System Performance by Subpopulation and Geography

April 2019

Presenters

Susan Starrett, CSH

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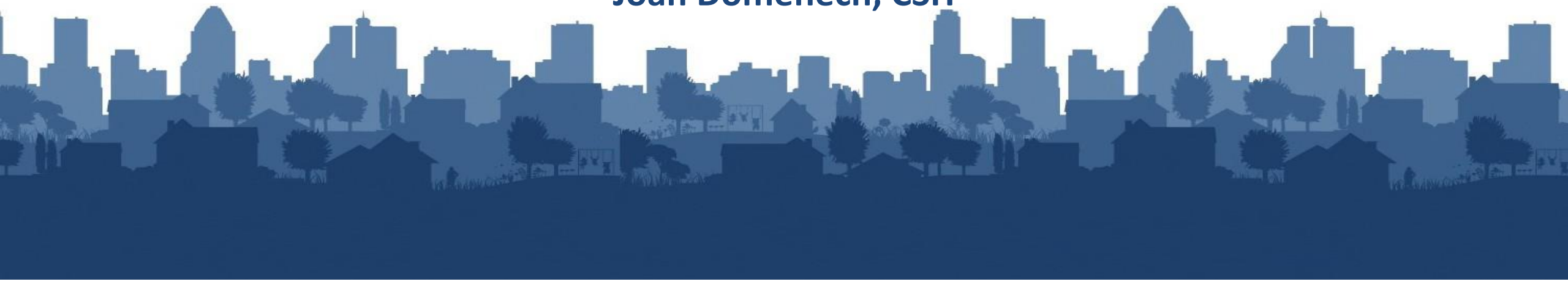
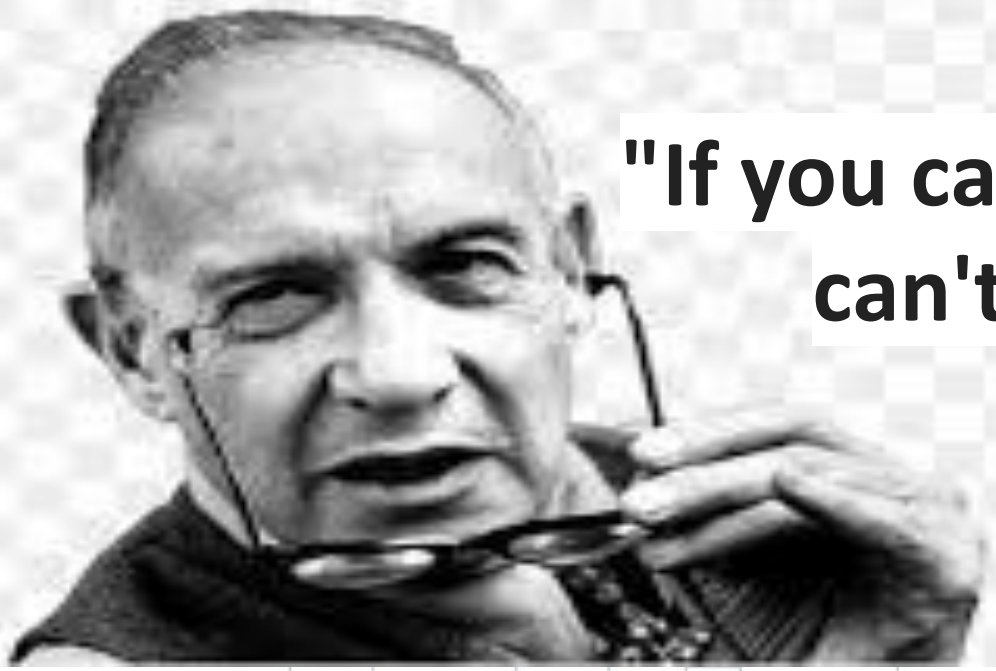


Learning Objectives

- Explore system performance by household type, subpopulation or sub-geographies using Stella-P PM module

- Discuss how some CoCs are using performance management to improve service delivery and performance

Performance Management



"If you can't measure it, you can't improve it."

Peter Drucker

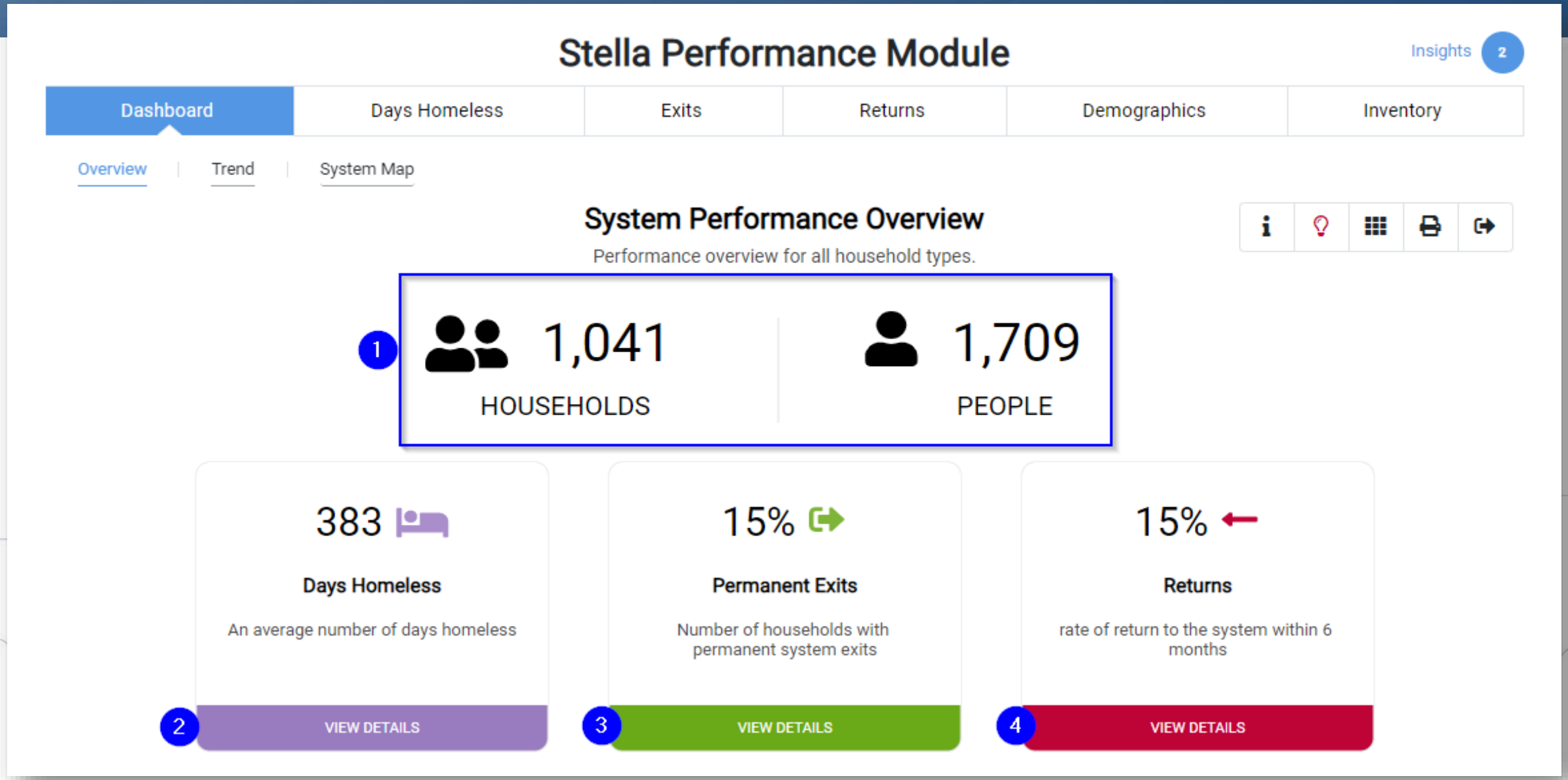
Meet Stella

- ***Stella*** is a strategy and analysis tool that helps CoCs 1) understand how their system is performing and 2) model an optimized system that fully addresses homelessness in their area.
- Will be available to all CoCs through the HDX 2.0
- ***Stella*** has two modules:

  Performance: ***Stella P*** relies on dynamic visuals of CoCs' data to illustrate how households move through the homeless system, and to highlight outcome disparities. ***Stella P*** does the analytical heavy lifting, so your CoC can focus on planning and improving your crisis response system. (Released Soon)

  Modeling: ***Stella M*** assists CoCs to explore how resource investment decisions amplify system capacity to end homelessness. ***Stella M*** starts with homeless needs and performance goals, and helps the community transform those needs into a series of resource investment decisions. (In Production)

Overview


Stella Performance Module
Insights 2
Dashboard
Days Homeless
Exits
Returns
Demographics
Inventory
Overview
Trend
System Map
System Performance Overview
Performance overview for all household types.
1
1,041
HOUSEHOLDS
1,709
PEOPLE
383
Days Homeless
An average number of days homeless
2
VIEW DETAILS
15%
Permanent Exits
Number of households with permanent system exits
3
VIEW DETAILS
15%
Returns
rate of return to the system within 6 months
4
VIEW DETAILS

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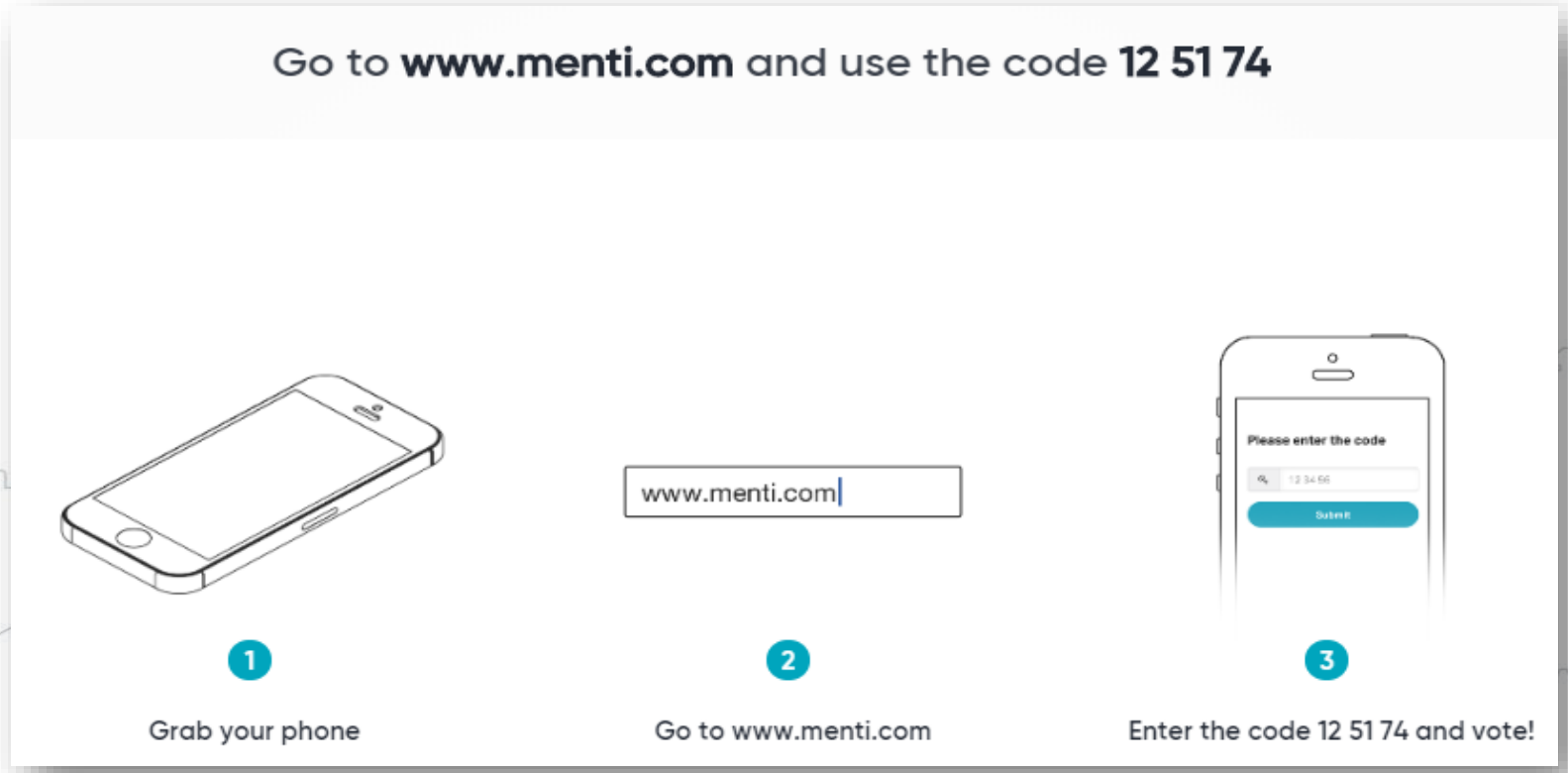
What 2 sub-population(s) are your CoC most interested in?



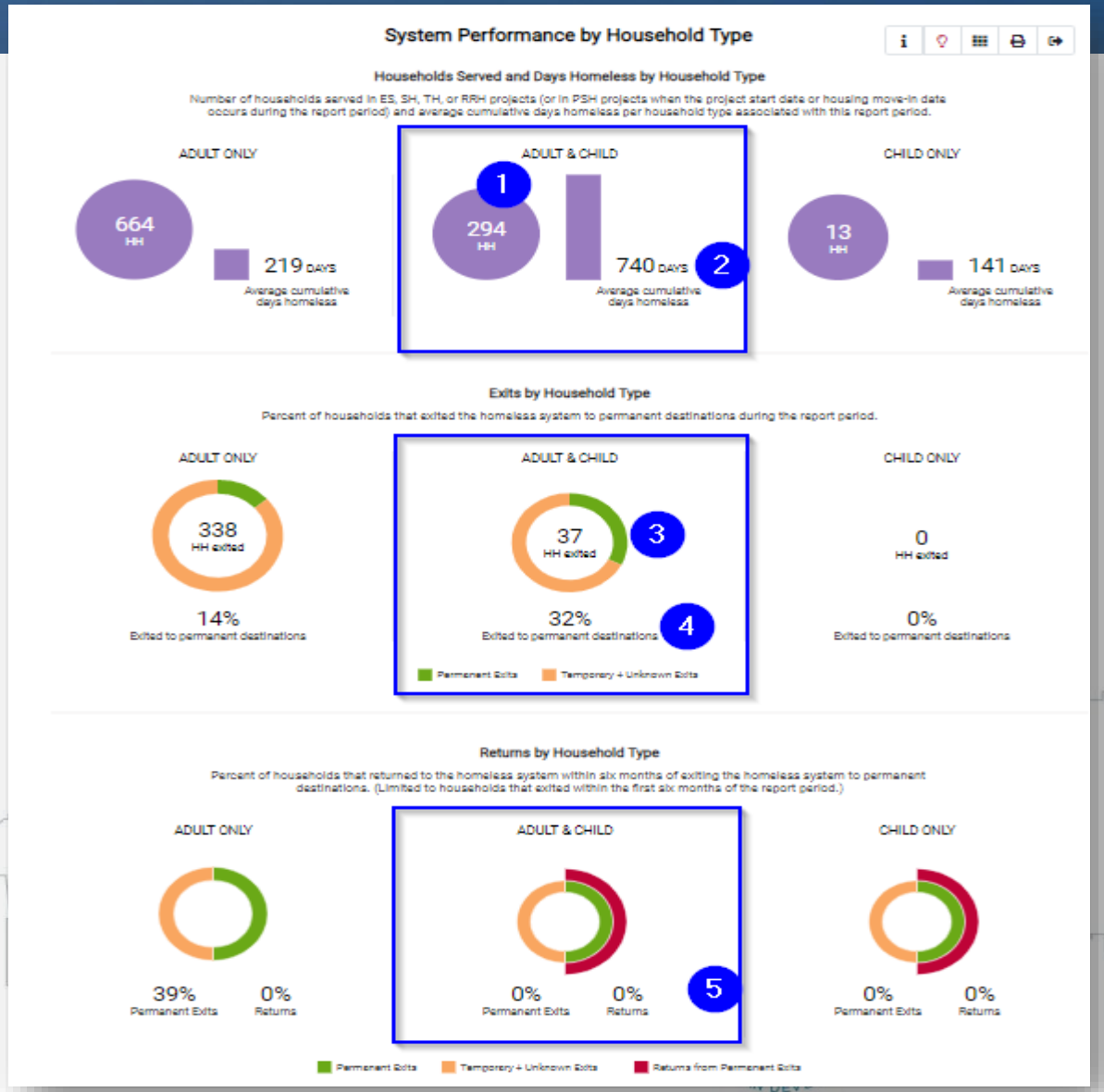
Understanding LOH data for Adult and Child HHs

<u>Scenario</u>:

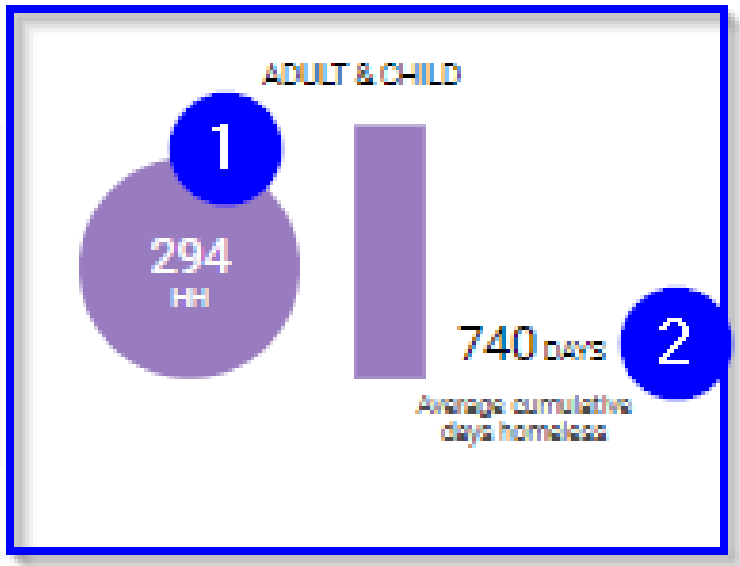
A family committee is interested in looking at adult & child HH data with the purpose/goal of increasing exits to permanent housing for AC HH

What I learned about Adult and Child HHs using Stella P

In this community there are **294 adult & child HHs (1).**They stay in the crisis response system an **avg of 740 days LOH (2).** During this time period **37 adult & child HHs exited the system (3)** and **32% went to permanent housing (4).** From the adult & child HHs that exited to permanent housing **0 % returned to homelessness (5)**.

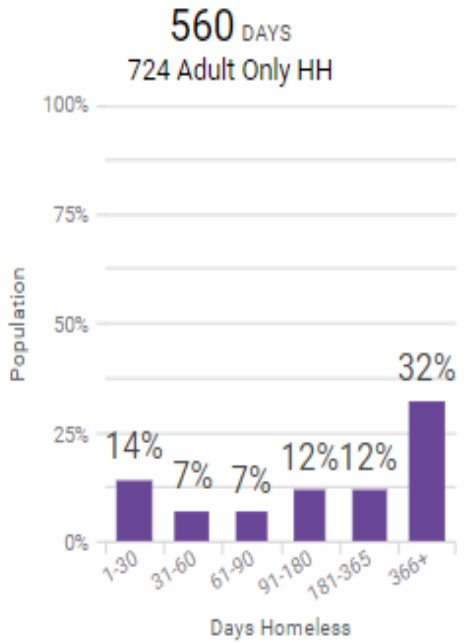


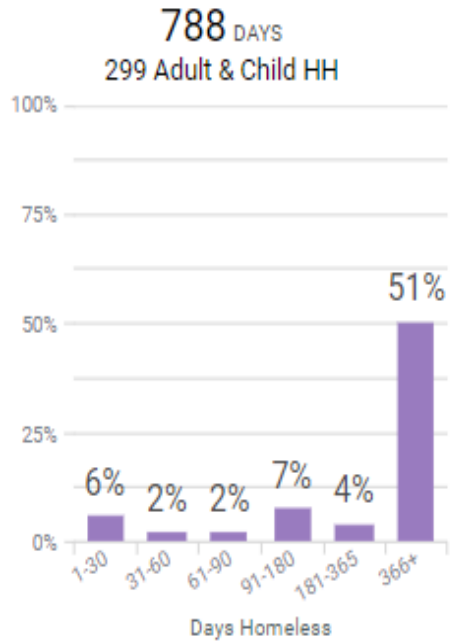
Days Homeless

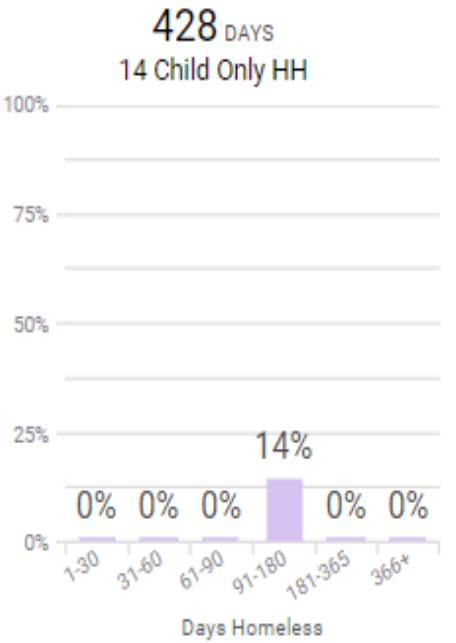


Time Distribution of Days Homeless

Average cumulative days per household type that households that were served in ES, SH, or TH projects or in RRH or PSH prior to move-in, and the percentage of households that were in these projects for each of the defined time intervals.





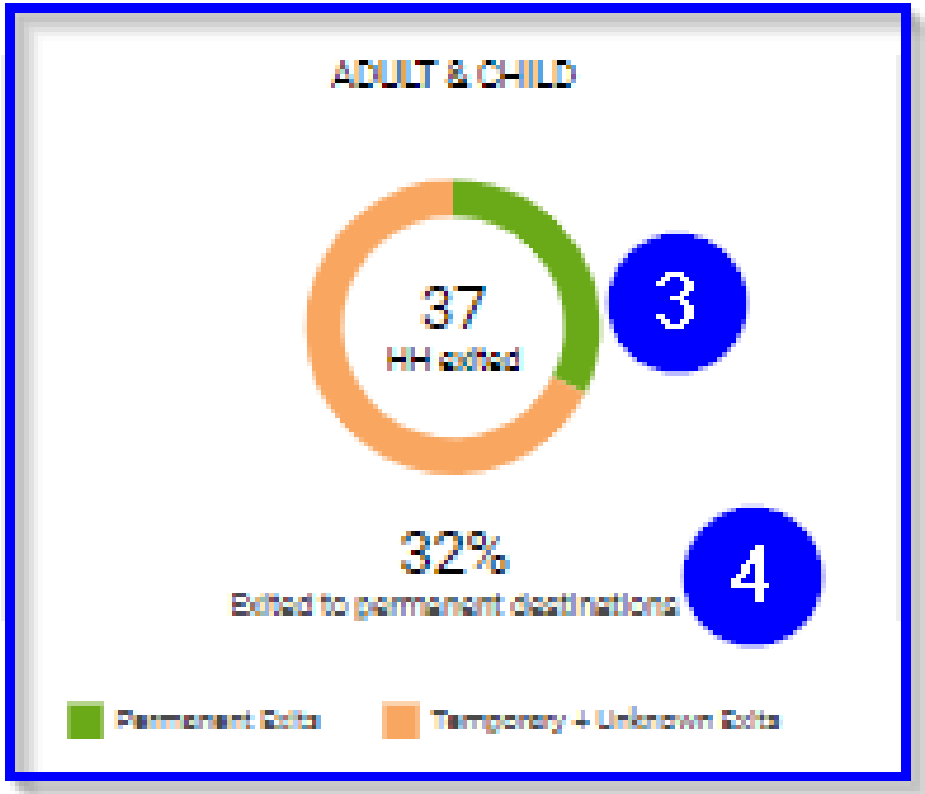


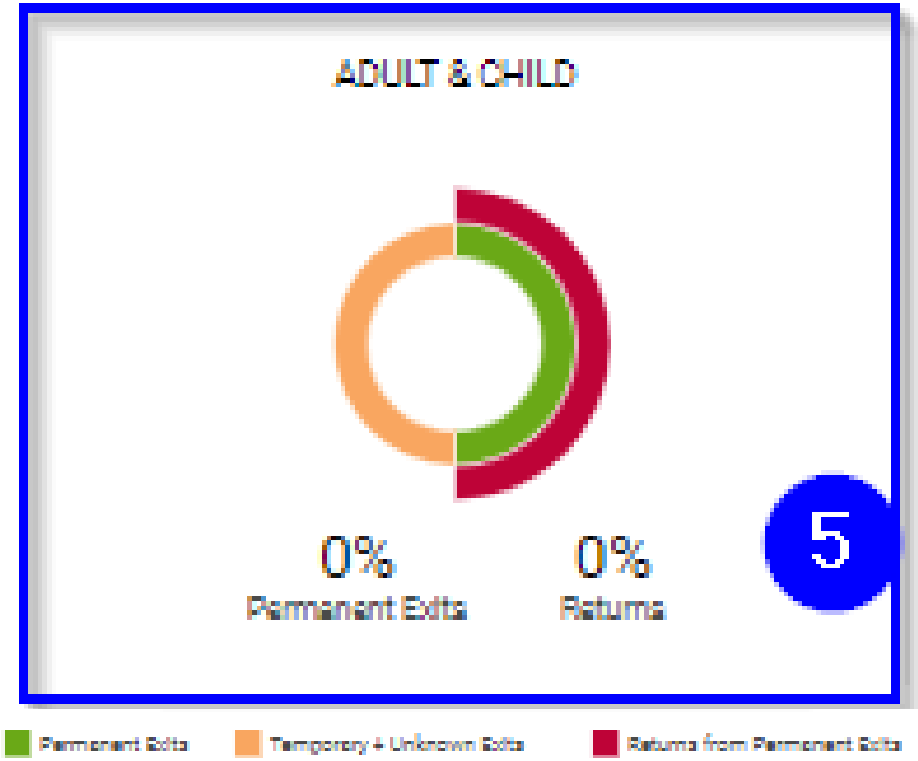
Small Group Discussion/Large Group Report-Out

Looking at these charts:

- What data do you see?
- What questions come up?
- How would you dig deeper?

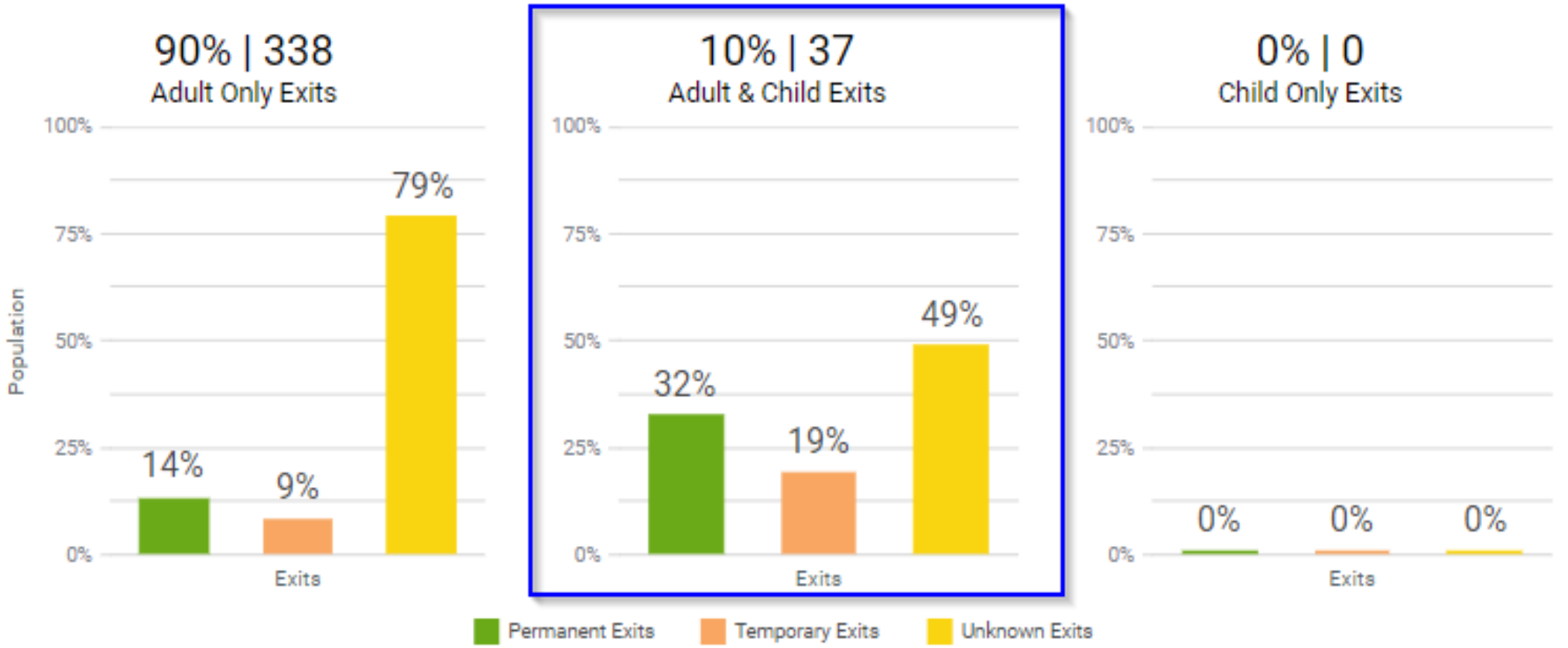
Exits & Returns to Homelessness





Exits by Destination Type

Percent of households that exited the homeless system to permanent, temporary, and unknown destinations by household type.



Small Group Discussion/Large Group Report-Out

Looking at these charts:

- What data do you see?
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Adult & Child HH Exits by Pathway

Overview | By Pathway | By Population Group

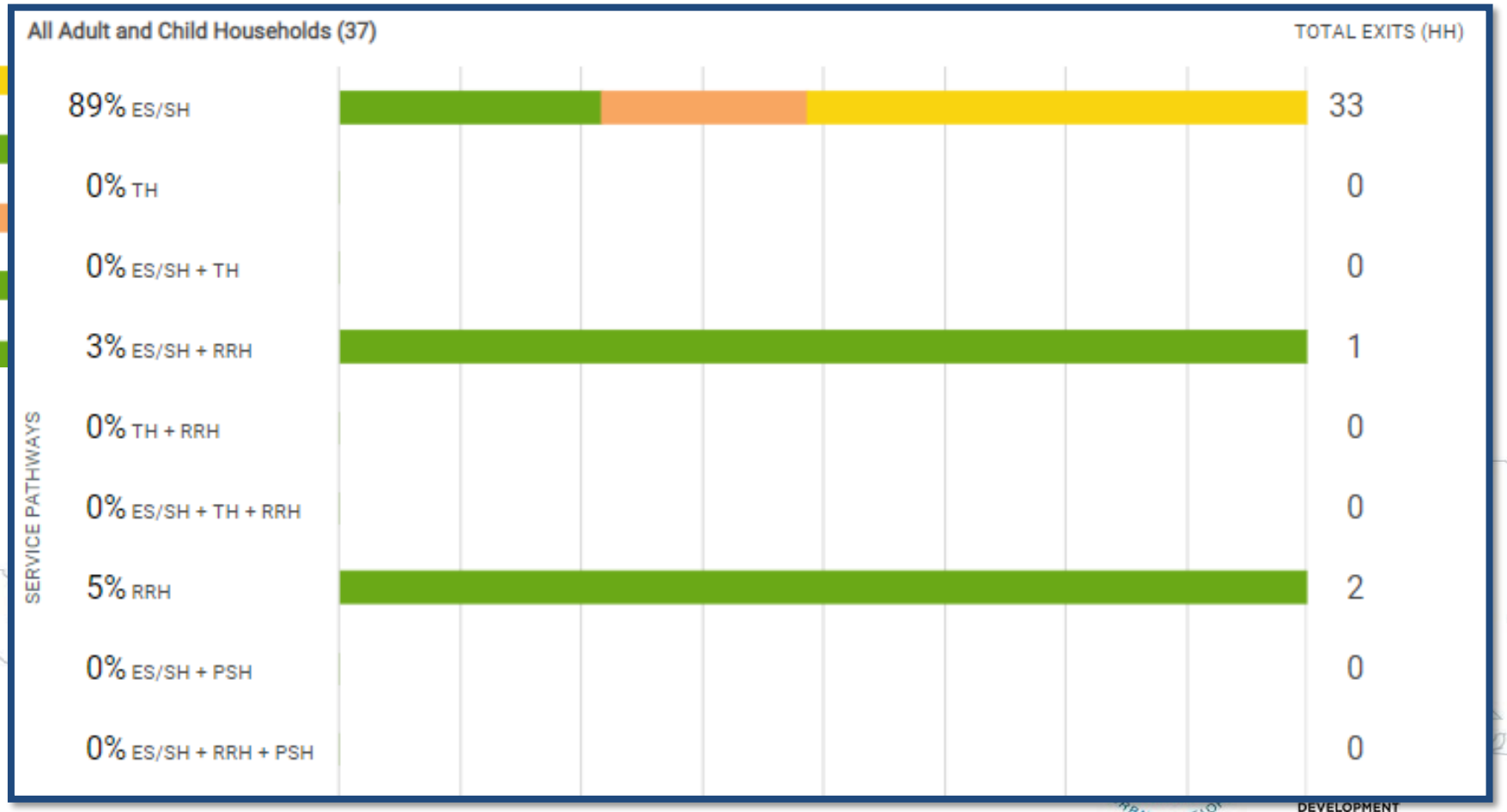
Exits by Pathway

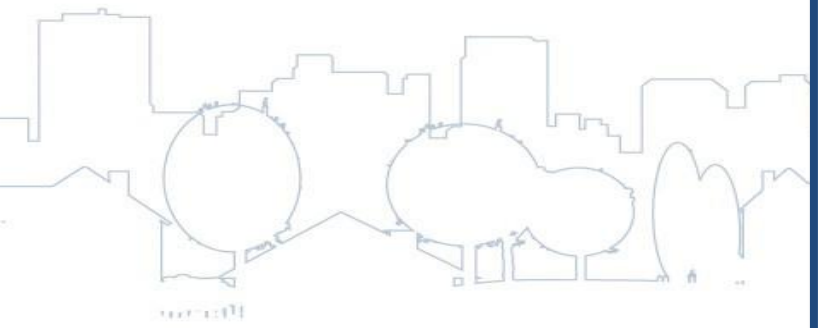
Percent of all households that used each combination of project types, referred to as a pathway, and the number of each pathway group that exited the homeless system during the report period. The bars show the percent of exiting households in each group that exited to permanent destinations. Results can be filtered for household type or destination type.

All Households ▾

All Exit Destinations ▾

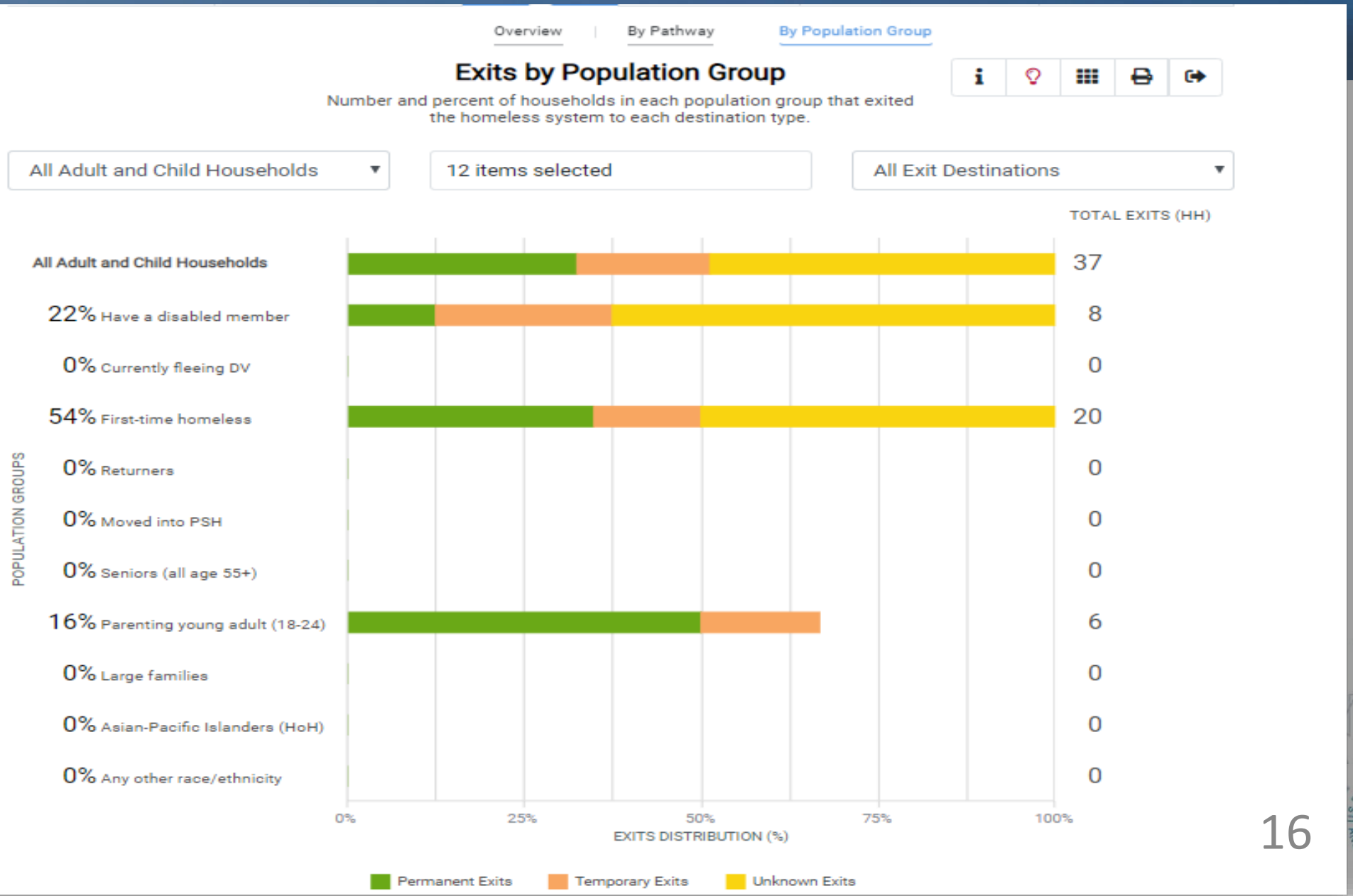
- All Households
- All Adult Only Households
- Unaccompanied youth adults 18-21
- Unaccompanied youth adults 22-24
- Chronically homeless adults
- Veteran adult
- Non-Veteran adult 25+
- All Adult and Child Households
- Parenting young adult
- Veteran family
- All Child Only Households
- Unaccompanied children
- Parenting child households





DEVELOPMENT

Adult & Child HH Exits by Population Group

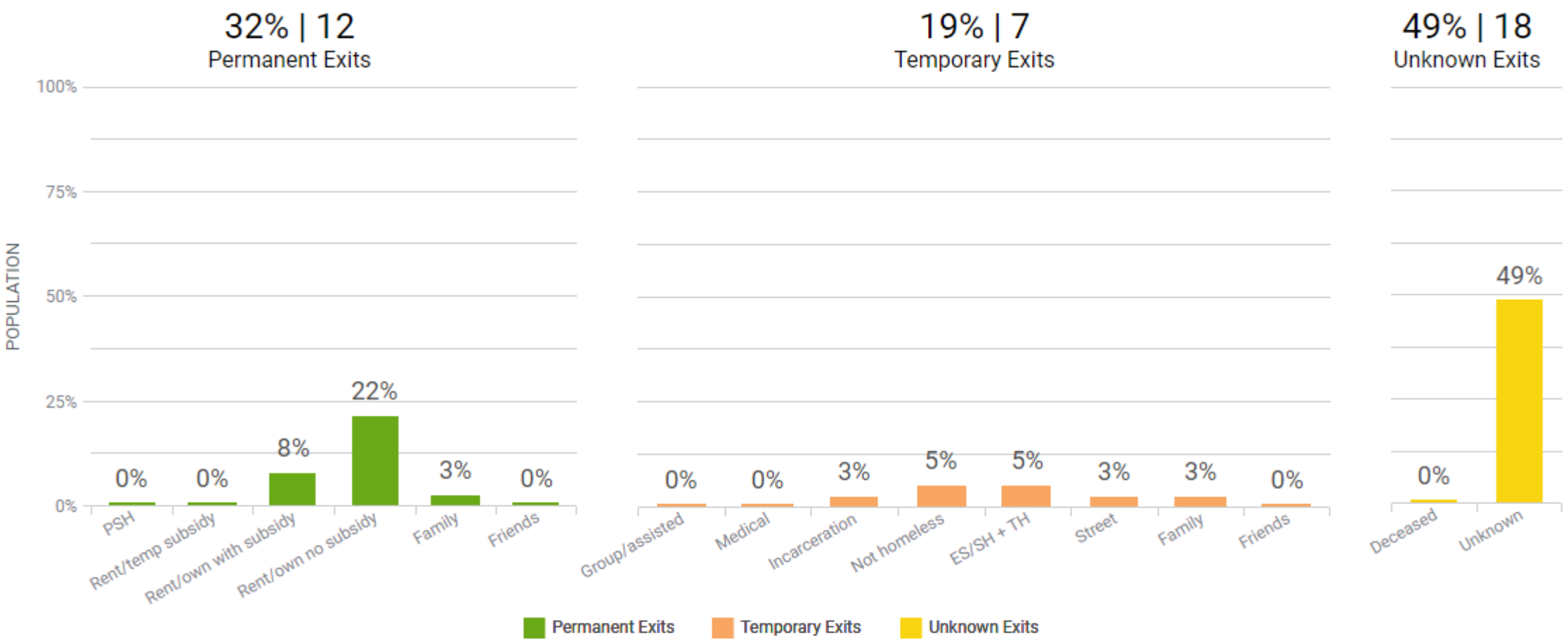


Exits by Destination

Percent of households that exited the homeless system to each destination within the permanent, temporary, and unknown destination types. Results can be filtered for household type or population group.

All Adult and Child Households

All Population Groups



Small Group Discussion/Large Group Report-Out

Looking at these charts:

- What data do you see?
- What questions come up?
- How would you dig deeper?

Wait there is more…

All households

All Adult Only Households

- AO Veteran
- Unaccompanied 18-21
- Unaccompanied 22-24
- Unaccompanied 25+

All Adult and Child Households

- AC veteran
- Parenting young adult

All Child Only Households

All Population Groups

Specialty population Group

- Have a disabled member
- Currently Fleeing DV

System Utilization History

- First time homeless
- Returners
- Moved into PSH

Household composition

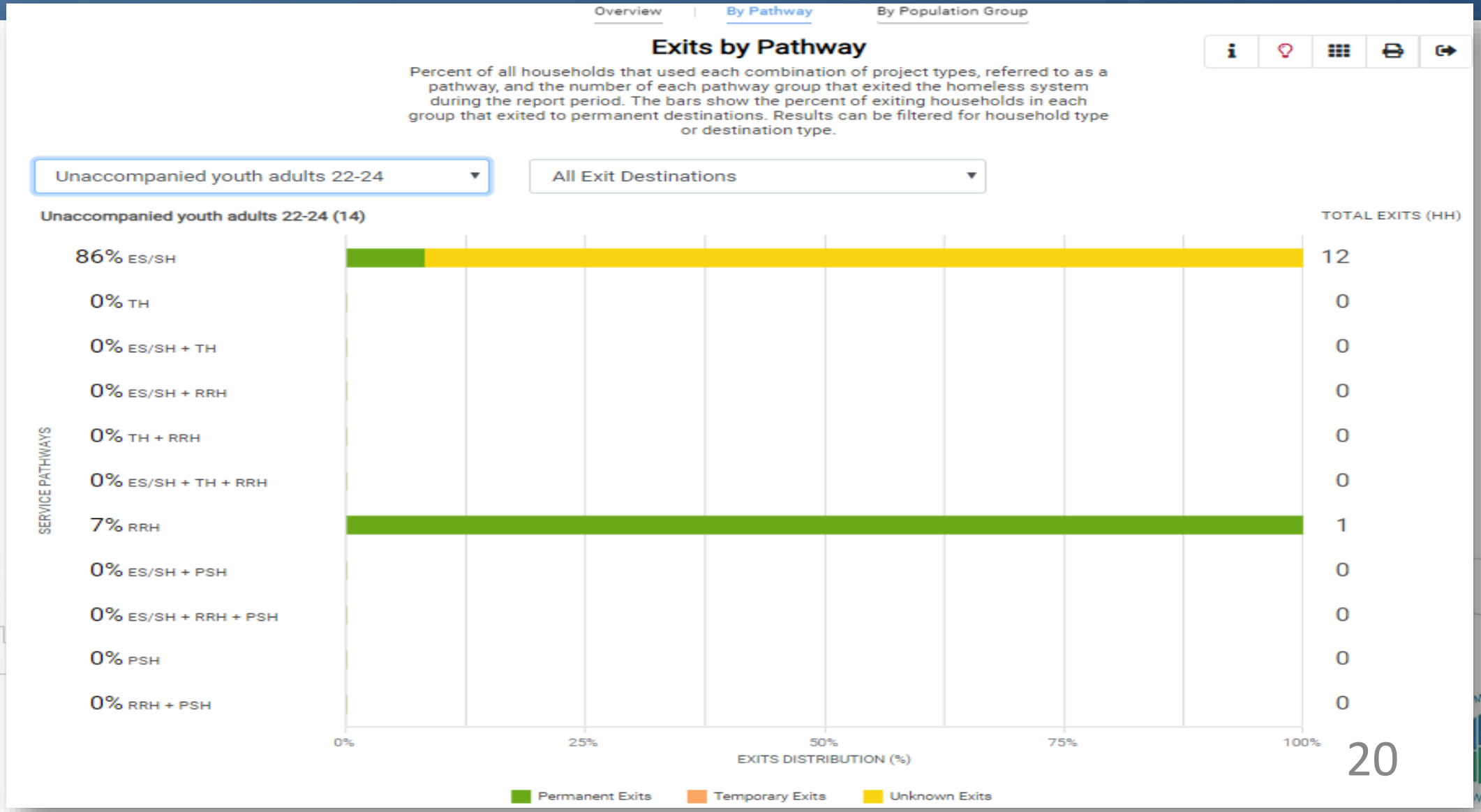
- Seniors
- Parenting young adult
- Large families

Race / Ethnicity

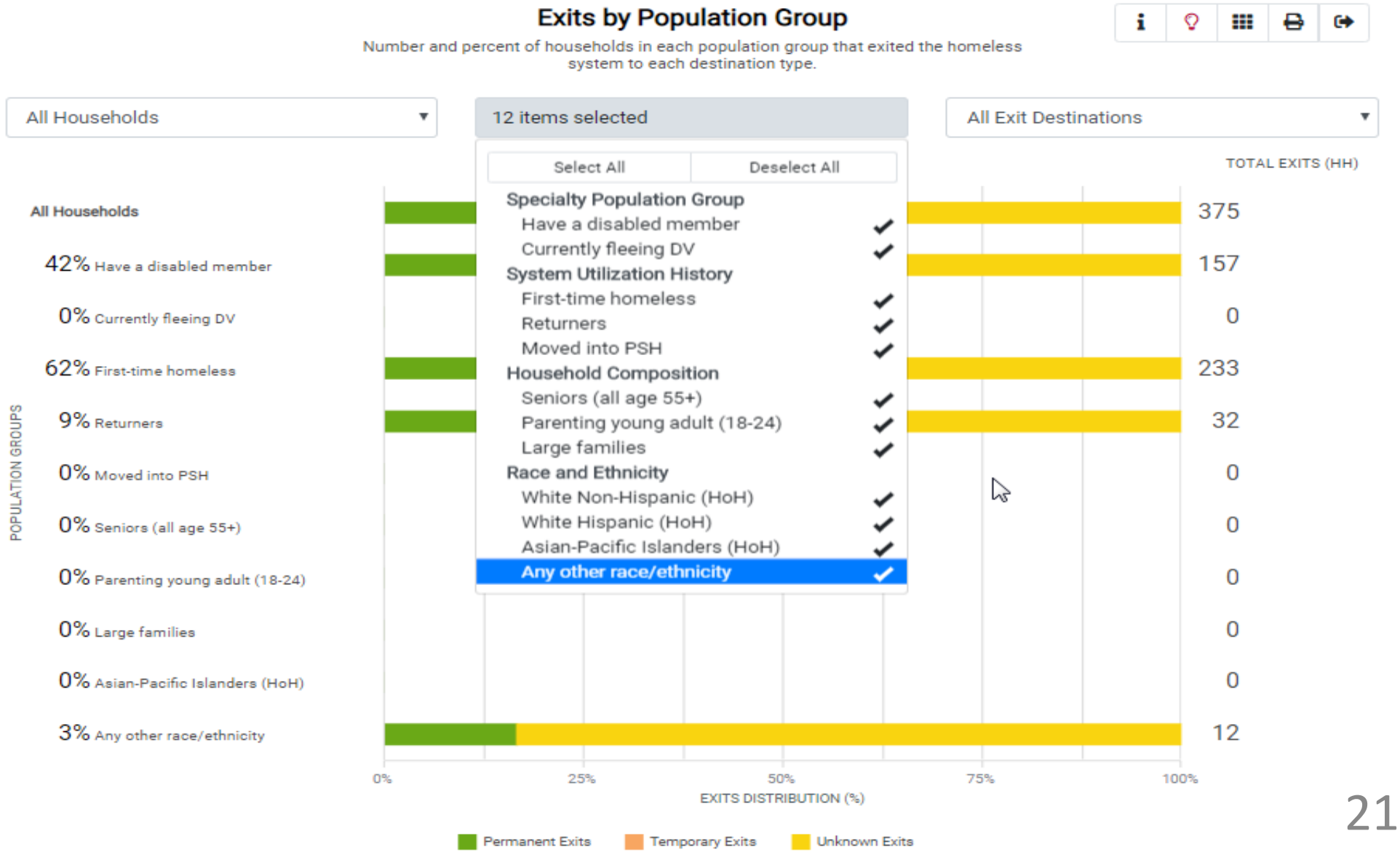
Compare Status across all Households Types by

- Veteran
- Youth
- Race/Ethnicity

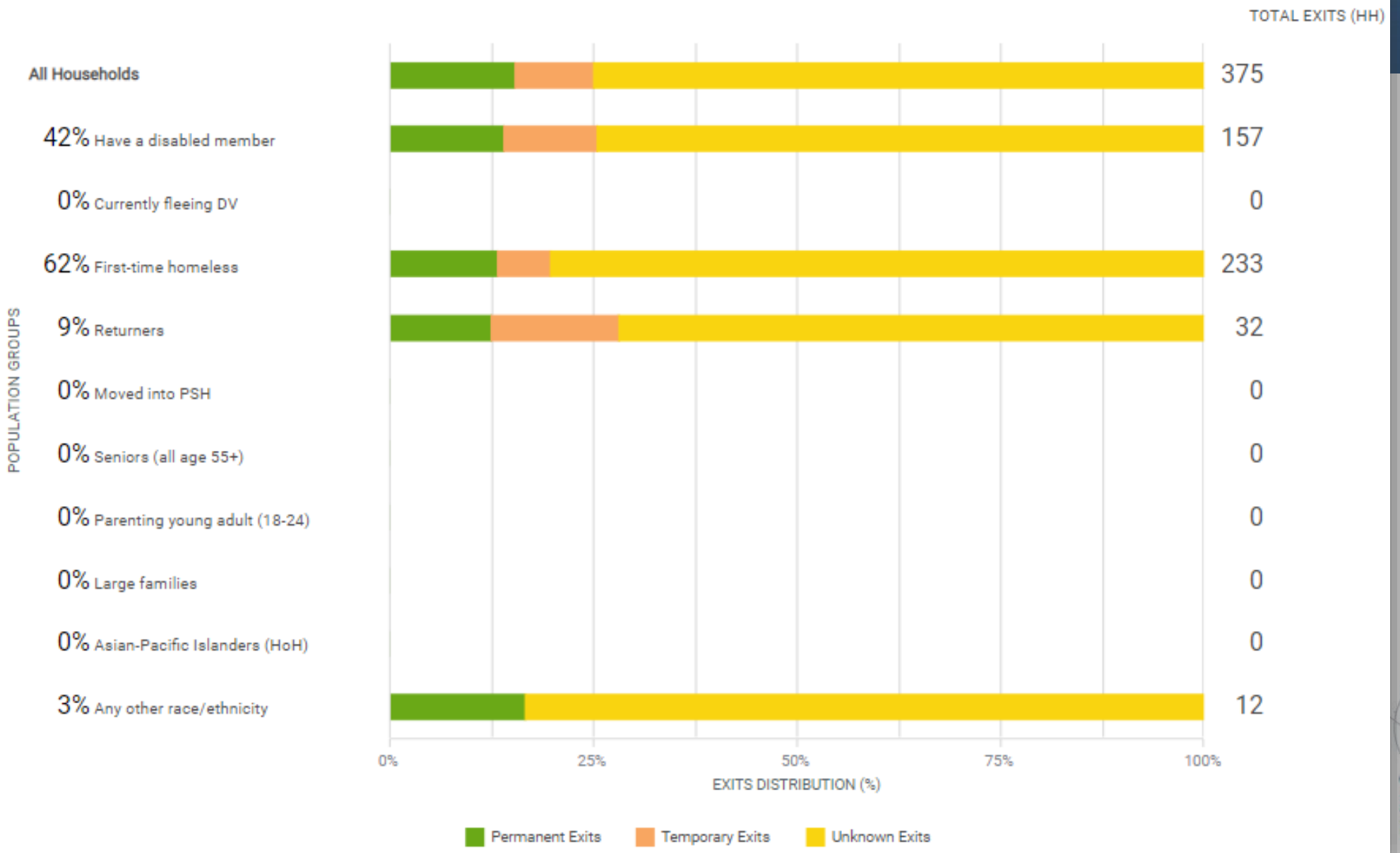
Household Filters for Youth



Race & Ethnicity



All Households | 12 items selected | All Exit Destinations



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

COMMUNITY PLANNING & DEVELOPMENT

Geography

Looking at different geographies will happen at the data set level not within Stella P

Select all the projects in a specific region or geography that has been built into your local HMIS implementation

Run the LSA for that region/geography

Upload it to HDX 2.0 and then open the dataset in Stella P

Some Questions to Consider

- Is Race/Ethnicity breakout different for general population vs. HMIS client data?
- Do different HMIS project types serve different population groups?
- Do all clients have equal access to permanent housing?
- What are the contributing factors that cause over/underrepresentation of a certain racial/ethnic group in the homeless services system?

Differences between Longitudinal System Analysis (LSA) and System Performance Measures (SPM) Reporting

The core difference between the two is that LSA performance data looks at how households are moving through a CoCs system (using the head of household's data), while the SPM report is based on all persons served.

Core differences in the LSA upload and SPM business logic:

- The LSA upload separates RRH and PSH the SPM report combines RRH, PSH, and OPH project types into a single PH category.
- The LSA provides detailed breakdowns for household types, populations, and demographic characteristics; the SPM report does not.
- Instead of reporting medians as the SPM report does throughout, the LSA provides distributions of lengths of time wherever they are relevant (e.g. LOTH, length of time served in a particular project, length of time to return).

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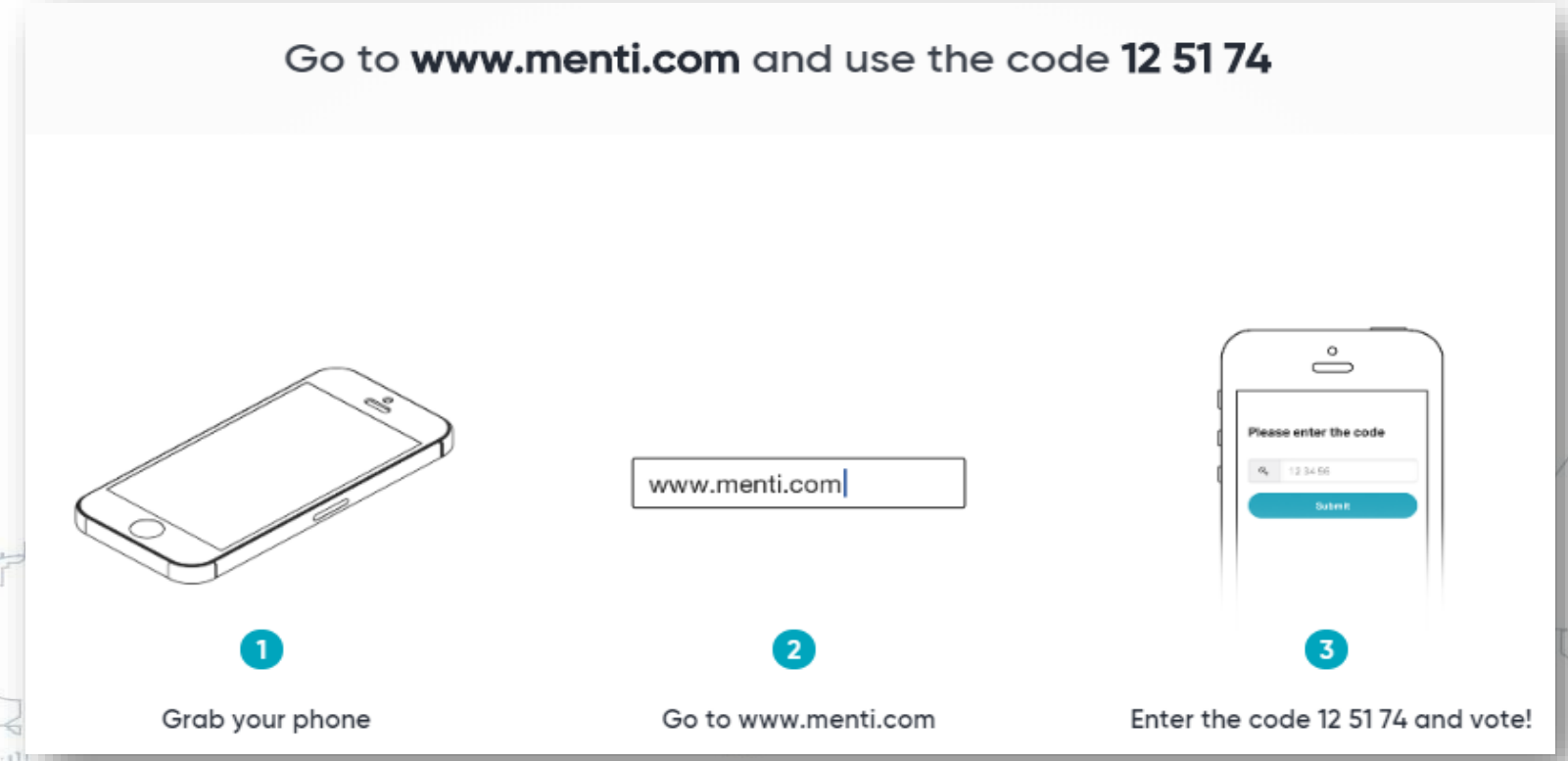
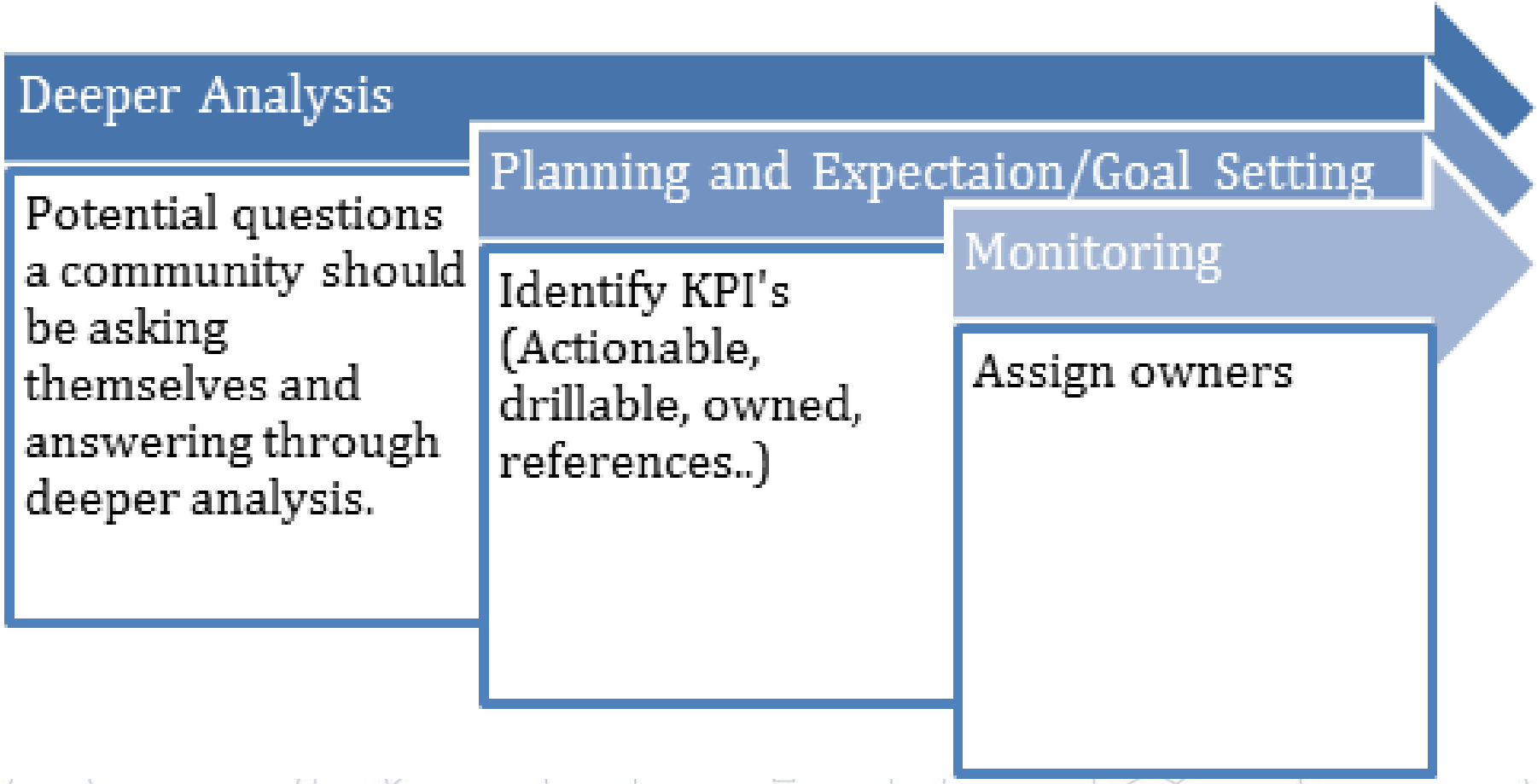
What words come to mind when you hear performance management related to your work in the homeless system?



Performance Management Using Stella-P



Deeper Analysis: How to facilitate dialogue about setting benchmarks in your community

Some guiding questions

Has your system been intentional over the past 1-3 years at reducing/increasing the system performance measure(s) for that population?

- If no, look at current data - how will you be intentional? name an impact you think that will have? 2%, 5%, change? Measure it.

- If yes, year to year what change did you see? What did you do that was intentional? Is there still more impact to be seen through that intentionality? If yes, how much? Have you met your community's goals (i.e. LOH under 30 days, or PH exits at 80%)? If not, how much additional increase each year can you see? What else do you need to add/change about your projects/system to keep seeing change?

Planning and Setting Benchmarks: Activity

Performance Management Plan Template - Using Stella P identify baseline and annual goal for 1 measure then set Quarterly Goals

			Q 1	Q 2	Q 3	Q 4
Measure	**Annual Goal**	**Baseline**	**Target/ Actual**	**Target/ Actual**	**Target/ Actual**	**Target/ Actual**
Length of Time Homeless Families (AC HH)	No more than 35 days	40 days				
Exits to Permanent housing families (AC HH)	Increase to ____%	32%	*35%*	*37%*	*39%*	*40%*

Planning and Setting Benchmarks

Developing a strategy for improvement using Stella P

- Identify what are the community's improvement goals/benchmarks.
  - Potential resources: System Performance Improvement Briefs
  - Potential tool: Action plan worksheet (may be modified)

Ongoing Monitoring and Reporting

- Showcasing project progress
- Assess what is working and what is not
- Determine if and what changes should happen
- Importance of consistent reporting for monitoring

Community Example of Performance Management

Ohio BoS Use of Performance Data

Performance Plan

Lists goals and expectations that can be measured with data.

Monitored on a regular basis.

Aligns CoC goals and performance measures with what HUD asks CoC's to report on in the CoC application

Opens the door for conversations about best practices, data collection, data quality, etc.

Updated annually

How it is managed

Performance and Outcomes Committee finalizes a draft for approval by the Ohio BOS CoC Board.

Agendas generally include

new data elements or changes to the way HMIS data is collected, any added responsibilities or expectations (like CE) and other.

Generally baseline data is requested on specific objective ideas, then we use that data to finalize decisions.

Finalized quarterly reports are posted to website

How the Data is Prepared/Shared

The report that gets published does not have all the detail, only the project-level and system level data.

To compile the published version of the report, we use:

- 2018 CoC Performance Report
- System Performance Measurement reports
- PIT data
- Various other reports

Published quarterly in pdf format.

How is the Performance Management Plan Used?

The state evaluates projects against CoC-established performance goals for state homeless assistance funding.

Providers use it for grant writing and reporting to their other various funders.

The CoC uses it internally to inform our Project Evaluation process for the CoC Competition.

The CoC uses it to detect changes in performance and target those agencies in need of TA.

Ohio BoS Performance Plan

- Lists goals and expectations that can be measured with data.
- Monitored on a regular basis.
- Aligns CoC goals and performance measures with what HUD asks CoCs to report on in the CoC application
- Opens the door for conversations about best practices, data collection, data quality, etc.
- Updated annually

Ohio BoS Performance Management Plan: How it is managed

- Performance and Outcomes Committee finalizes a draft for review and approval by the Ohio Balance of State CoC Board.
- The Committee is made up of CoC staff, the HMIS Data Analyst, a representative from our Collaborative Applicant (our state government) and 4-5 homeless service providers.
- Agendas generally include new data elements or changes to the way HMIS data is collected, any added responsibilities or expectations (like Coordinated Entry) we have implemented recently, and any other ideas.
- Generally baseline data is requested on specific objective ideas, then we use that data to finalize decisions.
- Finalized quarterly reports are posted to our COHHIO website

Ohio BoS Performance Management: How the Data is Prepared and Shared

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Ohio BoS: How is the Performance Management Plan Used?

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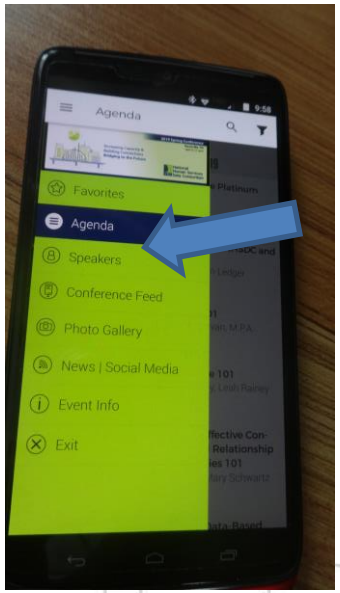
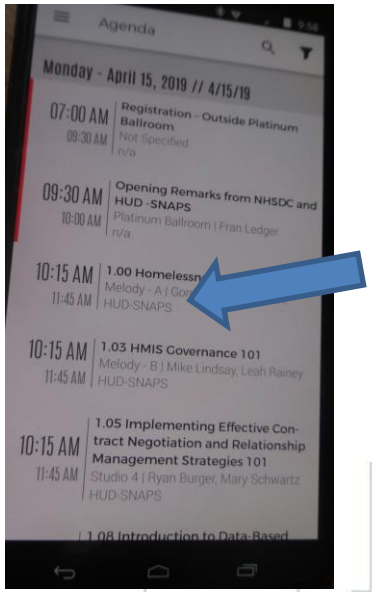
Questions?

Evaluate This Session on Your Conference App!
(It takes 5 minutes to complete)

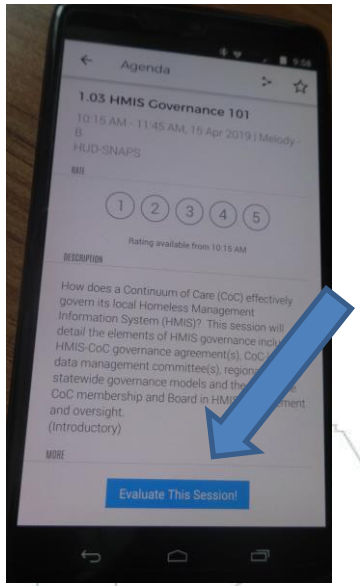
1) Select “Agenda” from the navigation menu.



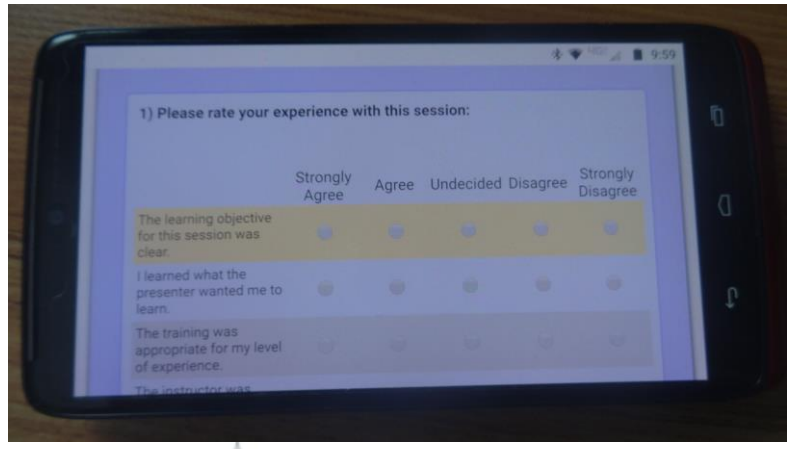
2) Select the name of the session.



3) Select the blue “Evaluate This Session”.



4) Complete the Evaluation and Select “Finish”.



TIP:
Turn your phone horizontally to see rating options.

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

Thank you

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