

Performance Management Work Group

January 4, 2018 – 1:30pm-2:30pm

The Health Trust Board Room

3180 Newberry Drive, Suite 200

San Jose, CA 95118

Agenda:

1. Welcome and Introductions
2. CoC Updates
3. CoC System Performance Measures Review
4. CoC Performance and Benchmarks for FY2017-18

1. Welcome and Introductions

2. CoC Updates:

1. HMIS
 - a. Two Factor Authentication being activated 1/16
 - b. Client Privacy Training - new version coming in January
 - c. HIC/PIT date is 1/24, will be asking agencies to review data required
2. Coordinated Assessment
 - a. Integrating Transitional Housing (GPD VA beds, Youth beds) into Coordinated Assessment
 - b. Coordinated Assessment evaluation was conducted - will be reviewing results at the Coordinated Assessment Work Group on Thursday, Jan 11 at 1pm
3. Trainings:
 - a. Housing Quality Standards - Jan
 - b. Match & Financial - Jan
 - c. VAWA - Feb
 - d. Housing First - March
4. CoC awards released today - more information to come

3-4. CoC System Performance Measures and Benchmarks Review

See slides for graphics and additional information

1. Overview
 - a. Review measures that are trending in right direction
 1. Average Length of Time Homeless for ES and TH
 2. Returns to homelessness
 3. Income (stayers)
 4. Housing retention
 5. Housing placements
 6. Connected to health insurance

- b. Review measures that need potential improvement
 - 1. Average length of time homeless ES only
 - 2. Median length of time homeless for ES only and ES/TH combined
 - 3. Annual counts of sheltered homeless persons
 - 4. Inflow of first time homeless
 - 5. Income (leavers)
 - 6. Exits to PH destinations
- 2. Exits to permanent housing
 - a. Have not made the benchmarks
 - b. Seeing a downward slide over time
 - c. What might be some factors?
 - 1. RRH: Clients voluntarily decided not to continue with the program, were never housed and not there very long - look at clients who voluntarily left vs clients who were housed
 - 1. Clients disappear before being housed
 - 2. Clients decided not to participate after finding out program requirements (e.g time limit, number of visits with Case Manager, etc)
 - 3. What's available is not what they want and requires more work than anticipated
 - 4. Coordinated Entry forces programs to take higher need clients
 - 5. Time rush to find clients when referral is made
 - 6. Possibly bring up at Coordinated Assessment Work Group
 - 2. Transitional Housing
 - 1. There was a push to make the system more referral based, does not seem to correlate with higher outcomes
 - 3. Overall number of clients being served have gone up, may account for lower numbers
- 3. Total System Entries and First Time Homeless
 - a. First time = no entries in ES, TH, SH, PH in past 24 months
 - b. Inflow of 4,623 in 2017 correlates to 4,500 ES/TH/PH benchmark, increase from last year
 - c. Possible factors
 - 1. Trying to do more outreach, reaches more people
 - 2. More resources
 - 3. Agencies have experienced a 15-20% increase in request for assistance
 - 4. See a lot of clients with prior history but older than 24 months ago
 - 5. Economy started going down about 2 years ago, takes a while for people to hit the system
 - 6. Agencies don't always have additional resources if clients need additional housing assistance (e.g. rental assistance based funding requirements)
 - 7. Push between serving more clients vs returning clients vs outcomes
 - 8. In the past, not as much access to data
 - d. Ways to address

1. Way to flag first time clients in the system - have some kind of different response for them
 2. More aftercare services after clients exit
 1. Add more funding/resources for this
 3. System is built for one time assistance - build a system that assumes clients will need assistance more than once
 1. Flag these clients and fast track them if they are at risk for losing their housing
 2. More intense Case Management-resource center for housing stability
 4. Being more flexible about funding assistance and what outcomes should look like
 1. Number of clients might go down, permanent exits may go up
4. Increase in Income - Leavers
- a. Decrease from last year
 - b. Possible factors
 1. Data quality
 2. What to do if a client disappears -data entry may not be consistent - create guidelines on how to enter data in this situation?
 3. What about clients that maintain income?
 4. Some programs are short timeframe
 - c. Ways to address
 1. Look at RRH vs PSH, set different benchmarks
 2. Guidelines on how to enter data for clients who disappeared