System Performance Measures

Intent, Overview, and Current Data

Acronyms and Terms

Acronym	Project Type
ES	Emergency Shelter
TH	Transitional Housing
SH	Safe Haven
RRH	Rapid Re-Housing
PSH	Permanent Supportive Housing (disability requirement)
PH	Permanent Housing – Housing Only
	Permanent Housing – Housing with Services (*no* disability requirement)
SO	Street Outreach
HMIS	Homeless Management Information System

Term	Explanation
PIT Count	Point-in-Time Count of *Sheltered/ Unsheltered* Persons
Client Universe	All Clients belonging the *group of interest* for the current metric
HUD	Housing and Urban Development (Federal Proponent)

Background and Intent

- *CoCs* consolidated redesign requires *system-based* thinking, planning and **evaluation**

- *System Performance Measures* **standardize guidance** for measuring how each *CoC* performs as a *system*

- Accurately assessing performance requires quality data from Projects/ Providers

- Data helps *CoCs* identify gaps in services and outcomes

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Measure 1:
Length of Time Persons Remain Homeless

- Assesses goal of achieving quick and stable housing for Participants

- Encourages communities to quickly re-house Participants

- Helps to discover Participants who have been homeless for long periods of time (detecting outliers)

Measure 1:
Length of Time Persons Remain Homeless

1. <u>Add</u> up time spent in *ES* and/or *SH* by each Participants during reporting period (days)

2. <u>Divide</u> total from **step 1** by total days to obtain *Average*

3. <u>Calculate</u> *Median* of days for all persons included (*50th percentile value*)

Measure 1(a):
Length of Time Persons Remain Homeless

- Separated into *Measures 1.1* and *1.2*
  - *1.1* does **not** include time spent in *TH*
  - *1.2* includes time spent in *TH*

- *Median* indicates *anticipated* time for any given person

- *Average* detects *very long* or *very short* times (outliers)

- *Unsheltered* time not required by HUD, but... (next slide)

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Measure 1(b):
Length of Time Persons Remain Homeless

- Includes *Unsheltered* time (estimates where available)

- Length of time reported directly by the Participants

- Collected *in addition to* **M1a** (not required by HUD)

- Incorporates Participants' stories *(self-reporting)* into estimates

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KCRHA System Performance (M1)
Length of Time Persons Remain Homeless

Median LoT (from HMIS)			
Project(s)	**FY 2022**	**FY 2023**	**Change**
ES, SH	97	114	17
ES, SH, TH	118	133	15

Median LoT (from Assessment)			
Project(s)	**FY 2022**	**FY 2023**	**Change**
ES, SH	379	336	-43
ES, SH, TH	429	377	-52

• On average, there was an increase in the length of time individuals spent in shelters from FY 2022 to FY 2023 by 13 days.

• There was decrease in the average days individuals *reported* spending (**M1b**) experiencing homelessness, prior to their housing move-in. This could suggest improvements aimed at reducing homelessness the duration overall may be working despite an increase in the time spent in shelters.

Measure 2:

Returns to Homelessness in 6, 12, 24 mos.

- Assesses housing *solidity*

- Encourages community to pay attention to quality and fit, as well as volume

- Can help identify Programs and Projects needing special attention by flagging high rates of return

- Provides information about *positive* and *negative* exits

Measure 2(a):

Returns to Homelessness in 6, 12 mos.

1. <u>Count</u> total Participants who *exited* to *PH* in the prior period

2. <u>Count</u> total Participants who were *also* recorded in any of *SO*, *ES*, *SH*, or *TH* projects at 6 *and* 12 months *post-exit* to *PH*

3. <u>Divide</u> **step 2** by **step 1** to obtain fraction (percent) of Participants who return to homelessness

Note: *Measure 2a* is divided into *2a.1* and *2a.2*, where *2a.1* does NOT include *PH*, but *2a.2* does (at **step 2**)

Measure 2(b):

Returns to Homelessness within 24 mos.

1. Count total Clients who exited to *PH* >= 24 months ago

2. Count total Clients who were *also* recorded in any of *SO*, *ES*, *SH*, or *TH* projects within 24 months *post-exit* to *PH*

3. Divide **step 2** by **step 1** to obtain fraction (percent) of Clients who return to homelessness

Note: *Measure 2b* is divided into *2b.1* and *2b.2*, where *2b.1* does NOT include *PH*, but *2b.2* does (at **step 2**)

KCRHA System Performance (M2)
Returns to Homelessness in 6, 12, 24 mos.

Project Exited	Returns in Less than 6 Mos			Returns in 6 to 12 Mos			Returns in 24 Mos		
	FY 2022	FY 2023	% of Returns	FY 2022	FY 2023	% of Returns	FY 2022	FY 2023	% of Returns
SO	66	66	5.64%	51	53	4.53%	204	180	15.37%
ES	364	274	11.55%	70	129	5.44%	623	522	22.01%
TH	33	36	6.03%	10	24	4.02%	81	92	15.41%
SH	2	3	9.68%	1	0	0.00%	4	6	19.35%
PH	65	54	2.75%	40	45	2.29%	159	172	8.77%
TOTALS	530	433	7.06%	172	251	4.09%	1,071	972	15.85%

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KCRHA System Performance (M2)

Returns to Homelessness in 6, 12, 24 mos.

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- The number of returns to homelessness within two years varied across different categories, with percentages ranging from 9% to 22%.

- The percentages varied between intervention types but the count was overall down by 10% from the previous year's returns.

Measure 7:
Successful Housing Placements

- Viewed with **M1** and **M2** to assess *solidity* of placements
- Measures *positive* exits, rather than *all* exits
- Measures movement through the continuum to *PH*, as well as placements from *street outreach*
- *Continuously collected* data is an important tool for assessing system effectiveness

Measure 7:

Successful Housing Placements

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1. <u>Add</u> Participants currently in *ES*, *SH*, *TH*, and *PH-RRH* who exited in the current period

2. <u>Add</u> all Participants in *ES*, *SH*, *TH*, and *PH-RRH* who then *exited* to *PH*

3. <u>Divide</u> **step 2** by **step 1** for percent of *successful exits* to *PH*

Note: *7b.1* calculation shown, and *7b.2* further includes percent who **retained** *PH,* while *7a* focuses on *SO*

KCRHA System Performance (M7)
Successful Housing Placements

Exits to *PH*	FY 2022	FY 2023	Change
Total	8,392	8,891	499
Positive Exits	3,277	4,036	759
% Successful	39%	45%	6%

Retained *PH*	FY 2022	FY 2023	Change
Total	7,874	8,141	267
Positive Exits	7,556	7,842	286
% Successful	96%	96%	0%

- For *Metric 7b.1*, the percentage of successful exits to *PH* destinations from emergency shelters, *TH*, and *PSH* increased by 6%.

- For *Metric 7b.2*, the percentage of successful exits or retention in permanent housing remained consistent at 96%.

KCRHA System Performance (M7)
Successful Housing Placements

Exits from *SO*	FY 2022	FY 2023	Change
Total	3,623	4,551	928
Negative Exits	1,092	724	-368
Positive Exits	1,481	2,932	1,451
% Successful	71%	80%	9%

- *Metric 7a.1*, the percentage of successful exits from *SO* to *PH* destinations increased by 9%.

- **Data quality is extremely important** for this measure to be accurate and that exits and exit destinations are recorded accurately in the HMIS.

Questions?