Interagency Commission on Homelessness

Montgomery County, Maryland
Department of Health and Human Services
Wednesday, September 14, 2016

SYSTEM PERFORMANCE MEASURES

- In 2009, the McKinney-Vento Homeless Assistance Act was amended and is now knows as the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH ACT):

  - Continuums of Care (CoC) were charged with designing a local "system" to assist sheltered and unsheltered people experiencing homelessness.

  - To facilitate this perspective the HEARTH ACT requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types.

PERFORMANCE REVIEW COMMITTEE

- Finalized CoC-wide performance measures to be used by all emergency shelter, transitional housing, permanent supportive housing, rapid re-housing and safe haven programs in alignment with HUD requirements and include:

  - Length of time homeless

  - Returns to homelessness from permanent housing

  - Number of homeless persons

  - Growth in earned income and non-employment cash income

  - Number of persons experiencing homeless for the first time

  - Bed utilization

  - Successful placement and/or retention of permanent housing

MEASURE 1: Length Of Time Homeless

- This criterion will be based on demonstrating a reduction of the average and median length of time persons enrolled in emergency shelter, transitional housing or safe haven projects experience homelessness.

Fiscal Year 2014	
Number of Persons in ES, SH and TH	2,819
Average Lot	119
Median Bed Nights	55

Fiscal Year 2015	
Number of Persons in ES, SH and TH	2,724
Average Lot	143
Median Lot	68

MEASURE 2: The extent to which persons who exit homelessness to permanent housing return to homelessness

	Total Number who exited to PH Destinations		Percentage of Returns in Less than 6 Months		Percentage of Returns in 6-12 Months	Percentage of Returns in 13-24 Months	Percentage of Returns in 2 Years	
	FY14	FY15	FY14	FY15	FY15	FY15	FY14	FY15
SO	34	47	29%	19%	9%	6%	41%	34%
ES	442	520	11%	6%	6%	8%	20%	19%
TH	162	134	8%	8%	2%	4%	17%	14%
SH	8	17	13%	6%	6%	6%	25%	18%
PH	100	340	1%	9%	0%	1%	7%	2%
Total Returns	746	1,058	10%	5%	4%	5%	19%	14%

MEASURE 2: Number of Homeless Persons
Metric 3.1: Change in Point-in-Time Counts

Total PIT Count of Sheltered and Unsheltered Persons	FY2014 891	FY2015 1,100
Emergency Shelter Total	515	676
Safe Haven Total	36	36
Transitional Housing Total	245	285
Total Sheltered Count	796	997
Unsheltered Count	95	103
HUD did not request 2016 data		

Metric 3.2: Change in Annual Counts

	Previous FY	Current FY	Difference
Total Sheltered Homeless Persons	2,874	2,798	-76
Emergency Shelter	2,572	2,477	-95
Safe Haven	63	79	-16
Transitional Housing	429	418	-11

MEASURE 4: Employment and Income Growth for Homeless Persons in CoC Program-Funded Projects

Metric 4.1 Change in earned income for adult stayers

- Number of Adult Stayers = 316

- Number of Adult with increased earned income = 52 or 16%

Metric 4.2 Change in non-employment case income for adult stayers

- Number of Adult Stayers = 316

- Number of Adults with increased non-employment case income = 163 or 52%

MEASURE 4: Employment and Income Growth for Homeless Persons in CoC Program-Funded Projects

Metric 4.3 Change in earned income for adult stayers

- Number of Adult Stayers = 316

- Number of Adult with increased total income = 189 or 60%

Metric 4.4 Change in earned income for adult system leavers

- Number of Adult who Exited = 122

- Number of Adults who exited with increased earned income = 30 or 25%

MEASURE 4: Employment and Income Growth for Homeless Persons in CoC Program-Funded Projects

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

- Number of Adults who exited = 122

- Number of Adult who exited with increased non-employment cash income = 53 or 43%

Metric 4.6 Change in total income for adult system leavers

- Number of Adult who Exited = 122

- Number of Adults who exited with increased total income = 74 or 61%

MEASURE 5: Number of persons who become homeless for the first time

Metric 5.1 Change in the number of persons entering ES, SH and TH projects with no prior enrollment in HMIS

- Total Number of Entries = 2,338

- Of persons above number who did not have entries in previous 24 months = 1,606

Metric 5.2 Change in the number of persons entering ES, SH, TH, and PH projects with no prior HMIS enrollment

- Total Number of Entries = 2,570

- Of persons above, number who did not have entries in previous 24 months = 1,649

MEASURE 6: Homeless Prevention and Housing Placements of Persons defined by category 3

- HUD Measure 6 data was not required in 2016

- Montgomery County CoC review Bed utilization for APR's and COC NOFA

MEASURE 7: Successful placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 Change in exits to PH destinations

- Person who exit Street Outreach = 261

- Percentage of successful exits 49%

Metric 7b.1 Change to exit PH destinations

- Persons in ES, SH, TH, PH-RRH that exited = 2,139

- Percentage of successful exits 32%

MEASURE 7: Successful Placements from Street Outreach and Successful Placements in or Retention of Permanent Housing

- **Metric 7b.2 – Change in exit to or retention of permanent housing**

  - **Person is all PH except PH-RRH – 1,886**

  - **Of persons above, those who remained in PH and those who exited to PH destination – 1,842**

  - **Percentage of successful exits/retentions – 98%**

PERFORMANCE MEASURES NEXT STEPS

- Finalize baseline data and develop target benchmarks for improvement

- Implement data quality review process to ensure data entry is submitted and accurate

- Complete data analysis for gaps and specific housing type needs

YOUTH HOMELESSNESS DEMONSTRATION PROJECT

YHDP INFORMATION

What the YHDP offers

- YHDP is an exciting new initiative designed to reduce the number of youth experiencing homelessness in 10 participating communities (4 will be rural).

- $33 million dollars set aside for YHDP projects, where each community can apply for between $1 million and $ 15 million.

- The opportunity to implement new and innovative project models.

Who: Continuum of Care Collaborative Applicants

When: Submit by November 30, 2016

Where: Applications will be submitted through grants.gov

UPDATE ON CHRONIC HOMELESSNESS

THE GOAL

Montgomery County is committed to providing permanent housing to all County residents experiencing chronic homelessness by December 31, 2017.

Per directive from the U.S. Department of Housing and Urban Development (HUD), for Montgomery County to effectively end chronic homelessness, there should be ***no more than three unhoused*** chronically homeless individuals or families in the County at any time.

DEFINITION OF CHRONIC HOMELESSNESS

Have a disability, and

2.   Live on the streets, a safe haven, or in an emergency shelter; or

3.   Live in an institutional care for fewer than 90 days and immediately beforehand have been living on streets, a safe haven, or in an emergency shelter; and

4.   Have been homeless continuously for at least 12 months or on at least 4 separate occasions (7+ days) in the last 3 years where the combined occasions must total at least 12 months.

BY-NAME-LIST

- The work to identify and prioritize chronically homeless individuals and families for housing will be based on a consolidated list of names of all County residents who meet the chronic homeless definition.

- The initial list has been created based on:
  - HMIS data
  - Outreach providers

- By the end of the year, all information for the chronic homelessness By-Name-List will be in HMIS

METHODOLOGY

- The work to identify and prioritize chronically homeless individuals and families for housing will be based on by a consolidated list of names of all County residents who meet the chronic homeless definition.

- To create the initial version of this "By-Name-List", HMIS data as well as information from outreach providers is being reviewed in detail to confirm disability and length of time homeless for each person.

- A targeted outreach effort is being set up for October 19-21, with the goal of getting more complete assessments on persons now living outside throughout the County.
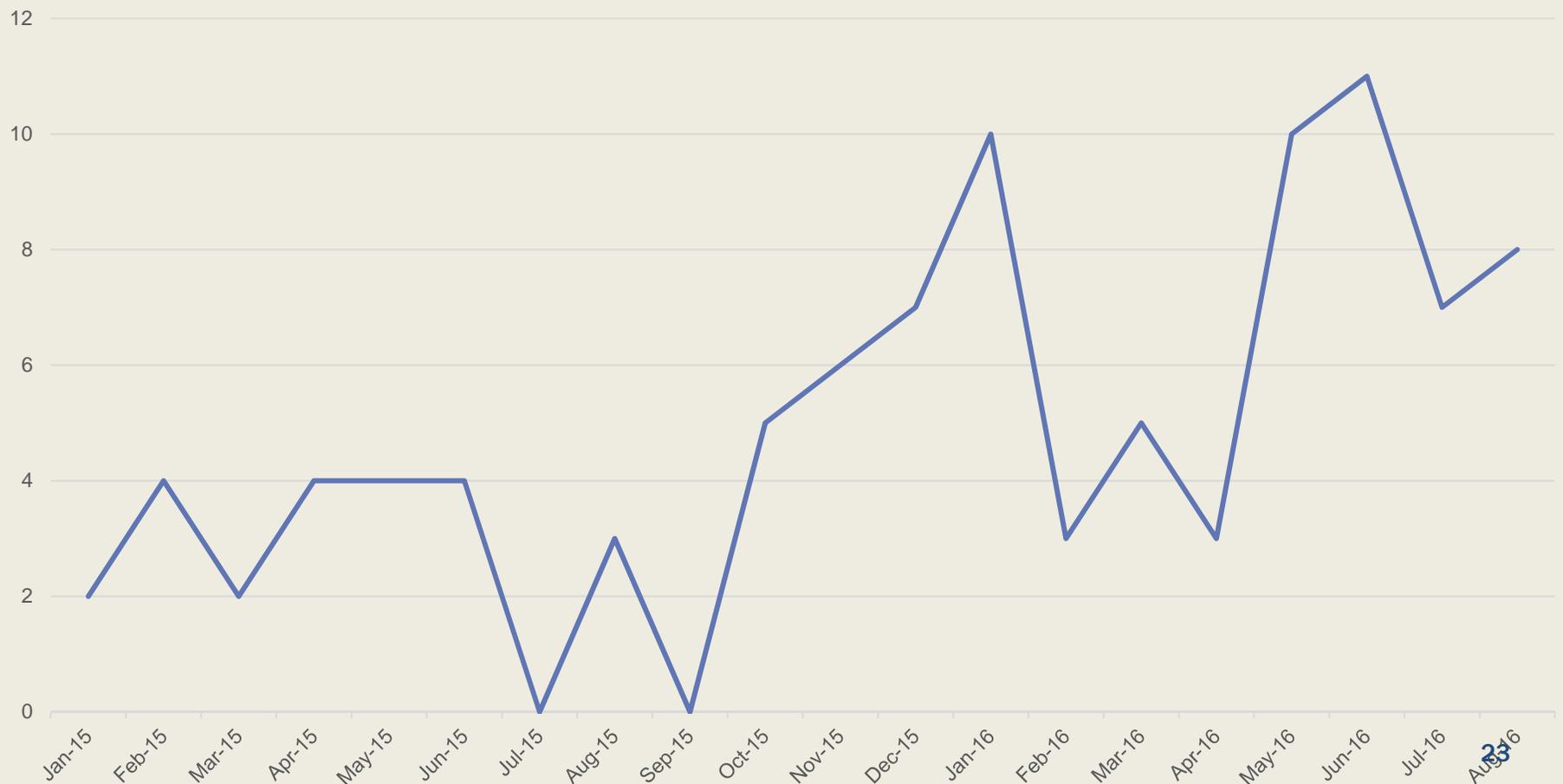
ESTIMATED NUMBER OF CHRONICALLY HOMELESS PERSONS

Number of CH individuals as September 2016	
HPC list with VI-SPDAT scores of 10 +	82
HPC list with VI-SPDAT scores of 5-9	36
HPC list with VI-SPDAT scores of 0-4	13
Outreach list	78
Total	209

EXISTING AND NEW PSH RESOURCES

Housing Resources Available in the next 15 months	
PSH available through Turnover of existing units (4.85 per month)	72
New CoC PSH (MCCH Key First)	28
New Progress Place PLQ PSH	21
Total	121

ESTIMATING THE SUPPLY GAP

Current estimated number of chronically homeless individuals	209
Estimate available PSH units available from existing and new PSH units coming online	121
Gap	88 + inflow (3 per month)

IDEAS FOR HOW TO MEET THE GAP

1. Strategies to make more housing options available for chronically homeless persons, including:

   - Additional Landlords and Property Managers who are willing to be providers of housing for individuals and families exiting chronic homelessness

   - New resources to spur the development of permanent supportive housing units

   - Better utilization of rapid-rehousing and other time-limited rental assistance programs for individuals and families who do not need long-term supportive housing.

IDEAS FOR HOW TO MEET THE GAP (CONT.)

2. New Approaches to Using Existing Resources, including:

   - Transitioning Out or "Moving Up," for clients who reach the point where they no longer need a high level of services attached to their placement but still require a housing subsidy.

   - Reducing the Time Between Housing Placement and Move-in.

3. Putting additional emphasis on Prevention/Diversion, particularly working with those at-risk of becoming chronically homeless so that they are connected with permanent housing earlier.

NEW STAFFING RESOURCES

As part of the County's FY2016 Budget, three new staff positions have been identified to assist in the effort on chronic homelessness:

- **HMIS Support Specialist** to assist in furthering a more data-driven system.

- **Outreach Coordinator,** to help establish system-wide protocols for identifying and engaging homeless individuals and families who are either minimally connected or not currently participating in any social services programming.

- **Housing Coordinator** to help strengthen relationships with landlords and housing developers to create more and better opportunities for affordable and sustainable housing placements.

QUESTIONS
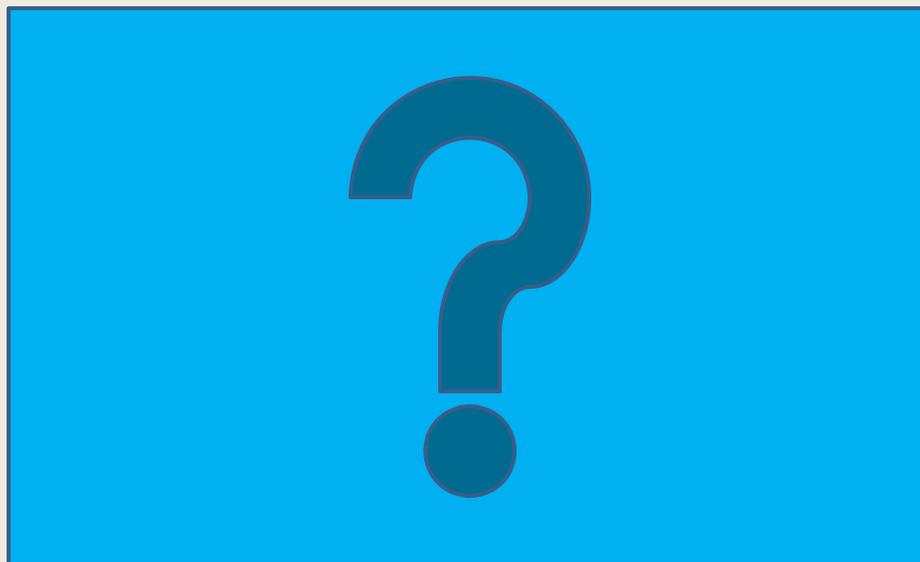
UPDATE ON ACTION CAMP

OUTREACH

OUTREACH "BLITZ" COUNT

Purpose: Following the successful by-name-list development and implementation of our Veterans Zero2016 Campaign, we are now identifying all individuals experiencing chronic homelessness in Montgomery County.

The **outreach "blitz"** is a key component, necessary to achieve our goal of having a thorough by-name-list.

Dates for the Blitz: Wednesday, October 19th and Thursday, October 20th (Friday October 21st will be "clean up" by outreach agencies)

Approximately **260 county-wide "hotspots"** will be searched for individuals experiencing unsheltered homelessness over a two-day period.

WHO FREQUENTS THESE HOTSPOTS?

Individuals experiencing unsheltered homelessness in Montgomery County. Many of these individuals have not engaged with social services and system providers in some time. (and/or have very irregular engagement with providers.)

"Pre Blitz" outreach is underway now, being performed by outreach providers. Outreach providers are also identifying new "hotspots" this month with up-to-date feedback on "hotspot" locations.

LOGISTICS

We will have two regions for Outreach Blitz Teams on 10/19 and 10/20: one for Up-County Teams, and a second for Down-County Teams

- Recruiting from pool of volunteers who have past experience as participants in PIT or 100,000 HOMES Campaign.

- Each region will conduct training on evening of 10/19 before survey teams deploy for outreach and engagement.

- During outreach, the teams will conduct short surveys with individuals experiencing homelessness to assess vulnerability and chronicity (and collect names)

OUTREACH LIST

Data:

- Survey information turnaround in 3 business days to Nili and Chapman for data analysis.

Outreach "Blitz" Primary Objective:

- Development of a more complete "By Name" list.

LANDLORD AND PROPERTY MANAGEMENT ENGAGEMENT

LANDLORD RECRUITMENT COLLECTIVE

There are many benefits to working with the Landlord Recruitment Collective:

- **Support:** Landlords support the community by offering affordable housing to low to moderate income individuals and families
- **Marketing:** Save on costs of marking and advertising your unit. We have a list of clients ready to move.
- **Assistance:** Every tenant is eligible for a range of supportive services
- **Rent:** Tenants may be eligible for rental assistance
- **Tenant:** Always have a tenant in your unit and reduce vacancies

Landlord Event: October 27th, 3-5pm

QUESTIONS

THANK YOU