



Overview of System Performance Measures and Reports

April 16, 2019

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HUD Certificate-of-Completion

Reminder: HUD is offering a Certificate-of-Completion for completing at least 4 sessions within either track:

- 1) HMIS Fundamentals Track
- 2) System Planning with Data Track

To earn credit for completion of this session, please complete the evaluation on the conference app and include contact details when prompted

HUD Certificate-of-Completion

HMIS Fundamentals Track

- HMIS Governance 101
- HMIS Lead Monitoring
- HMIS Project Monitoring
- Implementing Effective Contract Negotiation and Relationship Management Strategies 101
- HMIS Project Set Up 101
- HMIS Project Set Up 201
- Understanding the Interconnectedness of HMIS Data
- Achieving a Quality and Stable HMIS Staffing Pattern
- HMIS Project Management and Annual Calendar of Expectations

System Planning with Data Track

- Orientation to the Stella Performance Module
- System Modeling 101
- System Performance Improvement: Part 1 – Analyzing Performance
- System Performance Improvement: Part 2 – Developing Strategies
- Overview of System Performance Measures and Reports
- Using Data in Funding Decisions
- System Performance by Subpopulation and Geography

Learning Objectives

We hope you leave this session with...

- An understanding of why HUD's system performance measures (SPMs) are important for individual providers and the community as a whole,
- An understanding of each SPM and how it is measured,
- Knowledge of resources to help you understand and analyze your SPM data, and
- Inspiration from one community that is utilizing SPM data at the local level.

Agenda

- Overview of each SPM
- Overall implications of SPMs on communities and projects
- Peer Q&A Round 1
- Reports and Resources
- Community Presentation
- Peer Q&A Round 2

Background

- SPMs are quantifiable metrics designed to evaluate the impact the homeless response system has on the homeless population.
- The McKinney-Vento Homeless Assistance Act (as amended) includes a set of seven system performance measures designed to assist both HUD and communities in measuring the overall impact of each CoC in preventing and ending homelessness within its jurisdiction.

Background

Full set of measures compliment and balance one another. Communities should not look at just one measure but the full set.



Measure 1: Length of Time Homeless

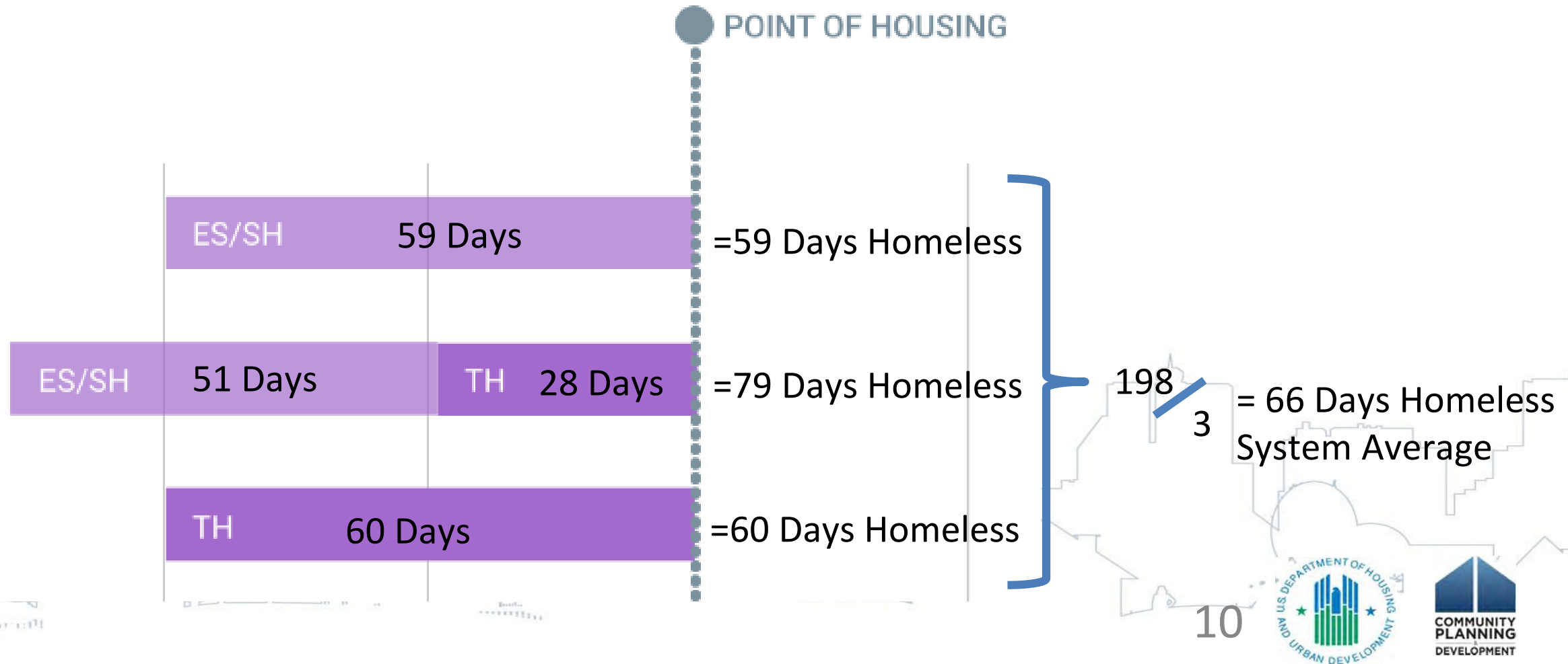
- **Measures:** average and median length of time that people spend in homeless situations.
- **Why:** efficient system will quickly house those experiencing homelessness.
- **Improve by:** prioritizing chronically homeless or others with long length of time homeless.



Measure 1 Metrics

- Metric 1.1: Change in the average and median length of time persons are homeless in emergency shelter and safe haven projects
- Metric 1.2: Change in the average and median length of time persons are homeless in emergency shelter, safe haven, and transitional housing projects

Measure 1: Length of Time Homeless



Measure 2: Returns to Homelessness (from PH)

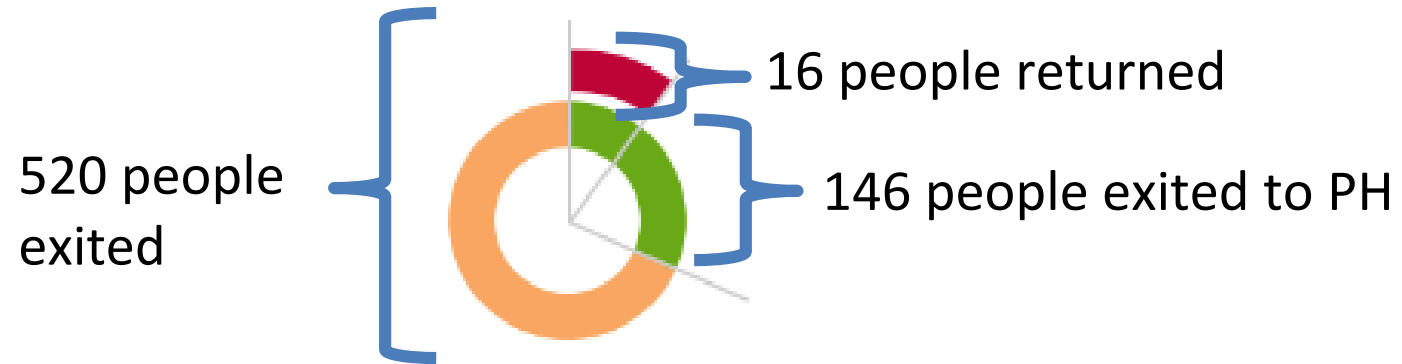
- **Measures:** the percentage of persons that exit to permanent housing destinations and return to homelessness within 6 to 12 months and also 24 months.
- **Why:** effective system ensures those that are housed will stay housed.
- **Improve by:** adjusting placement processes; administration of follow-up services; diversify placement options; targeting problem solving and prevention services to households with homeless history.



Measure 2 Metrics

- Metric 2a.1: Returns to street outreach, emergency shelter, safe haven, and transitional housing projects after exits to permanent housing destinations (within 6-12 months)
- Metric 2a.2: Returns to street outreach, emergency shelter, safe haven, transitional housing, and permanent housing projects after exits to permanent housing destinations (within 6-12 months)
- Metric 2b.1: Returns to street outreach, emergency shelter, safe haven, and transitional housing projects after exits to permanent housing destinations (within 2 years)
- Metric 2b.2: Returns to street outreach, emergency shelter, safe haven, transitional housing, and permanent housing projects after exits to permanent housing destinations (within 2 years)

Measure 2: Returns to Homelessness (from PH)



28%
Permanent Exits

11%
Returns

Temporary & Unknown exits

Permanent exits

Returns

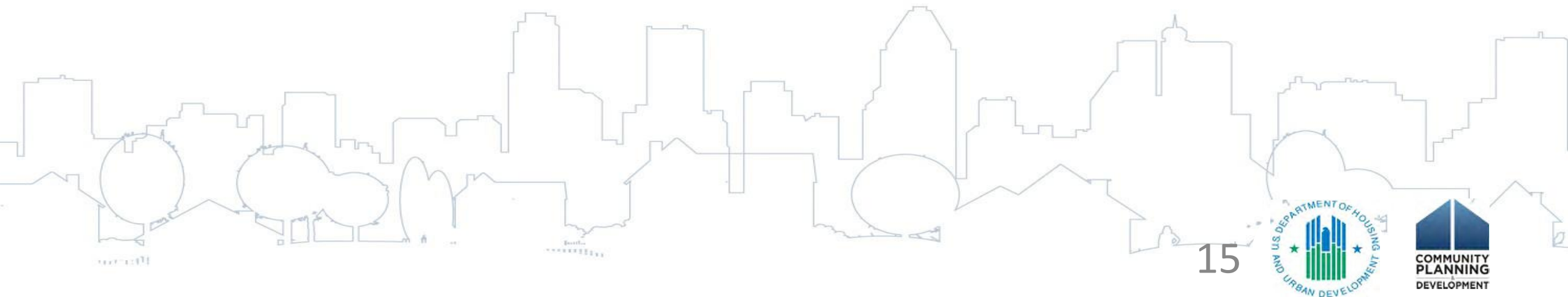
Measure 3: Number of Homeless Persons

- **Measures:** changes to the total number of homeless persons in your CoC by looking at data from both the PIT count and HMIS.
- **Why:** reducing the overall number of people experiencing homelessness is the most important measure of a community's success in preventing and ending homelessness.
- **Improve by:** realigning resources; implementing and improving coordinated entry; implementing system-wide problem solving.



Measure 3 Metrics

- Metric 3.1: Change in the PIT count of sheltered and unsheltered homeless persons
- Metric 3.2: Change in annual count of sheltered homeless persons in HMIS



Measure 4: Employment and Income Growth in CoC Projects

- **Measures:** the extent to which participants in CoC Program-funded projects increase employment and other forms of cash income (does not include non-cash income).
- **Why:** maximizing the cash income to participants and system leavers means they're better able to stay in housing.
- **Improve by:** realigning resources; implementing training for CoC-funded program staff to ensure all relevant benefits are being utilized; strengthening partnerships with mainstream service providers.

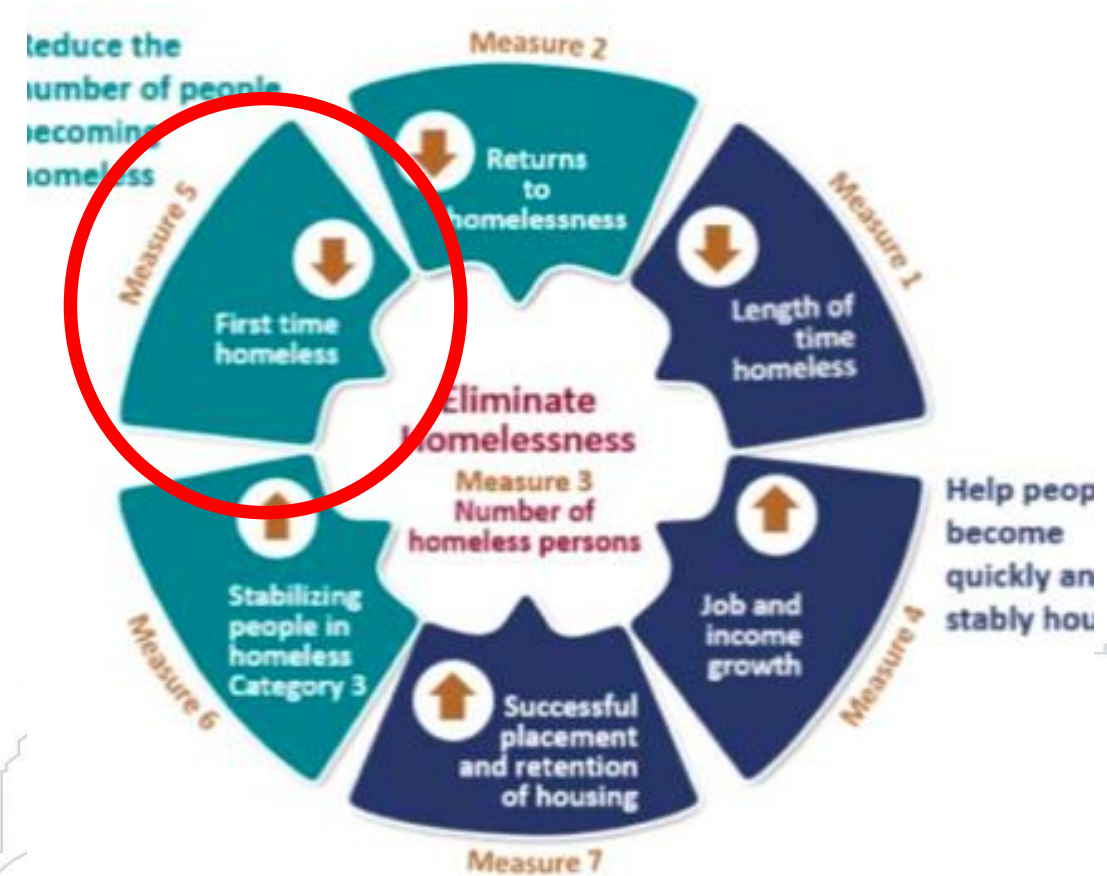


Measure 4 Metrics

- Metric 4.1: Change in employment income during the reporting period for system stayers
- Metric 4.2: Change in non-employment cash income during the reporting for system stayers
- Metric 4.3: Change in total cash income during the reporting period for system stayers
- Metric 4.4: Change in employment income from entry to exit for system leavers
- Metric 4.5: Change in non-employment cash income from entry to exit for system leavers
- Metric 4.6: Change in total cash income from entry to exit for system leavers

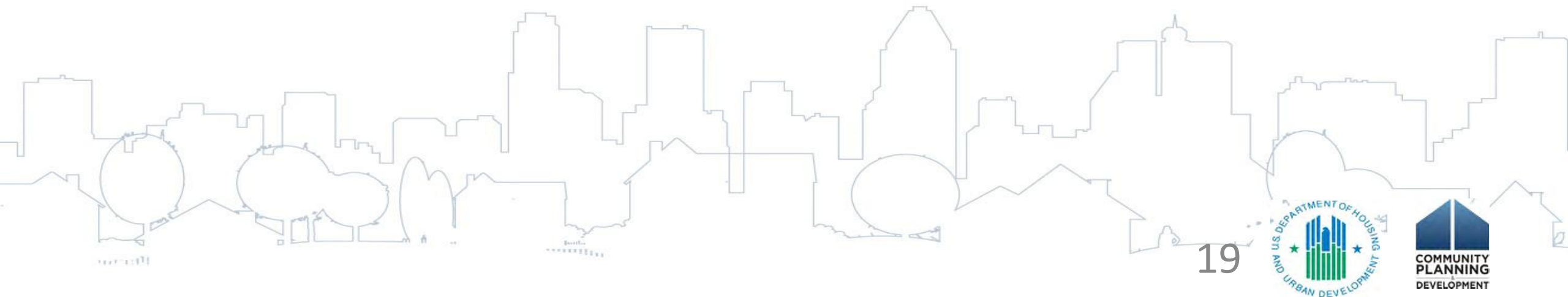
Measure 5: Persons Homeless for the First Time

- **Measures:** the rate of first-time homelessness within your CoC.
- **Why:** ending homelessness requires not only housing those currently homeless, but reductions in the number of people who become homeless in the first place through successful prevention.
- **Improve by:** ensuring homelessness prevention projects are targeted and evidence-based.



Measure 5 Metrics

- Metric 5.1: Change in the number of homeless persons in emergency shelter, safe haven, and transitional housing projects with no prior enrollments in HMIS
- Metric 5.2: Change in the number of homeless persons in emergency shelter, safe haven, transitional housing, and permanent housing projects with no prior enrollments in HMIS



Measure 6: Prevention and Placement of Category 3-Eligible Clients

- **Measures:** the percentage of persons that are homeless under other federal laws that return to homelessness and exit to or retain permanent housing from CoC-funded projects
- **Note:** As no CoC has been approved to serve clients under Category 3 of the homeless definition, this measure is not currently applicable.



Measure 7: Successful Placement and Retention of Housing

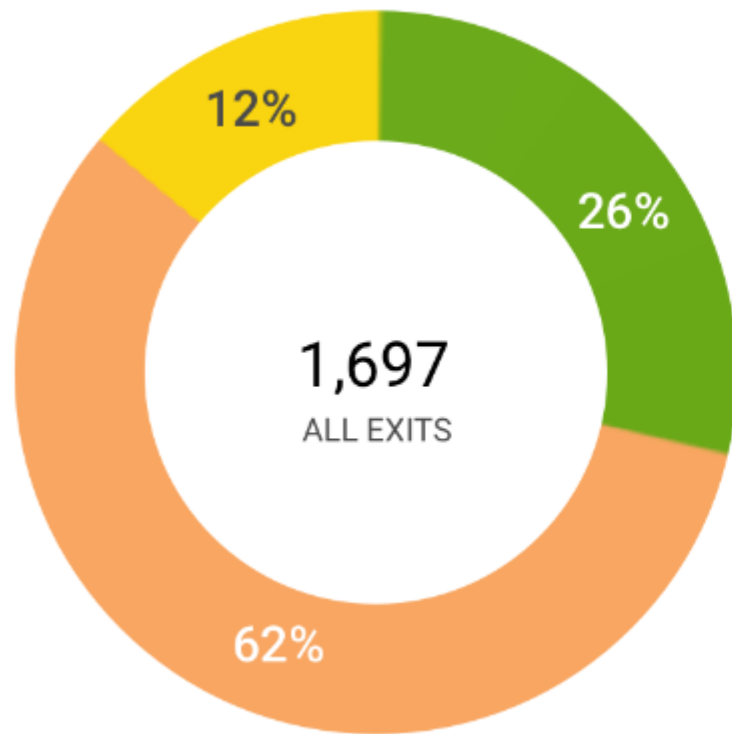
- **Measures:** the success of street outreach projects in placing people experiencing homelessness into housing, as well as the success projects have at exiting clients to (or retaining placement in) permanent housing.
- **Why:** effective homeless response systems must successfully move clients from the street, or from sheltered situations, to permanent housing in order to end homelessness.
- **Improve by:** set targets to improve placement in and retention of permanent housing; realign resources for specific project types that struggle in this area.



Measure 7 Metrics

- Metric 7a.1: Change in placements to permanent housing destinations, temporary destinations (except places not meant for human habitation), and institutional destinations (except jails and prisons) from street outreach
- Metric 7b.1: Change in overall exits to permanent housing destinations
- Metric 7b.2: Change in exits to or retention of permanent housing from permanent housing programs (except RRH)

Measure 7: Successful Placement and Retention of Housing



Adult Only



26% | 114 HH

Adult & Child



30% | 133 HH

Child Only



44% | 194 HH

■ Permanent Exits

■ Temporary Exits

■ Unknown Exits

Implications

- **Sequential progress:** Metrics designed to encourage improvement over time.
- **Individual projects:** Only a few measures are specific to CoC-funded projects. No single project can have overwhelming impact on measures. But all projects should be aware that their performance contributes to measures.
- **Data quality:** Useful performance measurement requires access to complete, accurate, and timely data to present a valid representation of overall system performance.

Uses of SPM Data

- Since 2015, HUD has required communities to submit system performance measures in HDX, and uses the data as part of its evaluation criteria in the CoC competition.
- HMIS vendors are required to have standard SPM report available to all communities.
- Communities should use measures to set performance targets and make funding decisions. Communities may even add additional measures.

Q & A - Round 1

1. Length of Time Persons Remain Homeless
2. Extent which Persons who Exit Homelessness to Permanent Housing Return to Homelessness
3. Number of Homeless Persons
4. Employment and Income Growth for Homeless Persons in CoC-funded Projects
5. Number of Persons who Become Homeless for the First Time
6. Prevention and Housing Placement of Persons Defined by Category 3 of HUD's Homeless Definition in CoC Projects
7. Successful Placement from Street Outreach and Placement in or Retention of Permanent Housing

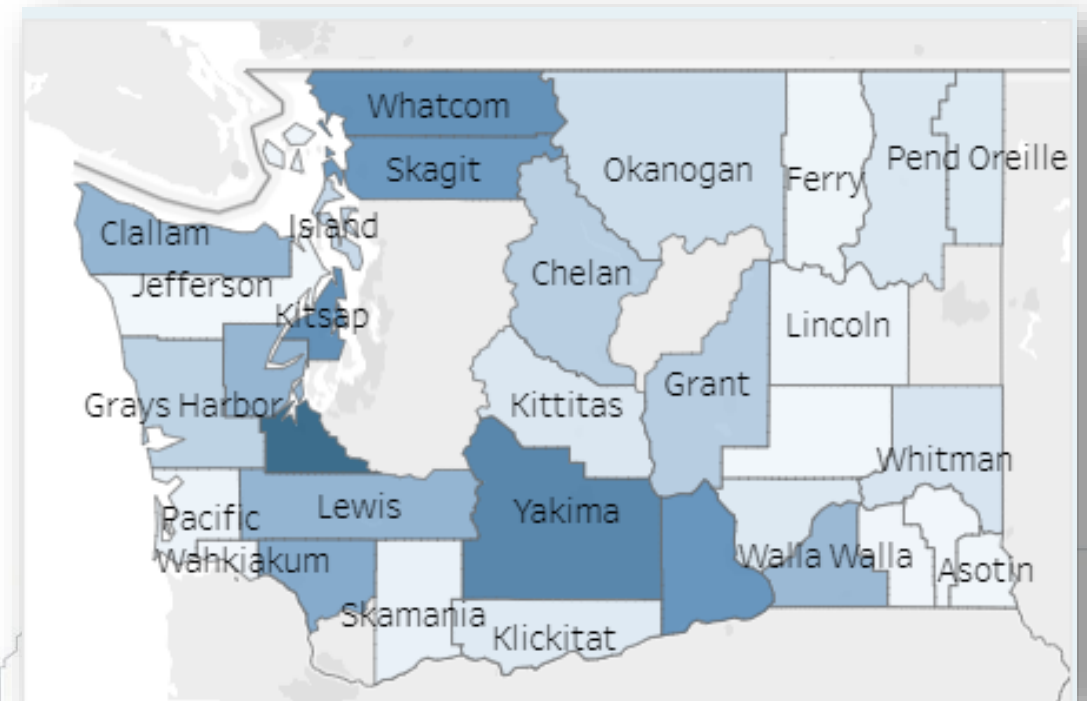
SPM Resources

- [HUD Exchange landing page](#)
- [SPMs Videos](#)
- [Introductory Guide](#)
- [FAQs](#)
- [Table shells](#)
- [National data](#)
- [Measure 7 Destination Summary](#)
- To come: Stella

Washington Balance of State

Washington State has made a substantial financial commitment to end homelessness.

- State funding requirements apply our policy goals to entire systems:
 - Coordinated Entry
 - Prioritization
 - HMIS
 - *System Performance Improvement*



Washington Balance of State

Bridging grant management and performance improvement:

- **2013:** Incentive funding for system performance improvement as measured by HUD's SPMs
- **2015:** Performance Improvement Requirement: Prioritize people experiencing unsheltered homelessness and people fleeing violence
- **2015:** Publishing public reports using HUD's SPMs

Washington Balance of State

Communicating performance:

- **2015:** Commerce began publishing public reports using HUD's SPMs
- Measures in addition to HUD's SPMs
 - Unsheltered Entries for prioritization
 - Cost per successful exit
 - Time to Housing Move-In Date
- Education and training on HUD's SPMs
 - HMIS data does not go into a black hole!

Washington Balance of State



Data Gathering

People experiencing homelessness give information to homeless housing service providers



Data Entry

Homeless housing service providers collect and input data in HMIS and other reporting tools



Data Analytics

Commerce collects, organizes and analyzes state-wide data from HMIS and other reporting tools



Data Visualizations & Reporting

Commerce uses cleaned-up data to produce reports and visualizations



Data Clean up

Commerce and homeless housing providers work together to improve data quality

Washington Balance of State

2017 Performance Improvement Requirements:

- Increase Percent Exits to Permanent Housing
 - Reduce *Length of Stay* in ES and TH type projects
 - Reduce Returns to Homelessness
 - Reduce New Homeless
- Systems must improve outcomes or maintain outcomes (by meeting the statewide target). The target is the level of desirable performance and is an indicator of a high performing system.
 - Using local baseline data, systems choose benchmarks for each required performance measure. The benchmark is a short-term goal to improve performance and indicates acceptable progress toward the target.

Washington Balance of State

Performance Improvement Requirements:

Variation from HUD's SPMs:

- Performance targets and measurement by project type
- Length of Stay vs. Length of Time Homeless
- Difference between what we publish and what we require
- Data Collection:
 - Canned reports and replication using raw client level data
 - Collection of project level expenditure data
 - Constant loop for data quality

Washington Balance of State

Monitoring Performance:

- 25 counties did not meet performance benchmarks
- HMIS Data Quality
 - HMIS project type codes
 - Quality vs. Accuracy
 - Beware 100%
 - More education on HUD's SPMs
- Project Design
 - Deploying best practices remedies poor system performance

Washington Balance of State

Lessons Learned:

- Incentivize what you want to happen
- Community buy-in
 - Managing change and fear
 - Provide the tools
- Performance improvement is possible!
 - Even in low-vacancy communities
 - Even with people who are considered 'hard to serve' or 'high barrier'
- Monitoring and communicating system performance is a full-time job x4



Department of Commerce

Washington Balance of State

Tour our Performance Reports:

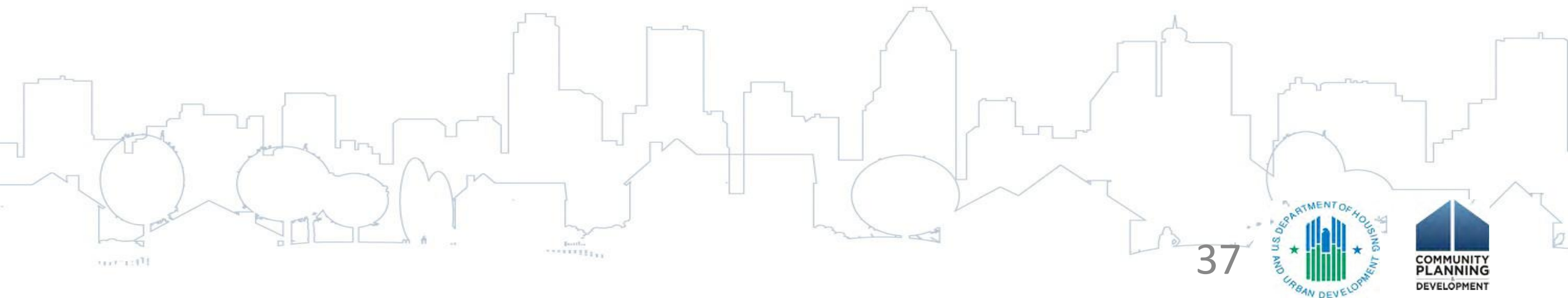
<https://public.tableau.com/profile/comhau#!/>

Contact info:

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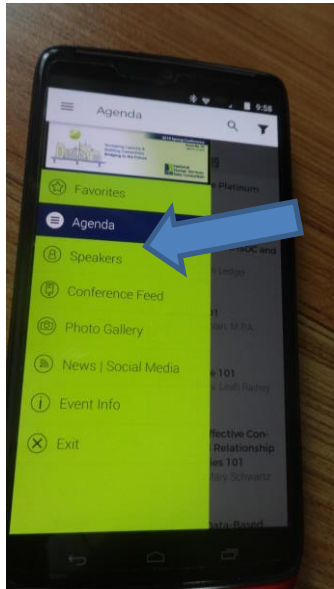
Q & A - Round 2

Questions??

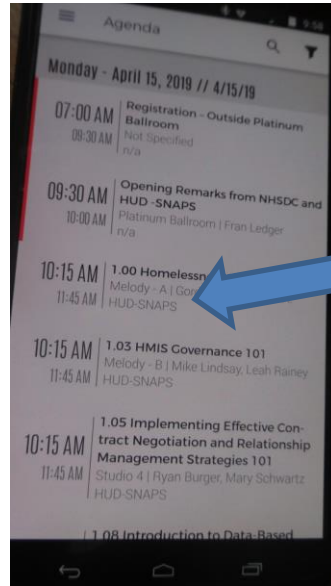


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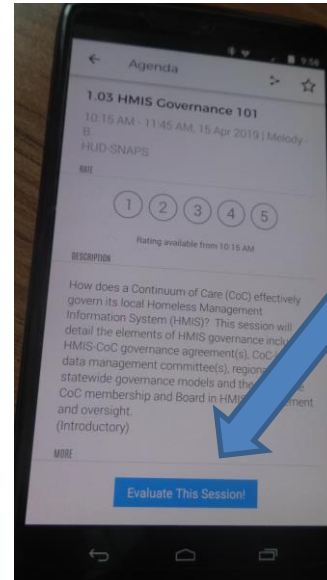
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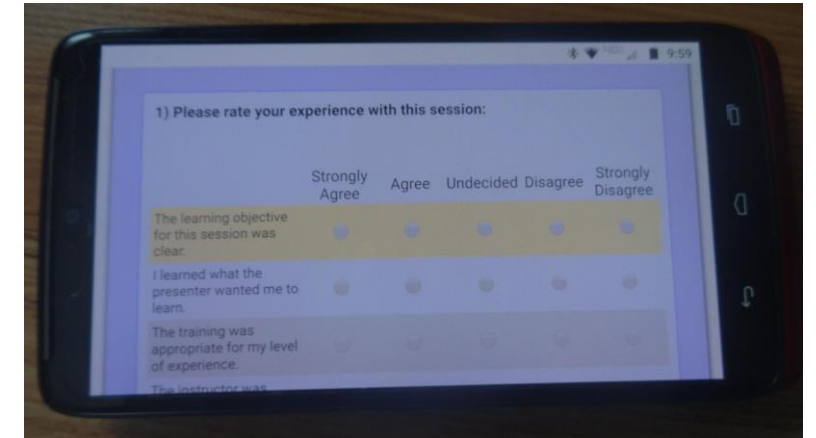
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of the session.



3) Select the blue
“Evaluate This
Session”.



4) Complete the
Evaluation and
Select “Finish”.



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That's A Wrap

Thank you!

