

Outcomes Committee Working Meeting Notes - 1/11/2021

Attendance: Julia Steinberg, Audrey White, Ashley Burton, Renee Hall, David Permaloff, Jessica Keenan, Leah McCall, Marc Craig, Sarah Sporny, Sian Washington

Review of income change of adult leavers & reasons why there was or wasn't change in income.

How quickly data is being entered may change the report depending on when it is pulled. (Audrey will pull report on the morning of the meeting.)

For guide:

- Workflow for assessments, correctly update data, timeliness of entering data (7 days).
- Income categories should be closed out when entering a new one of same category. Only one "yes" for each source of income.
- Guide to include workflow for entering new income data.
- Guide to address adult children leaving the program (entered program as minors). When they turn 18 they need their own update record. Income data to be collected per HUD guidelines.
- Guide to address: "No financial resource" should **not** be used because the "yes" answer confuses the income report and shows up as an income source.
- Guide to address need for agency partner communication and collaboration when questions arise for data quality & consistency.

Data visibility issues may lead to inaccurate double entries. Old data may have been entered before new workflow trainings. Complex process still being learned.

There currently aren't any reports that can catch errors. Spot checking reports to catch errors.

HPV/HCV program has a minimum TTP of \$50 that each participant must pay. The \$50 is deducted for the utility allowance 1st. If utility allowance is over \$50, they don't pay anything. If utility allowance is under \$50, they pay the difference of the utility allowance (if utility allowance was \$35, they would pay \$15). If all utilities were included in rent, tenant would pay \$50 towards rent.

Next Meeting: February 8, 2021 to work together on guide.

Ashley will create starting point outline for next meeting (eg. intro, explanation, double-check workflow, key words, visibility, contact agency admin.)