

Setting Performance Expectations of CoC Funded Grantees Using Project Performance Scorecards

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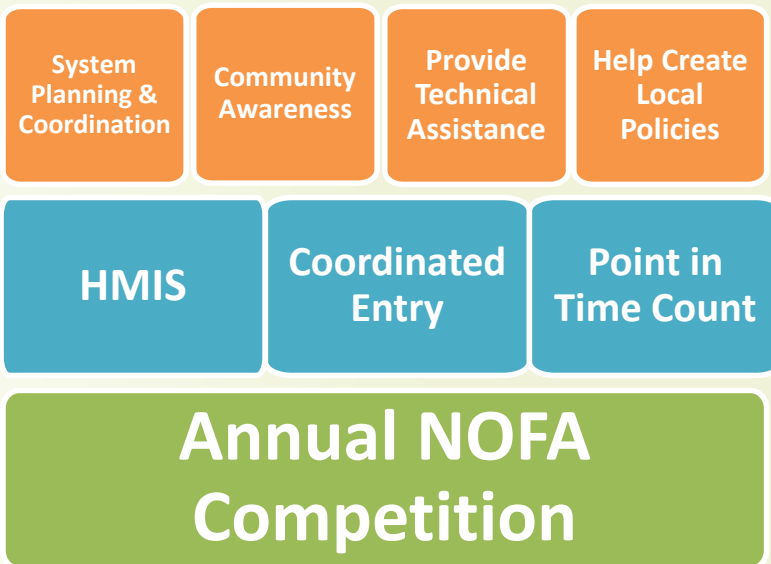


Increasing Capacity &
Building Connections:
Bridging to the Future

Who *is* SARAHA?

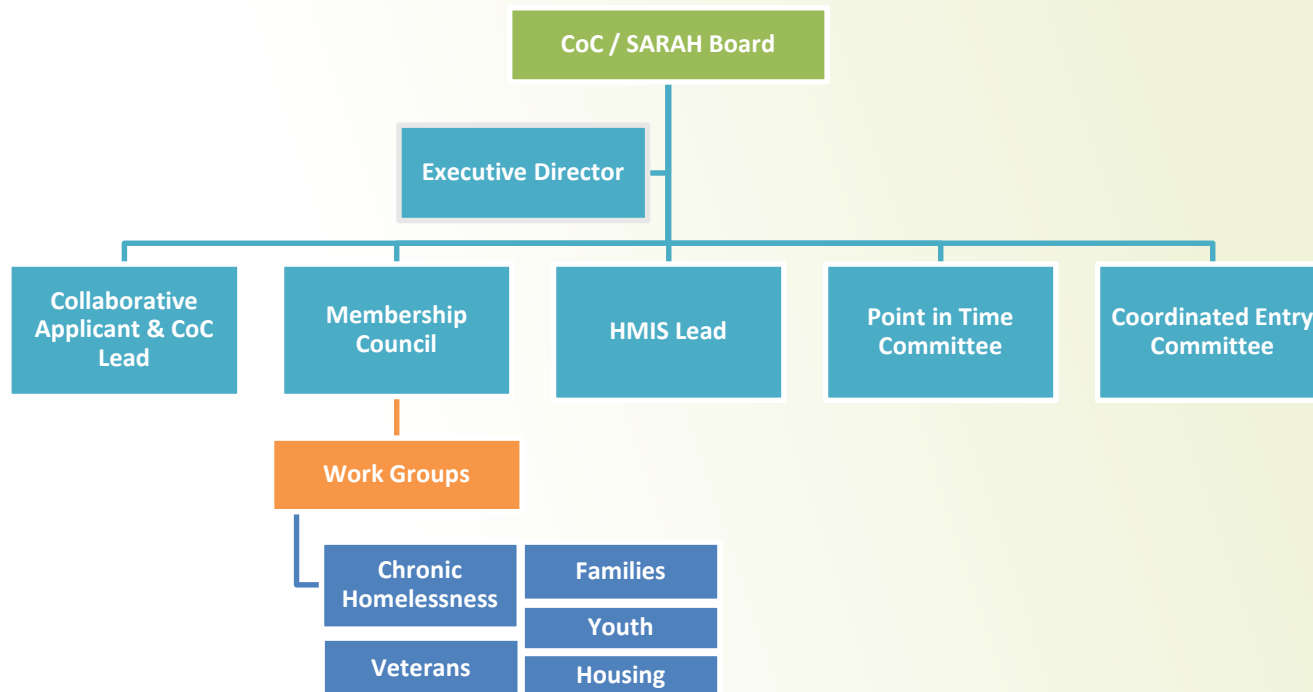
As the local Continuum of Care Lead Agency; SARAHA is charged to create an improved service system that effectively provides support, coordination, and housing to all homeless populations within TX-500 San Antonio and Bexar County.

Our goal is for homelessness to be a *rare, brief,* and *nonrecurring event*.





CoC Governance Structure:





**5 Coordinated
Entry Hubs**

**40 +
CoC Members**





Population: 1.93 M



**River
Walk**




**150 Mi. of
Hiking &
Biking
Trails**



**240 +
Parks**



**Largest
Joint
Military
Base in
the DOD**





Objectives:

Understand how the System Performance Measures Report, Data Quality Report, & USICH Benchmarks can be applied locally.

See how San Antonio / Bexar County approached project-level scorecards.

Discuss tips / lessons learned for how to develop and manage project-level performance scorecards.



Local NOFA Scoring:

Renewal Grants	
CoC Scorecard	100 Points
Housing First	50 Points
Expenditures	
CoC Participation	
CoC Wellness Check-Up	
Maximum Score Possible:	150 Points



Scorecards Goals:

- ✓ Reducing the length of time homeless
- ✓ Increasing exits to permanent housing
- ✓ Reduce recidivism
- ✓ Increase benefits & income

Scorecard Section:	Maximum Points Possible:
1. HMIS Data Quality	25
2. Coordinated Entry	10
3. Ending Homelessness	65
Total Points Possible:	100



Project Timeline Overview:



Phase 1

**Research &
Development**

Expected Time:
1 – 3 Months



Phase 2

**Design &
Stakeholder
Feedback**

Expected Time:
1 Month



Phase 3

**Construction
& Testing**

Expected Time:
1 – 3 Months



Phase 4

Maintenance

Expected Time:
Ongoing

Phase 1 – 3 Timeline: 7 Months



Resources Used:

Scorecard Section:	Resources Used:
1. HMIS Data Quality	<ul style="list-style-type: none"> ✓ Data Quality Report ✓ HMIS Data Quality Monitoring Plan Toolkit ✓ HMIS Data Dictionary ✓ HMIS Data Standards Manual ✓ Housing Inventory Count (HIC) Report ✓ CPD-18-06:CoC Program HPC Registration Notice
2. Coordinated Entry	<ul style="list-style-type: none"> ✓ Coordinated Entry: Management & Data Guide ✓ Coordinated Entry Core Elements ✓ Notice CPD-17-01: Establishing Additional Requirements for a CoC Centralized of Coordinated Assessment System
3. Ending Homelessness	<ul style="list-style-type: none"> ✓ CoC Program HMIS Manual ✓ HMIS Data Dictionary ✓ HMIS Data Standards Manual ✓ System Performance Measures Programming Specifications ✓ CPD-18-06:CoC Program HPC Registration Notice

1. HMIS Data Quality:

Metric #	Metric	Benchmark	Max Pts. Possible	Actual Points	Metric Population
1. HMIS Data Quality *Drill down hyperlink*					
1.1	Data Completeness	<= 2% = 10 points; <= 4% = 5 points	10		# Missing Data Elements for # Clients
1.2	Bed Utilization Rate	>= 95% = 5 points; >= 90% and < 95% = 3 points	5		Average of # Enrollments over 2019 HIC Capacity of #
1.3	Timeliness of Data Entry	<= 3 days = 5 points; > 3 days and <= 5 days = 2 points	5		# Entry and/or Exit Records
1.4	Annual Assessment Completeness	0% = 5 points; < 10% = 2 points	5		# out of # Clients Due for Annual
Total Project Performance:			25		



2. Coordinated Entry:

Metric #	Metric	Benchmark	Max Pts. Possible	Actual Points	Metric Population	Metric Definition
2. Coordinated Entry *Drill down hyperlink*						
2.1	CE Participation Rate	100% = 10 points; ≥ 90% and < 100% = 5 points	5		# out of # Clients	See Handout
2.2	Referral Acceptance Rate	≥ 95% = 5 points	5		# out of # Accepted Referral Outcomes	See Handout
Total Project Performance:			10			



3. Ending Homelessness:

Metric #	Metric	Benchmark	Max Pts. Possible	Actual Points	Metric Population
3. Ending Homelessness * Drill down hyperlink *					
3.1	Rapid Placement into Permanent Housing	<= 185 days = 10 points; <= 365 days = 5 points	15		# Clients (HoH Only)
3.2	Exits to Permanent Housing	>= 90% = 15 points; >= 85% = 10 points; >= 80% = 5 points	15		# Clients
3.3	Returns to Homelessness after Permanent Housing Outcome: (6 months)	<= 5%	5		# Clients
3.4	Returns to Homelessness after Permanent Housing Outcome: (1 year)	<= 8%	5		# Clients
3.5	Returns to Homelessness after Permanent Housing / TOTAL Returns to Homelessness: (2 years)	<= 10%	5		# Clients
3.6	Receipt of Non-Cash Benefits or Health Insurance	>= 75%	5		# Clients
3.7	Overall Income Assessment (Earned Income + Entitlements)	>= 50% = 15 points; >= 35% and < 50% = 10 points	15		# Clients
Total Project Performance:			65		



Technical Definitions: Example

Metric 3.7: Overall Income Assessment (Earned Income + Entitlements)

Later Assessment \geq Earlier Assessment

Total Income will be the total income amount reported on the financial assessment, whether it is earned income or any other income type. To capture maintained income the later assessment total must be equal/greater to the earlier assessment total and the earlier assessment total must be greater than 0.00. (Ex. Earlier assessment = 5.00 and later assessment income = 5.00 or higher). To capture increased income the later assessment must be greater than the earlier assessment and the earlier assessment can be null (missing) or 0.00. (Ex. EA = 5.00 and LA = 10.00 or EA = 0.00 and LA = 10.00).

The later assessment can be an Annual Assessment if the client has not exited the program and will be compared to the previous Annual or Entry Assessment. If the client is exited the Later assessment will be the Exit compared to the previous Annual or Entry if no Annual has taken place. Note: 0 = 0 does not count as "maintained income"



Lessons Learned:

1. On-Going process
2. Access to your HMIS
3. No such thing as too much documentation
4. Constant evaluation of the scorecard and monitoring process
5. Stakeholder feedback and buy-in