



ALLIANCE FOR HOUSING

## Oakland County Outcomes Committee Meeting Minutes

November 11, 2024

**Attendees:** Ashley Cuniberti, Audrey White, Bonnie Haney, Gisele Poole, Julia Steinberg, Dayna Swindell, Erinn Johnson, David Permaloff, Genny Bull, Matt McCormick, Jamie Sherwood

### HARA Outcomes Reports

- Genny Bull from CHN presented outcomes reports from July, August, & September
  - 24 calls reviewed in July
  - 27 calls reviewed in August
  - 24 calls reviewed in September
  - Corrected outcomes summary: 100% were successfully referred to programs they are eligible for after follow-up with housing specialists
- CHN HRC Call Center FY 2023-2024 Annual Report
  - Total calls: 29,830
    - iCarol text system= 14,851
    - OS ticket system= 22,261
    - Macomb HRC= 2,718
  - 13 live calls
  - 130 walk-ins at OC Troy office

### Data Quality Reports/Data Points

- Lighthouse - David Permaloff & Bonnie Haney presented:
  - July, August, September reports show number of positive destinations going down
  - Total number exited in quarter= 71; 73% positive destinations
  - Losing contact with client is a big reason for not knowing where they exit to
- CHN - Matt McCormick presented:
  - Review of data quality and corrections practices updates include using Eva, a data quality and analysis tool, to review data accuracy in HMIS on a monthly basis to find and correct bad data
    - 88% decrease in high priority errors and 66% decrease in low priority errors since implementing process in August

### Racial Equity Progress Update

- Lighthouse - Erinn Johnson presented Lighthouse's DEI training sessions
  - 4 live webinar training sessions (90 minutes each) with different topics were offered to all staff to participate
  - Each session had about 40 participants each
- CHN - Gisele Poole presented CHN's DEI committee updates

- CHN's DEI committee has worked on trainings, reviewing demographics, and updating policies such as including Juneteenth and a floating paid holiday
- CHN works with MMA to conduct annual bias trainings and this year they had separate sessions for general staff, leadership, and had a training session for their Board of Directors

**Next Outcomes Meeting:** December 9, 2024