transitional housing during the quarter (HMIS, HUD System Performance Measure Q1b)	Count of Housing Opportunities for Extremely Low Income Persons in Alameda County (Data Development Agenda)
Q3 2016	50%	486 days (1,617 people)	344 days (1,617 people)	
Q4 2016	58%	523 days (1,799 people)	334 days (1,799 people)	
Q1 2017	57%	593 days (1,807 people)	386 days (1,807 people)	
Q2 2017	59%	572 days (1,699 people)	373 days (1,699 people)	
Q3 2017				
Q4 2017				

4. Project Type Workgroups

- Outreach, Shelter, TH: Jessie Shimmin, Julie Leadbetter, Hollis Williams, Connie Greene, Lucy Kasdin
- RRH, Housing Navigation: Elaine de Coligny, Janice Chin, Emily Claassen
- PSH, Homestretch: Lora Ashworth, Monica Guo, Brenda Goldstein, Helene Hoenig
- 211 and HRCs: Suzanne Warner, Kathy Naff, Marnelle Timson, Charlene Jimerson

5. Next Steps

- Working Groups will meet at the below times to generate a revised draft of performance measures
 1. Outreach, Shelter, Transitional Housing Workgroup: Mon. August 28th 10-12 @ 1404 Franklin 2nd fl.
 2. RRH and Housing Navigation Workgroup: Wed. August 23 9:30-11 @ 1900 Embarcadero Cove, #210
 3. PSH and Home Stretch: Mon August 28th, 2-3pm @ 1404 Franklin, 2nd fl.
 4. Call Center and HRC Workgroup: Wed August 23rd 2:30-4:30 @ 1404 Franklin 2nd floor
- **Workgroup drafts due to Jessie (jshimmin@everyonehome.org) on or before Friday September 1**
- Jessie will distribute the drafts for RBA Committee review by September 5th
- RBA Committee will discuss the working group drafts at September 11 meeting

RBA Dashboard Design Project Timeline			
What	Who	When	Completed
August RBA Committee Meeting: Set deliverables and timeline, divide project types by workgroups	RBA Committee	8/14/2017	
Workgroups review and provide draft performance measures to Jessie	Workgroups	9/1/2017	
Combine and redistribute draft performance measures to RBA Team	Jessie	9/5/2017	
September RBA Committee Meeting: review and discuss committee scorecards: 20-30 minutes each of 4 workgroups	RBA Committee	9/11/2017	
Assimilate performance measure revisions from the RBA Meeting and redistribute to RBA Committee	Jessie	9/12/2017	
Workgroups take second pass at performance measures and return to Jessie	Workgroups	9/29/2017	
Combine and redistribute draft performance second draft of Dashboard to RBA Committee	Jessie	10/2/2017	
October RBA Committee Meeting: finalize preliminary version	RBA Committee	10/9/2017	
Assimilate performance measure revisions from the RBA Meeting and create samples with real data	Jessie	10/27/2017	
Preview dashboard to RBA Committee	Jessie	10/30/2017	
Early comments from RBA Committee to Jessie	RBA Committee	EOB 10/31/2017	
Make dashboard draft available on EveryOne Home website for public comment	Jessie	11/1/2017	
Synthesize public comments for Committee Review	Jessie	12/1/2017	
December RBA Committee Meeting: review and reconcile public comment; final version	RBA Committee	12/4/2017	
Recommend Dashboard Design for Adoption by Leadership Board	RBA Committee Chairs	12/14/2017	