System Performance Measures: Madison/Dane CoC

SEPTEMBER 4, 2018
PRESENTED BY TORRIE KOPP MUELLER
The Goal of Ending Homelessness

- Opening Doors, As Amended in 2015:
  “systematic response ...that ensures homelessness is ...a rare, brief, and non-recurring experience.”

- The HEARTH Act establishes:
  “...a Federal goal of ensuring that individuals and families who become homeless return to permanent housing within 30 days.”
A System to End Homelessness

Ending homelessness means building systems that:

- **Divert** people from entering homelessness
- Quickly **engages and provides a suitable intervention** for every households’ homelessness
- Have **short lengths of stay** in programs
- Have **high rates of permanent housing exits**
- Use data to achieve continuous improvement
Analysis of performance data can tell us:

- Extent to which homelessness is rare, brief and non-recurring
- Where to target efforts to become more effective
- How to prioritize system and program resources
- How to achieve continuous improvement
HUD System Performance Measures

- Looks at Federal Fiscal Year
  (October 1st – September 30th)
- 3 years of data gathered
- Dane County, all programs in HMIS
- Compare communities to themselves
- 7 measures
Measure 1: Length of Time Persons Remain Homeless

- Looks at average and median length of time people remain in homeless situations
- Days spent in emergency shelter, safe haven and transitional housing
- GOAL: Reduce Length of Time Persons Remain Homeless
Metric 1a: Length of Time Homeless in HMIS

Target: 30 days
Measure 2: Extent to Which Persons Exit Homelessness Return to Homelessness

- People who exited into permanent housing returning to shelter, safe haven, or transitional housing
- Rates of return at 6, 12 and 24 months
- **GOAL: Reduce Percentage of Persons Returning to Homelessness**
Metric 2: Returns to Homelessness Among Exiters to PH

Exiters from PH

- Return < 6 months
- Return 6-12 months
- Return 13 - 24 months
- Return 2 years

Target: 5%
Measure 3: Number of Homeless Persons

- Basic info on how big the problem is and if it is going down
- Two Measures
  - Point in Time: # homeless on a single date
  - Annual Count: # homeless over the course of a year
- **GOAL:** Reduce the Total Number of People Experiencing Homelessness
Metric 3: Number of People Experiencing Homelessness – Annual Count

Emergency Shelter | Safe Haven | Transitional Housing

FY2016: 2,806 | FY2016: 53 | FY2016: 309
Metric 3: Number of People Experiencing Homelessness – Point in Time Count

- Emergency Shelter:
  - FY2015: 393
  - FY2016: 365
  - FY2017: 345

- Safe Haven:
  - FY2015: 13
  - FY2016: 14
  - FY2017: 12

- Transitional Housing:
  - FY2015: 273
  - FY2016: 180
  - FY2017: 167

- Unsheltered:
  - FY2015: 92
  - FY2016: 70
  - FY2017: 61
Measure 4: Employment and Income Growth for Homeless Persons

- Only measured for CoC funded programs
- Employment income and other cash income
- Compare income at entry and annual assessment or exit
- Two measures
  - Changes in income for stayers over the course of the year
  - Changes in income from project entry to exit for leavers
- **GOAL: Increase Earned and other Income for All Clients**
<table>
<thead>
<tr>
<th>Target Group</th>
<th>Indicator</th>
<th>Reporting Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Stayers</td>
<td>Increased earned income</td>
<td>FY2015</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2016</td>
<td>9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2017</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Increased non-employment income</td>
<td>FY2015</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2016</td>
<td>38%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2017</td>
<td>33%</td>
</tr>
<tr>
<td></td>
<td>Increased total income</td>
<td>FY2015</td>
<td>24%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2016</td>
<td>45%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2017</td>
<td>33%</td>
</tr>
<tr>
<td>Target Group</td>
<td>Indicator</td>
<td>Reporting Year</td>
<td>Percentage</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------------------------</td>
<td>----------------</td>
<td>------------</td>
</tr>
<tr>
<td>Adult Leavers</td>
<td>Increased earned income</td>
<td>FY2015</td>
<td>13%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2016</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2017</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>Increased non-employment income</td>
<td>FY2015</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2016</td>
<td>19%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2017</td>
<td>23%</td>
</tr>
<tr>
<td></td>
<td>Increased total income</td>
<td>FY2015</td>
<td>27%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2016</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY2017</td>
<td>37%</td>
</tr>
</tbody>
</table>
Measure 5: Number of Persons Who Become Homeless for the First Time

- A person who has not been served by the community’s homeless system in the two years prior to an entry into that homeless system
- Entries into emergency shelter, safe haven, transitional housing or permanent housing projects
- **GOAL:** Decrease the Number of New Clients Entering Homelessness
Metric 5b: Newly homeless persons entering ES, SH, TH, and PH projects

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2015</td>
<td>2,008</td>
</tr>
<tr>
<td>FY2016</td>
<td>1,915</td>
</tr>
<tr>
<td>FY2017</td>
<td>1,973</td>
</tr>
</tbody>
</table>
Measure 6: Homeless Prevention and Housing Placement of Those in Category 3 of Homeless Definition

- Only measured in High Performing Communities
- Currently there are no HPC’s in the country
- Category 3: families with children or youth under the age of 25 who are considered homeless under other federal statutes because of their living situation but are not literally homeless
Measure 7: Placement into Permanent housing

- Two measures
  - Housing placement for people served in street outreach projects (Moving inside is considered successful)
  - Housing placement and retention for people in various sheltered or housed situations within the homeless system

- GOAL: Increase the Total Percentage of Clients Exiting to Permanent Destinations
Metric 7a: Exits from Street Outreach

All Acceptable Exit Destinations

- FY2015: 60%
- FY2016: 84%
- FY2017: 67%

Exit To Permanent Housing

- FY2015: 43%
- FY2016: 35%
- FY2017: 42%

Exit to Temporary

- FY2015: 18%
- FY2016: 50%
- FY2017: 25%

Target: 50%
Metric 7b1: Exits from Residential Settings

Exit To Permanent Housing

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2015</td>
<td>47%</td>
</tr>
<tr>
<td>FY2016</td>
<td>47%</td>
</tr>
<tr>
<td>FY2017</td>
<td>32%</td>
</tr>
</tbody>
</table>

Shelter Target: 50%
RRH Target: 85%
Metric 7b2: Retention of Permanent Housing

Retained housing or exited to new PH

90%  93%  93%
FY2015 FY2016 FY2017

Target: 90%
<table>
<thead>
<tr>
<th></th>
<th>Length of Time Homeless</th>
<th>Return to Homeless</th>
<th>Exit to PH by Outreach</th>
<th>Exit to PH by Shelter, TH</th>
<th>Exit to PH by RRH</th>
<th>Retention of PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDD Target</td>
<td>30 days</td>
<td>5%</td>
<td>50%</td>
<td>50%</td>
<td>85%</td>
<td>90%</td>
</tr>
<tr>
<td>FY 2017</td>
<td>39 days</td>
<td>14%</td>
<td>42%</td>
<td>32%</td>
<td></td>
<td>93%</td>
</tr>
</tbody>
</table>
What’s Next?

- Continued performance improvement
- Disparity Analysis
- Modeling for right sizing interventions by further evaluating:
  - Performance by project types & target population
  - Utilization
  - Cost effectiveness (different from cost per unit)