



## EHI Accountability Plan

Systemwide Report \* Quarter 1 \* January – March 2021

Funding Source: All

### 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 all projects that are part of the Continuum of Care (CoC), including various funding sources (CoC, ESG, SSVF) and program model types (TH, PSH, RRH, Joint TH-RRH, SH). To view data for CoC-funded projects only, a separate report is available on the [Accountability Plan webpage](#). 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 will develop an outreach and assistance plan to address the 28% of projects that missed the standard expectation for unit utilization, 33% of projects that missed the standard for need status timeliness, and 30% of projects that missed the standard for time from match to housing. All Chicago will begin by focusing on providers in the lowest quartile of performance and providers that missed the standard for multiple data points.

### Section 1 - Unit Utilization Rates

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

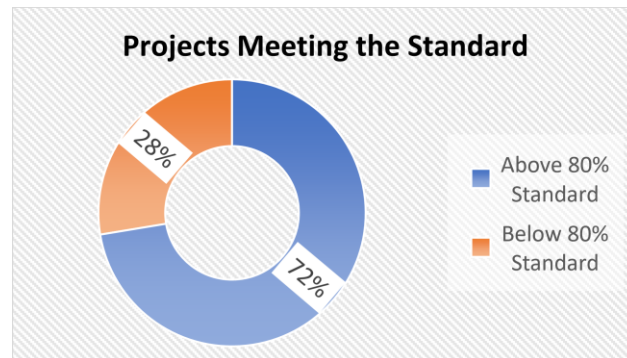
**Time Span:** This includes the unit utilization rates for 163 projects. The data below is based on a point in time count from March 18, 2021.

**Summary:** The average unit utilization rate in is 84%, the median rate is 90% with a range of 0% to 536%. Table 1 provides overview statistics of this data. This data includes 6,087 units and 4,867 enrolled households through 163 projects. Forty-five projects out of 163, or 28% of the projects, did not meet the CoC expectation of 80% unit utilization.

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

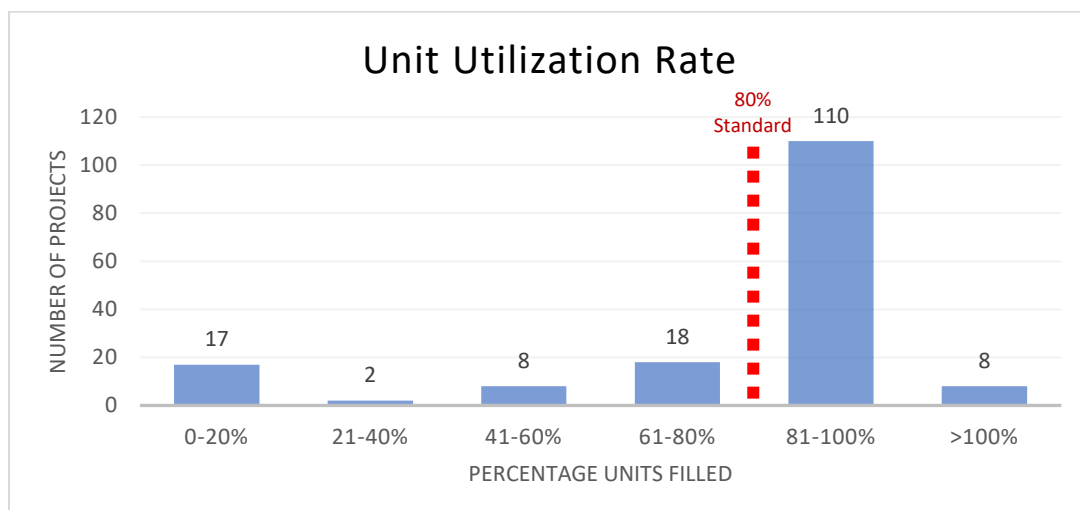
Because there are outliers in this data, the median is a better measure of central tendency than the average. The twenty-fifth percentile means that 25% of the values in the data set fall below 77% unit utilization. In other words, projects with rates of 77% or below are in the lowest quarter of performers.

Statistic	Unit Utilization Rate
Average	84%
Median	90%
Mode	100%
Range	0-536%
25 <sup>th</sup> percentile	77%
50 <sup>th</sup> percentile	90%
75 <sup>th</sup> percentile	96%



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

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.



## 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, 2020 through March 14, 2021. The data was pulled on March 31, 2021.

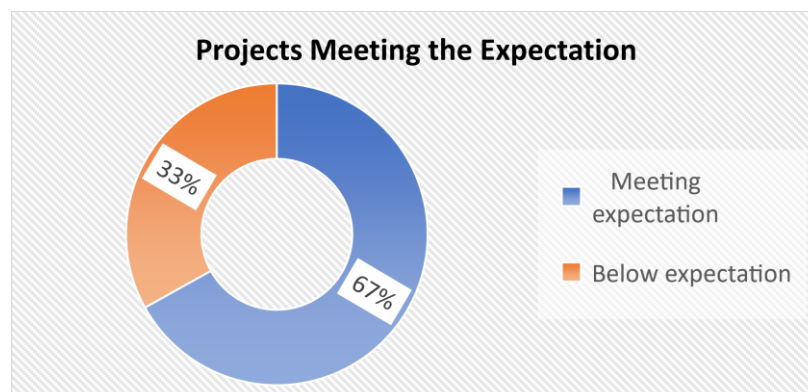
**Summary:** There were 2,593 referrals during this period, of which 151 missed the need status timeliness standard. These referrals were made to 127 unique projects. Forty-two projects missed one or more need status updates. The CoC expectation is for projects to miss 0% of updates.

### Table 3. Statistics for Need Status Timeliness

Table 3 provides overview statistics when looking at the percentage of referrals per project that missed the standard.

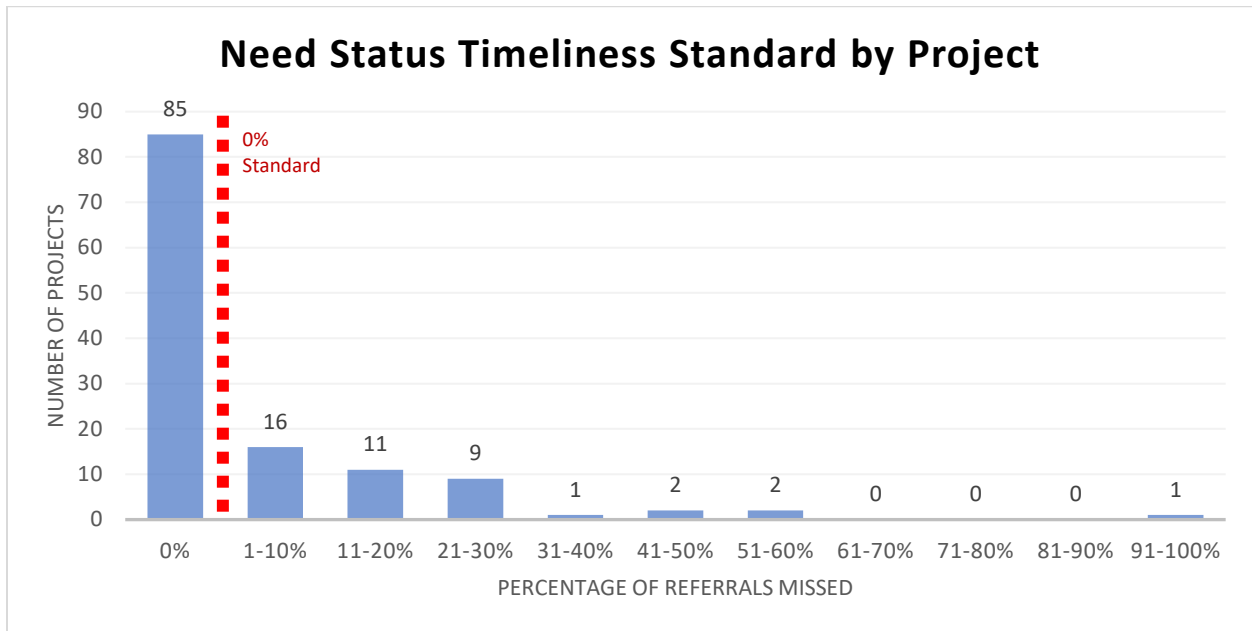
Thirty-three percent of projects missed at least one need status update, while 67% of projects completed all need status updates on time. The 75<sup>th</sup> percentile means that 75% of the values in the data set fall below 7%, so a project with a higher than 7% average is in the lowest 25% of performers.

Statistic	Referrals per project missing the standard
Average	6.6%
Median	0%
Mode	0%
Range	0% - 100%
25 <sup>th</sup> percentile	0%
50 <sup>th</sup> percentile	0%
75 <sup>th</sup> percentile	7%



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

Table 4 provides the distribution of projects with the percentage of referrals missed on the horizontal axis. Each column represents the number of projects that fall into that range.



### 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 March 30, 2021.

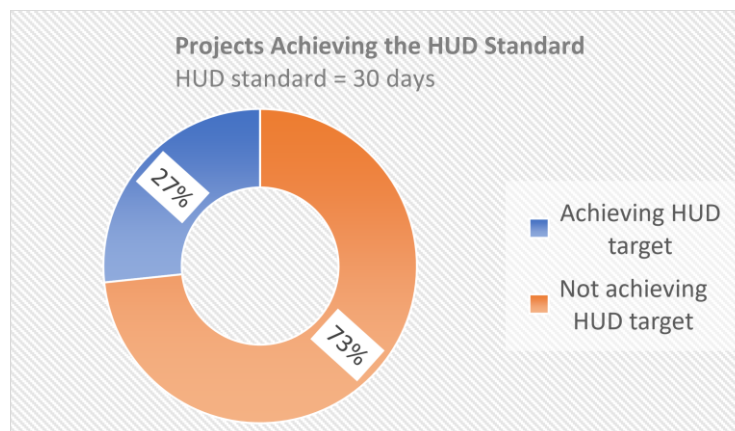
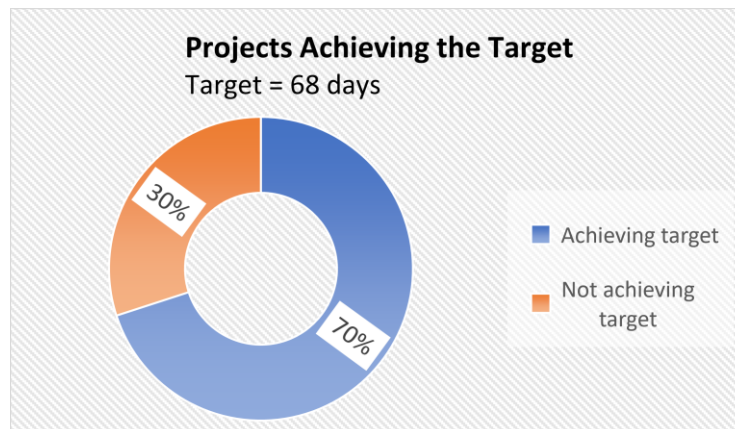
**Summary:** The time from match to housing includes 253 participants who were referred after May 11, 2020 and housed by March 30, 2021. The 253 clients were housed in 60 projects.

The HUD Standard is for providers to help clients move into housing within 30 days. The 2021 Chicago CoC System Goal is 68 days as the attainable target and 30 days as the challenge target. The 2019 actual was 80 days. Of the 60 providers who housed clients, 16 did so within 30 days or less, and 44 had averages that were longer than 30 days. Eighteen providers took longer than 68 days on average.

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

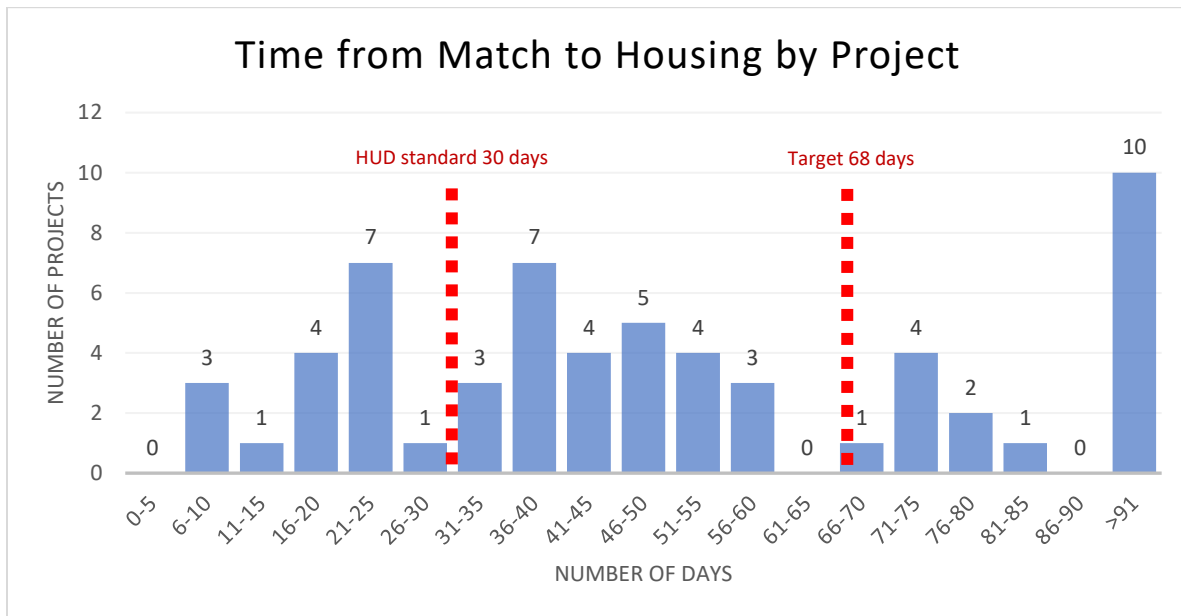
For the housed participants, it took an average of 53 days from match to housing, a median of 45 days, and a range of 6 to 128 days. Table 5 provides the overview statistics of this data. The 75<sup>th</sup> percentile means that 75% of the values in the data set fall below 71 days, so a project with a higher than 71 day average is in the lowest 25% of performers.

Days from Match to Housing	
Average	53
Median	45
Mode	23
Range	6-128
25 <sup>th</sup> percentile	28
50 <sup>th</sup> percentile	45
75 <sup>th</sup> percentile	71



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

This table 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.



## 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.