Performance / Dashboards / Research
Karen Kowal
Director of CoC Programs at All Chicago
Topics for Today

1. Overview of Performance / Dashboards / Research line of work
2. System Goals
3. Community Dashboards
4. Agency Dashboards
Performance / Dashboards / Research Line of Work

The Work
- Performance Dashboards
- Point in Time Count
- Standards & Monitoring
- Intervention Evaluation

Work Groups
- System Performance & Evaluation Committee
- Point in Time Count Subcommittee
- Monitoring Work Group
- Intervention Efficacy Work Group
- Program Models Work Group
Performance / Dashboards / Research and The System
SYSTEM VISION

System & Program Level Dashboards & Data

Signals Programs that should be funded

Program Models

System Goals

Monitoring of Funded Programs

Evaluation Tool to ensure meeting Threshold

Build Provider Capacity

Identify Needs & Deploy TA

The CoC ACTION Agenda
System Goals
## System Goals

<table>
<thead>
<tr>
<th>All individuals and families resolve their homeless crisis in 90 days (Ultimate Goal)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Time from match to housing is 30 days for all populations</td>
</tr>
<tr>
<td>• 25% of people exiting with increased income due to employment</td>
</tr>
<tr>
<td>• Chicago-based SOAR applications in 2018 will increase by 10% in comparison to 2017.</td>
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<tr>
<td>End chronic homelessness for Veterans by 12/31/18</td>
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<tr>
<td>Reduce chronic homelessness by 25%.</td>
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<tr>
<td>• All units are filled through coordinated entry.</td>
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<tr>
<td>• Create 100 new units of PSH for chronically homeless and most vulnerable in the next 18 months.</td>
</tr>
<tr>
<td>• Ensure all chronic homeless have an available unit</td>
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</tbody>
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System Goals

Reduce street homelessness by 25% by 2020

Reduce the number of youth experiencing homelessness by 25%
- Define youth homelessness & set appropriate benchmarks.
- Create 80 new units of rapid-rehousing for youth
- Create additional youth diversion supports
- Add 25 units low threshold interim housing for youth

Reduce the number of families experiencing homelessness by 25%
- Create 100 new units of RRH in the next 18 months.
Community Dashboards
Dashboard Data Points

1. Utilizations
2. Retention in Housing
3. Exits to Permanent Housing
4. Income
5. Days from Referral to Housing
Unit Utilization (2018)

Permanent Supportive Housing

Unit Utilization
Retention in Housing (2018)
Safe Haven & Youth PSH
Retention in Housing (2018)
Exits to Permanent/Stable Housing (2018)
Rapid Re-housing Exits to Permanent/ Stable Housing (2018)
Interim Housing Exits to Permanent/Stable Housing (2018)

IH - 50% of participants exit program to Permanent Housing within 180 days
Youth Exits to Permanent/ Stable Housing (2018)

Youth TH SS - 70% of participants will exit to stable housing
Youth TH Project Based – 60% of participants exit to stable housing
(family, friends, longer-term shelter/housing programs or permanent housing)
Youth IH – 55% will exit to stable housing
Change in Income
Referral to Housing (2018)
Agency Dashboards
Agency Dashboard Sample

Chicago CoC Project Dashboard (v.1.0)

Really Awesome Housing Agency

ID Provider ID
PSH8
PSH80
PSH81
RRH1

Bed Utilization

<table>
<thead>
<tr>
<th>PSH8</th>
<th>PSH81</th>
<th>PSH80</th>
<th>RRH1</th>
</tr>
</thead>
<tbody>
<tr>
<td>60%</td>
<td>55%</td>
<td>65%</td>
<td>70%</td>
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</tbody>
</table>

CE Referrals

<table>
<thead>
<tr>
<th>RRH1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
</tr>
<tr>
<td>23</td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>3</td>
</tr>
</tbody>
</table>

Time from Referral to Housing

<table>
<thead>
<tr>
<th>PSH8</th>
<th>PSH80</th>
<th>PSH81</th>
<th>RRH1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>Days</td>
<td>Days</td>
<td>Days</td>
</tr>
<tr>
<td>10</td>
<td>15</td>
<td>30</td>
<td>40</td>
</tr>
<tr>
<td>Average Days</td>
<td>Median Days</td>
<td></td>
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Retention in Housing

<table>
<thead>
<tr>
<th>PSH8</th>
<th>PSH80</th>
<th>PSH81</th>
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</thead>
<tbody>
<tr>
<td>80%</td>
<td>90%</td>
<td>75%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>85%</td>
<td></td>
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Notes:
- The dashboard provides a comprehensive view of various housing agency metrics, including bed utilization, CE referrals, time from referral to housing, and retention in housing.
- The data is presented in a clear and organized manner, allowing for easy comparison and analysis.
Timeline for Dashboard Publication

**June**
- Finalize Data Points with SPEC
- Present Draft Dashboards at All CoC Meeting for feedback
- Present Draft Dashboards with DFSS Staff
- Resolve questions from SPEC

**July**
- Present Draft Dashboard at Service Providers Commission for feedback
- Hold 2 focus groups with service providers for feedback

**August**
- Post de-identified dashboards to All Chicago website
- Share project codes with agencies
- Determine steps to identify projects and post publicly
Before you go

Please complete All Chicago’s training feedback survey

Your feedback is valuable to All Chicago! Your responses help shape our work and impact our training offerings.

Thank you!