



## System Performance Workgroup Agenda

August 28th, 2020

Go To Meeting Online Meeting

10 am-11am

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Attendance: Gwen Beebe, Dale Whitley, Alyssa Holschbach, Rebecca Royce, Gideon Faulconer, Sarah Haukeli, Sherry Aldinger, Terrell Berry, Heather Young, Dianne Harmon

### Outcomes Reviewed

- July, 2020 Data Completeness Report Card. This looks at 3 months. It will be included with the notes in the follow up email.
- Data Dashboards Review & Updates:
- Dale reviewed latest dashboard outcomes. The dashboard is now viewable at the project level: <https://www.councilforthehomeless.org/system-dashboard>
  - Providers now have the ability to add notes for their projects. If you have an explanation or note to add, reach out to [Gwen](#) and she will add it.
  - Now you can also click on each individual program to view the outcomes.

### Equity

- Equity Dashboard now available. <https://www.councilforthehomeless.org/equity/> Teal is the equity group you selected. On the left is all the demographics.
- Group discussion: How has COVID affected your program operations?
- 2021 PIT Count & Project Homeless Connect  
Because of COVID, we may need to adjust our plans if we cannot invite hundreds of guests to the resource portion, which is typically held at St. Joseph Catholic Church. We have not heard from HUD yet about what adjustments if any they will make to the counting requirements. Regardless, we want to start thinking about what we could do while we have time.  
Some suggestions were:
  - Phone tree for people to call in access service providers
  - Survey by text with #s collected in advance ... for example, where did you sleep last night?
  - Shuttles won't be possible, so the solution may need to provide better access to serve people where they are

### HMIS Satisfaction Survey

We will be doing another survey again this fall. Please have you or your staff fill that out for us. We would like to have as many surveys as possible to make sure we are serving everyone the best that we can. Also, if you have any questions you would like to see in the survey, please feel free to ask as we would like to incorporate those also. We will send out a link to add the survey on line. (As an example, one of the outcomes from last year's survey was adding other training options – and as a result we added more options, such as the new video trainings available now.

### Future Meeting Schedule (Final Friday of Every Even Month):

Oct 28th, 2020 10-11am GoTo Meeting online meeting

Dec 18th, 2020 10-11am GoTo Meeting online meeting