



## Program Models Chart

Technical Assistance Training Series  
June 26, 2015

---

---

---

---

---

---

---

---



### INTRODUCTIONS

**Presenters:**

Loren Seeger, Program Manager  
Amanda Borta, Program Manager  
Dave Thomas, Director of Programs

**You:**

- Name
- Agency, Your Role/Title, Project Types
- What you hope to learn today

---

---

---

---

---

---

---

---



### HOUSEKEEPING

- Training will be from 9:30am-11:30am
- Breaks
- Access to bathroom/keys
- Please be mindful of noise when entering/exiting room (close door)
- Questions

---

---

---

---

---

---

---

---



**OBJECTIVES**

**Participants will review and understand...**

- How the new Chicago Program Models Chart was established
- How to read and interpret the Program Models Chart
- How your project(s) connects to the Program Models Chart

---

---

---

---

---

---

---

---



**HISTORY- HUD**

- **HEARTH Act (2009)**
  - Uniform technical requirements for proper data collection in HMIS
  - CoC increase efficiency and effectiveness of coordination of provision of housing and services
- **Interim Rule (2011)**
  - Standardize Emergency Solutions Grant and CoC components
  - Ensure reporting requirements and data quality benchmarks are consistent and applied
- HUD released [System Performance Measures](#) as expectation for all CoCs

---

---

---

---

---

---

---

---



**SYSTEM PERFORMANCE MEASUREMENTS**

1. Length of time homeless
2. Returns to homelessness
3. Access/coverage (thoroughness in reaching persons who are homeless)
4. Overall reduction in number of persons who experience homelessness
5. Job and income growth for persons who are homeless
6. Reduction in first time homeless

---

---

---

---

---

---

---

---



### HISTORY- CHICAGO

- [Chicago Plan 2.0: A Home for Everyone \(2012\)](#)
- Plan Advisory Council

<b>1</b>	<b>THE CRISIS RESPONSE SYSTEM</b> Create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.
<b>2</b>	<b>ACCESS TO STABLE AND AFFORDABLE HOUSING</b> Create and maintain stable and affordable housing for households who are experiencing or at risk of homelessness.
<b>3</b>	<b>YOUTH HOMELESSNESS</b> Create a comprehensive, developmentally appropriate menu of services for youth who experience homelessness in order to prevent families from becoming the next generation of homeless adults.
<b>4</b>	<b>EMPLOYMENT</b> Provide meaningful and sustainable employment opportunities for people experiencing or most at risk of homelessness.
<b>5</b>	<b>ADVOCACY AND CHOICE ENGAGEMENT</b> Engage all of Chicago in a robust plan that creates a path to securing a home for everyone in our community.
<b>6</b>	<b>CROSS-SYSTEMS INTEGRATION</b> Work across public and private systems of care to ensure ending homelessness is a shared priority.
<b>7</b>	<b>STRONG COORDINATION</b> Ensure a strong homeless assistance system capable of implementing Plan 2.0 goals and HEARTH Act performance standards.

---

---

---

---

---

---

---

---

---

---

---



### HISTORY- CHICAGO

- System Performance Goals Task Group (SPGTG)
  - 2010 PMC needed to be updated
  - Reviewed HMIS benchmark data, HUD expectations, *Dimensions of Quality Supportive Housing*, community dialogue
  - New PMC was approved in December 2014
  - First year will identify if reasonable
    - System Performance & Evaluation Committee will revise

---

---

---

---

---

---

---

---

---

---

---



### ...BUT WHY?

- Ensure common understanding of system intent and goals
- Understand why individual programs result in positive change for persons served (outcomes)
- Understand how individual programs impact overall CoC performance
- Understand how well CoC prevents and ends homelessness
- Identify areas for improvement

---

---

---

---

---

---

---

---

---

---

---

[https://www.hudexchange.info/resources/documents/PerfReassuranceHomelessSystems\\_Presentation.pdf](https://www.hudexchange.info/resources/documents/PerfReassuranceHomelessSystems_Presentation.pdf)



**Permanent Housing (PH)**

Housing that is coupled with supportive services that are voluntary and appropriate to the needs and preferences of residents.

**Essential elements of the this program model include:**

- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program
- Programs will not impose time limits (unless noted within the program type program description)
- Housing must include subsidies or subsidy resources and services (services and subsidies may vary by program)
- Programs can operate on a project-based or scattered-site model
- Programs must follow the designated Central Referral System and/or Coordinated Access process for program referrals
- Projects should align with the [Dimensions of Quality Supportive Housing](#)

Program Type	Program Description	Essential Program Type Elements	Expected Outcomes	System Outcomes
Permanent Supportive Housing (PSH)	<p><b>Target Population</b></p> <ul style="list-style-type: none"> <li>- Persons who are literally homeless*</li> <li>- May be required to serve households with a family member with a disability (disability requirement based on subsidy source requirements)</li> </ul> <p><b>Time Frame</b></p> <ul style="list-style-type: none"> <li>- No time limits</li> </ul>	<p>Participants have at least one year leases</p> <p><b>Project-based Services</b></p> <ul style="list-style-type: none"> <li>- Permanent housing property management</li> <li>- Case management must be offered on site</li> <li>- Property management and case management must be separate entities</li> </ul> <p><b>Scattered-site Services</b></p> <ul style="list-style-type: none"> <li>- Case management may be offered on-site at housing unit or at community-based location, but must be available at housing unit if clinically needed</li> </ul>	<ul style="list-style-type: none"> <li>- 85% of participants will remain permanently housed for 12 months</li> <li>- 80% of participants who exit program to enter Permanent Housing</li> <li>- 85% of participants without a source of reportable income at program entry will obtain cash benefits</li> <li>- 85% of participants without a source of reportable income at program entry will obtain non-cash benefits</li> <li>- 85% of participants will maintain/increase benefits, employment or a combination of both</li> <li>- 50% of households served will move into housing within 30 days of CRS referral to agency (date household is</li> </ul>	<p>The expected outcomes for this program type contribute to the following system outcomes:</p> <ul style="list-style-type: none"> <li>- Reduce length of homelessness</li> <li>- Reduce recidivism</li> <li>- Increase employment &amp; income</li> <li>- Reduce overall number of households experiencing homelessness in Chicago</li> </ul>

Chicago Plan 2.0: A Home for Everyone, Program Models Chart Approved December 2014 6



**PROGRAM DESCRIPTION**

Program Description
<p><b>Target Population</b></p> <ul style="list-style-type: none"> <li>- Persons who are literally homeless*</li> <li>- May be required to serve households with a family member with a disability (disability requirement based on subsidy source requirements)</li> </ul> <p><b>Time Frame</b></p> <ul style="list-style-type: none"> <li>- No time limits</li> </ul>

- Brief narrative of Program Type for further clarification
- Target populations
- Time frame

**Permanent Housing (PH)**

Housing that is coupled with supportive services that are voluntary and appropriate to the needs and preferences of residents.

**Essential elements of the this program model include:**

- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program
- Programs will not impose time limits (unless noted within the program type program description)
- Housing must include subsidies or subsidy resources and services (services and subsidies may vary by program)
- Programs can operate on a project-based or scattered-site model
- Programs must follow the designated Central Referral System and/or Coordinated Access process for program referrals
- Projects should align with the [Dimensions of Quality Supportive Housing](#)

Program Type	Program Description	Essential Program Type Elements	Expected Outcomes	System Outcomes
Permanent Supportive Housing (PSH)	<p><b>Target Population</b></p> <ul style="list-style-type: none"> <li>- Persons who are literally homeless*</li> <li>- May be required to serve households with a family member with a disability (disability requirement based on subsidy source requirements)</li> </ul> <p><b>Time Frame</b></p> <ul style="list-style-type: none"> <li>- No time limits</li> </ul>	<p>Participants have at least one year leases</p> <p><b>Project-based Services</b></p> <ul style="list-style-type: none"> <li>- Permanent housing property management</li> <li>- Case management must be offered on site</li> <li>- Property management and case management must be separate entities</li> </ul> <p><b>Scattered-site Services</b></p> <ul style="list-style-type: none"> <li>- Case management may be offered on-site at housing unit or at community-based location, but must be available at housing unit if clinically needed</li> </ul>	<ul style="list-style-type: none"> <li>- 85% of participants will remain permanently housed for 12 months</li> <li>- 80% of participants who exit program to enter Permanent Housing</li> <li>- 85% of participants without a source of reportable income at program entry will obtain cash benefits</li> <li>- 85% of participants without a source of reportable income at program entry will obtain non-cash benefits</li> <li>- 85% of participants will maintain/increase benefits, employment or a combination of both</li> <li>- 50% of households served will move into housing within 30 days of CRS referral to agency (date household is</li> </ul>	<p>The expected outcomes for this program type contribute to the following system outcomes:</p> <ul style="list-style-type: none"> <li>- Reduce length of homelessness</li> <li>- Reduce recidivism</li> <li>- Increase employment &amp; income</li> <li>- Reduce overall number of households experiencing homelessness in Chicago</li> </ul>

Chicago Plan 2.0: A Home for Everyone, Program Models Chart Approved December 2014 6



### Permanent Housing (PH)

Housing that is coupled with supportive services that are voluntary and appropriate to the needs and preferences of residents.

#### Essential elements of the this program model include:

- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program
- Programs will not impose time limits (unless noted within the program type program description)
- Housing must include subsidies or subsidy resources and services (services and subsidies may vary by program)
- Programs can operate on a project-based or scattered-site model
- Programs must follow the designated Central Referral System and/or Coordinated Access process for program referrals
- Projects should align with the Dimensions of Quality Supportive Housing

Program Type	Program Description	Essential Program Type Elements	Expected Outcomes	System Outcomes
Permanent Supportive Housing (PSH)	<b>Target Population</b> - Persons who are chronically homeless - May be required to serve households with a family member with a disability (disability requirement based on subsidy source requirements) <b>Time Frame</b> - No time limits	<b>Participants</b> have at least one year leases <b>Project-based Services</b> - Permanent housing property management - Case management must be offered on site - Property management and case management must be separate entities <b>Scattered-site Services</b> - Case management may be offered on-site at housing unit or at community-based location, but must be available at housing unit if clinically needed	- 85% of participants will remain permanently housed for 12 months - 80% of participants who exit program to enter Permanent Housing - 85% of participants without a source of reportable income at program entry will obtain cash benefits - 85% of participants without a source of reportable income at program entry will obtain non-cash benefits - 85% of participants will maintain/increase benefits, employment or a combination of both - 50% of households served will move into housing within 30 days of CRS referral to agency (date household is	The expected outcomes for this program type contribute to the following system outcomes: - Reduce length of homelessness - Reduce recidivism - Increase employment & income - Reduce overall number of households experiencing homelessness in Chicago

Chicago Plan 2.0: A Home for Everyone, Program Models Chart

Approved December 2014



## SYSTEM OUTCOMES

#### System Outcomes

The expected outcomes for this program type contribute to the following system outcomes:

- Reduce length of homelessness
- Reduce recidivism
- Increase employment & income
- Reduce overall number of households experiencing homelessness in Chicago

- Look familiar...?
- Highlights System Performance Outcomes & Plan 2.0
- Breakdown of Outcomes Chart

	CoC System Performance Outcomes				Youth-specific Outcomes				
	Reduce length of time homeless	Reduce recidivism	Increase employment and income	Reduce the number of time homeless	Reduce overall number of homeless in Chicago	Stable housing	Permanent connections	Education and employment	Safety and well-being
<b>Program Models</b>									
Permanent Housing	x	x	x		x	x	x	x	x
Respite				x					
Emergency Shelter	x	x			x	x	x	x	x
Special Housing	x	x	x		x	x	x	x	x
Residential Housing		x	x		x	x	x	x	x
Specialized Services	x	x	x		x				
<b>Indicators</b>									
Length of time in housing	x	x		x		x			
Out to more stable housing	x			x		x			x
Out to permanent housing	x			x		x			x
Recidivism		x	x						
Residential employment		x	x						
Length of time in housing decreased	x								
Increased connection to services		x					x		
Increased employment			x					x	x
Length of stay		x						x	x
Participant's knowledge						x		x	
Respite services									



QUESTIONS?

---

---

---

---

---

---

---

---



IMPLEMENTED BY:  
DFSS

Program Model	Performance Measure	Example of acceptable documentation	Additional Comments
DFSS (Direct Support)	80% of participants with a documented benefit of a service.	Example: Photo, dated 1/20/15, of participant with a copy of their benefit statement.	This includes any open ended, signed by the participant, that states that they are receiving the benefit.
DFSS (Direct Support)	80% of participants with a documented benefit of a service.	Example: Photo, dated 1/20/15, of participant with a copy of their benefit statement.	This includes any open ended, signed by the participant, that states that they are receiving the benefit.
DFSS (Direct Support)	80% of participants with a documented benefit of a service.	Example: Photo, dated 1/20/15, of participant with a copy of their benefit statement.	This includes any open ended, signed by the participant, that states that they are receiving the benefit.
DFSS (Direct Support)	80% of participants with a documented benefit of a service.	Example: Photo, dated 1/20/15, of participant with a copy of their benefit statement.	This includes any open ended, signed by the participant, that states that they are receiving the benefit.

---

---

---

---

---

---

---

---



IMPLEMENTED BY:  
COC

chicago alliance  
making homelessness history

2015 HUD CoC Competition Evaluation Instrument - Project Component  
Must be completed by ALL CoC-eligible projects within the Chicago CoC by SPR February 20, 2015.

ALL PROJECT TYPES: 18 Points

1. What percentage of consumers who were served through the project had employment income?  
Oversee will be scored using data from HUD's HUD CoC AFR. Please reference the attached instruction manual.

Points by Percentage

4 points	80%
3 points	70%
2 points	60%
1 point	50%
0 points	40%

---

---

---

---

---

---

---

---





### HOW DO I FIND THESE DATA? DATA QUALITY REPORTS

- 1. HUD CoC APR 0625** – This data quality report facilitates the extraction of data for the completion of the CoC APR. A companion ART report, 0631, provides details to assist in addressing data quality issues. This report should be run once a month at a minimum to confirm that complete and accurate data is being properly recorded in ServicePoint.
- 2. HUD CoC APR Detail 0631** – This funding report is a companion to report 0625 and displays the details behind the CoC APR report. This report consists of several tabs, each tab focusing on specific portions of the CoC data. The report also includes features to assist in data quality monitoring

---

---

---

---

---

---

---

---

---

---



### UNDERSTANDING THE APR

- Tab A: Data Quality
- Tab B: Persons and Households Served
- Tab D: Gender
- Tab E: Age, Race, and Ethnicity
- Tab F: Disabling Conditions and DV History
- Tab G: Prior Living Situation
- Tab H: Veteran Status, Physical and Medical Health Condition Types

- Tab I: Cash Income (Leavers vs. Stayers)**
- Tab J: Cash Income Types (Leavers vs. Stayers)**
- Tab K: Non Cash Benefits Types (Leavers vs. Stayers)**
- Tab L: Length of Stay (Leavers vs. Stayers)**
- Tab M: Destinations Among Leavers**

---

---

---

---

---

---

---

---

---

---



### TAB I: CASH INCOME (LEAVERS vs. STAYERS)

Reports Income

Cash Income Range	By cash income range			By cash income category			
	Number of Adults Income at Entry	Income at Leaver Follow- up for Stayers	Income at Exit for Leavers	Adults Number of Adults By Income Category	Adults at Entry	Adults at Leaver Follow- up (Stayer)	Adults at Exit (Leavers)
No Income	2	1	0	Adults with Only Earned Income	0	0	1
\$1 - \$100	0	0	0	Adults with Only Other Income	10	4	3
\$101 - \$200	0	1	0	Adults with Both Earned Income and Other Income	2	1	5
\$201 - \$500	3	1	0	Adults with No Income Information	2	1	0
\$501 - \$1,000	0	2	0	Adults with DK/R Income Information	0	0	0
\$1,001 - \$1,500	1	0	4	Adults with Missing Income Information	0	4	0
\$1,501 - \$2,000	1	1	1	Total Adults	19	10	9
\$2,001 +	4	0	4	Adults with income information at Entry and Follow-up Exit		5	5
Don't Know/Refused	0	0	0				
Information Missing	0	4	0				
<b>Total</b>	<b>10</b>	<b>10</b>	<b>9</b>				

---

---

---

---

---

---

---

---

---

---







### Retention of Permanent Housing



**Measure:** Increase the number of people who maintain permanent housing

**Results:** Since 2013, 98% of people in permanent supportive housing have remained in their housing or found alternative permanent housing.

**Strategies:** To improve our outcomes, we will:

- Use the Central Referral System for permanent supportive housing and permanent housing with short-term supports to ensure households are linked to the appropriate housing interventions

Jan-Mar '11 620 Persons 877 Persons 138 Persons 822 Persons 1377 Persons 1454 Persons 1483 Persons 1381 Persons 1310 Persons

© 2013 Chicago. Thanks to JPMorgan Chase for its support in identifying and reporting general information. Use 10411 and 10412 to calculate in alignment with the HUD Section 811(b)(2)(B) Audit

---

---

---

---

---

---

---

---

---

---

---

---



# How can we meet these benchmarks?

---

---

---

---

---

---

---

---

---

---

---

---



QUESTIONS?

---

---

---

---

---

---

---

---

---

---

---

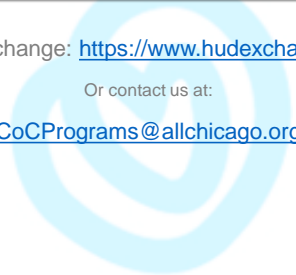
---

 **Resources**

HUD Exchange: <https://www.hudexchange.info/>

Or contact us at:

[CoCPrograms@allchicago.org](mailto:CoCPrograms@allchicago.org)



---

---

---

---

---

---

---