Homeless Services Department

SHS Advisory Committee Meeting

September 10, 2026 | 3:00-4:30 pm

Attendance: Ruby, Daniel, Cheryl, Ed, Ria, Patrick,Theo, Ty, Xenia, Yvette, Lauren, Sandra, Jamar, Dwight, Crystal
STAFF: Breanna Flores, Anna Johnson, Claudia Sharygin

Agenda Item	Discussion Points	Decision/ Action
Welcome & Introductions; Land and Labor; Community Agreements	N/A	
Rapid Rehousing Evaluation Presentation Weigh in on participant engagement strategy	See slides for full presentation **Project status:** • We're about to distribute our participant survey so this is a great time for the committee to weigh in on what questions we are asking to understand what we can do to make Rapid Rehousing more effective. • About 150 distinct RRH programs are funded by the Homeless Services Department and are included in the evaluation. • We are running three focus groups for the adult system and one each for the Family, Youth, and Domestic Violence systems. • Did our best to have representation from as many providers as possible within each system, including culturally specific providers. • The project team published a best practices brief on our website: https://hsd.multco.us/wp-content/uploads/2026	

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	/06/MultCo_RRH-Best-Practice_122025-1.pdf We presented this at our provider conference recently. • The final report will be due next February but we're hoping for a preliminary draft by the end of this year. **Question:** Will you be tracking average monthly per person costs as well as total costs ? • This evaluation doesn't have that level of detail for expenditures. Our HMIS and financial data live in different places and the financial data does not cleanly link to the participant database. It doesn't always allow us to identify which expenditures happened in a particular month for a particular person. • However, we could look at costs over a year and compare that to shelter to weigh the effectiveness of different kinds of shelter vs RRH. **Focus groups:** • We're in the process of analyzing data from provider focus groups—six sessions across our systems. Twenty seven programs and 19 provider agencies. • We are currently scheduling interviews with program managers of front line staff included in the focus groups These will be scheduled for after the participant survey is distributed **Participant survey:** • The participant survey is in development right now. It will be informed by prior eval stages—what we learned from frontline staff about things relevant to participant success in programs. • It will be distributed to providers of current participants in programs and likely former participants too	

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	• Phone interviews or focus groups with 20 participants are planned–whatever works best for folks. These will help us dig a bit deeper into themes in the participant survey **Question:** Do you think a sample size of 20 participants is enough for the participant survey to draw conclusions on local programs? The number of people surveyed is important because a small sample can make things look better than they are. • We are looking to do interviews with 20 participants but our survey sample size could be over 500. We have a lot of folks currently enrolled in RRH programs and we should have enough respondents to draw meaningful conclusions. • Another thing that will help increase our sample size is that we're not looking for folks who are currently experiencing homelessness or have experienced homelessness recently. We're looking at anyone in the County who has been in a RRH program, including programs that have wrapped up. • We're also offering a drawing for gift cards as an incentive to participate. • The accessibility of the survey should also mean that more people can participate. There are 20 questions that should take about 10–20 minutes to complete. The survey will be open for about 1.5 to 2 months. **Feedback on gift cards:** The Pathways study offered $10 gift cards to everyone that they could use anywhere. Maybe lower the dollar amount so we can offer one to everyone who participates. **Feedback on survey collection:** It may be helpful to do some of the surveys out in the field. For the Pathways study we had multiple tablets. I'm willing to make my	

	schedule open to support with this. (Crystal M.) People are willing to help when they know the info can help make a change. And it makes a big difference to have people with lived experience walk them through it. Sometimes it's nice to have someone do it with you because you get that connection point. I couldn't imagine collecting data any other way than where people are at. It seems to be the most effective. (This point as a whole was echoed by other members.) **Response:** That is something I can take back to the team and find out if we have a plan for that, and if we don't how are we going to reflect that in the results. There is more planning that could happen around this piece. **Question:** Have you shared the best practices with Metro and will you be presenting to Metro politicians and decision makers involved in establishing key performance indicators (KPIs) / investment priorities/ goals / accountability etc for SHS governance etc? since they're creating KPIs and guidelines right now it would be helpful for them to know this because a lot of them aren't experts in the field • We haven't yet but it was included in the provider conference materials so the folks who are on that mailing list (including some Metro folks) have access to it. • We will present the final results to Metro and we can share the best practices brief with Metro SHS leaders. **Question:** How are people with disabilities being considered? How would people who are deaf or hard of hearing connect with someone to do this? How would they take this survey? It's very important to have that access. **Response:** That's a really important question. For those	

	who are deaf/hard of hearing, because the survey is in a written format, if people have access to a device they would be able to fill it out that way. **Feedback on accessibility:** It's also important to consider people who have literacy challenges and those who may not be able to read the survey. How can we make it accessible to those folks, whether through an audible version or another accommodation? Sometimes people won't respond to a survey because they're afraid to say they can't read or have literacy challenges. And for folks with disability or mobility challenges, there are so few programs that serve these folks that the sample for these studies tends to be skewed toward able- bodied people just because of circumstances around data collection. Speak to answer the questions–maybe we could have an option for that. **Response:** We are using Survey Monkey and I'm not sure how screen readers are incorporated in that product—I can follow up with our project partners. We're going to be working closely with providers to distribute the survey so we can brainstorm with them as well about ways to make the survey more accessible. **Feedback:** It may be helpful to include a contact person in the survey details if people have questions. **Question:** How many moved through RRH in total over the past fiscal year? (July 2025 to June 2026)? • For our whole system it was somewhere around 3,000–5,000 people who were supported at some point during the year in a RRH program (unduplicated). Then if you include the people from past years there is an even bigger pool. **Next steps:** We will debrief with our co-chairs about next steps. Please feel free to share additional feedback with us and we can make sure it gets to the	

	project team.	
Committee Priorities Discussion Review and discuss the results of the priorities vote	**Question:** Can we share our final recommendations with County and Metro commissioners? • Our committee charter specifically creates a line to the HSD director and deputy director, but members of the committee can share the recommendations with other entities as private citizens. **Question:** Can we get a refresher on past recommendations that relate to our current priorities? • Yes, we can provide that information in our next meeting. **Feedback:** Recommendations about safety should be shared beyond domestic violence (DV) teams. It's a widespread concern across the entire system. **Response:** While the recommendations would go directly to our leadership, we could bring in our DV team to engage more. **Survey results:** • City/County coordination was voted the highest priority but this is challenging given the committee's scope. We have limited influence on City approaches. • Second highest priority was a tie between City/County coordination and training/ technical assistance. **Question:** Is what we're aiming for with City/County coordination that things are being accessed the same way across the board? • That is the question we would like to pose to the committee. What portions of coordination are within the control of HSD that you all could	**Action:** SHS team will identify recommend ations the committee has already made in the priority areas and bring this info to our next meeting.

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	influence, because some of those things happen outside of our department. **Committee feedback:** City/County coordination and coordinated access could be combined because they go hand in hand. It's really confusing for people accessing the system because it's so different and not aligned. There's a big lack of info about how to navigate it. Unless you have someone to walk hand in hand with you it's almost like the system sets you up to fail and prevents you from getting in. **Committee feedback**: Even though it's one of the most important things, HSD isn't in a position to force the city to coordinate. **Next steps:** It sounds like overall what we're talking about is coordination and there being an issue there. If existing recommendations don't cover this we could explore more. We can try to get more clarity on what specific angle the committee would like to focus on the most and narrow things down knowing what has already been covered. And we will discuss with co-chairs about what we can do in the meantime.	
Closing and Next Steps		

Zoom Chat:

2026-09-10 14:59:54 From Breanna Flores to Hosts and panelists:

Housekeeping: Thank you to the ASL interpreters in our space today. We are working on creating this space to be as accessible as possible to all committee members and appreciate your grace as we work through some of the logistics. If you are planning to use ASL interpretation in today's meeting we kindly ask you to pin the interpreter who is signing on your personal device in the meeting.

If pinning on a computer, you can pin someone by hovering over their video and clicking the three dots in the right corner of the video.

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If pinning on a mobile device, swipe left to enter gallery view, tap and hold the video of the person you want to pin and tap pin.

To undo the pin, follow the same process and click unpin.

2026-09-10 15:01:24 From Sandra Comstock to Hosts and panelists:

Hi all - sorry I haven't made it to the last 2 meetings - I have been extremely sick / but recovered for the most part now :-)

Anna J., SHS team, she/her:❤️

2026-09-10 15:02:40 From Ed to Hosts and panelists:

Ed Johnson

Community volunteer

2026-09-10 15:05:48 From Ria (she/her) to Hosts and panelists:

ive missed you! so glad youre back!

Sandra Comstock:❤️

2026-09-10 15:06:11 From Claudia S. to Hosts and panelists:

Welcome back Sandra and I hope you continue to feel better <3

Sandra Comstock:❤️

2026-09-10 15:07:50 From xenia to Hosts and panelists:

Xenia her community meber Bipoc deaf trans addict

2026-09-10 15:08:06 From xenia to Hosts and panelists:

Happy to be here

Sandra Comstock:❤️

2026-09-10 15:09:29 From Ria (she/her) to Hosts and panelists:

Your name sounds like a superhero name!

2026-09-10 15:09:35 From Ria (she/her) to Hosts and panelists:

Lauren Link!

2026-09-10 15:20:04 From Anna J., SHS team, she/her to Everyone:

DCHS--Department of County human services (another county dept)

2026-09-10 15:26:35 From Claudia S. to Hosts and panelists:

https://hsd.multco.us/wp-content/uploads/2026/06/MultCo_RRH-Best-Practice_122025-1.pdf

2026-09-10 15:34:39 From Breanna Flores to Hosts and panelists:

Welcome, Crystal - we are getting a brief on the RRH evaluation HSD is performing.

2026-09-10 15:35:02 From Crystal Magaña to Hosts and panelists:

thanks sorry I'm late. I was in P/T

Sandra Comstock, Breanna Flores:❤️

2026-09-10 15:37:09 From Sandra Comstock to Hosts and panelists:

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Caludia - Will you be tracking average monthly pp costs as well as total costs ?
2026-09-10 15:37:27 From Sandra Comstock to Hosts and panelists:
Meant claudia !
2026-09-10 15:38:36 From Sandra Comstock to Hosts and panelists:
Would be helpful for weighing bang for buck of shelter types vs housing
2026-09-10 15:44:54 From Sandra Comstock to Hosts and panelists:
Do you think an n of 20 participants is enough for the participant survey to draw conclusions on local programs ?
2026-09-10 15:54:59 From Sandra Comstock to Hosts and panelists:
Have you shared the best practices with Metro and will you be presenting to Metro politicians and decision makers involved in establishing Key performance indicators / investment priorities/ goals / accountability etc for SHS governance etc?
2026-09-10 15:57:06 From Sandra Comstock to Hosts and panelists:
Can we share the best practices with them ?
2026-09-10 15:57:43 From Cheryl's iPad to Hosts and panelists:
Yes it's very important to meet people where they stand and to hear them speak about their experiences so that the data reflects them not the policy makers thank you
2026-09-10 15:59:09 From Sandra Comstock to Hosts and panelists:
Good point Xenia !
2026-09-10 15:59:29 From Crystal Magaña to Hosts and panelists:
agreed great question
2026-09-10 16:00:00 From Sandra Comstock to Hosts and panelists:
Targeting those most weakly served is critical
2026-09-10 16:02:18 From Sandra Comstock to Hosts and panelists:
How many have moved through RRH in total?
2026-09-10 16:04:53 From Sandra Comstock to Hosts and panelists:
Great idea ria - with all the tools now a day - making an standard audio based question and response seems possible and perhaps not so expensive as in the past - the barriers ria lifts up are important barriers and experience to capture
2026-09-10 16:06:28 From Sandra Comstock to Hosts and panelists:
With provider involvement facilitates broader coverage via person to person communication about the opportunitiy to take the survey in audio or written form
2026-09-10 16:08:44 From Ria (she/her) to Hosts and panelists:
the only potential problem that i see with accepting verbal responses is continuity and capturing data accurately

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2026-09-10 16:09:03 From Ria (she/her) to Hosts and panelists:
but I think that could also be managed creatively.
2026-09-10 16:10:05 From Sandra Comstock to Hosts and panelists:
Very exciting work Claudia - thank you !!!! Would be great to know how new city programs measure up in the future too :-))))
2026-09-10 16:10:13 From Claudia S. to Hosts and panelists:
Thank you for the opportunity to share this work!
Anna J., SHS team, she/her:❤️
2026-09-10 16:11:14 From Ty Schwoeffermann to Hosts and panelists:
Thank you Claudia

2026-09-10 16:12:00 From Crystal Magaña to Hosts and panelists:
why are we having a big break? I didn't catch that
2026-09-10 16:12:28 From Crystal Magaña to Hosts and panelists:
oh. gotcha
2026-09-10 16:15:01 From Sandra Comstock to Hosts and panelists:
Can we also share our final recommendations with County Commissioners and Metro Commissioners?
2026-09-10 16:25:19 From Sandra Comstock to Hosts and panelists:
The issue is city willingness to coordinate with county - HSD is not in a position to force that coordination
2026-09-10 16:25:55 From Sandra Comstock to Hosts and panelists:
Sooooo valid thoughh and highly agree w the point crystal
2026-09-10 16:27:25 From Ruby Durr (She/Her) to Hosts and panelists:
Your suggestion
2026-09-10 16:29:44 From Cheryl's iPad to Hosts and panelists:
Please do email it's helpful thx
2026-09-10 16:29:55 From Sandra Comstock to Hosts and panelists:
There is potential to work on a recommendation related to have the county create data/intake sharing infrastructure between city and county systems
2026-09-10 16:29:58 From Ruby Durr (She/Her) to Hosts and panelists:
Like it
2026-09-10 16:30:21 From Theo Hathaway Saner to Hosts and panelists:
that sounds like a good idea. I'll look for the email
2026-09-10 16:31:14 From Cheryl's iPad to Hosts and panelists:

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Thx Mz Anna

Anna J., SHS team, she/her:❤️

2026-09-10 16:31:23 From Theo Hathaway Saner to Hosts and panelists:

✌️

2026-09-10 16:31:25 From Ruby Durr (She/Her) to Hosts and panelists:

Thanks

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