

HIMIS Agency Administrator Meeting

July 7, 2016

Agenda

1. Welcome & Introductions
2. CoC/Coordinated Entry Updates
3. HUD System Performance Measures (SPM)
 - Additional information/training about the SPM
 - Check in on data quality review at the agency level
4. Results of SCC HMIS User Satisfaction Survey
5. UPLIFT Updates
6. Transition in Place for Rapid Rehousing Programs

CoC/Coordinated Entry Updates

HUD System Performance Measures

July 7, 2016

HUD System Performance Measures

1. Length of Time Persons Remain Homeless
2. Returns to Homelessness within 6 to 12 months
3. Number of Homeless Persons
4. Employment and Income Growth
5. Number of Persons who become Homeless for the First Time
6. *N/A*
7. Successful Placement in or Retention of Permanent Housing

1) Length of Time Individuals and Families Remain Homeless

a) *Demonstrate a reduction in the average and median length of time persons remain homeless.*

- Metric 1.1: Change in the average and median length of time in emergency shelter and safe haven.
- Metric 1.2: Change in the average and median length of time in emergency shelter, safe haven, and transitional housing.
- **NOTE:** Addition of new data element 3.17 will provide more information about time homeless outside of shelters/transitional housing.

Average vs. Median

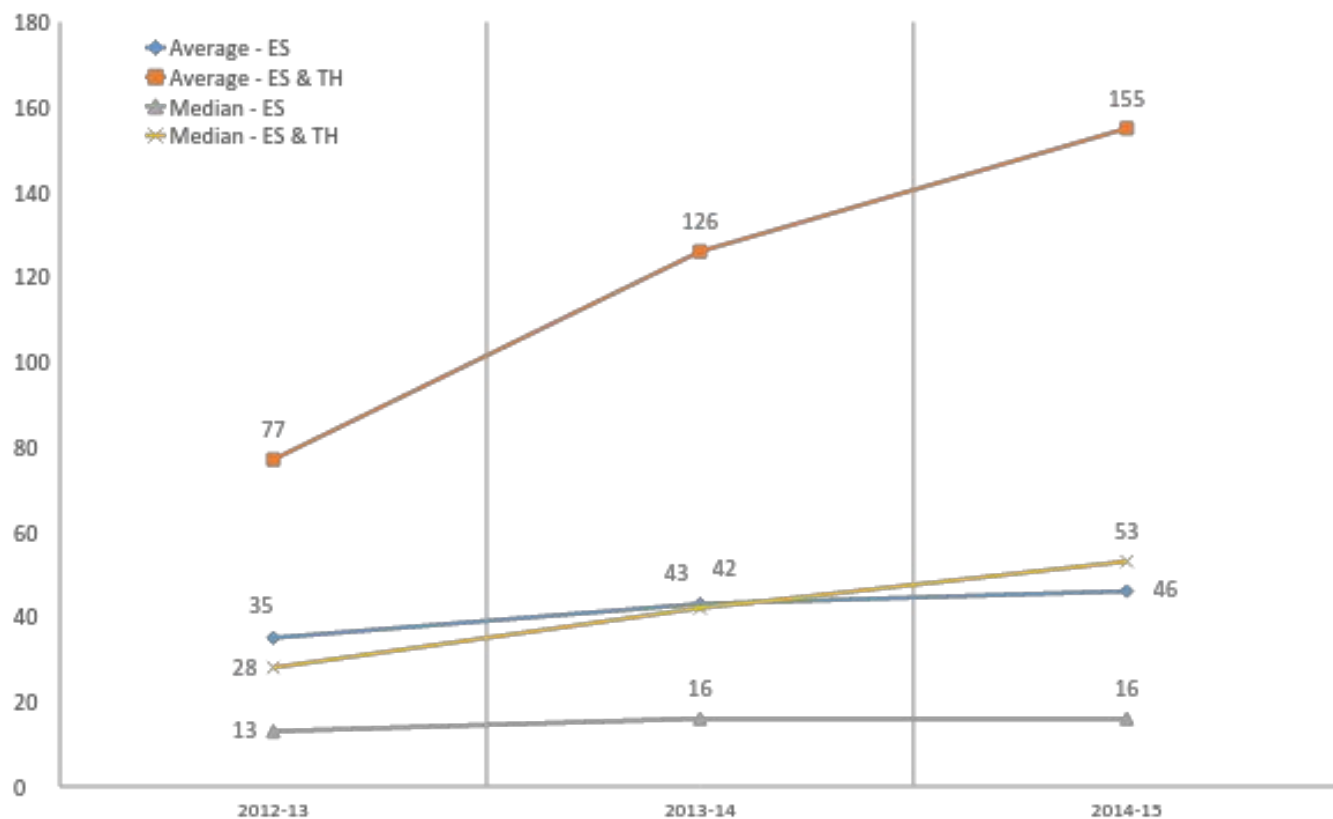
- **Average (Mean):** The sum of all the numbers in the set divided by the amount of numbers in the set.
- **Median:** The middle point of a number set. The point at which half the numbers in the set are above the median and half the numbers are below.

1. Reduce Length of Time Homeless

	Universe (Total Persons)		Average LOT Homeless		
	2013-14	2014-15	2013-14	2014-15	Difference
Persons in ES & SH	5,201	4,980	43 days	46 days	3 days
Persons in ES, SH, & TH	6,883	6,822	126 days	155 days	29 days

	Universe (Total Persons)		Median LOT Homeless		
	2013-14	2014-15	2013-14	2014-15	Difference
Persons in ES & SH	5,201	4,980	16 days	16 days	0 days
Persons in ES, SH, & TH	6,883	6,822	42 days	53 days	11 days

Average and Median Days in ES and TH



2) The Extent to which Individuals and Families who Leave Homelessness Experience Additional Spells of Homelessness

a) *The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 6 to 12 months.*

- Metric 2a.1: Returns to emergency shelter, safe haven, and transitional housing projects after exits to permanent housing destinations
- Metric 2a.2: Returns to emergency shelter, safe haven, transitional housing, and permanent housing projects after exits to permanent housing destinations

2) The Extent to which Individuals and Families who Leave Homelessness Experience Additional Spells of Homelessness

b) The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 2 years.

- Metric 2b.1: Returns to emergency shelter, safe haven, and transitional housing projects after exits to permanent housing destinations
- Metric 2b.2: Returns to emergency shelter, safe haven, transitional housing, and permanent housing projects after exits to permanent housing destinations

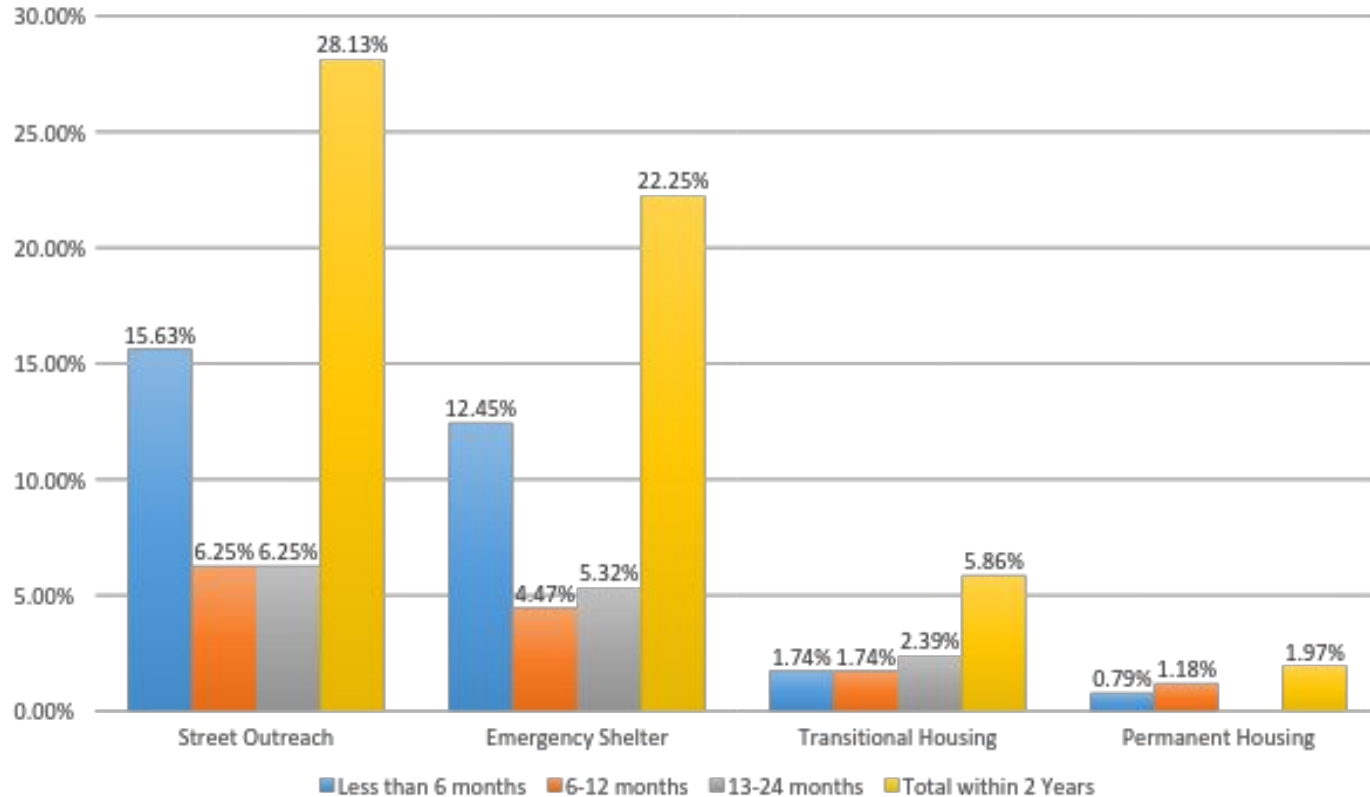
2. Reduction in Returns to Homelessness

	Total Persons Exited to PH (2 yrs prior)	# Returned to Homelessness < 6 months	% of Returns < 6 months	# Returned to Homelessness 6-12 months	% of Returns 6-12 mos
Exit from SO	32	5	15.63%	2	6.25%
Exit from ES	827	103	12.45%	37	4.47%
Exit from TH	461	8	1.74%	8	1.74%
Exit from SH	2	0	0.00%	0	0.00%
Exit from PH	254	2	0.79%	3	1.18%
TOTAL	1,576	118	7.49%	50	3.17%

2. Reduction in Returns to Homelessness

	Total Persons Exited to PH (2 yrs prior)	# Returned to Homelessness 13-24 months	% of Returns 13-24 mos	# Returned to Homelessness in 2 years	% of Returns In 2 years
Exit from SO	32	2	6.25%	9	28.13%
Exit from ES	827	44	5.32%	184	22.25%
Exit from TH	461	11	2.39%	27	5.86%
Exit from SH	2	0	0.00%	0	0.00%
Exit from PH	254	0	0.00%	5	1.97%
TOTAL	1,576	57	3.62%	225	14.28%

2. Reduction in Returns to Homelessness



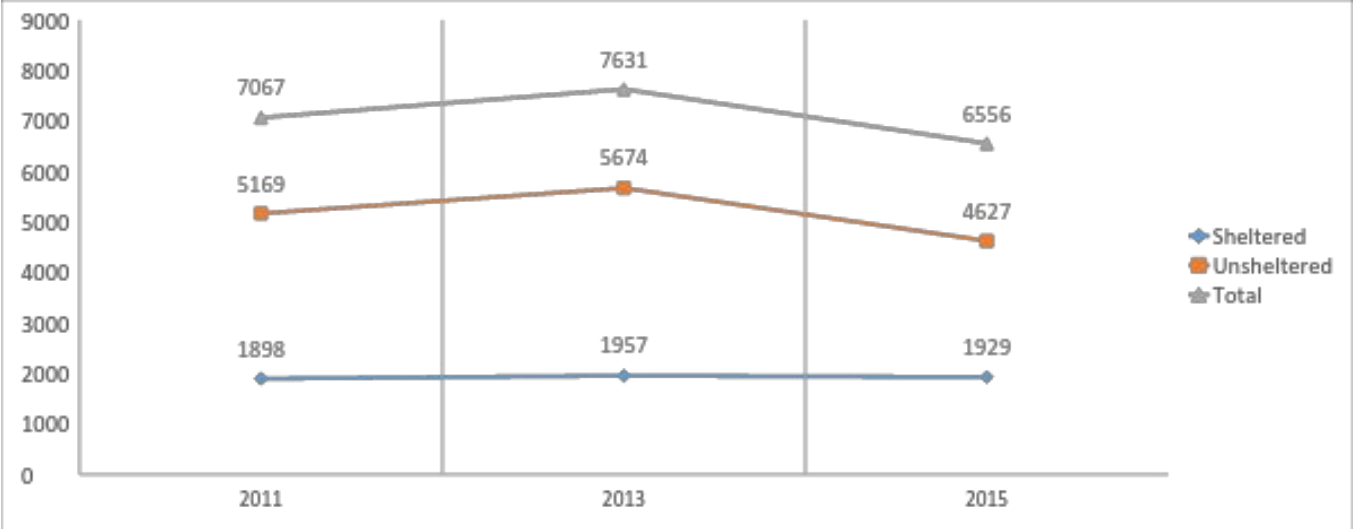
3) Overall Reduction in the Number of Homeless Individuals and Families

a) *Demonstrate a reduction in the number of homeless individuals and families identified in the Point-in-Time sheltered and unsheltered counts and annual sheltered data over time.*

- Metric 3.1: Change in Point-in-Time counts of sheltered and unsheltered homeless persons
- Metric 3.2: Change in annual counts of sheltered homeless persons in HMIS

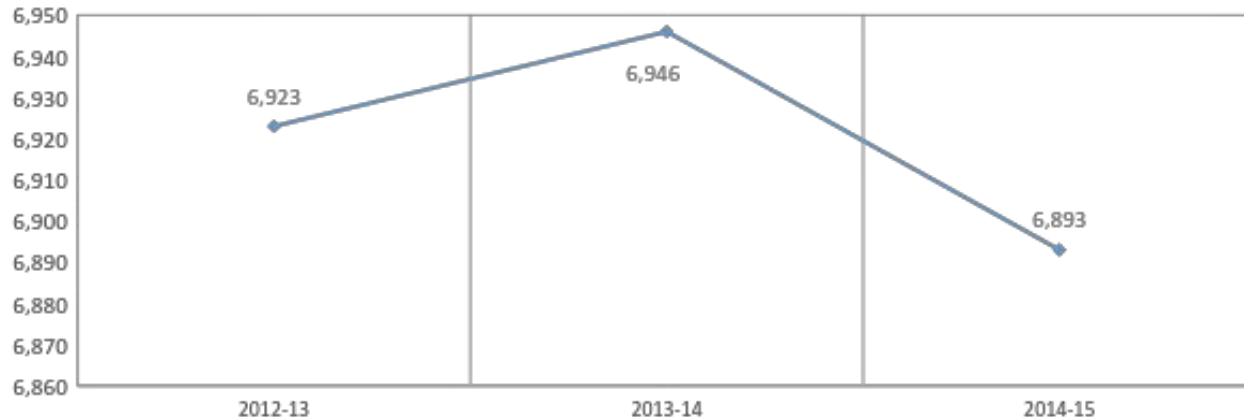
PIT Count

	2013	2015	Difference
Sheltered Count	1,957	1,929	-28
Unsheltered Count	5,674	4,627	-1,047
Total	7,631	6,556	-1,075



HMIS Annual Shelter Count

	2013-14	2014-15	Difference
ES Total	5,371	5,139	-232
SH Total	24	25	1
TH Total	2,091	2,399	308
Unduplicated Total	6,949	6,893	-53



4) Employment & Income Growth

a) *Demonstrate an increase in the percentage of adults of who gain or increase employment or non-employment cash income over time.*

- Metric 4.1: Change in employment income during the reporting period for system stayers.
- Metric 4.2: Change in non-employment cash income during the reporting period for system stayers.
- Metric 4.3: Change in total cash income during the reporting period for system stayers.

4) Employment & Income Growth

a) *Demonstrate an increase in the percentage of adults of who gain or increase employment or non-employment cash income over time.*

- Metric 4.4: Change in employment income from entry to exit for system leavers.
- Metric 4.5: Change in non-employment cash income from entry to exit for system leavers.
- Metric 4.6: Change in total cash income from entry to exit for system leavers.

4. Employment & Income Growth

Metric 4.1	2013-14	2014-15
# of Adult Stayers	259	311
# Increased Employment Income	0	1
% Increased Employment Income	0%	0.32%

Metric 4.2	2013-14	2014-15
# of Adult Stayers	259	311
# Increased Non-Employment Income	0	0
% Increased Non-Employment Income	0%	0%

Metric 4.3	2013-14	2014-15
# of Adult Stayers	259	311
# Increased Total Cash Income	11	13
% Increased Total Cash Income	4.25%	4.18%

4. Employment & Income Growth

Metric 4.4	2013-14	2014-15
# of Adult Leavers	1	9
# Increased Employment Income	0	0
% Increased Employment Income	0%	0%

Metric 4.5	2013-14	2014-15
# of Adult Leavers	1	9
# Increased Non-Employment Income	0	0
% Increased Non-Employment Income	0%	0%

Metric 4.6	2013-14	2014-15
# of Adult Leavers	1	9
# Increased Total Cash Income	0	0
% Increased Total Cash Income	0%	0%

5) Number of Persons who Become Homeless for the First Time

a) *Demonstrate a reduction in the number of persons experiencing homelessness for the first time.*

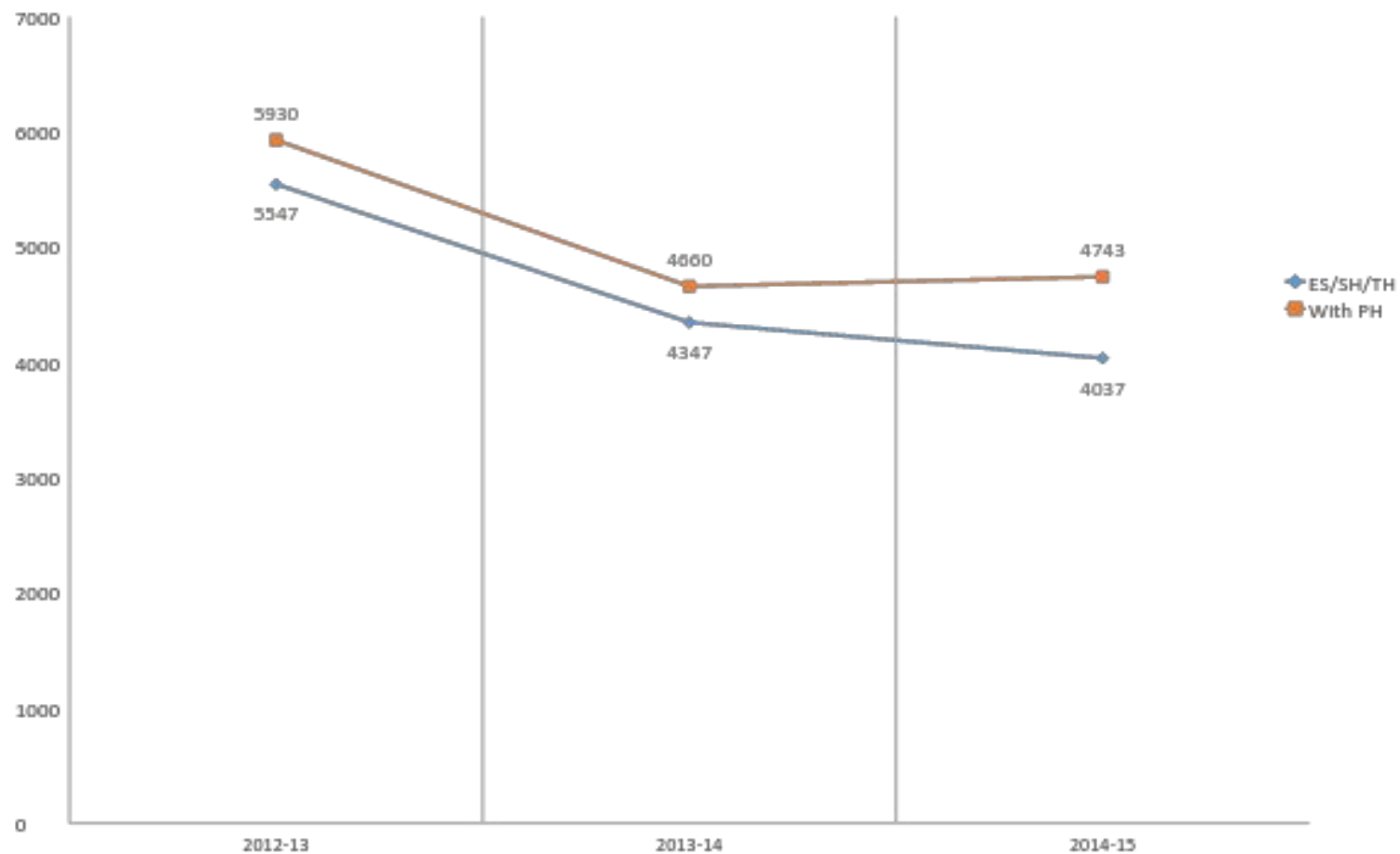
- Metric 5.1: Change in the number of homeless persons in emergency shelter, safe haven, and transitional housing projects with no prior enrollments in HMIS
- Metric 5.2: Change in the number of persons in emergency shelter, safe haven, transitional housing, and permanent housing projects with no prior enrollments in HMIS

5. Reduction in First Time Homelessness

Without Permanent Housing	2013-14	2014-15	Difference
Persons with entries into ES, SH, or TH during reporting period	5,846	5,696	-150
# with prior ES, SH, TH, or PH entry within prior 24 months	1,499	1,659	160
# who did not have entries in ES, SH, TH, or PH within prior 24 months	4,347	4,037	-310

With Permanent Housing	2013-14	2014-15	Difference
Persons with entries into ES, SH, TH, or PH during reporting period	6,198	6,468	270
# with prior ES, SH, TH, or PH entry within prior 24 months	1,538	1,725	187
# who did not have entries in ES, SH, TH, or PH within prior 24 months	4,660	4,743	83

Number of First Time Homeless People



7) Successful Housing Placement

- a) *Demonstrate an increase in the percentage of people served in street outreach who exit to emergency shelter, safe haven, transitional housing, or permanent housing destinations.*
- Metric 7a.1: Change in placements to emergency shelter, safe haven, transitional housing, or permanent housing

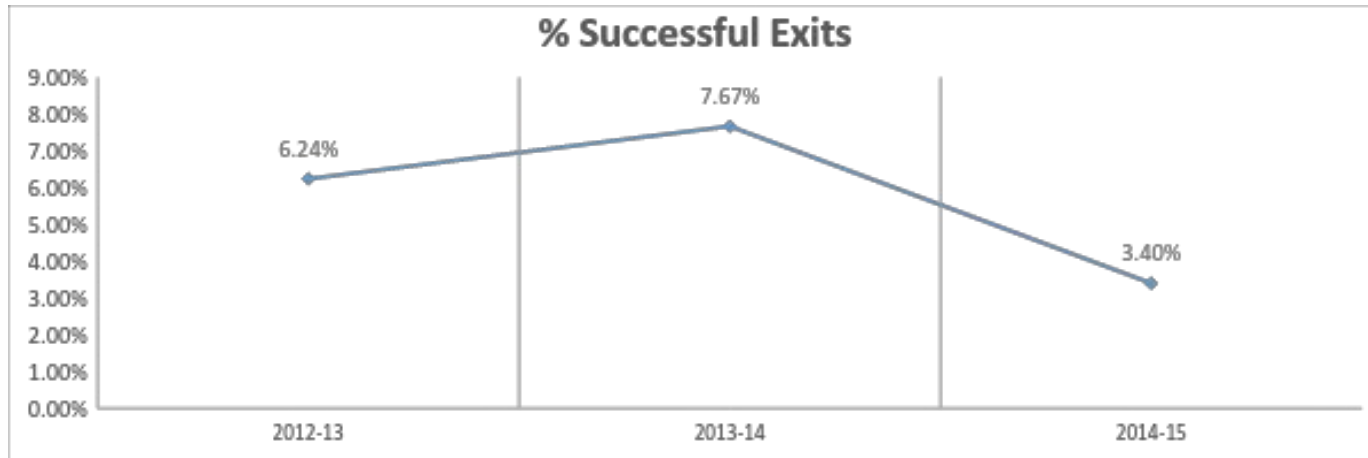
7) Successful Housing Placement

b) *Demonstrate an increase in the percentage of people served in emergency shelter, safe haven, transitional housing, or rapid rehousing who exit to permanent housing destinations and people served in permanent housing who retain permanent housing or exit to permanent housing.*

- Metric 7b.1: Change in exits to permanent housing destinations
- Metric 7b.2: Change in exit to or retention of permanent housing

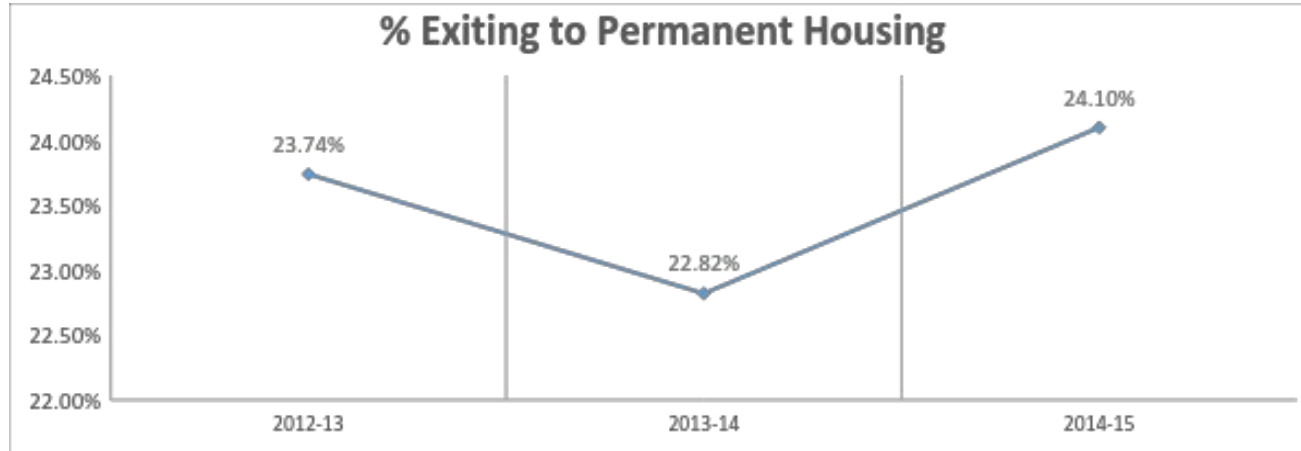
Street Outreach

	2013-14	2014-15	Difference	2014 CoC Goal
Total Street Outreach Exits	326	206	-120	--
# Exited to Temporary & Institutional Destinations	8	2	-6	--
# Exited to PH Destinations	17	5	-12	--
% Successful Exits	7.67%	3.40%	-4.27%	10% (PH Only)



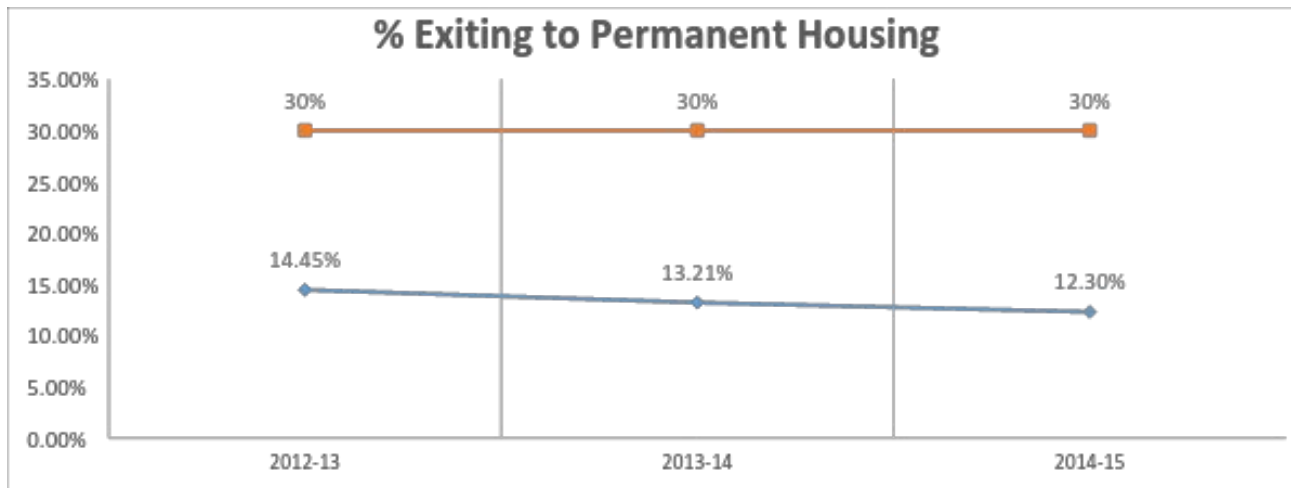
ES, SH, TH and PH-RRH

	2013-14	2014-15	Difference
Persons who exited ES, SH, TH, PH-RRH	5,513	5,630	117
# Exited to PH Destinations	1,258	1,357	99
% Successful Exits	22.82%	24.10%	1.98%



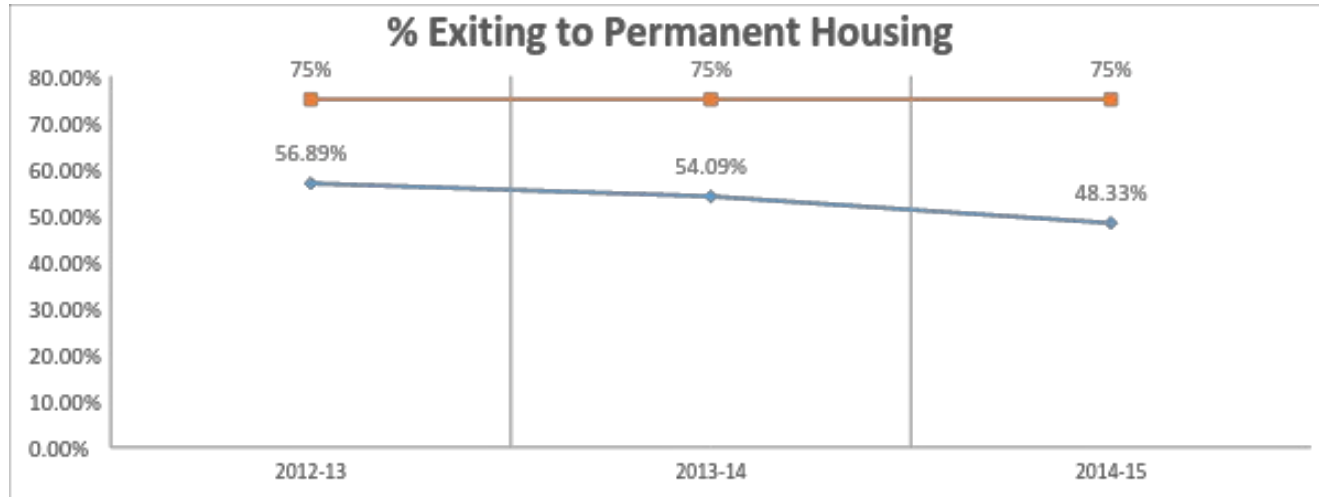
Emergency Shelter

	2012-13	2013-14	2014-15	2014 CoC Goal
Total ES Exits	5,074	4,945	4,714	--
# Exited to PH	733	653	580	--
% Successful Exits	14.45%	13.21%	12.30%	30%



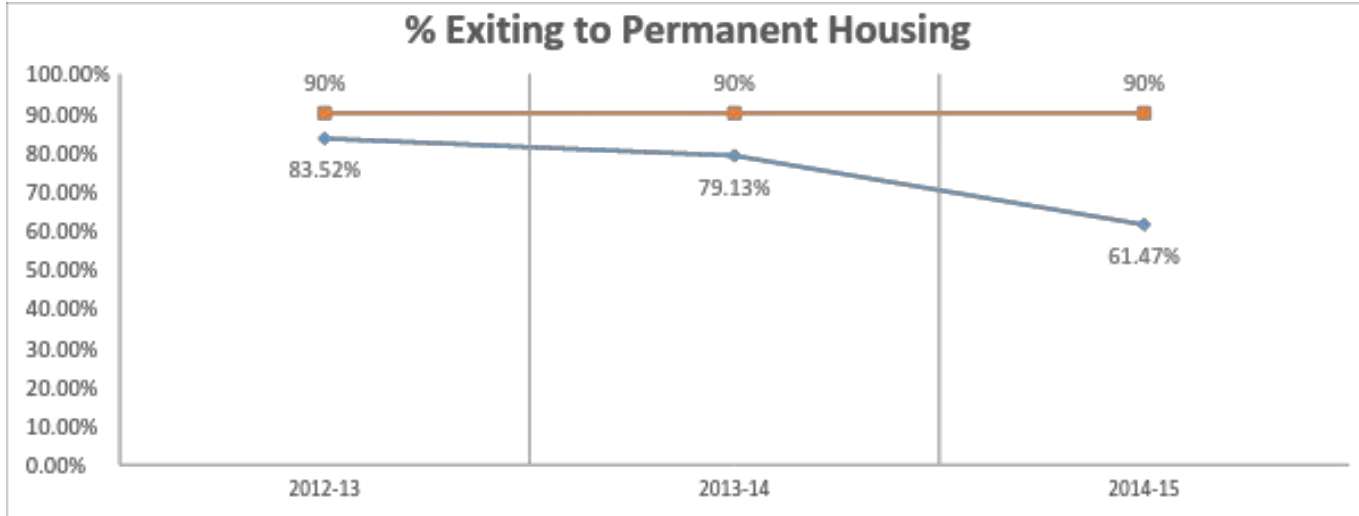
Transitional Housing

	2012-13	2013-14	2014-15	2014 CoC Goal
Total TH Exits	805	941	1,198	--
# Exited to PH	458	509	579	--
% Successful Exits	56.89%	54.09%	48.33%	75%

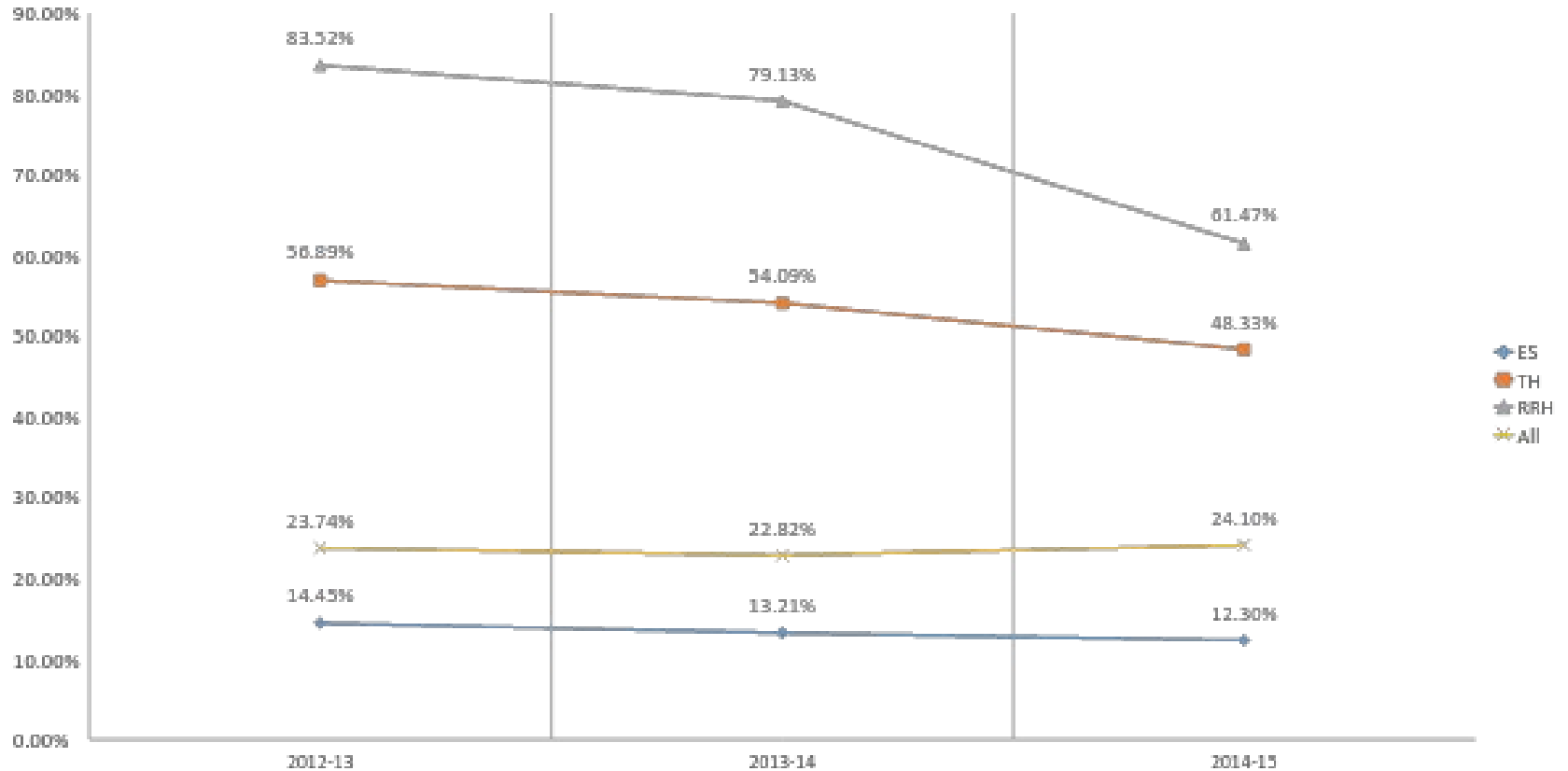


Rapid Rehousing

	2012-13	2013-14	2014-15	2014 CoC Goal
Total RRH Exits	267	230	597	--
# Exited to PH	223	182	367	--
% Successful Exits	83.52%	79.13%	61.47%	90%

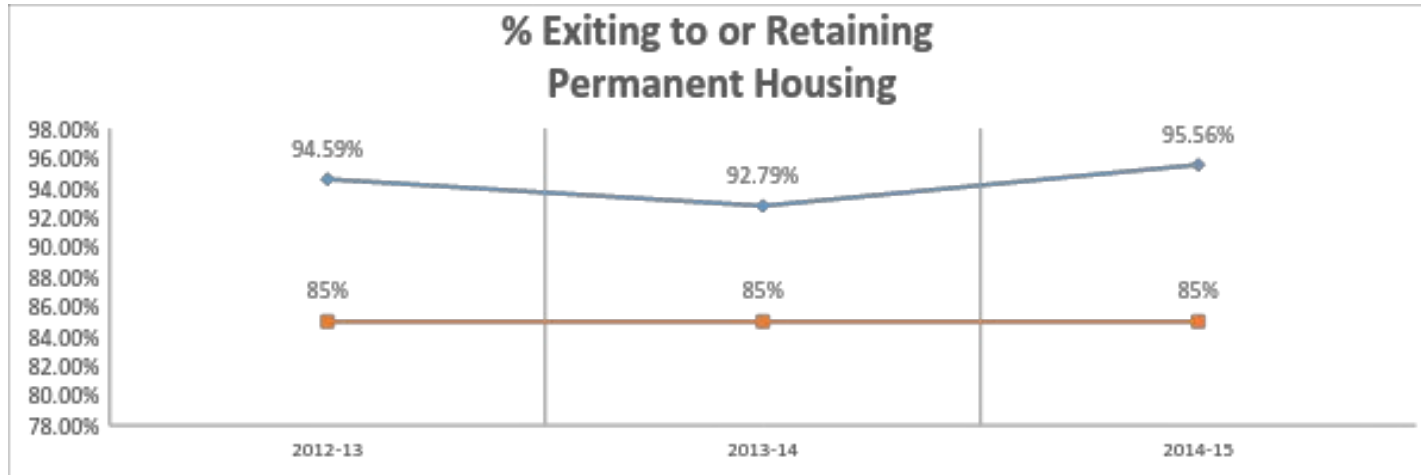


Successful Housing Placements



Permanent Housing Retention

	2013-14	2014-15	Difference	2014 CoC Goal
Total # of People in PH (except RRH)	1,525	1,530	5	--
# Remained in/exited to PH	1,415	1,462	47	--
% Successful Exits/Retention	92.79%	95.56%	2.77%	85%



HIMIS

Satisfaction

Survey Results

Key Findings from SCC HMIS User Survey - Overall Satisfaction

	Extremely Satisfied—	Very Satisfied—	Satisfied—	Somewhat satisfied—	Not at all satisfied—	Total—	Weighted Average—
Clarity HMIS Software	24.64% 17	26.09% 18	33.33% 23	13.04% 9	2.90% 2	69	3.57
Bitfocus System Administration Services	32.39% 23	21.13% 15	32.39% 23	12.68% 9	1.41% 1	71	3.70

Key Findings - Training & Help Desk

	Poor	Fair	Good	Very Good	Excellent	Total	Weighted Average
How would you rate Clarity training provided by Bitfocus?	4.23% 3	16.90% 12	28.17% 20	35.21% 25	15.49% 11	71	3.41
How would you rate the quality of support provided by the Bitfocus help desk?	2.82% 2	9.86% 7	23.94% 17	28.17% 20	35.21% 25	71	3.83

Suggestions for Improvement

1. Training could be reworked
2. Workflow for some programs confusing
 - a. CCP
3. File/Document Uploads
 - a. Suggestion to move from drop down to check boxes
4. Add more Goal/Outcome tracking
5. Some agencies (but not all) were interested in expanding their use of Clarity to track other items beyond HUD requirements
6. Aggregate reporting is difficult

Next Steps

1. Revise training approach
2. Consider feature enhancements
3. Ask agencies about customizations they may want
4. Develop more dashboards targeted towards users

UPLIFT Updates

Transition in Place (RRH Programs)