PERFORMANCE MANAGEMENT WORK GROUP

SANTA CLARA COUNTY

AUGUST 27TH, 2020

AGENDA

8/27/2020

- Welcome & Introductions

- CoC Updates

- HLUET Reports

- Continued Evaluation of Performance Measures in The Pandemic

WELCOME & INTRODUCTIONS

- Name

- Agency

- What was your first job?

PMWG MEETINGS

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

Location: Remote (Zoom)

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.

COC UPDATES
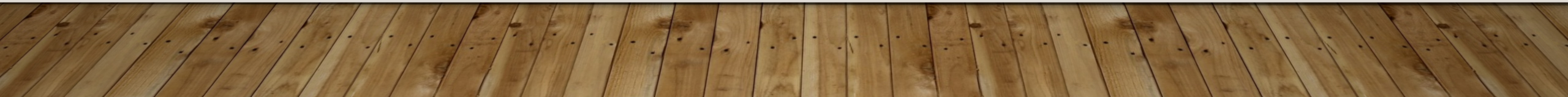
HLUET REPORTS
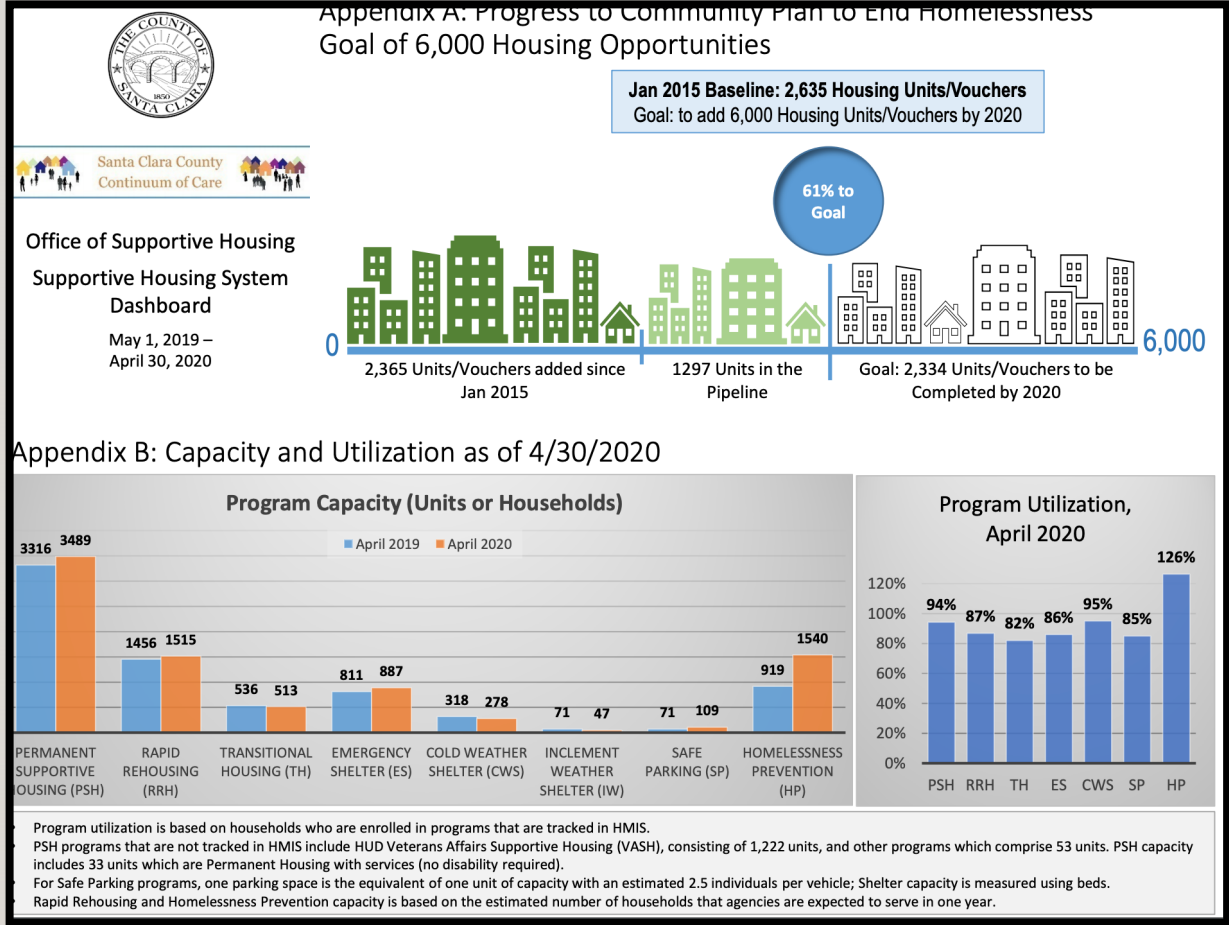
- Housing, Land Use, Environment and Transportation Committee Report
  - https://www.sccgov.org/sites/osh/ContinuumofCare/systemperformance/Pages/home.aspx

SYSTEM PERFORMANCE MEASURES TOPICS

Look at most recent performance measure data in the context of current crisis

"Deep Dive" into Specific Measures With Detailed Breakdowns

QUESTIONS TO KEEP IN MIND

Do we want to modify these benchmarks or measures in response to new information?

What additional information is needed?

PERFORMANCE MEASURES OVERVIEW

- The Length of Time Individuals and Families Remain Homeless

- The extent to which individuals and families who leave homelessness experience additional episodes of homelessness.

- Overall Reduction in Homelessness (PIT count)

- Employment and Income Growth for homeless individuals and families

- Reducing the number of people who become homeless for the first time

- Successful Housing Placements

- Additional Process and Data Quality Measures

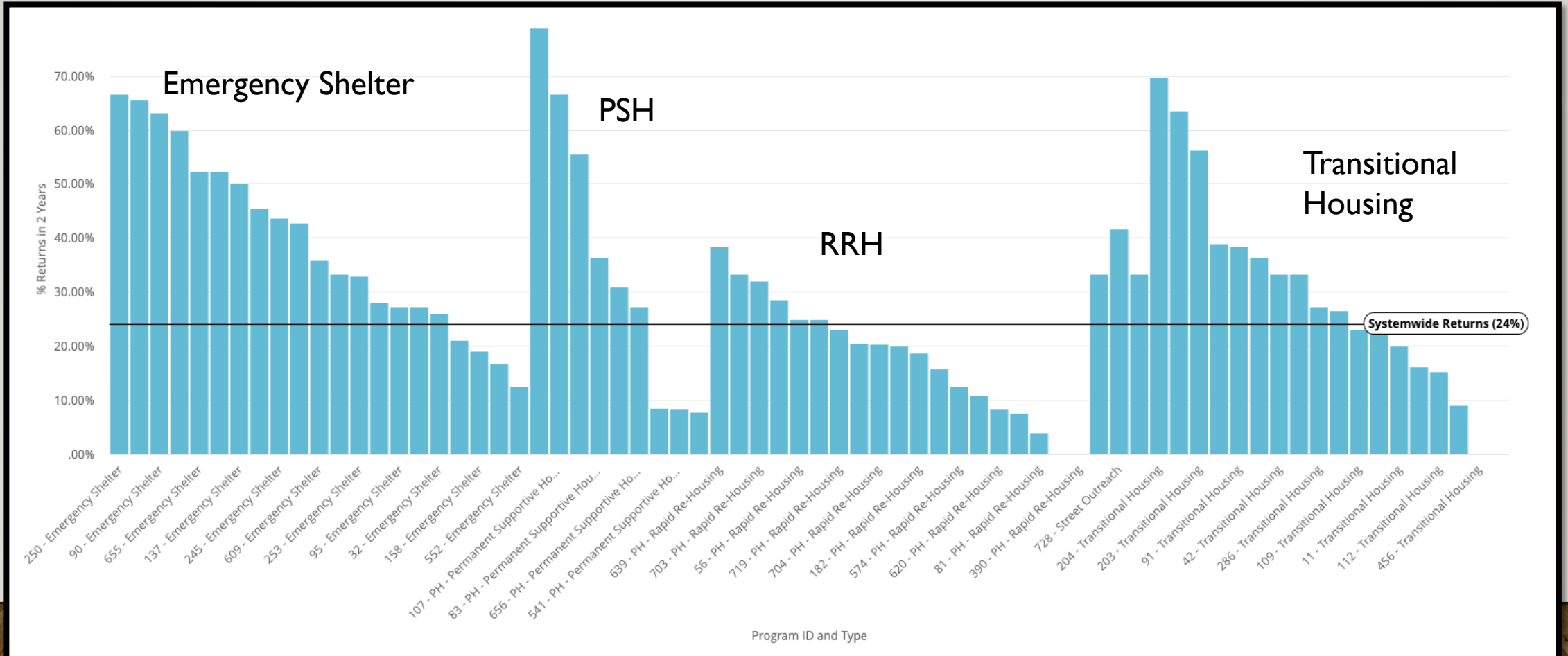- Housing Problem Solving (HPS) Measures

% Returns in 2 years

RETURNS TO HOMELESSNESS

- Comparing HUD SPM 2b for date ranges 7/1/18-6/3019 and 7/1/19-6/30/20

RETURNS TO HOMELESSNESS BY PROJECT

*Data From HUD SPM 2b 7/1/19-6/30/20*

FIRST TIME HOMELESS OVER TIME

- Comparing HUD SPM Measure 5 for 2018, 2019, 2020

- SPM Measure 5 looks at the number of individuals entering the system who had no prior enrollment in ES, TH, or PH in the previous 24 months.

	# Persons Entering System	# First Time Homeless (Last 2 Yrs)	% First Time Homeless
2018	7,357	3,675	50.0%
2019	7,280	3,557	48.9%
2020	7,288	3,610	49.5%

ANNUAL COUNT OF SHELTERED PERSONS

(Comparing HUD SPM 3.2 for 2018, 2019, 2020)
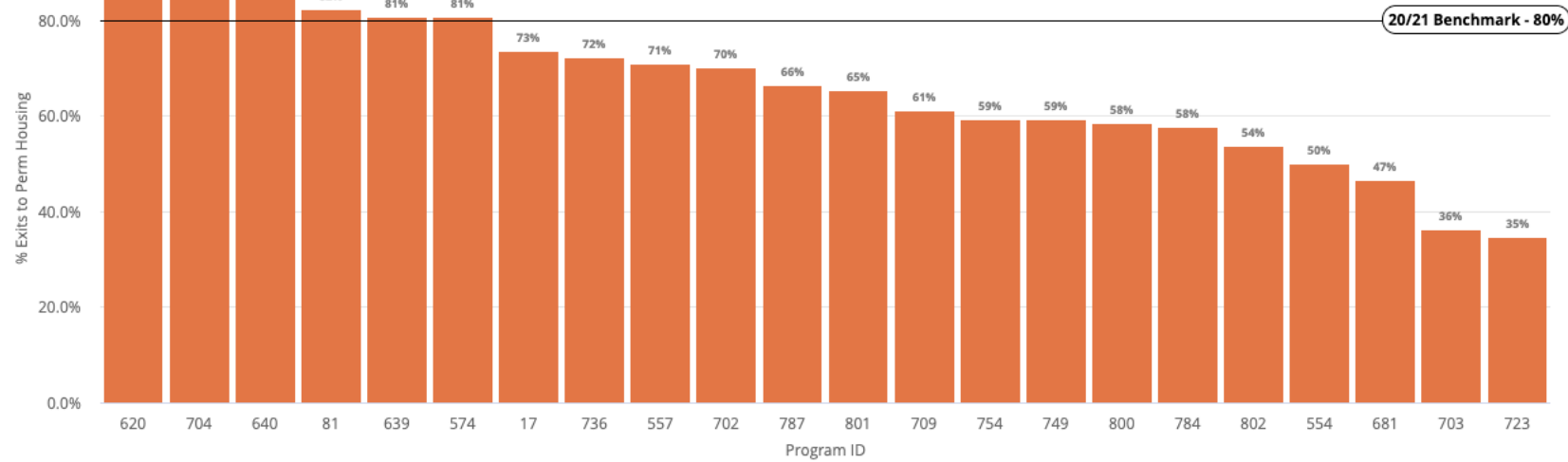
Annual Count of Homeless Persons
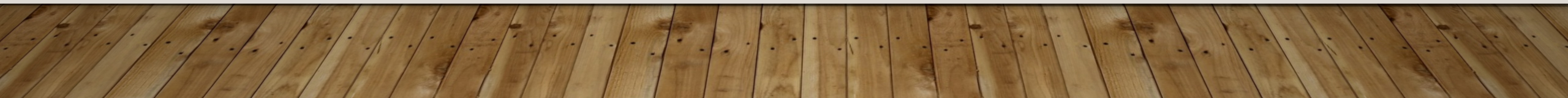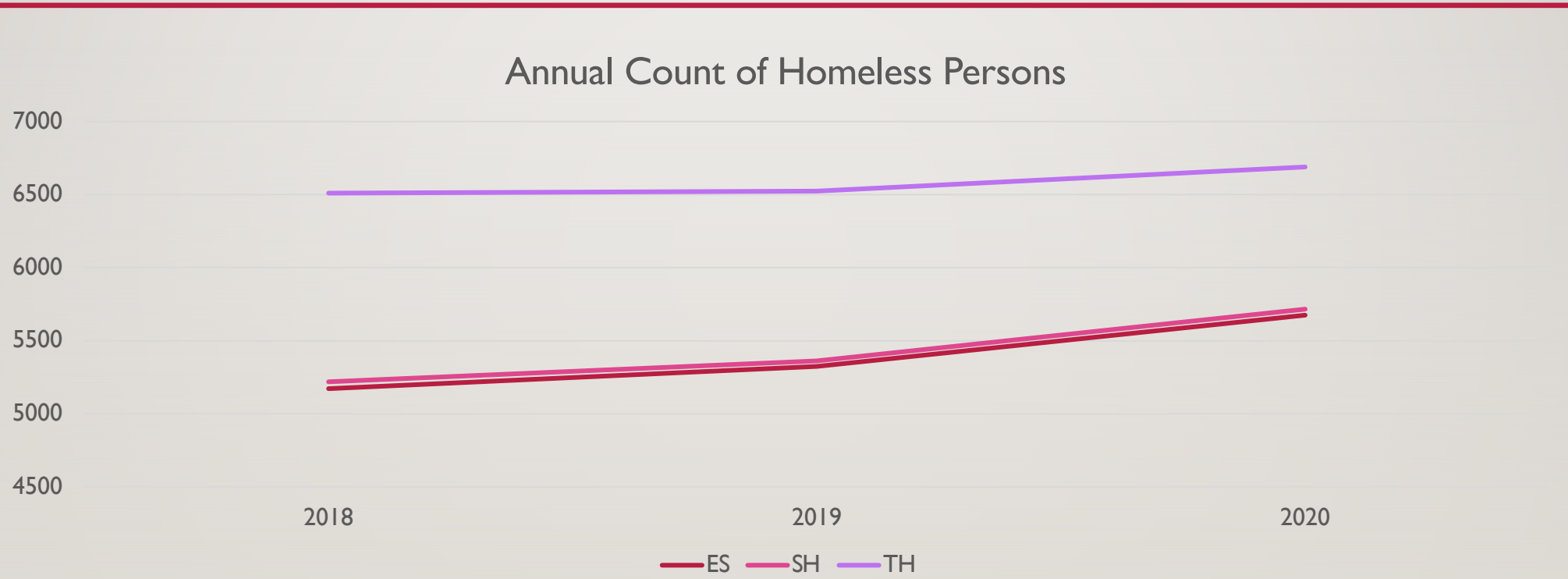
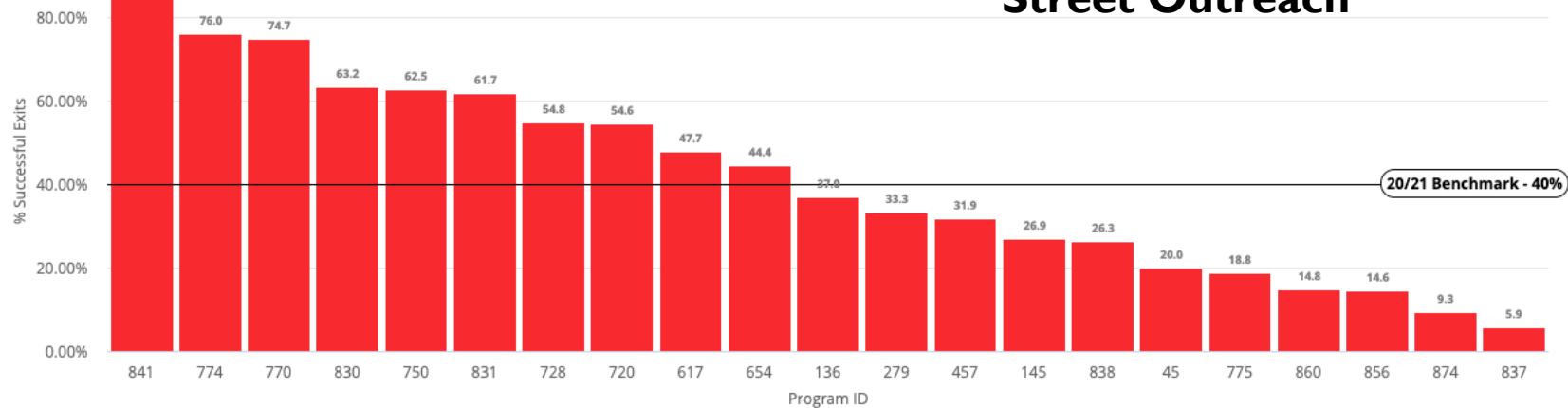# AVERAGE LENGTH OF STAY (DAYS) IN EMERGENCY SHELTERS OVER TIME
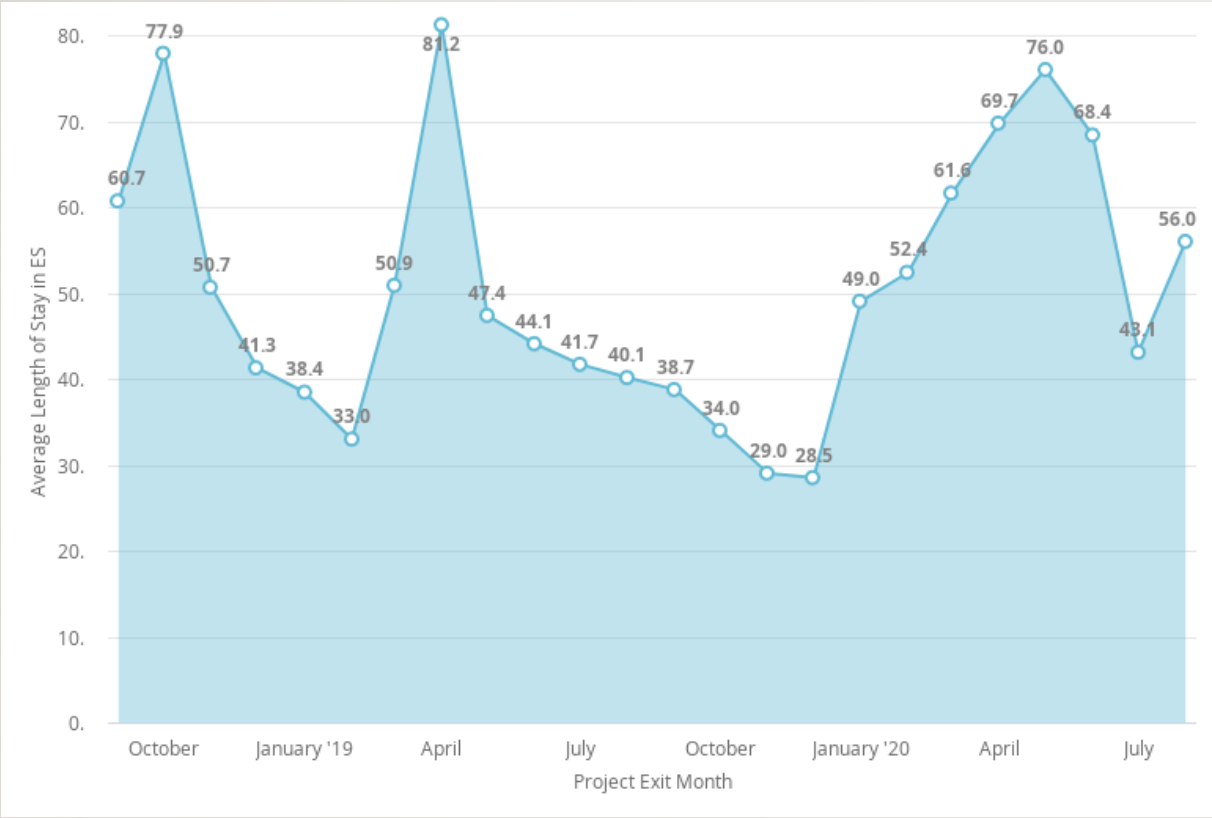
- Length of Stay in emergency shelter directly influences the Annual Count of Sheltered Persons (HUD SPM 3.2) and Length of time Homeless (HUD SMP Measure 1)

- We may be seeing in increase in Length of Stay over the last few months

EXITS TO PERMANENT DESTINATIONS

EXITS TO PERMANENT DESTINATIONS (CONTINUED)

Rapid Re-Housing

Chart showing % Exits to Perm Housing by Program ID with 20/21 Benchmark - 80%:
- 620: 93%
- 704: 90%
- 640: 88%
- 81: 82%
- 639: 81%
- 574: 81%
- 17: 73%
- 736: 72%
- 557: 71%
- 702: 70%
- 787: 66%
- 801: 65%
- 709: 61%
- 754: 59%
- 749: 59%
- 800: 58%
- 784: 58%
- 802: 54%
- 554: 50%
- 681: 47%
- 703: 36%
- 723: 35%

Street Outreach

Chart showing % Successful Exits by Program ID with 20/21 Benchmark - 40%:
- 841: 89.9
- 774: 76.0
- 770: 74.7
- 830: 63.2
- 750: 62.5
- 831: 61.7
- 728: 54.8
- 720: 54.6
- 617: 47.7
- 654: 44.4
- 136: 37.0
- 279: 33.3
- 457: 31.9
- 145: 26.9
- 838: 26.3
- 45: 20.0
- 775: 18.8
- 860: 14.8
- 856: 14.6
- 874: 9.3
- 837: 5.9

PERFORMANCE MEASURES REVIEW

- **The Length of Time Individuals and Families Remain Homeless**

- **The extent to which individuals and families who leave homelessness experience additional episodes of homelessness.**

- **Overall Reduction in Homelessness (PIT count)**

- Employment and Income Growth for homeless individuals and families

- **Reducing the number of people who become homeless for the first time**

- **Successful Housing Placements**

- Additional Process and Data Quality Measures

PERFORMANCE MEASURE HOUSEKEEPING

- Should We Standardize the Report Date Range for All Performance Measures?
  - e.g. Calendar Year - 1/1/2020 to 1/1/2021

FUTURE TOPICS

- Evaluating Income/Employment Measures

- Additional breakdowns of Performance Measures and Related Data

- Work Planning for 2021 year
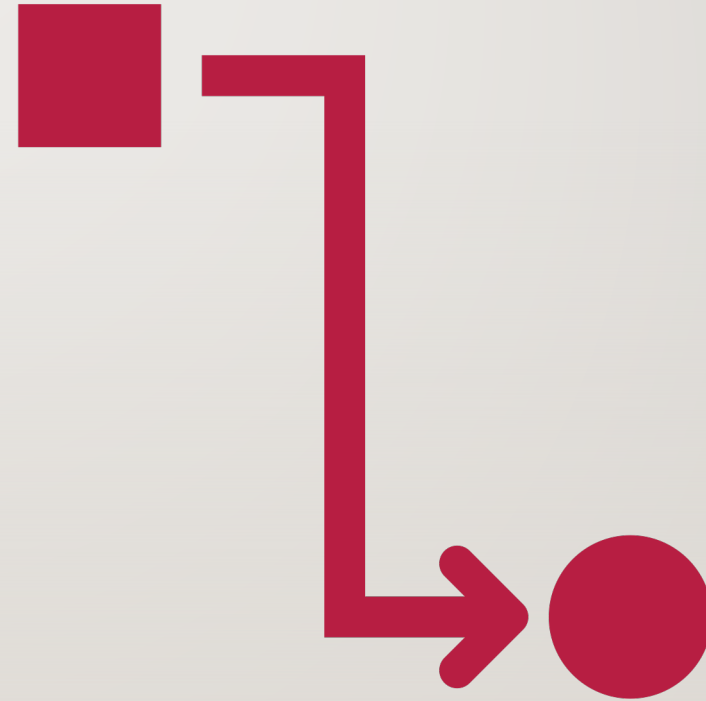
NEXT PMWG MEETING

- <u>WHEN</u>
  - October 8th 2020, 1-2:30pm

- <u>WHERE</u>
  - Zoom
  - Sent out via CoC List Serve

THANKS!
QUESTIONS?

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- HMIS Project Admin