

## **EXECUTIVE BOARD OVERVIEW: Research, Evaluation and Quality Improvement February 2020**

<b>Evaluation Activities</b>
<ul style="list-style-type: none"> <li>• Prepared and disseminated weekly and monthly outcomes reports and data quality reports to program staff and/or leadership, and met with program staff to discuss questions/concerns regarding reports/outcomes</li> <li>• Prepared and/or submitted outcomes data for 8 grant reports</li> </ul>
<b>Quality Improvement</b>
<ul style="list-style-type: none"> <li>• Facilitated reviews and revisions of key program policies and procedures</li> <li>• Worked with Social Enterprise to begin tracking CQI metrics related to customer satisfaction</li> <li>• Completed extensive data review and cleanup to submit the Housing Inventory Count (HIC) for 13 separate housing programs</li> <li>• Conducted peer file reviews for housing and employment services programs to begin preparations for CoC/FAA joint monitoring in April 2020</li> </ul>
<b>Research/Partnerships</b>
<ul style="list-style-type: none"> <li>• Prepared, submitted and received a grant to promote client participation in the Census.</li> <li>• Coordinated with U.S. Census employees to ensure that all clients residing in programs will receive the Census</li> <li>• Participated in ongoing countywide discussions regarding the data system for Reentry programs</li> <li>• Participated in meetings of the HHA including the general meeting and the HMIS Subcommittee</li> <li>• Cristina attended a faculty meeting for the FAU Dept. of Social Work to discuss her role at The Lord's Place and as a new FAU Research Affiliate, inviting additional opportunities for collaboration</li> </ul>
<b>Training</b>
<ul style="list-style-type: none"> <li>• Provided training in client databases to 2 new staff</li> <li>• Provided training in outcomes tracking and reporting to 2 new supervisors</li> <li>• Participated in community training on the Census</li> </ul>