National Human Services Data Consortium

Beyond HUD Reporting: Using HMIS to strengthen funder-provider partnerships at the local level

Sarah Dougherty
Kate Speltz
Joy Hunt

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Context

King County, Washington

- 2.2 million people
- 11,642 homeless, 3rd highest in nation
- 93 agencies and 550 projects in HMIS
- 850 HMIS users

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San Diego, CA
October 11-12, 2017

History/Timeline

- 2001 - Early HMIS Adopter/Early resisters
- 2012 - HUD Priority Community
- 2013 - King County Council Proviso
- 2015 - State RFP for HMIS
- 2016 - City Consultation and Barb Poppe Report
- 2016 - MOU, Report Development
- 2017 - Implementation

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Implementation

- Foundational Work
- HUD TA to Strengthen HMIS
- Development of System Performance Focus
- MOU
- Custom Report
- Training

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System Wide Performance Standards

Minimum Performance Standards					
Project Type	**Core Outcomes**			**Entries from Homeless-ness**	**Utilization Rate**
	Exit Rate to PH	**Length of Stay (days)**	**Return Rate to Homeless-ness**		
Emergency Shelter and Enhanced Day Centers	40% Singles 65% Families 35% (Youth & Young Adults)	90 (Singles & Families) 30 (Youth & Young Adults)	10% (Singles & Families) 20% (Youth & Young Adults)	90%	85% (Singles & Families) 90% (Youth & Young Adults)
Transitional Housing	80%	150 (Singles & Families) 270 (Youth & Young Adults)	10% (Singles & Families) 20% (Youth & Young Adults)	90%	85%
Rapid Rehousing	80%	180	5% (Singles & Families) 20% (Youth & Young Adults)	90%	NA
PSH	90%	NA	5% (Singles & Families) 20% (Youth & Young Adults)	90%	85%

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Target Performance Standards					
Project Type	**Core Outcomes**			**Entries from Homeless-ness**	**Utilization Rate**
	Exit Rate to PH	**Length of Stay**	**Return Rate to Homeless-ness**		
Emergency Shelter and Enhanced Day Centers	50% (Singles and Youth & Young Adults) 80% (Families)	30 days (Singles & Families) 20 days (Youth & Young Adults)	8% (Singles & Families) 5% (Youth & Young Adults)	90%	95%
Transitional Housing	85%	90 days (Singles & Families) 180 (Youth & Young Adults)	8% (Singles & Families) 5% (Youth & Young Adults)	95%	95%
Rapid Rehousing	85%	120 days	3% (Singles & Families) 5% (Youth & Young Adults)	95%	NA
PSH	90%	NA	3% (Singles & Families) 5% (Youth & Young Adults)	95%	95%

MOU: http://allhomekc.org/system-performance/

Seattle-KC
Program Outcomes Report

Date Range: 07/01/2017 AND 07/20/2017

ENROLLMENT & UTILIZATION

		New households enrolled during the report period		Total households active during the report period		Households active during the report period that are homeless		Occupancy Rate During the Reporting Period	
		# of Households		# of Households		# of Households	%	Beds Utilized:	3,394
Overall	Total:	80	Total:	660	Total:	593	89.85%	Total Bed Capacity:	4,420
								% of Beds Utilized:	76.79%

OUTCOMES

	Households Exited	Households exited to a permanent destination		Households exited to a temporary destination		Return to Homelessness Rate		Average length of stay
Overall								
Total	21	4	19.05%	0	0%	0	0%	61.64
Equity Outcomes								
American Indian or Alaskan Native Households	1	0	0%	0	0%	0	0%	64.48
Asian Households	0	0	0%	0	0%	0	0%	49.76
Black or African American Households	7	2	28.57%	0	0%	0	0%	67.03
Multiple Race Households	1	0	0%	0	0%	0	0%	56.29
Native Hawaiian or Other Pacific Islander Households	0	0	0%	0	0%	0	0%	76
White Households	8	2	25%	0	0%	0	0%	61.56
Unknown/Refused/Data not collected Race Households	4	0	0%	0	0%	0	0%	29.63
Hispanic Households	4	0	0%	0	0%	0	0%	56.32
Non-Hispanic Households	16	4	25%	0	0%	0	0%	63.86
Unknown/Refused/Data not collected Ethnicity Households	1	0	0%	0	0%	0	0%	17.4

PROGRAM SPECIFIC OUTCOMES

All Active Households (PH & PSH only)	PH & PSH Households that Exit to or Maintain Permanent Housing	% PH & PSH Households that Exit to or Maintain Permanent Housing	Households Active More than 30 Days (RRH only)	Households Active More than 30 Days with a Residential Move-In Date (RRH only)	% Active More than 30 Days with a Residential Move-In (RRH only)
N/A			N/A		

CONSENT RATE AND DATA COMPLETENESS SCORES

Unique Client Count	660	Total Number of Data Fields Evaluated		13,229	
HMIS Consent Rate		Data Completeness			
		% of Data Completed	% of "Don't Know" Fields	% of "Data Not Collected" Fields	% of "Refused" Fields
97.73%		96.9%	1.08%	1.16%	0.85%

HOUSEHOLDS ASSESSED FOR COORDINATED ENTRY

# of Households where at least one member completed VI-SPDAT	%
215	32.58%

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Challenges

- Stakeholders have different goals
- Getting to common data set
- Framing conversations about role of data
- Keeping scope from creeping
- Representing equity outcomes
- "This is wrong, this is not our data."
- Outward facing too early
- System outcomes at the program level

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Successes - Common Ground

- Shared framework for program assessment
- Establishes a baseline that allows for movement
- We're all speaking the same language

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Successes - Conversations Are Happening

- Everyone's having the same conversation
- Agencies are empowered to check progress at any time
- Allows for "next step" conversations

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Successes - System Improvement

- All funders now using data for RFPs
- Racial equity is integral to our reporting framework
- Customized trainings for different data consumers
- Targeted technical assistance at the system and individual project level

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Where to Next

- # Continue to work on challenges
  Use data to drive rapid response system and project
    level TA
  Hire/train for active interventions when data uncovers
    performance issue

- # Take next steps
  Performance pay
  Opportunities to innovate
  Data-driven community engagement
  Refining

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Questions?