Office of Homeless Services
CITY OF PHILADELPHIA

Philadelphia Continuum of Care (PHILA CoC)

PhilaHMIS: CONTINUUM OF CARE PROVIDER DATA QUALITY ASSURANCE PLAN

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INTRODUCTION

The goals of the Philadelphia CoC are to make homelessness rare, brief and non-recurring through the Roadmap to Homes Initiative ("RtH"). RtH works by providing a framework for a comprehensive and well-coordinated local planning process. This includes identifying needs, conducting a system-wide evaluation of existing resources and program activities, and building a system of housing and services that addresses those needs. These goals will be pursued through the development of plans to prevent, divert and slow down the rate of homelessness in the City of Philadelphia.

The objectives of the RtH include the following:

- Promote development of adequate funding for efforts for preventing homelessness, rapidly re-housing homeless persons, and stabilizing their housing;
- Maximize potential for self-sufficiency among individuals and families experiencing homelessness; and
- Promote full access to, and effective use of, mainstream resources.

In order to carry out these goals and its responsibilities as defined in the CoC Interim Rule (§ 578.7 Responsibilities of the Continuum of Care), the Philadelphia Continuum of Care ("RTH") has identified project and system performance benchmarks and established an implementation plan for monitoring and improving the performance of RTH.

This plan will allow the CoC to fulfill its responsibilities with respect to performance monitoring. Specifically, the CoC must consult with recipients and sub-recipients to:

- establish performance targets appropriate for population and program type,
- monitor recipient and sub-recipient performance,

- evaluate systems-level outcomes and project-level outcomes of projects funded under the Emergency Solutions Grant and Continuum of Care programs, and
- provide technical assistance to poor performers and, if necessary, take corrective action.

Further, both the CoC and ESG Program Interim Rules require coordination and collaboration between CoC and ESG recipients. This plan aims to align the performance of projects receiving funding from both sources in order to strategically improve system's level outcomes.

DEFINITIONS

Project vs Program: Across the federal agencies the terms project and program are used differently. In this document, and for the purposes of data collection in HMIS, a program refers to the federal funding source (e.g., HUD CoC, HHS PATH, VA SSVF ...etc.). A project refers to a distinct unit of an organization, which may or may not be funded by HUD or the federal partners, that provides services and/or housing and is identified by the CoC as part of its service system. A continuum project can be classified as one that provides housing (housing project) or one that does not provide housing (services project). Projects may enter data directly into HMIS or submit data extract files for upload into HMIS. Projects which submit via data extract have chosen to participate in HMIS in this way because they have their own proprietary data systems in place to track and maintain data on their constituents. They create an annual export for import into HMIS.

Housing Project: Provides overnight accommodations and whose primary purpose is to meet the specific needs of people who are experiencing homelessness. This includes projects classified as the following under the data element Project Type: Emergency Housing, Safe Haven, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, Permanent Housing with Services, and Permanent Housing: Housing Only.

Services Project: Does not provide housing and whose primary purpose is to provide services that meet the specific needs of people who are experiencing or at-risk of homelessness. This includes projects classified as the following under the data element Project Type: Coordinated Assessment, Homelessness Prevention, Street Outreach, Day Shelter, Services Only, and Other.

HMIS Universal Data Elements (UDE) are elements required to be collected by all projects participating in HMIS, regardless of funding source. They establish the baseline data collection requirements for all contributing CoC projects; and are the basis for producing unduplicated estimates of the number of people experiencing homelessness, accessing services from homeless assistance projects, basic demographic characteristics of people experiencing homelessness, and patterns of service use, including information on shelter stays and homelessness over time.

Program Specific Data Elements (PSDE) differ from the Universal Data Elements in that no one project must collect every single element in this section. Required data elements are dictated by the reporting requirements set forth by funding source.

HMIS User means the individual who uses or enters data in an HMIS or a comparable database approved by the CoC.

HMIS Lead means the entity designated by the Continuum of Care in accordance with the HMIS Proposed Rule2 (24 CFR Part 580) to operate the Continuum's HMIS on the Continuum's behalf.

KEY DOCUMENTS

Key documents needed as supporting references to this document are listed below:

a. Federal Register, Vol. 69, No. 146, Part II, Department of Housing and Urban Development, Homeless Management Information Systems (HMIS); Data and Technical Standards Final Notice; Notice, July 30, 2004 ("HUD HMIS 2004 Final Notice"), including subsequent rule releases, and

b. U.S. Department of Housing and Urban Development, Office of Community Planning and Development, 2020 Homeless Management Information System (HMIS) Data Standards: Manual and Dictionary Version 1.7, June 2020 ("2020 HMIS Data Standards"), including succeeding revisions, and

c. The McKinney-Vento Homeless Assistance Act as amended by S. 896 The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009.

FOCUS AREAS OF THE MONITORING PLAN

To address the above referenced requirements, the City of Philadelphia Office of Homeless Services ("OHS") has developed the following focus areas. These areas will be updated annually based on a number of factors including:

- Changes in HUD and/or CoC policies
- Changes in CoC priorities
- Adjustments due to actual project-level outcomes and CoC system performance
- Implementation issues encountered in utilizing the Plan

The focus areas of this plan include the following:

1) **Performance Management Plan:**
   - The rationale for project- and system-level performance monitoring;

- A list of performance indicators for assessing project performance, including: project performance; HUD policy priorities; grant management; HMIS Data Quality; and CoC participation;
- Baseline data for FY2018 (10/01/2017 – 09/30/2018);
- Procedures for evaluating project outcomes and actions to be taken against poor performers;
- A list of performance indicators for monitoring system performance;
- Outline of process for CoC monitoring of system performance.

As part of the Performance Management Plan, a Quality Improvement Plan tool is also provided as an attachment for use by the CoC.

2) **Project and System Performance Benchmarks:** The Performance Benchmarks Table contains benchmarks to be used when evaluating project and system performance and is provided as an addendum to the Performance Management Plan, providing the following:
   - A summary of the CoC's System Performance Measures for the previous two years;
   - Annual System-Level Goals for each System Performance Measures for the CoC;
   - Project-Level Performance Benchmarks for each project type that correspond to the applicable SPMs;
   - Project-Level Performance Benchmarks for Project types not included in the System Performance Measures.

The goals and benchmarks will be reviewed and updated annually.

3) **HMIS Data Quality Monitoring:** This focus area will provide the requirements for meeting HMIS Data Quality Standards, procedures for OHS to monitor Data Quality, and protocols for HMIS users to check data quality. It will also review the importance of Data Quality and how it impacts System Performance Measures.

4) **Written Standards for Providing Assistance:** This focus area will provide the following information:
   - Overall standards for program operations, record keeping and occupancy
   - Program Specific Standards for Rapid Re-housing, Permanent Supportive Housing, Transitional Housing, Supportive Services Only projects, Homeless Prevention and Outreach including:
     - Core program components
     - Eligible participants
     - Program standards

- Note: Elements of the Written Standards for Providing Assistance will be monitored through the implementation of the Performance Monitoring Plan.

5) **CEA-BHRS Monitoring:** In order for CEA_BHRS to effectively prioritize persons experiencing homelessness within the CoC's geographic area for intake and referral to housing and services, all CoC and ESG funded providers must adhere to the CEA-BHRS Procedures and Procedures Manual. The CEA-BHRS Committee is developing a CEA-BHRS Monitoring Plan to be added to this plan as an addendum.

ARTICLE 1: PURPOSE OF PLAN

This Plan includes project-level monitoring along with system-wide performance monitoring in order to develop the most effective system for making homelessness rare, brief and non-recurring in RTH.

This Plan will be reviewed annually by an OHS Review Committee, in consultation with the CoC Board, and updated as needed. The review will be completed each year in the summer/early fall and submitted to the Board for review at the December Board meeting.

ARTICLE 2: PROJECT-LEVEL PERFORMANCE MONITORING

WHY MONITOR PROJECT PERFORMANCE?

In addition to meeting the CoC's responsibilities as defined by the Interim Rule, project-level performance monitoring can help the CoC to achieve a number of objectives:

- Identify strengths and areas for improvement for each project
- Help the CoC to achieve system-wide goals by working with individual projects to improve their performance
- Identify areas where more training and technical assistance are needed
- Identify providers that exceed performance expectations who can provide peer-to-peer learning opportunities to both those that are struggling and to new providers
- Enhance transparency of the annual CoC NOFA project ranking process.

WHAT SHOULD BE MONITORED?

The monitoring criteria are broken down into five categories, which will be reviewed monthly by OHS Housing Analyst:

1) **Project performance:** These criteria contribute directly to the CoC's outcomes under HUD's System Performance Measures (discussed below) include:

a. Length of time homeless (for outreach, SSO, ES, TH)
b. Exits to/retention of permanent housing
c. Returns to homelessness
d. Increase in income

Responsible Party: OHS Housing Analyst

2) **HUD policy priorities:** Leading up to and since the enactment of the HEARTH Act in 2009, HUD has identified policy priorities that focus on ending homelessness.

The criteria that reflect the extent to which projects adhere to these policy priorities are:

- Working towards ending homelessness among the populations identified in the USICH plan to end homelessness, Home, Together. These are: Chronically Homeless, Families with Children, Youth, Veterans
- Serving households with highest severity of need and greatest length of time homeless
- Participating in CEA-BHRS
- Operating programs in accordance with Housing First principles
- Maximizing access to and enrollment in mainstream resources

Responsible Party: P3 - Performance Management Division

3) **Grant management:** Grantees are expected to be good stewards of public resources, using them efficiently, effectively, and in accordance with regulations.

The criteria that will be used to measure performance in these areas are:

- Utilization of Housing Units
- Timely drawdown of funds
- Expenditure of grant funds
- Timely APR Submission (CoC only, annually)
- Coordination with other Mainstream Resource Programs

Responsible Party: Housing Division - Analyst

4) **HMIS Data Quality:** Project performance and system performance measurements are only as good as the data that is entered into HMIS, the primary data source for performance measurement.

The criteria that will be used to measure HMIS Data Quality are:

- Timely data entry/updates, especially for those data elements that are used in calculating System Performance Measures:
  a) Entry and Exit date
  b) Income and Annual Assessment of Income
  c) Destination upon exit
  d) Percentage of null/missing values
  e) Percentage of client doesn't know/refused values

- Provide Data Quality Score Card available for agencies through their Housing Analyst to allow for discussion within the agency to address compliance requirements around data quality.

Responsible Party: OHS Housing Division in consultation with P3 - Performance Management Division

5) **CoC participation:** In order for providers to be well informed about community needs and program regulations as well as to provide input to other providers, it is critical that they participate in homeless planning activities.

The criteria that will be used to measure CoC participation are:

- Attendance at CoC meetings
- Attendance at trainings
- Participation in Committees

Responsible Party: P3 - Planning/Grants Unit

The specific calculations and data sources for each of these criteria and benchmarks for each are provided in the Project and System Performance Benchmarks sections of this Plan.

These criteria have been derived from previous uses of CoC NOFA scoring/ranking criteria for several reasons:
- Agencies that operate CoC-funded projects are familiar with and have previously discussed use of these criteria;
- Performance regarding many of the criteria can be evaluated through the use of HMIS data, and many of these indicators feed into HUD's System Performance Measures which were developed by HUD;

Monitoring of data available through HMIS will be monitored monthly to identify progress, concerns, and actions needed. CoC renewal project ranking will be conducted annually with points associated with each of the criteria to determine placement of each CoC funded in the Project Priority listing in the CoC application.

HOW WILL PROJECT PERFORMANCE MONITORING BE CONDUCTED?

Project level performance monitoring provides an opportunity for both the grantee/project sponsor and the CoC to identify how the project is performing at monthly intervals in comparison to the whole CoC and similar projects. As described in this plan, by reviewing performance on a monthly basis, projects will have the opportunity to make adjustments over the course of the year, rather than just when they are presented with the results of the annual renewal ranking.

Each project grantee/sponsor will be able to access a monthly "dashboard" report showing its outcomes in those monitoring criteria that are pulled from PhilaHMIS each month. The dashboard will provide a graph for each measure showing project-level performance and CoC-level performance for the most recently completed month and annual evaluation. Grantees can use this information to review program operations to identify areas needing improvement or request assistance from the CoC in addressing specific performance concerns.

In addition, OHS Housing Analyst and P3 – Performance Management Division will conduct the following review and technical assistance if necessary of the data generated on each performance measure in order to:

- Monitor changes in project performance
- Identify projects that are performing significantly below others
- Identify projects with very high-performance outcomes to provide peer-to-peer technical assistance to lower performing projects
- Identify possible data entry/data quality issues that are impacting performance outcomes
- Make recommendations to the CoC HUD Alignment Committee concerning projects to be targeted for a Quality Improvement Plan (QIP) as described below
- Report to the CoC HUD Alignment Committee on low performing projects and on patterns of performance that require a system level response as described in the System-wide Monitoring portion of this Plan.
- The Housing Analyst will then follow-up with grantees performing significantly below others to help resolve either data entry/quality issues or implementation issues.

In order to effectively monitor project performance, we will draw upon existing data collection sources. To ensure transparency, accountability and objectivity of the monitoring process, the specific data elements collected in each tool are provided in Project and System Performance Benchmarks section of this Plan. The following tools are:

1) **HMIS:** Reports generated through HMIS and comparable databases for DV providers. The HMIS contains the data necessary to run both project performance level and system performance level data. Reports can be run for

individual projects, specific measures, and by various subgroupings such as project type, population served, geographic areas, and others as identified by the OHS. (Note: the monitoring of these criteria for DV projects may need to be phased in if capability to produce these reports does not currently exist. In the meantime, DV providers will be asked to provide an APR each quarter.)

Frequency of Review: Monthly

2) **CEA-BHRS Module in HMIS:** There is a module in HMIS to capture information for Coordinated Entry and generate reports. The data that will be collected from Coordinated Entry will include: households referred to each project, referrals accepted/turned down, length of time from referral to housing placement, and average vulnerability score of those placed in the project through Coordinated Entry. The OHS will work with the CEA-BHRS Committee to identify other needed monitoring functions

Frequency of Review: Monthly

3) **Meeting Participation Records:** CoC Participation data will be provided by Committee Chairs and OHS Housing Division to be included in annual performance reports.

Frequency of Review: Annually as part of Ranking

4) **Project Admissions/Intake Policy:** Initially, in order to monitor Housing First, project admissions/intake policies will be reviewed to determine whether they include the following four Housing First Principles:
   - Are applicants allowed to enter the program without income?
   - Are applicants allowed to enter the program even if they aren't "clean and sober" or "treatment compliant"?
   - Are applicants allowed to enter the program even if they have a history of criminal justice system involvement?
   - Are service and treatment plans voluntary, such that tenants cannot be evicted for not following through?

Once CEA-BHRS is fully operational, measures from the CEA-BHRS module will be developed to determine ongoing compliance with these principles.

Frequency of Review: Annually

5) **Supplementary Data:** Supplementary data to be provided by grantees through other mechanisms, including additional fields in HMIS that they can populate. Supplementary data will include eLOCCS draw dates and amounts (from HUD Direct Grantees), as well as other data elements to be determined.

Frequency of Review: Annually

- Note: The CoC will contact HUD Office of Inspector General in cases where monitoring indicates malfeasance or illegal activity may have occurred.

HOW WILL THE PERFORMANCE MONITORING PLAN BE USED TO IMPROVE OUTCOMES?

Grantees are expected to use the reports available in HMIS to review their project performance and make adjustments to perform at their highest possible level on a regular basis. Those projects that are not adequately meeting performance standards will be required to complete a twelve-month Quality Improvement Plan (QIP). Using the thresholds described below, OHS will identify projects for which a QIP should be completed and present these recommendations to the CoC Board during regularly scheduled Board meetings. Upon approval from the Board, a representative from OHS P3 – Performance Management Division will in turn notify grantees of the specific areas in need of improvement using the QIP template. OHS Housing Analyst will be available to assist the grantee in the development of the QIP if necessary and to provide or identify resources for technical assistance. Upon the completion of the 12-month QIP, OHS will review outcomes to make a determination about QIP termination, continuation or other action and present this to the Board for approval.

Initiation of QIP: The determination of whether to recommend a project for a QIP will be triggered by the following:

- An outcome in the lowest 20% for similar ESG/CoC funded projects (program type, population served) at the end of the third quarter for 2 or more of the criteria listed below; or
- Drop in performance in 2 or more evaluation criteria over the course of 3 quarterly reports; or
- Year-end drop in performance in 2 or more criteria from the previous year; or
- At the discretion of OHS based on other performance concerns.

QIP Evaluation Criteria:

- Length of time homeless (for outreach, SSO, ES and TH)
- Exits/retention of permanent housing
- Returns to homelessness
- Increase in earned or non-employment income
- Severity of need
- Participation in Coordinated Entry
- Housing First
- Utilization rate of housing units
- Timely expenditure of funds

- Full utilization of funding
- Any of the following HMIS data quality areas entry/exit dates, income/annual assessment of income, destination upon exit, timeliness of data entry
  - Add % target goals

Contents of a QIP - a QIP will have the following components:

Initial plan for resolving each of the areas identified by the ~~Data Committee~~ Data Quality Unit including the timeline and specific steps to be followed

- Monthly update, to be reviewed by the OHS Housing Analyst, reporting:
  - Actions taken to resolve performance concerns
  - Barriers encountered in implementing the plan
  - Technical Assistance needed/provided to resolve performance concerns

High Risk Projects: Any project that has completed their QIP without sufficiently improving performance will be designated as High Risk, as determined by OHS P3 – Performance Management Division and approved by the CoC Board. OHS Housing Analyst will continue to oversee the project, which will receive more intensive monitoring. Actions to address High Risk Projects may include the following:

- Initial on-site/teleconference meeting to review compliance with relevant HUD regulations, using the HUD defined project monitoring tool for ESG and CoC as appropriate
- Recommendations for corrections with compliance issues
- Review of program implementation procedures to determine whether modifications are needed to improve outcomes
- Assistance with development of a revised QIP to address compliance and implementation issues identified
- Review of monthly reports from the agency followed by a debriefing teleconference

If performance does not improve, the project may be recommended for reallocation.

ARTICLE 3: SYSTEM-WIDE MONITORING

In addition to monitoring the performance of individual projects and agencies, the CoC must also develop a process to monitor the CoC's progress in ending homelessness through the analysis of the HUD specified System Performance Measures (SPMs). The CoC is also responsible for reporting to HUD on these SPMs and are scored on their strategy for and progress in improving their outcomes as part of the annual CoC competition which determines the availability of HUD funding.

WHY MONITOR SYSTEM-WIDE PERFORMANCE?

Helps the CoC Board to understand whether RTH is achieving the goals identified through the strategic planning process. In the Roadmap to Home these are:

- End Chronic Homelessness by 2022 (Functional Zero)
- Reduce homelessness among families with children by 50% by 2022
- Reduce homelessness among unaccompanied youth by 75% by 2022
- Reduce overall homelessness by 50% by 2022
- Reduce the length of time homeless to an average of 30 days
- Allow the CoC to identify strengths, areas for improvement and gaps in the system
- Provide the CoC with the information needed to make data-driven decisions about how funding is prioritized
- Help the CoC to identify trainings and technical assistance needs
- Assist the CoC with assessing which outside systems (mental health, health care, workforce, child welfare, justice, etc.) need to be further engaged
- Improve the CoC's competitiveness for receiving federal funds

AT WHAT LEVELS SHOULD THE SYSTEM BE MONITORED?

Measures will be analyzed across a variety of levels to determine the impact of different variables on outcomes. Analysis will occur according to:

- Geography: CoC, District (N, S, W, NE, Center City) or Zipcodes?
- Project type: Homeless Prevention (HP), Street Outreach (SO), Emergency Shelter (ES), Transitional Housing (TH), Rapid Rehousing (RRH), Permanent Supportive Housing (PSH), Supportive Services Only (SSO)
- Subpopulations served: adult-only households, adults with child households, veterans, chronic, youth, disabling conditions, age, severity of need, etc.

Understanding performance across these areas will enable the CoC Board to approve specific strategies within these subsets to address issues that are identified and to prioritize future funding opportunities.

WHAT ARE THE MEASURES THAT WILL BE MONITORED?

The CoC system-level monitoring will be based primarily on HUD's System Performance Measures (SPMs). These are clearly defined and now universally used to determine each CoC's progress in ending homelessness. Further the data can be generated by HMIS for both quarterly and year-round monitoring. Some measures are based only on CoC-funded projects, while others relate to the entire homeless services system, providing a broader look at how the CoC is progressing in meeting the goal of ending homelessness. While each of the seven SPMs are based on different data elements, they are all interrelated and when analyzed relative to each

other, they provide a good picture of system-level performance. The specific metrics for measuring each SPM is provided by HUD in their [System Performance Measures Guide](#).

The measures and benchmarks for Roadmap to Home are as follows:

Measure 1 - Length of Time Persons Remain Homeless: This measure is based on the average and median length of time people in the CoC spend in emergency shelter and transitional housing (unsheltered not currently included because of data limitations). This measure shows how quickly people are moving through the system from homelessness to housed.

Measure 2 - The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness: This measure provides the percentage of people who move from homelessness to permanent housing, but return to homelessness again within 6, 12, and 2 years. By looking at the programs or types of programs from which people are exiting and then returning to homelessness, the CoC can identify areas that need improvement in housing placement. The CoC can also look at the housing destinations that households are exiting to, as well as other data elements, in order to determine whether there are patterns of households returning to homelessness from these destinations.

Measure 3 - Number of Homeless Persons: This measure is based on two different data sources and metrics, the annual Point in Time Count and an annual count of all who use emergency shelter or transitional housing throughout the year as reported in HMIS.

Measure 4 - Employment and Income Growth for Homeless Persons in CoC Program- funded Projects: This measure, which looks at income at program entry compared to income at annual assessment or program exit, is based only on CoC-funded projects to determine the extent to which program participants increase their income. Income is measured as earned and from non-employment sources (such as people who are on SSI or SSDI). By analyzing this measure on an overall view point of those with earned versus non-earned income it allows for the CoC to track change. It is important to note that in some cases when a person who receives non-earned income obtains an earned income sources their overall income may be shown as a negative mark at time of review due to non-earned income subsidy adjustments.

Measure 5 - Number of Persons who Become Homeless for the First Time: For this measure, "first time homeless" means a person who has not been served by the homeless system in the two years prior to entry. This measure provides insight into the need for homeless prevention interventions as well as inflow into the system.

Measure 7 - Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing: This measure looks at those who move from an unsheltered situation to permanent housing through a street outreach program; households who move from the homelessness system (emergency shelter, transitional housing or rapid rehousing project) to permanent housing; and those living in permanent supportive housing and either remain in their housing or move to other permanent housing.

Additional measures should also be considered in order to place the SPMs in context, such as percentage of HMIS participating projects and data quality assessments.

HOW WILL WE MONITOR SYSTEM-WIDE PERFORMANCE?

OHS, the HMIS Lead Agency, will work to develop a "dashboard" as a way of providing information on CoC performance to CoC members and stakeholders. It is anticipated that this dashboard will provide a visual representation of the performance data in the form of charts or graphs. In addition, OHS will provide the project-level detail to determine whether specific projects or project types are impacting the outcomes.

These data reports will be reviewed and analyzed by the OHS Housing Analyst on a monthly basis to identify trends that may be hindering the CoC's ability to meet the goals specified in the strategic plan. Upon identification of trends that indicate the need for improved performance, the Housing Analysts and P3 – Performance Management Division will determine whether and which higher-level interventions are needed to address the identified issue(s) and make recommendations to the CoC Board for review and consideration. This may include policy changes, engagement of state or local government agencies, modifications to CEA-BHRS, recommendations for increases in resources for an activity, or other non-project specific intervention that will impact the system's ability to make homelessness rare, brief, and non-recurring.

Data and information will flow from the OHS Housing Division to OHS P3 – Performance Management Division for discussion and feedback to the Housing Analyst. The P3 – Performance Management Division will bring systems-level issues and concerns to the attention of the CoC Board for action.

ARTICLE 4: PROJECT AND SYSTEM PERFORMANCE BENCHMARKS

The Performance Benchmarks section of the Monitoring Plan consists of two parts -- one in narrative form and one in chart form. Both documents provide the following information: the most recently reported CoC systems level performance for each of the HUD defined System Performance Measures, the CoC annual goal for each performance measure and project-level benchmarks to enable the CoC to achieve its goals.

The initial baselines presented below are based on the FY2018 System Performance Measures (SPMs) submitted to HUD for the time range 10/1/2017 to 9/30/2018. The goals specified are based upon current performance data and look to improve or sustain performance. Data has been updated to show FY2016 – FY2018 System Performance Measures (SPMs) submitted to HUD for reoccurring time period of October 1st through September 30th of each year.

MEASURE 1: LENGTH OF TIME PERSONS REMAIN HOMELESS: (BED NIGHTS)

Persons in ES and SH:	FY2017	FY2018	Difference FY2017-18	FY2019	Difference FY2018-19
Average	155	126	-29	120	-6
Median	97	53	-44	50	-3

Persons in ES, SH and TH:	FY2017	FY2018	Difference FY2017-18	FY2019	Difference FY2018-19
Average	217	170	-47	153	-17
Median	142	73	-69	66	-7

CoC Goal for Measure 1:
The CoC's long range goal is that households move from homelessness to permanent housing within an average of 30 days. The CoC's five-year strategic plan includes a goal to reduce this average to 45 days or less. To achieve this five-year goal, the CoC will need an annual reduction of 10% each year over five years in the average number of days persons remain homeless.

CoC's Annual Goals for Measure 1 by project type:

Permanent Supportive Housing: Reduce the length of time between project entry into a program and successful housing placement.

Rapid Rehousing: Reduce the length of time between project entry and successful housing placement.

Transitional Housing: Reduce the length of time enrolled in a homeless project to an average number of days by 10%.

<u>Emergency Shelter:</u> Reduce the length of time enrolled in a homeless project to an average number of days by 10%.

<u>Supportive Services Only (other than Street Outreach and Coordinated Entry):</u> Households served by this type of an SSO program should move into permanent housing within an average of 30 days or less.

<u>Street Outreach:</u> NA – no HMIS Outreach data

MEASURE 2: THE EXTENT TO WHICH PERSONS WHO EXIT HOMELESSNESS TO PERMANENT HOUSING DESTINATIONS RETURN TO HOMELESSNESS.

Total Returns to Homelessness	SO	ES	TH	SH	PH	ALL
FY2018	2	825	858	46	449	2180
12 Months	1	27	13	1	2	44
2 Years	1	116	71	7	32	227
FY2019	26	1241	870	56	866	3059
12 Months	2	62	16	3	17	100
2 Years	11	272	111	14	105	513
Change FY2018-FY2019	24	416	12	10	417	879
12 Months	1	35	3	2	15	56
2 Years	10	156	40	7	73	286

MEASURE 3: NUMBER OF HOMELESS PERSONS

Point-In-Time	2017 PIT Count	2018 PIT Count	Difference 2017-18	2019 PIT Count	Difference 2018-19
Total	5,693	5,788	95	5,735	-53
Sheltered	4,737	4,705	-32	4,762	57
Emergency Shelter	3,275	3,420	145	3.565	145
Safe Haven	84	235	151	247	12
Transitional Housing	1,378	1,050	-328	950	-100
Unsheltered	956	1,083	127	973	-110
Unduplicated Annual Count Sheltered	9,649	12,100	2,451	14,064	1,964
Emergency Shelter	7,913	10,575	2,662	12,678	2,103
Safe Haven	214	559	345	681	122

Transitional Housing	2,090	1,677	-413	1,525	-152

MEASURE 4: EMPLOYMENT AND INCOME GROWTH FOR HOMELESS PERSONS IN COC PROGRAM-FUNDED PROJECTS

Increase in Income	2017	2018	Difference 2017-18	2019	Difference 2018-19
Adults who Increased Total Income	878	1,084	206	1,037	-47
Increased Earned Income	193	190	-3	193	3
Increased Non-employment Income	742	961	219	916	-45

MEASURE 5: NUMBER OF PERSONS WHO BECOME HOMELESS FOR THE FIRST TIME

First Time Homeless	# Persons Entering	# Persons w/No Prior Entry	Percent First Time Homeless
FY2018			
First Time Homeless – ES, SH and TH	10,418	8,209	78%
First Time Homeless – ES, SH, TH or PH	11,839	8,638	73%
FY2019			
First Time Homeless – ES, SH and TH	12,026	8,807	73%
First Time Homeless – ES, SH, TH or PH	13,258	9,402	71%
Difference FY2018-FY2019			
First Time Homeless – ES, SH and TH	1,608	598	37%
First Time Homeless – ES, SH, TH or PH	1,419	764	54%

MEASURE 7: SUCCESSFUL PLACEMENT FROM STREET OUTREACH AND SUCCESSFUL PLACEMENT IN OR RETENTION OF PERMANENT HOUSING

Exits to Permanent Housing	2017	2018	Difference 2017-18	2019	Difference 2018-19
Successful Exits – ES, SH, TH, RRH	1,981	2,317	336	2,672	355
Successful Exits/Retention – PSH	3,981	3,940	-41	3,834	-106

CALCULATIONS FOR PERFORMANCE MEASURES

PERFORMANCE BENCHMARKS FOR PROJECT-LEVEL PERFORMANCE BENCHMARKS:

Reduce the length of time homeless:
Calculation: Average number of days from RRH program entry date to permanent housing move-in date.

Exits to Permanent Housing:
Calculation: Number of households that moved into a permanent housing (PH) destination upon exit divided by the number of households who exited the program.

Exits to Permanent Housing/Retention of Permanent Housing:
Calculation: Number of households that moved into a permanent housing (PH) destination upon exit plus the number of households that remained in PSH divided by the number of households who exited the program plus those who remained in the program.

Returns to homelessness:
Calculation: Number of households who returned to ES, SH, TH, or Outreach within 12 months and 2 years divided by the number of households that exited to PH.

Increase Income:
Calculation: Number of adults that gained or increased income divided by the number of adults served by the program. Calculated for employment, non-employment and total cash income.