

We Have the Results from Our System Performance Measures, Now What?

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Putting It All Together: Uniting Data, Technology, and People

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We Have the Results from Our System Performance Measures: Now What?:

Presenter Name

Context: Detroit

Annual Counts of Homeless:

CY2014: 15,717CY2015: 16,040

CY2016: Data not yet published, showing overall decrease

Continuum of Care

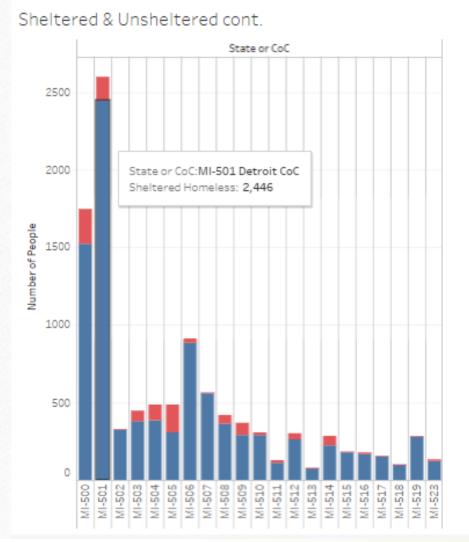
- Seated first CoC board in January 2016
- Representative from City of Detroit is CoC Board Chair
- HAND is the HMIS Lead agency, Collaborative Applicant, and the CoC Lead Agency

Detroit

- Undergoing a time of revitalization, especially in downtown/midtown areas of the City
- Good, but also resulting in rapidly increasing housing costs and tighter rental market
- Reliable public transportation remains a challenge



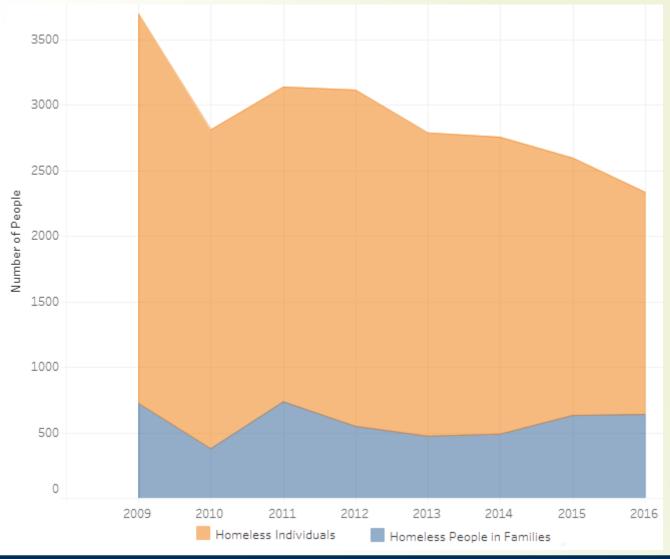
Homelessness by CoC in Michigan



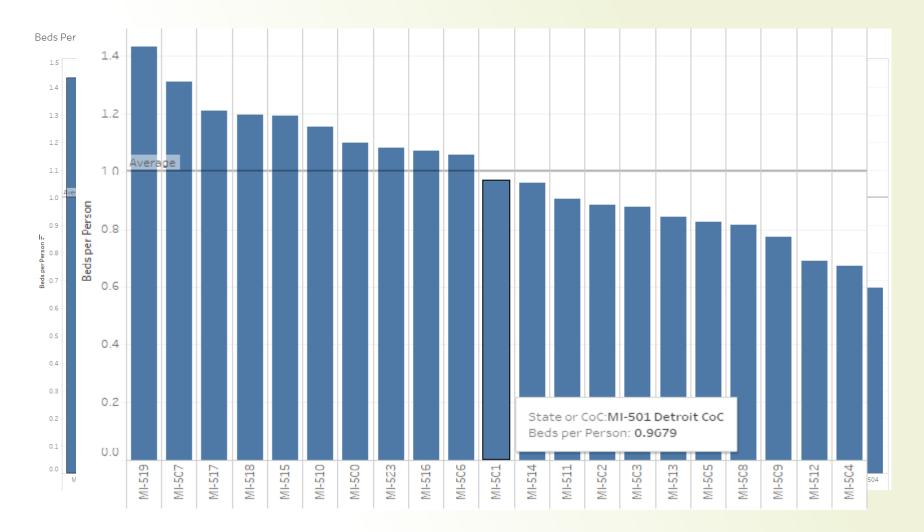
Homelessness by CoC in Michigan

MI-501 Detroit CoC	MI-506 Grand Rapids/Wyoming/Kent County CoC		MI-508 Lansing/Ea	st	MI-504 Pontia Oak/O County	c/Roya akland	al Cl	II-503 St. air
StateOrCoCFull: MI-501 Detroit CoC Total Homeless: 2,335	MI-505 Flint/Genesee County CoC	MI-5	MI-509 Ann		MI-502		19	MI-514 Battle
MI-500 Michigan Balance of State CoC	MI-507 Portage/Kalamazoo City & County CoC							
	a county coc	MI-512 Grand Traverse, Antrin Leelanau Counties CoC		MI-515 m, Monroe (& County		_		11
	MI-510 Saginaw City & County CoC	NALC	E16 Nortes	N	ИI-517			
		MI-516 Norton Shores/Muskegon City & County CoC		on s	Jackson City & County CoC		MI-51	18

Individual and Family Homelessness



Beds per Person in Michigan



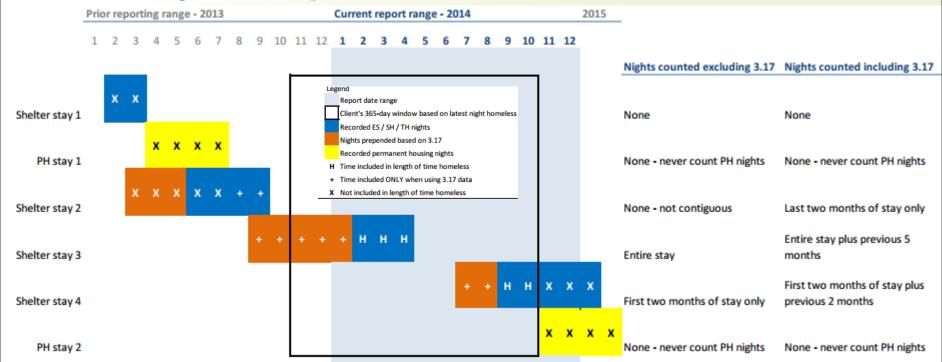
Virtues of System Performance Measures

- Serve as a barometer for the region's progress
- Supports peer to peer benchmarking
- Helps to build a culture of data-driven decision making
- Unifies regional stakeholders around common goals

Shortcomings of the SPMs

- Overly complex business rules
- Reliance on self-reported information
- They allow poor data quality to persist
- SPMs ignore activities outside of the region
- Street outreach data capture isn't well suited for HMIS (SPM #7)

Overly Complex Business Rules



Rationale for Simplicity

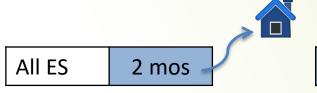
- Helps ensure vendors are producing the same results
- Reduces the burden on HMIS vendors (and subsequently the cost to users)
- Makes it easier for people to understand what they are looking at
- Simpler reports run faster
- Poor data quality needs to be fixed, or coded around in each and every report

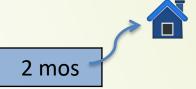
System Understandings vs. Project Understanding – Meaning and Merit

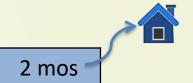
Project-level understanding: Focus on "credit"

ES A	2 mos	
ES B	2 mos	
ES C	2 mos	

System-level understanding: Focus on connections







HMIS Trivia Question #1

There are only twelve values calculated for SPM 1 yet there are eight pages of programming specifications. How many pages of programming specifications are there for the eight page Point in Time report?

Potential Answers:

A) 24

B) 12

C) 6

D) 0 (There are no specs)

Reliance on Self-Reported Information

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

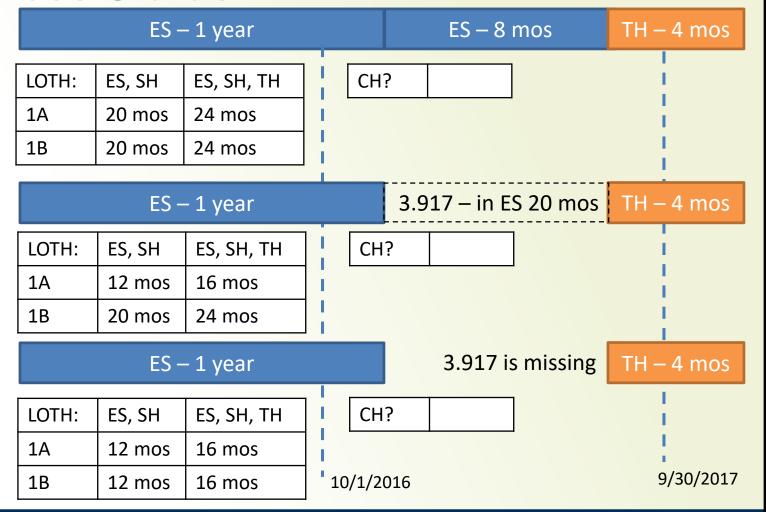
	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)			
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference	
1.1 Persons in ES and SH	-	-	-	-	-	-	-	-	
1.2 Persons in ES, SH, and TH	-				-				

Concerns with Using 3.17 (or 3.917)

- Self-reported information tends to lack credibility
- Creates a new avenue for data conflicts
- Does not reflect each individual's demand on community resources

Length of Time Homeless and Chronic Homeless Status

Example
Scenarios
(assume client has a disability):



Alternative Approaches: Additional Consideration for Identifying People for a Prioritization List

In order to capture a client as CH at some point during a reporting period in an HMIS report, the client must be disabled AND one of the following must be true:

CH at Most Recent Entry into SO, ES, SH

OR

Aged into CH from Most Recent Entry into SO, ES, SH

OR

12+ month ongoing homelessness (via HMIS enrollments in SO, ES, or SH project or as recorded in 3.917 records)

OR

4 or more enrollments in SO, ES, or SH projects cumulatively totaling 12+ months

AND

 No exit by end of reporting period

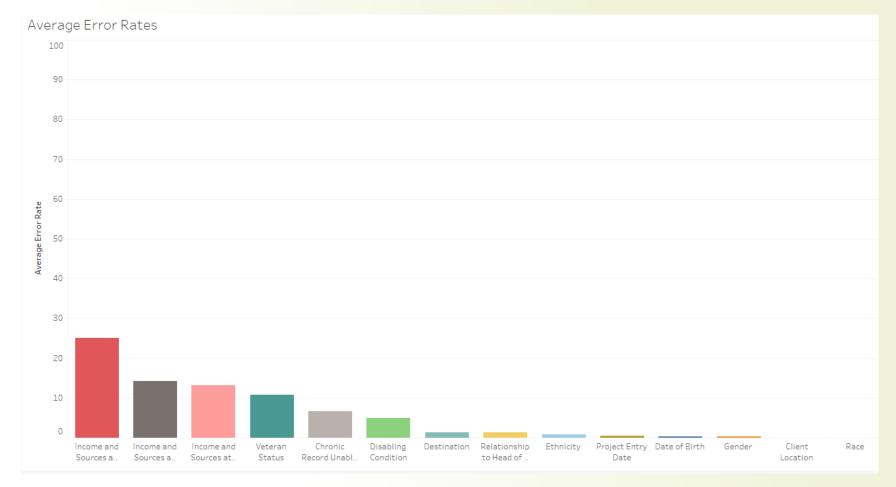
OR

 Exit with any non-PH destination

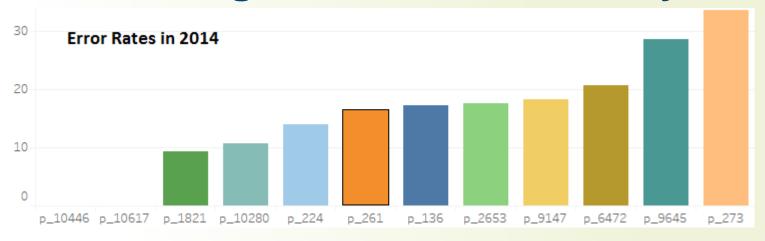
Before We Dig In, Is the Data Ready?



Before We Dig In, Is the Data Ready?



Before We Dig In, Is the Data Ready?







SPM1 – Length of Homelessness

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects. Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)			ge LOT Hor bed nights		Median LOT Homeless (bed nights)			
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference	
1.1 Persons in ES and SH		7936		61	\		35		
1.2 Persons in ES, SH, and TH		9385		104)		57		

Limitations of the measure:

- Combines both individuals and families into one measure
- Bookends the length of stay by a lookback stop date of 10/1/2012
- Allows for poor data quality to persist
- Provides no context for which to compare the LOS against. Is 61 days high or low?

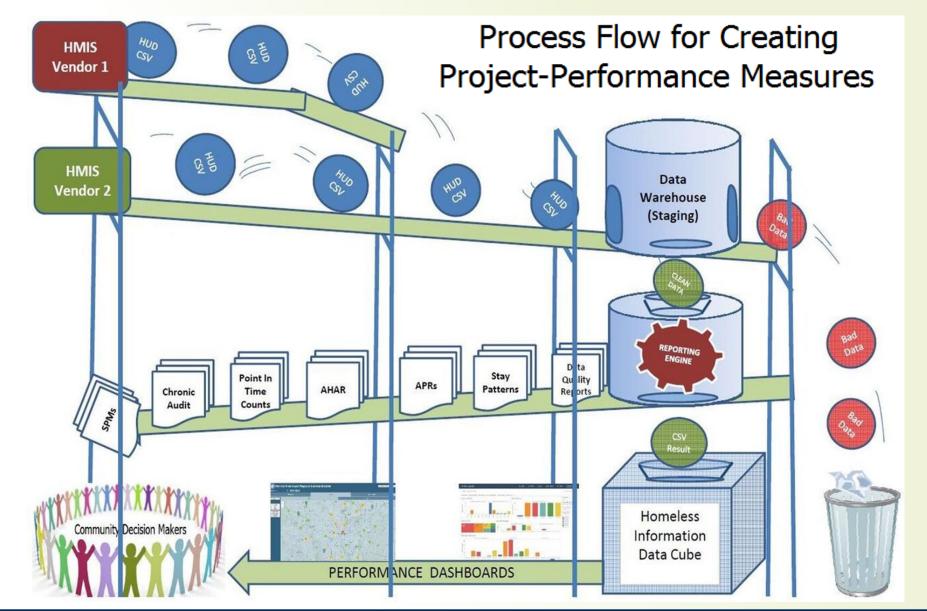


SPM1 – Alternative Approaches for Local Considerations

	lation Gro	up - Adult and Child, Adult				nber of D	ays Enrolle	ed in the	Identified	l Part of t	ne System	ı (HoH)	
	# HH in		1-7	8-30	31-60	61-90	91-180 days	181-365	366-547	548-730	731-1094	1095 days+	Average
	this Group		days	days	days	days	,	days	days	days	days	,.	LOT
		Days in ES/SH											
		Days in TH											
		Total Days in ES/SH/TH											
		Days in RRH Prior to PH Pla	cement (r										
All Households in		Total Days in ES/SH/TH/Pre	-placeme	nt RRH									
		Other Days Homeless (3.91	7 minus E	Days in ES	/SH/TH/R	RH Pre-Pl	lacement)						
Population Group		Total Days Homeless											
		Days Housed in RRH (PH Pla	acement l	Date to RF	RH Exit)								
		Total Days Assisted in ES/S	H/TH/RRH	l (excludi	ng any ad	ditional t	ime repor	ted by 3.9	917)				
		Number who entered PSH											
		Unduplicated Number of H	ousehold	ls									
		Days in ES/SH											
		Days in TH											
Households that use	#	Total Days in ES/SH/TH											
both ES/SH + TH		Other Days Homeless (3.91	7 minus E	Davs in ES	/SH/TH)								
		Total Days Homeless											
		Days in RRH Prior to PH Pla	cement										
		•	Other Days Homeless (3.917 minus Days in RRH Pre-Placement)										
Households that	#	Total Days Homeless											
used RRH Only		Days Housed in RRH (PH Pla	acement I	Date to RF	RH Exit)								
		Total Days Assisted in RRH				ne report	ted by 3.91	7)					
		- Jayor Ioo Ioo Ioo I	Chereau	5 an 7 aa a		по тероп		Snoncovo					

Virtues of Project Performance Measures

- Helps to focus the conversation
- Supports peer to peer benchmarking
- Enables staff to see trends in their own data
- Helps regional administrators identify high and low performers
- Can be produced without sharing client-level information
- Leverages the "common language" of APRs
- Perfect type of data for dashboards & scorecards







PPM #1 – Data Source for Length of Homelessness

Data from an APR shows length of homelessness

Over a single project

Over a Group of Projects

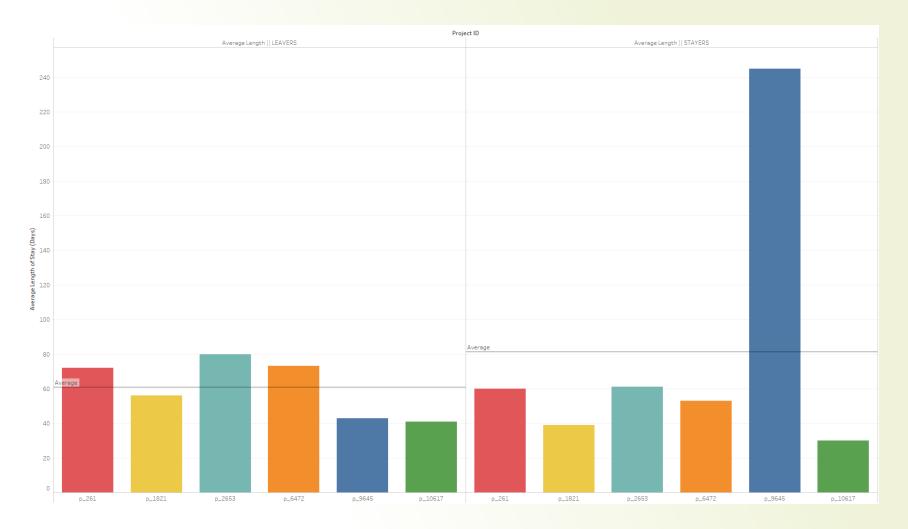
	Q22a1.	Length (Of Participa	ıtion
--	--------	----------	--------------	-------

	Total	Leavers	Stayers
30 days or less	29	17	12
31 to 60 days	84	62	22
61 to 90 days	92	76	16
91 to 180 days	109	109	0
181 to 365 days	0	0	0
366 to 730 days	0	0	0
731 to 1095 days	0	0	0
1096 to 1460 days	0	0	0
1461 to 1825 days	0	0	0
More than 1825 days	0	0	0
Data Not Collected			
Total	314	264	50

Q22b. Average and Median Length of Participation in Days

	Leavers	Stayers
Average Length	73	53
Median Length	85	59

Avg. Length of Homelessness by Project





Length of Time – System and Project Connections

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.

Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

		erse sons)		ge LOT Hor bed nights		Median LOT Homeless (bed nights)			
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference	
1.1 Persons in ES and SH		142		16			2		
1.2 Persons in ES, SH, and TH		256		149			44		

	Universe (Persons)			ge LOT Hor bed nights		Median LOT Homeless (bed nights)			
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference	
1.1 Persons in ES and SH		1233		23			6		
1.2 Persons in ES, SH, and TH		1602		60			14		

HMIS Trivia Question #2

Agency A plans to end homelessness for 365 clients that each are expected to be homeless for 1 day next year. Agency B plans to end homelessness for 1 client that is expected to be homeless for the entire year. Which can anticipate the greatest decrease in their bed utilization?

Potential Answers:

- A) Agency A
- B) Agency B
- C) They will both see the same decrease
- D) It depends if it is a leap year

The Interconnectedness of All Things

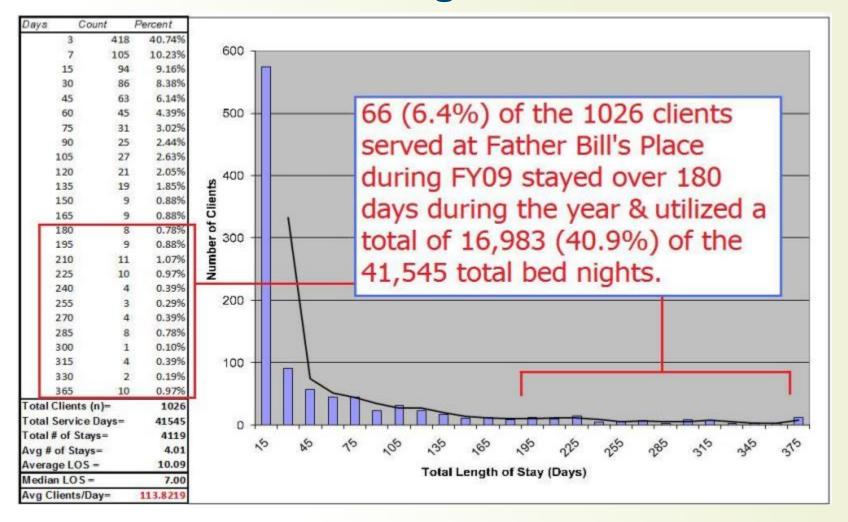


Total Service Days

_				Reporting to 6/30/2004			2/14/05 14:36:03	
Report Selection Disabled: All Gender: All	Battere	ed: All ns: All		Summary Inform Clients Served New Clients: HUD Chronic:	Avg	/g Stay: 34 /g Age: 36		
Gender Male: Female: Transgender: Unknown: Race/Ethnicity White: Black: Asian: Pacific Islands:	1035 247 2 1	1	80.5 19.2 .1	- 17 <u>21</u> 18 - 21 <u>108</u> 22 - 29 <u>229</u> 30 - 39 <u>399</u> General Info T Veterans: Battered:	19 100 212 375	50 - 60 -	Tot New 49 370 324 59 129 112 69 26 23 110 3 3 Occupancy Beds: 95 Bed % 127.7 Capacity 140 Max % 86.6	
Native American: Other: Unknown: F3 = Exit	48 59	46 53	3.7 4.5	Medical Ins:	63	56	Service Days: 44300 F12 = Return	

Service days is equal to the total number of times a clients head hits a pillow during the reporting period.

"Pillow Count" Histogram



SPM #2 - Returns To Homelessness

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

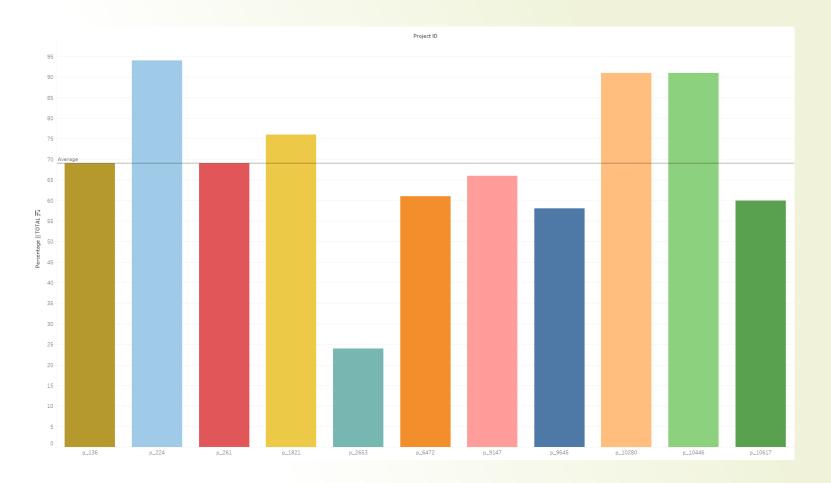
	Total # of Persons who Exited to a Permanent Housing	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Homeless 13 to 24	rns to ness from Months 30 days)	Number of Returns in 2 Years		
	Destination (2 Years Prior)	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	
Exit was from SO	1094	242	22%	81	7%	78	7%	401	37%	
Exit was from ES	2778	787	28%	171	6%	178	6%	1136	41%	
Exit was from TH	1123	175	16%	61	5%	94	8%	330	29%	
Exit was from SH	14	7	50%	1	7%	0	0%	8	57%	
Exit was from PH	423	46	11%	19	4%	21	5%	86	20%	
TOTAL Returns to	5432	1257	23%	333	6%	371	7%	1961	36%	

PPM #2- Data Source from the APR

Q23a. Exit Destination - More than 90 Days

	Total	Without Children	With Children And Adults	With Only Children	Unknown Household Type
Total persons exiting to positive destinations	77	4	73	0	0
Total persons whose destinations excluded them from the calculation	0	0	0	0	0
Percentage	61%	31%	64%	-	-

Positive Exit Destinations by Project





SPM2 – Alternative Approaches for Local Considerations

			Number of	People wh	o Exited to	PH Destina	tions who r	eturn withi	n			
		Total Number who Exited to PH	30 days	31-60 days	61-90 days	91-180 days	181-365 days	366-547 days	548-730 days	Average Period til Return	At Anytime	Never Returned
	ES/SH Only											
:	TH Only											
seo.	ES/SH + TH											
sour	RRH Only											
e re	ES/SH + RRH											
hese	TH + RRH											
ed t	ES/SH + TH + RRH											
sn o	PSH Only											
wh	ES/SH + PSH											
Of people who used these resources	ES/SH + RRH + PSH											
bec	RRH + PSH											
ģ	All other combinations											
	Any homeless project											



SPM2 – Alternative Approaches for Local Considerations

			Number of	People wh	o Exited to	specified D	estinations	who return	n within			
		Total Number who		31-60	61-90	91-180	181-365	366-547	548-730	Average Period til		Never
		Exited to PH	30 days	days	days	days	days	days	days	Return	At Any time	Returned
	PSH											
	PH - rent with temp subsidy											
	PH - rent/own with subsidy											
	PH - rent/own no subsidy											
	Family - permanent											
:	Friends - permanent											
kited	Institutions - group/ assisted											
Of people who exited to.	Institutions - medical											
e wh	Institutions - caceral											
eopl	Temporary - not homeless											
оfр	Homeless - ES/SH/TH											
	Homeless - Street											
	Family - temporary							_				
	Friends - temporary		_					_	_			
	Deceased											
	Unknown											

SPM2 – Alternative Approaches for Local Considerations

			Number of	People wh	o Exited to	PH Destina	tions who r	eturn withi	n			
		Total		04.00	04.00	04.400	404.005	000 547	540.700	Average		
		Number who	30 days	31-60 days	61-90 days	91-180 days	181-365 days	366-547 days	548-730 days	Period til Return	At Any time	Never Returned
		Exited to PH	30 days	uays	uays	uays	uays	uays	uays	Retuin	At Any une	Returned
	Disabled (AC, AO, CO)											
sdr	Seniors 55+ (AO)											
Groups	Parenting Youth (AC)											
	Hslds w 3+ children (AC)											
Household	First-time homeless (AC, AO, CO)											
운	Returners (AC, AO, CO)											_
	Fleeing DV (AC, AO, CO)											

SPM #3 – Number of Homeless Persons

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	2755	2597	-158
Emergency Shelter Total	1332	1312	-20
Safe Haven Total	21	22	1
Transitional Housing Total	1120	1112	-8
Total Sheltered Count	2473	2446	-27
Unsheltered Count	282	151	-131

Metric 3.2 - Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

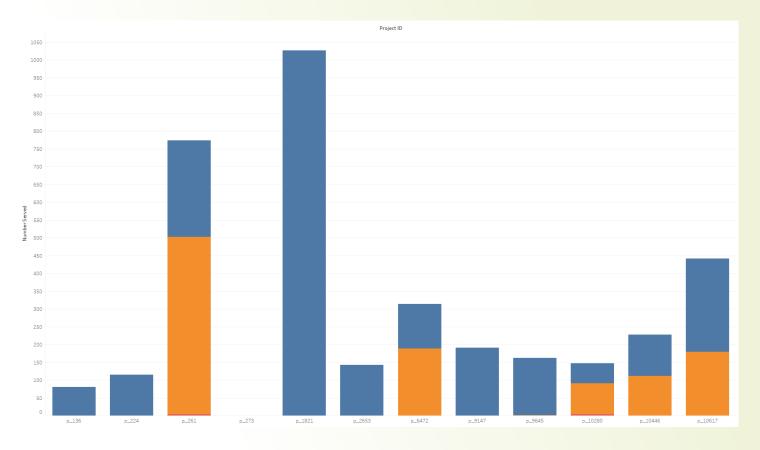
	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		9688	
Emergency Shelter Total		8014	
Safe Haven Total		50	
Transitional Housing Total		2229	

PPM #3 – Data Source from the APR

Q5a. Report Validations Table

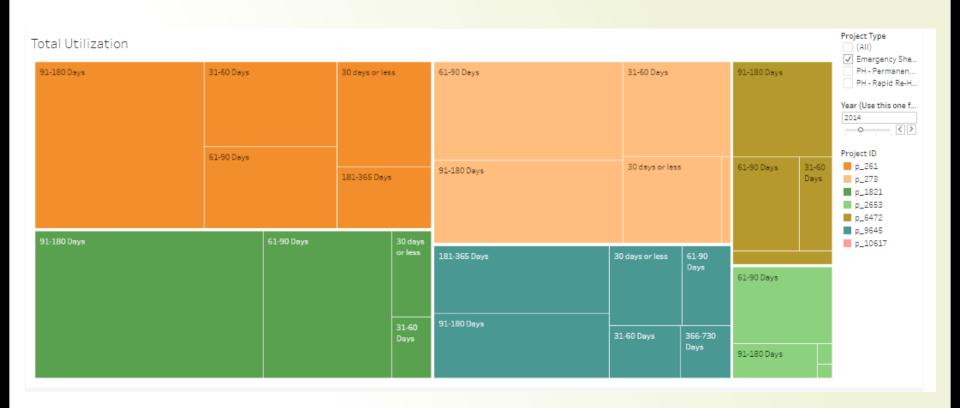
	# of Persons
Persons Served	314
Adults (age 18 or over)	125
Children (under age 18)	189
Persons with Unknown Age	0
Leavers	264
Adult Leavers	102
Adult and Head of Household Leavers	103
Stayers	50
Adult Stayers	23
Veterans	0
Chronically Homeless Persons	31
Youth Under Age 25	21
Parenting Youth Under Age 25 with Children	17
Adult Heads of Household	122
Child Heads of Household	1
Heads of Household and Adult Stayers in project 365 days or more	0

People Served by Project



The influence/weight that each project has on the average length of homelessness for the region is a byproduct of both the total clients served, and the average length of homelessness, for the project.

Bed Utilization by Project



SPM #4 - Changes in Income

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		972	
Number of adults with increased earned income		5	
Percentage of adults who increased earned income		1%	

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		972	
Number of adults with increased non-employment cash income		14	
Percentage of adults who increased non-employment cash income		1%	

Metric 4.3 - Change in total income for adult system stayers during the reporting period

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		972	
Number of adults with increased total income		19	
Percentage of adults who increased total income		2%	



SPM #4 - Changes in Income

Metric 4.4 - Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		1046	
Number of adults who exited with increased earned income		153	
Percentage of adults who increased earned income		15%	

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		1046	
Number of adults who exited with increased non-employment cash income		207	
Percentage of adults who increased non-employment cash income		20%	

Metric 4.6 - Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		1046	
Number of adults who exited with increased total income		348	
Percentage of adults who increased total income		33%	

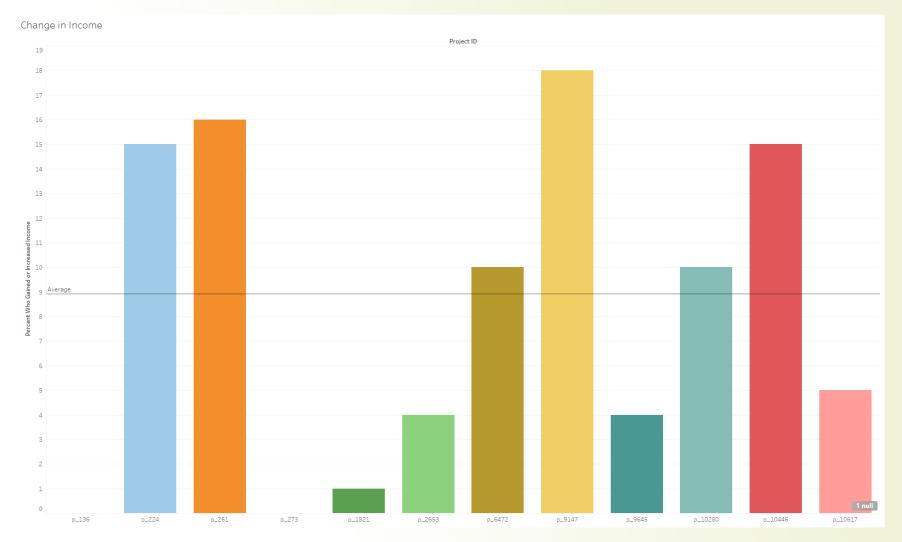
PPM #4 – Data Used for Income Changes

Q19a3. Client Cash Income Change by Entry and Exit/Latest Status

									Perf.
								Perf.	Measure:
								Measures:	Percent of
					Did Not		Total	Gained or	persons
	Had at	Retained	Retained	Retained	Have at	Did Not	Adults (inc.		who
	Entry Not	Income w/	Income w/		Entry	Have at		_	accomplishe
	at	Less \$ at	Same \$ at			•	No Income	To	this
	EXIT/Latest	EXIT/Latest	EXIT/Latest	Exit/Latest	EXIT/Latest	EXIT/Latest)	Exit/Latest	measure
Adults with Earned Income	1	3	27	2	1	68	102	3	3%
Average Change in Earned Income	\$-1000.00	\$-200.13	-	\$693.90	\$1777.00	-	-	\$1054.94	
Adults with Other Income	1	1	34	3	3	50	102	8	8%
Average Change in Other Income	\$-200.00	\$-33.00	-	\$71.00	\$394.00	-	-	\$220.25	
Adults with Any Income	1	7	51	8	2	33	102	10	10%
Average Change in Any Income	\$-1000.00	\$-295.88	-	\$343.89	\$446.00	-	\$5.61	\$364.31	



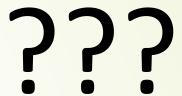
PPM #4 – Changes in Income



SPM #5 – Number of Newly Homeless

Persons entering ES, SH, TH, and PH Projects Homeless for First Time	
	Reporting Period (10/1/14 – 9/30/15)
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	10,222
Of persons above, those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	3,303
These persons are <i>not considered</i> to be homeless for the first time.	
Of persons above, those who did not have entries in ES, SH, TH or PH in the previous 24 months.	6,919
These persons <i>are considered</i> to be homeless for the first time.	

PPM #5- Data Source from the APR



How else might we look at the data?

- Run the SPMs by project type
- Filter the SPMs to run by target population
- Count days since a person first appears in HMIS
- Track total service days / pillow counts
- Create prioritized by-name lists
- Peer to Peer Benchmarking across regions
- Project Performance Scorecards for NOFA ranking

By-Name List Prioritized by Bed **Usage**

Report Start: Report End: Activity in last Leaver/Stayer: Veteran Status: Ran By:

03/01/2012 02/28/2015 90 days Stayer Yes Barber, Eddle

Organization: All Organizations Project: All Projects Disabled Status: Yes

Min. Total Bed Nights: 365 Min. # of Episodes:

Boston CH Study v7 Dateset:

_ist		

First Name	Last Name	Organization	Program	Date of Birth Age	Gender	Disabled?	Vet?	Episodes 1	Total Bed Nig!
4		Pine Street Inn	Outreach - Outreach Van		Male	Yes	Yes	4	1872
		Homeless Services	Long Island Shelter	57	Male	Yes	Yes	1	1556
		Pine Street Inn	Mens Inn	65	Male	Yes	Yes	2	1378
		Pine Street Inn	Mens Inn	58	Male	Yes	Yes	1	1086
		19	Shattuck Emergency Shelter	54	Male	Yes	Yos	1	1086
		Homeless Services	Long Island Shelter	61	Male	Yes	Yes	1	1084
		Homeless Services	Woods Mullen Shelter	67	Male	Yes	Yes	1	1077
		Homeless Services	Long Island Shelter	64	Male	Yes	You	1	1065
		Homeless Services	Long Island Shelter	56	Male	Yes	Yes	1	1060
1			Long Island Shelter	68	Malo	Yes	Yes	2	1034
		Pine Street Inn	Outreach - Project NeighBOR	60	Male	Yes	Yes	1	1009
2		Pine Street Inn	Mens Inn	64	Male	Yes	Yes	2	1004
3		Homeless Services	Long Island Shelter	63	Male	Yes	Yes	1	988
2 3 4 5 5		Pine Street Inn	Mens Inn	58	Male	Yes	Yes	3	952
5		19	Shattuck Emergency Shelter	53	Male	Yes	Yes	1	891
8		Homeless Services	Long Island Shelter	50	Male	Yes	Yes	10	872
7			Woods Mullen Shelter	81	Male	Yes	Yes	3	839
		Homeless Services	Long Island Shelter	54	Male	Yes	Yes	1	822
9			Mens Inn	61	Male	Yes	Yes	5	760
1		Pine Street Inn	Outreach - Outreach Van	70	Male	Yes	Yes	10	738
12		Pine Street Inn	Mens Inn	66	Male	Yes	Yos	5	710
1		Homeless Services	Long Island Shelter	59	Male	Yes	You	4	705
3		Homeless Services	Long Island Shelter	64	Male	Yes	Yes	2	704
1			Long Island Shelter	60	Male	Yes	Yes	6	673
5			Woods Mullen Shelter	68	Male	Yes	Yes	2	671
1		Homeless Services	Long Island Shelter	64	Male	Yes	Yes	5	668
7			Mens Inn	53	Male	Yes	Yes	2	587
3		Pine Street Inn	Mens Inn	56	Male	Yes	Yes	1	517
3		Homeless Services	Woods Mullen Shelter	68	Male	Yes	Yes	5	491
)		Pine Street Inn	Mens Inn	68	Male	Yes	Yes	5	482
		Homeless Services	Woods Mullen Shelter	64	Male	Yes	Yes	1	456
2		19	Outreach - Pre-Enrollment	46	Male	Yes	Yes	6	453
3		19	Outreach - Pre-Enrollment	58	Male	Yes	Yes	4	409
2 3 4		Homeless Services	Long Island Shelter	54	Male	Yes	Yes	2	405
5		Pine Street Inn	Mone inn	43	Male	Ves	Voe	6	385

2017 Spring Conference

Salt Lake City, UT April 26-27, 2017

This is the Title of the Presentation Presenter Name

