



Performance / Dashboards / Research

Karen Kowal

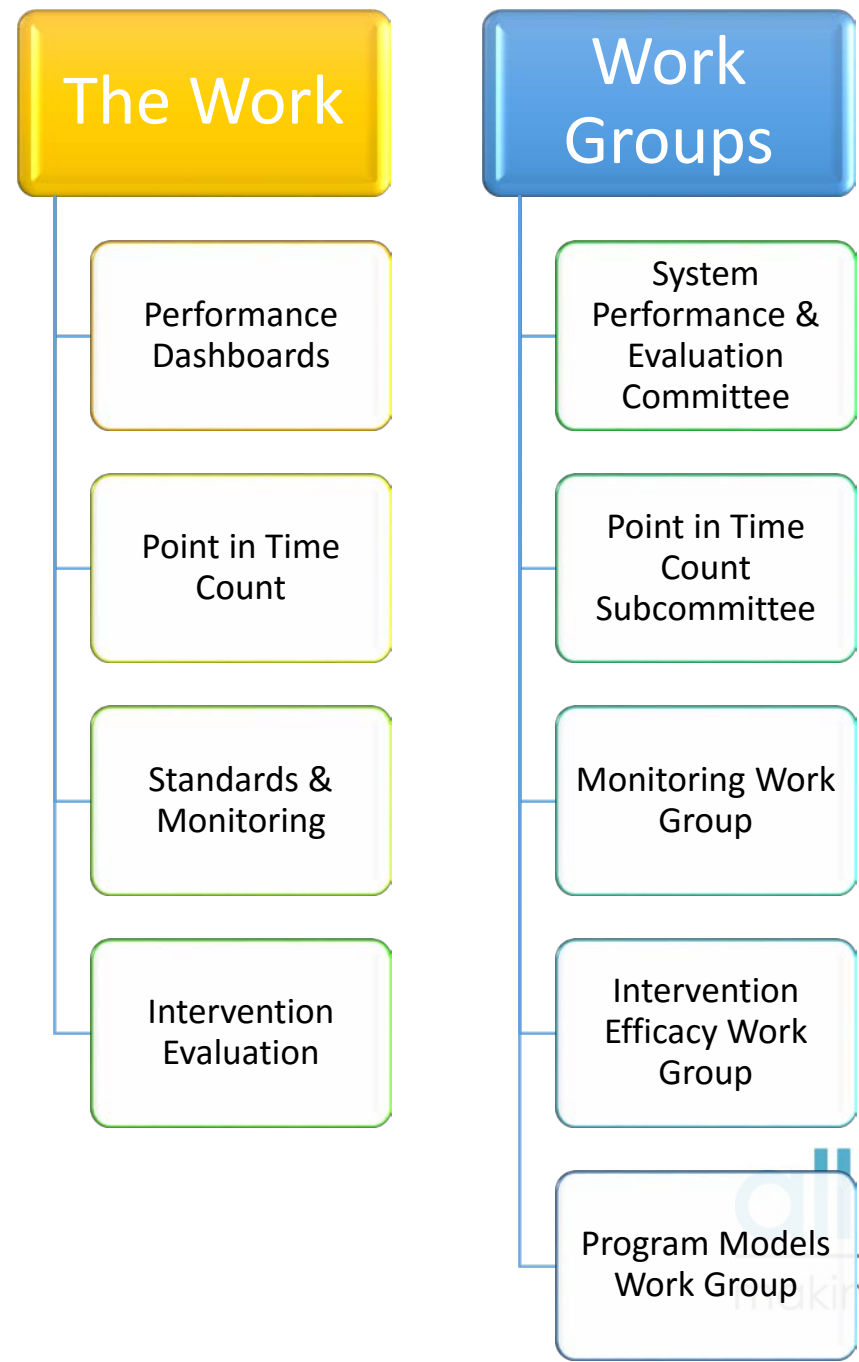
Director of CoC Programs at All Chicago

# Topics for Today

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

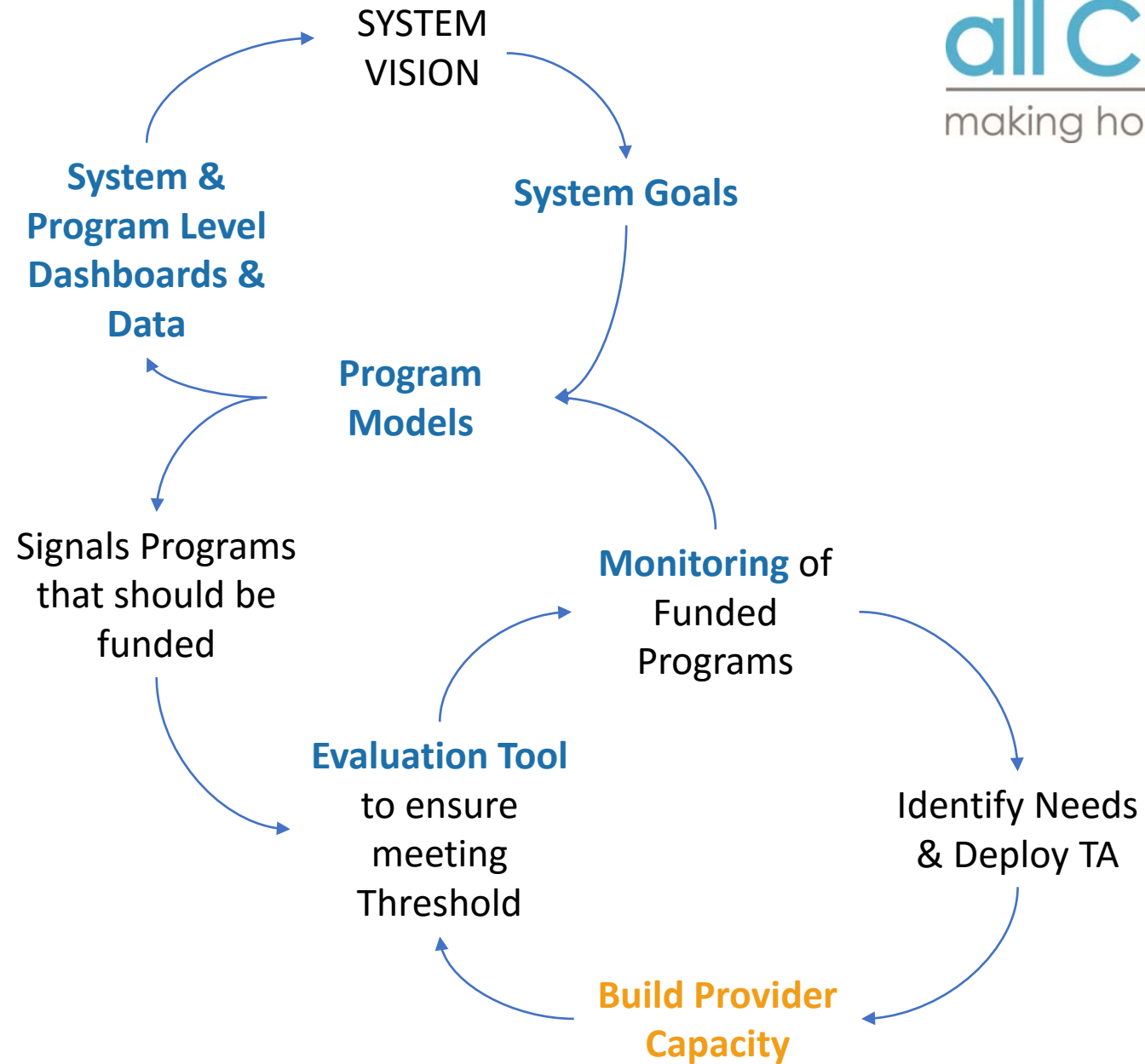


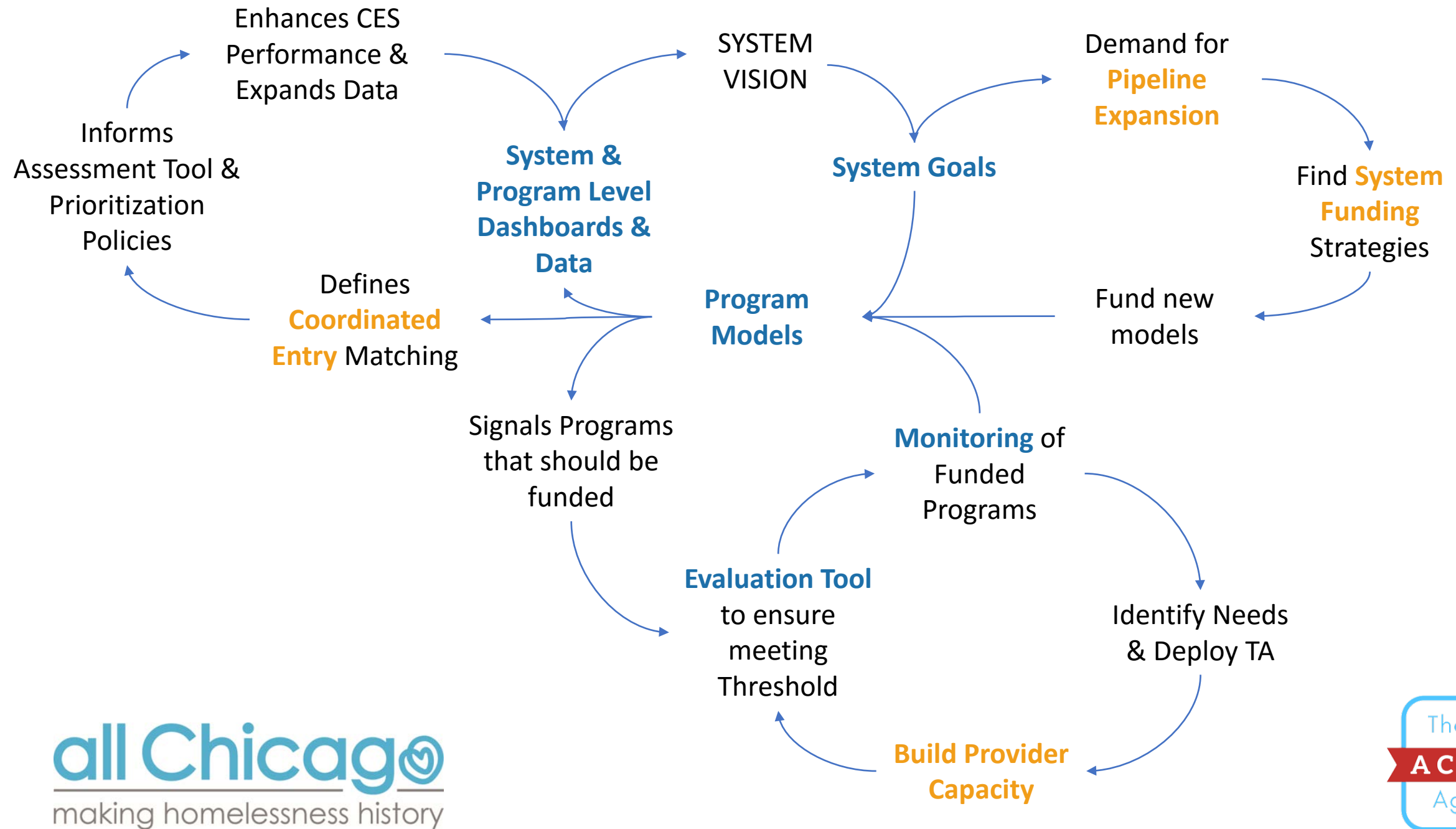
# Performance / Dashboards / Research Line of Work



# Performance / Dashboards / Research and The System







# System Goals



# System Goals

All individuals and families resolve their homeless crisis in 90 days (Ultimate Goal)

- Time from match to housing is 30 days for all populations
- 25% of people exiting with increased income due to employment
- Chicago-based SOAR applications in 2018 will increase by 10% in comparison to 2017.

The CoC

**ACTION**

Agenda

End chronic homelessness for Veterans by 12/31/18

Reduce chronic homelessness by 25%.

- All units are filled through coordinated entry.
- Create 100 new units of PSH for chronically homeless and most vulnerable in the next 18 months.
- Ensure all chronic homeless have an available unit

**all Chicago**  
making homelessness history



# System Goals

Reduce street homelessness by 25% by 2020

Reduce the number of youth experiencing homelessness by 25%

Reduce the number of families 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

- Create 100 new units of RRH in the next 18 months.

The CoC

**ACTION**

Agenda

**all Chicago**  
making homelessness history

# Community Dashboards



# Dashboard Data Points

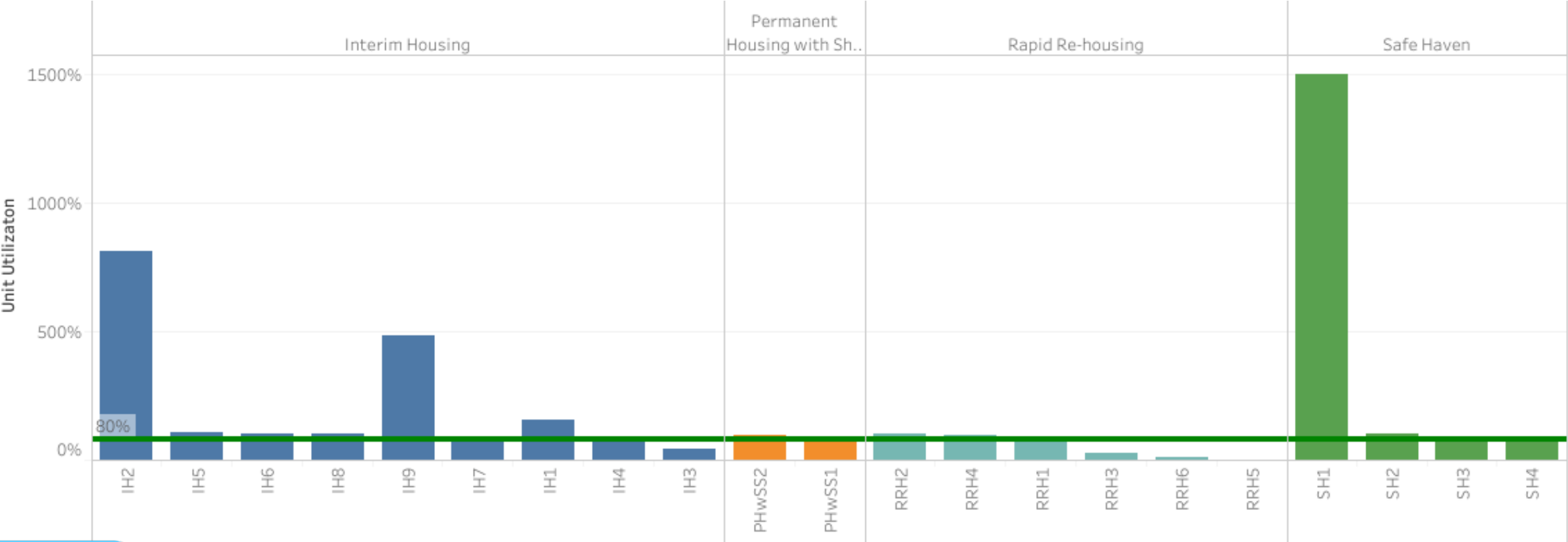
1. Utilizations
2. Retention in Housing
3. Exits to Permanent Housing
4. Income
5. Days from Referral to Housing



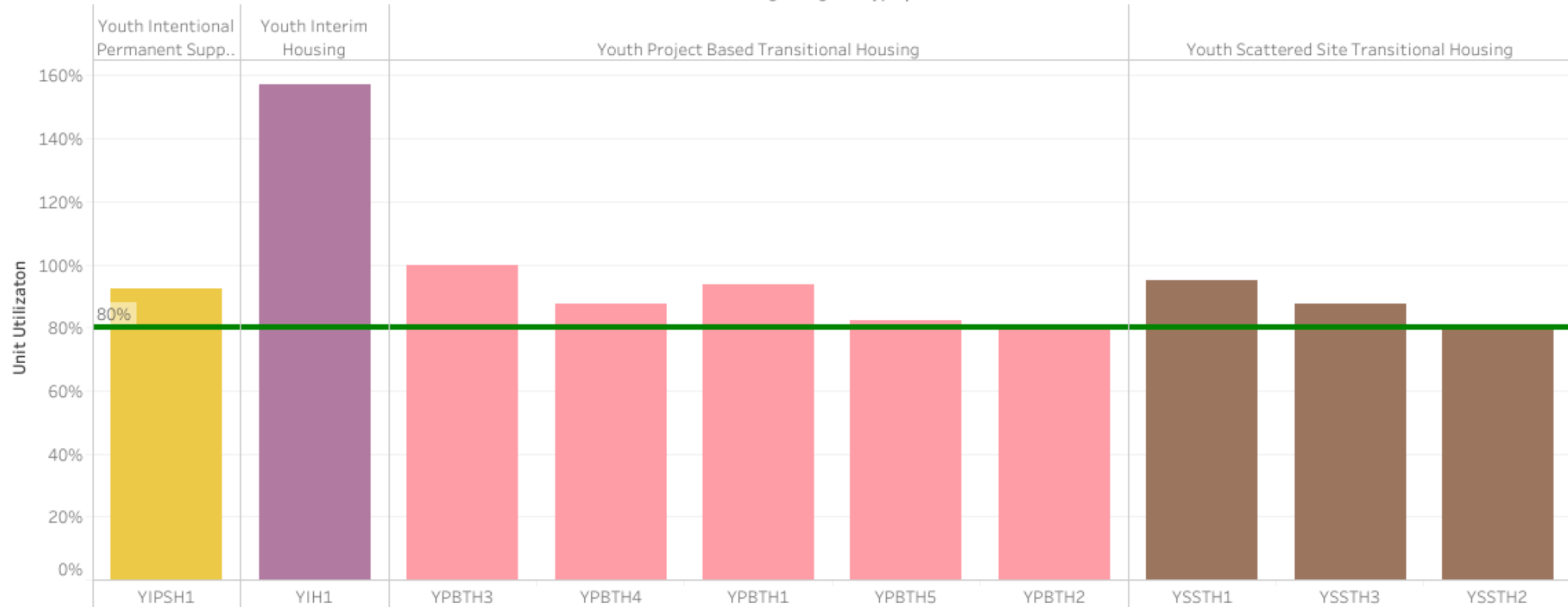
# Unit Utilization (2018)



# Unit Utilization (2018)



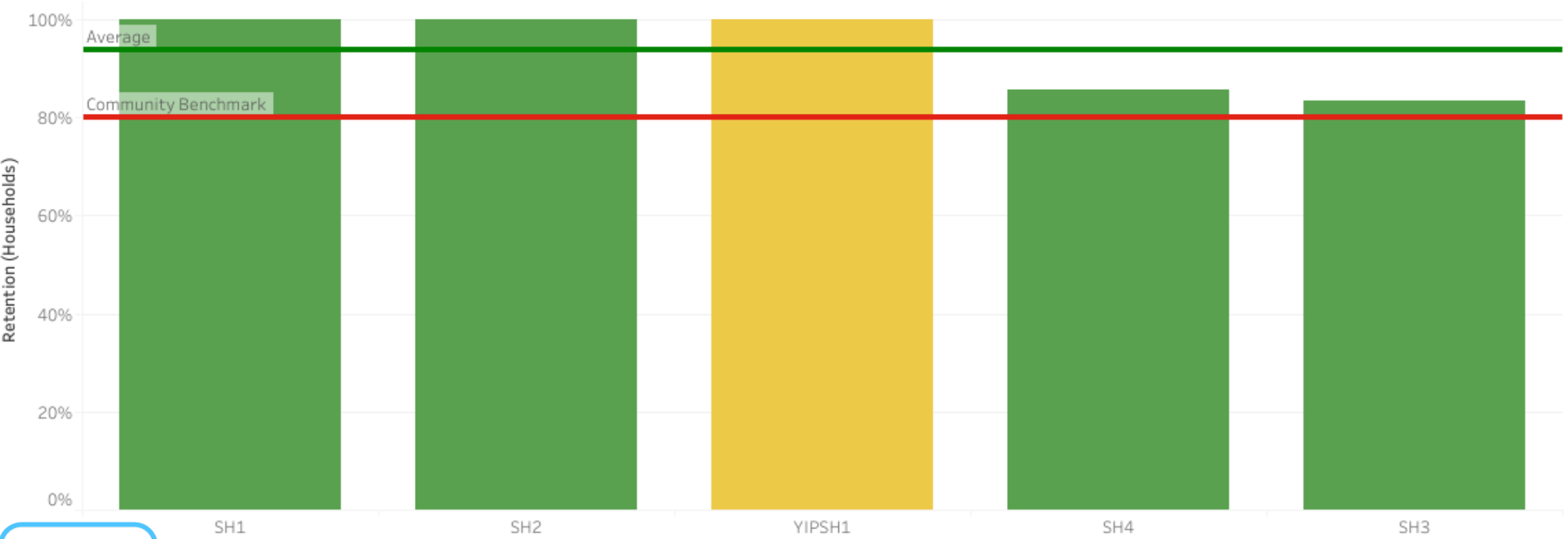
# Unit Utilization(2018)



# Retention in Housing (2018)

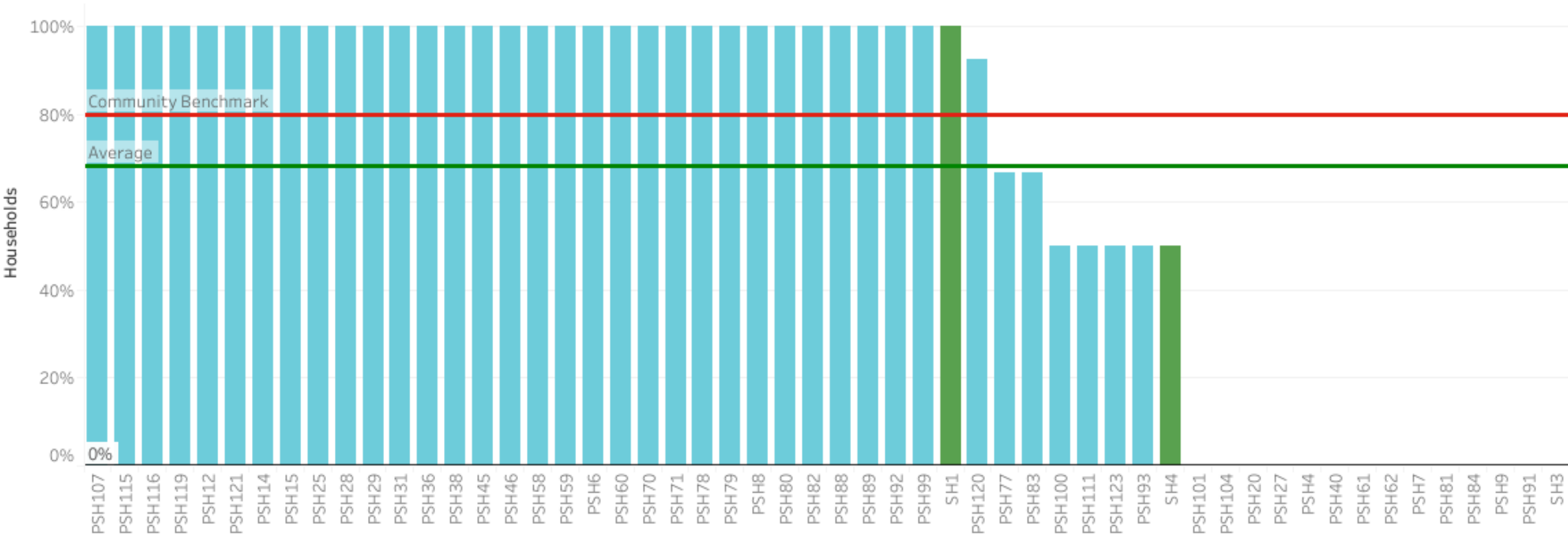


# Safe Haven & Youth PSH Retention in Housing (2018)





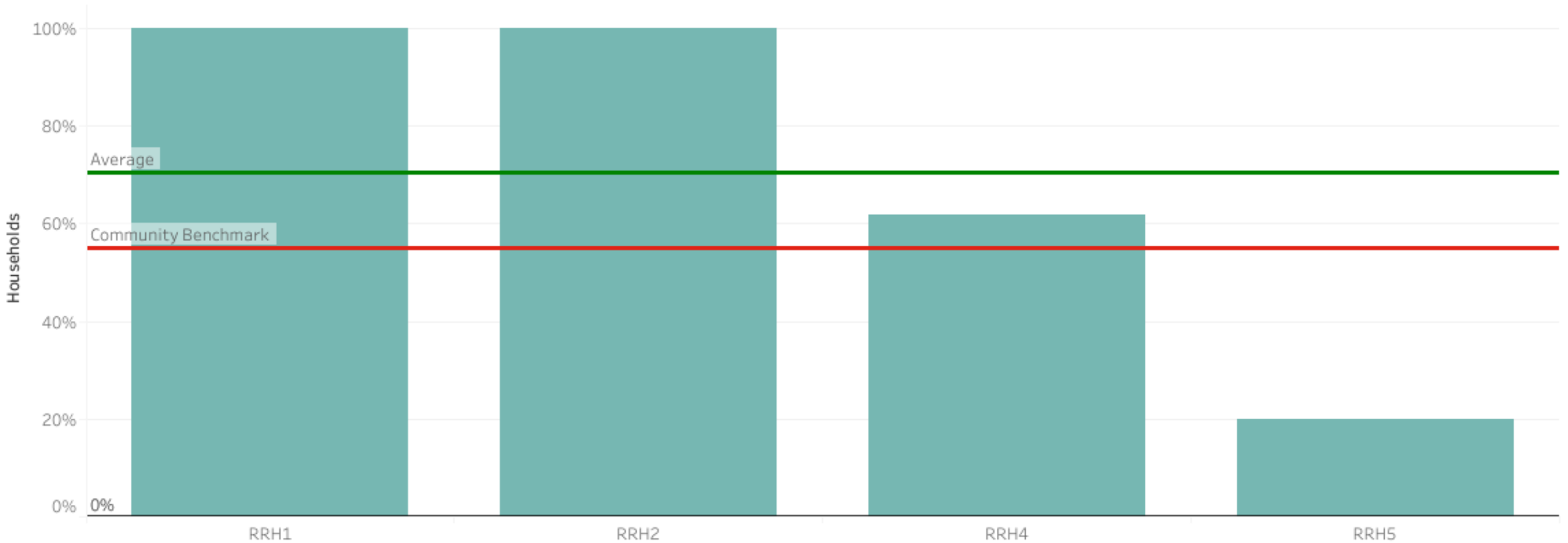
# Exits to Permanent/Stable Housing (2018)



Chicago Program Type

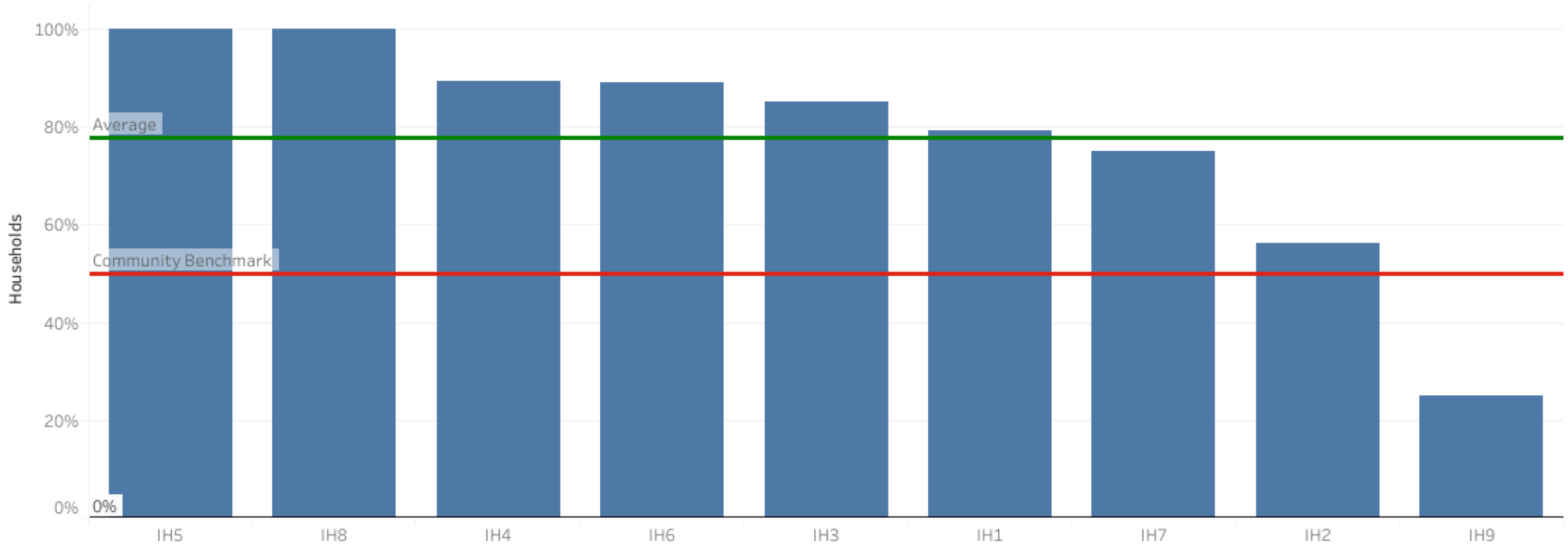
- Permanent Supportive Housing
- Safe Haven
- Youth Intentional Permanent Supportive Housing

# Rapid Re-housing Exits to Permanent/ Stable Housing (2018)



# Interim Housing Exits to Permanent/Stable Housing (2018)

making homelessness history



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

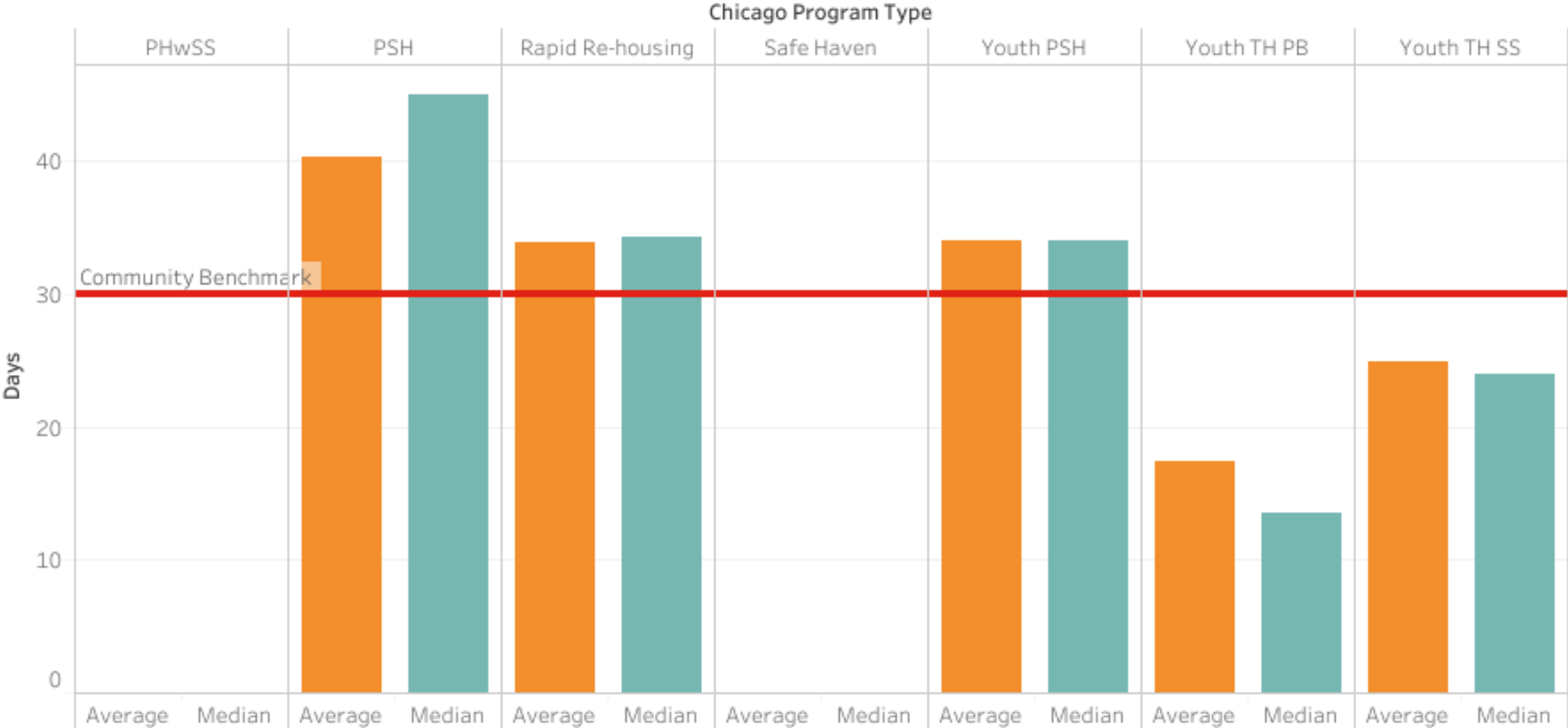
(family, friends, longer-term shelter/housing programs or permanent housing)

**Youth IH** – 55% will exit to stable housing

## Change in Income



# Referral to Housing (2018)



# Agency Dashboards

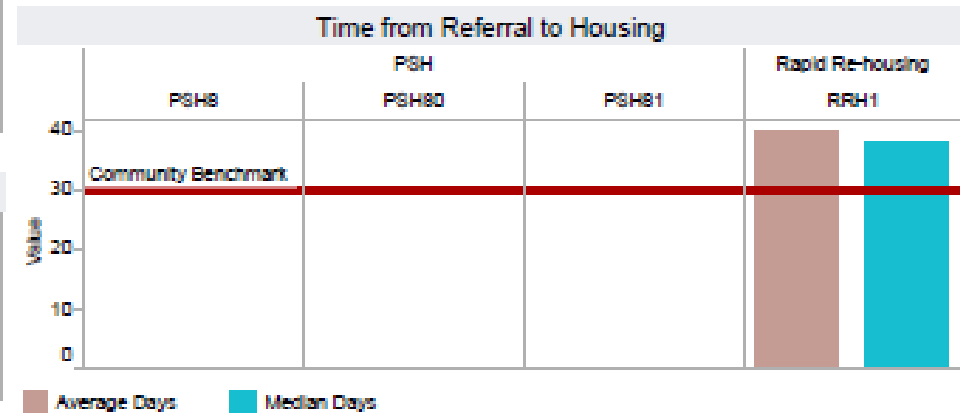
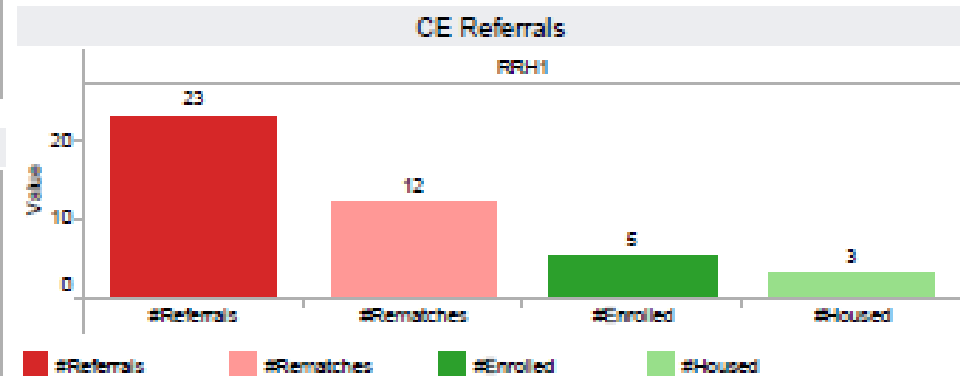
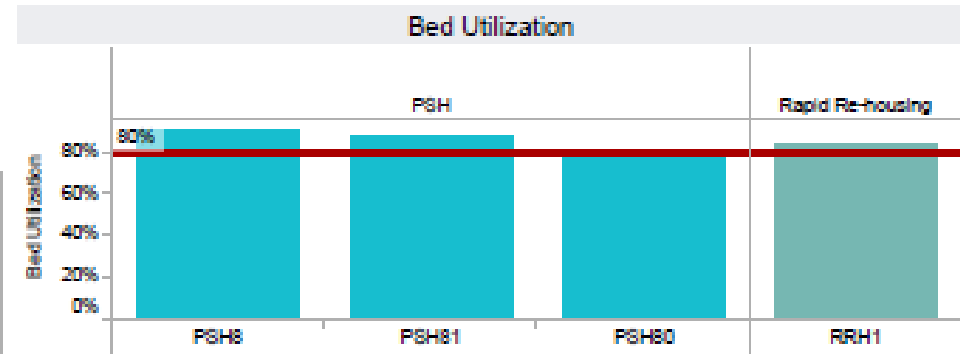
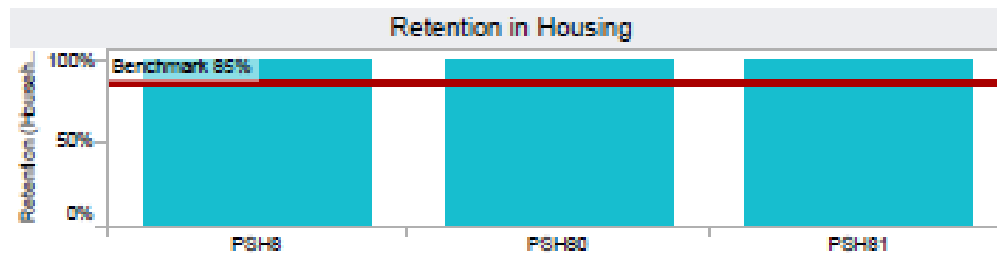
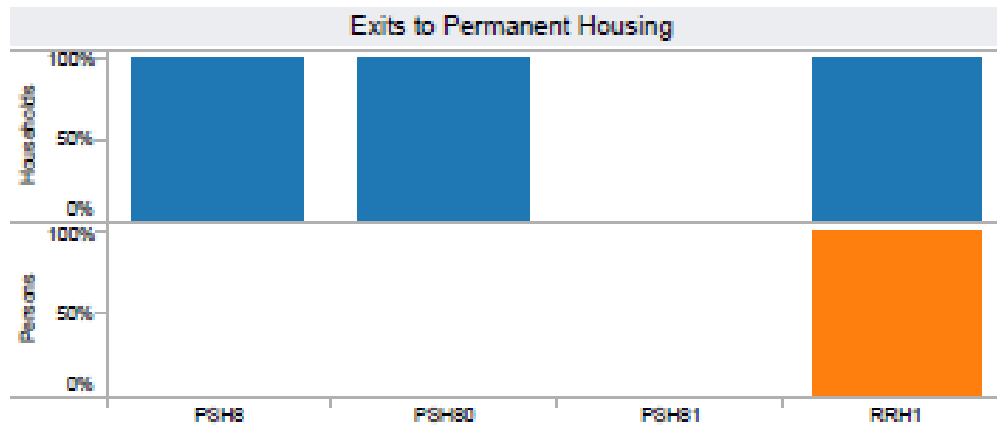


# Agency Dashboard Sample

## Chicago CoC Project Dashboard (v.1.0)

Really Awesome Housing Agency

ID	Provider ID
PSH8	
PSH80	
PSH81	
RRH1	





# 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!*