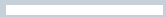**Bitfocus**

Agenda

- Welcome & Introductions
- CoC Updates
- Review 2020 SCC Performance Measures
- Set Performance Benchmarks for 2021-22

Welcome & Introductions

- Name
- Agency

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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 in the 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

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CoC Updates

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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/Continuumof Care/systemperformance/Pages/home.aspx

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Key Considerations When Setting Benchmarks

- Performance Benchmarks should be realistic and attainable

- When possible develop a "process" for setting benchmarks rather than "eyeballing" it. (example: using percentiles)

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. Successful Housing Placement
7. Process and Data Quality Measures
8. 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.~~
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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. ~~Successful Housing Placement~~
7. **Health Insurance**
8. **Process and Data Quality Measures**
9. Housing Problem Solving Benchmarks

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Housed Clients Covered by Health Insurance

Local Measures

Of clients with a permanent housing move-in recorded in a PSH or RRH project, what percent are covered by health insurance.

Housed Clients Covered by Health Insurance

	2019		2020		2020-21 Benchmark	2020-21 Benchmark
	Total Clients with Housing MoveIn	% Covered by Health Ins.	Total Clients with Housing MoveIn	% Covered by Health Ins.		
Rapid Re-Housing (RRH)	1218	94.00%	1249	94.64%	95%	
Perm Supportive Housing (PSH)	1818	88.11%	2037	91.51%	95%	

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Housing Income and Employment

Local Measure

Of clients with a currently housed in PSH or exited to housing in RRH projects, what portion of individuals and households meet certain income thresholds.

- $850 per month for PSH
- $3036 per month for RRH

Housed Clients Meet Income Thresholds

Permanent Supportive Housing	CY18		CY19		CY20		2020-21 Benchmark	2021-22 Benchmark
	# Total Individuals	% Met Goal	# Total Individuals	% Met Goal	# Total Individuals	% Met Goal		
Housed clients' monthly income is greater than or equal to $850/month.	1869	56.66%	1,852	56.47%	2,031	57.75%	70%	

Rapid Rehousing	CY18		CY19		CY20		2020-21 Benchmark	2021-22 Benchmark
	# Total Individuals	% Met Goal	# Total Individuals	% Met Goal	# Total Individuals	% Met Goal		
Housed households' monthly income is greater than or equal to SCC living wage (approx $3036) at exit.	473	17.17%	609	21.88%	572	23.25%	22%	
Housed adults' monthly income is greater than or equal to SCC living wage (approx $3036) at exit.	564	11.70%	739	16.64%	724	16.99%	18%	

Data Quality Performance Measures

Locally defined measures

These measures examine the rate of missing and unknown values in HMIS client profile and program enrollment data.

Clients Exit to Known Destination

Client exit to a known destination when the Exit destination is not *don't know/refused, data not collected, or missing.*

Data Quality: Exit to Known Destination*

	2019 % Exit to Known Dest.	2020 % Exit to Known Dest.	2020-21 Benchmark	2020-21 Benchmark
Housing Prevention (HP)	98.5%	97.4%	95%	
Street Outreach (SO)	57.7%	47.7%	65%	
Emergency Shelter (ES)	44.5%	69.2%	55%	
Safe Haven (SH)	100.0%	95.2%	95%	
Transitional Housing (TH)	83.1%	87.3%	95%	
Rapid ReHousing (RRH)	95.4%	95.0%	95%	
Perm Supportive Housing (PSH	93.9%	96.1%	95%	

*Exit destination is not don't know/refused, data not collected, or missing.

Missing or Unknown UDE Values

Missing or unknown information in HUD UDE's (universal data elements) fields

Data Quality % Missing Values

	2019-20 Benchmark	2020-21 Benchmark	2020-21 Benchmark
Housing Prevention (HP)	0%	0%	
Street Outreach (SO)	0%	0%	
Emergency Shelter (ES)	0%	0%	
Safe Haven (SH)	0%	0%	
Transitional Housing (TH)	0%	0%	
Rapid ReHousing (RRH)	0%	0%	
Perm Supportive Housing (PSH	0%	0%	

Data Quality % Dont Know, Refused

	2019-20 Benchmark	2020-21 Benchmark	2020-21 Benchmark
Housing Prevention (HP)	5%	5%	
Street Outreach (SO)	5%	5%	
Emergency Shelter (ES)	5%	5%	
Safe Haven (SH)	5%	5%	
Transitional Housing (TH)	5%	5%	
Rapid ReHousing (RRH)	5%	5%	
Perm Supportive Housing (PSH	5%	5%	

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Review Benchmarks Set Last Month

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

- Successful Housing Placement

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 SO, ES, TH, & RRH

Street Outreach

	2017		2018		2019		2020		2020-21 Benchmark	2021-22 Benchmark
	# Total Exits	% Successful	# Total Exits	% Successful	# Total Exits	% Successful	# Total Exits	% 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%	38%

Exits to Permanent Housing - ES, TH, RRH, CoC System

	2017		2018		2019		2020		2020-21 Benchmark	2021-22 Benchmark
	# Total Exits	% Successful	# Total Exits	% Successful	# Total Exits	% Successful	# Total Exits	% Successful		
Emergency Shelter	4406	16.4%	4341	22.5%	4575	21.3%	4,481	25.1%	30%	30%
Transitional Housing	605	40.7%	661	45.7%	834	44.0%	541	45.3%	50%	50%
Rapid Rehousing	1161	74.3%	1244	67.7%	1558	73.0%	1,364	77.2%	80%	80%
CoC System	5528	32.2%	4832	31.6%	5610	32.5%	5,110	34.1%	40%	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	95.6%	1955	98.0%	2,314	92.2%	2571	98.4%	98%	98%

* 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

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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	% Returns to	# Exits to	% Returns to	# Exits to	% Returns to		
Street Outreach	14	20.0%	22	18.2%	109	21.1%	12%	15%
Emergency Shelter	750	20.1%	815	25.8%	1052	19.9%	10%	19%
Transitional Housing	528	11.7%	562	18.0%	269	16.7%	8%	11%
Safe Haven	7	22.2%	11	18.2%	17	23.5%	N/A	N/A
RRH & PSH	777	6.4%	1365	7.9%	1080	10.7%	8% RRH/5% PSH	8% RRH/5% PSH
CoC System	2079	12.9%	2775	15.3%	2527	15.7%	10%	12%

Returns to Homelessness within 2 years

	2018		2019		2020		2020-21 Benchmark	2021-22 Benchmark
	# Exits to	% Returns to	# Exits to	% Returns to	# Exits to	% Returns to		
Street Outreach	14	20.0%	22	31.8%	109	27.5%	15%	20%
Emergency Shelter	750	26.1%	815	32.6%	1052	27.6%	20%	25%
Transitional Housing	528	20.1%	562	26.3%	269	25.7%	8%	21%
Safe Haven	7	22.2%	11	27.3%	17	23.5%	N/A	N/A
RRH & PSH	777	10.3%	1365	14.1%	1080	15.8%	8% RRH/5% PSH	14% RRH/10% PSH
CoC System	2079	18.6%	2775	22.2%	2527	22.3%	14%	20%

Performance Measure Categories

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Next Meeting Planned: Thursday June 24th, 1-2:30pm

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Thank You