

**SCC Performance Management  
Work Group  
Feb 25th, 2021**





# Agenda

- Welcome & Introductions
- CoC Updates
- Review SCC Perf. Measures
- Set Performance Benchmarks

# Welcome & Introductions

- Name
- Agency
- Icebreaker: Show a photo from your phone or tell about a recent experience.





# 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 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 4th Thursday of the month from 1:00pm-2:30pm.*

*Location: Zoom*

# CoC Updates





# Upcoming Meetings

- SCC Agency Admin Meeting
  - Thurs March 4th from 2 - 3:30pm
- Coordinated Assessment Work Group
  - [TENTATIVE] Thurs March 11 from 1 - 2:30pm



# Performance Monitoring: Setting Benchmarks




# What Are Performance Measures

Performance measures are reports and metrics created and updated by this group. Performance measures are used each year to analyze and set countywide benchmarks for homeless service providers.

Previous years' measures and benchmarks are published on the OSH website here:  
<https://www.sccgov.org/sites/osh/ContinuumofCare/systemperformance/Pages/home.aspx>





# Setting Benchmarks Overview and Objective

- All data shown will be for the 2020 calendar year unless otherwise specified.
- Today we will be setting benchmarks for 2021-2022 year



# Performance Measure Categories

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 for the first time
6. Homelessness Prevention and housing placement of persons defined by Category 3 of HUD's homeless definition
7. Successful Housing Placement
8. Process and Data Quality Measures
9. Housing Problem Solving Benchmarks



# Performance Measure Categories

- 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 for the first time**
6. Homelessness Prevention and housing placement of persons defined by Category 3 of HUD's homeless definition
- 7. Successful Housing Placement**
8. Process and Data Quality Measures
9. Housing Problem Solving Benchmarks



# Length of Time Persons Remain Homeless



HUD SPM Measure 1a

This measure is defined by HUD System Performance Measure (SPM) specifications.

The report uses bednights recorded in ES/SH/TH projects to approximate the average length of time homeless during the report period.

# Length of Time Persons Remain Homeless



		2017	2017-18	2019	2020	2020-21 Benchmark	2021-22 Benchmark
Persons in ES and SH	# Persons	5370	5397	5571	5660		
	Average # Days	57	68	71	90 	45	
	Median # Days	28	37	32	58	16	
Persons in ES, SH, and TH	# Persons	6512	6262	6495	6321		
	Average # Days	110	118	108	117 	135	
	Median # Days	48	54	54	70	41	



# Returns to Homelessness

HUD SPM Measure 2

This measure is defined by HUD System Performance Measure (SPM) specifications.

This measures the extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 12 and 24 months. The reports looks at data up to 2 years prior to the report period.

# Returns to Homelessness

Returns to Homelessness within 12 months								
	2018		2019		2020		2020-21 Benchmark	2021-22 Benchmark
	# Exits to PH	% Returns to Homeless	# Exits to PH	% Returns to Homeless	# Exits to PH	% Returns to Homeless		
Street Outreach	14	20.0%	22	18.2%	109	21.1%	12%	
Emergency Shelter	750	20.1%	815	25.8%	1052	19.9%	10%	
Transitional Housing	528	11.7%	562	18.0%	269	16.7%	8%	
Safe Haven	7	22.2%	11	18.2%	17	23.5%	N/A	
RRH & PSH	777	6.4%	1365	7.9%	1080	10.7%	8% RRH/5% PSH	
CoC System	2079	12.9%	2775	15.3%	2527	15.7%	10%	

Returns to Homelessness within 2 years								
	2018		2019		2020		2020-21 Benchmark	2021-22 Benchmark
	# Exits to PH	% Returns to Homeless	# Exits to PH	% Returns to Homeless	# Exits to PH	% Returns to Homeless		
Street Outreach	14	20.0%	22	31.8%	109	27.5%	15%	
Emergency Shelter	750	26.1%	815	32.6%	1052	27.6%	20%	
Transitional Housing	528	20.1%	562	26.3%	269	25.7%	8%	
Safe Haven	7	22.2%	11	27.3%	17	23.5%	N/A	
RRH & PSH	777	10.3%	1365	14.1%	1080	15.8%	8% RRH/5% PSH	
CoC System	2079	18.6%	2775	22.2%	2527	22.3%	14%	



# Employment and Income Growth

HUD SPM Measure 4

This measure is defined by HUD System Performance Measure (SPM) specifications.

Shows types of employment and Income Growth for Homeless Persons in CoC Funded Projects. Locally we have divided this measure to get more detail on RRH, PSH, & TH programs.



# Employment and Income Growth

## CoC System-wide

	2018		2019		2020		2020-21 Benchmark	2021-22
	# Total Adults	% Increased Income	# Total Adults	% Increased Income	# Total Adults	% Increased Income		
Stayers who increased employment income	372	4.6%	502	11.8%	613	10.0%	14%	
Stayers who increased non-employment income	372	13.4%	502	24.3%	613	23.2%	27%	
Stayers who increased total income	372	15.3%	502	32.9%	613	28.7%	35%	
Leavers who increased employment income	566	17.7%	607	22.9%	374	25.7%	23%	
Leavers who increased non-employment income	566	9.5%	607	12.2%	374	15.8%	28%	
Leavers who increased total income	566	24.2%	607	32.8%	374	35.8%	40%	

# Employment and Income Growth


Rapid Rehousing	2018		2019		2020		2020-21 Benchmark	2021-22
	# Total Adults	% Increased Income	# Total Adults	% Increased Income	# Total Adults	% Increased Income		
Stayers who increased employment income	40	5.0%	79	32.9%	161	24.8%	35%	
Stayers who increased non-employment income	40	2.5%	79	12.7%	161	19.3%	15%	
Stayers who increased total income	40	7.5%	79	32.9%	161	32.3%	35%	
Leavers who increased employment income	163	23.9%	357	29.4%	226	34.1%	40%	
Leavers who increased non-employment income	163	8.0%	357	6.7%	226	15.9%	10%	
Leavers who increased total income	163	30.1%	357	33.6%	226	41.2%	40%	

# Employment and Income Growth

Permanent Supportive Housing	2018		2019		2020		2020-21 Benchmark	2021-22
	# Total Adults	% Increased Income	# Total Adults	% Increased Income	# Total Adults	% Increased Income		
Stayers who increased employment income	434	4.8%	418	6.9%	441	4.1%	8%	
Stayers who increased non-employment income	434	11.0%	418	26.8%	441	25.4%	25%	
Stayers who increased total income	434	15.1%	418	32.3%	441	27.4%	30%	
Leavers who increased employment income	431	8.4%	128	7.8%	66	6.1%	8%	
Leavers who increased non-employment income	431	24.4%	128	28.9%	66	27.3%	35%	
Leavers who increased total income	431	29.8%	128	35.2%	66	33.3%	38%	

# Employment and Income Growth

Transitional Housing	2018		2019		2020		2020-21 Benchmark	2021-22
	# Total Adults	% Increased Income	# Total Adults	% Increased Income	# Total Adults	% Increased Income		
Stayers who increased employment income	22	9.09%	5	80%	11	18%	20%	
Stayers who increased non-employment income	22	0.00%	5	0%	11	0%	5%	
Stayers who increased total income	22	9.09%	5	80%	11	18%	20%	
Leavers who increased employment income	141	19.15%	130	21.54%	94	15.96%	25%	
Leavers who increased non-employment income	141	4.26%	130	10.77%	94	7.45%	10%	
Leavers who increased total income	141	21.28%	130	30.00%	94	22.34%	25%	



# Number of Persons who Become Homeless for the First Time

HUD SPM Measure 5

This measure is defined by HUD System Performance Measure (SPM) specifications.

Looks at data up to 2 years prior to the report period to determine if an individual became homeless for the first time.

# Reducing First Time Homeless

<b>Number of persons in ES, SH, and TH projects experiencing homelessness for the first time.</b>						
	2017	2018	2019	2020	2020-21 Benchmark	2021-22 Benchmark
First Time Homeless: Persons w/ no prior enrollments in last 24 months	2,490	2,751	2,764	2,604	3,700	
Universe: persons w/ entries in ES, SH, TH	5,522	5,353	5,714	5,424		
<b>Number of persons in ES, SH, TH, and PH projects experiencing homelessness for the first time.</b>						
	2017	2018	2019	2020	2020-21 Benchmark	2021-22 Benchmark
First Time Homeless: Persons w/ no prior enrollments in last 24 months	3,868	3,599	3,567	3,149	4,500	
Universe: persons w/ entries in ES, SH, TH, PH	7,308	7,244	7,419	6,669		



# Successful Placement and Retention of Housing

HUD SPM Measure 7

This measure is defined by HUD System Performance Measure (SPM) specifications.

Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

# Successful Exits From Street Outreach



Street Outreach	2017		2018		2019		2020		2020-21 Benchmark	2021-22 Benchmark
	# Persons Exit	% Successful	# Persons Exit	% Successful	# Persons Exit	% Successful	# Persons Exit	% Successful		
Street Outreach successful housing placement (includes permanent, temporary, foster care, long-term care, etc)	1249	26.02%	1249	26.02%	1834	34.02%	2263	33.76%	40%	



# Successful Exit and Retention of Perm Housing



Housing Retention or Exits to Permanent Housing - PSH	2017		2018		2019		2020		2020-21 Benchmark	2021-22 Benchmark
	Universe: # Individuals*	% Retained Housing	Universe: # Individuals*	% Retained Housing	Universe: # Individuals*	% Retained Housing	Universe: # Individuals*	% Retained Housing		
Permanent Supportive Housing (exits to permanent housing or retained housing)	1854	95.58%	1955	97.95%	2,314	92.22%	2571	98.44%	98%	
<small>* Universe: Persons in all PH projects except PH-RRH who exited after moving into housing, or who moved into housing and remained in the PH project            Of those persons, % who remained in applicable PH projects and those who exited to permanent housing destinations</small>										



**Next Meeting:  
Thursday March 18, 1-2:30pm**

---

# Thank You