****

**Breakout Room Responses**

**November 17, 2023**

**Semi-annual Meeting**

**Is there anything surprising or that you want to learn more about related to our performance on these outcomes?**

* Cannot find duplicate assessments in the system. Duplicates cancel each other out and do not accurately reflect the state of the data. This could be too technically difficult for Nutmeg to find a way to easily identify those duplicates so there are issues that are not covered even with the useful data tools available.

**What action steps should the CoC be taking to improve performance?**

* Nutmeg alerts are actually in the client record with steps to review/correct issues and a link to a service ticket if needed. the reports can be moved to set up a list of records to review so there are different methods available to review data issues. Need simpler dashboards/data visualizations specific to the SPM as the APR can been too cumbersome. Dashboards and APR data doesn't always line up.
* Another big issue affecting data quality is staff turnover, losing employees who have been with the agency for a long time, losing new employees shortly after they complete training, this makes data cleanup throughout the year more difficult and increases the data issues and mistakes with data entry.
* Continue to offer trainings and do audit more often
* Another big issue affecting data quality is staff turnover, losing employees who have been with the agency for a long time, losing new employees shortly after they complete training, this makes data cleanup throughout the year more difficult and increases the data issues and mistakes with data entry.
* Data - Confirm new to homelessness has disabling conditions status on file.  Overall pleased with data quality reports.
* Solutions - Increase outflow from shelters while increasing prevention capacity.  Increase services and housing opportunities for those with severe medical and behavioral health needs to improve shelter outflow.
* Challenges -  increased housing barriers including criminal justice involvement, disabling conditions, and individuals unwilling to accept housing opportunities.
* Email communication is consistent, which helps us to understand the data (between CTBOS, Nutmeg, etc)
* Process is tedious and involves a number of systems- a training on Zengine and what goes in it, Esnaps and what goes in it would be helpful. Recorded webinars from HUD have a lot of information back to back and it can get confusing. (we are sharing the grid from the training earlier this week with each other)