



Results-Based Accountability Committee

May 13, 2019

150 Frank Ogawa Plaza
4th Floor, Conference Room 1
Oakland, CA

Present: Mike Keller (EOCP), Julian Lieserson (AbS), Kathy Naff (BFHP), Dani Pederson (LLM), Karen Erickson (CCEB), Suzanne Warner (HCD), Jessica Lobedan (City of Hayward), Anthony Federico (City of Oakland), Nic Ming (City of Oakland), Amy Turner (Cal), Michelle Chen (Cal), Trevor Mells (HCD), Jennifer Vasquez (City of Berkeley), Kat Fraser (HCSA), Sharon Osterweil (LLM), Hanna Flores (HCSA), Julie Leadbetter (EveryOne Home), Jana Hiraga (WDDC)

1. Welcome and Introductions

- RBA Committee is an open committee and welcomes participation from stakeholders who are committed to learning and implementing the RBA framework.
- Welcome to members of System Coordination Committee

2. Upcoming

- Next RBA Meeting: 2-4 PM on Monday June 10 at Conference Room 1, 4th Floor, 150 Frank Ogawa Plaza, Oakland.
- Next month's RBA Meeting: Planning turn the curve and dashboard for Length of Time Homeless

3. Announcements and Updates

- EveryOne Home
 - Public Participation Policy means more opportunities for public participation at EveryOne Home Committees, including HMIS Oversight, HUD CoC, and System Coordination Committee.
 - HMIS Oversight Committee: 9-11 on Wednesday May 15th at EveryOne Home in San Leandro
- HMIS Update
 - Update on HMIS TA: our CoC will be getting a presentation from Mike and Leah, in person, to share their assessment and recommendations. And they will be able to provide support implementing those recommendations, courtesy of HUD. Contract is being finalized in May. Stay tuned!
 - Update on HMIS licenses: lots more licenses will be purchased!
 - HMIS Training calendar is available at: <http://www.acgov.org/cda/hcd/hmis/training-calendar.htm>
 - To register for training, or to request new projects or agency onboarding, email hmissupport@acgov.org

4. Coordinated Entry Evaluation Planning

What does HUD require?

- The *Coordinated Entry Management and Data Guide* published by HUD in October 2018 describes the requirements.
- Annual evaluation
- Focus on the quality and effectiveness of the CE experience and include the perspective of participants and participating projects (agencies)

What are our constraints?

- Must happen during calendar year 2019
- No funding budgeted
- We don't have a lot of administrative data because the BNL doesn't link up with HMIS enrollments
- *Therefore, to fulfill this requirement system coordination committee has asked for a narrowly scoped initial evaluation.*

Are we already doing anything that fulfills evaluation requirements?

- Because this will be a narrowly scoped evaluation, it is worth considering what we're already doing that fulfills evaluation requirements.
- System Coordination Committee will prepare a compliance review using HUD's Coordinated Entry Self-Assessment Tool.
 - CE self-assessment covers the entire CE process and will be completed with participation from providers/participating projects.
- Quarterly analysis of the CE Prioritization Tool that addresses the effectiveness of the CE tool in prioritizing the most vulnerable, including how special populations are scoring.
 - Prioritization analysis focuses on prioritization, speaks to effectiveness, does not incorporate provider or participant input.
- Point In Time Count survey included a question about coordinated entry that will speak to the quality? Effectiveness? of access by people experiencing homelessness.
- Are there other things we're already doing that could be included in the Year One Evaluation?

Review proposed questions and data sources (grid available on last page of packet)

- *What questions and themes of CE aren't here?* These can be used to guide focus groups or to set the stage for year 2, 3, 4+ evaluations
 - Bearing in mind that this first will be a narrowly scoped evaluation, much of what follows are data development ideas for future evaluations. For instance, what is the length of time from assessment to match, length of time from assessment to move in date? Want to get our data into shape to answer these questions.
 - Is there a pool of people who aren't assessed? We don't know what we don't know. Suggestion to identify this in the evaluation as a topic for future consideration: how can we find people who are even more high needs?
 - Data completeness impacts: High needs people who we can't find is another issue impacting the scores of people who move in. i.e. maybe there was a higher scoring person who we couldn't find and then had to move down the list. Or how many people do we match but then there are major issues with their assessment or eligibility.
 - What has been the impact of case conferencing?
 - Are people getting help with other things before they're getting housed? Could look at changes over time in the assessment, particularly in terms of the effectiveness of diversion and/or prevention resources. Alternatively, effectiveness of referrals to mainstream resources
 - Distinction between **matching**, which can be 10 people to 1 slot, referral or application process with the housing provider, and **move in**
- *Methodology:* what are the strengths and limitations of various data collection and analysis methods? Any glaring holes or issues?
 - Bearing in mind that this needs to be a narrowly scoped evaluation, many of the below suggestions could be incorporated into subsequent years' evaluations
 - What's outside HMIS? What pieces of the system aren't in HMIS? Housing Problem Solving and Screening, 211

Methodology, continued

○ Focus groups

1. Use language of unexpected consequences vs pain points
2. Questions should be open ended but somewhat circumscribed or thematic to make the data analysis more easily
3. Who gets to participate in the focus groups? People who get resources? People who don't?
4. Families and adult only households?
5. Is "coordinated entry" a thing in the minds of people experiencing homelessness? Many people know "coordinated entry" but that is a confusing concept. Lots of skepticism. Participants may identify more with the agency that's helping them than with the system/coordinated entry.
 - a. Subpopulations: making sure that we have representation
 - b. Is there a reason not to do a survey? Why wouldn't we do surveys as well as focus groups?

- *Operationalizing the evaluation plan*: where will we do focus groups, how many, who is involved, etc. What's the timeline? Who can help?

○ Cover all regions: Like one per HUB? Drop in hours at the HRCs, wellness centers

1. Outreach to drop in centers and shelters, hosted at Library or another public place that can
2. A group focused on people who have been housed; or perhaps an exit survey for those who have been housed

5. Update on Dashboards and Infographic

In April, the Leadership Board approved the annual summary infographic and the quarterly dashboard measures shown below with the following guidance:

- The info-graph and quarterly dashboards "bury the lead," specifically they wanted the info-graph to more clearly headline that two people become homeless for every one that gains housing.
- On the dashboard: is there a way to represent inflow and outflow in a way that is less spatially confusing? Representing the negative inflow measure and the positive homes measure as side by side, using identical bar charts is spatially confusing; is up good or bad? Do we want to reach the target or not?
- Quarterly dashboards use a black line as the maximum/minimum target. Looks like underlining.
- Dashboard language could be tightened up (see also the 1st bullet point)
- Link the info-graphic and dashboard more clearly to the 2018 Strategic Plan Update

Original annual summary infographic:

Of the estimated 12,000 homeless people in Alameda County during 2018:



2,215 became homeless for the first time



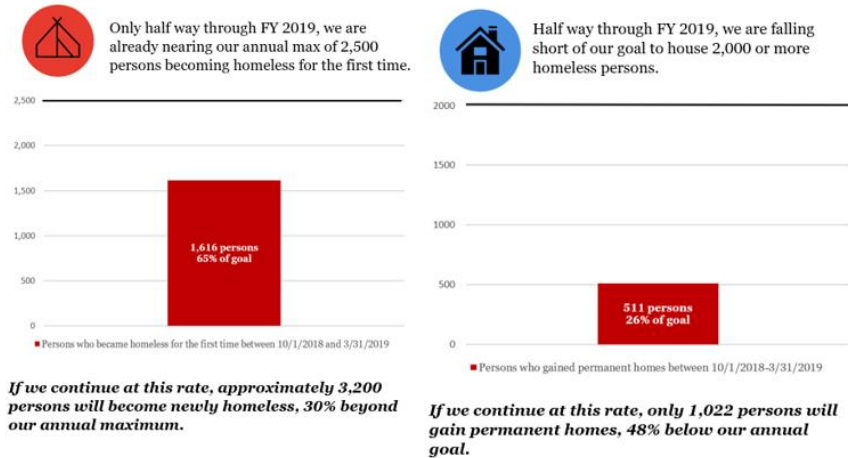
8,674 were served by street outreach, housing resource centers, emergency shelters, transitional housing, and housing navigation programs



1,218 gained a permanent home

About 2 people became homeless for every 1 person who gained a permanent home.

Original Quarterly Dashboards:



This guidance could be incorporated in the following ways:

1. Split the annual summary into two infographics and in doing so more closely link the info/outflow message of 2 persons becoming homeless for every 1 who gains a home. The number of literally homeless people served could become its own datapoint

Last year 2 persons became homeless in Alameda County for every 1 person who gained a home.



2,215 became homeless for the first time during FY 2018



1,218 gained a permanent home during FY2018

Of the estimated 12,000 homeless persons in Alameda County during FY 2018:



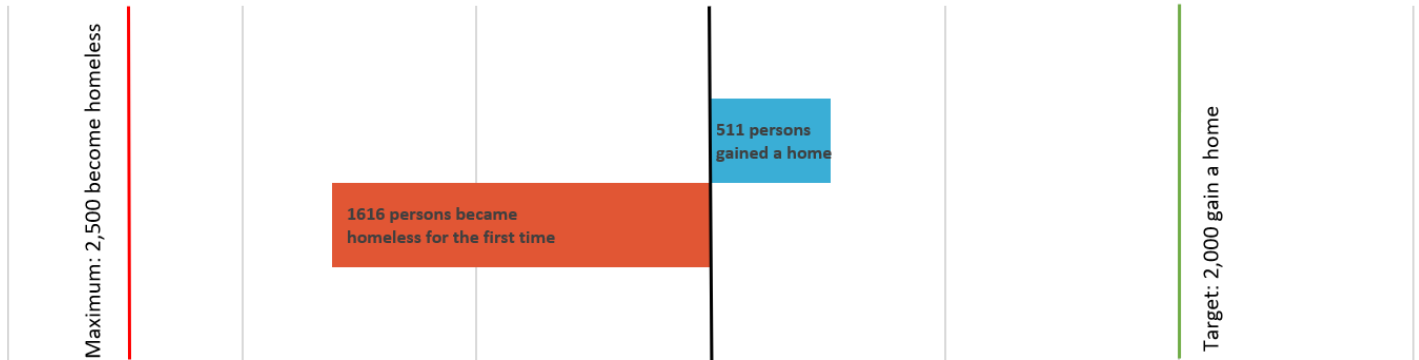
8,674 were served by street outreach, housing resource centers, emergency shelters, transitional housing, and housing navigation programs.

RBA Committee Input:

- Experiment with 2 x 1 sizing ratio
- # served (yellow above) is wordy. Try “8,674 literally homeless people were served”
- Black on blue is hard to read numbers, maybe green? White letters?

- Quarterly Dashboards: combine and shift the orientation of the dashboards and allow the y-axis to divide positive from negative.

Q1&Q2 2019: 3 persons became homeless for every 1 person who gained a permanent home.



RBA Committee

- try vertical orientation?

6. Next Steps

- Working group to think through questions, methodology, and participation rate Tuesday June 4
- Sharon O will look for examples of participant feedback from other communities
- National Alliance to End Homelessness has an evaluation tool: check it out!
- Incorporate RBA Committee feedback into infographic/dashboards and post to website

Question	Data Source	Access/Screening	Assessment	Prioritization	Matching	Quality	Effectiveness	Administrative Data	Participant Perspective	Provider Perspective
Has CE been fully implemented with fidelity to the original design? What areas require further attention? <i>*In progress</i>	Coordinated Entry Self-Assessment	X	X	X	X	X				X
How is the prioritization tool working? How are subpopulations distributed in the prioritization? <i>*Existing data and analysis</i>	Prioritization analysis (distribution and populations)			X			X	X		
Are the highest needs people being matched to PSH and RRH services? <i>*Existing data, New analysis</i>	HMIS and BNL				X	X	X	X		
Do homeless people know about coordinated entry? <i>*In progress</i>	Point In Time Count Survey Datapoint	X				X	X		X	
What has been your experience with coordinated entry? What is working well? Where are the pain points? <i>*New data collection and analysis</i>	Focus groups (how many?) with providers and participants (who to invite, how to recruit, incentives?)	X	X	X	X	X	X		X	X
	Re-launch the feedback survey on the everyonehome.org website									
	Survey									