

Performance Management Work

Group Thurs, Jan 3, 2019 -

1:30pm-2:30pm 3801 Newberry Drive,
Suite 150
San Jose, CA 95118

Agenda

1. Welcome and Introductions
2. CoC Updates
3. CoC Performance Measures: Setting Benchmarks for FY2019-2020
4. Check Out

1 - Welcome and Introductions

2 - CoC Updates

- PIT count 1/29 and 1/30 volunteer list is sparse. Volunteer sign in sheet.
- CE workgroup 1/10 1:00pm-2:30pm
- Strategies for Recognizing and Working with Survivors of Violence 1/15 9:30- 12:30pm
- 1700 UPLIFT passes are available 2/1/19 and the allocation period is the 1st month of the quarter. Contact Vincent if in need of UPLIFT passes: 408-793-2932 uplift@hhs.sccgov.org

3 CoC Performance Measures: Setting Benchmarks for FY2019-2020

Desired outcome: Set system-level benchmarks for next FY, focusing on income measures

Project benchmarks include all CoC funded RRH and PSH projects for adults- not just heads of households. Measures were set for Rapid Rehousing and Permanent Housing Benchmarks during this meeting. Benchmarks and discussions are listed below.

Rapid rehousing-new benchmarks

	# Total Adults	% Increased Income	2018-19 CoC Benchmark	2019-20 Benchmark
Stayers who increased employment income	40	5.00%	5%	20%

Stayers who increased non-employment income	40	2.50%	20%	5%
Stayers who increased total income	40	7.50%	20%	20%
Leavers who increased employment income	163	23.93%	35%	40%
Leavers who increased non-employment income	163	7.98%	10%	10%
Leavers who increased total income	163	30.06%	40%	40%

Discussion:

- Interest to explore number of clients who enter RRH close to a living wage.
- Decided during this meeting to switch the values of the 2018-2019 benchmarks for stayers who increased employment income and stayers who increased non-employment as the goal for RRH programs is to increase non-employment income. It was decided that for the 2019-2020 benchmark for stayers 20% of adults will increase their employment income and 5% will increase non employment income.
- Although decision was made to set a more aggressive rapid rehousing benchmark, concern was expressed about increasing the 2020 benchmark if the target was not met in 2018-2019.
- Do unsuccessful leavers count towards leavers?- yes
- Veterans programs do not have the same income barriers that determine successful housing placement.

PSH-new benchmarks

	# Total Adults	% Increase d Income	2018-19 CoC Benchmark	2019-20 Benchmark
Stayers who increased employment income	372	4.84%	5%	5%
Stayers who increased non-employment income	434	11.02%	20%	15%
Stayers who increased total income	434	15.05%	20%	20%
Leavers who increased employment income	431	8.40%	35%	10%
Leavers who increased non-employment income	431	24.43%	10%	35%
Leavers who increased total income	431	29.77%	40%	40%

Discussion

- Nofa community-what type of benefits do not get a cost of living adjustment?
- Clients didn't meet the 850 marker, so their benefits didn't increase.
- SSI decreases if you no longer have a place.
- How are clients that transfer projects integrated in this data? Is it a cost of living adjustment?
- Non employment income increases are higher in PSH. Adjusted Leaver Benchmark from 10% to 35%.
- Interest in reviewing Exit reasons to determine who are the PSH leavers: may be death related, transfers, housing authority transitions, and returns to homelessness. Also interest in identifying whether leavers are successful or unsuccessful.

Local measures

Permanent Supportive Housing

	# Total Head of Households	% Met Goal	2016-17 Benchmark	2019-20 Benchmark
Housed clients' monthly income is greater than or equal to \$850/month.	1059	56.66%	70%	70%

Discussion:

Why are there no goals around clients with no income?