

Permanent Housing Exit Reason Data Collection Proposal

Prepared for the KCRHA System Performance Committee by DCHS PME

August 19, 2026

Agenda

1. Introduction to DCHS and PME
2. Why collect exit reason
3. Data collection proposal
 - Proposed data specifications
 - Development and pilot
 - Roll out logistics
 - Policies and guidelines development
4. Q & A

Introduction

- The King County Department of Community and Human Services (DCHS) invests in and oversees a wide range of programming and services that reach over 470,000 King County residents each year
- The Performance Measurement and Evaluation (PME) unit provides data and evaluation support to DCHS's various divisions. The team here today supports the Housing and Community Development (HCD) division, which includes:
 - The Housing and Supportive Services team, which oversees funding for 100+ permanent housing programs that house thousands of people on a given day with both CoC and local funding
 - Health Through Housing
 - Youth and Family Homelessness Prevention Initiative

Why collect exit reason?

We already collect exit destination to learn **where** residents are going but we do not have systematic information on **why** they are leaving

- Are residents leaving by choice due to safety concerns, disagreement with the rules, or other dissatisfaction with the housing?
- Are residents leaving involuntarily due to non-payment of rent or breaking the rules?
- Do exit reason patterns differ by race, ethnicity, gender, disability status, program, etc.?

Collecting **exit reason** can tell us a lot about what supports providers and residents may need to make housing outcomes better and more equitable. This data is intended to be used to learn more about the system and its programs, *not* as an individual characteristic.

Proposed Data Collection

- Two prompts added to the existing exit screen:
 - "What is the primary reason for exit":** a single-select drop down (picklist on next slide) and if "Other" is selected an additional text box for explanation
 - "Any additional relevant details about the circumstances of this exit":** optional open text box
- Data validation rules will be implemented between Exit Destination and Exit Reason. We hope this can improve data quality for both fields
 - e.g. if Exit Destination 'Deceased' is selected but Exit Reason was 'Non-payment of rent' the provider will see a warning that says "Exit reason does not align with exit destination. Please review both responses for accuracy."

Type of Exit	Reason for Exit	Description	Example(s)
Voluntary	Disagreement with rules	Resident was unsatisfied with rules (e.g. guest policy, pet policy) and made the decision to exit the program.	John wants to adopt a dog so he chooses to leave the program
	Left for housing opportunity	Resident found another long-term housing opportunity	Jane obtains a Section 8 voucher
	Lost contact	Resident left without informing program staff and was unable to be reached	John left his unit without informing staff and was unable to be contacted by phone, email, or by looking for him in his usual locations
	Not satisfied with housing or location	Resident was unsatisfied with the type or quality of the housing, or did not like the location, and made the decision to exit the program.	Jane feels that a program with a stricter sobriety policy would be a better fit for her. John has family and community in another part of the county that he feels isolated from.
	Safety concerns	Resident felt unsafe in the housing or program environment and made the decision to exit the program.	John is worried about one of his neighbors making threatening statements, so he chooses to leave the program

Type of Exit	Reason for Exit	Description	Example(s)
Involuntary	Criminal activity/violence	Resident was forced to exit the program because of criminal activity or violence that occurred while in the program	Jane physically attacked program staff John was producing meth in his unit
	Does not meet criteria for program	Resident no longer meets requirements for the program (e.g. income, disability, family composition)	John obtains employment and starts earning more than 30% AMI Jane gives birth to a child and is no longer eligible for an all adults building
	Non-compliance with rules	Resident was not in compliance with the rules of the program and was forced to exit the program	John repeatedly had overnight visitors in violation of the rules Jane hides a cat in her unit and refuses to find a new home for the cat
	Non-payment of rent	Resident did not pay their rent	Jane's lease was terminated because she failed to pay her portion of the rent
	Death	Resident passed away	John died while in the program
Other	Hospitalized	Resident was hospitalized	Jane was admitted into the hospital for what is expected to be a long stay
	Incarcerated	Resident was incarcerated	John was sentenced to 12 months in prison
	Other (provide detail)		

Exit Reason Data Collection Development

- DCHS PME developed this data collection based on examples from other jurisdictions, and Health Through Housing (HTH) permanent housing and emergency housing providers reviewed and approved the proposal
- 15 HTH programs have been piloting collecting this data since August 2025
 - Most common exit reasons are 'Left for housing opportunity', 'Non-compliance with rules', and 'Lost contact', indicating opportunities to strengthen Housing First practices and proactive engagement to improve outcomes
 - Please check out the HTH evaluation which will be published at the end of this year for full results of the pilot
- HTH stakeholders have appreciated using this data for both immediate CQI and broader knowledge about the initiative's areas for improvement

Proposed Data Collection Rollout

- SPC vote August 19
- End of August: Policies, guidelines, & training materials finalized
 - DCHS has drafted this content and will work with the KCRHA and Bitfocus to adapt and finalize it based on input from the SPC
- September: Provider trainings and office hours
- October 1st: Data collection go live

Policies & Guidelines

- DCHS has drafted a policies & guidelines document for this data collection, and will finalize it based on SPC feedback
- **We ask that SPC members review this document and contribute any suggestions and concerns**
- Example guidelines:
 - This data is for program- and system-level analysis. It should not be considered a client characteristic, and should never be used to deny clients housing or services
 - Do not enter sensitive or unnecessary information such as immigration status or details about exactly where (what emergency shelter or hospital, new address, etc.) a resident is going into the open text field

Discussion

What questions do you have?

Does this data collection proposal raise any concerns, and if so, do you have suggestions to mitigate them?

What input do you have for the draft policies and guidelines?