



| AGENDA  |                                      | DISCUSSION   | ACTION ITEMS |
|---|--------------------------------------|--|--------------|
| <p>I. <b>Item 1</b><br/> <b>2:00pm – 2:30pm</b></p>   | <p>Claire Burrus</p>                 | <p><b>Research &amp; Evaluation Presentation</b></p> <ul style="list-style-type: none"> <li>➤ Client Feedback Pilot</li> </ul> <p>New research model will allow for clients to be able to provide feedback on their experience in PSH and their success in the program.</p> <p>Collected feedback from Committee Members on:</p> <ol style="list-style-type: none"> <li>1) How do we know if a housing program is effective at serving clients</li> <li>2) How do we know if clients are not served well in a housing program</li> <li>3) What do you want to know from clients to understand how a project is performing</li> <li>4) If you were client, what would you to be asked about and how?</li> </ol> |              |
| <p>II. <b>Item 2</b><br/> <b>2:30pm – 2:45pm</b></p>  |                                      | <p><b>Updates from Workgroups</b></p> <ul style="list-style-type: none"> <li>➤ Scorecard Review</li> </ul> <p>Working on collecting feedback from local stakeholders on edits to the Scorecard</p> <ul style="list-style-type: none"> <li>➤ PIT Count</li> </ul> <p>Reviewing questions from HUD to reword by next week<br/> Reviewing images for volunteers to use during PIT count</p>   |              |
| <p>III. <b>Item 3</b><br/> <b>2:45pm – 3:00pm</b></p> | <p>Andrea Berry &amp; Nirav Shah</p> | <p><b>Absentee Member Outreach Update</b></p> <ul style="list-style-type: none"> <li>➤ Contacts with missing members</li> </ul> <p>Going to do one more round of outreach for absentee members</p> <ul style="list-style-type: none"> <li>➤ Identifying &amp; voting on new members</li> </ul> <p>Will provide an update at the next committee meeting to vote on releasing members<br/> Dylan Shubitz is the Leadership Council Representative for the committee now</p>  |              |
| <p>IV. <b>Item 4</b><br/> <b>3:00pm – 3:15pm</b></p>  | <p>Miranda Spiro</p>                 | <p><b>Update from Lifeworks</b></p> <ul style="list-style-type: none"> <li>➤ Presentation with ECHO on PIP process</li> </ul> <p>Outcomes:<br/> <u>Performance has improved beyond requirements for PIP</u><br/> All strategies and goals have been completed<br/> Staff have more structured in-office time and admin support to review data entry<br/> Lifeworks has established quarterly checks to discuss income with clients<br/> Lifeworks has established new referral process for Workforce Development Program</p>   |              |

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|   |                                      | <p>Observations:<br/> Client Surveying was difficult towards end of process and might be more beneficial sooner in the process<br/> Removed the requirement for document reviews due to HUD review of documents</p> <p>Questions for Performance Monitoring Committee:<br/> What does performance across these indicators look like community wide?</p> |  |
| <p>I. <b>Item 4</b><br/> II. <b>3:15pm – 3:30pm</b></p> | <p>Andrea Berry &amp; Nirav Shah</p> | <p><b>Committee Planning</b></p> <ul style="list-style-type: none"> <li>➤ New workgroups</li> <li>➤ Projects of Interest</li> </ul>   |  |
| <p><b>Adjournment</b></p>                               |                                      | <ul style="list-style-type: none"> <li>• <b>Next Meeting: October 17, 2022 2:00PM – 3:30PM; Virtual meeting via Zoom</b></li> </ul>   |  |

