

Performance Management Work Group

June 23, 2016

Minutes

Attendees: Jason Satterfield (Bitfocus), Lynn Morison (Abode Services), Jenn Ong (Bitfocus), Kathryn Kaminski (City of San José), Vanessa Beretta (City of San José), Laura Foster (Bill Wilson Center), Alejandra Herrera (Destination: Home), Liz Lucas (Abode Services), Elisha Heruty (HomeFirst), Deryk Clark (Bill Wilson Center), Anthony King (Silicon Valley De-Bug), Nikka Rapkin (HomeBase), Elizabeth Roehm (HomeBase), Nathaniel Montgomery (LifeMoves), Erin Stanton (Office of Supportive Housing), Hilary Barroga (Office of Supportive Housing)

1. Welcome and Introductions

2. CoC Updates

a. HMIS Updates

- i. Agencies have been asked to look at reports in order to prepare for the CoC to submit its System Performance Measures report to HUD.
- ii. UPLIFT is requesting its second quarter in Clarity

b. Coordinated Assessment

- i. Outreach is happening for the planning of emergency shelter and transitional housing incorporation into the Coordinated Assessment System. Reports back will happen at the September meeting.
- ii. The July meeting will focus on the first 6 months of the permanent housing system. There will be no meeting in August.

c. HUD CoC NOFA

- i. The NOFA is expected to open soon. Stay tuned for more information.

d. Criteria for Ending Chronic Homelessness – USICH recently released criteria and a benchmark for measuring progress toward ending chronic homelessness:

- i. The community has identified and provided outreach to all individuals experiencing or at risk for chronic homelessness, and prevents chronic homelessness whenever possible.
- ii. The community provides access to shelter or other temporary accommodations immediately to any person experiencing unsheltered chronic homelessness who wants it.
- iii. The community has implemented a community-wide Housing First orientation and response that also considers the preferences of the individuals being served.
- iv. The community assists individuals experiencing chronic homelessness to move swiftly into permanent housing with the appropriate level of supportive services and effectively prioritizes people for permanent supportive housing.
- v. The community has resources, plans, and system capacity in place to prevent chronic homelessness from occurring and to ensure that individuals who experienced chronic homelessness do not fall into homelessness again or, if they do, are quickly reconnected to permanent housing.

- vi. Benchmark: The number of individuals that continue to experience chronic homelessness does not exceed 0.1% of the total number of individuals reported in the most recent Point-in-Time count, or 3 persons, whichever is greater.

3. HUD System Performance Measures

HUD released the system performance measures in 2014. HUD's purpose in creating the system performance measures is to focus on how the community is working together, not just program-level performance. They recognize the way the measures are set up isn't perfect, but they were trying to come to a balance between getting helpful information and not requiring more extensive/burdensome data collection from communities. The seven measures are:

- Length of time persons remain homeless
- Returns to homelessness within 6 to 12 months
- Number of homeless persons
- Employment and income growth
- Number of persons who become homeless for the first time
- n/a – Category 3 homelessness measure
- Successful placement in or retention of permanent housing

Earlier this year the Performance Management Work Group set local benchmarks for all of the measures above except #4 (income). Measure #4 looks at such a small subset of clients (clients in CoC funded projects who either left during the year or are still in the program and stayed for at least one full year) that we did not have enough data to set benchmarks. We will report out numbers this year and use it as a baseline to set benchmarks for next year.

We have developed a draft dashboard looking at the performance measures that is currently being shared monthly with the Board of Supervisor's Housing, Land Use, Environment, and Transportation Committee (HLUET).

There will be a training on the system performance measures at the July 7 HMIS Agency Administrators meeting.

The system performance measures data will be reported to HUD for the first time during this year's CoC NOFA competition. The deadline for submitting our local data is August 1.

4. Communitywide Performance Measures – Local Measures

- a. **Metric 1.3 – Average and median length of time from Coordinated Entry assessment to permanent housing.**
 - i. This measure looks at the length of time from when someone completes a VI-SPDAT until they are housed in a permanent housing program. It was originally created to get a better idea of actual length of homelessness, not just program stay. Now that HUD has added a data point asking when the client's occasion of homelessness started, this metric will be more important for assessing effectiveness of our local coordinated assessment process.
 - ii. In the first six months of coordinated assessment referrals the average time between VI-SPDAT and rapid rehousing move-in has been 33 days and the average

time for permanent supportive housing has been 83 days. However, at this point in time we are looking at a very small data set.

- iii. Staff recommendation to the group is that we don't set a benchmark for the first year. FY16-17 will be the baseline year and we will review results throughout the year. The Coordinated Assessment Work Group will provide input into setting a benchmark for this measure for next year.

b. Metric 4c – Housing clients' monthly income is greater than or equal to \$850/month.

- i. This measure provides another way to assess income. HUD's measure considers whether income increases at all; this outcome measures whether people reach a certain threshold.
- ii. The Work Group decided to set the benchmark at 70% for PSH programs.
- iii. During the year the group will also review income levels for RRH and TH programs and determine whether a similar type of income measure should be added for those program types next year.

c. Metric 5.3 – Change in the number of persons in all projects with no prior enrollments in HMIS.

- i. This local measure broadens HUD's measure to make sure we capture people who are homeless and show up in all project types in HMIS, including service only projects.
- ii. Bitfocus is creating a locally modified version of the HUD report that will allow us to look at the measures by program type. We will be able to run this measure with that report. We will look at the data for this measure once that report is finished.

d. Local Measure a – Clients are enrolled in health insurance within 90 days of being housed.

- i. This measure looks at whether or not housed clients are enrolled in health insurance. It was originally written as a goal to achieve within a certain time limit (90 days). However, it worked better to structure the report to look at all current program enrollees and assess whether or not they have health insurance. Using this approach allows us to capture the health insurance enrollment at any point that it is entered into HMIS.
- ii. The group decided that the benchmark should be 90% for both PSH and RRH.

e. Local Measure b – Housed clients will be connected to behavioral health services within 90 days of being housed.

- i. This measure will only be measured for CCP programs this year because it is measured using a CCP specific service transaction in HMIS.
- ii. The group adopted the CCP benchmark of 75%. In the future we may decide to measure this outside the CCP in other PSH, but that will require additional data collection.

f. Local Measure c – Percent of issued housing subsidies that are leased up and number of days from issuing subsidy until it is leased up.

- i. The group decided not to set a benchmark for this measure for FY16-17. Additional data collection will be needed to measure this across all programs. The Work Group may decide to add it back next year.

- g. Local Measure d – Number of people exiting homelessness to permanent housing**
 - i. This measure tracks every homeless person that obtains permanent housing – whether they exit from a program to permanent housing or they are housed through a permanent housing program.
 - ii. The group decided that the benchmark will be a 10% increase each year.

- h. Process Measure a – Exit to known destinations**
 - i. TH, PSH, and RRH project types will follow Bitfocus’ recommended HMIS data quality standard for all universal data elements: 0% missing and 5% don’t know or refused.
 - ii. The group set higher thresholds for “don’t know or refused” for emergency shelter and street outreach because of the difficulty of tracking exit destinations for these program types.
 - iii. The group set the emergency shelter and street outreach goal at 0% missing and 30% don’t know or refused.

- i. Process Measure b – Average nightly occupancy**
 - i. This measure looks at utilization of programs. Bitfocus is in the process of developing a utilization dashboard that will replace this measure.

- j. Process Measure c – Data quality**
 - i. The purpose of having a data quality measure is to understand our level of data quality and push ourselves to do better. The accuracy of all of the other measures is dependent on strong data quality.
 - ii. The group adopted Bitfocus’ recommendation of 0% missing data and 5% or lower don’t know or refused by data point.
 - iii. Social security number and race will be excluded from the “don’t know or refused” measure.

5. Next Steps

The FY16-17 benchmarks will be shared with the CoC board and implemented for FY16-17. The Work Group will move to a quarterly meeting schedule to assess performance throughout the year. Meetings will continue to be held on the fourth Thursday of the month from 1-3pm:

- August 25 – Review annual report for the prior year
- November 17 (3rd Thursday due to Thanksgiving) – Review Q1 report (July-Sept)
- February 23 – Review Q2 report (Oct-Dec)
- May 25 – Review Q3 (Jan-Mar)