

SCC Performance Management Work Group

April 9th, 2020 – 1:00pm-2:30pm
Remote (Zoom)

Purpose

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

Attendees

Trevor Mells Bitfocus
Janel Fletcher Bitfocus
Leila Querishi OSH
Ganlin Chen ACCI
Heidi Abode
Nicole Santa Clara COunty Health Plan
Hunter Scott, HomeFirst
Juan Guel, Jr. OSH
Juliana Juarez, Abode
Kathrine Naff
Kelly Sumner, HomeFirst
Maria Arellano
Nikole Thomas, HomeBase
Steven Tong, OSH
Trang Ochoa, OSH

CoC Updates

Approx \$28,750,000 was awarded for 2019 to the following projects:

- 19 PSH projects
- 5 RRH projects
- 2 TH projects
- 1 hmis project
- 1 hmis project

2020 Planning:

Coc 2020 NOFA is still on track
RRH and EI meeting is on 4/9 and 4/23 via webinar
RRH workshop changing to virtual data and registration tbd
VI-SPDAT training is scheduled for 4/22 via Zoom
TBD CoC Committee meetings

Recap Systemwide Performance Benchmarks Frm Last Meeting.

Desired Outcome: recap the performance measures and benchmarks that were set at the last meeting.

Measures reviewed:

Measure 1 Length of Time from Coordinated Assessment to Perm Housing (local)
Measure 2 Returns to Homelessness all project types and system wide(HUD)
Measure 4 Income & Employment PSH & RRH(Local)

Measure 4 Income & Employment CoC System-wide (HUD)

Systemwide Performance Benchmarks 2019-20 Review

Desired outcome: Review progress toward 2019-20 performance benchmarks and plan for 2020-21 Benchmarks

Measure 4 Income & Employment RRH(Local)

- employment projects cause the increase in income
- consider that many people are losing their jobs now
- employment income may not increase, but non employment income may increase with job loss
- 40% increase in employment income seems high for Veteran populations. It's more likely to see an increase in unemployment income
- *Stayers increase employment income and total income= 35%*
- *Leavers who increased employment income and total income= 40%*

Measure 4 Income & Employment PSH(Local)

- Leavers don't reach the benchmarks for non employment and total income
- If GA goes up, non employment and total income will increase for everyone
- Most people's income stays the same, that's why it's not going up.
- *Leavers who increased non employment income= 38%*
- *Others are reasonable as suggested*

Measure 4 Income & Employment TH(Local)

- Leavers were mostly consistent increasing and decreasing
- Grant and per diem service providers are split up into different project types
- Largest provider in the CoC- could skew the number lower bc of number of permanent disabling conditions at that site
- # of TH who exit to perm is about 40%
- # of ppl who exit to temp is about 1/3- many go to hospitals and are not increasing income
- Veteran Safe Haven model is highly acute- leavers increasing total income is not realistic to the population we're serving. It may be more reasonable for other practitioners.
- TH providers have a range of programs including interim projects which are connected to permanent housing
- Only 16 programs have a sample size of over 10
- *Leavers who increased employment income and total income =25%*
- If we meet them this year, they will be increased next year

Measure 5 Reducing the Number of People that Become Homeless (HUD)

- Unfortunately there will be an increase due to COVID-19 this year
- Is there space in County programs to accommodate the increase?
- This measure does not look at first time homelessness from 5 years back. This is shown in the local measure.
- *Keep both the same knowing that it will rise given the situation*

Measure 5 Reducing the Number of People that Become Homeless (HUD)

Individuals receiving a CE Assessment for the first time

- Last years minutes discussed adding an additional local measure that looks at first time homeless systemwide. This is one proposal to get an idea of this number by observing the number of individuals who receive a CE assessment for the first time each year.
- Setting a benchmark is difficult because while more assessments may mean more homeless it may also indicate an increase in access to assessment sites.

Measure 7 Reducing the Number of People that Become Homeless Street Outreach(Local)

- Successful exits from outreach went up in 2019 largely because of safe parking.
- *Increase to 40%*

Measure 7 Reducing the Number of People that Become Homeless ES, TH, RRH CoC System (HUD)

- Contractual target for TH is 50%
- It's more difficult to go from TH-PSH
- *50% for TH*
- Is SSVF included in the RRH programs? Yes.
- Change in SSVF to shallow subsidy service for PSH to be subsidized for up to 2 years. A decision is not made on whether this will be considered a successful permanent exit
- If 2 years is not considered a permanent outcome, 80% will not be attainable for SSVF projects.
- *Keep at 80% with a note about the contingency of the shallow subsidy*

Measure 7 Reducing the Number of People that Become Homeless PSH (HUD)

- *Set for 98%*

Housed Client are Enrolled in Health Insurance

- SSVF may have an impact. Almost all have VA insurance. HUD VASH is not in HMIS which may explain part of the difference
- *Set both at 95%*

Data Quality: Exit to Known Destination

- Auto exits may impact exits to unknown destination
- It's hard to improve exit destination
- This population often disappears
- There may be impact to data entry due to new COVID projects
- ES is way too high to be attainable. It will be ignored.
- Exit destination is important and it needs to be collected.
- *55% for ES*
- *65% SO*
- *Keep the rest the same*

Next Meeting:

Thur. June 11th 2020, 1:00pm-2:30pm