



Results-based Accountability (RBA) Committee Notes

**December 6, 2021
2:00 – 3:30 p.m.**

The meeting was called to order at 2:00 p.m. on Zoom by Julian Leiserson, Chair.

Attendees: Julian Leiserson, Chair (Abode Services), Emily Derenthal (City of Oakland, Community Services Division), Kamesh Mamidipudi (Alameda County Housing and Community Development Department), Sharon Osterweil (Lifelong Medical), Deidre Wan (Berkley Youth Alternatives), Arlene Hipp (Community Member), Andy Duong (Alameda County Housing and Community Development Department), Josh Jacobs (City of Berkley), Miguel Dwin (Alameda County Human Services Commission), Daphine Lamb-Perrilliat (East Bay Housing Organizations)

EveryOne Home Attendees: Katie Haverly (Director of Research & Data Analytics), Tirza White (Senior Director of System Performance & Data Analytics), Chelsea Andrews (Executive Director)

Notes approved by Chair Julian Leiserson.

RBA Committee is an open committee and welcomes participation from anyone committed to learning and implementing the RBA framework

Attend

1. Welcome and Introductions

- Julian called the meeting to order at 2:05 pm
- Introduction of attendees

2. Announcements

- Review Meeting Notes
 - Shared meeting notes from November 2021 for review and invited questions
- PIT Count – updates
 - Shared January 25 date
 - Planning Updates
 - Meeting with city and regional coordinators to identify outreach teams to help with census tracks.
 - Late December: Link will be provided to sign-up and select census track, one or multiple. Asking folks to sign up in teams or pods
 - Outreach team workers will be partnered with guides
 - Opened the floor for questions. None.
 - Opened the floor for updates from attendees
 - Deidre asked about where link will be publicized. Katie offered her personal email for contact re: any questions, including sign up
 - Arlene asked about hiring young people for guides and if recommendations can be made and what the selection process and training involves. Katie answered

about guide recruitment and what opportunities are available. Encouraged Arlene to reach out to make any recommendations. Also told her about the youth count, ages 18-24.

3. Presentation of Practitioner Scorecard Findings for FY 2021 (10/1/20-9/30/21)

- Gave the background for updates. Looks at system as a whole and indicators by five program types.
- Full year of data presentation, Oct 1, 2020 to Sept 30, 2021
- All data is from HMIS (Homeless Management Information) data system
- Scorecard is available on EveryOne Home website - <https://embed.clearimpact.com/Scorecard/Embed/72761>
- Data analyzed is only as good as data entered
- Arlene asked if disaggregated by city or jurisdiction. Katie – no, cumulative and for the entire county
- **18,422 individuals who participated in housing crisis response system** in FY 2021
- Explained **first time homelessness trends** for FY 2021 and then showed differences between FY2019-FY2021
- **Exits to Permanent Housing.** Julian said those numbers have been maintained and that it was almost business as usual despite the pandemic.
 - i. 2019-2021 slide – Julian: If we look at those served in Emergency Shelter, we have higher numbers now than in years past. Katie: On average it's 2 people becoming homeless for every person being housed
- **Returns to Homelessness within 2 years:** Target is 19% and our rate is 18%.
 - i. Julian explained targets: Tried to adhere to HUD (Housing and Urban Development) standards around what are we scored on in the NOFO (Notice of Funding Opportunity) and what are we aiming for (Ex: Permanent Supportive Housing aims for 80% though we're asked to meet higher on the NOFO). Established targets based on those guides.
- Arlene asked about Street Outreach numbers (participants successfully moving into indoor locations) based on quarters and if rises are because of funding
 - i. Sharon said it's probably a data quality issue. Street Outreach tends to be the least accurate in her experiences as a user.
 - ii. Julian speculated that data quality slipped in Q4, 2020 because of getting new data evaluation quality measures up and online.
 - iii. Shared that we are proposing a scorecard for HMIS Oversight Committee to link to monitoring
- % of Emergency Shelter participants moving into permanent housing Slide – target is 30% and our rate is 37% for FY 21 Quarter 4
- % Transitional Housing participants moving into permanent housing– target is 80% and our rate is 55% for FY 21 Quarter 4
 - i. Sharon indicated that small changes make a big difference in the percentages in this category
 - ii. Deidre: ask how these categories are really tracked.
 - iii. Emily: Asked if these numbers also include youth
- % on Rapid Rehousing participants moving into permanent housing: Uptick from 70% to 73% when target is 80% for FY 21 Quarter 4.
- Average Length of Stay slide: Julian provided context and explained how these numbers inform turn the curve efforts
- % of Individuals that maintained or increased income from Start to Annual Assessment. Target 72% and our percentage = 73%
- % Individuals in Emergency Shelter Enrolled in Health Insurance – target 90% and our percentage 31%. Katie explained why the percentage may be as low as it is,

including eligibility and HMIS issues. Julian: It's also self-report data. Is it those issue or data quality issues. Josh: Is it COVID response and we aren't collecting data on those folks?

- % of Program Participants Enrolled in Mainstream Benefits across 5 program types. Targets differ by program. Targets are between 78-85%. Our performance is between 27% at a low in Street Outreach to 54% in Permanent Supportive Housing depending on quarter. Emily = ineligible people pull down the average. Miguel – asked what makes people ineligible. Could be that it is a single adult not eligible for WIC for example.
- Entered data in HMIS within 3 days: Target 100%. Performance is between 25-68%.

4. Discussion of Revision of Practitioner Scorecard Indicators

- Tirza, Julian and Katie met and came up with main concerns about dashboard while keeping the original intent.
- Shared previous 2017 memo to Leadership Board that explains scorecard
 - i. Reflects where we were in 2017: Launching Coordinated Entry and starting the new HMIS system
- Changes align to where we are as a community now
- Why are we keeping it? Trying to update to monitor data trends to support the work we're doing now by highlighting issues:
 - i. Informing the NOFO process
 - ii. Accountability
 - iii. Additional partnerships and federal grants
 - iv. Equity
 - v. Looking at jurisdictions
- Recommendations:
 - i. Pull out HMIS data quality and monitoring indicators into an HMIS scorecard
 - ii. Standardize household and individuals
 - iii. Analyze indicators by race and ethnicity
 - iv. Bring in other data sources for comparative purposes to go beyond HMIS, which only tells us who is served by programs entering data into HMIS
- Scorecard Revisions:
 - i. Two sections have been combined into one
 - ii. Individuals focus and to reduce the focus and measures on HH
 - iii. Items that get pulled out are "How Well" measures
 - iv. For HMIS Oversight Committee scorecard: Is race/ethnicity collected. We've seen a dip in this.
- Tirza updated the attendees on how HMIS Oversight Committee will be advised of these recommendations – first presented to co-chairs & Patrick later this month at the prep session and possibly to the larger committee in January
- 211: Arlene's questions:
 - i. How is the information recorded, how often is it updated, and is the information accurate?
 - ii. When recording info, for social services for example, are there indicators for those who are homeless and to help expedite help? She thinks they have them for those who are trafficked.
 - iii. Miguel suggested evaluating providers because it is a big focus on NOFO. Suggested looking at grant spending/fiscal management.
 - iv. Julian: Will send out Excel in a day or two with the recommendations.
 - v. Katie: Will send to the full committee and set a deadline to receive feedback. Attendees agreed with getting approval by email after the full committee has had a chance to review. Aiming to get it out by the end of the week.

- January 10 is the next meeting where they'd like to finalize scorecard changes and discussing race/equity indicators. Approval allows the scorecard to move up the chain for approval.
- Correction: Coordinated Entry Evaluation Discussion is actually in February.

5. Agenda Input for meeting

- Finalize scorecard changes
- Turn the Curve - Race/equity data monitoring

Next meeting: January 10, 2021, 2-3:30 PM