

HUD System Performance Measures

Illinois TA Discussion Series
October 3, 2017



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Today's Agenda



Introductions

Who we are, about the Illinois TA Discussion Series, and additional information about available technical assistance



HUD Updates

Recent news and reminders from the U.S. Department of Housing and Urban Development



HUD System Performance Measures

The purpose and utility of performance measurement; the necessary prerequisites; understanding and using the HUD System Performance Measures



Discussion and Next Steps

Participant-driven discussion of HUD System Performance Measures and planning upcoming sessions in the Illinois TA Discussion Series



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Introductions

- Who We Are (and What We Do)
- About the Illinois TA Discussion Series
- Other Technical Assistance Available



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Who We Are (and What We Do)



- **Patrick Wigmore** and **Matt Olsson** serve as HUD technical assistance providers for HomeBase, a San Francisco-based nonprofit public interest law firm dedicated to the social problem of homelessness
- We work at the federal, state, and local levels to support communities in implementing responses to homelessness while fostering collaboration in addressing the socioeconomic causes of homelessness



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About the Illinois TA Discussion Series

- **Monthly** peer-to-peer and capacity building discussion series
- Each session will cover an important **systems-level topic**
- HomeBase will provide an **overview of the topic**, including national best practices, and facilitate a **participant-driven discussion** of the challenges faced in Illinois CoCs



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Other Technical Assistance Available

- HomeBase is available on an ongoing basis to provide **individualized technical assistance** to Illinois CoCs on the discussion topic or other challenges facing your CoCs
- For more information or technical assistance, **please contact** either:
 - Patrick Wigmore: patrick@homebaseccc.org or (415) 788-7961 x328; or,
 - Matt Olsson: matt@homebaseccc.org or (415) 788-7961 x314



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HUD Updates

- Recent News and Reminders from the U.S. Department of Housing and Urban Development



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HUD
Chicago Field Office



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HUD System Performance Measures

- Purpose and Utility of Performance Measurement
- Necessary Prerequisites of Performance Measurement
- Understanding and Using the HUD System Performance Measures



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What is System Performance Measurement?

- **System Performance Measures:** System performance measures are quantifiable metrics designed to evaluate the impact that the overall homeless response system has on the homeless population
- **Basis for Decision-Making:** Access to reliable, valid data is necessary to make the informed choices necessary to guide planning processes, prioritize limited resources, or measure performance in a manner designed to increase the likelihood of preventing and ending homelessness
- **HUD Measures:** HUD has developed and released a set of seven system performance measures designed to assist both HUD and communities in measuring the overall impact of each CoC in preventing and ending homelessness within its jurisdiction
- **Applicability:** Though a few of the measures are specific to CoC-funded projects, the majority incorporate data from all HIMS-participating projects in order to ensure that the measures provide a snapshot of system-level performance, regardless of the primary funding source of any individual project



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What is Data Quality?

"Data quality" refers to the reliability and validity of client-level data as collected and maintained in the HMIS



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What is Data Quality?

"Data quality" refers to the reliability and validity of client-level data as collected and maintained in the HMIS

Timely

Timeliness:

Data should be entered into HMIS within a prescribed period of time after collection



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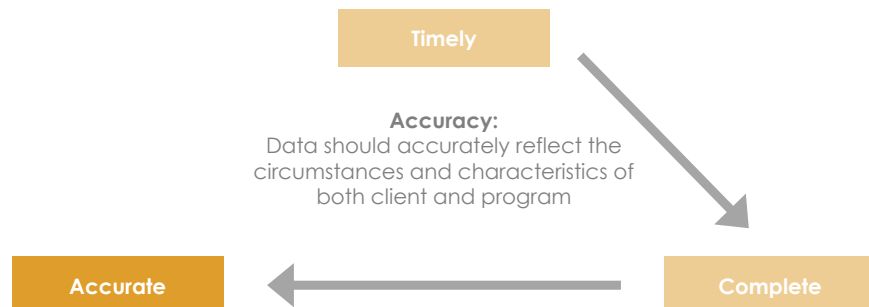
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What is a Data Quality Plan?

Every CoC should develop and implement a Data Quality Plan that:



Responsibilities

Identifies the **responsibilities of all parties** within the CoC that affect data quality (including the HMIS Lead, participating projects, etc.)



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What is a Data Quality Plan?

Every CoC should develop and implement a Data Quality Plan that:



Responsibilities



Benchmarks

Establishes **specific data quality benchmarks** for timeliness, completeness, and accuracy



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What is a Data Quality Plan?

Every CoC should develop and implement a Data Quality Plan that:



Describes the **procedures that the HMIS Lead will take to implement the Plan and monitor progress** to meet data quality benchmarks



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What is a Data Quality Plan?

Every CoC should develop and implement a Data Quality Plan that:



Establishes a **timeframe for implementation** to monitor data quality on a regular basis



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What is HMIS Bed Coverage?

“HMIS Bed Coverage” refers to the proportion of homeless beds within a community that participate in the HMIS

Calculation:

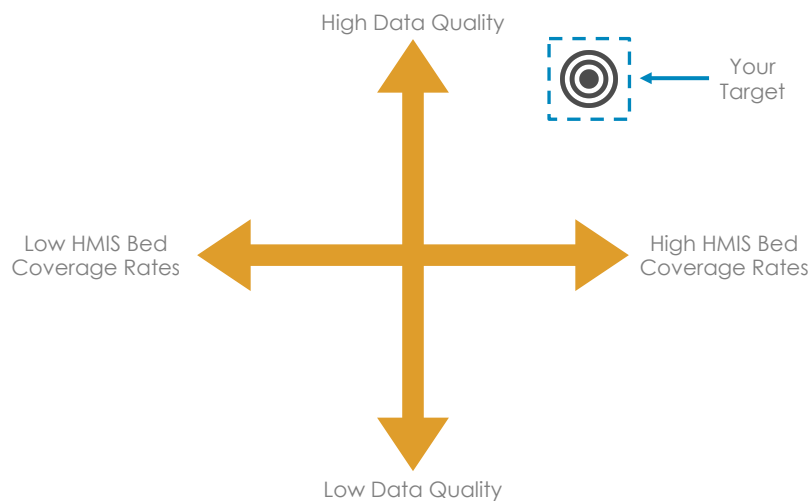
Number of Year-Round Beds Located in HMIS-Participating Projects

Number of Year-Round Beds – Number of Year-Round Domestic Violence Beds



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Intersection: Breadth vs. Depth



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Impact of Data Quality and Bed Coverage

1

Extrapolation

Allows for reliable extrapolation, enhancing the community's understanding of the overall size, demographic makeup, and needs of the homeless population

2

3

4

5

6



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Impact of Data Quality and Bed Coverage

1

Extrapolation

2

Strategic Planning

Facilitates strategic planning to maximize the efficient allocation of resources and the impact of each organization or project's particular interests and/or skill sets

3

4

5

6



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Impact of Data Quality and Bed Coverage

- 1 Extrapolation
- 2 Strategic Planning
- 3 Collaboration**
Fosters interagency collaboration and cooperation, including by using technology to simplify daily intake, check-in, assessment, and tracking of services over time
- 4
- 5
- 6

Impact of Data Quality and Bed Coverage

- 1 Extrapolation
- 2 Strategic Planning
- 3 Collaboration
- 4 Streamlining**
Streamlines client access to appropriate and needed services through the implementation of a coordinated entry system
- 5
- 6

Impact of Data Quality and Bed Coverage

- 1 Extrapolation
- 2 Strategic Planning
- 3 Collaboration
- 4 Streamlining
- 5 Competitiveness**
Increases community competitiveness in Federal funding competitions, thereby increasing the total amount of resources available to the homeless population within the CoC's jurisdiction
- 6



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Impact of Data Quality and Bed Coverage

- 1 Extrapolation
- 2 Strategic Planning
- 3 Collaboration
- 4 Streamlining
- 5 Competitiveness
- 6 Reporting Capacity**
Increases overall reporting capacity to provide data needed to support grant applications, fundraising efforts, and community engagement designed to advocate on behalf of the homeless population



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General Principles of HUD System Performance Measures

1

System Focus

No single project can have a major impact on overall measures – collaboration and cooperation are vital to improvement



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General Principles of HUD System Performance Measures

1

System Focus

No single project can have a major impact on overall measures – collaboration and cooperation are vital to improvement

2

Sequential Progress

Most metrics are designed to encourage improvement over time



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General Principles of HUD System Performance Measures

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System Focus

No single project can have a major impact on overall measures – collaboration and cooperation are vital to improvement

2

Sequential Progress

Most metrics are designed to encourage improvement over time

3

Intersection with Data Quality

Useful performance measurement requires access to complete, accurate, and timely data to present a valid representation of overall system performance



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General Principles of HUD System Performance Measures

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Intersection with Data Quality

Useful performance measurement requires access to complete, accurate, and timely data to present a valid representation of overall system performance

4

Multiple Metrics

Most measures contain a small set of metrics (1.1, 1.2, etc.), each of which is a minor variation on an overall theme



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Measure 1

Length of Time Persons Remain Homeless



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Measure 1: Overview

What does it measure?

Measure 1 looks at the average and median length of time that people spend in homeless situations and then looks to see if that time period is getting shorter, staying the same, or getting longer



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Measure 1: Overview

What does it measure?

Measure 1 looks at the average and median length of time that people spend in homeless situations and then looks to see if that time period is getting shorter, staying the same, or getting longer

Why is it important?

One of the most critical signs that your homeless response system is working efficiently is that people who experience homelessness are able to move quickly into a permanent housing situation



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Measure 1: Metric(s)

- **Metric 1.1:** Change in the average and median length of time persons are homeless in emergency shelter and safe haven projects
- **Metric 1.2:** Change in the average and median length of time persons are homeless in emergency shelter, safe haven, and transitional housing projects



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Measure 1: Utility

Using Measure 1

Review regularly at a local level to see how quickly people are moving through your system

This measure is particularly useful for informing system planning efforts since it looks across all emergency homeless interventions



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Measure 1: Utility

Using Measure 1

Review regularly at a local level to see how quickly people are moving through your system

This measure is particularly useful for informing system planning efforts since it looks across all emergency homeless interventions

Potential Actions to Improve

Effective prioritization (of chronically homeless persons) will lead to declining average lengths of time homeless over time



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Measure 2

The Extent to Which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness



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Measure 2: Overview

What does it measure?

Measure 2 looks at the percentage of persons that exit to permanent housing destinations and return to homelessness within 6 to 12 months (Measure 2a) and 24 months (Measure 2b)



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Measure 2: Overview

What does it measure?

Measure 2 looks at the percentage of persons that exit to permanent housing destinations and return to homelessness within 6 to 12 months (Measure 2a) and 24 months (Measure 2b)

Why is it important?

Ending homelessness (by exiting people to permanent housing destinations) is the core requirement to reducing overall homelessness within your community



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Measure 2: Metric(s)

- **Metric 2a.1:** Returns to street outreach, emergency shelter, safe haven, and transitional housing projects after exits to permanent housing destinations (within 6-12 months)
- **Metric 2a.2:** Returns to street outreach, emergency shelter, safe haven, transitional housing, and permanent housing projects after exits to permanent housing destinations (within 6-12 months)
- **Metric 2b.1:** Returns to street outreach, emergency shelter, safe haven, and transitional housing projects after exits to permanent housing destinations (within 2 years)
- **Metric 2b.2:** Returns to street outreach, emergency shelter, safe haven, transitional housing, and permanent housing projects after exits to permanent housing destinations (within 2 years)



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Measure 2: Utility

Using Measure 2

Review at a local level to see how well individual projects are placing people into permanent housing and how well the system is supporting people once they've exited



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Measure 2: Utility

Using Measure 2

Review at a local level to see how well individual projects are placing people into permanent housing and how well the system is supporting people once they've exited

Potential Actions to Improve

Adjust placement processes, administration of follow-up services, etc. based on the results of your local analysis



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Measure 3

Number of Homeless Persons



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Measure 3: Overview

What does it measure?

Measure 3 looks at changes to the total number of homeless persons in your CoC by looking at data from both the PIT count and HMIS



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Measure 3: Overview

What does it measure?

Measure 3 looks at changes to the total number of homeless persons in your CoC by looking at data from both the PIT count and HMIS

Why is it important?

Reducing the overall number of people experiencing homelessness is the most important measure of a community's success in preventing and ending homelessness



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Measure 3: Metric(s)

- **Metric 3.1:** Change in the PIT count of sheltered and unsheltered homeless persons
- **Metric 3.2:** Change in annual count of sheltered homeless persons in HMIS



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Measure 3: Utility

Using Measure 3

Review at a local level to better understand how many people are experiencing homelessness in your community and compare counts with available resources to realign or develop additional resources as necessary



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Measure 3: Utility

Using Measure 3

Review at a local level to better understand how many people are experiencing homelessness in your community and compare counts with available resources to realign or develop additional resources as necessary

Potential Actions to Improve

Realign resources as necessary, including by component type



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Measure 4

Employment and Income Growth for Homeless Persons in CoC Program-Funded Projects



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Measure 4: Overview

What does it measure?

Measure 4 looks at the extent to which participants in CoC Program-funded projects increase employment and other forms of cash income

Note that this does not include non-cash income sources, such as SNAP



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Measure 4: Overview

What does it measure?

Measure 4 looks at the extent to which participants in CoC Program-funded projects increase employment and other forms of cash income

Note that this does not include non-cash income sources, such as SNAP

Why is it important?

Maximizing the cash income to participants and system leavers means they're better able to stay in housing



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Measure 4: Metric(s)

- **Metric 4.1:** Change in employment income during the reporting period for system stayers
- **Metric 4.2:** Change in non-employment cash income during the reporting for system stayers
- **Metric 4.3:** Change in total cash income during the reporting period for system stayers
- **Metric 4.4:** Change in employment income from entry to exit for system leavers
- **Metric 4.5:** Change in non-employment cash income from entry to exit for system leavers
- **Metric 4.6:** Change in total cash income from entry to exit for system leavers



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Measure 4: Utility

Using Measure 4

Review at a local level to better understand how your system is doing at helping clients gain income, by looking at performance as related to the various component and benefit types



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Measure 4: Utility

Using Measure 4

Review at a local level to better understand how your system is doing at helping clients gain income, by looking at performance as related to the various component and benefit types

Potential Actions to Improve

Realign resources as necessary, including by component type

Implement training to ensure that all clients are accessing all benefits for which they are eligible

Set local targets for different project types, depending on expected outcomes



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Measure 5

Number of Persons Who Become Homeless for the First Time



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Measure 5: Overview

What does it measure?

Measure 5 looks at the rate of first-time homelessness within your CoC

Note that it does so by looking at persons who have not been served by your community's homeless system in the two years prior to an entry into that system



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Measure 5: Overview

What does it measure?

Measure 5 looks at the rate of first-time homelessness within your CoC

Note that it does so by looking at persons who have not been served by your community's homeless system in the two years prior to an entry into that system

Why is it important?

Ending homelessness requires not just ensuring that all currently homeless people are stably housed and do not return to homelessness but also reductions in the number of people who become homeless in the first place through successful prevention



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Measure 5: Metric(s)

- **Metric 5.1:** Change in the number of homeless persons in emergency shelter, safe haven, and transitional housing projects with no prior enrollments in HMIS
- **Metric 5.2:** Change in the number of homeless persons in emergency shelter, safe haven, transitional housing, and permanent housing projects with no prior enrollments in HMIS



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Measure 5: Utility

Using Measure 5

Review at a local level to better understand how people are moving into and out of the system over time (particularly in combination with Measures 2 and 3), and evaluate the performance of homelessness prevention projects



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Measure 5: Utility

Using Measure 5

Review at a local level to better understand how people are moving into and out of the system over time (particularly in combination with Measures 2 and 3), and evaluate the performance of homelessness prevention projects

Potential Actions to Improve

Realign resources as necessary, including by devoting additional resources to homelessness prevention



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Measure 6

Homelessness Prevention and Housing Placement
of Persons Defined by Category 3 of HUD's Homeless
Definition in CoC-Funded Projects



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Measure 6: Overview

What does it measure?

Measure 6 looks at the percentage of persons that are homeless under other federal laws that return to homelessness (Measure 6a and 6b) and exit to or retain permanent housing (Measure 6c) from CoC-funded projects



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Measure 6: Overview

What does it measure?

Measure 6 looks at the percentage of persons that are homeless under other federal laws that return to homelessness (Measure 6a and 6b) and exit to or retain permanent housing (Measure 6c) from CoC-funded projects

Why is it important?

Only CoC applicants that have exercised the authority and been approved by HUD to serve families with children and youth defined as homeless under other federal laws are required to complete Measure 6

No CoC has been approved



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Measure 7

Successful Placement from Street Outreach



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Measure 7: Overview

What does it measure?

Measure 7 looks at the success of street outreach projects in placing people experiencing homelessness into housing, as well as the success projects have at exiting clients to (or retaining placement in) permanent housing



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Measure 7: Overview

What does it measure?

Measure 7 looks at the success of street outreach projects in placing people experiencing homelessness into housing, as well as the success projects have at exiting clients to (or retaining placement in) permanent housing

Why is it important?

Effective homeless response systems must successfully move clients from the street, or from sheltered situations, to permanent housing in order to end homelessness



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Measure 7: Metric(s)

- **Metric 7a.1:** Change in placements to permanent housing destinations, temporary destinations (except places not meant for human habitation), and institutional destinations (except jails and prisons) from street outreach
- **Metric 7b.1:** Change in overall exits to permanent housing destinations
- **Metric 7b.2:** Change in exits to or retention of permanent housing from permanent housing programs (except RRH)



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Measure 7: Utility

Using Measure 7

Review at a local level to evaluate the performance of street outreach in directing clients to assistance, of other projects in moving clients into permanent housing, and of permanent housing projects in helping clients maintain permanent housing (either through successful exits or remaining in the project)



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Measure 7: Utility

Using Measure 7

Review at a local level to evaluate the performance of street outreach in directing clients to assistance, of other projects in moving clients into permanent housing, and of permanent housing projects in helping clients maintain permanent housing (either through successful exits or remaining in the project)

Potential Actions to Improve

Set targets to improve placement in and retention of permanent housing

Look at performance by project type to see if there is an area that needs additional focus, such as improving housing retention capacity of permanent supportive housing projects



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Additional Resources

HUD has released extensive resources regarding the background and implementation of the system performance measures that are publicly accessible:

- **Introductory Guide:** <https://www.hudexchange.info/resource/3894/system-performance-measures-introductory-guide/>
- **Training Videos:** <https://www.hudexchange.info/training-events/system-performance-measures/>
- **Tools (incl. Programming Specifications and Table Shells):** <https://www.hudexchange.info/resource/4483/system-performance-measures-tools/>
- **HMIS Review Handout:** <https://www.hudexchange.info/resource/5081/system-performance-measures-hmis-review-handout/>
- **Frequently Asked Questions:** <https://www.hudexchange.info/resource/5075/system-performance-measures-faqs/>



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Discussion and Next Steps

- Resources for Clients
- System Performance Measures Q&A
- Upcoming Topics in the Illinois TA Discussion Series
- Thank You!



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Discussion



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Upcoming Topics

- **Upcoming Topics:** HomeBase and the Chicago HUD CPD Field Office request your input on upcoming topics for the ongoing Illinois TA Discussion Series!
- **Previous Topics:**
 - CoC Mergers
 - System Performance Measures



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Thank You!



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