
SYSTEM PERFORMANCE MEASURES

FY 2015 – FY 2016



**The
Planning
Council**



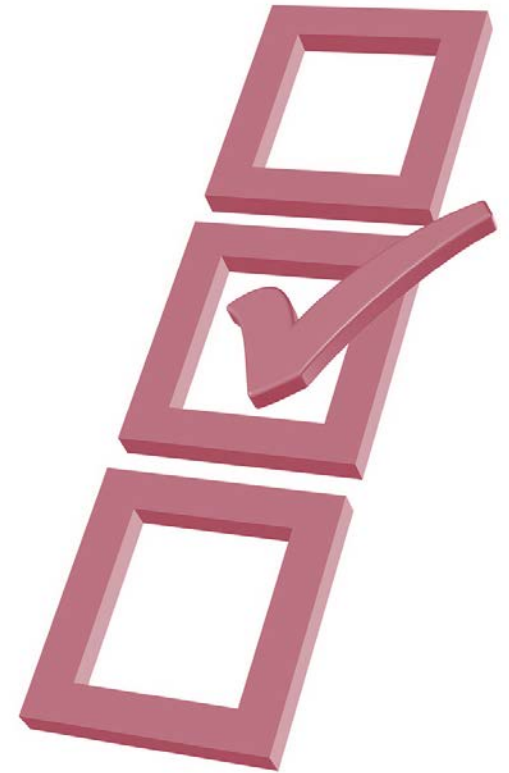
OVERVIEW

FY 2015 – FY 2016



WHY SYSTEM PERFORMANCE MEASURES

- Fulfill requirements of the HEARTH Act
- Evaluate system-wide performance: both funded and not funded agencies
- Identify strong points and opportunities to improve system performance to end homelessness
- *“Combined effect of all homeless services in the community”* –Norm Suchar, Director of the SNAPS Office at HUD





WHAT ARE THE SYSTEM PERFORMANCE MEASURES?

HUD'S SYSTEM PERFORMANCE MEASURES

1. Length of time persons remain homeless
2. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness
3. Number of homeless persons
4. Jobs and income growth for homeless persons in CoC Program funded projects

5. Number of persons who become homeless for the first time
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program funded projects
7. Successful housing placement and retention

DATA SOURCE

- Homeless Management Information System (HMIS)
 - CoC-specific
 - Report range: Federal Fiscal Years 2015-2016
(October 1, 2014 – September 30, 2015; October 1, 2015– September 30, 2016)
- Point in Time Count submitted to HUD annually



HOW TO USE THE SYSTEM PERFORMANCE MEASURES

- Required for inclusion in the NOFA process
 - HDX entry
 - Will contribute to CoC's competitiveness in the Funding process
 - Baseline FY 2015; HUD will determine thresholds in the future for evaluating improvement
 - HMIS Coverage rate is reported
- Communities should use the data to evaluate system effectiveness in ending homelessness
 - Help determine gaps in service delivery
 - Identify programs that may benefit from increased technical assistance
 - Identify opportunities for reallocation



ANALYSIS

FY 2015 – FY 2016



MEASURE I: LENGTH OF TIME HOMELESS

Add up entry/exits

- 1.a1: Change in the average & median length of time persons are homeless in Emergency Shelter (ES) and Safe Haven (SH) projects by bednight
- 1.a2: Change in the average and median length of time persons are homeless in ES, SH & Transitional Housing (TH) projects by bednight
- 1.b1: Change in the average & median length of time persons are homeless in Emergency Shelter (ES) and Safe Haven (SH) projects inclusive of homeless history data point (3.17 in HMIS)
- 1.b2: Change in the average and median length of time persons are homeless in ES, SH & Transitional Housing (TH) projects inclusive of homeless history data point (3.17 in HMIS)

Length of Time Homeless

MEASURE I.A

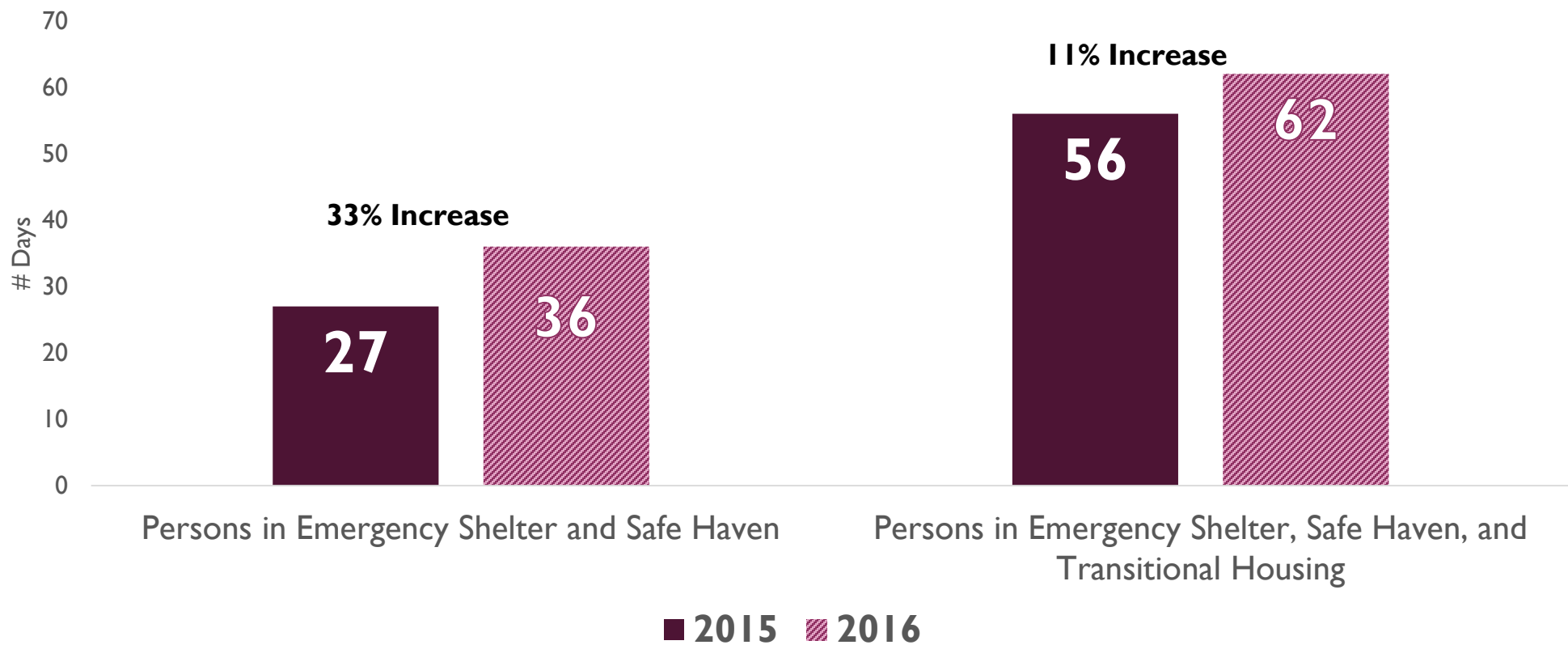
Add up entry/exits

I.a I: Average Length of Time (LOT) Homeless (bednights) for:	2015	2016	% Change
Persons in ES and SH	27	36	33% Increase in Average LOT 
Persons in ES, SH, and TH	56	62	11% Increase in Average LOT 

MEASURE 1.A1


Add up entry/exits

Average Length of Time Homeless



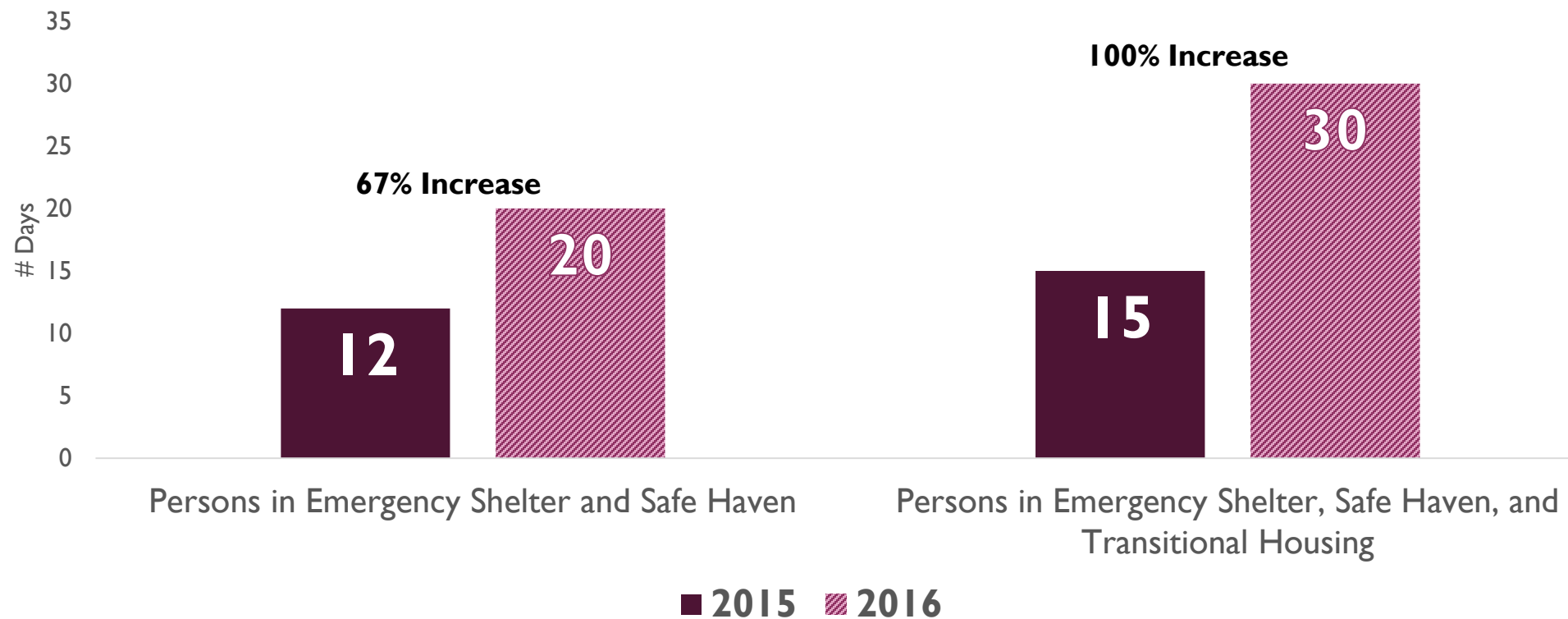
MEASURE 1.A2

Add up entry/exits

1.a2: Median Length of Time (LOT) Homeless (bednights) for:	2015	2016	% Change
Persons in ES and SH	12	20	67% Increase in Median LOT 
Persons in ES, SH, and TH	15	30	100% Increase in Median LOT 

MEASURE 1.A1

Median Length of Time Homeless



MEASURE I.BI-2: FY 2016

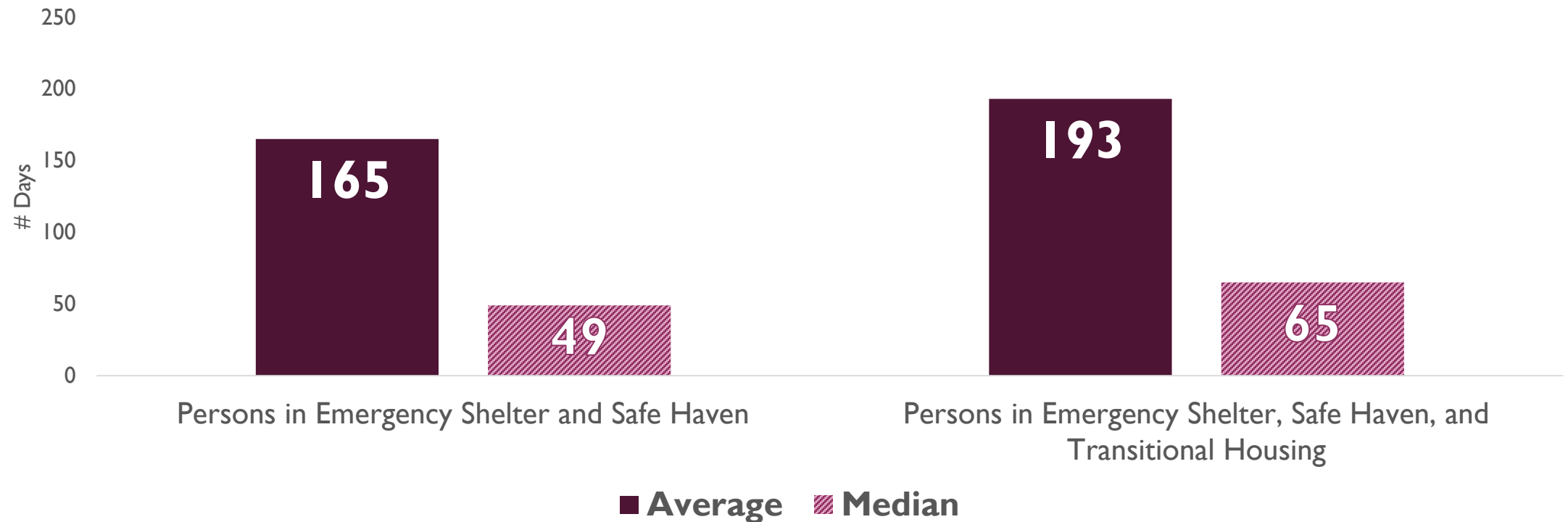
Length of Time Homeless

Average & Median LOT Homeless for:	Average	Median
Persons in ES and SH	165	49
Persons in ES, SH, and TH	193	65

MEASURE 1.BI-2: FY 2016

Length of Time Homeless

Average & Median
Length of Time Homeless



IMPACTS

- Union Mission Ministries joined HMIS April 2017
- Overlapping entries in HMIS
- Increase Data Quality for new data standard in HMIS
- As the CoC works to decrease LOT, also work to increase exits to Permanent Housing (PH)

MEASURE 2: RETURNS TO HOMELESSNESS FROM PH

- This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range.
- Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

Report FY 2016: who exited to PH in 2013?

Who showed back up by the end of FY 2016?



MEASURE 2: FY 2015

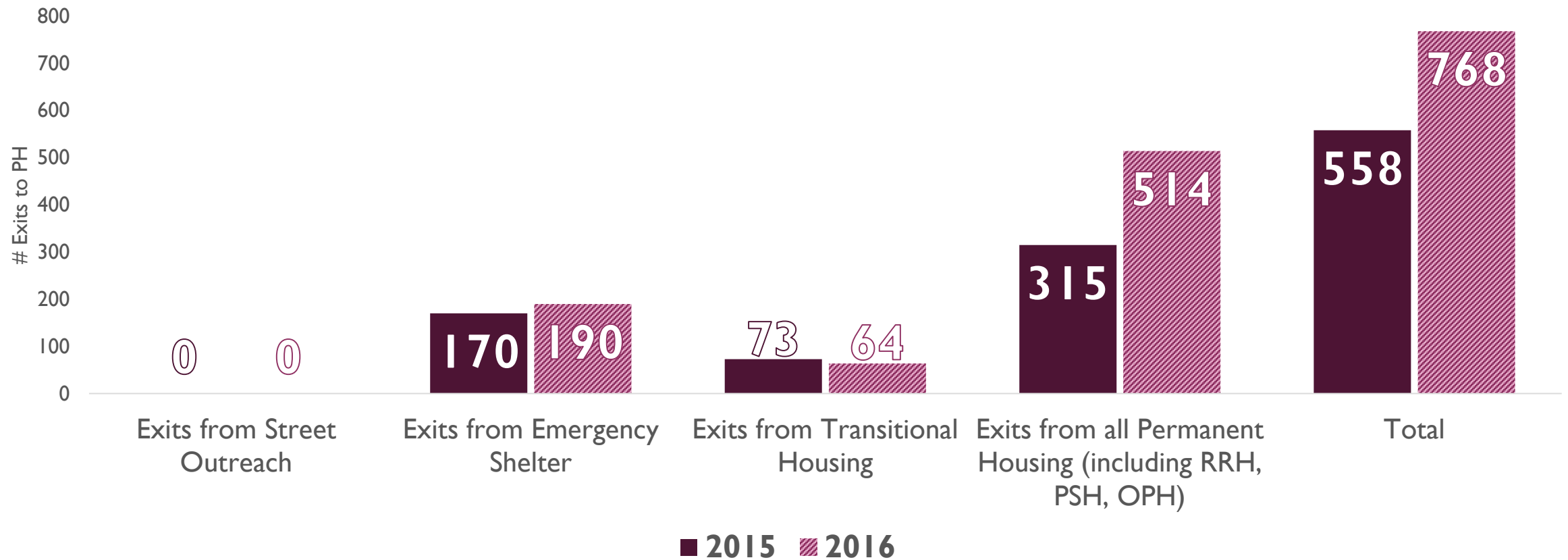
	Total # Persons Who Exited to Permanent Housing 2 Years Prior	% of Returns in Less than 6 Months	% of Returns within 6-12 Months	% of Returns within 13-24 Months	% of Returns within 2 years
Exits from Street Outreach	0	0%	0%	0%	0%
Exits from Emergency Shelter	170	4%	3%	1%	8%
Exits from Transitional Housing	73	4%	1%	1%	7%
Exits from all Permanent Housing (including RRH, PSH, OPH)	315	3%	2%	2%	7%
<i>Total</i>	<i>558</i>	<i>4%</i>	<i>2%</i>	<i>2%</i>	<i>7%</i>

MEASURE 2: FY 2016

	Total # Persons Who Exited to Permanent Housing 2 Years Prior	% of Returns in Less than 6 Months	% of Returns within 6-12 Months	% of Returns within 13-24 Months	% of Returns within 2 years
Exits from Street Outreach	0	0%	0%	0%	0%
Exits from Emergency Shelter	190	2%	2%	5%	9%
Exits from Transitional Housing	64	0%	2%	0%	2%
Exits from all Permanent Housing (including RRH, PSH, OPH)	514	2%	2%	3%	7%
<i>Total</i>	<i>768</i>	<i>2%</i>	<i>2%</i>	<i>3%</i>	<i>7%</i>

EXITS TO PERMANENT HOUSING

Permanent Housing Destinations 2 Years Prior



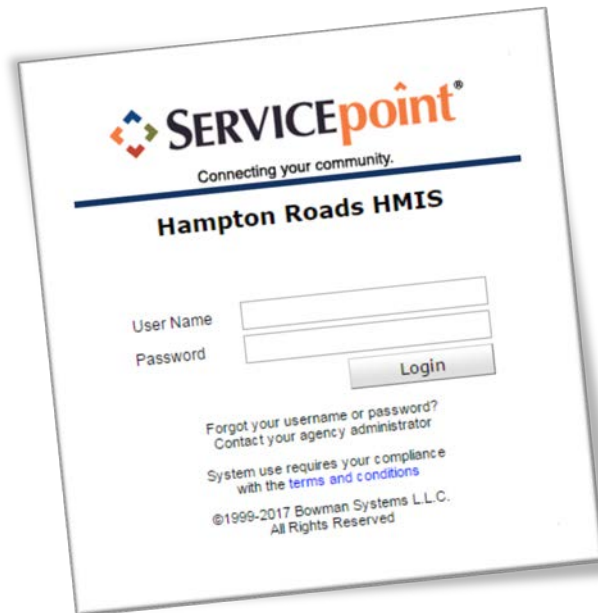
IMPACTS

- Overall rates consistent across both years (7%)
 - # PH Destinations increased by 38%!
- Union Mission (Singles)
- Higher rates of returns flip flopped between FY 15 & 16
 - Program changes: Aftercare
 - Housing stability
 - Exiting with income and/or non-cash benefits

MEASURE 3: NUMBER OF HOMELESS PERSONS



- 3.1: Change in Point in Time (PIT) Counts






- 3.2: Change in annual counts of persons served in HMIS participating ES, SH, & TH

MEASURE 3.1 CHANGE IN ANNUAL PIT COUNTS

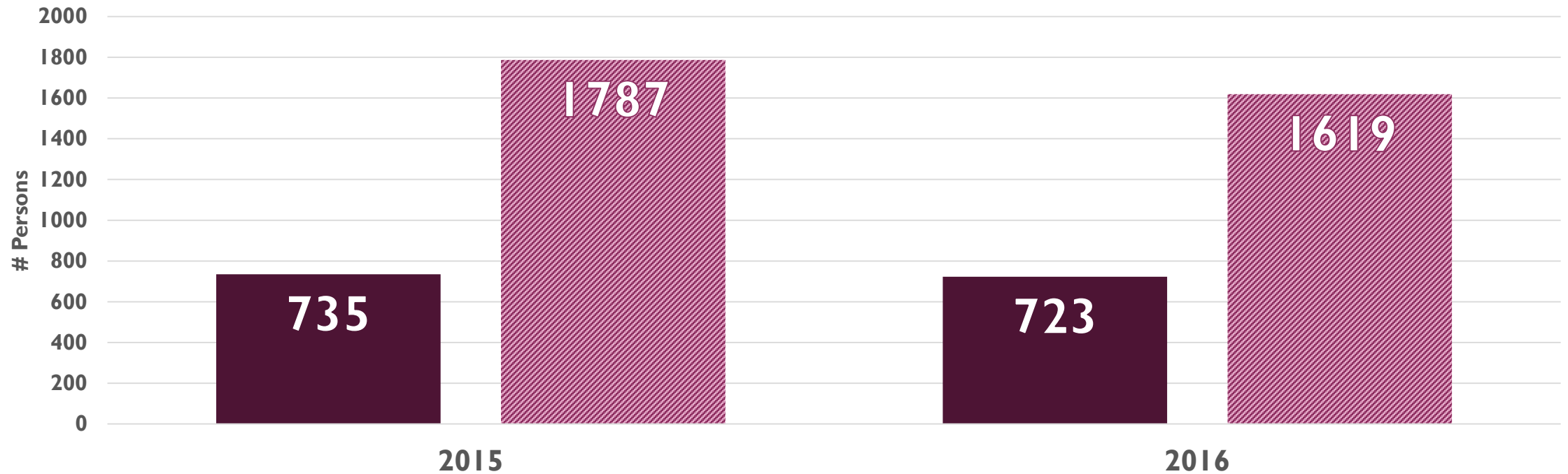
	2015	2016	Difference
Total PIT Count of sheltered and unsheltered persons	735	723	-12 ↓
Emergency Shelter Total	496	512	16 ↑
Transitional Housing Total	184	126	-58 ↓
Total Sheltered Count	680	638	-42 ↓
Unsheltered Count	55	85	30 ↑

MEASURE 3.2 CHANGE IN ANNUAL COUNTS (HMIS)

	2015	2016	Difference
Unduplicated Total Sheltered Homeless Persons	1787	1619	-168 
Emergency Shelter	1624	1424	-200 
Transitional Housing	227	230	3 

TOTAL COUNTS COMPARISON

Annual Counts: PIT & HMIS



- Total PIT Count of sheltered and unsheltered persons
- ▨ Unduplicated Total Sheltered Homeless Persons in HMIS

IMPACTS





- Both the Total PIT Count and the Unduplicated Total HMIS Sheltered persons decreased
- Union Mission was included in PIT, but not yet in HMIS count
- Not included in 3.2 of this measure:
 - Unsheltered persons
 - Persons who are placed directly into PH from the street

MEASURE 4: EMPLOYMENT & INCOME GROWTH (COC FUNDED PROJECTS ONLY)

- Measures 4.1-3: Changes in earned income, non-cash benefits, and total income for **Stayers**
- Measures 4.4-6: Changes in earned income, non-cash benefits, and total income for **Leavers**

MEASURE 4.1-3

Stayers

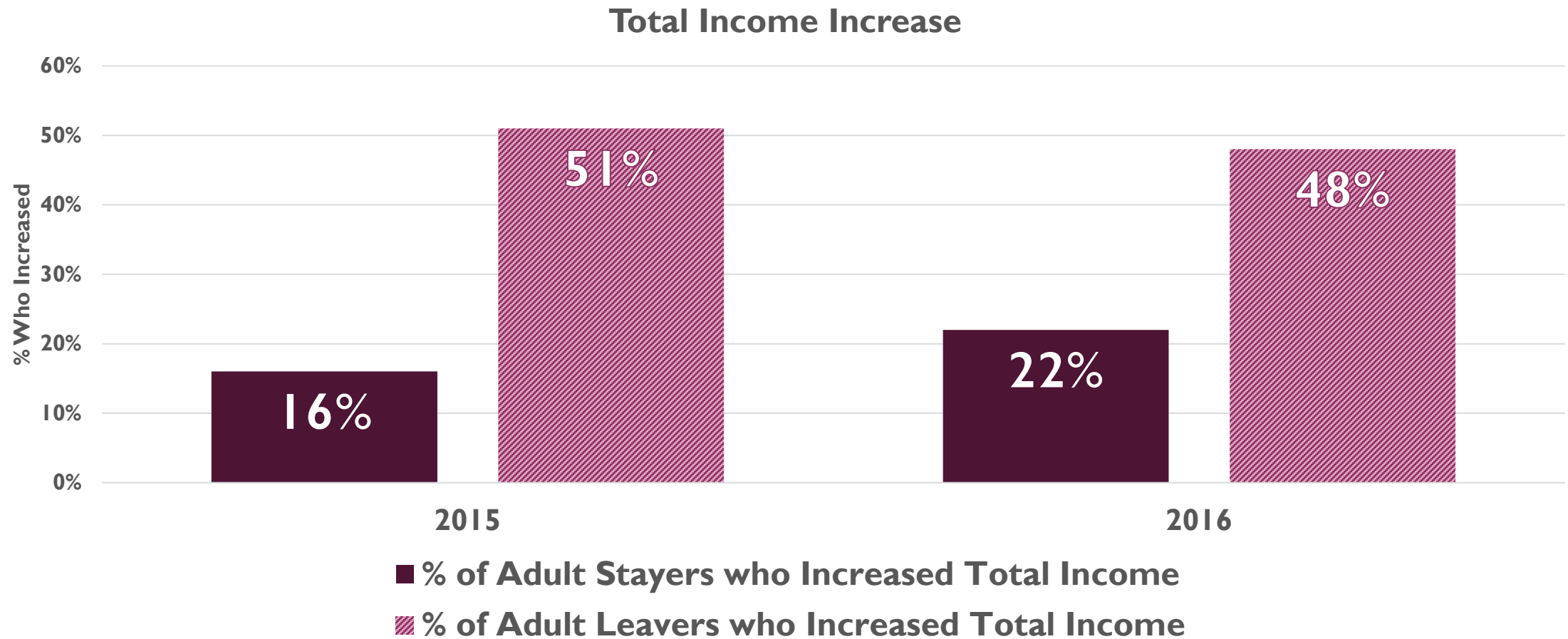
	2015	2016	Difference
Universe: # of Adults (stayers)	159	174	15 
% of Adults who Increased Earned Income	2%	3%	1% 
% of Adults who Increased Non-Employment Cash Income	14%	20%	6% 
% of Adults who Increased Total Income	16%	22%	6% 

MEASURE 4.4-6

Leavers

	2015	2016	Difference
Universe: # of Adults (leavers)	195	228	33 ↑
% of Adults who Increased Earned Income	38%	39%	1% ↑
% of Adults who Increased Non-Employment Cash Income	21%	14%	-7% ↓
% of Adults who Increased Total Income	51%	48%	-3% ↓

TOTAL INCOME INCREASE COMPARISON



IMPACTS

- CoC funded programs only
- Increases in Income only
- For stayers, they must have been enrolled for at least a year
- Annual Assessments *must* be completed within +/- 30 days of the date of entry

MEASURE 5: NUMBER OF PERSONS FIRST TIME HOMELESS

- 5.1: Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS
- 5.2: Change in the number of persons entering ES, SH, TH, **and PH** projects with no prior enrollments in HMIS

MEASURE 5.1

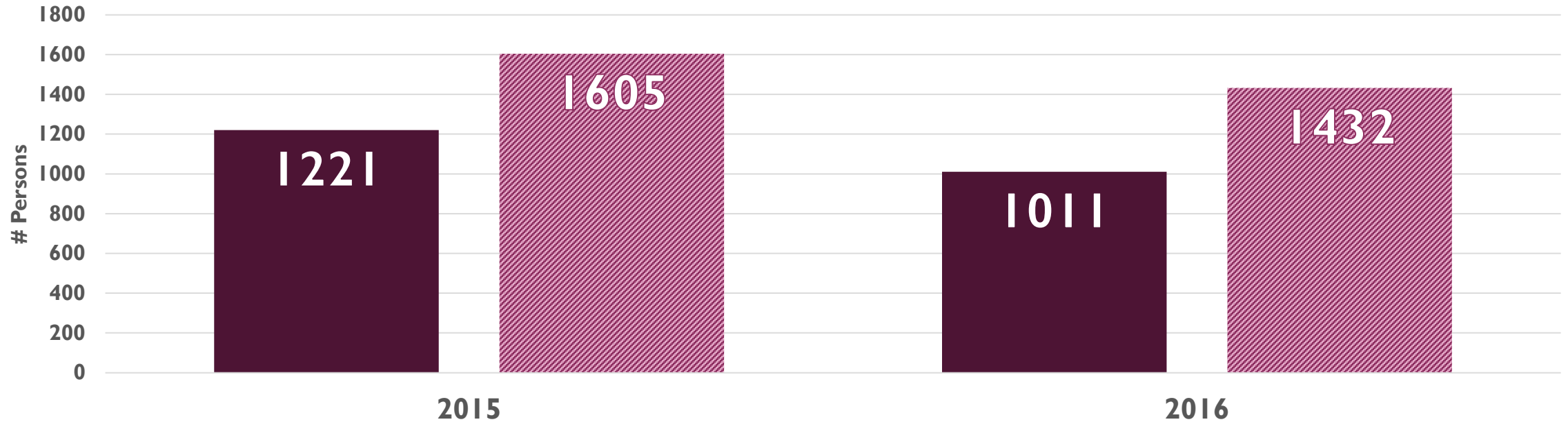
	2015	2016	Difference
Persons Served in ES, SH, and TH	1667	1478	-189 ↓
Of those, # served in ES, SH, TH <i>within 2 years prior to entry during report year</i>	446	467	21 ↑
Remainder: # Persons experiencing Homelessness for the first time	1221	1011	-210 ↓

MEASURE 5.2

	2015	2016	Difference
Persons Served in ES, SH, TH, and PH, including RRH	2154	2015	-139 ↓
Of those, # served in ES, SH, TH or any PH <i>within 2 years prior to entry during report year</i>	549	583	34 ↑
Remainder: # Persons experiencing Homelessness for the first time	1605	1432	-173 ↓

PERSONS EXPERIENCING HOMELESSNESS FOR THE 1ST TIME

First Time Homeless



■ # Persons Served in ES, SH, & TH First Time Homeless

▨ # Persons Served in ES, SH, TH, & PH (including RRH) First Time Homeless

IMPACTS

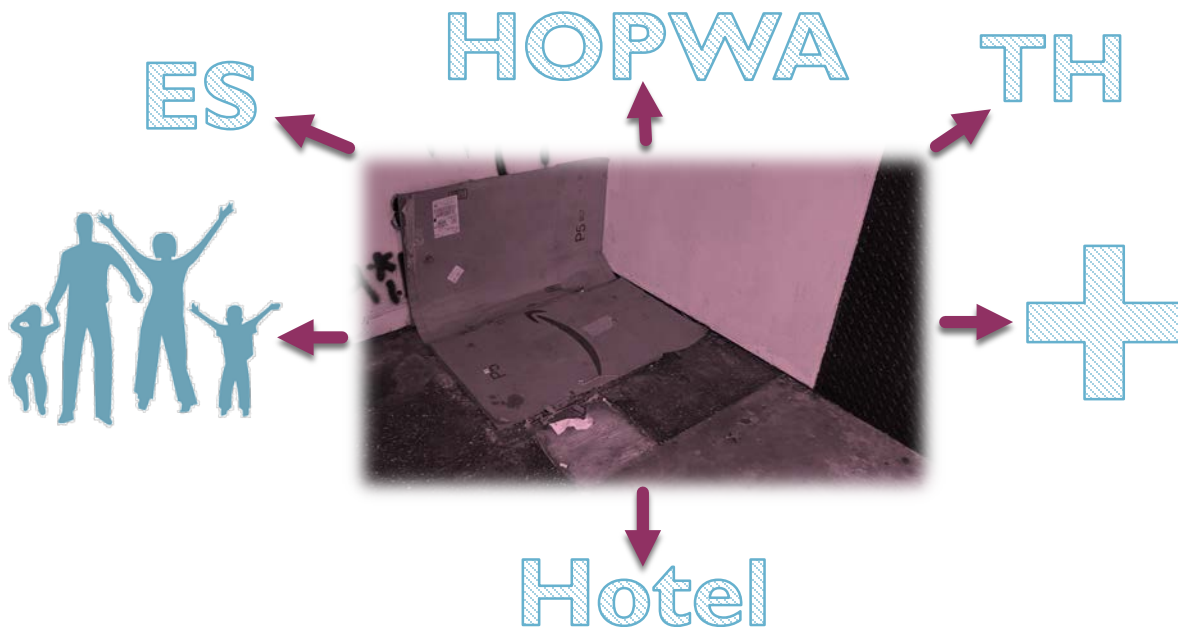
- Looks back only 2 years
- FY 2015: **73%** First time Homeless; FY 2016: **68%** First time Homeless
- Overall population decreased
- Union Mission

MEASURE 6: HOMELESS PREVENTION AND HOUSING PLACEMENT OF PERSONS DEFINED BY CATEGORY 3 OF HUD'S HOMELESS DEFINITION IN COC PROGRAM FUNDED PROJECTS

- This Measure is not applicable to CoCs in FY 2015-2016, and cannot be reported on.

MEASURE 7: SUCCESSFUL PLACEMENT FROM STREET OUTREACH & SUCCESSFUL PLACEMENT IN OR RETENTION OF PERMANENT HOUSING

- 7a.1: Change in exits from Street Outreach to permanent housing and other “positive” destinations



- 7b.1: Change in exits from ES, SH, TH, & RRH to PH destinations
- 7b.2: Change in exit from all PH except RRH to PH destinations, or retention in all PH except RRH programs




MEASURE 7A.1

	2015	2016	Difference
Universe: Persons who exit Street Outreach	13	188	175 
Of persons above, those who exited to <i>temporary & some institutional destinations</i>	3	37	34 
Of the persons above, those who exited to <i>permanent housing destinations</i>	9	68	59 
% Successful Exits	92%	56%	

MEASURE 7B.1

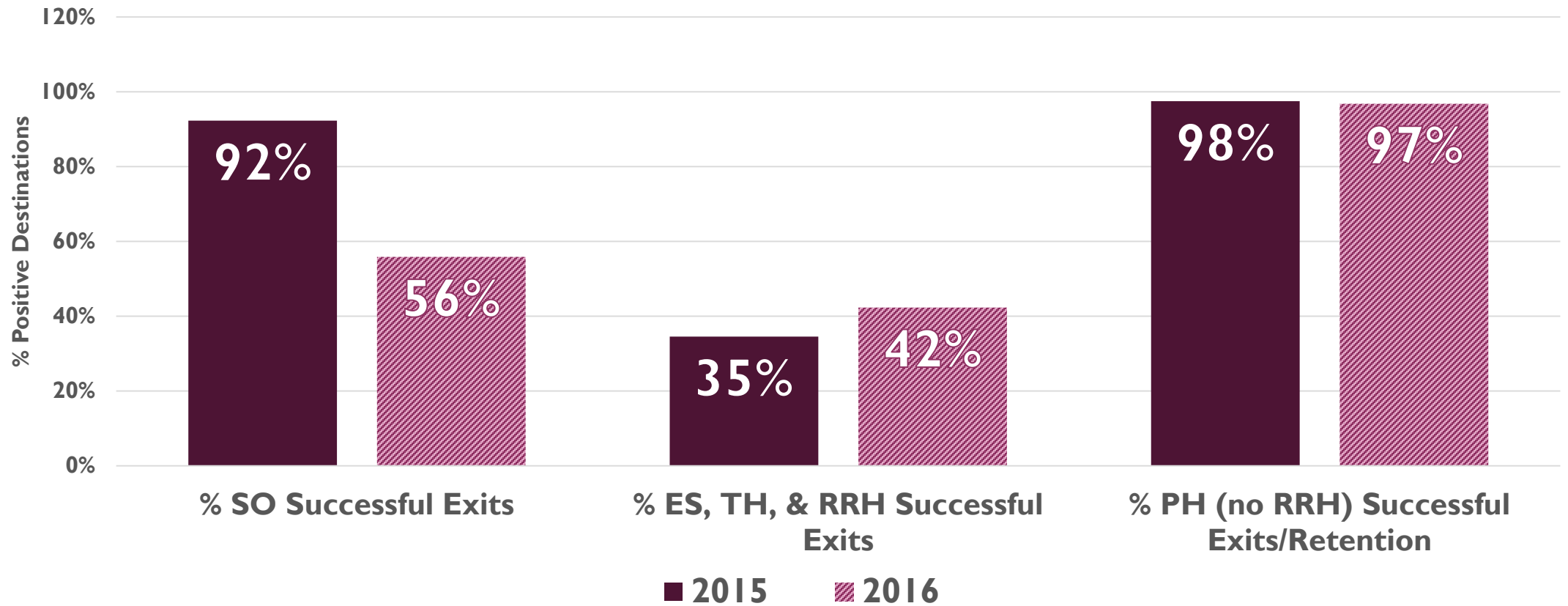
	2015	2016	Difference
Universe: Persons who exit ES, SH, TH, & RRH	1875	1812	-63 ↓
Of the persons above, those who exited to <i>permanent housing destinations</i>	648	767	119 ↑
% Successful Exits	35%	42%	↑

MEASURE 7B.2

	2015	2016	Difference
Universe: Persons in all PH <i>except RRH</i>	361	438	77 
Of the persons above, those who <i>remained in applicable PH</i> and those who exited to <i>permanent housing destinations</i>	352	424	72 
% Successful Exits/Retention	98%	97%	

SUCCESSFUL EXITS COMPARISON

Successful Exit/Retention



IMPACTS

- Increased Participation of Street Outreach Programs
 - i.e., CABHI, PATH
- RRH included with ES, SH, & TH
 - In many other reports, RRH is included with PSH and OPH
- Housing stability for the other PH projects aligns with other reports and is consistently high
- Union Mission

DATA QUALITY

- New for FY 2016 HUD Submission
 - Reported FY2013-2016 by Program Type
- Assessed HMIS Coverage
- Assessed # Unknown Destinations as a percent of total # Exits

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	301	260	225	355	145	149	154	141	441	656	729	703	172	215	88	307				
2. Number of HMIS Beds	118	112	79	79	119	131	131	96	363	413	404	438	172	215	40	307				
3. HMIS Participation Rate from HIC	39.20 %	43.08 %	35.11 %	22.25 %	82.07 %	87.92 %	85.06 %	68.09 %	82.31 %	62.96 %	55.42 %	62.30 %	100.00 %	100.00 %	45.45 %	100.00 %				
4. Unduplicated Persons Served (HMIS)	1588	1456	1624	1417	390	395	417	263	412	407	416	496	653	883	1012	1175	0	1	5	45
5. Total Leavers (HMIS)	1478	1351	1545	1356	237	251	302	208	63	68	51	63	367	579	606	698	0	0	0	23
6. Destination of Don't Know, Refused, or Missing (HMIS)	718	614	876	661	6	22	3	6	7	0	3	3	11	23	23	7	0	0	0	5
7. Destination Error Rate (Calculated)	48.58 %	45.45 %	56.70 %	48.75 %	2.53 %	8.76 %	0.99 %	2.88 %	11.11 %	0.00 %	5.88 %	4.76 %	3.00 %	3.97 %	3.80 %	1.00 %				21.74 %



DATA QUALITY: ES & SH

DATA QUALITY:TH

DATA QUALITY: PSH & OPH

All PSH, OPH			
2012- 2013	2013- 2014	2014- 2015	2015- 2016
441	656	729	703
363	413	404	438
82.31 %	62.96 %	55.42 %	62.30 %
412	407	416	496
63	68	51	63
7	0	3	3
11.11 %	0.00 %	5.88 %	4.76 %

DATA QUALITY: RRH

All RRH			
2012- 2013	2013- 2014	2014- 2015	2015- 2016
172	215	88	307
172	215	40	307
100.00 %	100.00 %	45.45 %	100.00 %
653	883	1012	1175
367	579	606	698
11	23	23	7
3.00 %	3.97 %	3.80 %	1.00 %

DATA QUALITY: SO

All Street Outreach			
2012- 2013	2013- 2014	2014- 2015	2015- 2016
0	1	5	45
0	0	0	23
0	0	0	5
			21.74 %

SUMMARY

- Strong Measures:
 - Overall rates of return are under 10%
 - PH destinations increased due largely to increased RRH resources
 - Overall Numbers & First time homeless are decreasing
 - PH housing retention remains high
- Measures to Improve:
 - LOT homeless is increasing, not decreasing
 - % persons increasing income is low, especially for stayers (lots of reasons for this, but an area for improvement)
 - ES and TH exits to PH

NEXT STEPS

- Increase data quality
 - Focus on:
 - Unknown destinations
 - Timeliness of annual reviews
 - Monitor Overlapping Entries
 - HMIS coverage
- Use SPMs throughout the year to gauge performance
 - HUD System Improvement Briefs: Data Quality, Strategies, & Analysis
- Other thoughts, ideas, questions?



FOR MORE INFORMATION...

[HTTPS://WWW.HUDEXCHANGE.INFO
/TRAINING-EVENTS/SYSTEM-
PERFORMANCE-MEASURES/](https://www.hudexchange.info/training-events/system-performance-measures/)

[HTTP://WWW.HUDHDX.INFO/](http://www.hudhdx.info/)