

Performance Measures Subcommittee Report and Recommendations

PERFORMANCE MEASURES SUBCOMMITTEE

- Daniel Gibson - The Lords Place (Co-Chair)
- Kokie Dinnan – Family Promise of SPB (Co-Chair)
- Terris Collins – Jerome Golden Center
- Emily Gorman – Adopt-A-Family
- Jo Miller – PBC Housing & Community Development
- Irvine Nugent – Vita Nova
- Cassandra Scott – Salvation Army
- Carol Shaffer – PBC Human & Vet Services
- Glen Woodruff – Gulfstream Goodwill
- Cheri Zettle – AVDA

WHY HAVE OUTCOME MEASURES?

- HUD – HEARTH ACT
- Funding Trend in Nonprofit/Government Sector
- Transparency
- Accountability
- Efficiency
- Efficacy

WHICH OUTCOME MEASURES?

- Best Practice Models
 - Columbus, OH
- Two Levels
 - COC Measures
 - Program Measures

1. The Number of Homeless

- ❑ **Definition:** The number of distinct individuals that are homeless as defined by HUD.

- ❑ **Source of Data:** Point In Time Count

- ❑ **Data Measures:** Evaluated but not Monitored
 - ❑ 2012: Unofficial Count
 - ❑ 2013: Official Annual Count
 - ❑ 2014: Official Semi-Annual Count

2. Number Served

- ❑ **Definition:** The number of distinct household members served by the program (including new and carryover) during the report period.
- ❑ **Data Source:** HMIS or Equivalent
- ❑ **Data Measures:** Monitored but not evaluated

3. AVERAGE LENGTH OF STAY (LOS)

- ❑ **Definition:** The average cumulative number of days household members receive shelter/housing as measured from shelter/housing entry to exit or last day of report period.

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Emergency Shelter: <90 Days (2012) <60 Days (2013) <30 Days (2014)
 - ❑ Transitional Housing: <24 Months
 - ❑ Permanent Housing: Minimum 180 Days

4. Recidivism

- ❑ **Definition:** The total number of distinct household members having shelter contact within 90/180/365 days after having exited with a successful housing outcome (as defined for that program).

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Emergency Shelter: 90 Days <10% (2012)
180 Days <30% (2012) 365 Days <50% (2012)

5. Successful Diversion

- ❑ **Definition:** The percentage of total distinct households that are diverted to other community resources at their initial contact with an emergency shelter
- ❑ **Data Source:** CMIS or Equivalent
- ❑ **Data Measures:**
 - ❑ **Emergency Shelter:** Monitored but not evaluated

6. Employment Status from Entry to Exit

- ❑ **Definition:** The (number and/or) percentage of households that have employment at entry and exit as measured by their earned income at entry to and exit from the program.

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Emergency Shelter: No Goal (Data is Collected)
 - ❑ Transitional Housing: 20% Employed (2012)
 - ❑ Permanent Housing: 20% Employed (2012)

7. Increase Income from Entry to Exit

- ❑ **Definition:** The percentage of households that increase total household income amount, as defined by HUD, from entry to exit.

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Emergency Shelter: No Goal (Data Collected)
 - ❑ Transitional Housing: 30% (2012)
 - ❑ Permanent Housing: 30% (2012)

8. Completed Vocational - Educational or other Training

- ❑ **Definition:** The percentage of household members that complete vocational or other training (Workforce, Vocational Rehabilitation, ESOL, GED, High School, College) by their exit from the program.

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Transitional Housing: Evaluated but not Monitored
 - ❑ Permanent Housing: Evaluated but not Monitored

9. Mainstream Resources at Exit

- ❑ **Definition:** The number and/or percentage of household members who were receiving mainstream resources at exit. Mainstream resources are SSI, SSDI, SSA, General Public Assistance, TANF, SCHIP, VA Benefits, Unemployment benefits, Veterans Health Care, Medicaid, Food Stamps, Health Care District, WIC, Child Support, and Medicare.

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Emergency Shelter: 30% (2012)
 - ❑ Transitional Housing: 40% (2012)
 - ❑ Permanent Housing: 40% (2012)

10. Movement from Transitional to Permanent Housing

- ❑ **Definition:** The number of participants in transitional housing programs that moved to permanent housing upon exit
- ❑ **Data Source:** CMIS or Equivalent
- ❑ **Data Measures:**
 - ❑ Transitional Housing: >65% (2012)

11. Housing Stability

- ❑ **Definition:** The average length of time, measured in months that distinct households reside in the Permanent Supportive Housing from entry to exit or end of report period.
- ❑ **Data Source:** CMIS or Equivalent
- ❑ **Data Measures:**
 - ❑ Permanent Housing: >180 Days (2012)

12. Exited Household Members

- ❑ **Definition:** Number of distinct household members that exited the program during the report period.

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Emergency Shelter: Monitored but not evaluated
 - ❑ Transitional Housing: Monitored but not evaluated
 - ❑ Permanent Housing: Monitored but not evaluated

13. Average Program Occupancy

- ❑ **Definition:** A percentage that reflects the average number of household members residing in a program per night relative to the program capacity as measured in units and beds

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Family Facilities Units >90% (2012) Beds >80% (2012)
 - ❑ Single Facilities Units >90% (2012) Beds >90% (2012)

14. Negative Reason for Leaving

- ❑ **Definition:** The percentage of household members that leave housing / shelter due to non-compliance or disagreement with the housing /shelter rules.

- ❑ **Data Source:** CMIS or Equivalent

- ❑ **Data Measures:**
 - ❑ Permanent Housing: <20% (2012)
 - ❑ Transitional Housing: <20% (2012)
 - ❑ Emergency Shelter: Monitored but not evaluated

Recommendations

1. Data Quality – Measures are driven by good data quality. Set a baseline of January 1, 2010 for clean data.
2. Measures – Implement, Evaluate and/or Monitor first 11 measures from 2012
3. Accept COC goals as outlined in measures
4. Make Program goals the same as COC goals in 2012



QUESTIONS

Recommendations

5. Give Performance Measures Subcommittee oversight to review COC and Program performance against goals
6. Give Performance Measures Subcommittee oversight to set future COC and Program goals.
7. Accept PIT recommendation (2012-Voluntary, 2013-Official, 2014-Semi-annual