

More Than A Report Card Evaluation Summary (November 8, 2013)

1. What component of “More than a Report Card” did you find the most helpful/useful? How was it helpful/useful to you?

- a. Discussion among the small groups.
- b. The opportunity to hear from other providers doing the same work.
- c. Talking with people doing similar work and who are experiencing similar struggles.
- d. Listening to other agencies share their best practices.
- e. Break out groups—opportunity to hear from various partners.
- f. Collaborating with other CoC participants/members throughout the state.
- g. Small group work; groups were facilitated and kept on track; food.
- h. I enjoyed working in groups and the conversations.
- i. Sharing ideas of how to improve outcomes and engagement of people who we provide services to.
- j. It was helpful collaborating with other agencies and discerning what works and strategies to make improvements.
- k. Sitting with different people to answer the questions to get different perspectives.
- l. Team collaboration/ideas presented from teams to support TH goals.
- m. Always connecting to others in the state. Great Conversations!
- n. Networking. Sharing stories, collaborating.
- o. Sitting with other community providers.
- p. As a state employee not directly involved, I found the process really enlightening.

2. What specific changes or strategies might be beneficial in the future?

- a. This seemed like a part 1—our chance to talk about the realities of our measures—however, part 2 is needed—what actual things can we do that are realistic to better meet measures.
- b. More of a legislative voice.
- c. Increased communication between providers.
- d. Meet twice yearly.
- e. Nothing, Great Job!
- f. Copies of results from conversation to all who attended.
- g. More incentive programs for choice to continue case management and care.
- h. Ongoing workshops.
- i. Program Outcomes measured differently.
- j. Conversations seemed to come down to some very common core features to all of the measurements we discussed. Would like to see a delving down/pulling apart of some core ideas we can all build on, etc.

3. Identify at least one way in which the event could be strengthened, enhanced or improved.

- a. Learning more about the continuum and future goals/initiatives.
- b. Have more/different providers attend.
- c. Any other day to meet (other than Friday afternoon).
- d. No need for group movement.
- e. Too small a room if you want people to move around.
- f. The event went well. The idea of switching groups up was successful and allows for networking.
- g. Have more variety to the teams.
- h. Like the format. Did wind up with the same people for the most part—maybe we could mix it up a bit.
- h. More time.
- i. Allow projects to work together so they can review report cards and target changes that are particular to programs.

4. What did you find useful in your report card?

- a. Good benchmark.
- b. Areas noted that “need improvement”.
- c. Showed strengths and weaknesses. Concrete strategies for improvement.

- d. It was a great overall look at what is happening.
- e. Looking at areas for improvement.
- f. That everyone from all agencies have the same issues and concerns.
- g. Comparison/concrete, detailed examples of program positives and negatives.
- h. Seeing what we are doing well, thinking about how to get youth/young adults to be employed.

5. What other performance measure topics would you like to discuss?

- a. How can we have input in new measures or ask for some changes based on the actual work we do.
- b. Number of people at risk of hospitalization (psychiatric) who are kept stable in our program and stay out of hospital.
- c. How do you measure relationship or “connection” with an organization?
- d. I thought the topics were good and are things we face every day, working in this field.
- e. Like the idea of pre and post tests with SS Inventory.
- f. Other ways to measure employment in income increases, like savings, as areas for increased income.
- g. SSOM

6. How will we improve performance management as a Continuum/State? What are the next steps?

- a. Listen to the individuals doing the work as regards to how realistic a measure is.
- b. Coordinated performance expectations for providers.
- c. Again, meet as a group more often.
- d. Measure what matters. Are people better off? Sometimes that’s a Continuum/Sliding Scale.
- e. Continued meetings and sharing of ideas. Creativity.
- f. More collaboration, networking and partnership. I think this workshop should happen more often.
- g. Continued conversation around best practice.
- h. Continue this discussion across the CoC’s
- i. Coordinated intakes/looking at rapid-rehousing and the outcomes. Does it work long-term? Could that money be more well-spent?

7. Did we miss anything?

What was the goal of this workshop—how will this information be used?

8. General Comments:

- a. Very informative; opportunity to meet or reconnect with other community partners; nice to have both continuums together.
- b. This was helpful and important.
- c. Great Workshop!
- d. Thank you—Good organization, good process.
- e. Thanks for getting all of this going and maintaining.