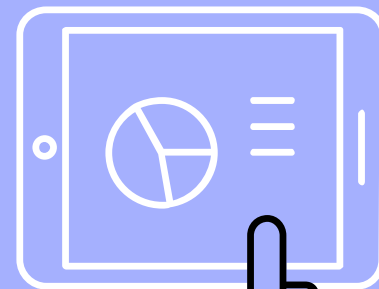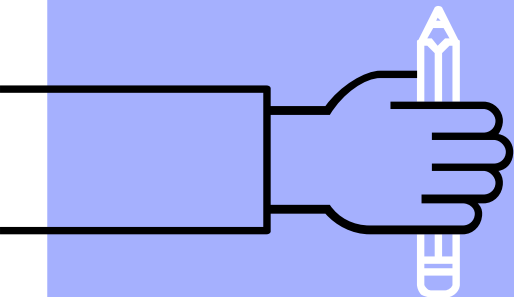# PERFORMANCE MANAGEMENT WORK GROUP
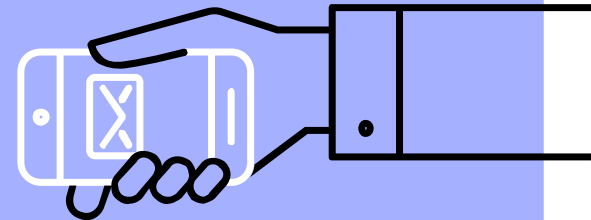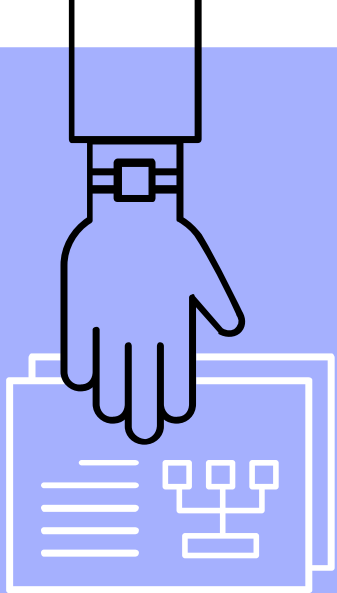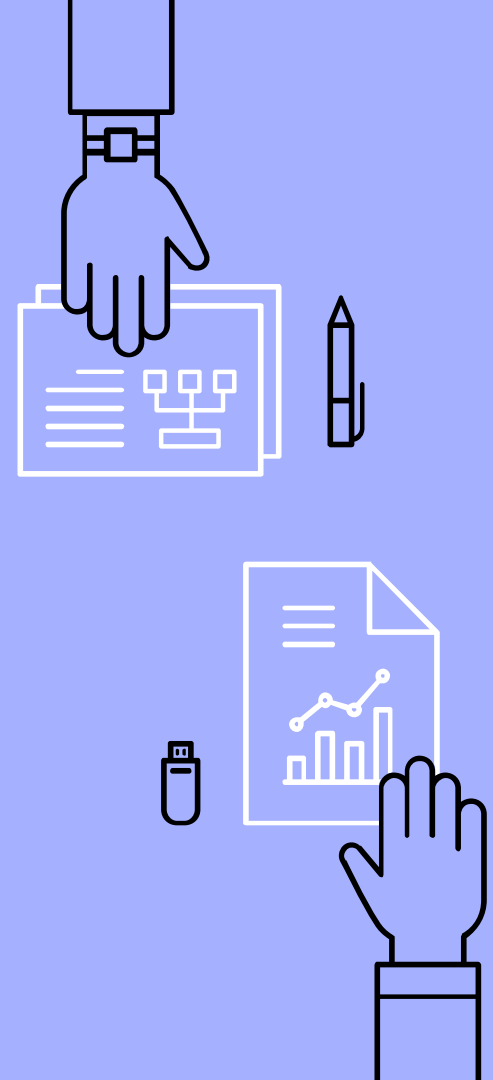
FEBRUARY 20TH, 2020

WELCOME!

AGENDA

▷ Welcome & Introductions
▷ CoC Updates
▷ Setting Benchmarks – System Performance Measures
▷ Setting Benchmarks – Diversion

PMWG Meetings

The Performance Management Work Group (PMWG) is a meeting facilitated in partnership by Bitfocus and the Office of Supportive Housing to review HMIS data reported by Santa Clara County Continuum of Care.

This committee will help inform and implement our community's performance management process, including monitoring progress toward community benchmarks and monitoring community standards.

PMWG meetings are scheduled every other month on the **second Thursday of the month from 1:00pm–2:30pm**.

Location: Office of Supportive Housing – 2310 N. 1st Street, San Jose, CA 95131 – Suite 201, Cedar Room
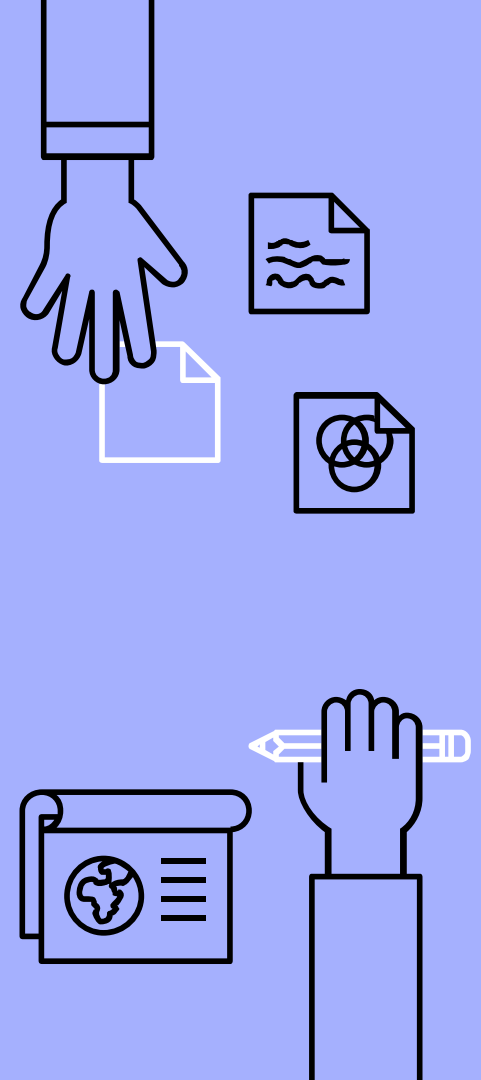
INTRODUCTIONS

- Name
- Agency
- Role

1.
CoC Updates
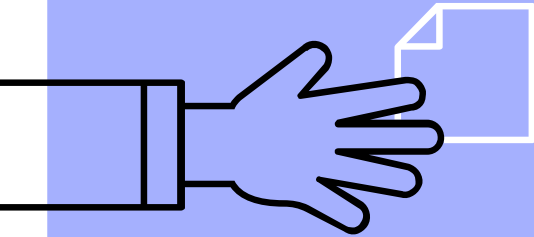
CoC Updates

- CoC NOFA
  - 2019 Awards
  - 2020 Planning
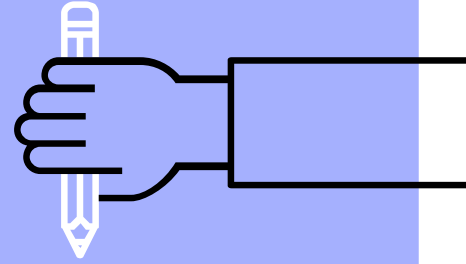- Community Plan to End Homelessness
- Coordinated Assessment Evaluation
- Upcoming Training

> *Facts are stubborn things, but statistics are pliable.*
>
> -Mark Twain

2.
Reviewing System Benchmarks
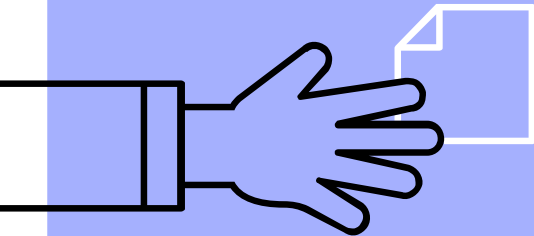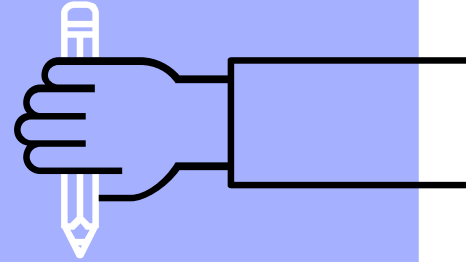
CoC Performance Measures
2020-21

Performance Benchmarks

1) The Length of Time Individuals and Families Remain Homeless

2) **The extent to which individuals and families who leave homelessness experience additional spells of homelessness.**

3) Overall reduction in the number of homeless individuals and families

4) **Employment and Income Growth for homeless individuals and families**

5) Success at reducing the number of people who become homeless

6) Homelessness Prevention and housing placement of persons defined by Category 3 of HUD's homeless definition

7) Successful Housing Placement

Performance Benchmarks

1) Length of Time from Coordinated Assessment to Perm Housing (local)

	Move-in date CY 2016	Move-in date CY 2017	Move-in date CY 2018	Move-in date CY 2019	2019-20 Benchmark	2020-21 Benchmark
Average # Days until PSH or RRH move in date	156.1 Days	181.7 Days	237.7 Days	305.4 Days		
Median # Days until PSH or RRH move in date	150 Days	160 Days	151 Days	161 Days	**203 Days**	

Performance Benchmarks

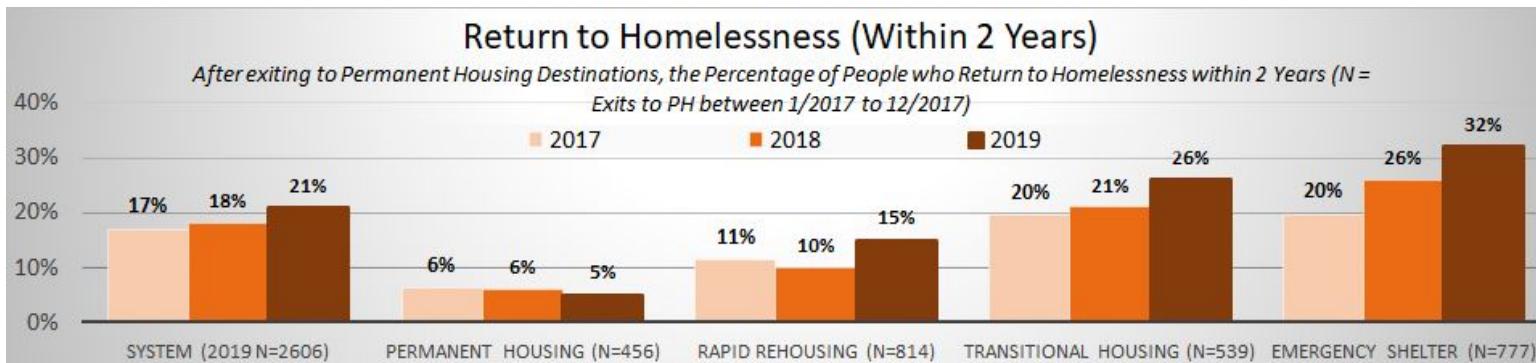2) Returns to Homelessness (HUD)

Returns to Homelessness within 2 years							
	2017-18		2018-19		2018-19 Benchmark	2019-20 Benchmark	2020-21 Benchmark
	# Exits to PH	% Returns to Homeless	# Exits to PH	% Returns to Homeless			
Street Outreach	14	14.29%	10	30.00%	20%	15%	
Emergency Shelter	750	25.60%	791	29.46% ⬆	15%	18%	
Transitional Housing	588	20.92%	518	18.34%	6%	8%	
Safe Haven	9	22.22%	7	42.86%	N/A	N/A	
RRH & PSH	588	10.37%	1182	12.10%	2% (Both)	8% RRH, 5% PSH	
CoC System	2146	18.83%	2508	19.02%	14%	14%	

Return to Homelessness (Within 2 Years)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years (N = Exits to PH between 1/2017 to 12/2017)

Performance Benchmarks

4) Income & Employment (HUD)

CoC System-wide	CY18		CY19		2019-20 Benchmark	2020-21 Benchmark
	# Total Adults	% Increased Income	# Total Adults	% Increased Income		
Stayers who increased employment income	372	4.57%	472	10.38% 🟢	**6%**	
Stayers who increased non-employment income	372	13.44%	472	23.94% 🟢	**14%**	
Stayers who increased total income	372	15.32%	472	31.14% 🟢	**20%**	
Leavers who increased employment income	566	17.67%	564	19.86% 🟢	**18%**	
Leavers who increased non-employment income	566	9.54%	564	10.82%	28%	
Leavers who increased total income	566	24.20%	564	28.72% ⬆	40%	

Performance Benchmarks

4) Income & Employment (HUD)

Project Type Benchmarks FY19-20	RRH	PSH	TH	CoC System
Stayers who increased employment income	20%	5%	20%	6%
Stayers who increased non-employment income	5%	15%	5%	14%
Stayers who increased total income	20%	20%	20%	20%
Leavers who increased employment income	40%	10%	40%	18%
Leavers who increased non-employment income	10%	35%	5%	28%
Leavers who increased total income	40%	40%	40%	40%

Performance Benchmarks

4) Income & Employment (Local)

Permanent Supportive Housing	CY18		CY19		2016-17 Benchmark	2019-20 Benchmark	2020-21 Benchmark
	# Total HoHs	% Met Goal	# Total HoHs	% Met Goal			
Housed clients' monthly income is greater than or equal to $850/month.	1059	56.66%	1,046	56.47%	70%	70%	

Rapid Rehousing	CY18		CY19		2017-18 Benchmark	2019-20 Benchmark	2020-21 Benchmark
	# Total HoHs	% Met Goal	# Total HoHs	% Met Goal			
Housed households' monthly income is greater than or equal to SCC living wage (approx $3036) at exit.	473	16.07%	609	17.40%	18%	18%	
Housed adults' monthly income is greater than or equal to SCC living wage (approx $3036) at exit.	564	11.70%	739	16.64%	10%	14%	

2.
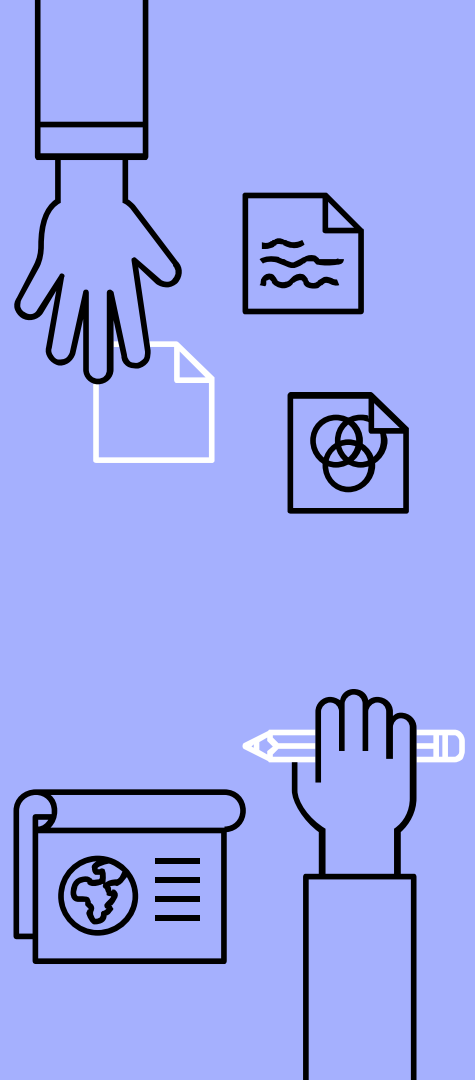# Setting Housing Problem Solving Outcomes

New Benchmarks
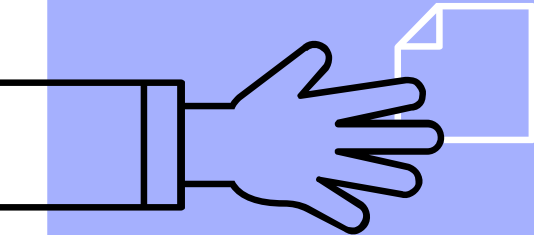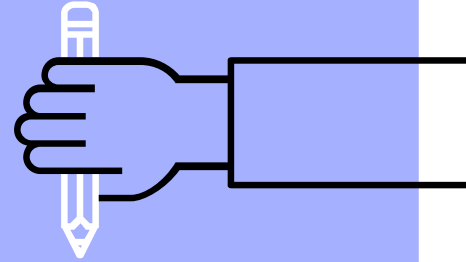
Measuring Housing Problem Solving

NAEH Guidance

- Household level: Are households served by diversion assistance avoiding homelessness?

- System level: Are fewer households in the community becoming homeless because of the diversion program?

Proposed SCC Housing Problem Solving Performance Measures

- % successful temporary or permanent housing outcomes

- % returns to homelessness within 6 months, 1 year, 2 years

- Median length of time to permanent housing

Questions to Consider

▷ Should the benchmark be the same for all household types?

▷ Should the benchmark change based on project type or setting?

▷ Should we have a separate benchmark for length of time or include in successful diversion benchmark?

(Limited) National Data

Outcomes range by population:

- Family diversion rate: 30-70% average
- Single adult diversion rate: 30% average
- Unsheltered: 10% based on early results (6 months) at LA Family Housing

Returns to Homelessness:

- Building Changes Report: 82.6% of families didn't return to homeless system within 1 year
- Waterloo, Canada: < 5% of households returned to homeless system within 4 years

Successfully Diverted

- Owned by client, no housing subsidy
- Owned by client, with housing subsidy
- Rental by client, no housing subsidy
- Rental by client, other (non-VASH) housing subsidy
- Rental by client, VASH Subsidy
- Staying or living with family, permanent tenure
- Staying or living with family, temporary tenure (e.g., room, apartment or house)
- Staying or living with friends, permanent tenure
- Staying or living with friends, temporary tenure (e.g., room, apartment or house)

Unsuccessfully Diverted

- Emergency shelter, including hotel or motel paid for with emergency shelter voucher
- Foster care home or foster care group home
- Hospital (non-psychiatric)
- Hotel or motel paid for without emergency shelter voucher
- Jail, prison, or juvenile detention facility
- Permanent housing for formerly homeless persons (such as SHP, S+C, or SRO Mod Rehab)
- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Psychiatric hospital or other psychiatric facility
- Safe Haven
- Substance abuse treatment facility or detox center
- Transitional housing for homeless persons (including homeless youth)

Data Intervention Level - Outreach/SO/ES

Program Enrollments in 2019 by Intervention Level (Households) - Percent
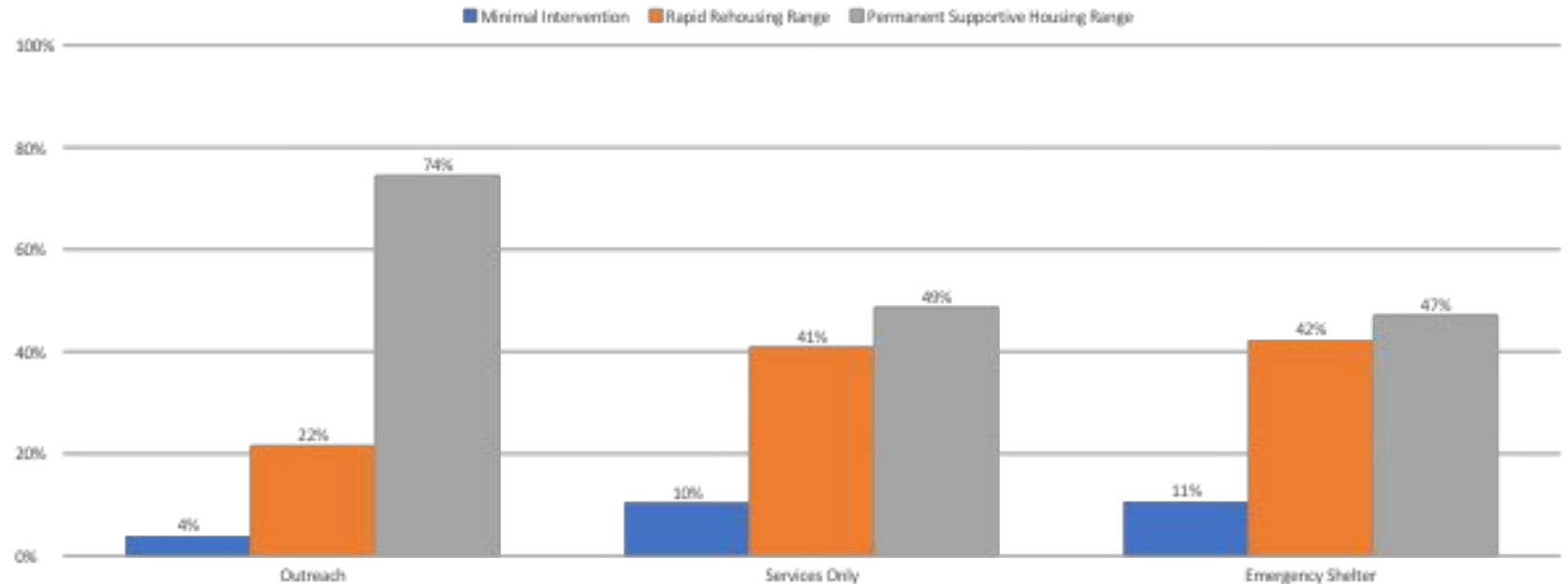
Proposed HPS Benchmarks

1) The extent to which individuals and families served by Housing PS programs avoid or exit homelessness:

	2020		
	Enrolled in HPS	**% successful exits w/in 45 days**	**2020 Benchmark**
Families with children enrolled in Housing PS at shelter intake have a successful outcome/exit within 45 days of program enrollment.	## families w/ children	%%	30%
Single adults enrolled in Housing PS at shelter intake have a successful outcome/exit within 45 days of program enrollment.	## individuals	%%	20%
Unsheltered individuals offered Housing PS while staying in a place not meant for human habitation have a successful outcome/exit within 45 days of program enrollment.	## individuals	%%	10%

Proposed HPS Benchmarks (Cont'd)

2) The extent to which persons who successfully exit homelessness from HPS return to homelessness within 12 and 24 months.

	2020		2020 Benchmark
	# successfully exited HPS	% returned	
Returns to homelessness within 12 months following a successful housing problem solving outcome	##	%%	15%
Returns to homelessness within 24 months following a successful housing problem solving outcome	##	%%	30%

Next Meeting:

WHEN: Thursday April 9th, 2020
              1:00pm-2:30pm

WHERE: Location: TBD
                    (likely OSH Conference Room)

THANKS!

Questions?

trevorm@bitfocus.com
HMIS Project Admin