



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

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# 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.

# 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	<b>Target Population</b> <b>Time Frame</b>	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:

# Components - Sample

## Engagement Services

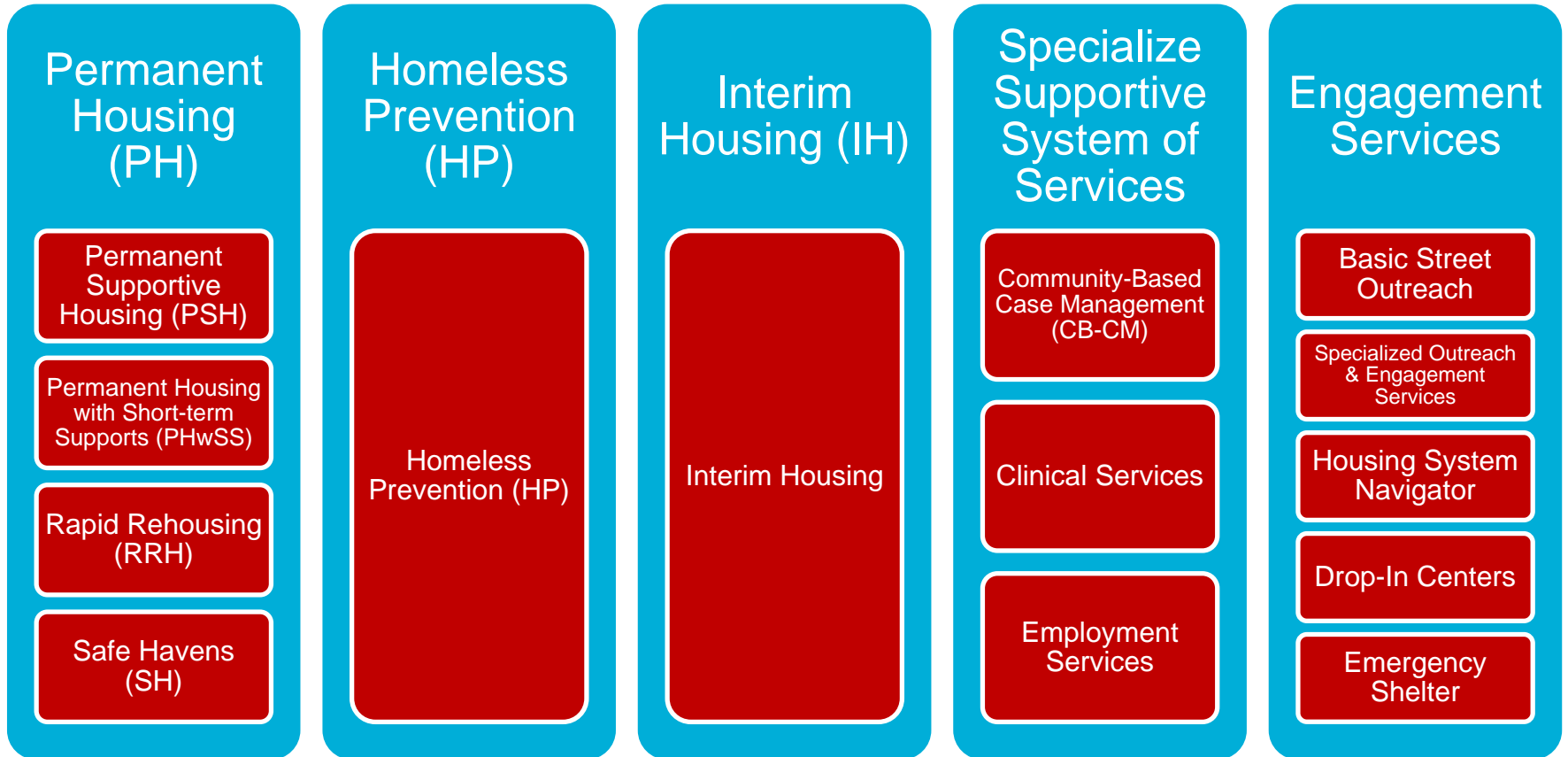
Services that reconnect persons who are homeless to needed social supports. Activities range from low-demand basic services to clinical services, and provide needed support to reconnect persons to necessary services.

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

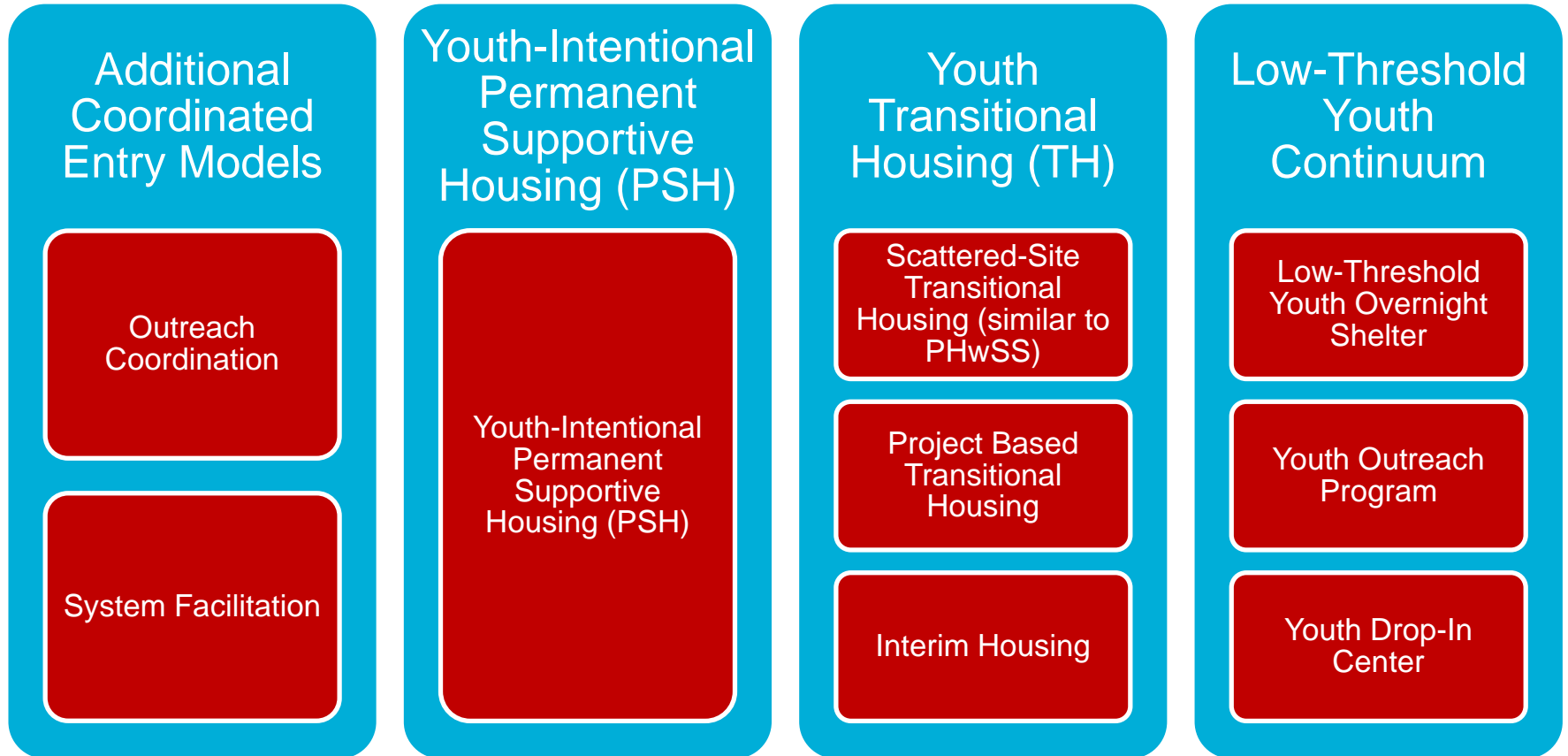
- Provision of services or linkage to age, culturally and developmentally appropriate services for all members of the household, as appropriate (child focused assessment, coordination of children's school enrollment, etc.)
- Provision of and/or access to basic needs services, including food, clothing, 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	<p>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.</p> <p><b>Target Population</b> Persons who are literally homeless Persons who are homeless in public spaces</p> <p><b>Time Frame</b> None</p>	<p>Needs assessment with evaluation for at least one of the following:</p> <ul style="list-style-type: none"> <li>• Mental health, Benefit eligibility, Medical care, Substance use, Safety assessment particularly for youth and domestic violence survivors ,</li> <li>• SSI and Medicaid benefits advocacy using SSI Outreach and Access to Recovery (SOAR) model, including pursuing presumptive eligibility</li> <li>• Complete the Coordinated Entry System (CES) assessment with participants in geographic area and those assigned through CES.</li> </ul>	<ul style="list-style-type: none"> <li>• 50% of participants will engage in case management and/or enriched individual services</li> <li>• 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</li> <li>• 45% of enrolled participants move to more stable housing (family, friends, shelter, housing programs or permanent housing)</li> <li>• 90% of enrolled participants complete a CES assessment or have an observed assessment completed on their behalf</li> <li>• 75% of people matched to a housing unit through CES will be housed</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>

# Structure



# Structure







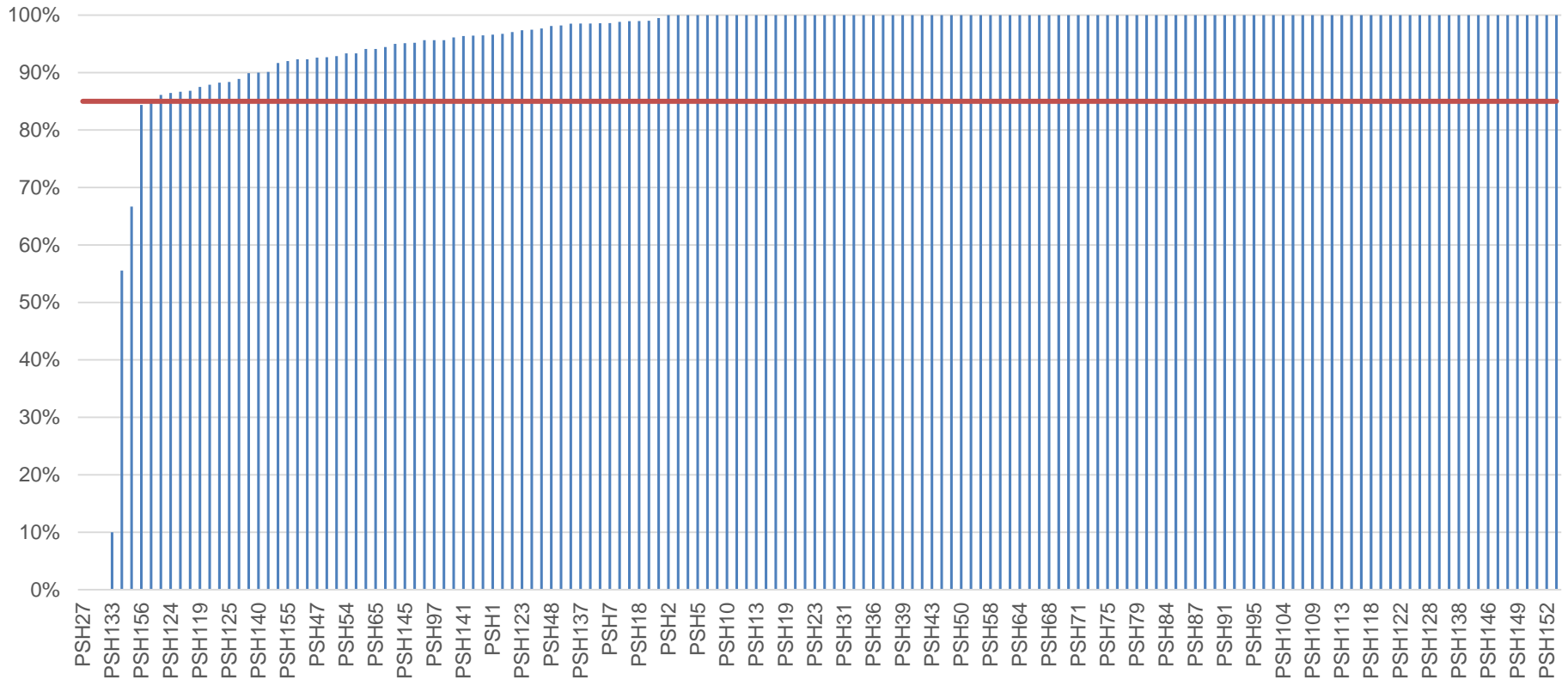
**Let's Look at Some Data!**

# 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.

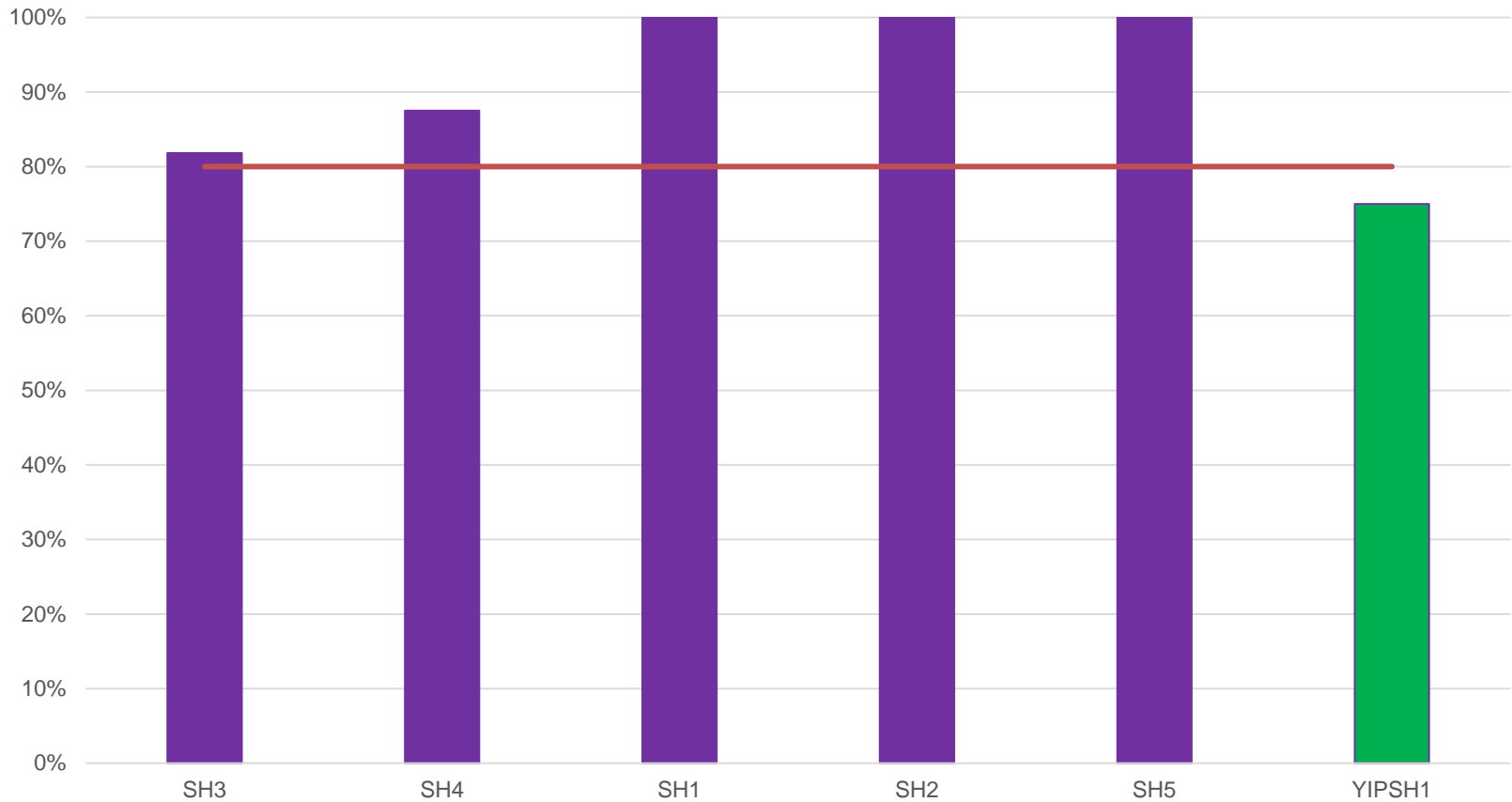
# Retention in Housing

2016 Retention in Housing: PSH



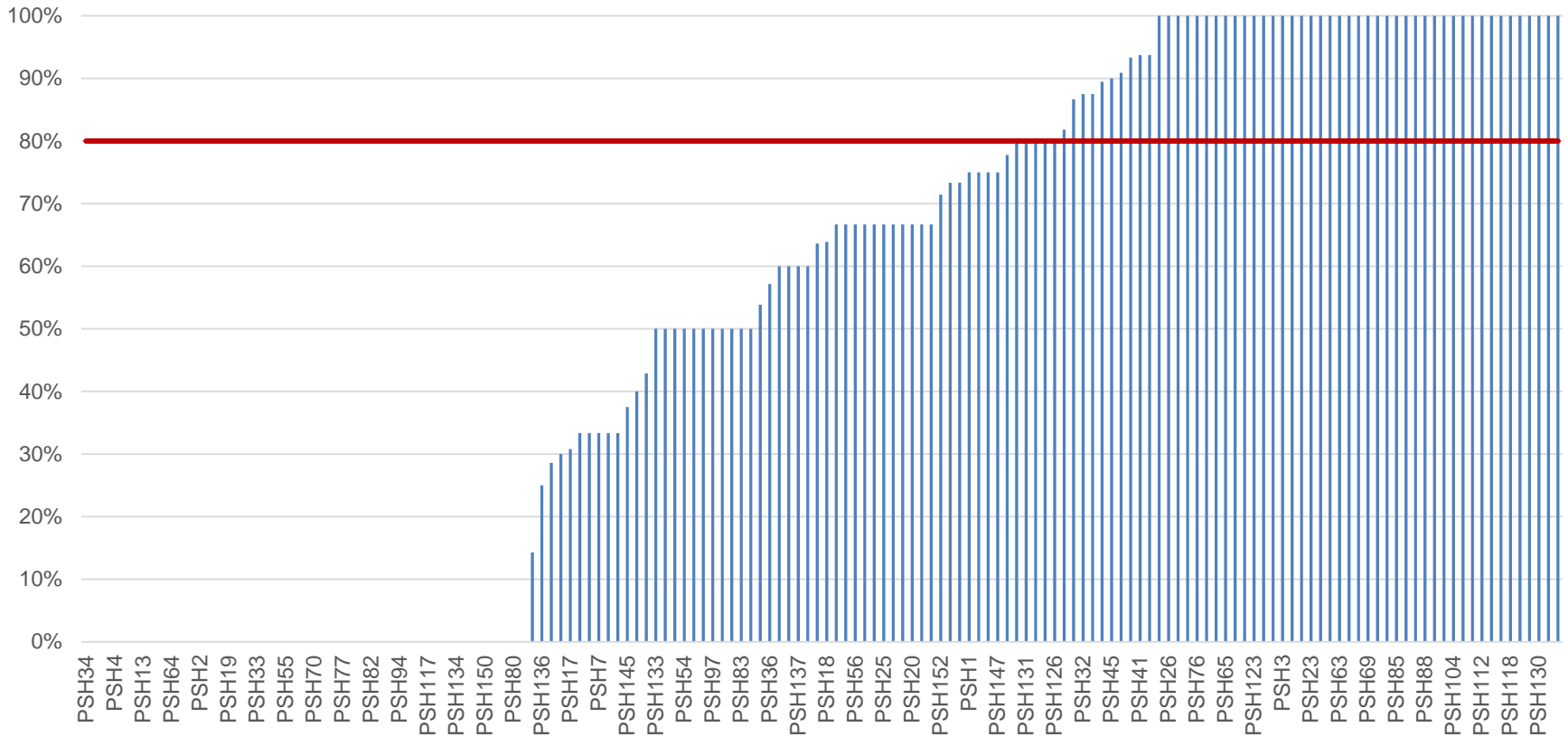
# Retention in Housing

2016 Retention in Housing: SH & YIPSH



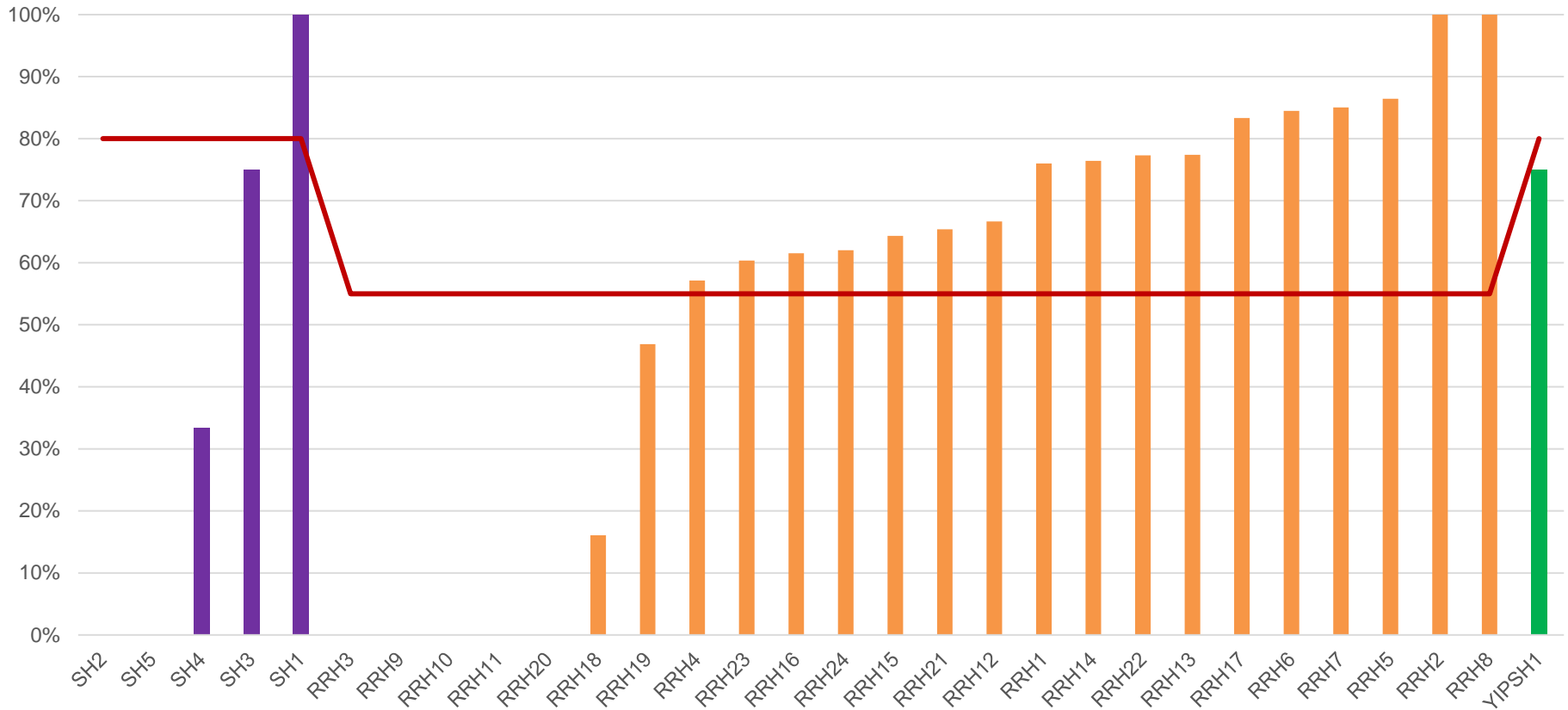
# Exits to Permanent/Stable Housing

2016 Exits to Permanent Housing: PSH



# Exits to Permanent/Stable Housing

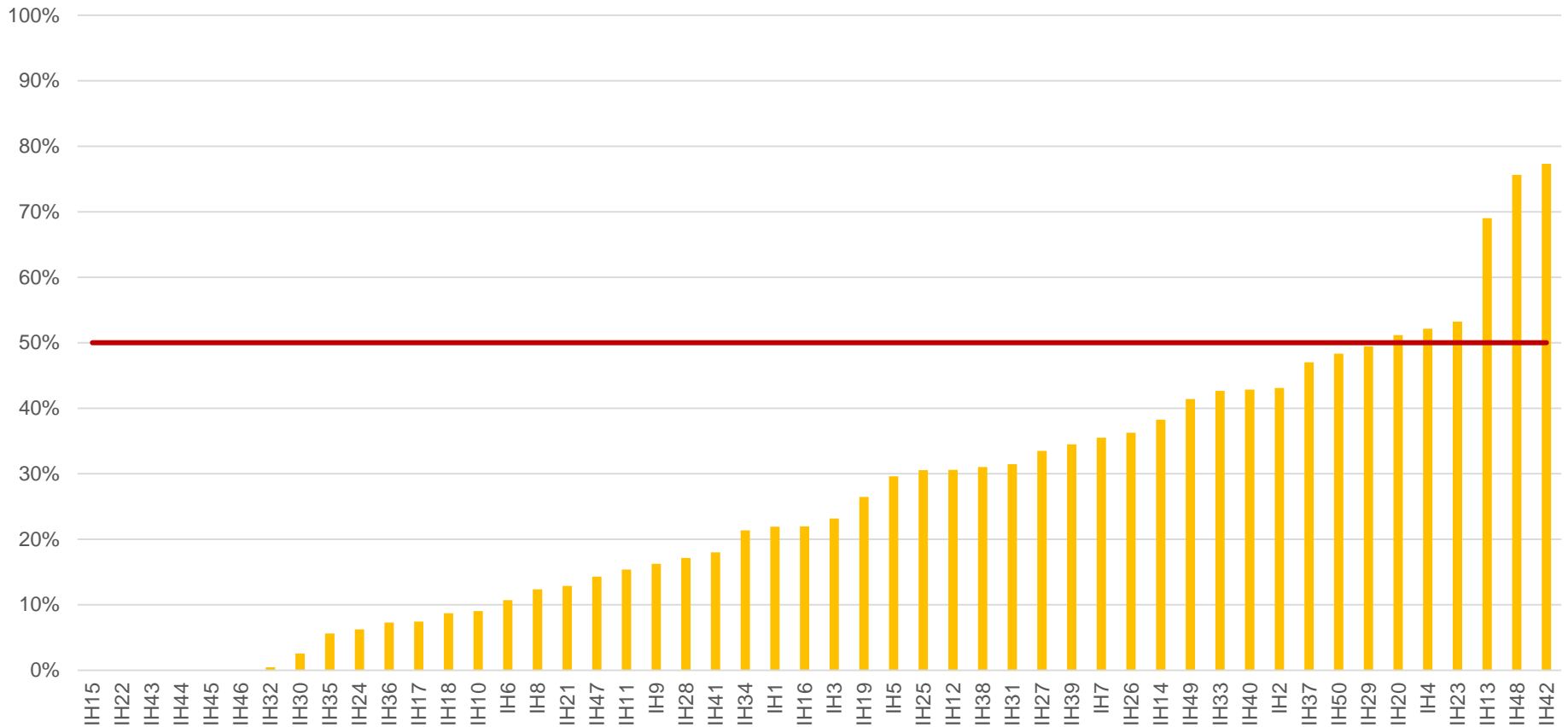
2016 Exits to Permanent Housing: SH, RRH, YIPSH



SH = 80% of participants  
RRH = 55% of participants  
YIPSH = 80% of participants

# Exits to Permanent/Stable Housing

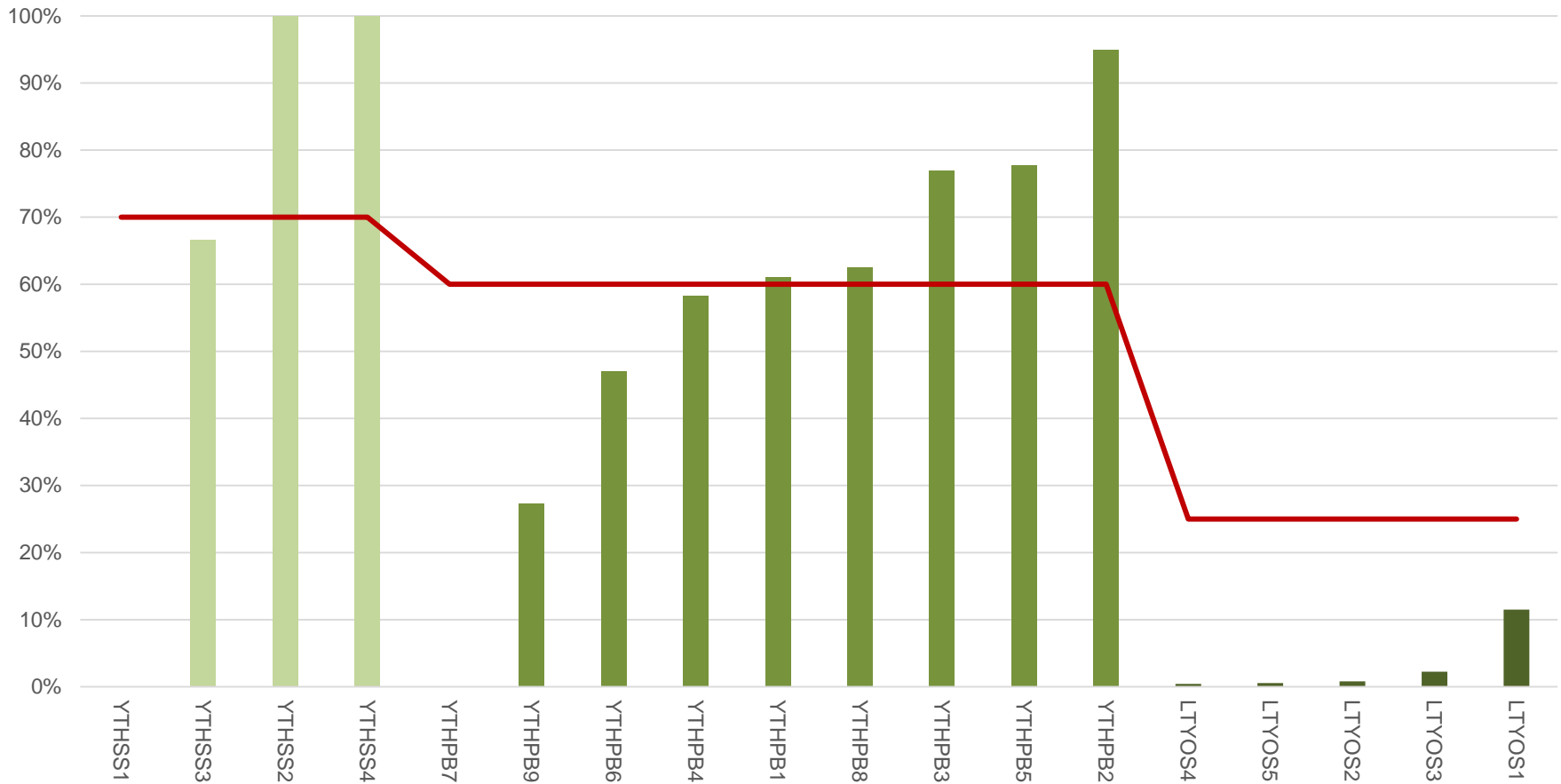
2016 Exits to Permanent Housing: IH



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

# Exits to Permanent/Stable Housing

2016 Exits to Stable Housing: YTHSS, YTHPB, LTYO



Youth TH SS - 70% of participants will exit to stable housing

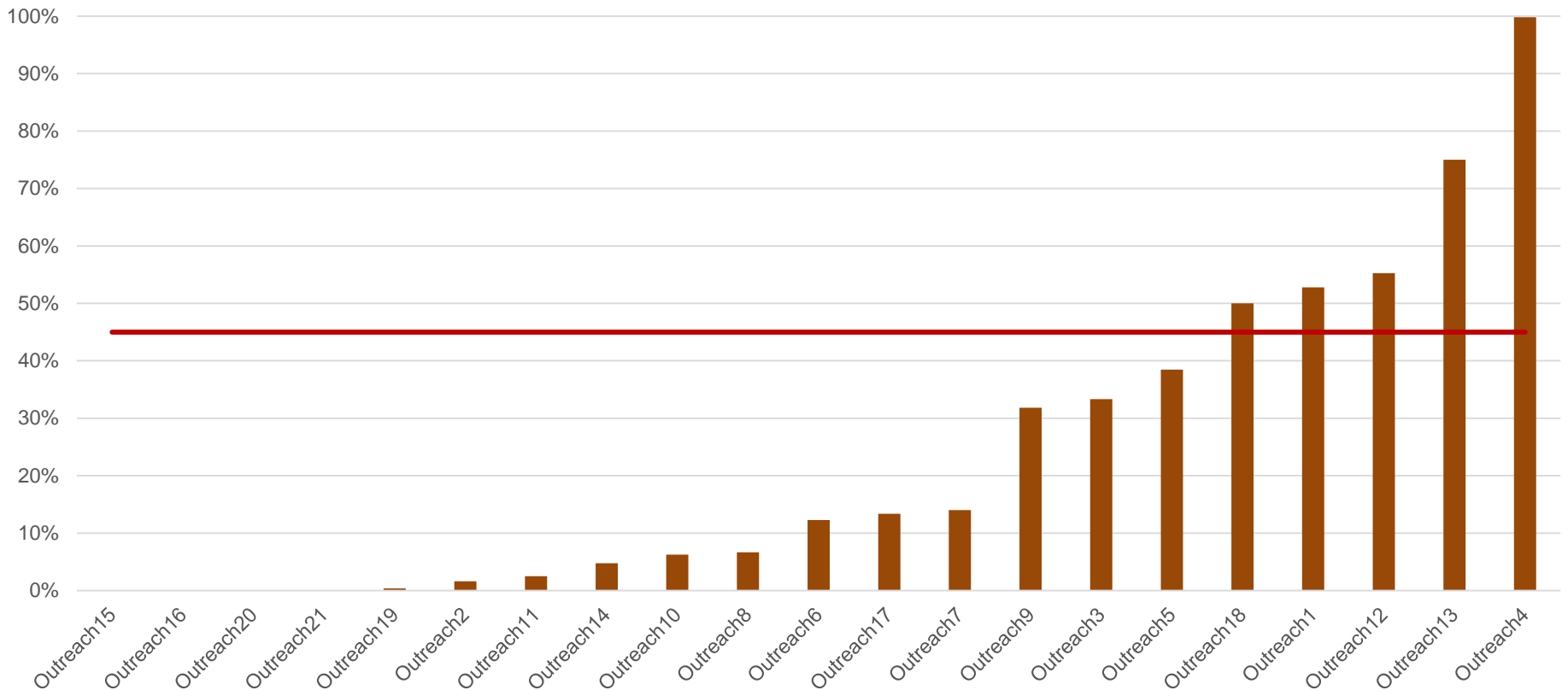
Youth TH Project Based – 60% of participants exit to stable housing

Low Threshold Youth Overnight Shelter - 25% of participants move to more stable housing  
(family, friends, longer-term shelter/housing programs or permanent housing)



# Exits to Permanent/Stable Housing

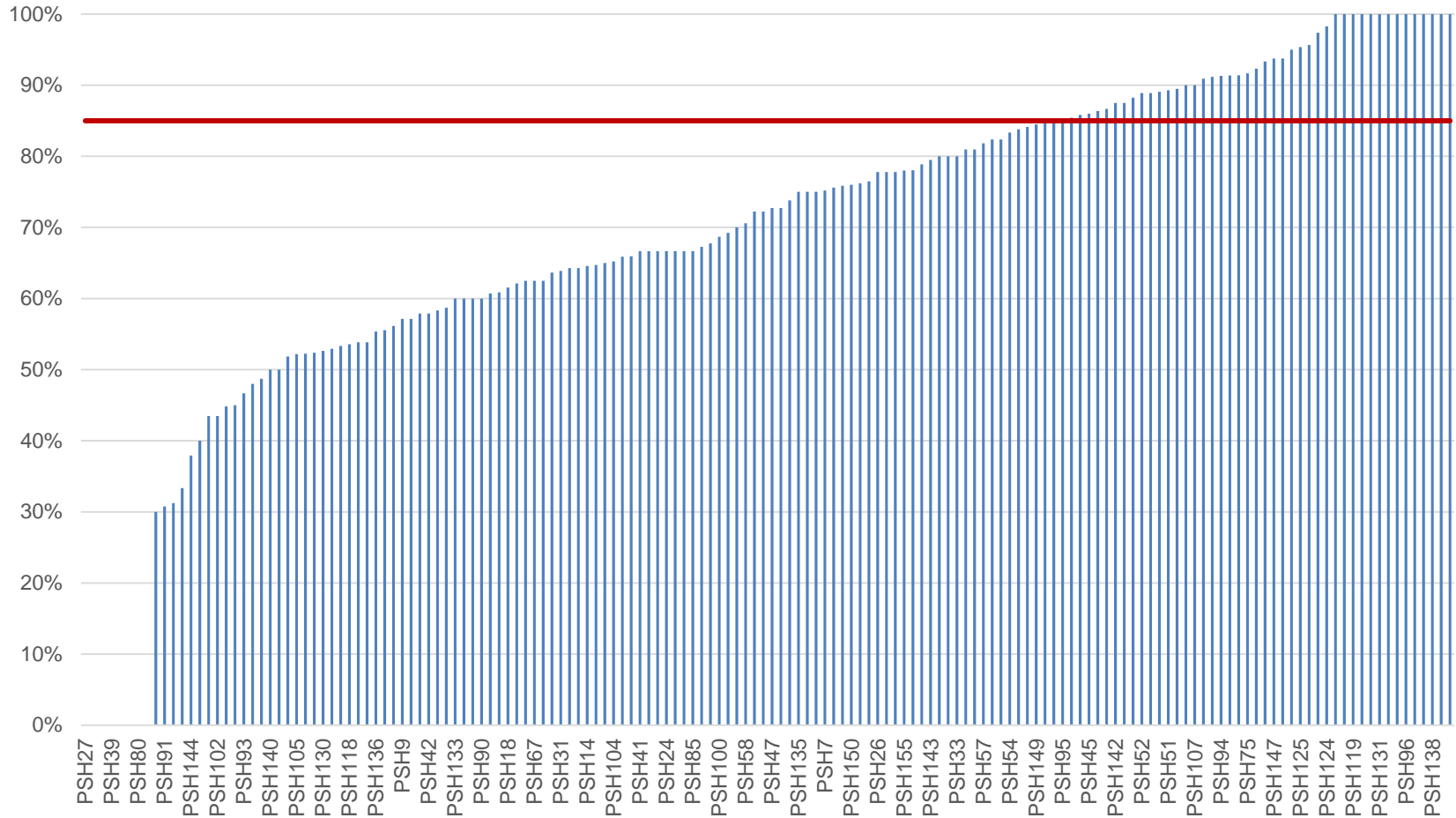
2016 Exits to Stable Housing: Outreach



45% of enrolled participants move to more stable housing (family, friends, shelter, housing programs or permanent housing)

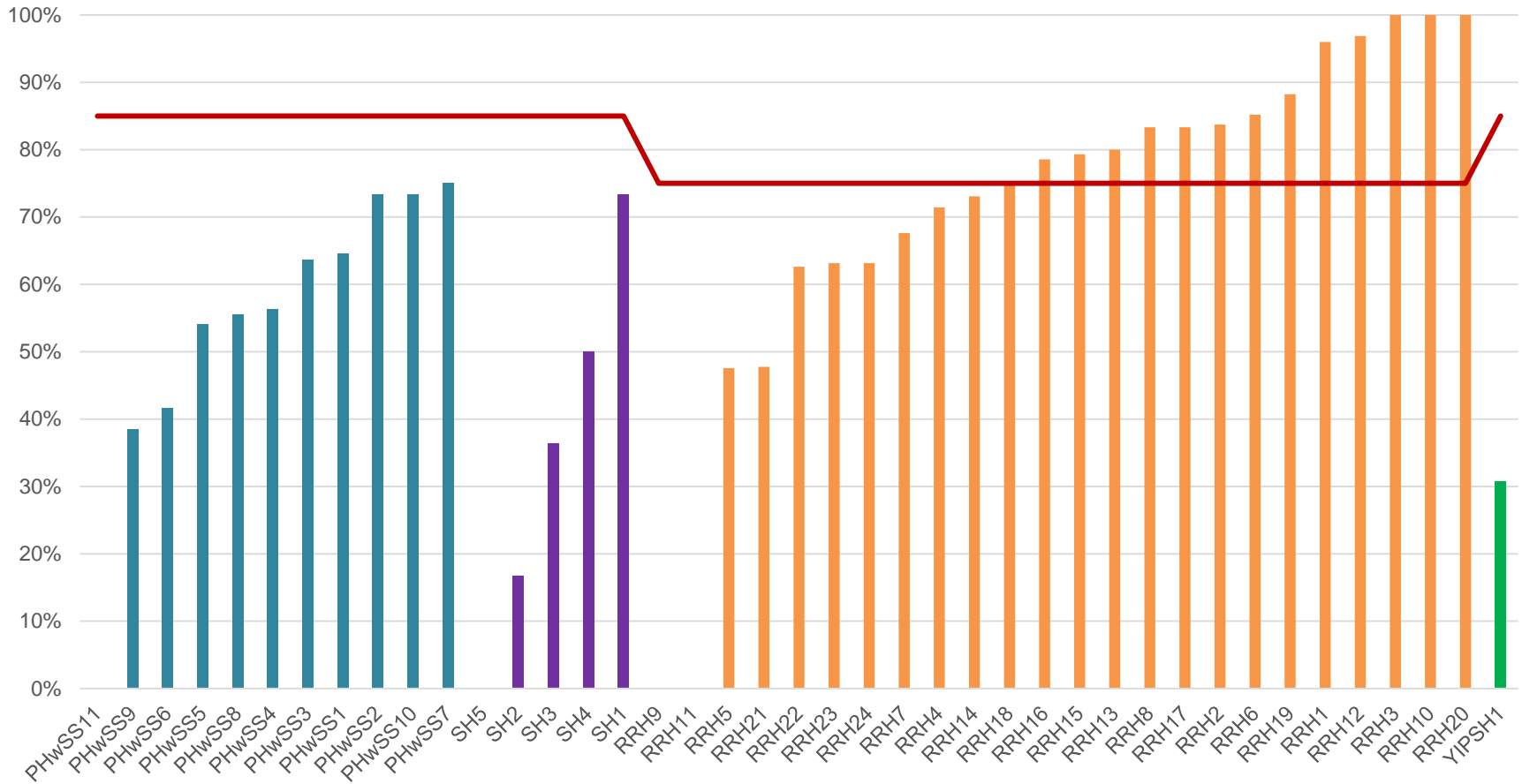
# Maintain or Increase Income

2016 Maintain/Increase Income: PSH



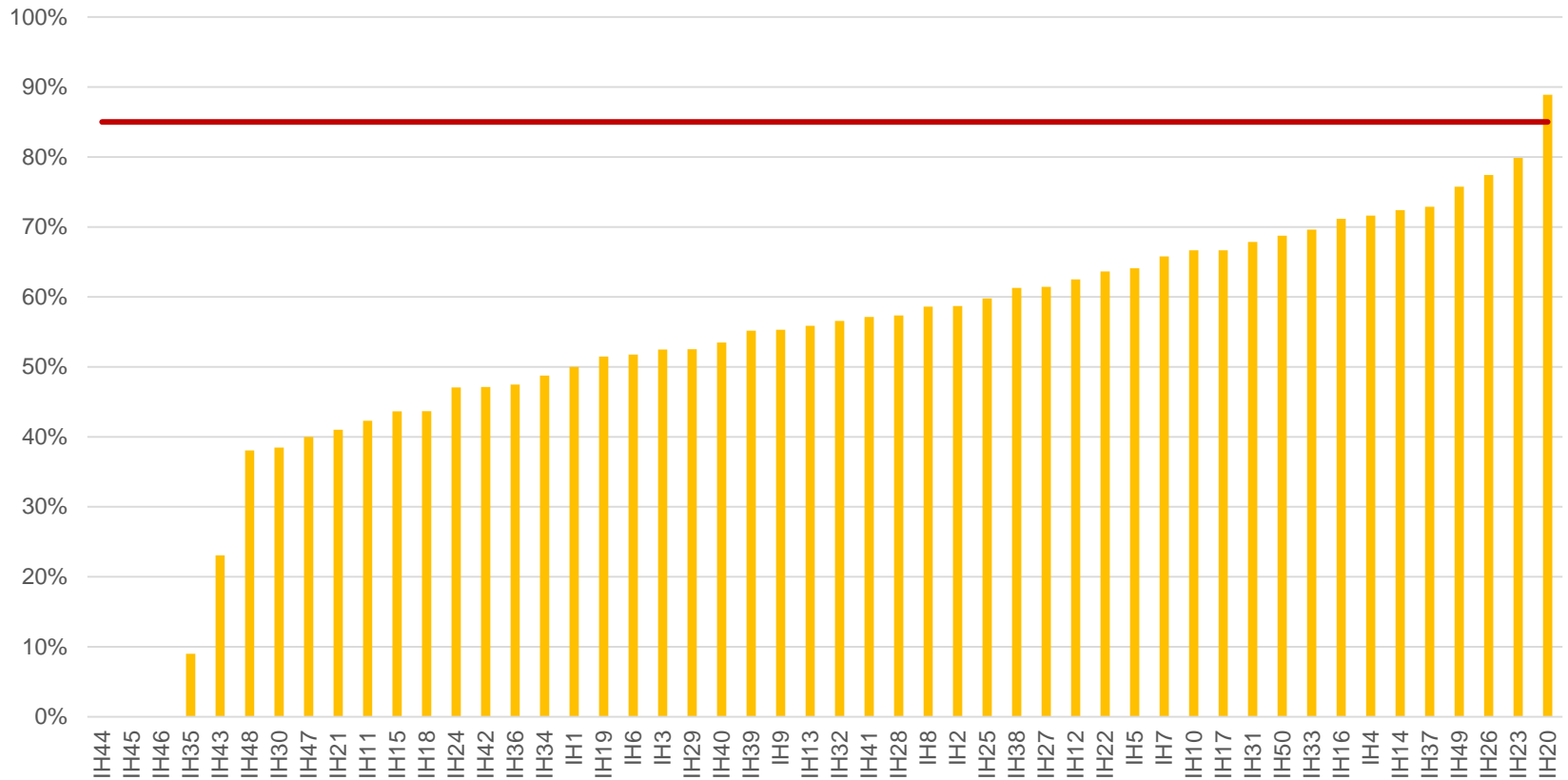
# Maintain or Increase Income

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



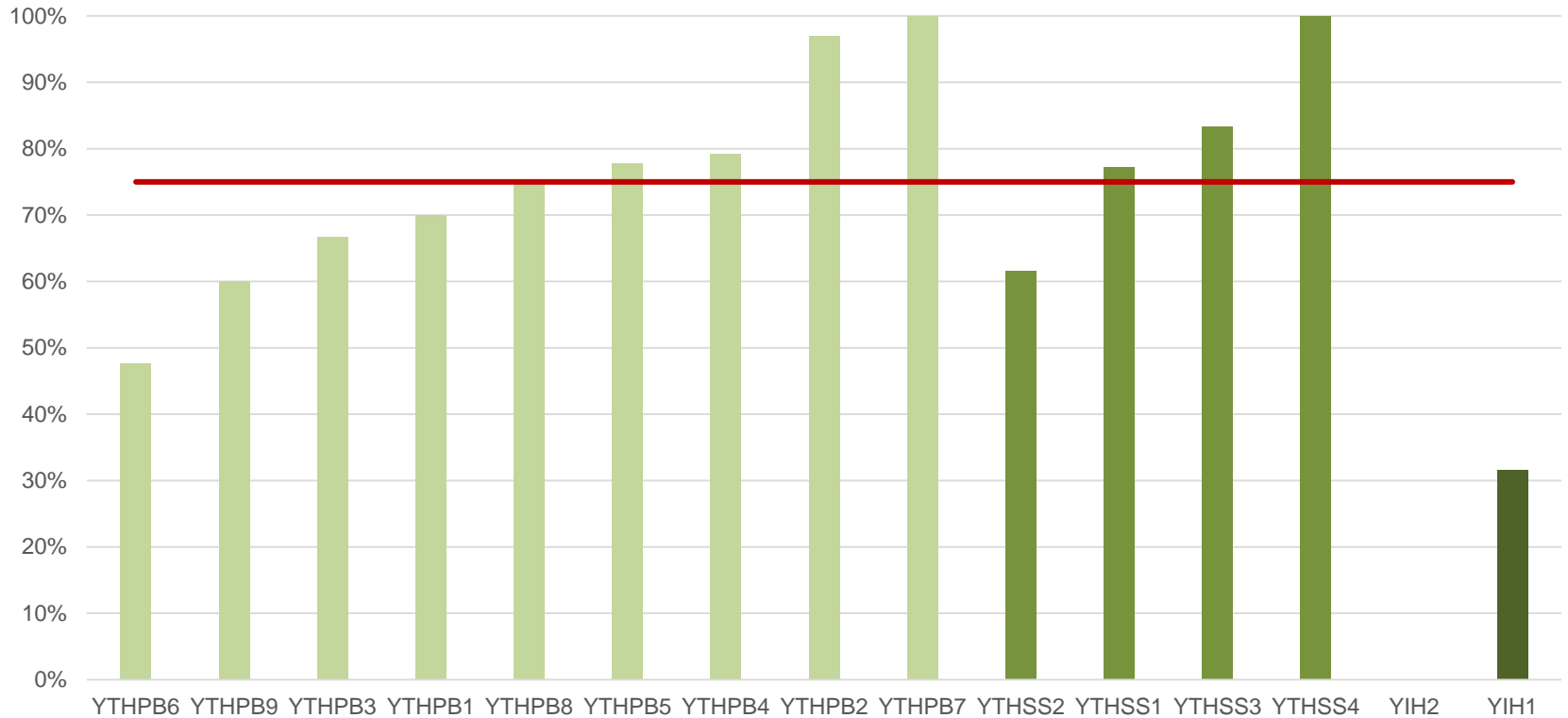
# Maintain or Increase Income

2016 Maintain/Increase Income: IH



# Maintain or Increase Income

2016 Maintain/Increase Income: YTHPB, YTHSS, YIH

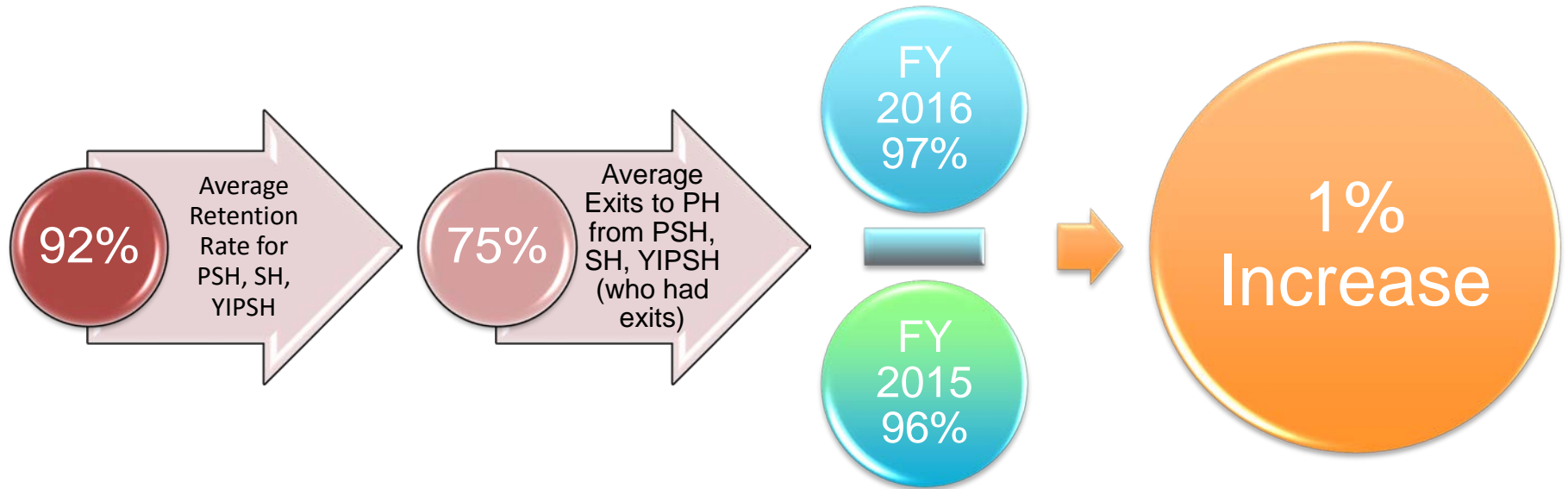


# Program Model Chart & SPMs

# SPM 7: Placement & Retention in PH

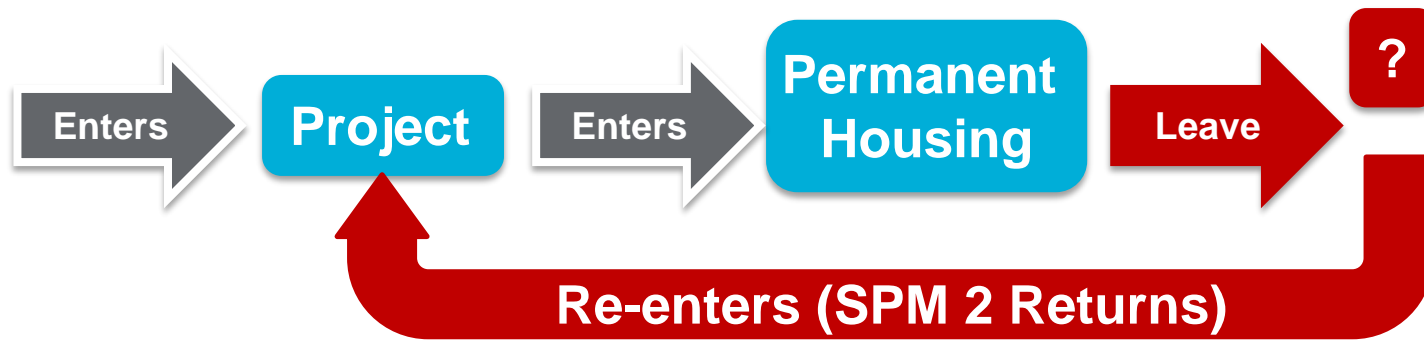
## Programs Model Chart

## SPM 4



# SPM 2: Exit Homelessness to PH

## Destinations Return to Homelessness



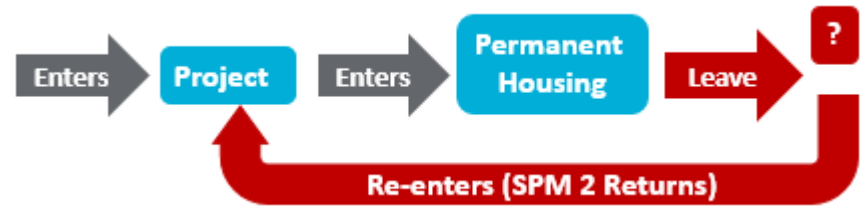


# SPM 2: Exit Homelessness to PH

## 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



### Returns: Less than 6 Months

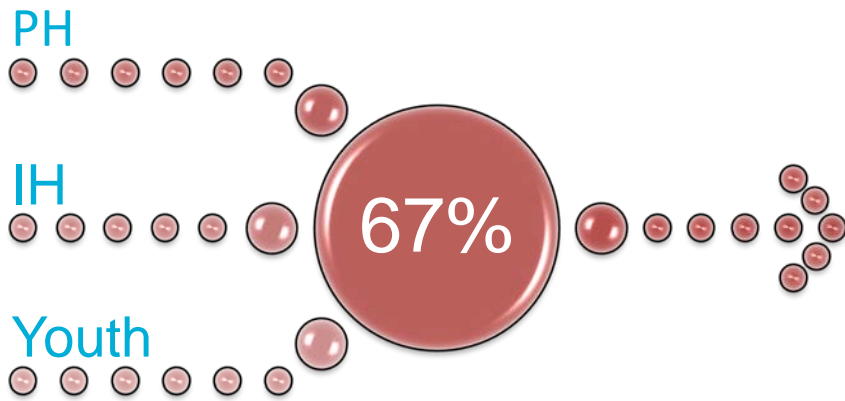
Exit From	FY 2015	FY 2016	% Change
SO	9%	7%	-2%
ES	13%	12%	-1%
TH	9%	11%	+2%
SH	14%	0%	-14%
PH	4%	6%	+2%
<b>Total</b>	<b>9%</b>	<b>10%</b>	<b>+1%</b>

### 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%
<b>Total</b>	<b>20%</b>	<b>23%</b>	<b>3%</b>

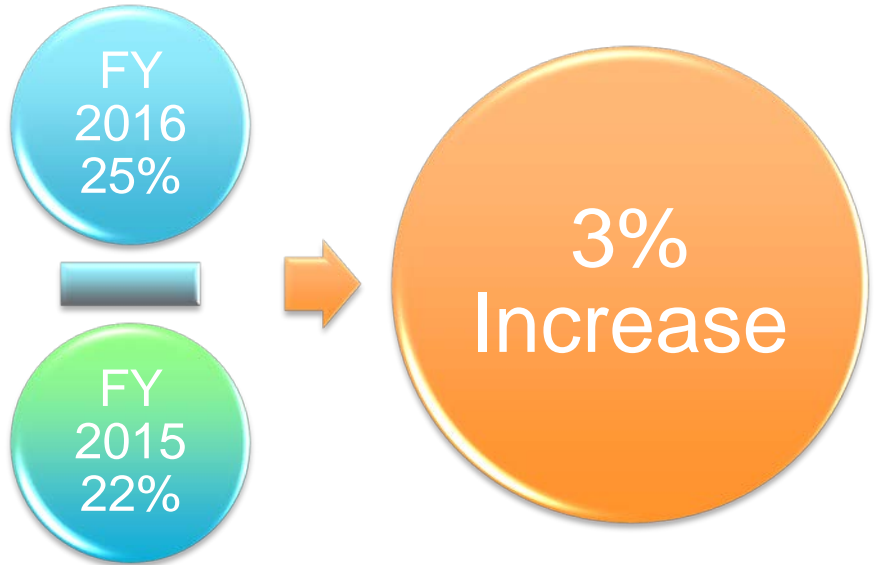
# SPM 4: Change in Total Income for Stayers

## Programs Model Chart



Average of Maintain or Increase  
Income

## SPM 4



# 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](mailto:kkowal@allchicago.org)

Slides will be posted to the All  
Chicago website.