Understanding Our System: The CoC Program Models Chart & System Performance Measures

Karen Kowal

Director of CoC Programs

Learning Objectives

1. Understanding of the basic structure and components of the Program Model Chart.
2. See how the community can use data from the Program Model Chart.
3. Begin to see the link between the Program Model Chart and HUD's System Performance Measures (SPMs) and how programs can influence SPMs.

all Chicago
making homelessness history

Program Model Chart

1. What is it?
2. Why do we have it?
3. Where is it located?
4. When is it updated?
5. Who updates it?
6. How do we use it as a system?

Core Values & Elements

Core Values
- Housing First
- Harm Reduction Strategies/Policies
- Trauma Informed Systems of Care

Core Elements
- Eligibility/Intake/Discharge
- Compliance with HEARTH Act & Other State/Federal Government Agencies
- Policies, Procedures & Practices
- Training and Staff Development/Supervision
- Systems
- Models of Care

Components

Program Model Type				
Overarching description				
List of Essential Elements				
Program Type	**Program Description**	**Essential Program Type Elements**	**Expected Outcomes**	**System Outcomes**
Program Type Name	**Target Population** **Time Frame**	Based on the essential elements above but also includes details specific to the program type	Measurable outcomes for each program type.	The expected outcomes for this program type contribute to the following system outcomes:

all Chicago
making homelessness history
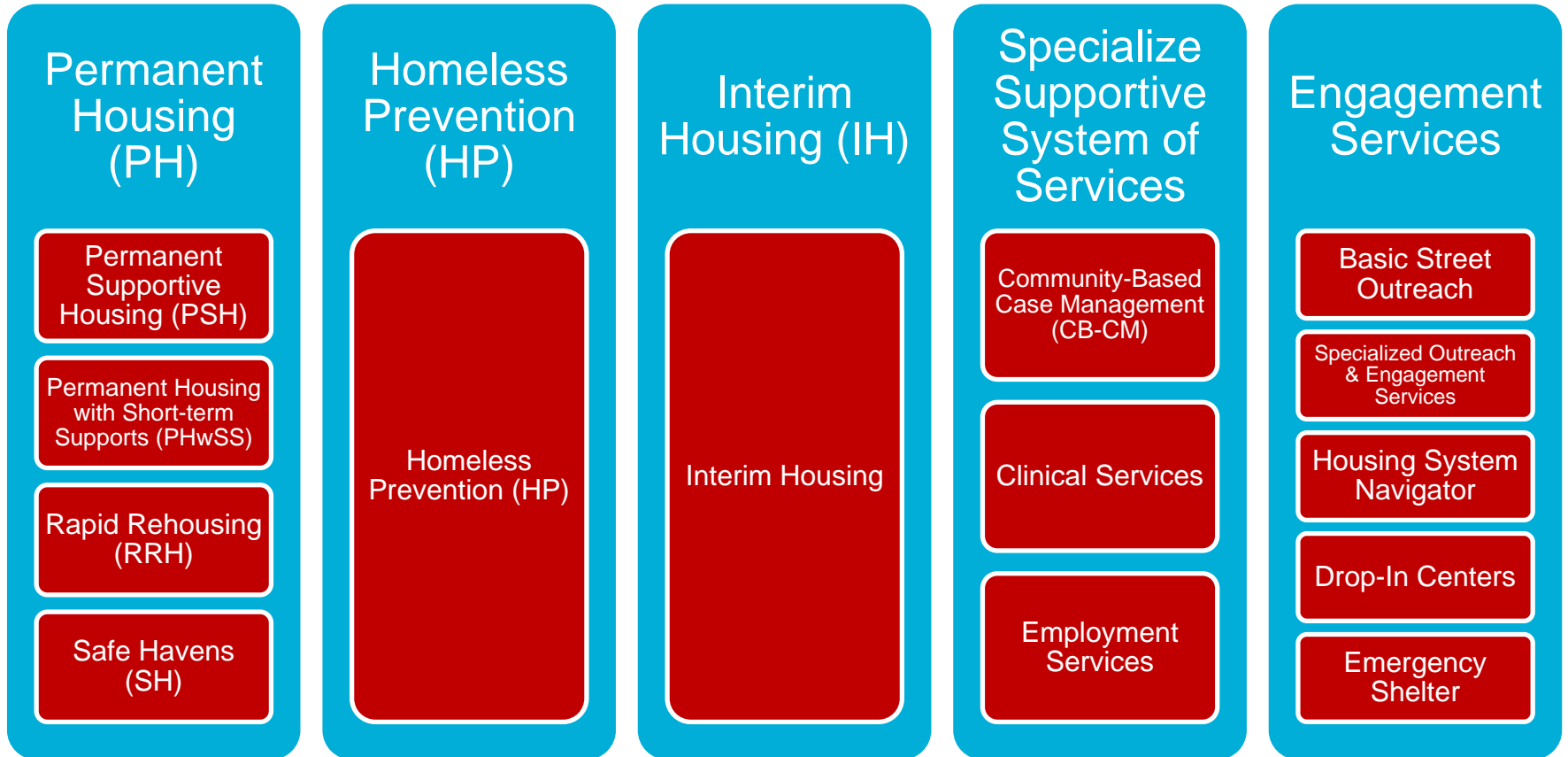
Components - Sample

Engagement Services

Services that reconnect persons who are homeless to needed social supports. Activities range from low-demand basic services to clinical services, and provide needed support to reconnect persons to necessary services.

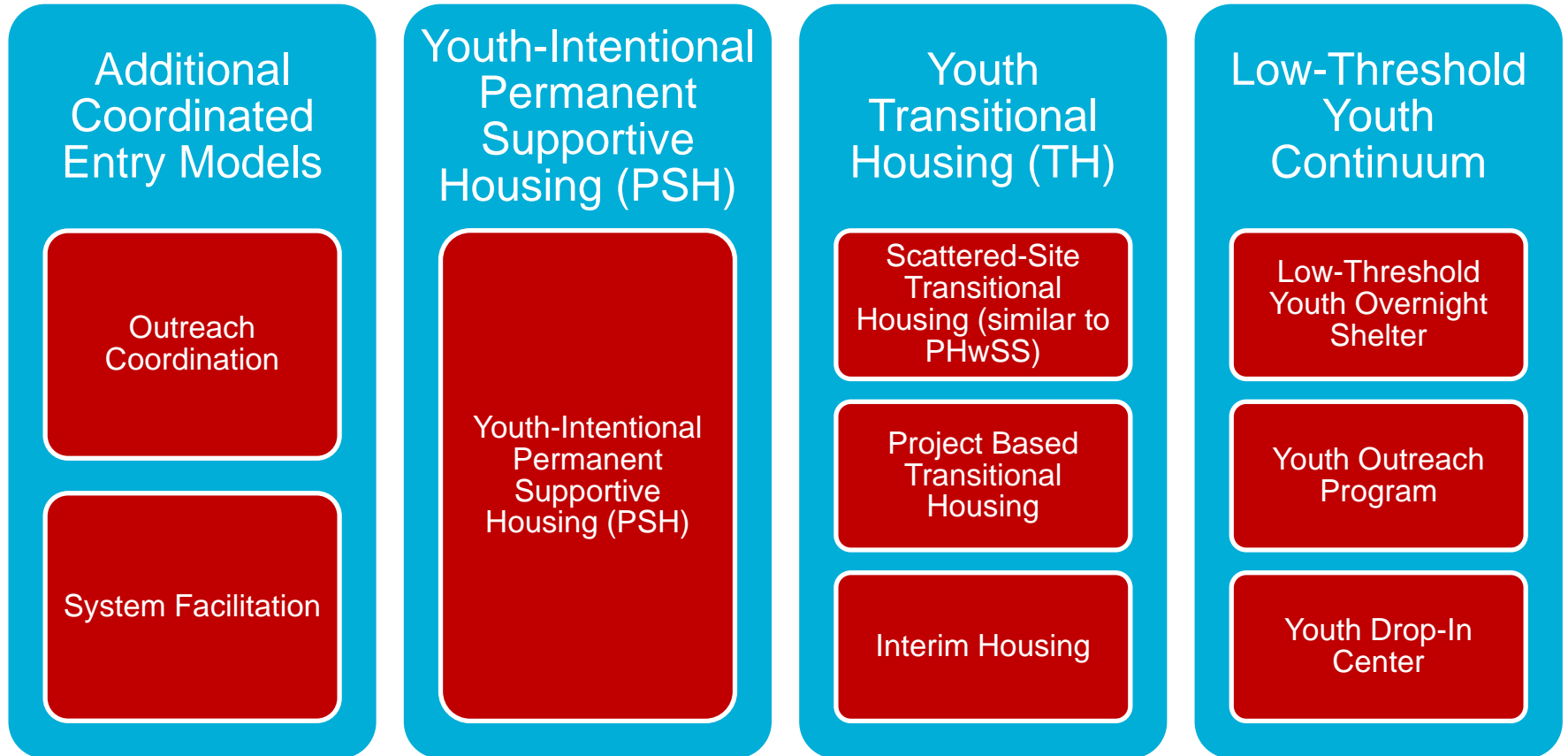**Essential elements of the this program model include:**
- Provision of services or linkage to age, culturally and developmentally appropriate services for all members of the household, as appropriate (child focused assessment, coordination of children's school enrollment, etc.)
- Provision of and/or access to basic needs services, including food, clothing, transportation, hygiene services, showers, safer sex items, technology (phone/internet), as appropriate
- Provision of and/or access to crisis intervention, basic participant assessment, and housing placement services, as needed
- Programs must inform participants of their rights, responsibilities, and expectations prior to enrollment into the program

| Program Type	Program Description	Essential Program Type Elements	Expected Outcomes	System Outcomes
Basic Street Outreach	No or low-demand, street-based services providing basic needs assistance and assessments for mental health, substance abuse, or medical services, etc. The goal of the outreach programs is to develop trust to engage in formal services and provide coordinated services through permanent housing placement. **Target Population** Persons who are literally homeless Persons who are homeless in public spaces **Time Frame** None	Needs assessment with evaluation for at least one of the following: • Mental health, Benefit eligibility, Medical care, Substance use, Safety assessment particularly for youth and domestic violence survivors , • SSI and Medicaid benefits advocacy using SSI Outreach and Access to Recovery (SOAR) model, including pursuing presumptive eligibility • Complete the Coordinated Entry System (CES) assessment with participants in geographic area and those assigned through CES.	• 50% of participants will engage in case management and/or enriched individual services • 75% of participants receiving case management and/or enriched individual services will connect to formal and informal support systems at drop-in centers or other community providers • 45% of enrolled participants move to more stable housing (family, friends, shelter, housing programs or permanent housing) • 90% of enrolled participants complete a CES assessment or have an observed assessment completed on their behalf • 75% of people matched to a housing unit through CES will be housed	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

Structure

Permanent Housing (PH)	Homeless Prevention (HP)	Interim Housing (IH)	Specialize Supportive System of Services	Engagement Services
Permanent Supportive Housing (PSH)	Homeless Prevention (HP)	Interim Housing	Community-Based Case Management (CB-CM)	Basic Street Outreach
Permanent Housing with Short-term Supports (PHwSS)			Clinical Services	Specialized Outreach & Engagement Services
Rapid Rehousing (RRH)			Employment Services	Housing System Navigator
Safe Havens (SH)				Drop-In Centers
				Emergency Shelter

all Chicago
making homelessness history

Structure

Additional Coordinated Entry Models	Youth-Intentional Permanent Supportive Housing (PSH)	Youth Transitional Housing (TH)	Low-Threshold Youth Continuum
Outreach Coordination	Youth-Intentional Permanent Supportive Housing (PSH)	Scattered-Site Transitional Housing (similar to PHwSS)	Low-Threshold Youth Overnight Shelter
System Facilitation		Project Based Transitional Housing	Youth Outreach Program
		Interim Housing	Youth Drop-In Center

all Chicago
making homelessness history

Let's Look at Some Data!

all Chicago
making homelessness history

Why We Use Data…

1. To see what is working & what isn't in our system

2. Start conversations on what needs to change

3. Use data to improve and help each other.

all Chicago
making homelessness history

Retention in Housing

2016 Retention in Housing: PSH
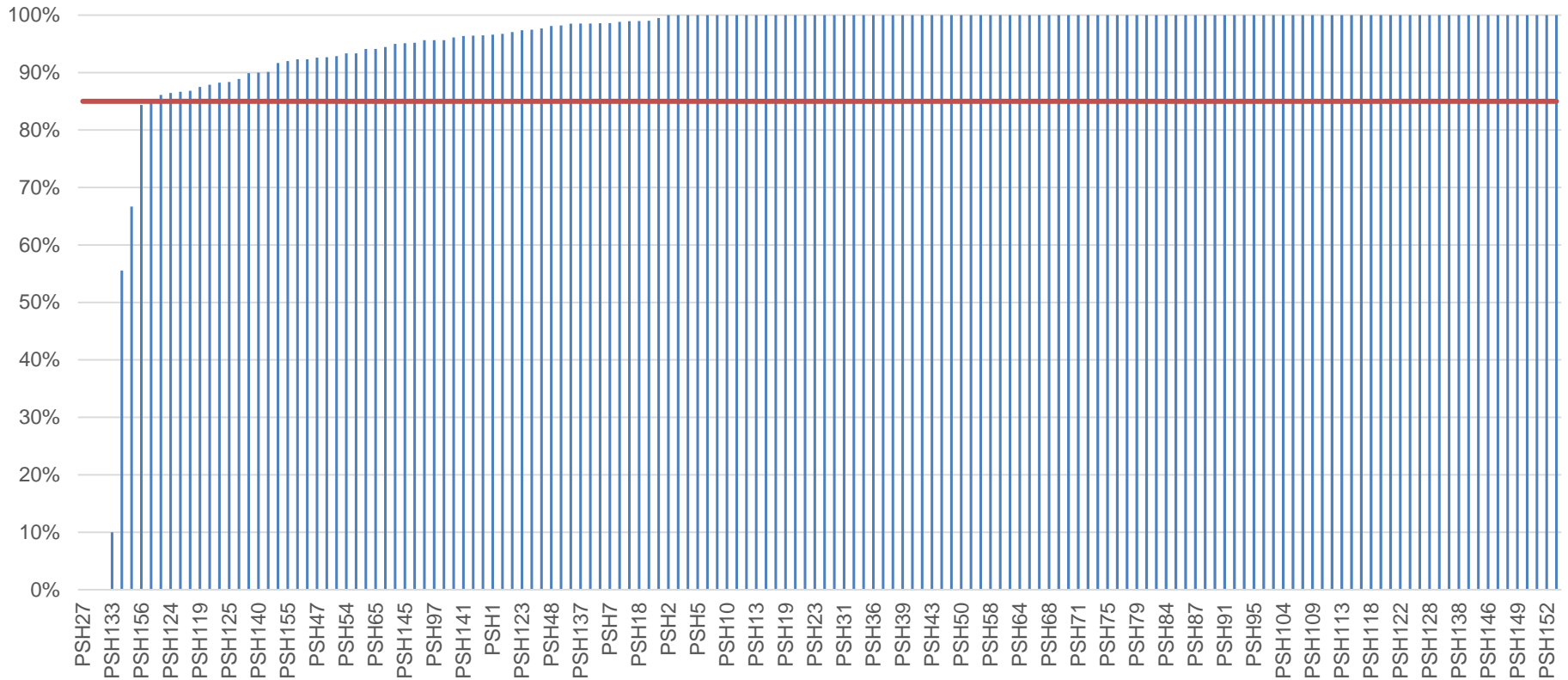
Retention in Housing

2016 Retention in Housing: SH & YIPSH
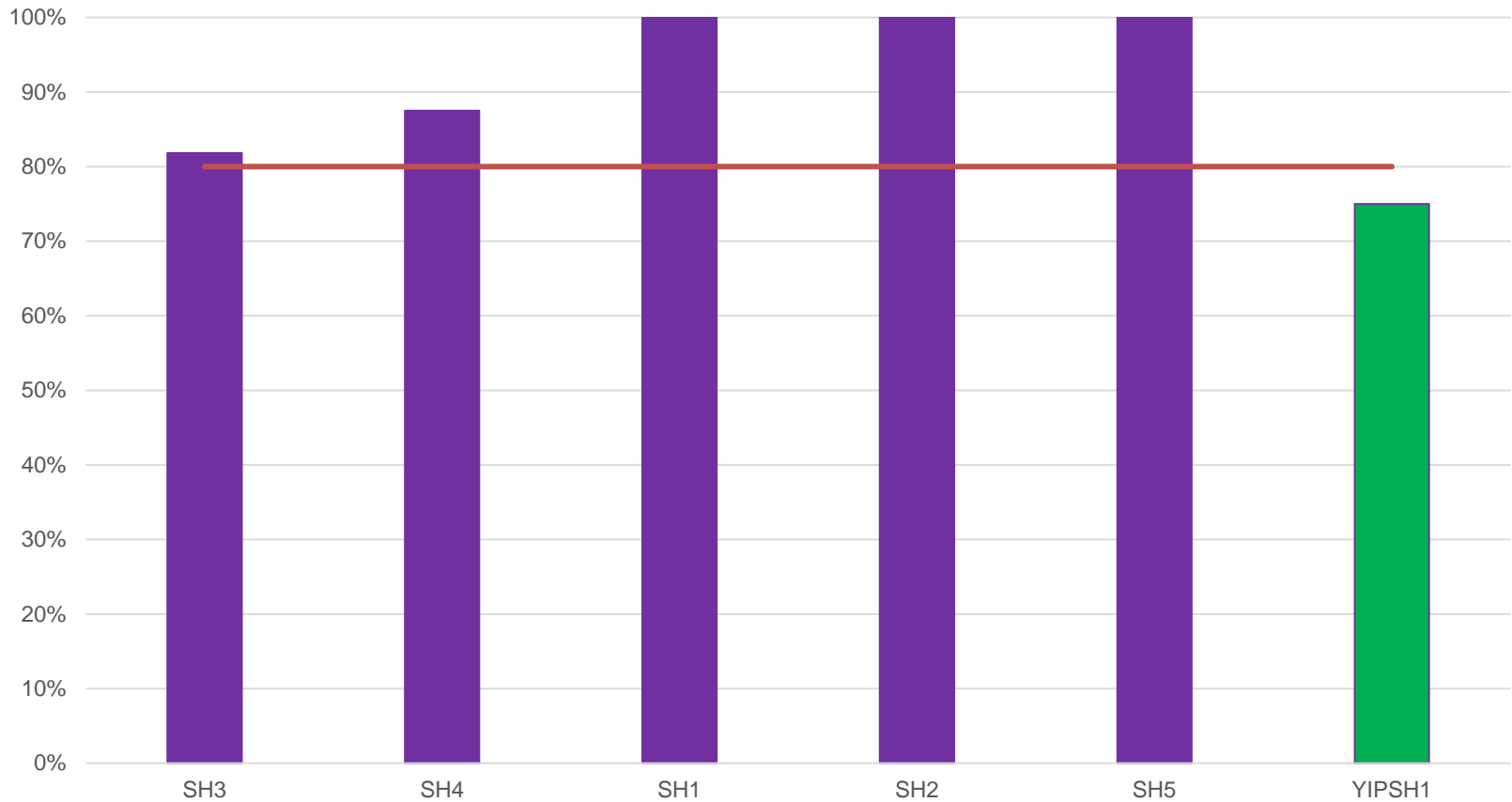
Exits to Permanent/Stable Housing

2016 Exits to Permanent Housing: PSH
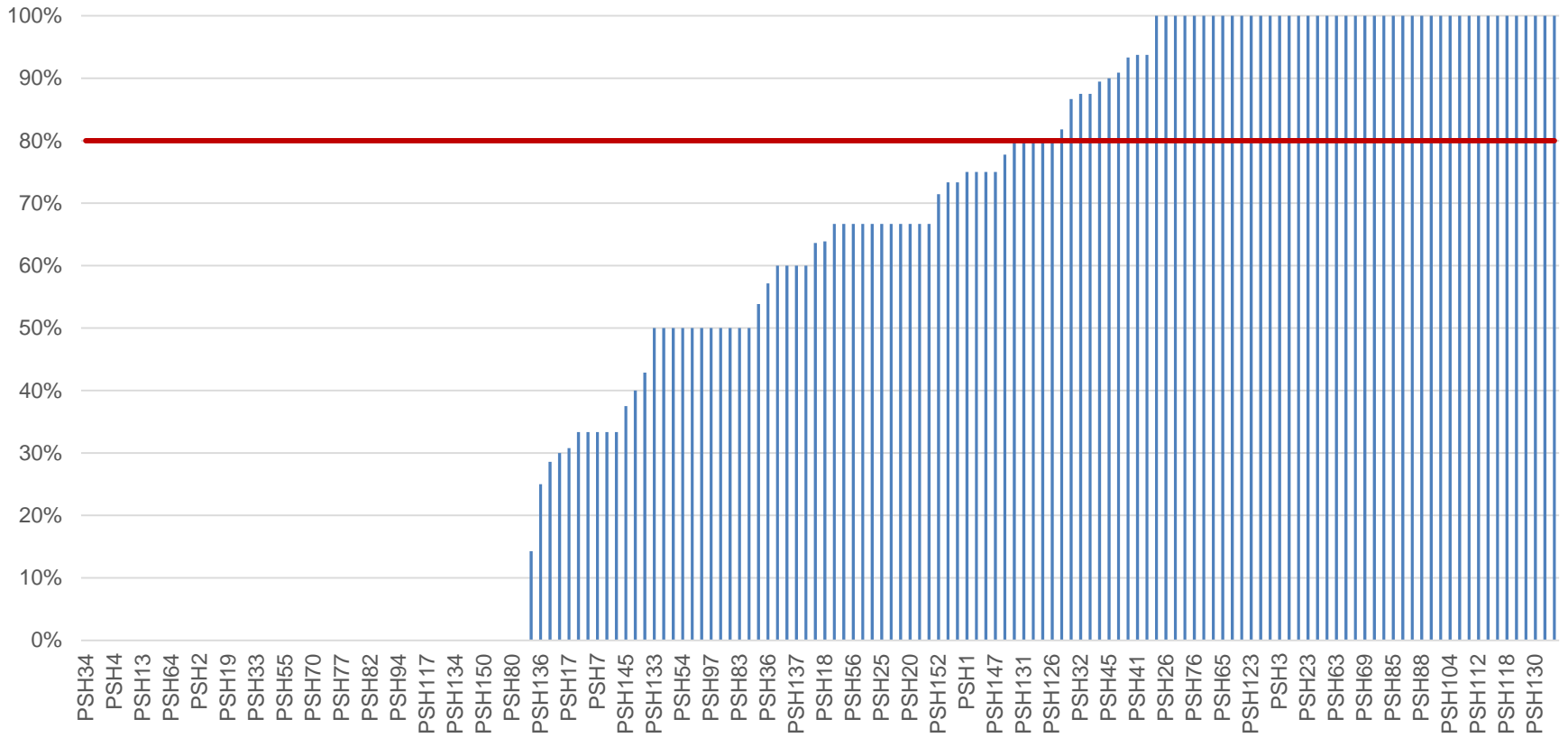
Exits to Permanent/Stable Housing

2016 Exits to Permanent Housing: SH, RRH, YIPSH
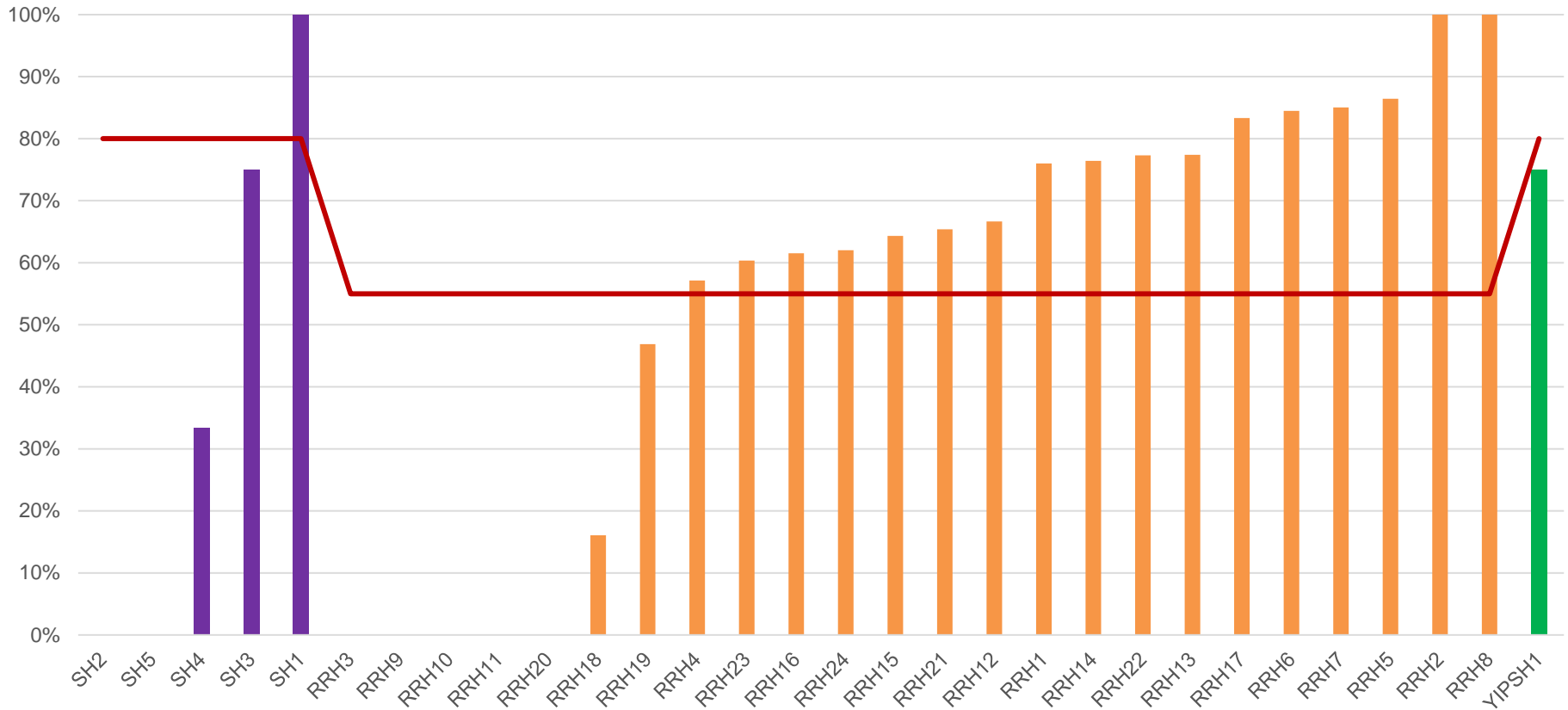
SH = 80% of participants
RRH = 55% of participants
YIPSH = 80% of participants

all Chicago
making homelessness history

Exits to Permanent/Stable Housing

2016 Exits to Permanent Housing: IH
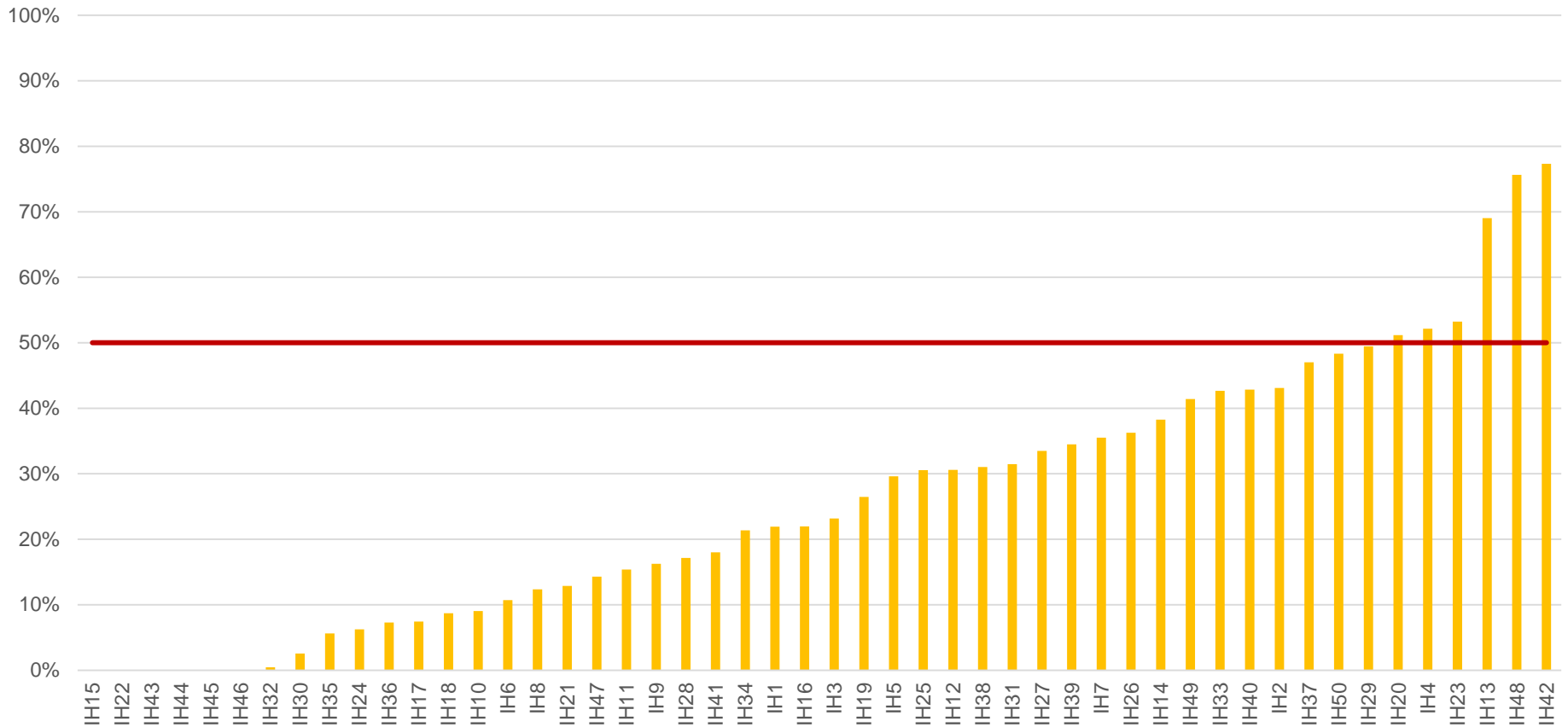
IH - 50% of participants exit program to Permanent Housing within 180 days

all Chicago
making homelessness history

Exits to Permanent/Stable Housing

2016 Exits to Stable Housing: YTHSS, YTHPB, LTYO
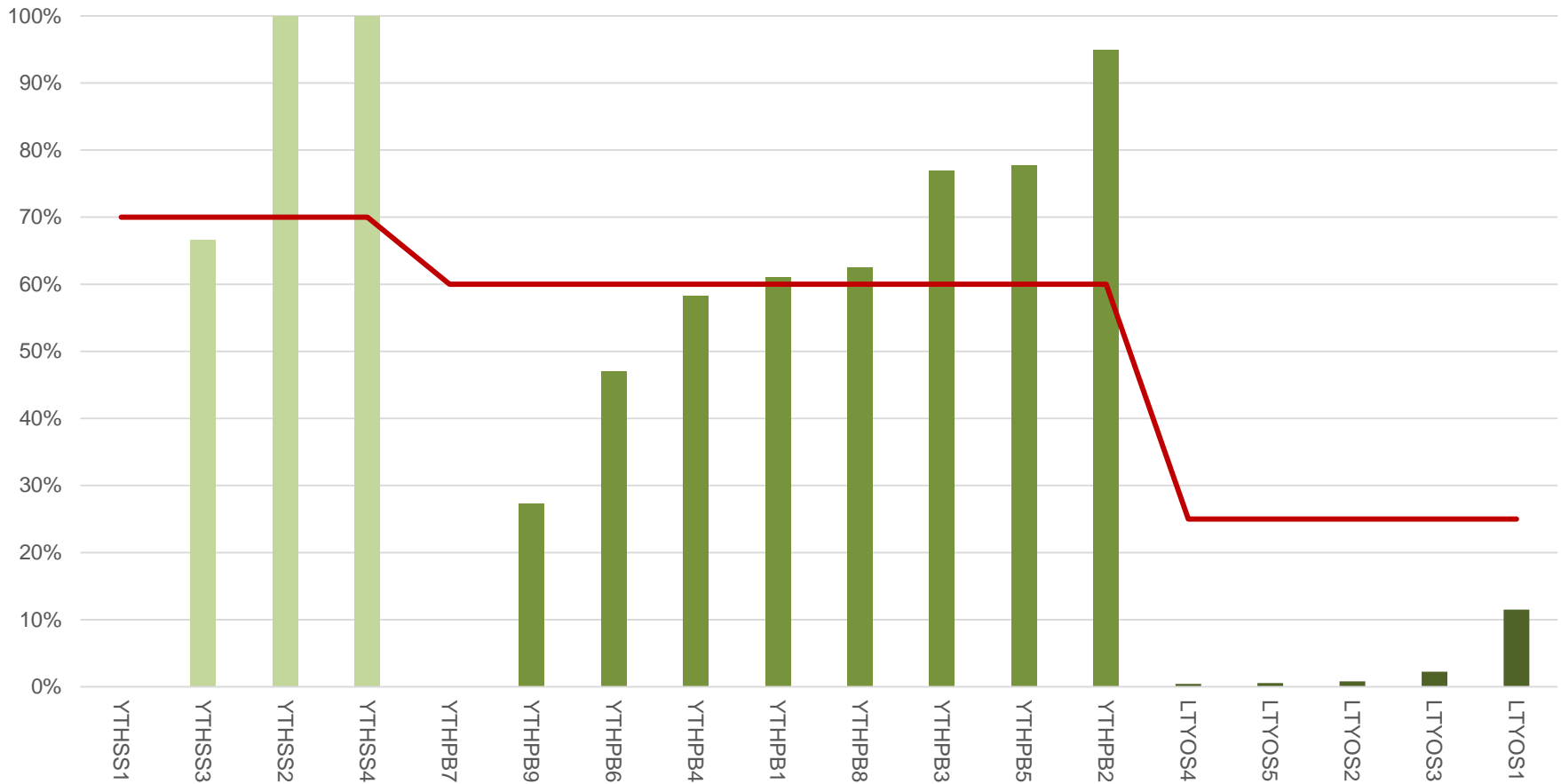
Youth TH SS - 70% of participants will exit to stable housing
Youth TH Project Based – 60% of participants exit to stable housing
Low Threshold Youth Overnight Shelter - 25% of participants move to more stable housing
(family, friends, longer-term shelter/housing programs or permanent housing)

all Chicago
making homelessness history

Exits to Permanent/Stable Housing

2016 Exits to Stable Housing: Outreach
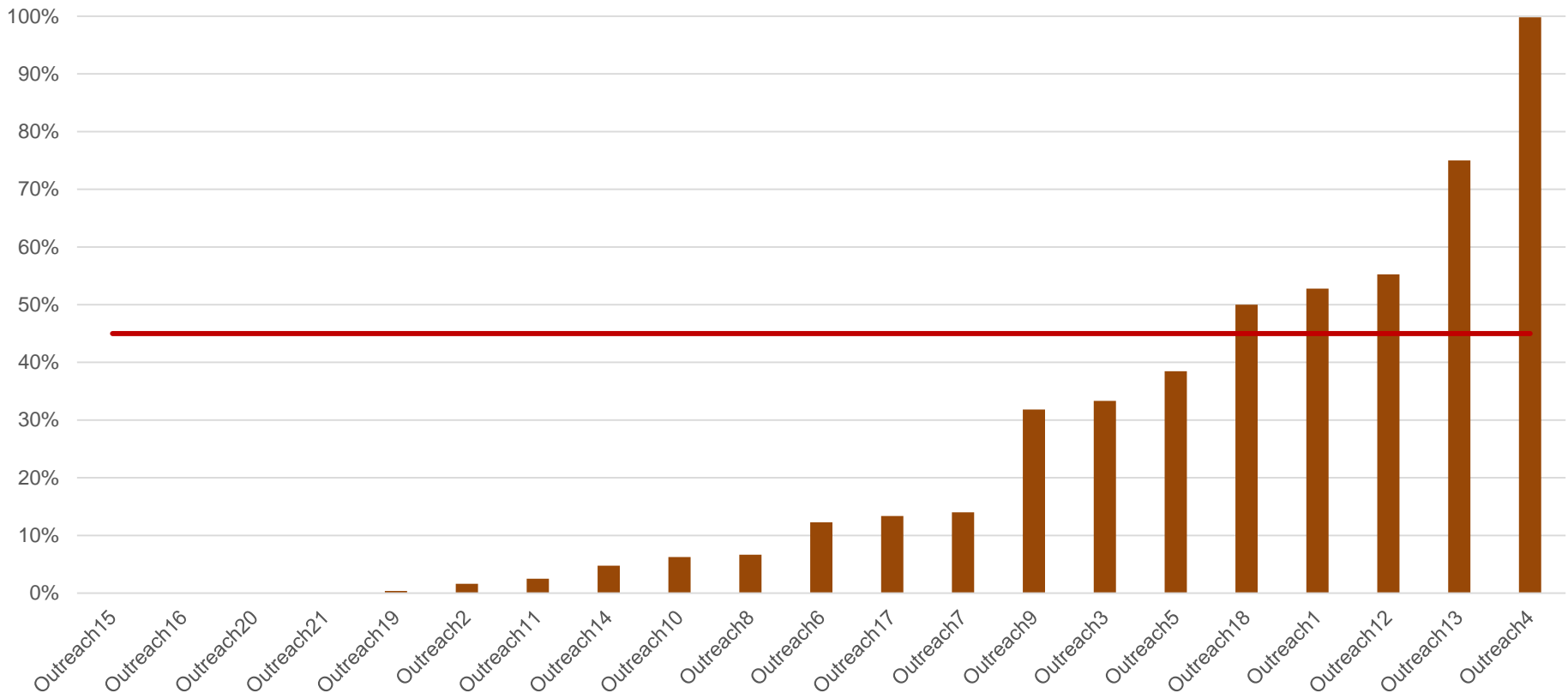
45% of enrolled participants move to more stable housing (family, friends, shelter, housing programs or permanent housing)
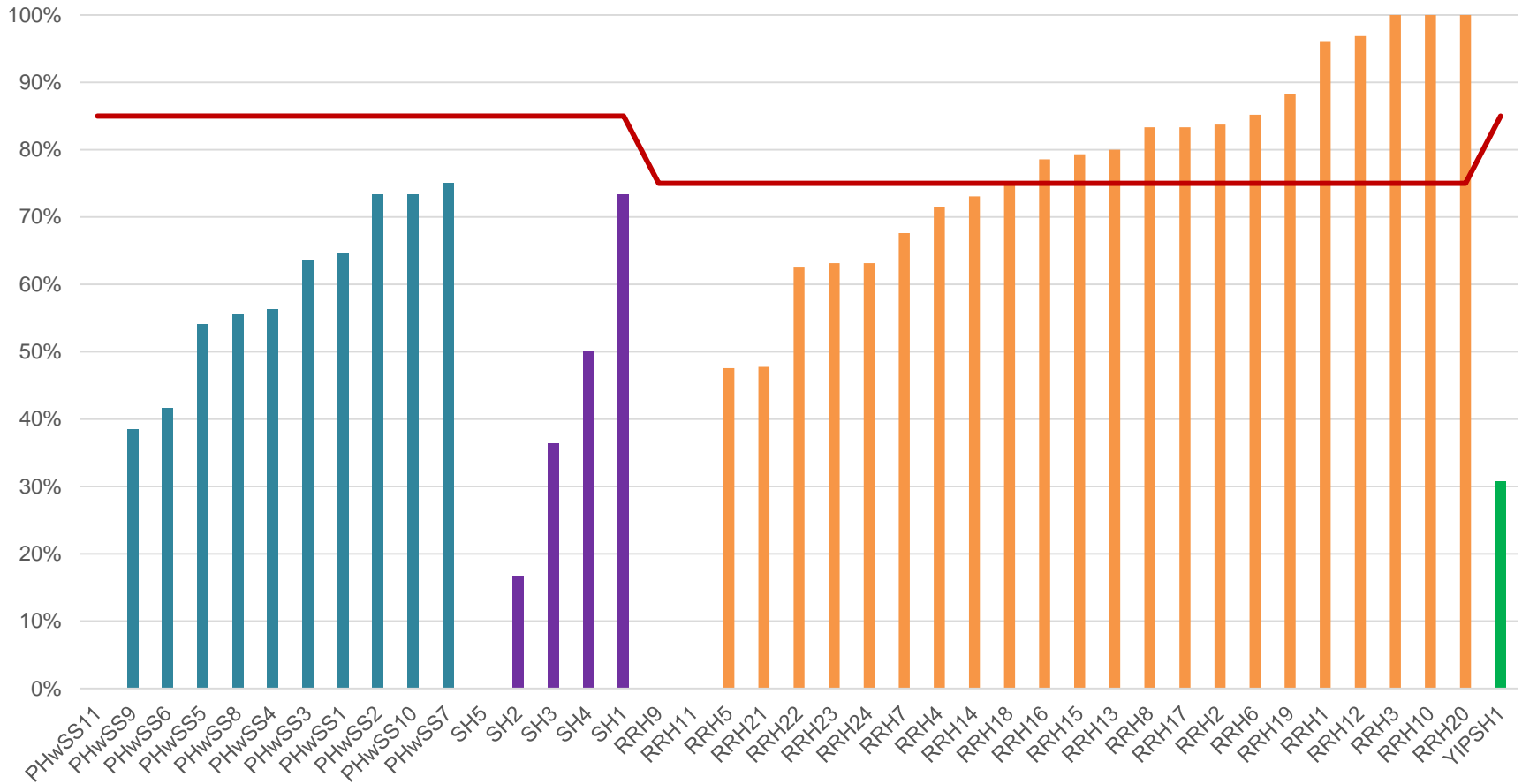
all Chicago
making homelessness history

Maintain or Increase Income

2016 Maintain/Increase Income: PSH

all Chicago
making homelessness history
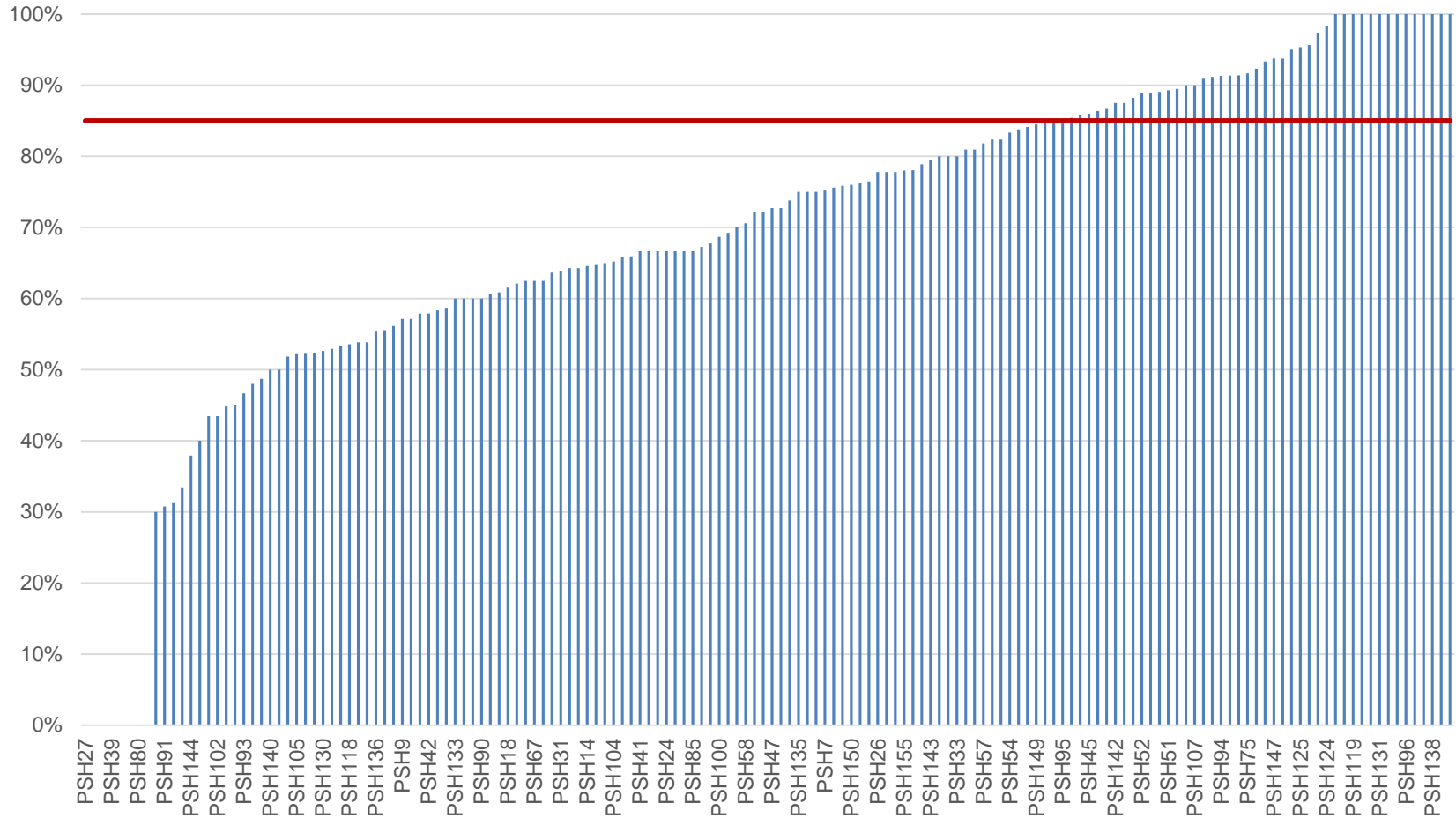
Maintain or Increase Income

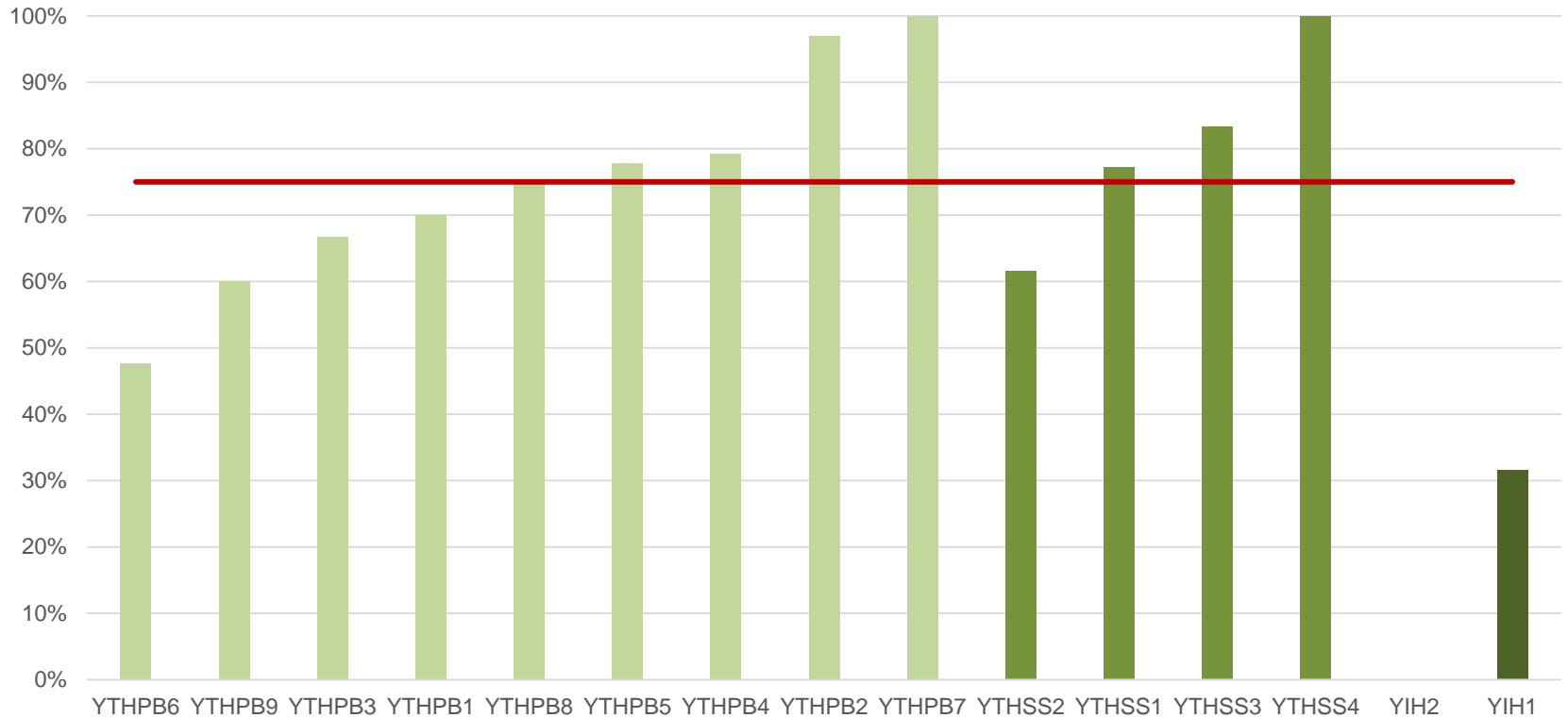2016 Maintain/Increase Income: PHwSS, SH, RRH, YIPSH

Maintain or Increase Income

2016 Maintain/Increase Income: IH
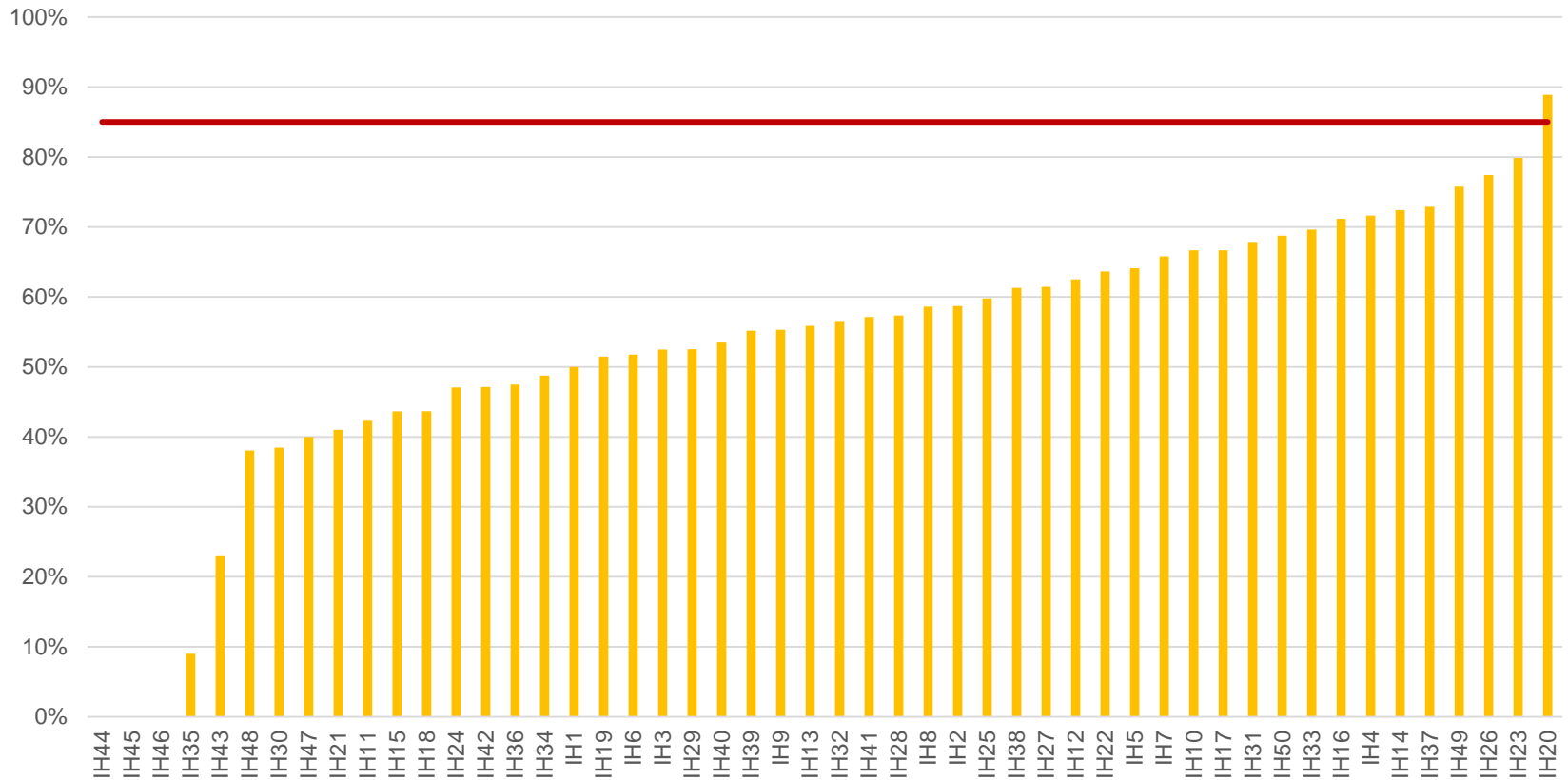
Maintain or Increase Income

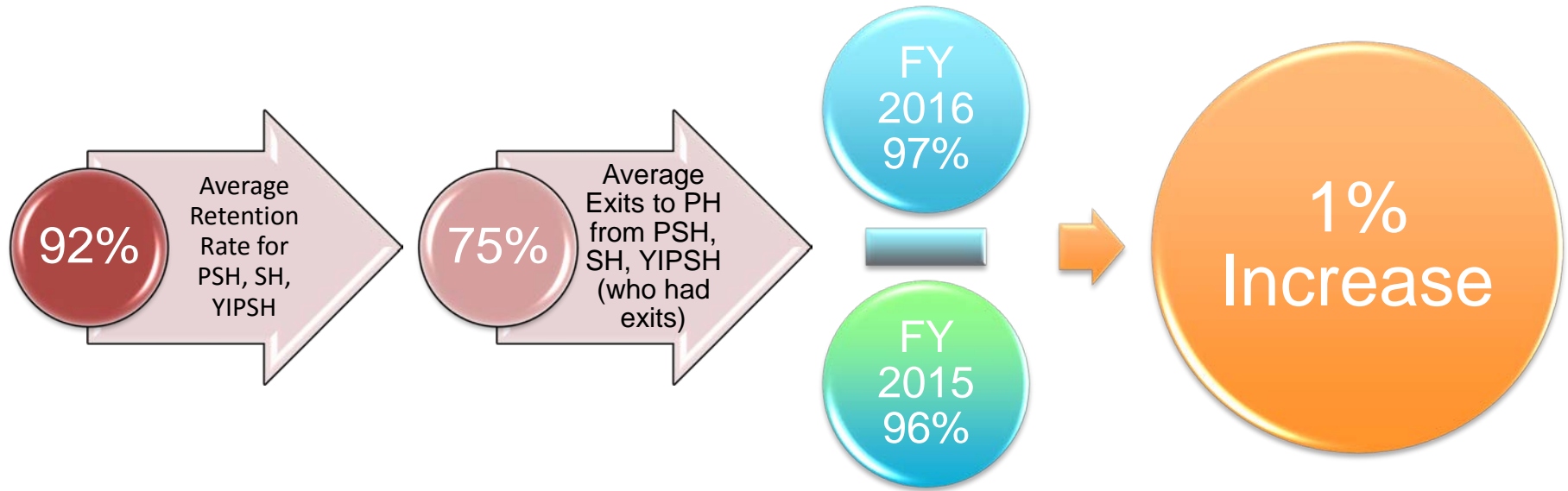## 2016 Maintain/Increase Income: YTHPB, YTHSS, YIH

all Chicago
making homelessness history

Program Model Chart & SPMs

SPM 7: Placement & Retention in PH

Programs Model Chart

SPM 4

92% → Average Retention Rate for PSH, SH, YIPSH

75% → Average Exits to PH from PSH, SH, YIPSH (who had exits)

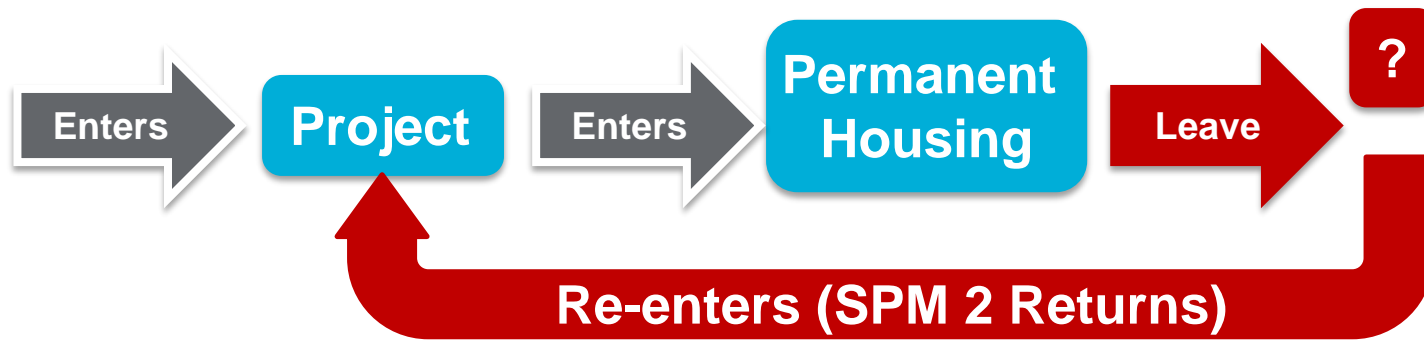FY 2016 97%

FY 2015 96%

→ 1% Increase

all Chicago
making homelessness history

# SPM 2: Exit Homelessness to PH Destinations Return to Homelessness

SPM 2: Exit Homelessness to PH Destinations Return to Homelessness

Program Model Chart

76% = Average Exits to PH from PH

42% = Average Exit to PH from SH

34% = Average Exits to PH from IH, YTH, LTYOS

31% = Average Exits to stable housing from Outreach

Enters → Project → Enters → Permanent Housing → Leave → ?
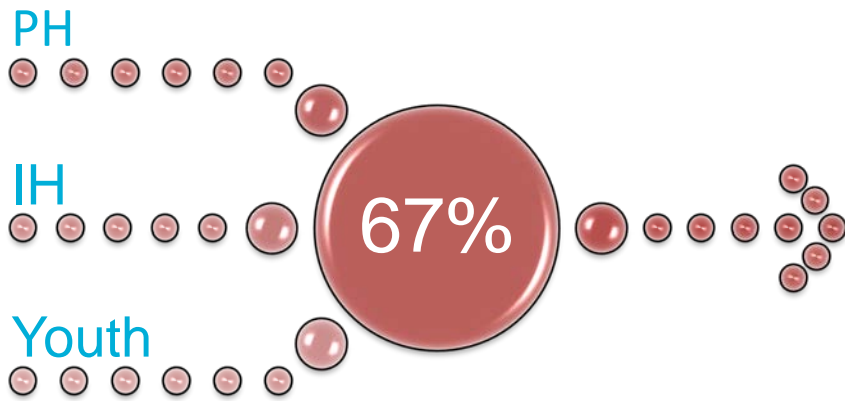
Re-enters (SPM 2 Returns)
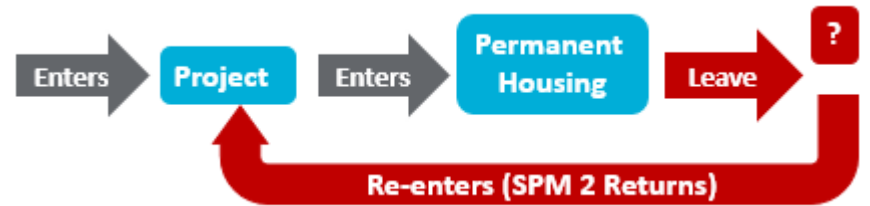
Returns: Less than 6 Months

Exit From	FY 2015	FY 2016	% Change
SO	9%	7%	-2%
ES	13%	12%	-1%
TH	9%	11%	+2%
SH	14%	0%	-14%
PH	4%	6%	+2%
Total	**9%**	**10%**	**+1%**

Returns: In 2 Years

Exit From	FY 2015	FY 2016	% Change
SO	22%	32%	+10%
ES	23%	29%	+6%
TH	22%	24%	+2%
SH	14%	33%	+19%
PH	12%	15%	+3%
Total	**20%**	**23%**	**3%**
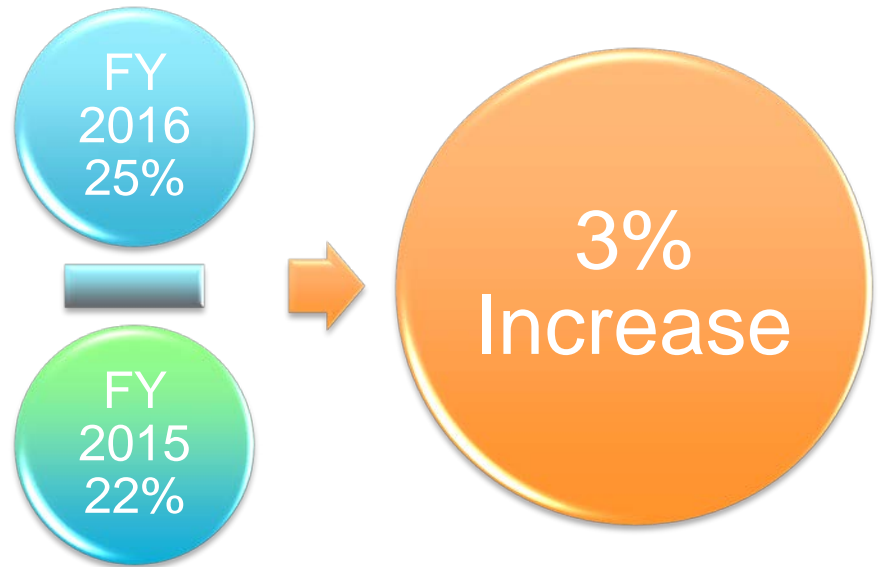
Challenge

1. Do we want to see and review project level data on a regular basis?

   a. How often?

   b. What data?

2. Do we want this data to be public and include project names?

3. How can we use data to help each other AND improve the system?

Thank You!

Questions: kkowal@allchicago.org

Slides will be posted to the All Chicago website.