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.
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**

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Program Description</th>
<th>Essential Program Type Elements</th>
<th>Expected Outcomes</th>
<th>System Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Type Name</td>
<td><strong>Target Population</strong></td>
<td>Based on the essential elements above but also includes details specific to the program type</td>
<td>Measurable outcomes for each program type.</td>
<td>The expected outcomes for this program type contribute to the following system outcomes:</td>
</tr>
</tbody>
</table>
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 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

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Program Description</th>
<th>Essential Program Type Elements</th>
<th>Expected Outcomes</th>
<th>System Outcomes</th>
</tr>
</thead>
</table>
| 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. | 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 |

Target Population
Persons who are literally homeless
Persons who are homeless in public spaces

Time Frame
None
Structure

Permanent Housing (PH)
- Permanent Supportive Housing (PSH)
- Permanent Housing with Short-term Supports (PHwSS)
- Rapid Rehousing (RRH)
- Safe Havens (SH)

Homeless Prevention (HP)
- Homeless Prevention (HP)

Interim Housing (IH)
- Interim Housing

Specialize Supportive System of Services
- Community-Based Case Management (CB-CM)
- Clinical Services
- Employment Services

Engagement Services
- Basic Street Outreach
- Specialized Outreach & Engagement Services
- Housing System Navigator
- Drop-In Centers
- Emergency Shelter
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

SH3  SH4  SH1  SH2  SH5  YIPSH1
Exits to Permanent/Stable Housing

2016 Exits to Permanent Housing: PSH

allChicago
making homelessness history
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
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

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

92% Average Retention Rate for PSH, SH, YIPSH

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

SPM 4

FY 2016
97%

FY 2015
96%

1% Increase
SPM 2: Exit Homelessness to PH
Destinations Return to Homelessness

- Enters Project
- Enters Permanent Housing
- Leave

Re-enters (SPM 2 Returns)
**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**

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

**Returns: In 2 Years**

<table>
<thead>
<tr>
<th>Exit From</th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>SO</td>
<td>22%</td>
<td>32%</td>
<td>+10%</td>
</tr>
<tr>
<td>ES</td>
<td>23%</td>
<td>29%</td>
<td>+6%</td>
</tr>
<tr>
<td>TH</td>
<td>22%</td>
<td>24%</td>
<td>+2%</td>
</tr>
<tr>
<td>SH</td>
<td>14%</td>
<td>33%</td>
<td>+19%</td>
</tr>
<tr>
<td>PH</td>
<td>12%</td>
<td>15%</td>
<td>+3%</td>
</tr>
<tr>
<td>Total</td>
<td>20%</td>
<td>23%</td>
<td>3%</td>
</tr>
</tbody>
</table>
SPM 4: Change in Total Income for Stayers

Programs Model Chart

- PH
- IH
- Youth

67%

Average of Maintain or Increase Income

SPM 4

- FY 2016
  - 25%
- FY 2015
  - 22%

3% Increase
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.