

# NORTH CAROLINA COALITION TO END HOMELESSNESS



**System Performance Measures**

May 2017

# Today's Agenda

1. Shifting the way we think about performance
2. System Performance Measures (SPM) Basics
3. Intro to the SPM Measures
4. SPM Next Steps
5. Q&A



Shifting the way we think about performance

# Homelessness should be:

## Rare

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Prevent or divert new episodes of homelessness  
Access resources without a shelter stay

## Brief

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Reduce length of time while homeless  
Reduce program length of stays  
Increase exits to permanent housing

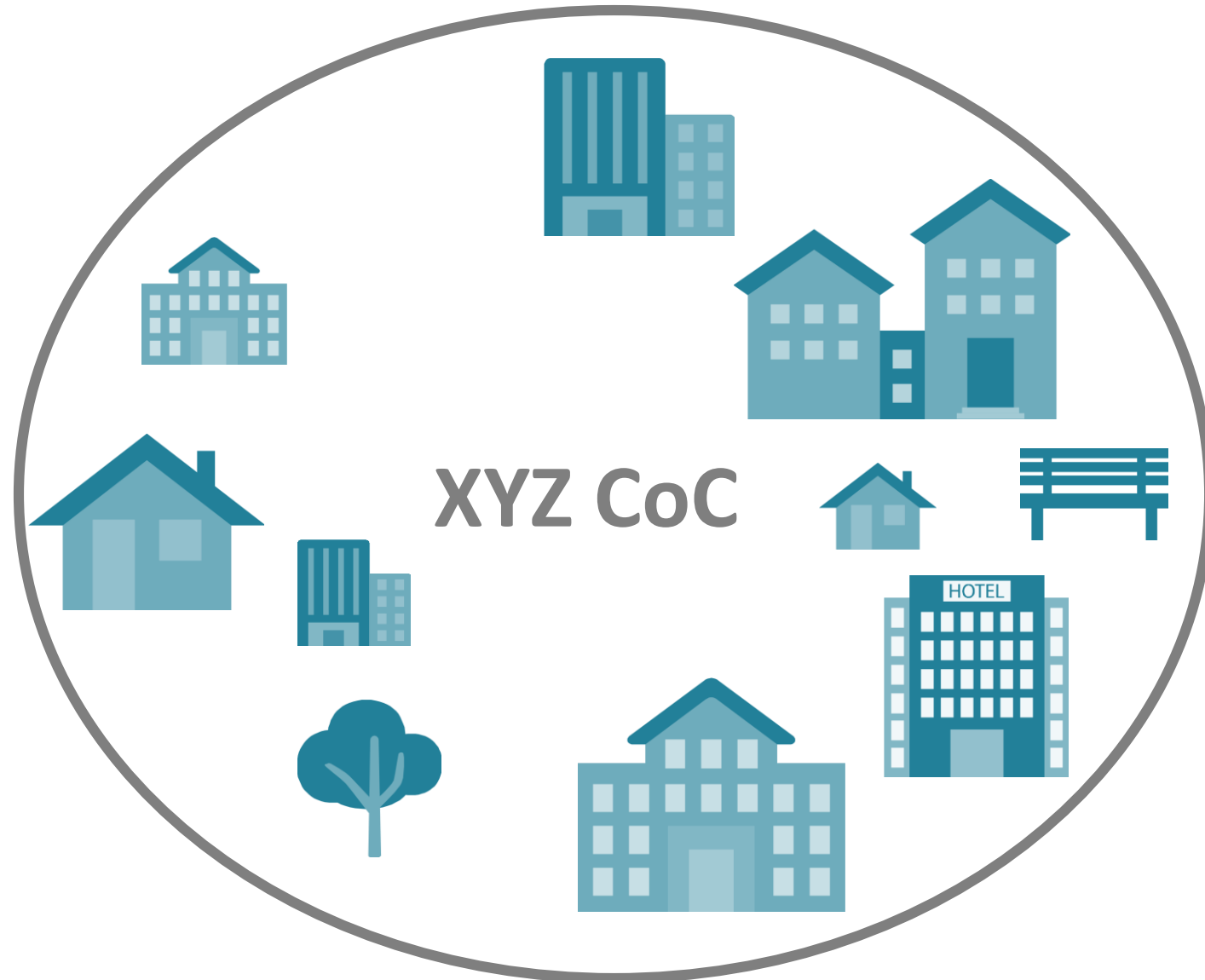
## Non-recurring

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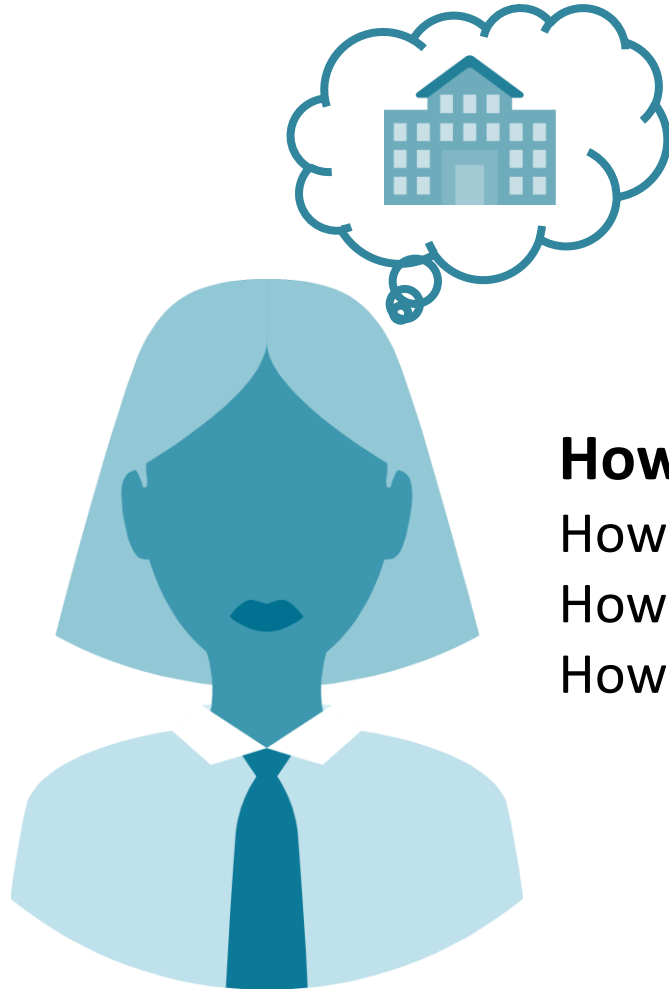
Reduce returns to homelessness  
Focus on housing stability  
Create access to resources without another shelter stay



# Our projects operate within a system



# We tend to think about our projects



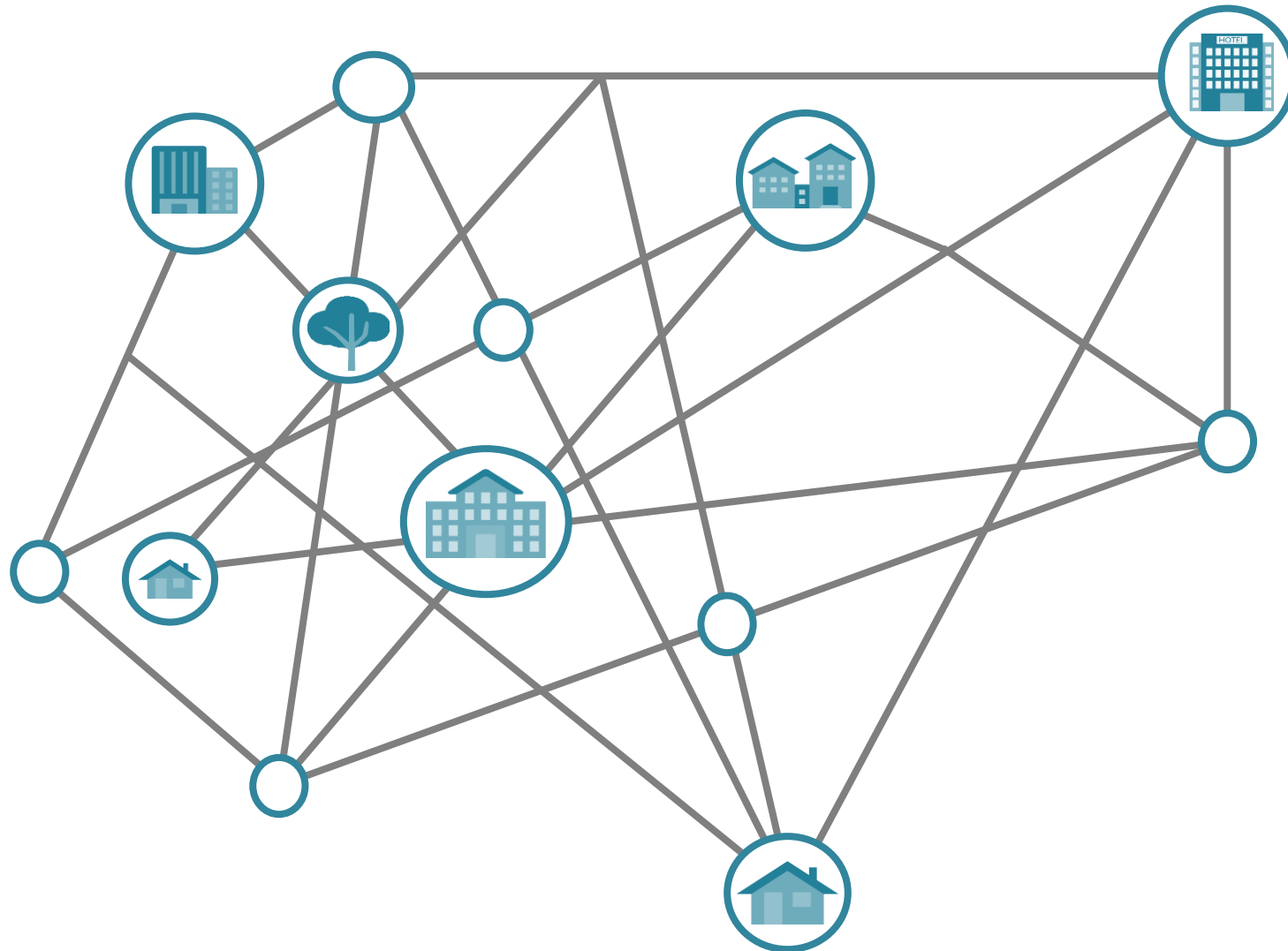
## **How is my project performing?**

How many clients did we serve?

How many clients found permanent housing?

How many of those clients returned to homelessness?

# Our work is interconnected





# Shifting the way we think about performance



**How is our system performing?**

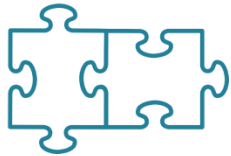
How does my project's performance impact the system?

# SPM basics

# 7 measures to gauge impact



Help communities view their progress towards preventing and ending homelessness



The measures are interrelated and provide a more complete picture of system performance



Identify areas for improvement, needs, gaps

# SPM data is pulled from 2 places

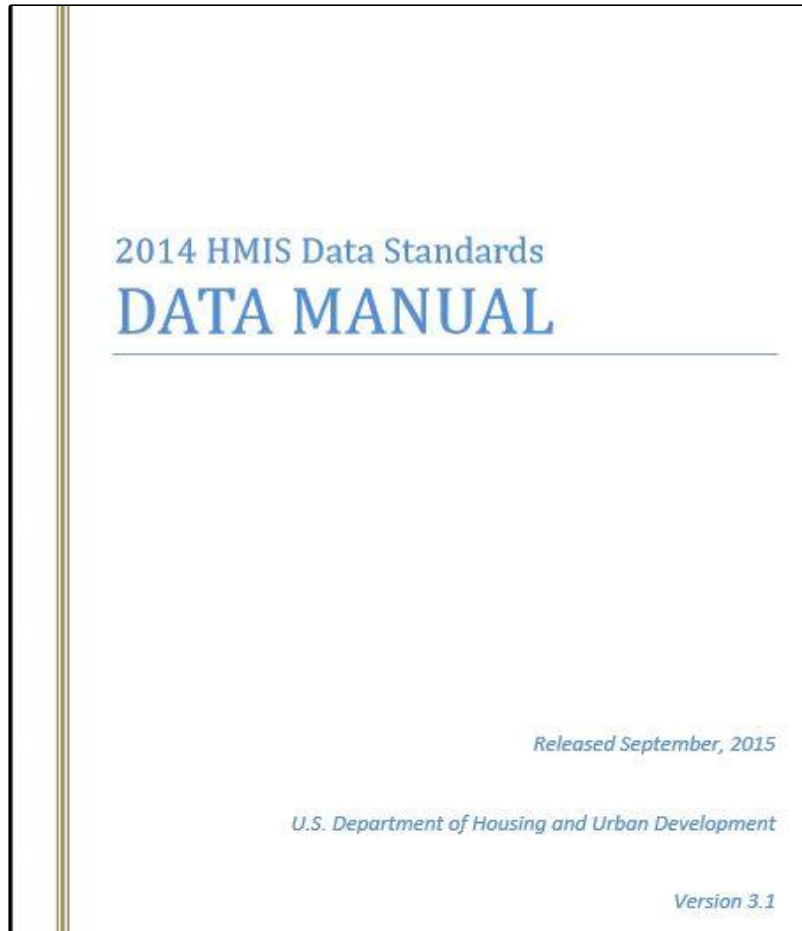
**HMIS**

| A     | B    | C         | D                           | E  | F     |
|-------|------|-----------|-----------------------------|--|-------|
| Row   | Year | Proj. Typ | Organization Name           | Project Name   | Count |
| 2E+05 | 2016 | PSH       | CASA                        | Carolina Place/ 1131 Carlton                         | 3723  |
| 3E+05 | 2016 | ES        | DORCAS                      | Emergency Housing                                    | 3705  |
| 2E+05 | 2016 | RRH       | Passage Home                | Essential Services- (Matthew House/Millbrook Villas) | 3723  |
| 2E+05 | 2016 | PSH       | CASA                        | Families at Home-HUD 2003 (Oak Hollow)               | 3723  |
| 2E+05 | 2016 | ES        | Salvation Army              | Family Shelter                                       | 3723  |
| 2E+05 | 2016 | ES        | Wake Interfaith Hospitality | Family Shelter                                       | 3723  |
| 2E+05 | 2016 | TH        | Healing Transitions         | GPD-Veterans Per Diem                                | 3723  |
| 2E+05 | 2016 | ES        | Urban Ministries of Wake    | Helen Wright Center                                  | 3723  |
| 2E+05 | 2016 | RRH       | Passage Home                | Hollenden Place                                      | 3723  |
| 2E+05 | 2016 | PSH       | CASA                        | Hope Crest   | 3723  |
| 2E+05 | 2016 | PSH       | WCHS                        | Housing First Shelter + Care 2004                    | 3723  |
| 2E+05 | 2016 | PSH       | WCHS                        | Housing First Shelter + Care 2007                    | 3723  |
| 2E+05 | 2016 | PSH       | Passage Home                | Jobs Journey   | 3723  |
| 2E+05 | 2016 | PSH       | DHIC                        | Lennox Chase   | 3723  |
| 3E+05 | 2016 | TH        | Haven House                 | Maternity Group Home                                 | 3723  |
| 2E+05 | 2016 | PSH       | CASA                        | McKinney Team Housing                                | 3723  |

**HDX**

**Housing Inventory Chart (HIC)  
Point-in-Time Count (PIT)**

# Our HMIS data MATTERS!



## **Universal Data Elements**

Entry Assessment

Interim: Update & Annual

Exit Assessment

## **Project Descriptor Elements**

CoC Code

Project Type

Federal Partner Funding

# What HMIS client data is included?



October 1, 2014 to September 30, 2016 (24 months)



Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period



Data are reported for individuals and person in families

# Data quality impacts the SPMs



## Coverage

Include as many homeless service providers in the community in HMIS as possible



## Utilization

Bed utilization rates must be between 65% to 105%



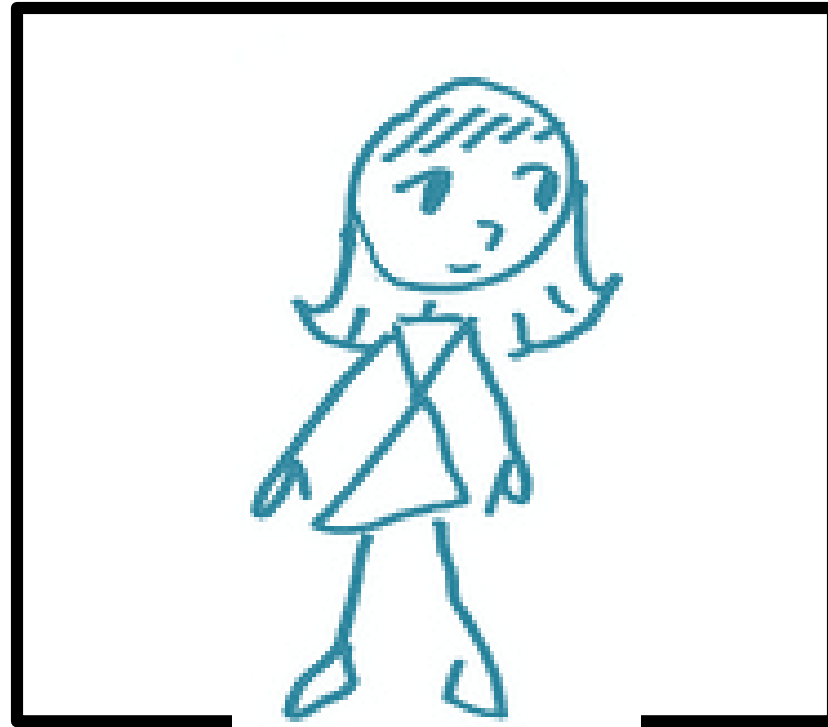
## Data Quality

- Data entry is timely
- Low rate of missing data
- Data reflects what is accurate
- Discrepancies have been identified and addressed

# SPM descriptions



# Meet Henrietta



# Measure 1: Length of time homeless

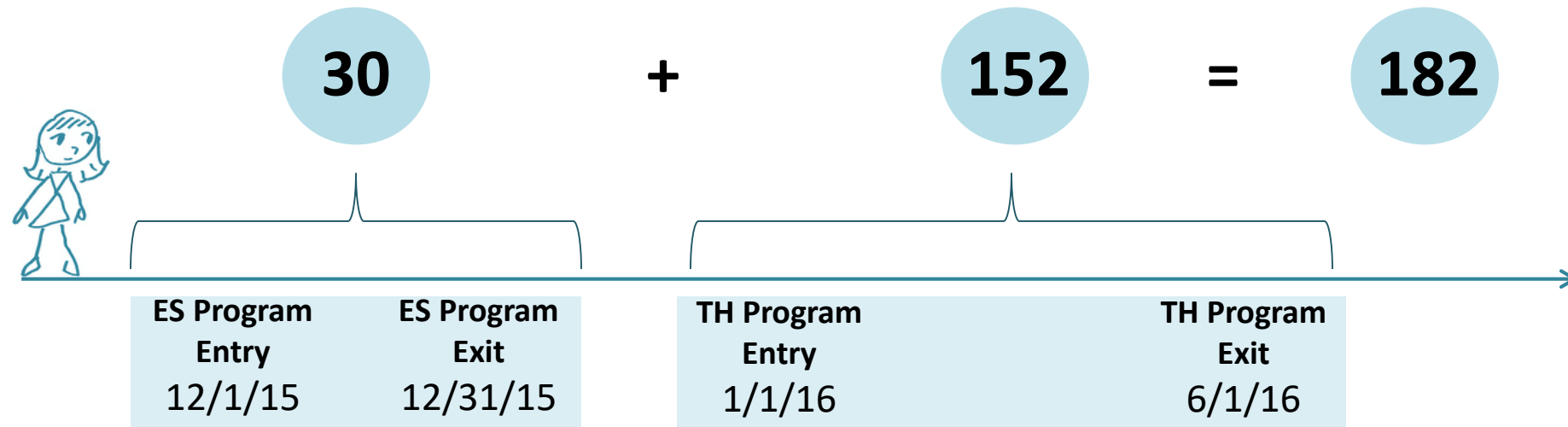
## Definition

The length of time persons are homeless in emergency shelter, safe haven and transitional housing projects

## Goal

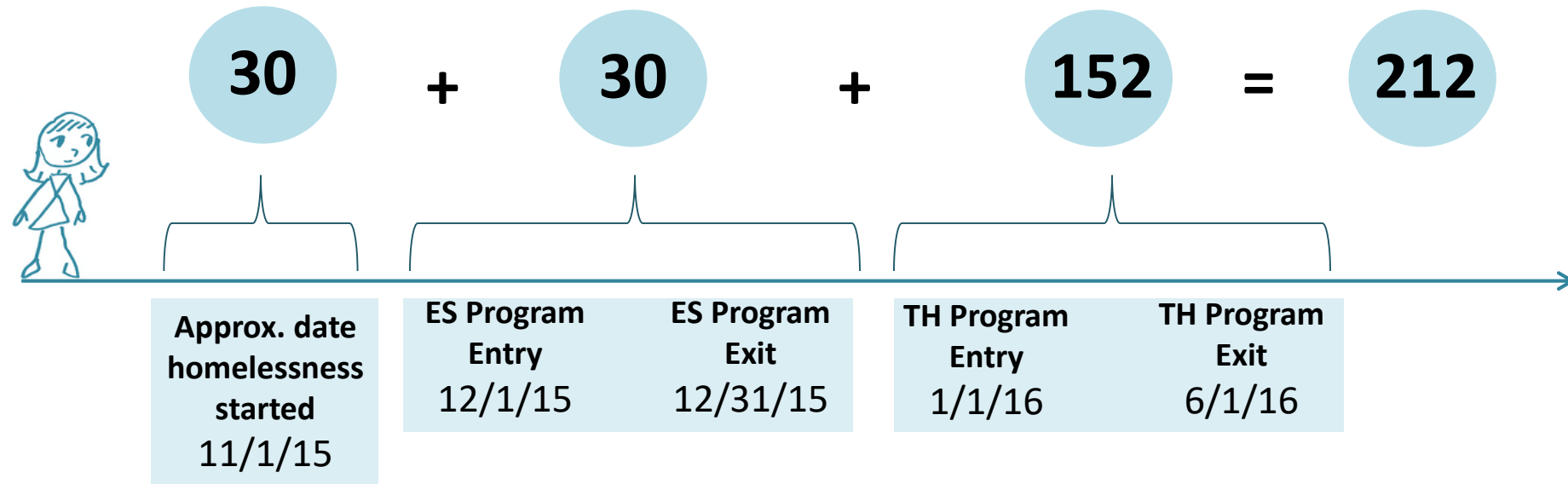
Reduction in the average and median length of time persons remain homeless

# Henrietta- Length of time homeless



# Henrietta- Length of time homeless

New for 2017



# Measure 2: Returns to Homelessness

|                   |   |
|-------------------|---|
| <b>Definition</b> | The number of persons who return to street outreach, emergency shelter, safe haven or transitional housing projects after previously exiting to a permanent housing destination |
| <b>Goal</b>       | Reduction in the percent of persons who return to homelessness  |

# What is a return to homelessness?

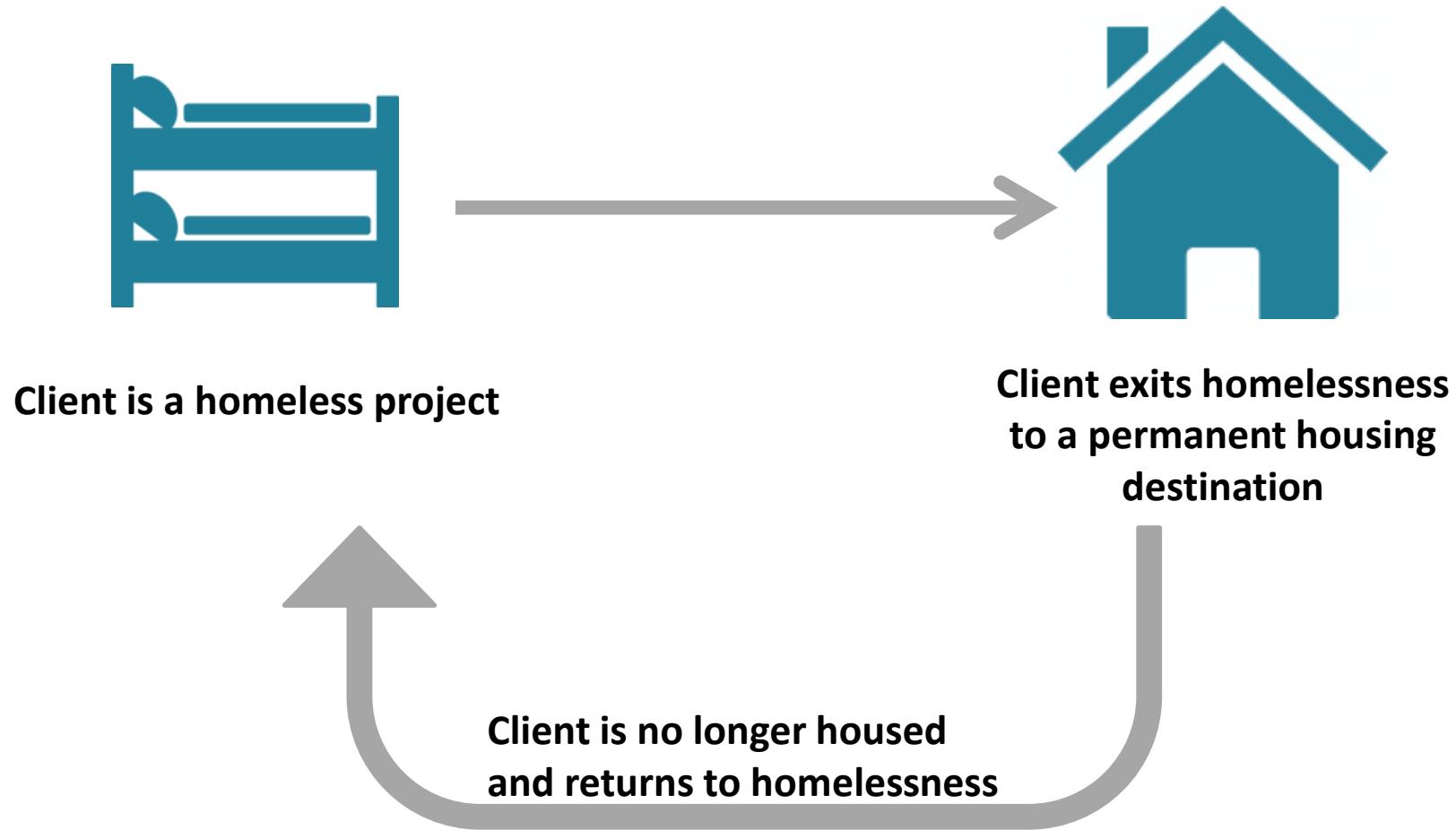


**Client is a homeless project**

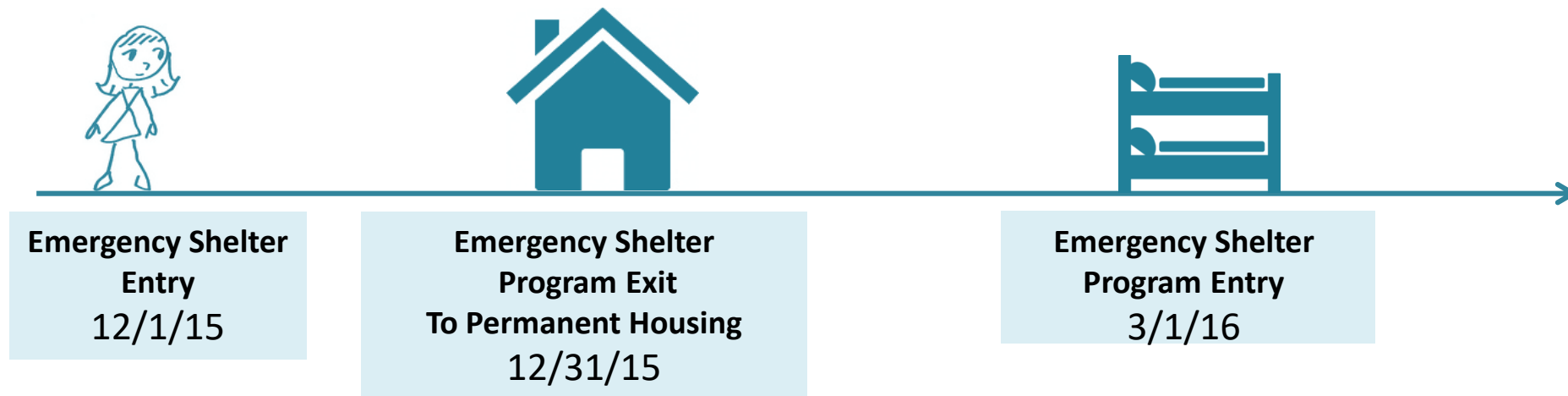
**Client exits homelessness  
to a permanent housing  
destination**

**Client re-enters a homeless  
project**

# What is a return to homelessness?



# Henrietta- Returns to homelessness





# Measure 3: Number of homeless persons

|                   |  |
|-------------------|--|
| <b>Definition</b> | (1) The number of sheltered and unsheltered homeless persons counted as homeless on PIT<br>(2) The number of sheltered homeless in HMIS in ES, SH and TH during the reporting period |
| <b>Goal</b>       | Reduction in the number of persons who are homeless  |

# PIT night count



Unsheltered

+



Sheltered

# HMIS annual data

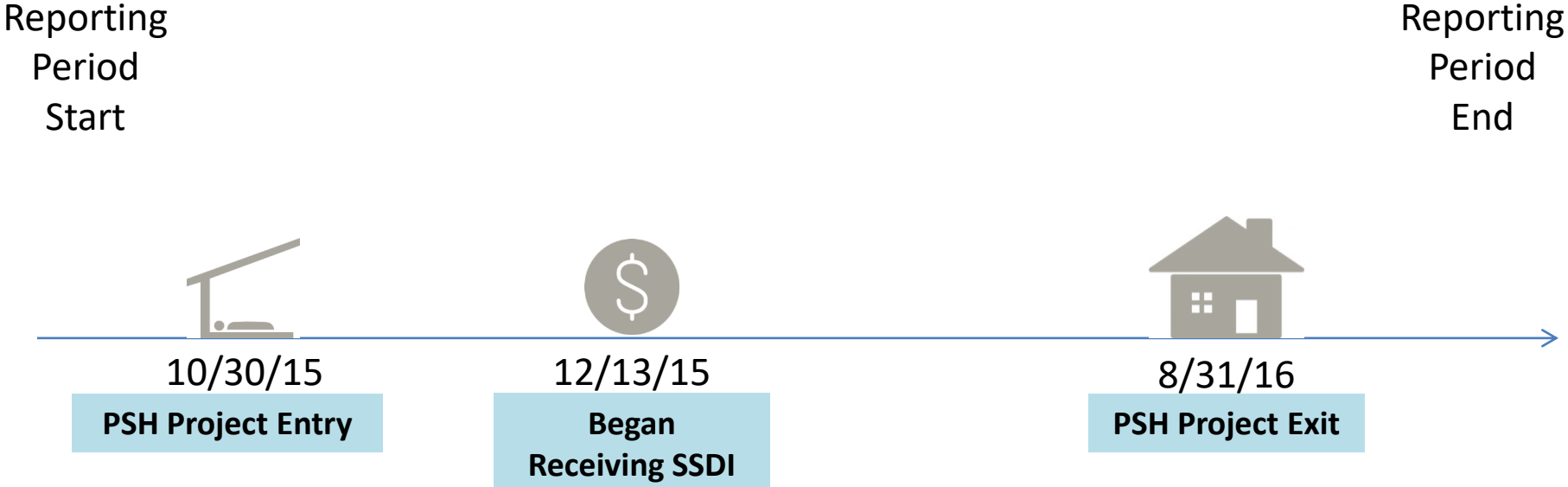


All clients who entered a homeless project during the reporting period

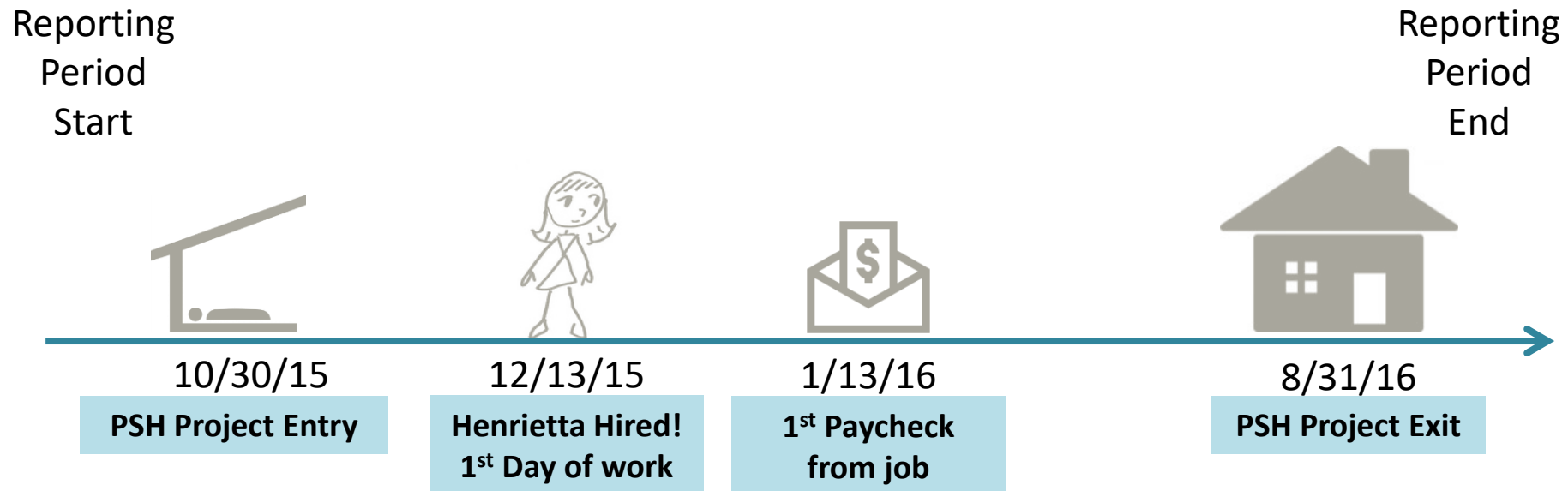
# Measure 4: Employment and Income Change

|                   |   |
|-------------------|---|
| <b>Definition</b> | A change in employment income and/or non-employment cash income during the reporting period for adult clients enrolled in CoC funded projects |
| <b>Goal</b>       | Increase in the percentage of adults who gain or increase income  |

# Non-employment cash income increase during reporting period



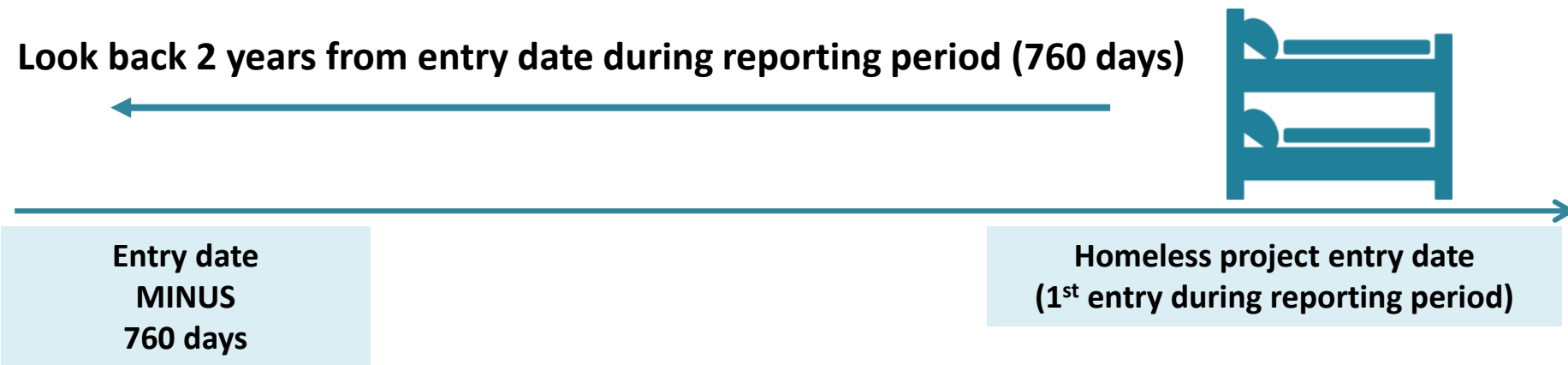
# Employment income income during reporting period



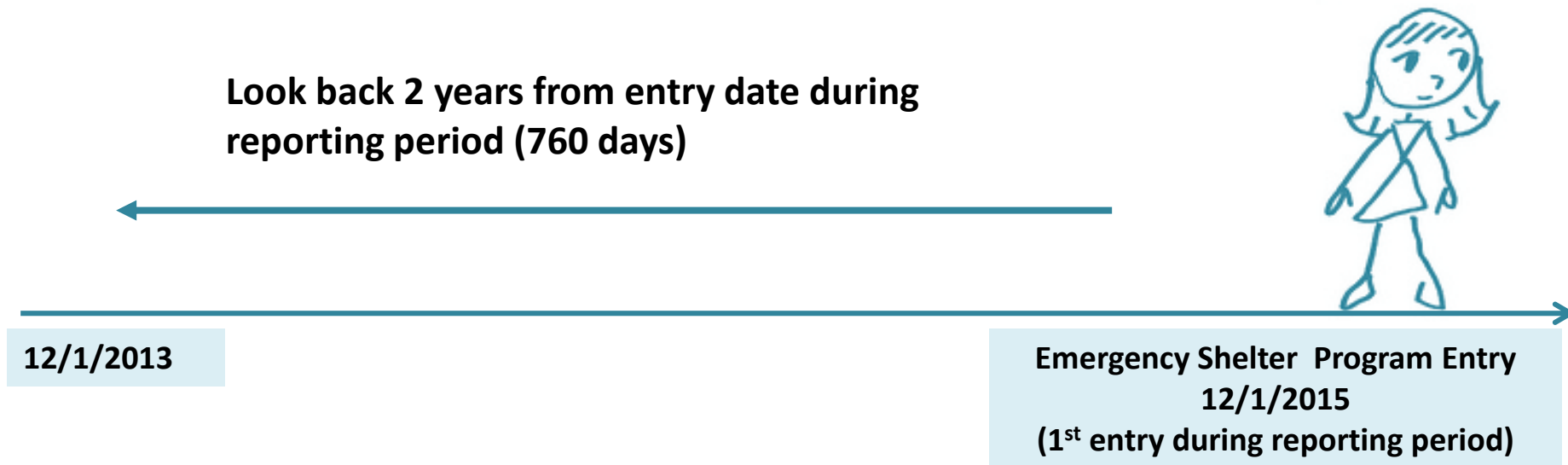
# Measure 5: Homeless for the first time

|                   |  |
|-------------------|--|
| <b>Definition</b> | The number of homeless clients in emergency shelter, safe haven, transitional housing projects with no prior enrollments in HMIS in the past 24 months |
| <b>Goal</b>       | Reduction in the number of persons who become homeless for the first time  |

# Counting Homeless for the first time



# Henrietta- Homeless for the first time

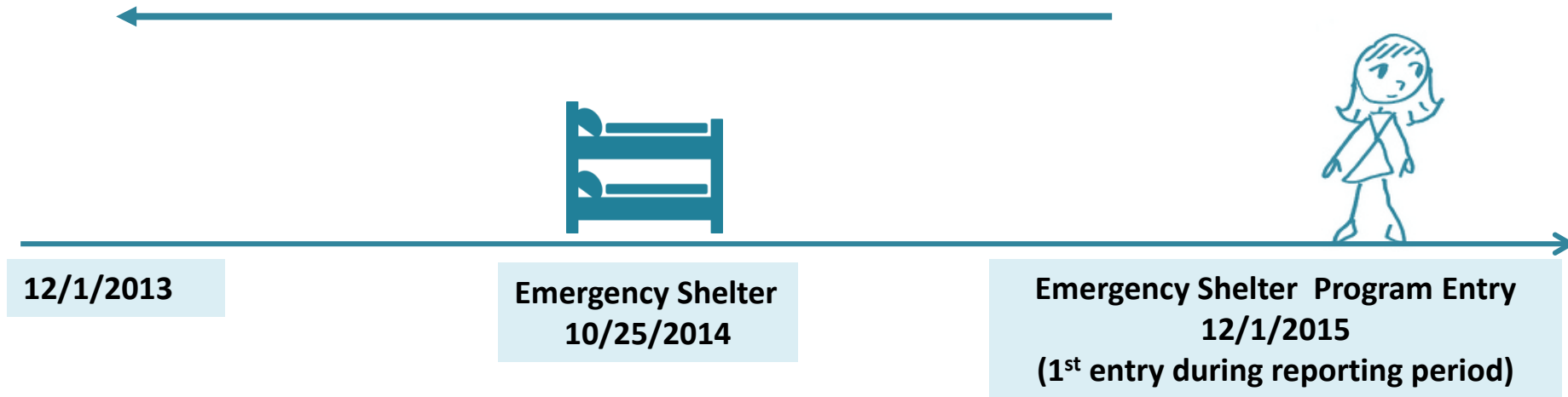


No entries during lookback period—Counted as homeless for the **FIRST** time



# Henrietta- Not homeless for the first time

Look back 2 years from entry date during reporting period (760 days)



Shelter stay during lookback period—**NOT** counted as homeless for the first time

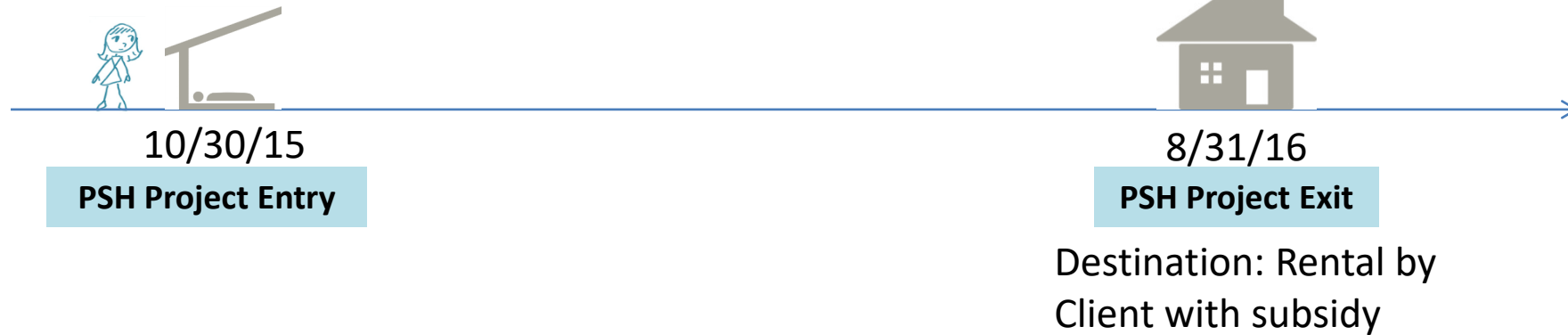
# Measure 7: PH placement and retention

|                   |   |
|-------------------|---|
| <b>Definition</b> | The number of clients enrolled in CoC-funded safe haven, transitional housing, rapid rehousing or permanent supportive housing who exit to permanent housing destination or remain in permanent housing |
| <b>Goal</b>       | Increase in percentage of people who exit to or retain permanent housing  |

# Exit Destination- Permanent Housing

10/1/2015

9/30/2016



# Exit Destination- Still in PSH (retained)

10/1/2015

9/30/2016



10/30/15

PSH Project Entry



9/30/16

In PSH Project

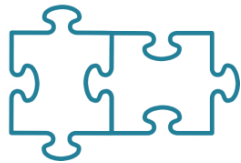
Still enrolled at  
end of reporting  
period

# SPM Next steps

# Using SPM to gauge impact



How well is our community preventing and ending homelessness?



How are various pieces impacting system performance? Are any pieces missing?



Are there areas for improvement, needs, and/or gaps?





New  
Entries



#  
Homeless





#  
Homeless

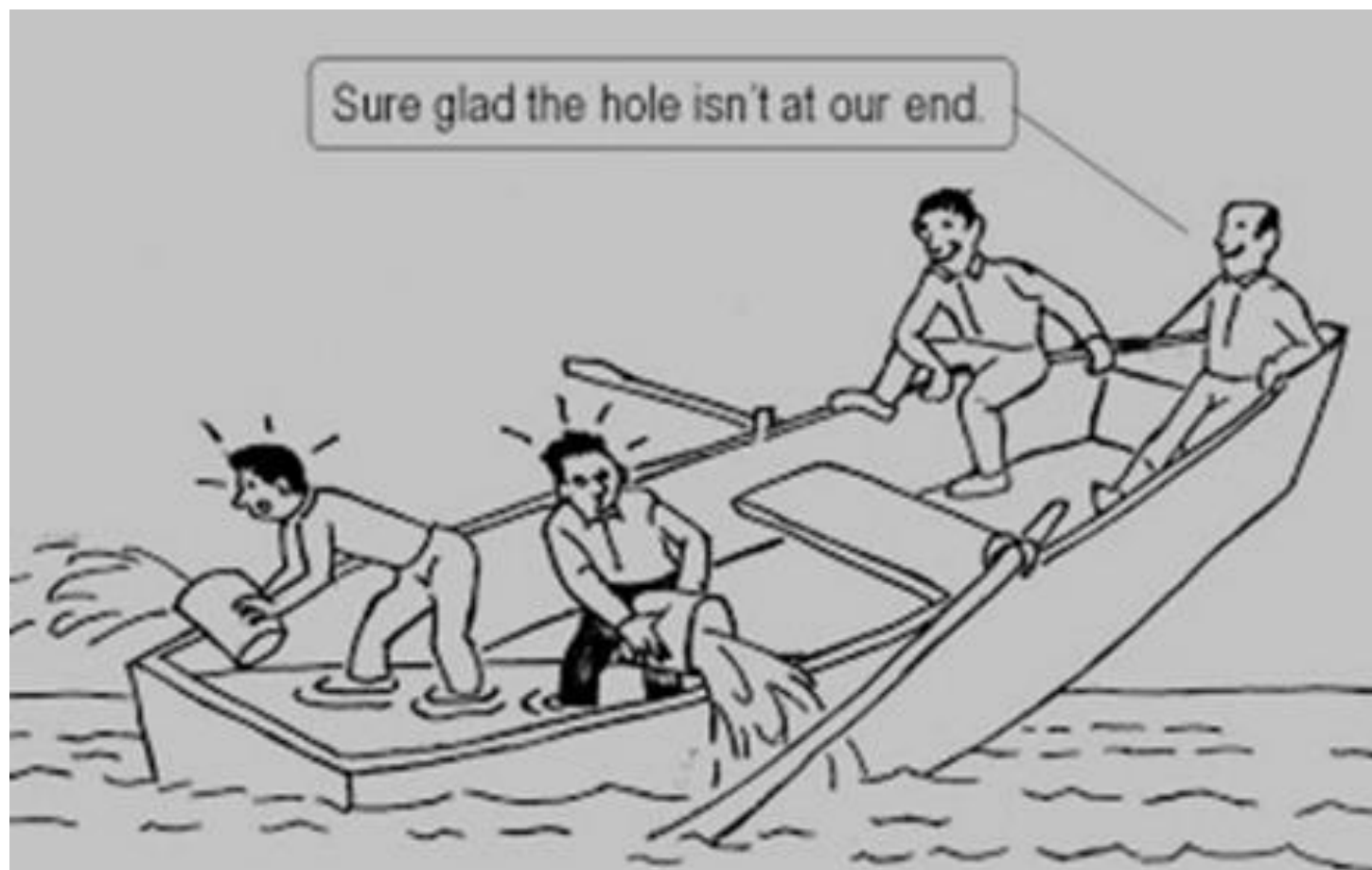
Exits to  
PH

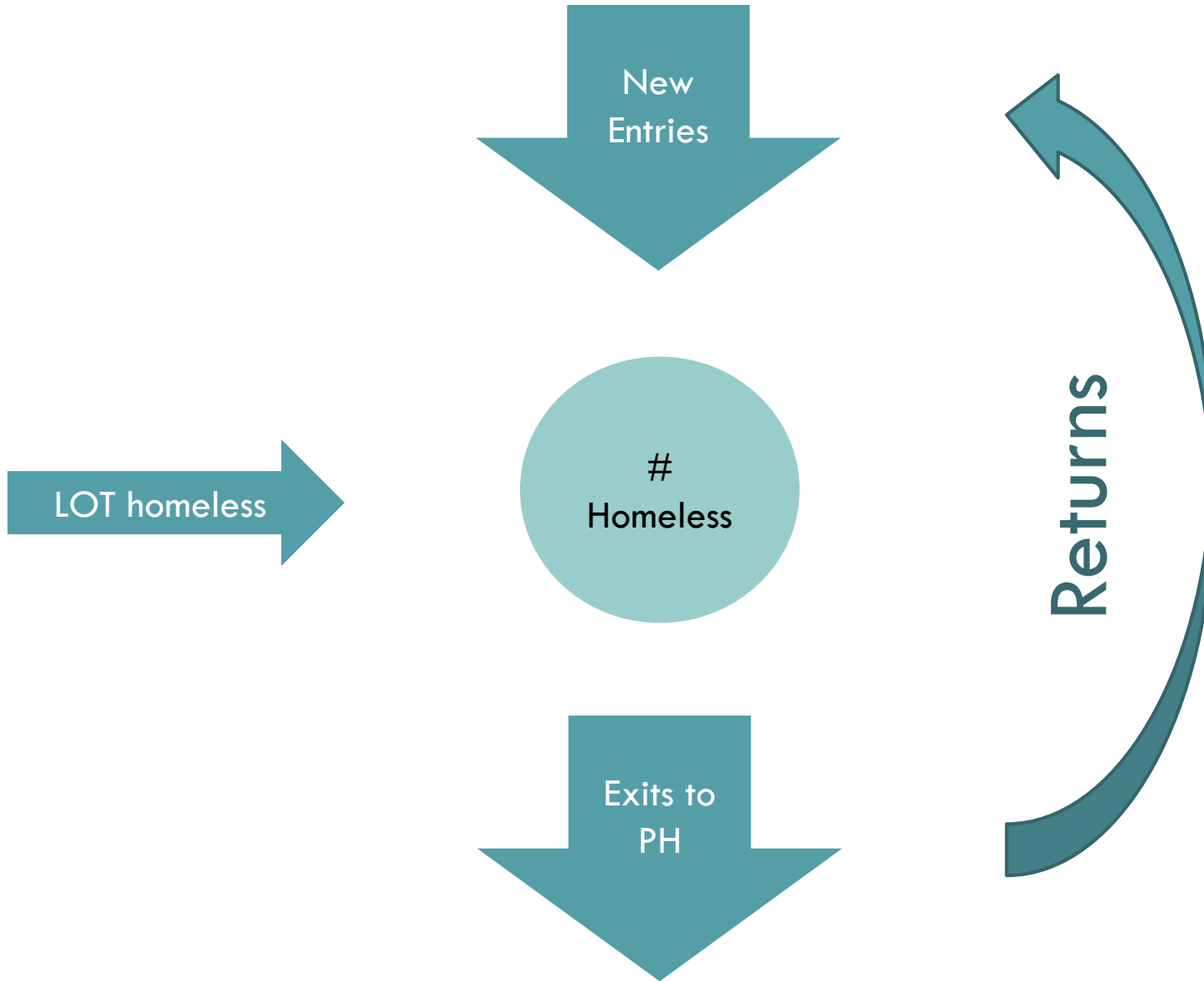
#  
Homeless

Returns



Sure glad the hole isn't at our end.





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[denise@ncceh.org](mailto:denise@ncceh.org)

[tia@ncceh.org](mailto:tia@ncceh.org)