



Results-Based Accountability Committee

November 13, 2017

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

Present: Stevan Alvarado, Lucy Kasdin, Margaret Alfaro, Mark Shotwell, Lisette Rodriguez, Marta Lutsky, Mike Penner, Mike Keller, Julien Leiserson, Trevor Mells, Robert Ratner, Helene Hoenig, Hanna Flores, Connie Green, Katherine Naff, Jessie Shimmin

1. Welcome and Introductions

- Next Meeting: 3-5PM on Monday December 4 at 1404 Franklin in Oakland
- Bathroom keys are on the counter near the door
- Introductions: Name, Role, Agency

2. HMIS Update

- Program configuration work has begun!
- HMIS team has been offering office hours for support with the CE:Assessment and HMIS configuration worksheets.

3. System Performance Framework and Measures

- Up on the website for public comment: www.everyonehome.org
 - We've received 3 comments so far
 - Whose feedback do we want/need?
- Next steps: public comment will close at close of business on Friday December 1
 - Beginning 11/27, EOH will be synthesizing public comments for easier response.
 - Jessie will organize and distribute the public comments to the RBA Committee beginning Wednesday 11/29.

4. Choosing Measures: Communication Power Activity

Using the Communication Power worksheet we will look at a few the data dashboards for the housing crisis response systems in King County Washington, Chicago, Houston, and Mecklenburg County North Carolina. Through this process we aim to identify strengths in form and content that we'd like to bring to the EveryOne Home dashboards.

- Does the measure communicate to a broad range of audiences?
- Is the measure clear and simple? Will our audience understand what this measure means?

Discussion noted:

- Some dashboards provide a lot of program level data-What are the pros/cons of posting individual agency level performance on a publicly accessible site? Is this useful/meaningful to a public audience? Or, program level data better oriented toward continuum partners? *We did not reach consensus on how we want to handle this.*
- Effective when data was organized thematically to tell a story about homelessness and community efforts.
- Data (tables, charts, graphs) were most effective when aligned with a clear take away message.

The below guidelines emerged from our discussion

- Everything on website/dashboard should be intuitive and meaningful to non-specialists.
 - Data presented should pass the “So, what?” test.
 - Mecklenburg did this effectively by offering a take-away message that could be extracted at a glance and then a closer look at data/tables for interested audiences.
 - Preferred formatting will: avoid clutter, use colors and symbols, avoid the need to scroll through lots of text
- ***Use an infographic to tell a new but accessible story about homelessness and the impact of our efforts.***
 - What is the need?
 - How many homeless people? (current population indicator as well as how many literally homeless people in HMIS)
 - How many people entering homelessness?
 - How are we trying to help?
 - How many people exiting our projects to homelessness to permanent housing?
 - What is the outflow to unknown/loss of contact?
 - How many people died?
 - What is our capacity?
 - How many “slots” (ELI/30% AMI) do we have across the county?
 - How much of a gap exists between need and our capacity?
 - What’s in the pipeline?
- Provide additional explanation and detail for more specialized audiences without cluttering up the interface (i.e. a pop-up window?)

Timeline and Next Steps

- Public comment on framework and performance measures will end on Friday 12/1
- Next Month: respond to public comment and prepare for board adoption on 12/14

II. THE RBA "TURN-THE-CURVE" TEMPLATE

This template is an overview of the step-by-step RBA "turn-the-curve" decision-making process.

1

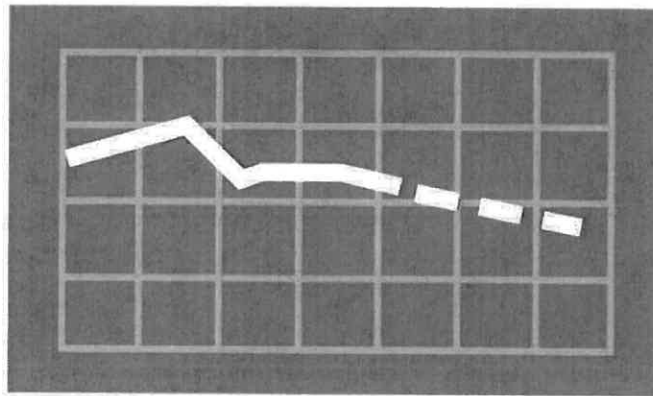
What is the "end"?

Choose either a result and indicator or a performance measure.

2

How are we doing?

Graph the historic baseline and forecast for the indicator or performance measure.



3

What is the story behind the curve of the baseline?

Briefly explain the story behind the baseline: the factors (positive and negative, internal and external) that are most strongly influencing the curve of the baseline.

4

Who are partners who have a role to play in turning the curve?

Identify partners who might have a role to play in turning the curve of the baseline.

5

What works to turn the curve?

*Determine what would work to turn the curve of the baseline.
Include no-cost/low-cost strategies.*

6

What do we propose to do to turn the curve?

Determine what you and your partners propose to do to turn the curve of the baseline.

