



System Performance Committee 6/20/2024

Theory of Change: If we create a homelessness response system that centers the voices of people with lived experience of homelessness, then we will be able to focus on responding to needs and eliminating inequities, in order to end homelessness.

Goal of Meeting Continued HMIS Governance

Meeting Context

In May 2022, the CoC Advisory Board approved KCRHA as the lead HMIS entity, and the System Performance Committee (SPC) will conduct HMIS Governance oversight on behalf of the board.

Agenda – Final

Time	Intent	Topic	Presenter
2:00 PM	Convening	Welcome & Introductions: <i>Intro Song</i> Technology & Accessibility	Tamara Bauman
2:05 PM	Grounding	Land Acknowledgement	Ruby Romero
2:10 PM	Open Forum	Public Comment	Tamara Bauman
2:15 PM	Review	Bitfocus <ul style="list-style-type: none"> • HMIS System Updates • Workplan Status Goal: Review system usage, and workplan progress	Stephenee Carrington
2:20 PM	Informational Feedback	SPC Committee Candidate Introductions: <ul style="list-style-type: none"> • Ben Vaagen • Skye Haeffle Goal: Introductions from candidates	Ruby Romero Tamara Bauman Daniel Ramos
2:30 PM - 3:50 PM	Informational Q&A	NOFO Rating and Key Indicators Presentation Goal: Present the key indicators for rating projects for funding.	Kelsey Beckmeyer

3:55 PM	Vote	NOFO Rating and Key Indicators Vote Committee votes to recommend and advance the NOFO rating and key indicators to the CoC Board for their approval. Goal: Complete Vote	SPC Committee
4:05 PM	Vote	SPC Candidate Votes <ul style="list-style-type: none"> • Vote to approve candidate application. • Workplan Status Goal: Review system usage, and workplan progress	SPC Committee
4:20 PM	Informational Q&A	New Inventory Management System in HMIS <ul style="list-style-type: none"> ▪ Q&A ▪ Policy and Procedure Updates Coming Goal: Update on the IMS and launch date	Daniel Ramos III
4:40 PM	Informational Q&A	Well-Being Blueprint Goal: Progress Status	Tamara Bauman
4:45 PM	Close Out	Meeting Closeout	Ruby Romero Tamara Bauman Daniel Ramos

TBA Discussion of Future Topics

- Strategy discussion on how the committee can engage and partner on the topic of encampments and sweeps
 - Decolonizing Data
 - Global metrics – how do global systems change based on community need/response
 - Seattle/King County Outcomes Report - Starting in October
 - Qualitative Participatory Research with LEC
 - Other suggestions/recommendations



2024 Local Rating and Key Indicators

HMIS data was pulled for the operating period 4/1/23 to 3/31/24. This data will be used to assess project performance according to the key indicators that populate the Annual Performance Review (APR). Additional efficiency and effectiveness measures will also be considered. The following review elements were approved by the Seattle-King County CoC System Performance Committee.

The CoC will assess projects in six categories, outlined as follows:

2024 Indicator Measures		Up to 126 points
1. Movement to Housing: Measured against HUD standards and local performance targets for persons obtaining or maintaining housing.		
PSH: % remaining in PSH for at least 12 months	Meets or exceeds = 15pts	Up to 15
TH: % moving to PH (zero points if less than 50%). Full points to meet/exceed system target of 85%	Nearing goal = 10 pts	
RRH: % moving to PH (zero point if less than 50%). Full points to meet/exceed system target of 85%	Does not meet expectations = 5pts	
Bonus: % TH to PH in 90 days or less % PSH moving to other PH destinations % RRH moving to PH in 30 days or less	Full points: meets threshold. No partial points.	5

<p>Extent to which the project is meeting system expectations for length of stay: PH: Participants stay at least 12 months or move to other permanent housing TH: The project meets or exceeds performance targets</p> <p>Single Adult Target = 90 days Family Target = 90 days Young Adult = 180 days RRH: Participants meet or exceed system target of 120 days</p>	<p>Full points = meets or exceeds system target. No partial scores.</p>	5
<p>Extent to which participants exit to a known destination.</p>	<p>Full points = Less than 5% of clients that exit to "unknown". No points if more than 5% exit to "unknown".</p>	7
<p>The extent to which persons who exit homelessness to permanent housing destination return to homelessness meets or exceeds system target for program and population type.</p>	<p>Full points = meets or exceeds system target. No partial scores.</p>	5
<p>2. Income Progress: Measures the extent to which participants show positive changes in income</p>		
<p>Exits with Earned Income: Extent to which adults in the program exit with employment income</p>	<p>Full points = More than 20% exited with earned income. No partial scores</p>	3
<p>Exits with non-earned income: Extent to which adults in the program exit with cash income from other sources (e.g. TANF, SSDI) or non-cash (e.g. EBT, Medicaid)</p>	<p>Full points = More than 95% exited with non-earned income. No partial scores</p>	3
<p>No Financial Resources: Extent to which no more than 10% of participants exit with "no financial resources" (cash or non-cash)</p>	<p>Full points = Fewer than 10% exited with no income. No partial scores.</p>	3

3. Participant Outreach		
Proportion of Households served coming from streets and/or Emergency Shelter	Full points = 100% population served coming from homelessness. No partial scores.	10
4. HMIS Data Quality/Completeness: Measures complete/quality data reported in HMIS (this criterion is waived for confidential DV programs).		
No more than 5% reported missing/not collected etc., for data in any element (excluding Name, SSN, HIV /AIDS status)	Full Points = Less than 5% of universal data elements that are 'missing' - e.g. data not collected, client doesn't know, client refused. No partial scores.	7
5. HUD / System / Program Component Priority Measure		
Program Component Priority: Permanent Supportive Housing Project = 14pts Rapid Rehousing for Families, Individuals, and Young Adults = 12pts Joint Component Transitional Housing/Rapid Rehousing = 10pts Transitional Housing = 8pts Safe Haven = 8pts YHDP Support Services Only = 6pts	Full points based on component type. No partial points.	Up to 14
Program Population Priority: 100% of units are dedicated / prioritized for Chronically Homeless Persons = 3pts 100% of units serve Youth and Young Adults= 1pt 100% of units operate as "Recovery Based" Housing = 1pt 100% of units serve Elders and seniors = 1pt 100% of households are fleeing Domestic Violence or Sex Trafficking = 1pt	3 points = 100% of units dedicated to or prioritized for chronic homelessness 1 point = 100% dedicated to other population type	Up to 3

<p>Housing First Narrative = 5pts (Question Sets 3a and 3c)</p>	<p>5 = The agency provides clear description and documentation that identifies a Housing First model in alignment with HUD standards.</p> <p>3 = The agency provides a description and documentation that identifies a Housing First model but is not in full alignment with HUD standards.</p> <p>No Points = The agency provides a description and documentation that does not identify a Housing First model nor is in alignment with HUD standards.</p>	<p>5</p>
<p>Program Termination & Low Barrier Housing Narrative = 5pts (Question Set 3b and 3d)</p>	<p>5 = The program provides clear description and documentation that identifies a low barrier service model and supports minimizing program termination in alignment with HUD standards.</p> <p>3 = The program provides a description and documentation that identifies a low barrier service model and/or supports minimizing program termination but is not in full alignment with HUD standards.</p> <p>No Points = The program provides a description and documentation that does not identify low barrier services and/or supports to minimize program termination nor is in alignment with HUD standards.</p>	<p>5</p>

<p>Participant Engagement/Feedback Narrative = 5pts</p>	<p>5 = The program solicits qualitative and quantitative feedback more than once a year and provides clear examples of how they have changed practices based on feedback and engagement.</p> <p>3 = The program solicits feedback once a year but does not provide examples of how they have changed practices based on feedback and engagement.</p> <p>No Points = The program does not solicit or incorporate participant feedback.</p>	<p>5</p>
<p>Lived & Living Experience = 5pts</p>	<p>5 points = The agency has at minimum 1 dedicated board seat for a person actively receiving services from the organization and 1 filled seat for someone with past lived experience.</p> <p>3 points = The agency has 1 dedicated and filled board seat for someone with lived experience.</p> <p>1 point = The agency has 1 dedicated board seat for someone with lived experience. Seat is not filled.</p> <p>0 points = The agency does not have a dedicated board seat for someone with lived experience.</p>	<p>5</p>

<p>BONUS Lived & Living Experience = 2pts</p>	<p>Full points if the board seat for a person actively receiving services from the organization is currently filled.</p> <p>No partial points.</p>	<p>2</p>
<p>Racial Equity Narrative = 5pts</p>	<p>5 points = The agency names and describes specific actions taken to increase racial equity in the project.</p> <p>3 points = The agency gives a general or blanket statement on racial equity but does not include a specific action.</p> <p>0 points = The agency provides no clear statement or action on increasing racial equity in the project.</p>	<p>5</p>
<p>BONUS: Racial Equity = 2pts Agency submits a currently implemented policy on Diversity, Equity, Inclusion and Belonging.</p>	<p>Full points based on submission of a fully implemented policy.</p> <p>No partial points.</p>	<p>2</p>
<p>LGBTQIA2S+ Narrative = 5pts</p>	<p>5 points = The agency names specific actions taken to increase LGBTQIA2S+ equity in the project.</p> <p>3 points = The agency gives a general or blanket statement on LGBTQIA2S+ equity but does not include a specific action.</p>	<p>5</p>

	0 points = The agency provides no clear statement or action on increasing LGBTQIA2S+ equity in the project.	
BONUS: Inclusive Intake Process = 2pts	Full points for projects that include space for participants to indicate pronouns. No partial points.	2
6. <u>Project Efficiency and Effectiveness Measure</u>		
Project Expenditures: Extent to which the project spent down 100% of HUD funds.	3 points = Underspend is less than or equal to 10% 1 point = Underspend is over 10% and less than 25% No points for underspend over 25%	3
Occupancy: Extent to which the project maintains capacity/occupancy. Note: RRH scores are determined by move-in rate.	5pts = Occupancy of 95% or more (RRH based on move-in rate) 3pts = Occupancy of 90-94% (RRH based on move-in rate) 2pts = Occupancy rate of 85-89% (RRH based on move-in rate) No points for less than 85% occupancy (RRH based on move-in rate)	5

Local Review and Key Indicators

HMIS data was pulled for the operating period **4/1/22 to 3/31/23**. This data will be used to assess project performance according to the key indicators that populate the Annual Performance Review (APR). Additional efficiency and effectiveness measures will also be considered. The following review elements were approved by the Seattle-King County CoC System Performance Committee.

The CoC will assess projects in six categories, outlined as follows:

2023 Indicator Measures	95 points
1. Movement to Housing: Measured against HUD standards and local performance targets for persons obtaining or maintaining housing.	
<ul style="list-style-type: none"> ● PSH: % remaining in PSH for at least 12 months 	Up to 15
<ul style="list-style-type: none"> ● TH: % moving to PH (zero points if less than 50%). Full points to meet/exceed system target of 85% 	
<ul style="list-style-type: none"> ● RRH: % moving to PH (zero point if less than 50%). Full points to meet/exceed system target of 85% 	
<ul style="list-style-type: none"> ● Bonus: <ul style="list-style-type: none"> ○ % TH to PH in 90 days or less ○ % PSH moving to other PH destinations ○ % RRH moving to PH in 30 days or less 	5
<ul style="list-style-type: none"> ● Extent to which the project is meeting system expectations for length of stay: <ul style="list-style-type: none"> ○ PH: Participants stay at least 12 months or move to other permanent housing ○ TH: The project meets or exceeds performance targets <ul style="list-style-type: none"> ■ Single Adult Target = 90 days ■ Family Target = 90 days ■ Young Adult = 180 days ○ RRH: Participants meet or exceed system target of 120 days 	5
<ul style="list-style-type: none"> ● Extent to which participants exit to a known destination. 	7
<ul style="list-style-type: none"> ● Extent to which persons who exit homelessness to permanent housing destination return to homelessness meets or exceeds system target for program and population type. 	5
2. Income Progress: Measures the extent to which participants show positive changes in income	
<ul style="list-style-type: none"> ● Exits with Earned Income: Extent to which adults in the program exit with employment income 	3

<ul style="list-style-type: none"> Exits with Non-earned income: Extent to which adults in the program exit with cash income from other sources (e.g. TANF, SSDI) or non-cash (e.g. EBT, Medicaid) 	3
<ul style="list-style-type: none"> No Financial Resources: Extent to which no more than 10% of participants exit with “no financial resources” (cash or non-cash) 	3
3. Participant Outreach	
<ul style="list-style-type: none"> Proportion of Households served coming from streets and/or Emergency Shelter 	10
4. HMIS Data Quality/Completeness: Measures complete/quality data reported in HMIS (this criterion is waived for confidential DV programs).	
<ul style="list-style-type: none"> No more than 5% reported missing/not collected etc., for data in any element (excluding Name, SSN, HIV /AIDS status) 	7
5. HUD / System / Program Component Priority Measure	
<ul style="list-style-type: none"> Program Component Priority: <ul style="list-style-type: none"> Permanent Supportive Housing Project = 14pts Rapid Rehousing for Families, Individuals, and Young Adults = 12pts Transitional Housing = 8pts Program Population Priority <ul style="list-style-type: none"> 100% of units are dedicated / prioritized for Chronically Homeless Persons =3pts 100% of units serve Youth and Young Adults= 1pt 100% of units operate as “Recovery Based” Housing = 1pt 100% of households are fleeing Domestic Violence or Sex Trafficking = 1 pt Priority Narratives <ul style="list-style-type: none"> Housing First/Housing First Narrative = 2pts Program Termination/Low Barrier Housing Narrative = 2pts Participant Participation/Feedback Narrative = 2pts Equity Narrative = 2pts 	Up to 25
6. Project Efficiency and Effectiveness Measure	
<ul style="list-style-type: none"> Project Expenditures: Extent to which the project drew down 100% of HUD funds. Occupancy: Extent to which the project maintains capacity/occupancy (zero points if less than 85%). Full points if meet/exceed 95%. Note: RRH scores are determined by move-in rate. 	7



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Bonus:	Full points: meets threshold.		
% TH to PH in 90 days or less	No partial points.	5	
% PSH moving to other PH destinations			
% RRH moving to PH in 30 days or less			

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3. Participant Outreach

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<p>Program Component Priority: <u>Permanent Supportive Housing Project = 14pts</u> <u>Rapid Rehousing for Families, Individuals, and Young Adults = 12pts</u> <u>Joint Component Transitional Housing/Rapid Rehousing = 10pts</u> <u>Transitional Housing = 8pts</u> <u>Safe Haven = 8pts</u> <u>YHDP Support Services Only = 6pts</u></p>	<p>Full points based on component type. No partial points.</p>	Up to 14
<p>Program Population Priority: <u>100% of units are dedicated / prioritized for Chronically Homeless Persons = 3pts</u> <u>100% of units serve Youth and Young Adults= 1pt</u> <u>100% of units operate as "Recovery Based" Housing = 1pt</u> <u>100% of units serve Elders and seniors = 1pt</u> <u>100% of households are fleeing Domestic Violence or Sex Trafficking = 1pt</u></p>	<p>3 points = 100% of units dedicated to or prioritized for chronic homelessness 1 point = 100% dedicated to other population type</p>	Up to 3

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<p>Housing First Narrative = 5pts (Question Sets 3a and 3c)</p>	<p>5 = <u>The agency provides clear description and documentation that identifies a Housing First model in alignment with HUD standards.</u></p> <p>3 = <u>The agency provides a description and documentation that identifies a Housing First model but is not in full alignment with HUD standards.</u></p> <p>No Points = <u>The agency provides a description and documentation that does not identify a Housing First model nor is in alignment with HUD standards.</u></p>	<p>5</p>
<p>Program Termination & Low Barrier Housing Narrative = 5pts (Question Set 3b and 3d)</p>	<p>5 = <u>The program provides clear description and documentation that identifies a low barrier service model and supports minimizing program termination in alignment with HUD standards.</u></p> <p>3 = <u>The program provides a description and documentation that identifies a low barrier service model and/or supports minimizing program termination but is not in full alignment with HUD standards.</u></p> <p>No Points = <u>The program provides a description and documentation that does not identify low barrier services and/or supports to minimize program termination nor is in alignment with HUD standards.</u></p>	<p>5</p>



<p><u>Participant Engagement/Feedback Narrative = 5pts</u></p>	<p>5 = <u>The program solicits qualitative and quantitative feedback more than once a year and provides clear examples of how they have changed practices based on feedback and engagement.</u></p> <p>3 = <u>The program solicits feedback once a year but does not provide examples of how they have changed practices based on feedback and engagement.</u></p> <p>No Points = <u>The program does not solicit or incorporate participant feedback.</u></p>	<p>5</p>
<p><u>Lived & Living Experience = 5pts</u></p>	<p>5 points = <u>The agency has at minimum 1 dedicated board seat for a person actively receiving services from the organization and 1 filled seat for someone with past lived experience.</u></p> <p>3 points = <u>The agency has 1 dedicated and filled board seat for someone with lived experience.</u></p> <p>1 point = <u>The agency has 1 dedicated board seat for someone with lived experience. Seat is not filled.</u></p> <p>0 points = <u>The agency does not have a dedicated board seat for someone with lived experience.</u></p>	<p>5</p>

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BONUS <u>Lived & Living Experience = 2pts</u>		<u>Full points if the board seat for a person actively receiving services from the organization is currently filled.</u> <u>No partial points.</u>	<u>2</u>
Racial Equity Narrative = 5pts		5 points = <u>The agency names and describes specific actions taken to increase racial equity in the project.</u> 3 points = <u>The agency gives a general or blanket statement on racial equity but does not include a specific action.</u> 0 points = <u>The agency provides no clear statement or action on increasing racial equity in the project.</u>	<u>5</u>
BONUS: <u>Racial Equity = 2pts</u> <u>Agency submits a currently implemented policy on Diversity, Equity, Inclusion and Belonging.</u>		<u>Full points based on submission of a fully implemented policy.</u> <u>No partial points.</u>	<u>2</u>
LGBTQIA2S+ Narrative = 5pts		5 points = <u>The agency names specific actions taken to increase LGBTQIA2S+ equity in the project.</u> 3 points = <u>The agency gives a general or blanket statement on LGBTQIA2S+ equity but does not include a specific action.</u>	<u>5</u>



		0 points = <u>The agency provides no clear statement or action on increasing LGBTQIA2S+ equity in the project.</u>	
BONUS: <u>Inclusive Intake Process = 2pts</u>		Full points for projects that include space for participants to indicate pronouns. No partial points.	2
6. Project Efficiency and Effectiveness Measure			
<u>Project Expenditures: Extent to which the project spent down 100% of HUD funds.</u>		3 points = <u>Underspend is less than or equal to 10%</u> 1 point = <u>Underspend is over 10% and less than 25%</u> No points for underspend over 25%	3
<u>Occupancy: Extent to which the project maintains capacity/occupancy. Note: RRH scores are determined by move-in rate.</u>		5pts = <u>Occupancy of 95% or more (RRH based on move-in rate)</u> 3pts = <u>Occupancy of 90-94% (RRH based on move-in rate)</u> 2pts = <u>Occupancy rate of 85-89% (RRH based on move-in rate)</u> No points for less than 85% occupancy (RRH based on move-in rate).	5

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KCRHA - System Performance Committee Application Questionnaire

About the System Performance Committee: This committee is tasked with oversight and administration of the Homeless Management Information System (HMIS) ensuring it is functional and meets local needs for data collection and reporting. This committee also plays a pivotal role in informing KCRHA on accurate measurement and finally, is tasked with communication of the overall CoC system performance to the community.

Theory of Change: If we create a homelessness response system that centers the voices of people with lived experience of homelessness, then we will be able to focus on responding to needs and eliminating inequities, in order to end homelessness.

Instructions: We are seeking applicants who are committed to applying the above theory of change to end homelessness and encourage people with all levels of skill and/or experience to apply. Applications are reviewed on a rolling basis, and approval is granted by the CoC Advisory Board. Please answer the following questions to be considered for a seat on the committee. **(Stipend for participation may be available)**

Committee requirements include 4 hours per month to attend the committee meeting, in addition to reviewing and responding to materials, and ad hoc committee work as needed.

Are you able to commit to this? **Yes** **No**

How can we make this meeting accessible for you to participate in a meaningful way?

I can participate virtually or in-person, depending on when the meetings take place.

Full Name: Benjamin Vaagen

How do you identify your race? Caucasian

Contact Information: (preference phone/text/email) 206-379-0908 | benvaagen@gmail.com

What is your current professional role (if applicable): Project Manager

Do you or anyone you know have lived experience of homelessness? (Y/N) **Yes**

Please Briefly Answer the Following:

Please describe how has racial discrimination in housing has affected you in your work or in your life?

Marginalized and vulnerable people and communities are less inclined to seek support and/or services, and are more likely to remain homeless, be involved in the criminal/legal system, and suffer grave effects from behavioral health - including difficulty getting housed.

Please describe what housing justice in our region would look/feel/sound like to you?

Housing justice would be include housing for all, not just the most or least vulnerable; it would mean rent control, so people can receive and maintain housing; and no specific population would be disproportionately represented as suffering from homelessness and its effects.

What is your current understanding of the following:

- **Housing First Approach** Housing is a human right. Housing first, without prerequisite.
- **Trauma-Informed Care** Being sensitive to the range of possible trauma a person could have experienced, and being careful not to add to that or re-traumatize.
- **Harm Reduction Strategies** Providing information and resources without a judgement so an individual can safely exercise their autonomy.
- **Racial Equity and Justice** Providing tailored resources to the needs of a community; standing up against racism and inequity.
- **Data Analysis** Collecting and analyzing data to address needs of the community, and devise interventions that meet specific situations

How will your understanding of the above influence your work in the System Performance Committee?

I have worked as a housing navigator using HMIS and navigating the system is sometimes so confusing for the provider that I think it leads to people getting lost in the system. I want to better understand and implement ways that reduce the administrative burden and promote meaningful outcomes.

What barriers do you see in the homelessness response system in King County?

Not enough shelter or housing; shelter allocation currently deprioritizes clients for permanent housing resources, which is backward; I think the community sees itself as being very liberal - until a tent pops up in front of their home, and then they demand the person be moved; I think PSH/Housing First is great - but services have to be in place to support the individual after they move in.

What data or information do you think would be helpful in order to better understand these barriers and how can this be used to improve our system?

Chronic/episodic homelessness is a high barrier; prioritization needs to adapt with the times; providers having to show up and nominate their client for each individual housing resource is a giant hurdle.

How do you think as a community we can reframe how we talk about homelessness in our region by using stories from those with lived experience or currently experiencing homelessness?

Don't just talk about successes - also talk about the difficulties so people begin to understand the complexity of the situation. Reframe homelessness as a temporary condition - and with help, it can be alleviated. Come up with a counter narrative for "resource resistance" which, I think, casts individuals who have burned by the system in a bad light.

Why do you want to serve on this committee? What skills and experiences would you bring to the committee? (i.e. data evaluation, HMIS, lived experience, social services experience)

I lived homeless on the streets of Seattle while experiencing profound substance use and mental health disorders. Subsequently, I spent a collective 10 years in jail/prison. I have experience as a housing navigator, county assessor, and VAT assessor. I am versed in the system and it's barriers.

What impact as a committee member do you hope to have?

I want to improve policy and reduce barriers for both the people being served, and for those providing the services. I want to better understand why things are done the way they are, and find work around that help to mitigate systemic barriers.

Thank you for your time! We will be in contact with you on a final decision in 2 to 6 weeks