



System Performance Measures: Madison/Dane CoC

AUGUST 2, 2018

PRESENTED BY TORRIE KOPP MUELLER AND SARAH LIM

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

Performance Data Analysis

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



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

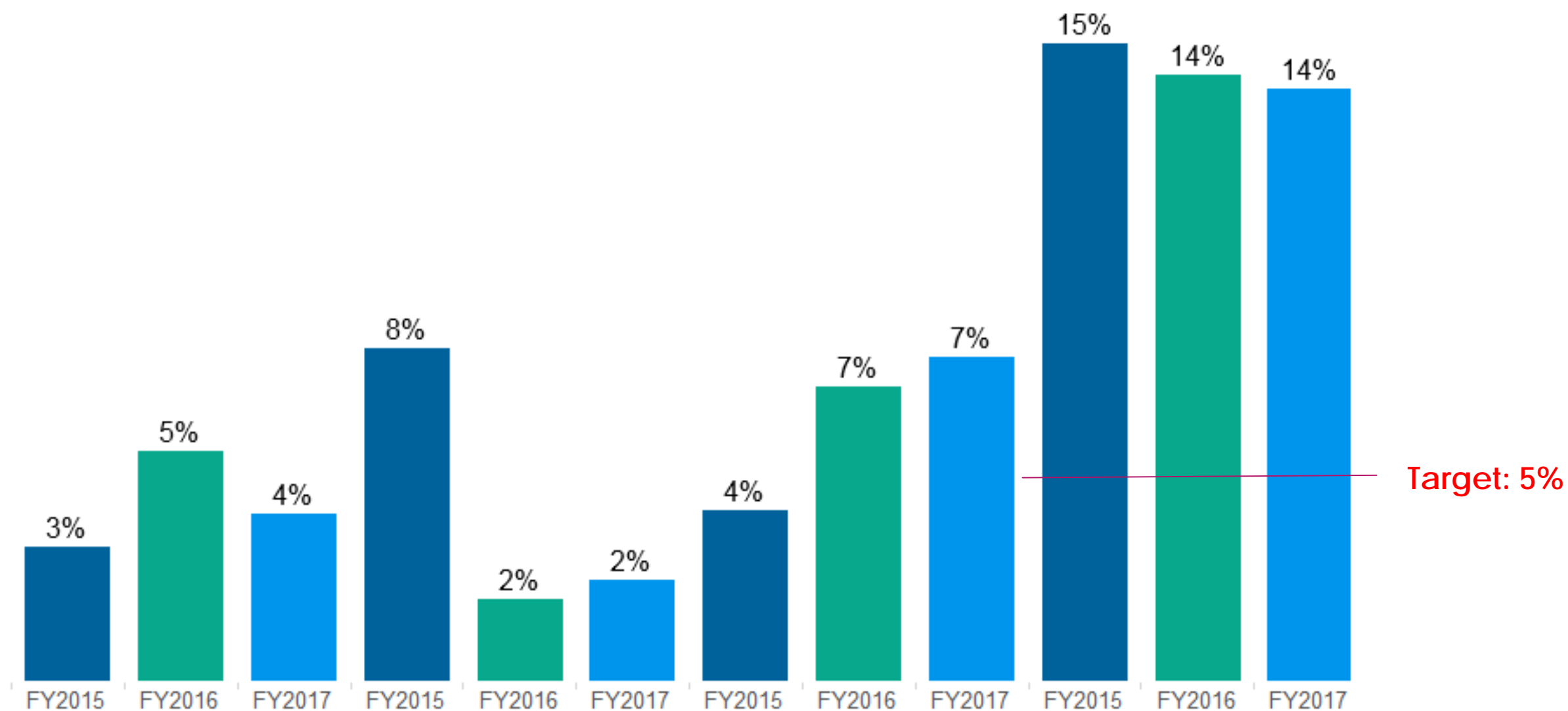
Exiters from PH

Return < 6 months

Return 6-12 months

Return 13 - 24 months

Return 2 years



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**

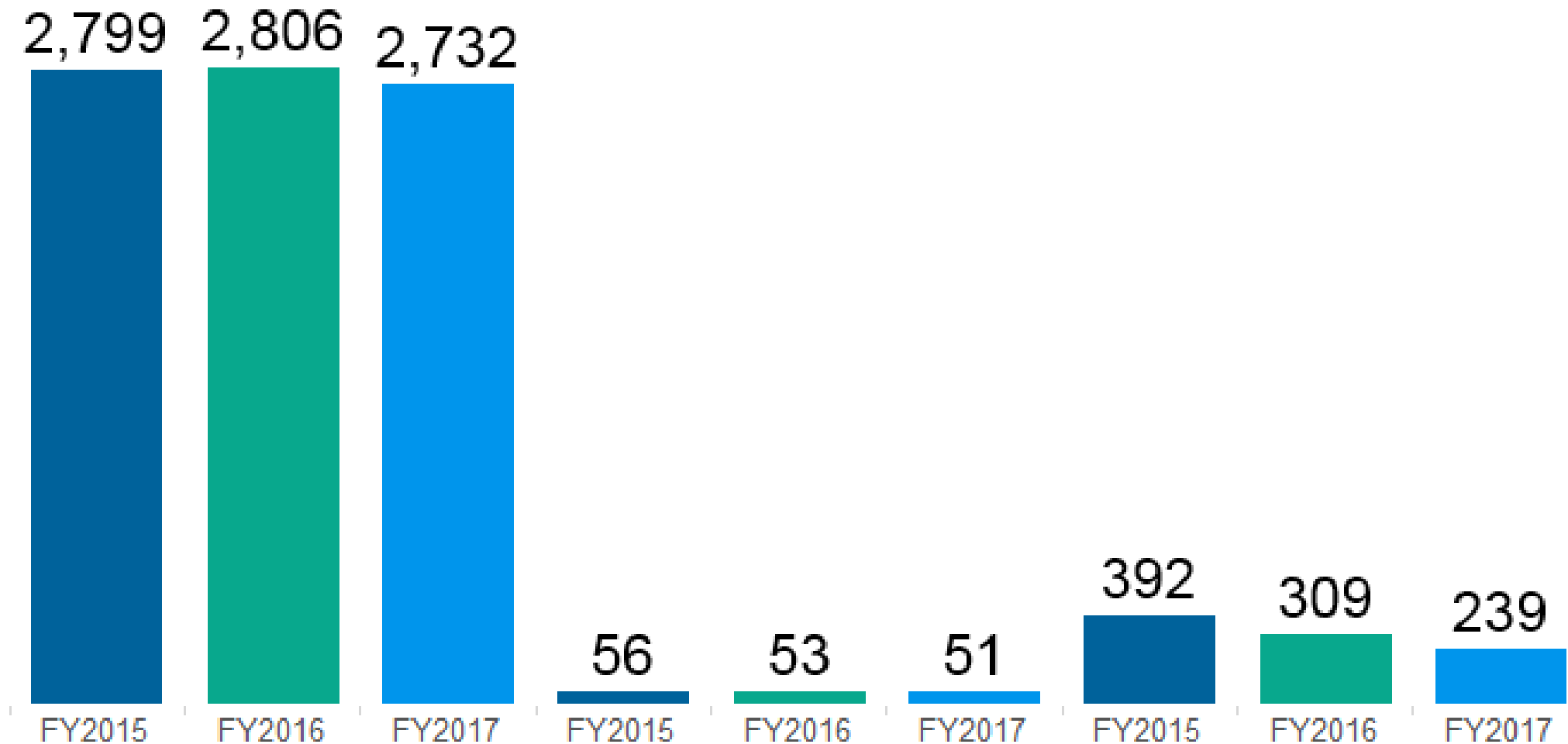


Metric 3: Number of People Experiencing Homelessness –Annual Count

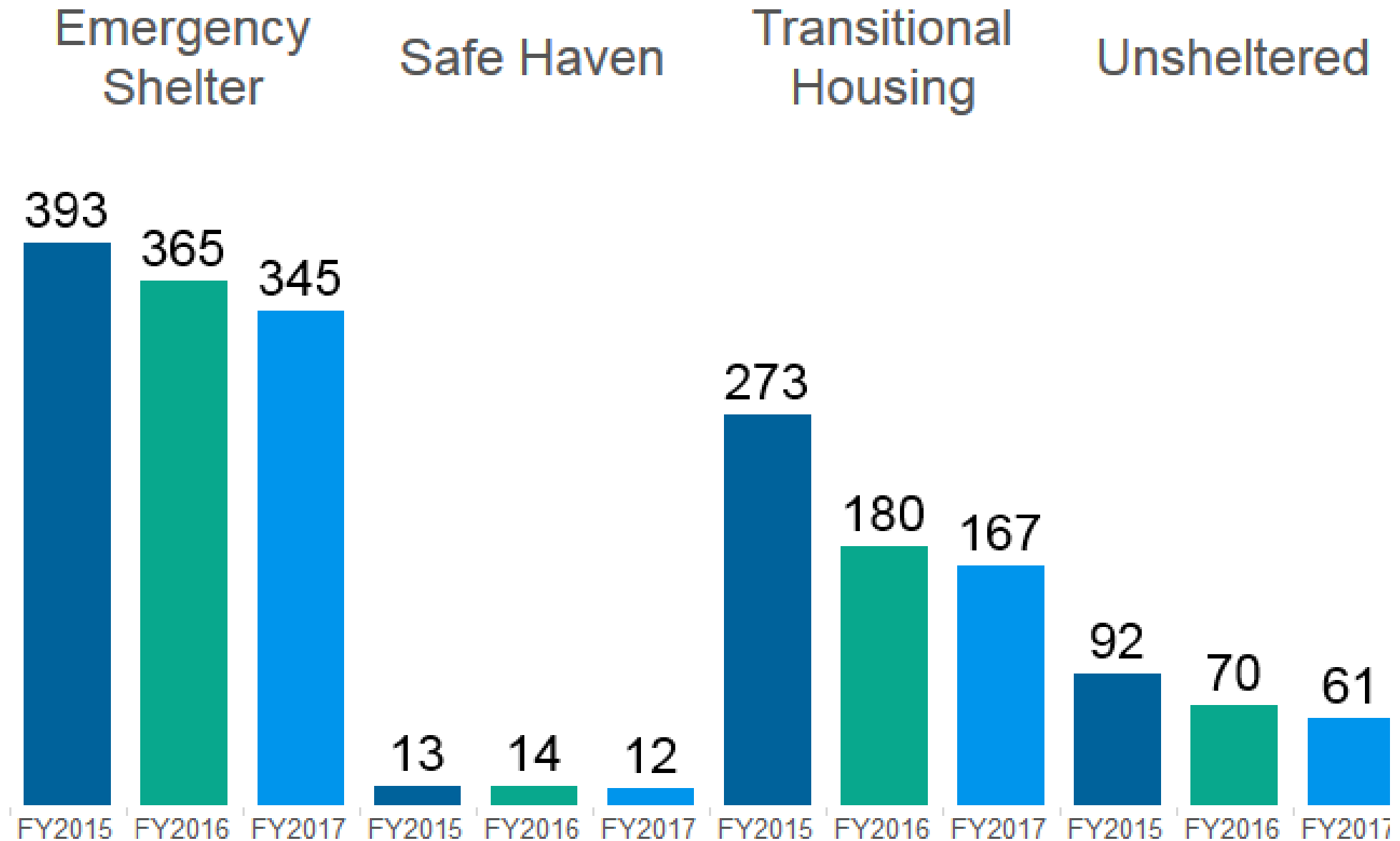
Emergency Shelter

Safe Haven

Transitional Housing



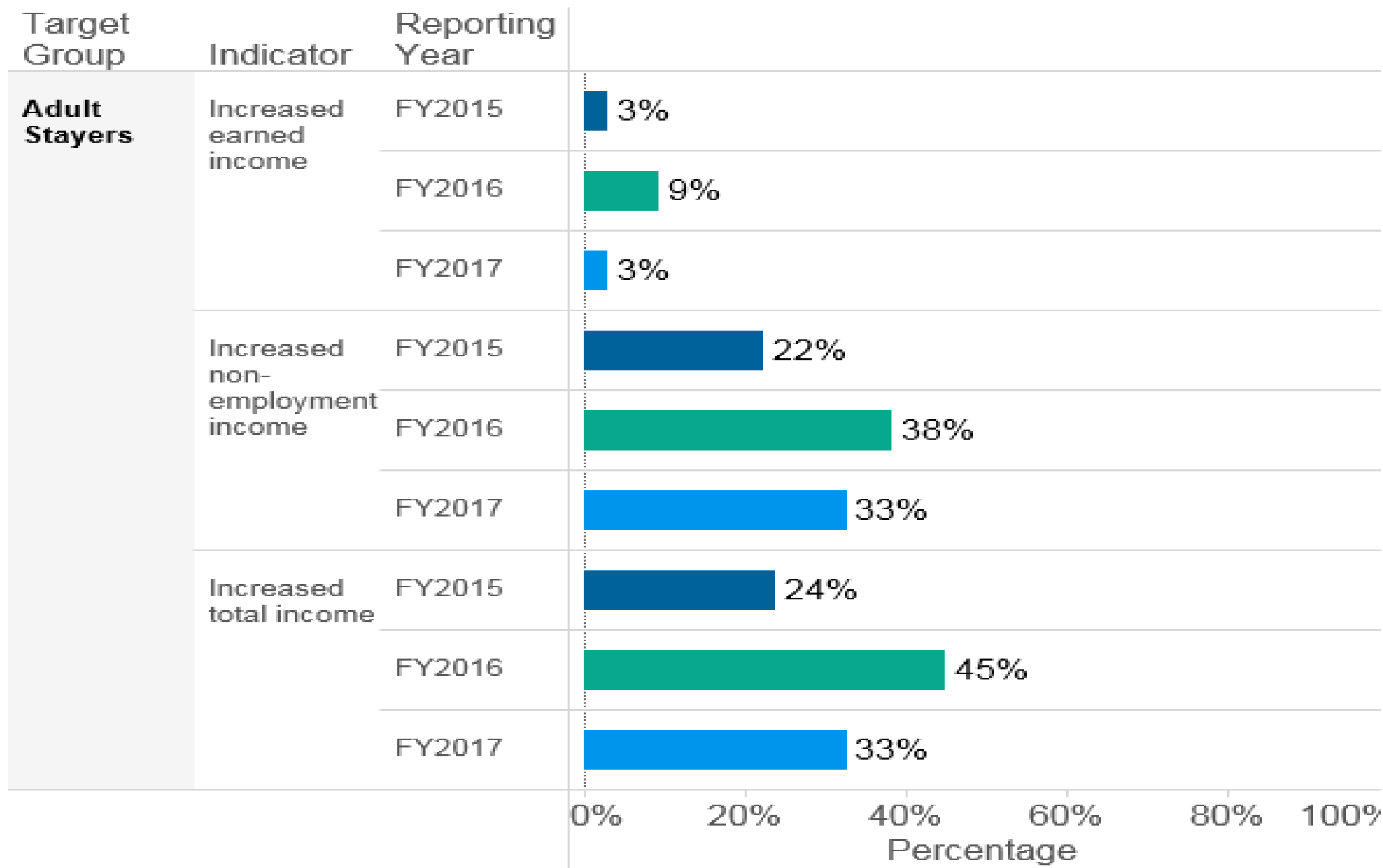
Metric 3: Number of People Experiencing Homelessness –Point in Time Count

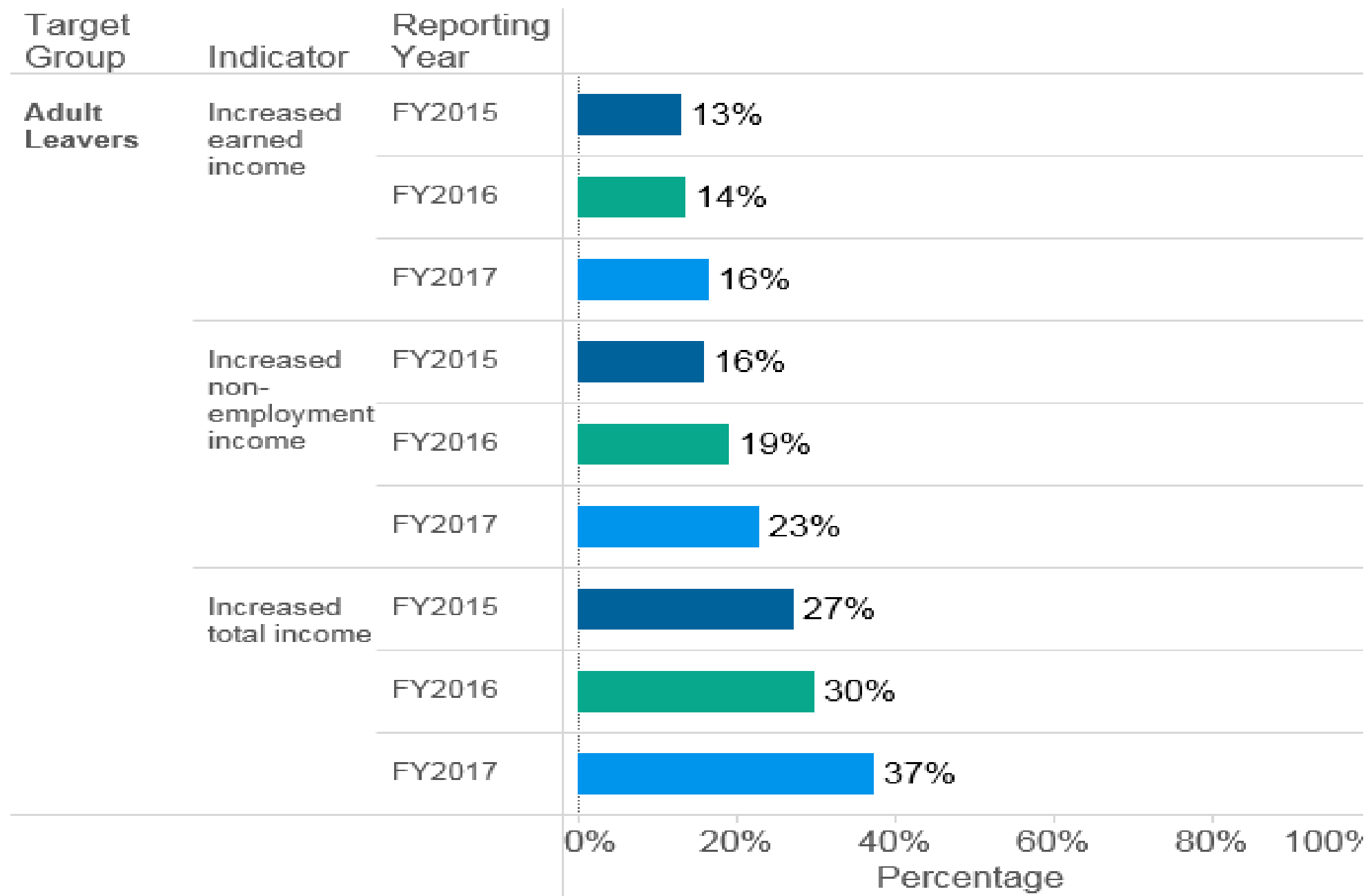


Measure 4: Employment and Income Growth for Homeless Persons

- ▶ 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**





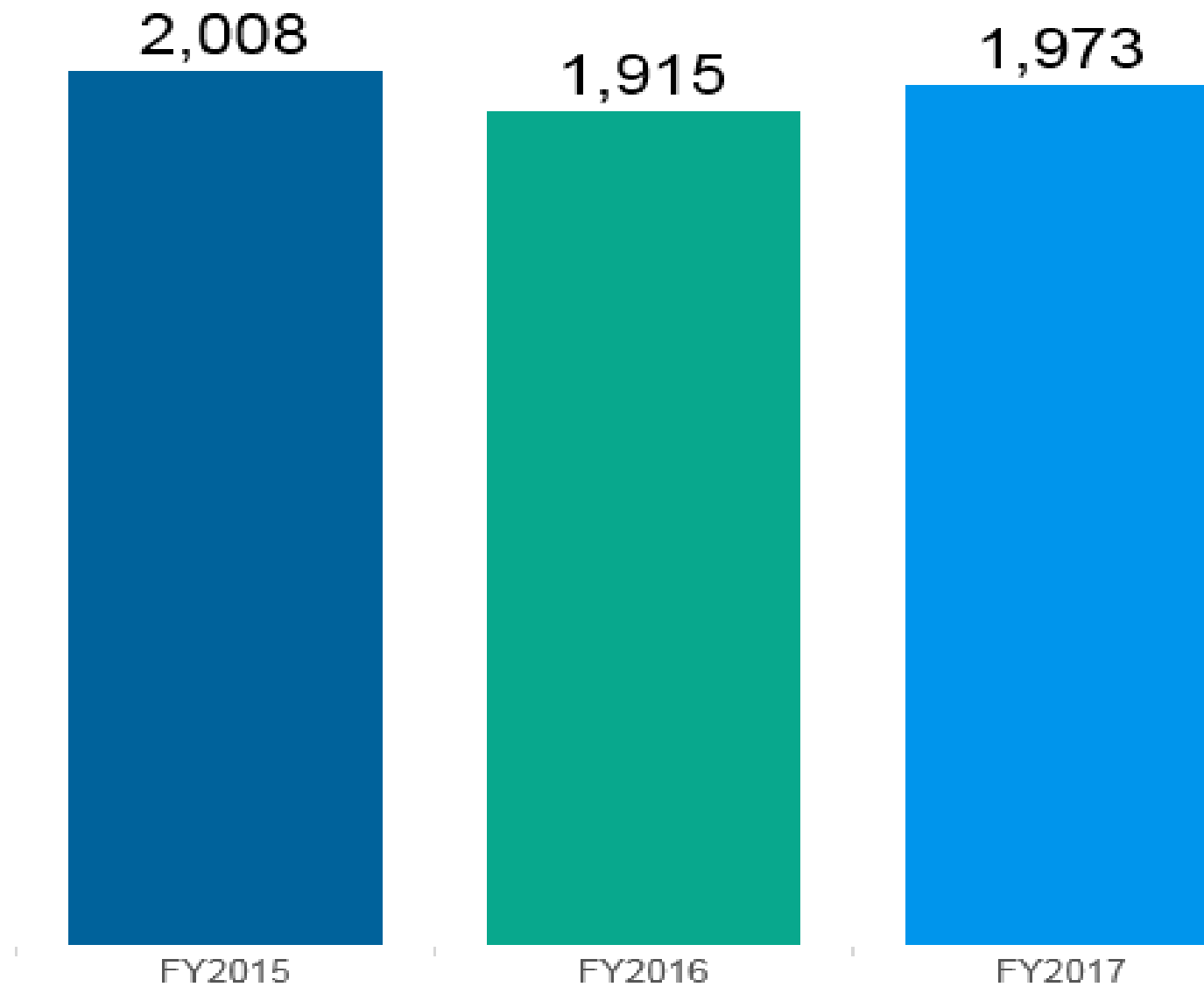


Measure 5: Number of Persons Who Become Homeless for the First Time

- ▶ 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**



Measure 6: Homeless Prevention and Housing Placement of Those in Category 3 of Homeless Definition

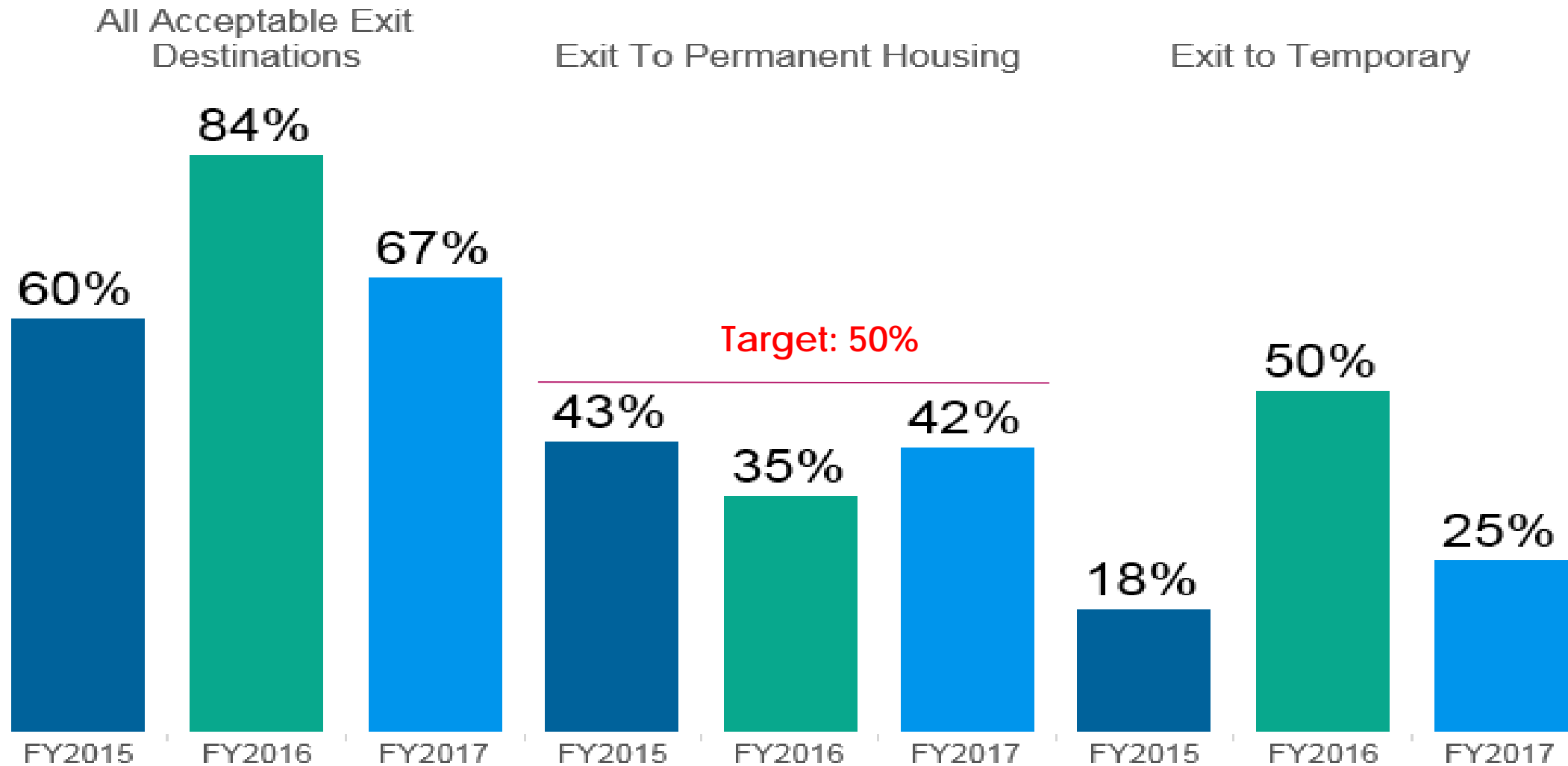
- ▶ Only measured in High Performing Communities
- ▶ Currently there are no HPC's in the country
- ▶ Category 3: families with children or youth under the age of 25 who are considered homeless under other federal statutes because of their living situation but are not literally homeless

Measure 7: Placement into Permanent housing

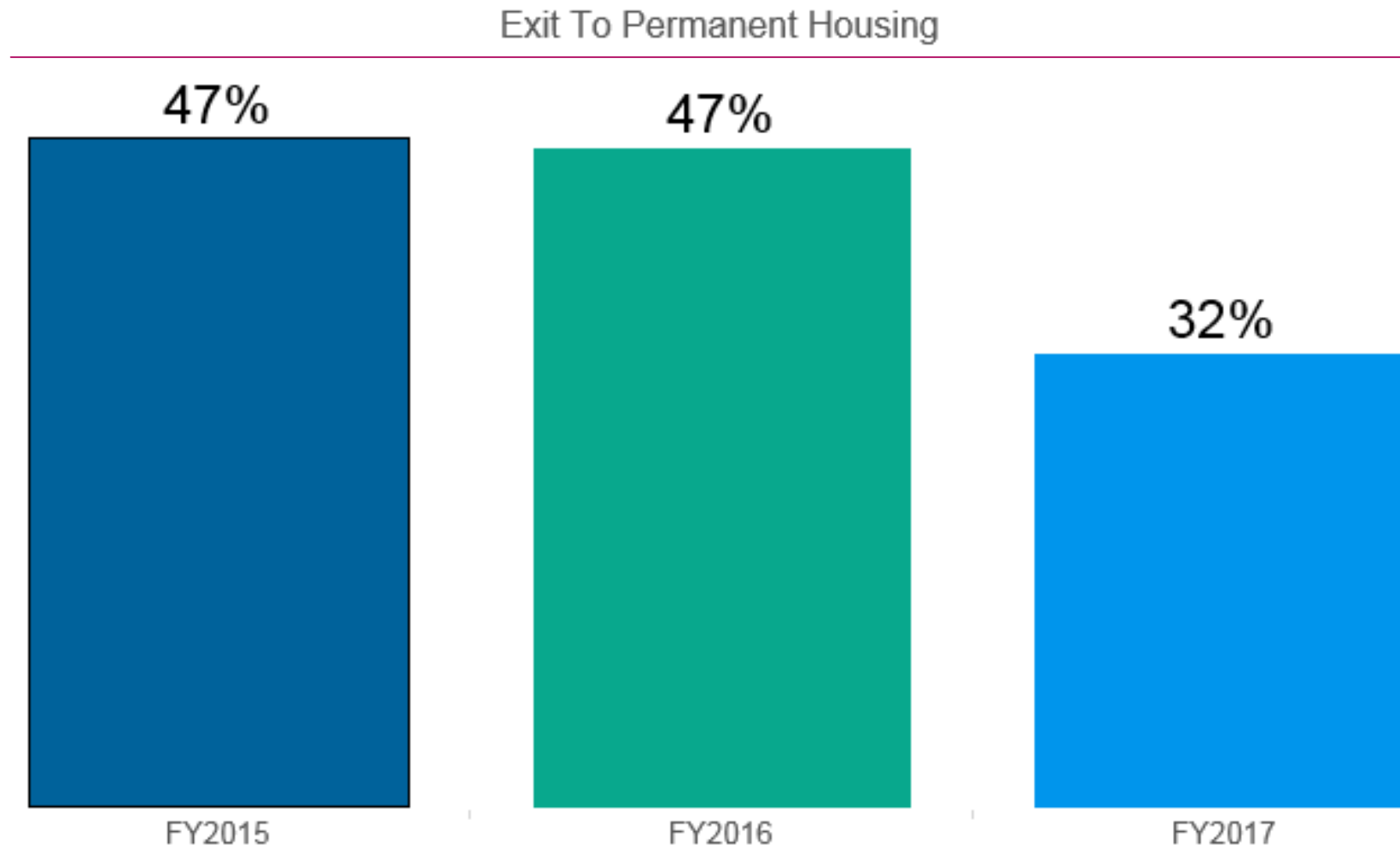
- ▶ Two measures
 - ▶ Housing placement for people served in street outreach projects (Moving inside is considered successful)
 - ▶ Housing placement and retention for people in various sheltered or housed situations within the homeless system
- ▶ **GOAL: Increase the Total Percentage of Clients Exiting to Permanent Destinations**



Metric 7a: Exits from Street Outreach



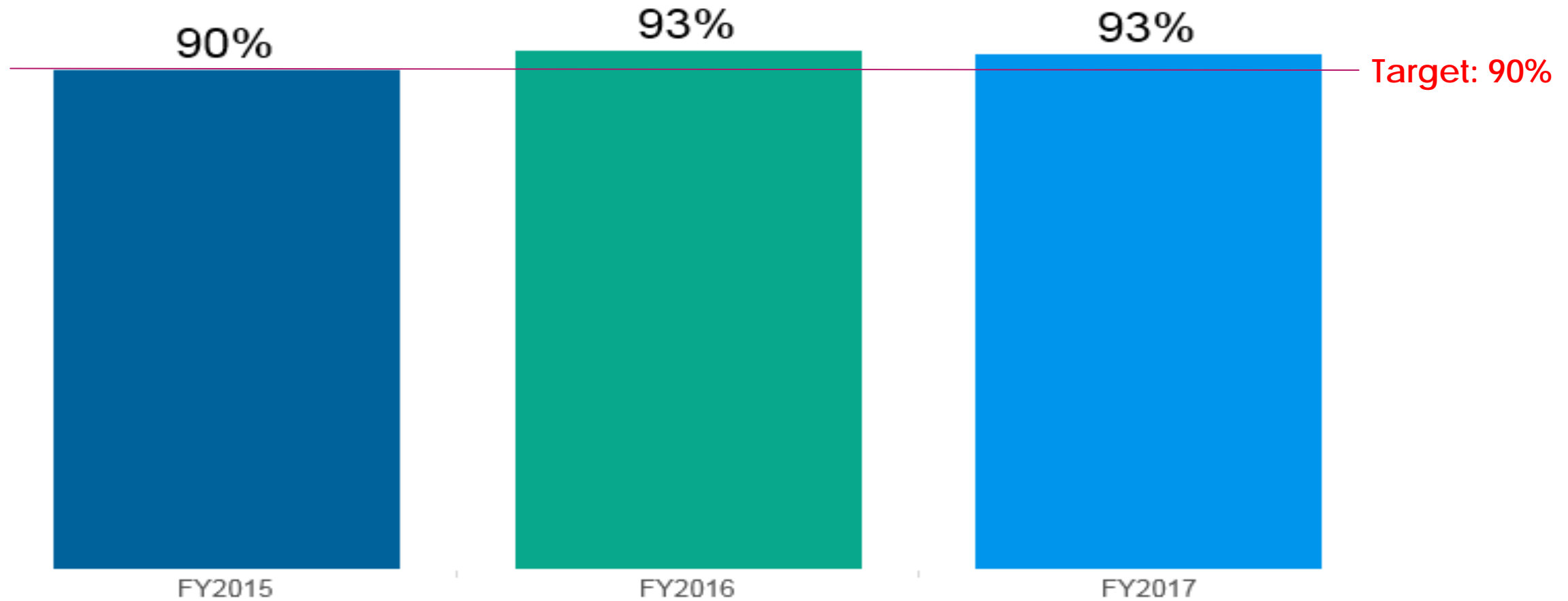
Metric 7b1: Exits from Residential Settings



Shelter Target: 50%
RRH Target: 85%

Metric 7b2: Retention of Permanent Housing

Retained housing or exited to new PH



Dashboard

	Length of Time Homeless	Return to Homeless	Exit to PH by Outreach	Exit to PH by Shelter, TH	Exit to PH by RRH	Retention of PH
CDD Target	30 days	5%	50%	50%	85%	90%
FY 2017	39 days	14%	42%	32%		93%

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)