

JUNE 5, 2014, 9:00 AM – 12:00 PM

## STRATEGIC PLAN AD HOC COMMITTEE PERFORMANCE MEASURES

### KEY DECISION POINTS:

- I. Guiding Principles of Performance Measures:
  - A. Uses
    1. NOFA scoring
    2. Determine how to spend funds
    3. Create a responsive system that:
      - a. Provides support to underperformers (not a punitive process); and,
      - b. Promotes efficiency (match clients to programs)
  - B. Principles
    1. Foster a sense of shared responsibility
    2. Foster a sense of shared accountability
    3. Cooperation and collaboration
    4. Establish outcomes that:
      - a. Focus on real change;
      - b. Are meaningful (relevant to the desired impact);
      - c. Are measurable;
      - d. Are realistic (adaptable and flexible); and,
      - e. Are regularly assessed
- II. Developing Performance Measures for Contra Costa County:
  - A. Develop data
    1. Provide context to calculations and figures (address caveats in the data)
    2. Target data to address specific sub-populations
    3. Determine how to accurately conduct follow-up for persons exiting programs
    4. Incorporate data regarding person in unstable housing situations and those imminently at risk of homelessness
  - B. Data tracking and monitoring
    1. Conduct reviews (monthly? quarterly?)
    2. Match clients to appropriate programs and services
    3. Track performance and success of innovative programs
  - C. Publish data and provide support
    1. Make system-wide reports by program type available to the public online
    2. Use individual program information to determine type/level of support needed
    3. Provide support

- III. Next Steps
  - A. Hold another meeting to:
    - 1. Look at trend data;
    - 2. Look at baselines; and,
    - 3. Set targets
  - B. Devise a system of monitoring
    - 1. Monthly?
    - 2. Quarterly?
    - 3. Biannually?
  - C. Consider capacity