

## **Performance Management Work Group**

Thurs, April 5, 2018 - 1:30pm-2:30pm

Sobrato Conference Center, Milpitas

600 Valley Way, Room 1

Milpitas, CA 95035

### **Agenda**

1. Welcome and Introductions
2. CoC Updates
3. CoC System Performance Measures Review
4. CoC Performance Measures and Benchmarks for FY2017-18

#### **1 - Welcome and Introductions**

#### **2 - CoC Updates**

1. Coordinated Assessment - no major changes

#### **3 - CoC System Performance Measures Review: Overview**

1. Review of items trending in right direction
  - a. Average Length of Time Homeless for ES and TH
  - b. Returns to homelessness
  - c. Income (stayers)
  - d. Housing retention
  - e. Housing placements
  - f. Connected to health insurance
2. Areas for potential improvement
  - a. Average length of time homeless ES only
  - b. Median length of time homeless for ES only and ES/TH combined
  - c. Annual counts of sheltered homeless persons
  - d. Inflow of first time homeless
  - e. Income (leavers)
  - f. Exits to PH destinations
3. In July, start planning ahead for FY18-19 benchmarks

#### **3 - CoC System Performance Measures Review: Deep Dive (see slides for outcome information)**

1. % Clients Connected to Health Insurance - trending in the right direction
  - a. RRH above the 90% goal, PSH a little below the 90% goal (80% for CY 2017)
  - b. Discussion about PSH outcomes
    - i. How is PSH data pulling?
      1. For CCP, use service transaction
      2. For others, use enrollment/status/exit information

- ii. May be a data issue - make sure agencies know how to track data, there may be some data missing
    - 1. See if this improves outcome
  - iii. Issue with mail forwarding - due to policy, clients at 80 S Market and other service providers need reach out to whoever they are connected to for health insurance to give them their address if they move into permanent housing
    - 1. Let CCP case managers know
  - iv. Is there a citizenship requirement for the PSH projects? Shelter programs have experienced difficulty in connecting clients because of this
    - 1. Is there a decline in shelter connections to health insurance?
- 2. How many clients exit Rapid Re-Housing without a Housing Move-In Date?
  - a. This topic is a follow-up from a question raised in the previous meeting
  - b. Majority of households exited with a move-in date
    - i. About 9% exited to a permanent destination with no move-in date
      - 1. Mostly families
      - 2. Some households exited to PH without a subsidy - in this case, enter Housing Move-In Date at exit
    - ii. 31% exited without a move-in date to non-permanent destination
  - c. Exits to non-PH destinations
    - i. The Work Group reviewed destination types, length of stay, when exits were occurred (spike in Sept due to mass-exit for one program)
    - ii. Many destinations were Data Not Collected, for families many were temporary stay with family/friends
      - 1. Some disappear
      - 2. Some move out to other opportunities but aren't housed at exit
      - 3. For individuals, a high number of clients go to transitional housing (for bridge housing) and may not want to leave - not necessarily a bad option
    - iii. Did clients increase their income during their RRH enrollment?
    - iv. Look at different categories (SSVF, CalWORKS, Veterans, families, youth, singles)
      - 1. OSH did a data review of RRH - families were most successful
    - v. Clients may be going back to jail
    - vi. Clients may be rejecting units more than 3 times, or are paranoid about moving in (SMI)
    - vii. How long do agencies wait before they exit a client due to no contact?
      - 1. Varies
      - 2. About 30 days
      - 3. After 3 attempts with no contact
      - 4. In some cases, turns into a non-compliance issue where the client only is contactable sporadically
  - d. Should we do anything differently?

- i. How many touch points does it take to get someone housed? There are many re-enrollments over time where clients were not ready to be housed the first time.
  - 1. Willing to engage in services during peak crisis and less engaged when stable
  - 2. Do clients give up if they have trouble finding housing? Or because they dislike the housing options they can afford.
- ii. If changing policies (e.g. if tying it to NOFA)
  - 1. Look at those that were housed and outcomes of those people vs those that agencies didn't have a chance to house
    - a. Many exits with no move-in date are early (length of stay less than 90 days)
- iii. General guidelines on what to do if clients keep rejecting housing opportunities

#### **4 - CoC Performance Measures and Benchmarks for FY2017-18: Set Income Target for RRH Projects**

- 3. Need to set a benchmark using one of the potential options:
  - a. Living Wage - based off of County's Living Wage Ordinance
  - b. Minimum Wage
  - c. MIT Living Wage Calculator - uses a complex formula to calculate
  - d. 30% of income base on FMR - from HUD, many people in the County spend more than 30% of their income on rent
  - e. Self-Sufficiency Wage for California - same as MIT calculator, seemed difficult to administer
  - f. Other options?
- 4. Recommendation
  - a. SCC Living Wage - use lowest rate of "with both health and retirement benefits" - \$2,851/month
  - b. Set a goal of xx% of clients will reach a monthly income of \$2,851/month
  - c. Conduct baseline analysis and set a target for FY18-19
  - d. Discussion/feedback
    - i. Have a target for families vs individuals (and what is the average family size may affect the target)
    - ii. Look at where clients are now
    - iii. Meant to be a system-wide measure so want a baseline / not too complex
    - iv. Set a baseline but expect families to perform better