

The Salvation Army PIP Presentation

Collaboration, Continuous Improvement and Project Outcomes

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Purpose of Today's Presentation

- Outline 2023- 2024 Performance Improvement Plan (PIP) /Process for The Salvation Army's CoC funded RRH Project- Passages II
- Outlining the Roles
 - **ECHO**- Technical Assistance and Program Support, policy and practice review and recommendations, facilitating staff surveys, and facilitating targeting staff training
 - **The Salvation Army**- Staff Engagement (direct service staff and program leadership)
 - **Performance Monitoring Committee**- Ongoing Performance Review, PIP Policy Review and Revision, and Ongoing
- Official Recommendations from Performance Monitoring Committee to complete the 2023- 2024 PIP

Background on PIP

The Salvation Army December 2023 CoC RRH Scorecard fell below a 60:

Timeliness of Annual Assessments

Successful Housing Placements from RRH

Returns to Homelessness

Income Growth for Stayers and Leavers

The Salvation Army and ECHO staff co-created an Individualized PIP and Process.

ECHO is continuing to revamp the Technical Assistance and Program Support offered to CoC funded agencies

PIP Objectives

- Improve Service Delivery
- Improve Project Outcomes
- Increase Opportunities for Collaboration
- Continuous Improvement of Policies, Practices, and Work Flows
- Advance Skill Development for Program Staff
- Enhancing ECHO's Technical Assistance Program



PIP Plan and Process

Timeline	Activity
December 2023	PIP Kick Off Meeting
January 2024	Program Guide and Policy Review
February 2024	Participant Mapping Activity
March 2024	Staff Training- Core Components of RRH
April 2024	Performance Check In
May 2024	HMIS Data Review
June 2024	Staff Feedback Survey

Timeline	Activity
July 2024	Performance Check In
August 2024	PIP Plan and Process Review
September 2024	PIP Close Out and Performance Monitoring Committee Presentation



PIP Process and Performance Outcomes

- Authentic Collaboration and Continuous Program Improvement
- This PIP Process isn't THE magic bullet
 - ECHO Staff and The Salvation Army Program Staff will continue to engage in ongoing technical assistance and program support through the Q4
 - The Salvation Army Quarterly Performance Scorecard score is no longer in "PIP territory"
- All strategies and goals have been completed
 - Due to ECHO staff turn over, ECHO was not able to facilitate a Participant Feedback Survey as part of the PIP process and designed however 2/3rds of the enrolled participants participated in the Participant Feedback Survey conducted in Q1 as part of the new Quarterly Performance Scorecard process. ECHO staff is analysing the data from the survey to provide to all CoC funded projects.
- NAEH Training Series launch August 2024 and the RRH focus series will begin October 1st 2024.

The Salvation Army PIP Experience

Successes

- Process Improvement and Program Accountability
- Authentic Collaboration with ECHO staff
- Formalized Staff Training and Team Building
- In-depth Data Review
- Special Attention to Data Timeliness and Accuracy

Challenges

- ECHO Staff Turn Over
- Program Referral Interruptions Impacted Program Spending
- Access to Safe, Affordable Housing Units is still VERY Limited for Participants with Housing Barriers
- Difficulty Connecting Participants to Employment Opportunities That Will Sustain Housing Long-term

Performance Monitoring Committee Considerations

- New Quarterly Performance Scorecard is FINALLY live
 - The performance data wasn't available in Q1 and Q2
- ECHO will be providing a draft PIP Policy to be reviewed by this committee by October 2024
 - There is currently not a CoC Governance Policy to place projects on PIPs

Questions ??????????