



Interagency Commission on Homelessness Performance Review Committee

Christine Hong, Chair, Sharon Sierra, Co-chairs

Date: 2/24/2016

I. Introduction

Since our last report in June 2015, we held seven Performance Review Committee meetings. One of the Co-Chairs of this committee left in July 2015 and another Chair accepted as her replacement in October 2015. One member representing HOC did retired in December 2015 and two other HOC staff members have joined. We have diverse representation in our committee from different agencies and project types. The committee decided to call upon formerly homeless individuals and a broader representation of the community by using focus groups when more input was needed.

II. Accomplishments (July, 2015- February, 2016)

Since our last Performance Review Report, we have developed an Action Plan that indicated two main goals that committee would accomplish within first year:

#1 Develop process and tools to assist CoC providers to review current outcomes, develop common benchmarks, and analyze data collected in identifying gaps regarding data collection.

- Committee agreed to use FY14 as baseline (7/1/2013- 6/30/2014) to measure the data collected.
- Committee agreed to use for this first year the HUD Performance Measures for 2015 with adding on Bed Utilization by project type and removing Housing Placement among Families and Youth.

Performance Measures:

1. The Length of Time Persons Remain Homeless- What is the change in the average length of time persons are homeless in ES, SH, and TH projects.
2. a. The Extent to which Persons who Exit Homelessness to Permanent Housing Destination Return to Homelessness within 6-12 months—How

many people who have moved into permanent housing returned to SO, ES, SH and TH projects up to 12 months.

b. The Extent to which Persons who Exit Homelessness to Permanent Housing Destination Return to Homelessness within 2 years—How many persons who moved to permanent housing returned to SO, ES, SH, and TH up to 24 months.

3. Number of Homeless Persons – The changes in the PIT count of unsheltered and sheltered persons and the change of annual counts of sheltered persons in HMIS.
4. Employment and Income Growth for Homeless Persons in CoC Program Funded project - The number of adults who gained or increased employment from the time they entered program until the time they exited.
5. The Number of Persons who Become Homeless for First Time--Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS.
6. a. Successful Placement from Street Outreach-- Change in placements to permanent housing destinations, temporary destinations

6b. Successful Placements in or Retention of Permanent Housing- Change in exits to or retention of permanent housing.
7. Bed Utilization-The number of beds that a program uses on a particular night or for a period of time.

- National Alliance to End Homelessness did a presentation to the committee on what level of performance HUD was looking for based on the 2015 NOFA.
- The development of new reports from Bowman has delayed. As a result, the committee chairs and the HMIS Administrator decided to develop a template for projects in the CoC to collect data using an existing report (0625 CoC APR) available in HMIS.
- Providers were asked to pull data reports, for particular time periods according to project types (SO, SH, ES; TH, PSH/RRH) and enter data related to the agreed upon HUD performance measures into the template. Analyzing the data from the APR, it became apparent that we needed to improve not only how we were collecting data but that all providers had to have a better understanding of entering data into HMIS.

#2 Develop/Deliver training and assure ongoing resources to assure standard use of HMIS.

- An HMIS task group has been created that will develop HMIS training for provider to assure that everyone is using HMIS in same way, to improve use of HMIS.

III. Future Activities (March, 2016-June, 2016)

- We are seeking a data analyst who can review the data and tell us what it is saying about our community, where do we have service gaps and what services could be delivered more efficiently.
- Once providers are trained to enter data in a uniform way, we can gather data that can provide a baseline.
- After baseline data is collected, the committee will set performance targets.
- Once data has been gathered and performance targets have been set, project performance will be tracked and used to guide resource allocation and future project design.
- Committee decided that one measure that the County would be use and be added to the HUD measures is Bed Utilization.
- The first HMIS Task group has been scheduled to begin March 2016.

IV. Conclusion

Although the committee encountered significant setbacks in getting the new performance measure reports developed by Bowman, the committee has adjusted its direction to focus on improving data entry and overall quality in HMIS. The Committee continues to focus on its goal of establishing a viable baseline, setting targets, and tracking progress, all to be used to improve the overall performance of the Continuum.