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