

Dear Chicago CoC Stakeholders,

Thank you to everyone that provided feedback on the DRAFT Chicago CoC Program Models Chart (PMC). The DRAFT PMC is the result of numerous hours of work by members of the CoC's System Performance Goals Task Group (SPGTG), starting in August 2013. The SPGTG is a joint task group of the HUD McKinney-Vento Committee (HMCV) and Plan Advisory Committee (PAC). In addition to 5 HMCV and 5 PAC representatives, 4 constituency group representatives, 1 Lived Experience Commission (LEC) representative, and 1 DFSS representative were members of the SPGTG. SPGTG meetings were open to all stakeholders for attendance and participation.

The FINAL DRAFT PMC is based on the review of and revisions to the existing PMC, which was established in 2010. For each program type revision, input was solicited from the related constituency groups and stakeholders. In many cases, constituency group members attended the SPGTG sessions for the related program models, providing invaluable feedback throughout the process. During December 2014, Chicago CoC public feedback was solicited through two in-person feedback sessions and an online survey. Overall more than 45 stakeholders provided feedback.

On December 1, 2014 the SPGTG met to review stakeholder feedback, incorporate necessary changes into a final draft and provide responses to outstanding comments not included in the final draft edits (see public feedback themes below). The final draft of the PMC will be presented to the Planning Council for approval on December 17, 2014.

You can find a link to the redlined and no markup version of the FINAL DRAFT PMC at <http://www.allchicago.org/who-we-are/chicago-alliance/coc-funded-projects>.

## **Public Feedback Major Themes and SPGTG Responses**

### **Core Values**

- **Feedback (FB):** Terminology used for PLE and PP was clunky and confusing  
**SPGTG:** The SPGTG has changed most references to persons of lived experience and program participants to read participant. The intent of this change was to recognize that the outcomes of the PMC relate directly to program participant, unless otherwise noted. This distinction recognizes that not all persons of lived experience are program participants.
- **FB:** Values were repetitive  
**SPGTG:** While the SPGTG understands that some values are repetitive, it was the intent of the SPGTG to be as inclusive of incomes and values for all program models, as possible
- **FB:** Missing the following populations substance abuse, mental health, LBTQQI, undocumented and ex-offenders  
**SPGTG:** This suggested change has been made within the Core Elements section. The SPGTG recognizes that not all subpopulations are included in the PMC but confirms that the PMC is not exclusively related to populations represented in the PMC.
- **FB:** Add services driven by PLE identified goals and targeted and informed referrals for PLEs  
**SPGTG:** The PMC has been modified based on this change.

- **FB:** Further clarification, implementation, communication and trainings are need on aspects of the PMC.  
**SPGTG:** The SPGTG has identified this as a program implementation and technical assistance concern. For guidance and resources related to program implementation, please visit <https://www.hudexchange.info/> contact [CoCPrograms@allchicago.org](mailto:CoCPrograms@allchicago.org).

### **Core Elements**

- **FB:** Utilize correct terminology on the criminal legal system  
**SPGTG:** This suggested change has been made within the PMC

### **Permanent Housing**

- **FB:** Specify/define Dimensions of Quality  
**SPGTG:** This suggested change has been made within the PMC

### **RRH**

- **FB:** Ensure outcome is based only on people exiting, where appropriate  
**SPGTG:** This suggested change has been made within the PMC

### **Interim Housing**

- **FB:** Change 120 to 180 days (more realistic) or removing time frame  
**SPGTG:** This suggested change has been made within the PMC

### **Engagement Services**

- **FB:** Emphasis on housing needs to be stronger  
**SPGTG:** This suggested change has been made within the PMC.
- **FB:** Community Hospitality Center language is outdated. Recommend only calling “Drop-in Centers”  
**SPGTG:** This suggested change has been made within the PMC.

### **Low Threshold Youth Continuum**

- **FB:** Clarify what is meant by shelters open less than 12 hours  
**SPGTG:** This suggested change has been made within the PMC.
- **FB:** Concerns that outcomes are interventions or program activities  
**SPGTG:** This suggestion was considered and changes made where appropriate.

### **Introduction to System Performance**

- **FB:** Inconsistencies with youth Model. Example: successful income measures and successful employment measures aren’t indicated for youth but are listed as outcomes in Youth TH model.  
**SPGTG:** This suggested change has been made within the PMC
- **FB:** Review wording to ensure consistency in sections (example: Prevention should be Homelessness Prevention)  
**SPGTG:** This suggested change has been made within the PMC
- **FB:** Rewording measure C. Agencies do not focus on job creation

**SPGTG:** This suggested change has been made within the PMC.

### Overall Edits/Concerns

- **FB:** Concerns with how coordinated access will be utilized  
**SPGTG:** The requirements for coordinated access are part of the overall essential elements. Over the coming year, the CoC will provide further guidance on coordinated access.
- **FB:** Revise the right and responsibilities wording  
**SPGTG:** This suggested change has been made within the PMC.
- **FB:** System-level outcomes target values needed  
**SPGTG:** Over the next year, the CoC will work to present target system-level outcomes. The intent on including the general outcomes in the PMC was to assist stakeholders in understanding which system-level outcomes each program type contributes to. For more information on system outcomes, please visit <https://www.hudexchange.info/resources/documents/System-Performance-Measures-Introductory-Guide.pdf>
- **FB:** Need clear measurable time frames  
**SPGTG:** Where possible time frames have been provided for the program models, types, and outcomes. In the following years, the CoC will be reviewing the PMC with representative stakeholders to determine if modifications should be made.
- **FB:** Concerns with how agencies mission/funder policies conflict with PMC (in particular to Harm Reduction and Housing First and CRS/CA)  
**SPGTG:** The SPGTG has identified this as a program implementation and technical assistance concern. For guidance and resources related to program implementation, please visit <https://www.hudexchange.info/> contact [CoCPrograms@allchicago.org](mailto:CoCPrograms@allchicago.org).
- **FB:** Concerns with expected outcomes being unattainable.  
**SPGTG:** The SPGTG utilized several considerations for determining the PMC outcome percentages. These included a review of baseline HMIS outcomes data, consideration of the HUD required outcomes and targets, the outcomes presented in the previous 2010 PMC, community/constituency group recommendations, among others. The FINAL DRAFT PMC outcome targets represent these considerations and the desire to have the outcomes be both realistic and achievable, as well as recognizing the need the desire to set targets for overall performance improvement. In the following years, the CoC will be reviewing these outcome targets with representative stakeholders to determine if modifications should be made.
- **FB:** Helpful to spell out acronyms once in each section  
**SPGTG:** This suggested change has been made within the PMC.
- **FB:** Concerns with trainings, implementation and time frame for agencies to adhere to new PMC outcomes  
**SPGTG:** The SPGTG has identified this as a program implementation and technical assistance concern. For guidance and resources related to program implementation, please visit <https://www.hudexchange.info/> contact [CoCPrograms@allchicago.org](mailto:CoCPrograms@allchicago.org).
- **FB:** CoC accountability is needed  
**SPGTG:** CoC-wide accountability is reflected in the system performance section.