



## EHI Accountability Plan

Systemwide Report \* Quarter 3 \* July – September 2020

Funding Source: HUD CoC-Funded Projects

### Introduction

This report contains a section for three of the four data points in the Expedited Housing Initiative (EHI) Accountability Plan. This report represents one quarter of data for projects that receive HUD Continuum of Care (CoC) funding, including all program model types (TH, PSH, RRH, Joint TH-RRH, SH). Additional reports, including about unit openings without match requests, are under construction and will be included in this analysis as they become available.

Providers receive updates on the data for each of their projects via HMIS reports sent to Agency Technical Administrators (ATAs). The [Guide to Data Monitoring and HMIS Reports](#) provides an explanation of the methods used to measure each data point and the frequency with which providers receive reports for monitoring their own progress.

### Outreach and Assistance

All Chicago is developing an outreach and assistance plan to address the 23% of projects that missed the standard expectation for unit utilization, 18% of projects that missed the standard for need status timeliness, and 23% of projects that missed the standard for time from match to housing. All Chicago will identify whether there are providers that missed the standard for multiple data points. Unit utilization will be the primary focus for this quarter. Other items will be included as capacity allows.

## Section 1 Unit Utilization Rates

**Description:** Unit utilization looks at the percentage of contracted apartments that are in use at a moment in time.

**Time Span:** This includes the unit utilization rates for 111 Permanent Supportive Housing (PSH) projects. The data below is based on a point in time count from September 24, 2020.

**Summary:** The average unit utilization rate in Q3 is 8%, the median rate is 91% with a range of 2% to 296%. Table 1 provides the overview of this data. This data includes 4433 units, and 3778 enrolled households through 111 projects.

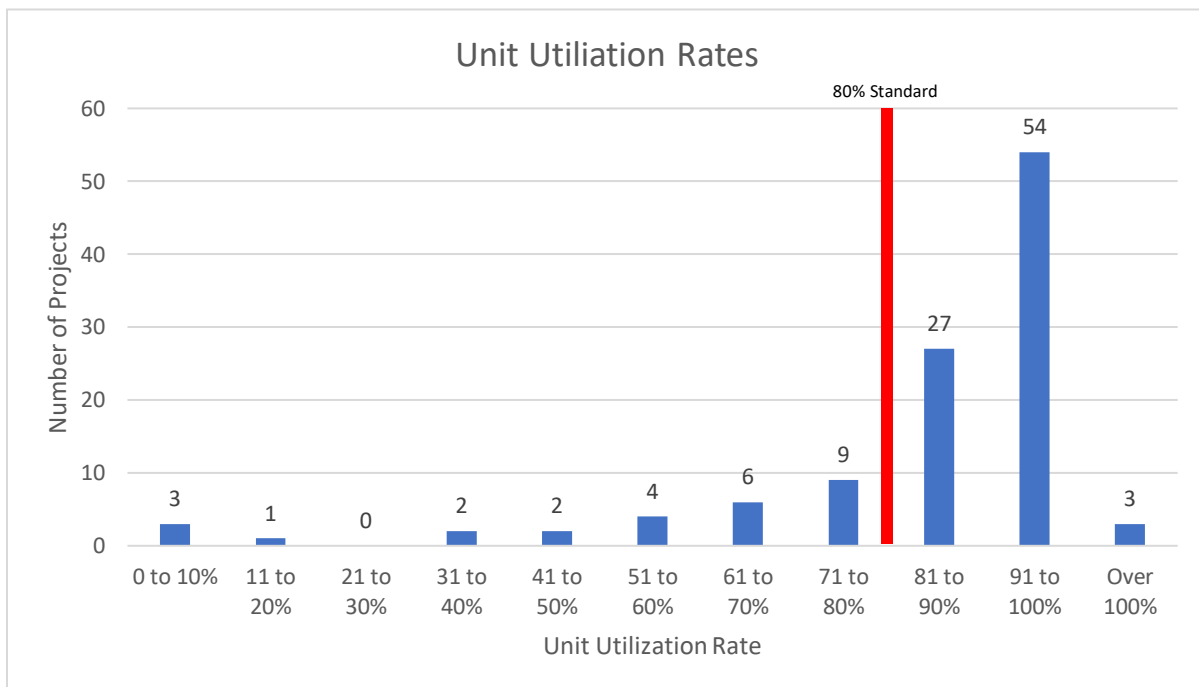
**Table 1. Statistics for Unit Utilization Rates**

Unit Utilization Rate	
Average	86%
Median	91%
Range	2% - 296%

% above 80% expectation	77%
% below 80% expectation	23%

Twenty-six projects, or 23% of the projects, did not meet the CoC expectation of 80% unit utilization for this quarter. Table 2 shows the distribution of projects based on unit utilization rates. Each column represents a count of the number of projects that fall into the range of rates displayed on the horizontal axis.

**Table 2. Distribution of Unit Utilization Rates**



## Section 2 Need Status Timeliness Standard

**Description:** When a project receives a referral from Coordinated Entry, the expectation is to contact the household and update their status in HMIS within 15 days. Updates provide information about their progress towards enrollment, such as if they are enrolled, cannot be reached, or if there is a reason to rematch them to a different project.

**Time Span:** This includes Coordinated Entry referrals made to projects from May 11 through September 30. The data was pulled on October 21, 2020.

**Summary:** There were 668 referrals during this period, of which 36 missed the need status timeliness standard. These referrals were made to 80 unique projects. Fourteen projects missed one or more need status update. The expectation is for projects to miss 0% of updates. Table 3 provides the overview of the data by looking at the percentage of referrals per project that missed the standard. Eighteen percent

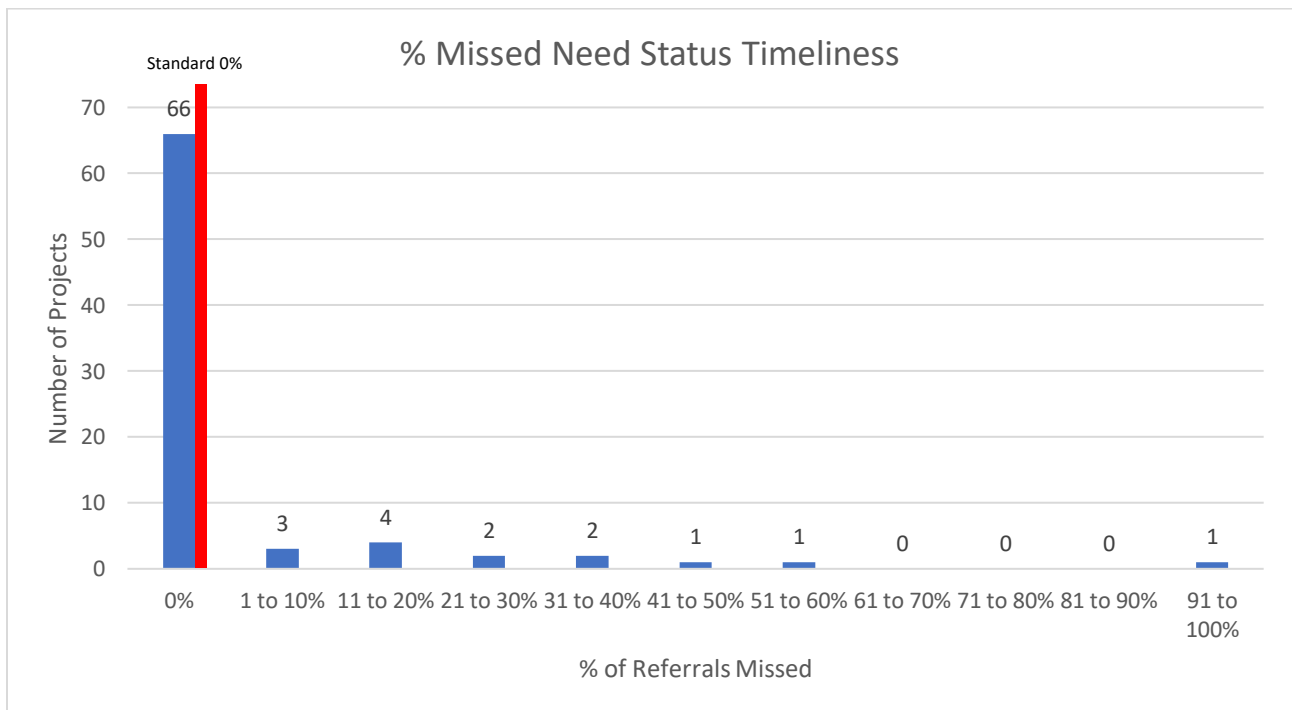
of projects missed at least one need status update, while 82% of projects completed all need status updates on time. The average percentage of referrals that missed the standard was 5%. One project missed 100%, however this project had only one referral.

**Table 3. Statistics for Need Status Timeliness**

% of referrals per project missing the need status timeliness standard	
Average	5%
Median	0%
Range	0-100%
% above expectation	82%
% below expectation	18%

Table 4 shows the distribution of projects based on percentage of missed need status updates. Each column represents a count of the number of projects that fall into the range of rates displayed on the horizontal axis.

**Table 4. Distribution of Need Status Timeliness**



### Section 3 Time from Match to Housing

**Description:** Time from match to housing looks at the number of days (weekends included) between the date the provider receives a referral from Coordinated Entry to the individual’s housing move-in date listed in HMIS.

**Time Span:** This includes the time from match to housing for projects that received referrals after May 11, 2020 and housed the referred participants by September 29, 2020.

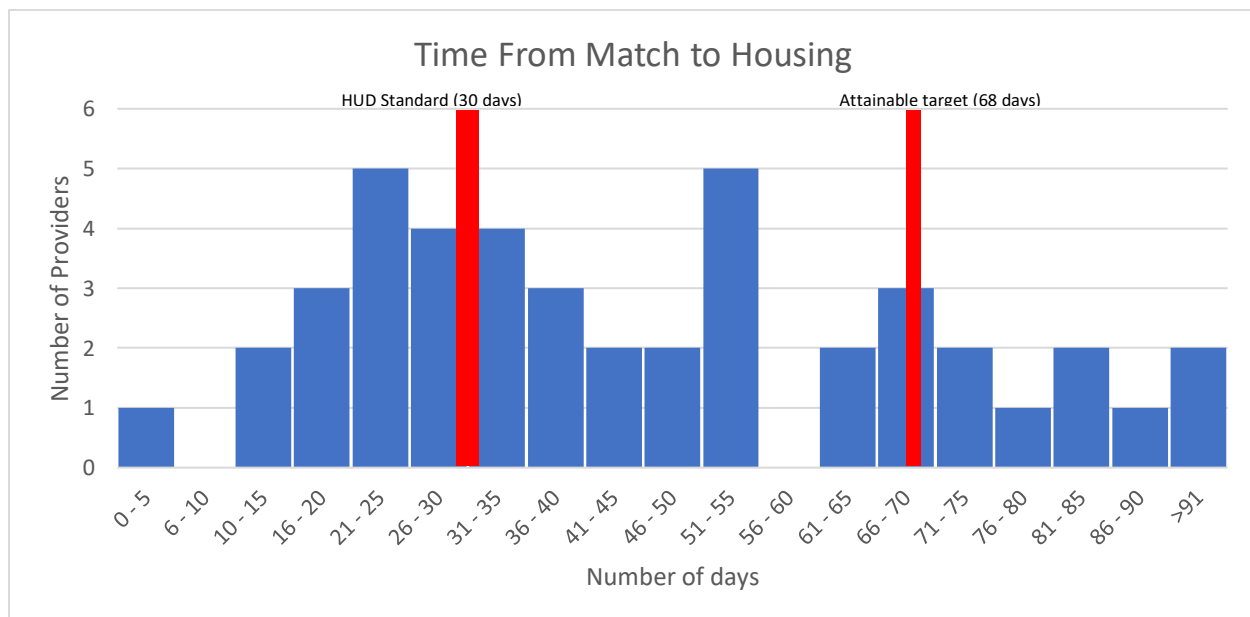
**Summary:** The time from match to housing includes 158 participants who were referred after May 11, 2020 and housed by September 29, 2020. The 158 clients housed enrolled into 44 projects. For the 158 participants housed, it took an average of 44 days from match to housing, a median of 42 days, and a range of 3 to 128 days. Table 5 provides the overview of this data.

**Table 5. Statistics for Time from Match to Housing**

Days from Match to Housing	
Average	44
Median	42
Range	3-128
% above attainable target	77%
% below attainable target	23%

Table 6 shows the distribution of providers based on average time from referral to housing. Each column represents a count of the number of providers that fall into the range of days from match to housing displayed on the horizontal axis. The HUD Standard is for providers to help clients move into housing within 30 days. The 2020 Chicago CoC System Goal (2.2) is 68 days as the attainable target and 30 days as the challenge target. The 2019 actual was 80 days. Of the 44 providers who housed clients, 15 did so within 30 days or less, and 29 had averages that were longer than 30 days. 10 providers took longer than 68 days on average.

**Table 6. Distribution of Time from Match to Housing**





## Section 4 Openings without Match Requests

The data reports that will be used to perform systemwide monitoring are under construction. All Chicago will include analysis of this data point in future quarters when the data is available.