



Taking Performance Up a Notch: Going from Project-level to System-level Performance

Lisa A. Hamilton, Executive Director

Michelle L. Wilson, HMIS System
Administrator

Overview of Presentation

- Why Measure System-level Performance?
- What is System-level Performance?
- Understanding the Performance Measures: Calculation Overview



Why We Want to Measure System-level Performance

What is System-level Performance?

- CoC has been changed with designing a local “system” to assist people experiencing homelessness
- The McKinney-Vento Act, as amended by the HEART Act, is broadening the federal performance paradigm
 - CoC Program: expand focus from only project performance to include system performance
 - ESG Program: explicitly links project performance to overall system performance
- System performance views local homeless response as a coordinated system of homeless assistance options and creates accountability for how well the **Entire** CoC stabilized homeless persons

Purpose of System Performance Measures

There are multiple purposes for the system performance measures:

- Ensure common understanding of system intent and goals, along with the projects that make-up the CoC system
- Focus on measuring the cumulative impact of programs, not just their individual impact
- Help CoC gauge their progress toward preventing and ending homelessness & contributes to Federal goals
- Identify areas for improvement
- HEARTH requirements

Setting Local Performance Targets

- HUD will use the system performance data to establish national targets
- Communities should use national targets as benchmarks for setting local targets
- Local targets should take into account
 - The nature of the local homeless population (e.g., prevalence of youth)
 - Local priorities as CoC implement system change
 - Other unique local circumstances
- HUD is not setting targets for subpopulations but communities should account for subpopulation types when setting targets



What We Need to Know about Implementing 7 – System Performance Measures

7 – System Performance Measures

McKinney-Vento Act as amended by HEART Act,
Section 427:

1. Length of Time Homeless
2. Returns to Homelessness
3. Number of Homeless Persons
4. Employment Income Change – All
5. Homeless for the First Time
6. Prevent Returns to Homelessness
7. Placement from Street Outreach

How Did HUD Decide How to Calculate the Measures?

- In deciding the best way to calculate the performance measures HUD sought to balance getting the most accurate information within the limits and burden of data collection
- Most measures rely solely on universal data elements
- CoC Program NOFA will specify how data are to be reported to HUD

Where Will the CoC Get the Data to Measure Performance?

- There are 2 primary data sources for the performance measures:
 - HMIS
 - PIT
- CoC will be expected to collect and submit data regardless of data quality or bed coverage
- Data that do not meet coverage and data quality thresholds **may** affect competitiveness
- HUD will publish reporting specifications in the Fall of 2014

Client Universe: Basics

Client Universe includes **3** major components:

1. **Who** (all persons or adults, leavers or stayers)
2. **Where** (the project type and funding source)
3. **When** (reporting period)

Client Universe: Who

- **Who** (persons include):
- **Persons:** adults and children (persons of all ages)
- **Adults:** adults only (person over 18)
- **Systems leavers:** person who has exited from all applicable continuum project types included in measure by the end of the reporting period
- **Systems stayers:** person is enrolled in one of the applicable continuum project types being measured at the end of the reporting period, including those continuously enrolled the entire reporting period

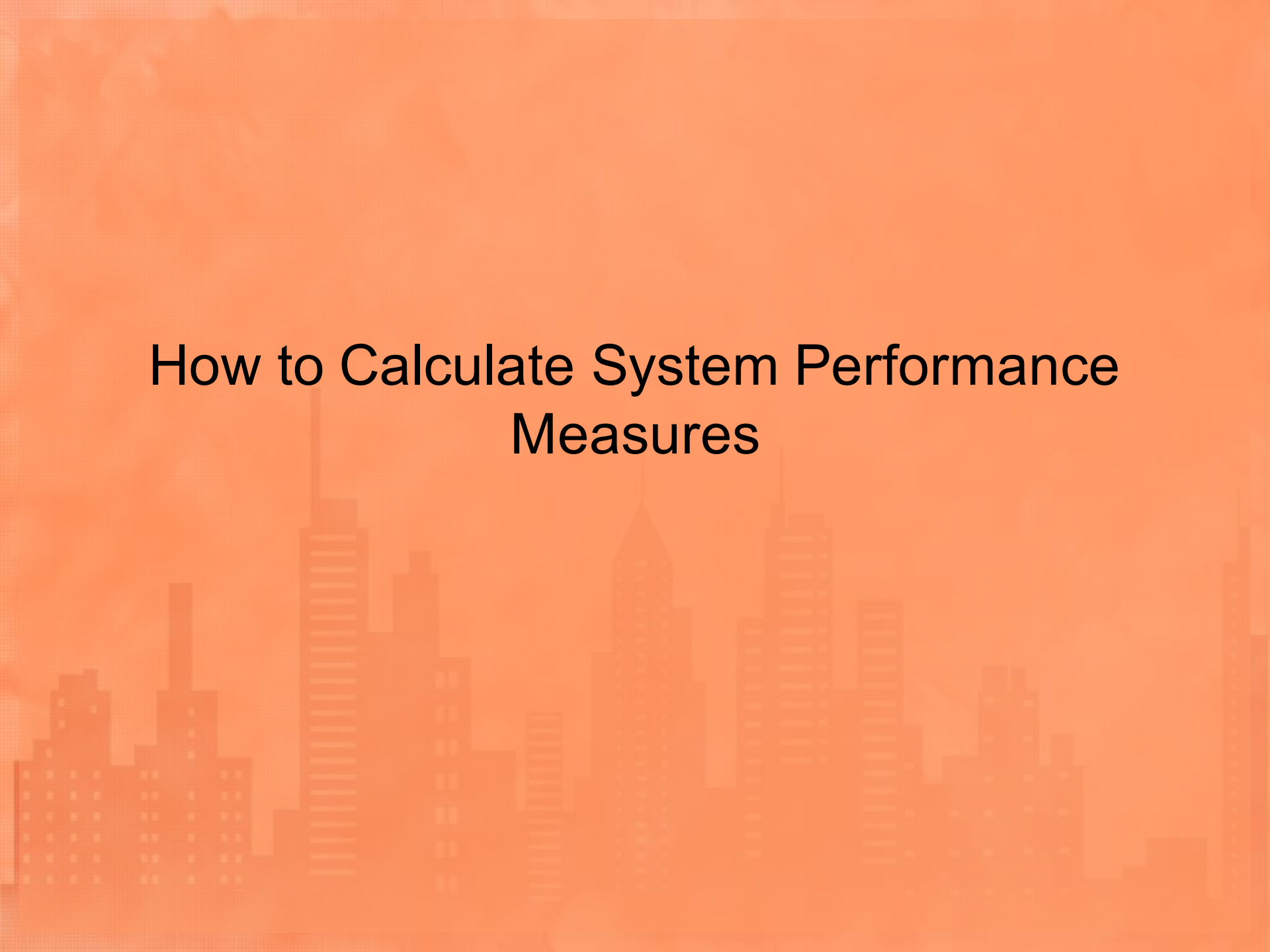
Client Universe: Where and When

Where (Project Type Applicability):

- HUD has specified which project type each measure applies to
- Some measures are limited by funding source

When (Reporting Periods):

- All data, except for the PIT, will be reported based on the federal fiscal year (**October 1 through September 30**)
- CoC will not be required to use administrative data from HMIS prior to **October 1, 2012**



How to Calculate System Performance Measures

1. Length of Time Homeless

Desired Outcome: Reduction in the average and median length of time persons remain homeless

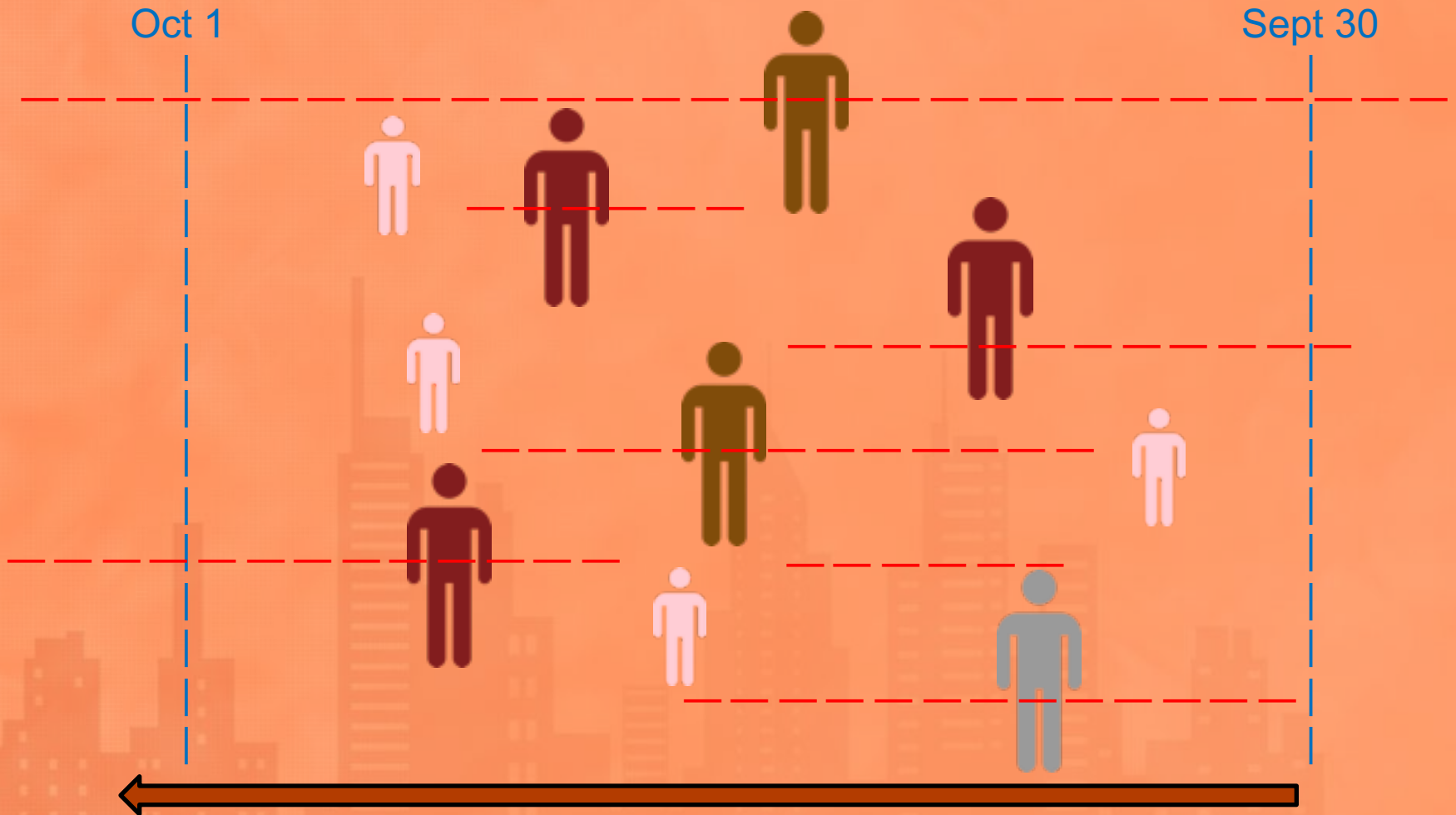
Universe:

- 1.1: People in ES and SH during the reporting period
- 1.2: People in ES, SH, or TH during the reporting period

Calculation:

- Average/median total days persons were homeless during 1 year period prior to system exit (leavers) or end of the reporting period (stayers). Include additional days actively enrolled, if enrolled in project at the beginning of the reporting period

1. Length of Time Homeless Example



Look back 12 months from the end of the reporting period (stayers) or exit (leavers). If still recorded as homeless at beginning of 12 months, include all time recorded as homeless.

2a & 2b. Returns to Homelessness

Desired Outcome: Reduction in the persons who return to homeless

Universe:

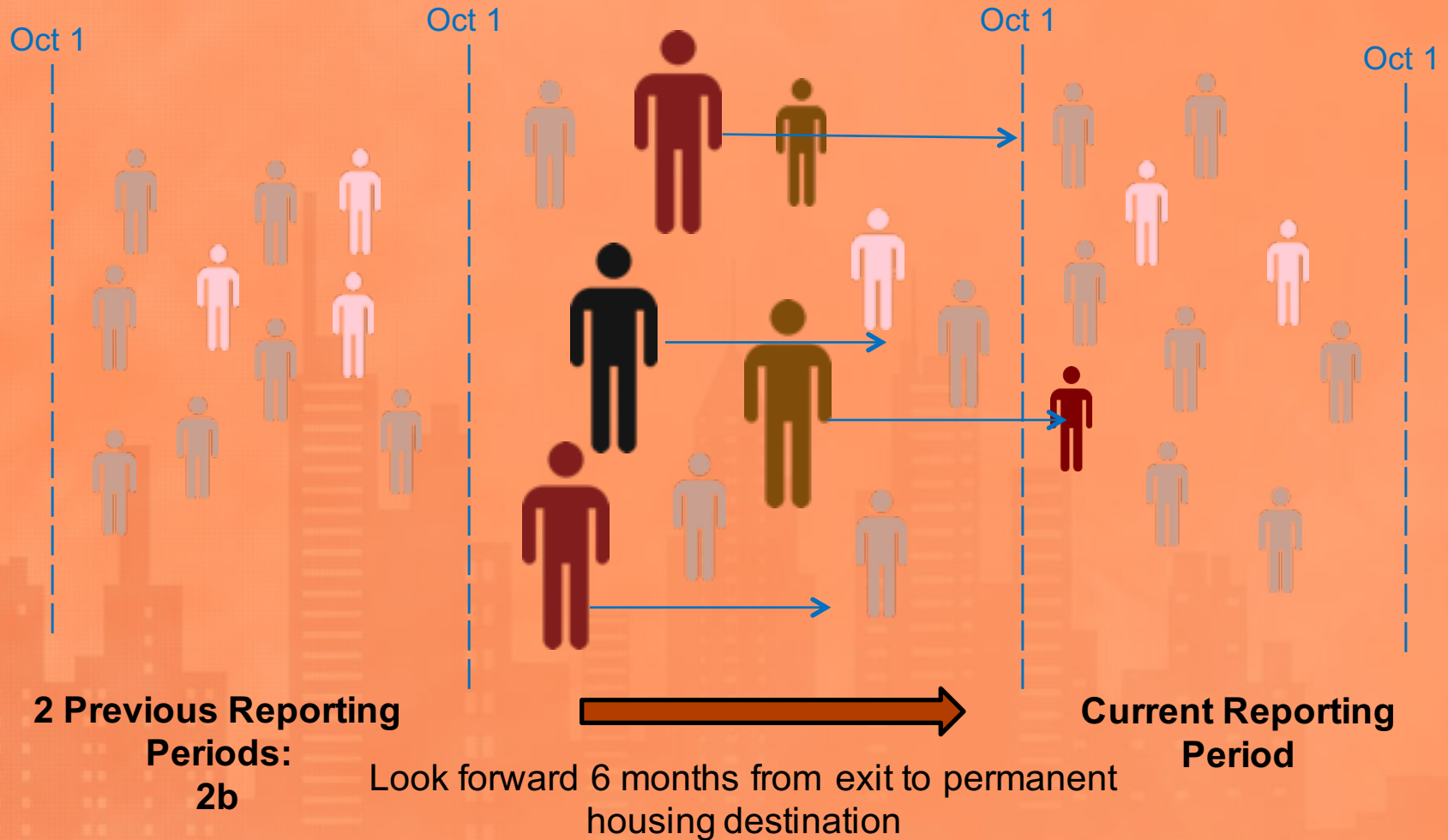
- 2a.1: People who exited ES, SH, TH or PH to permanent housing destinations during the previous reporting period
- 2b.2: People who exited ES, SH, TH or PH two reporting periods ago

Calculation:

- Percentage who returned to ES, SH or TH projects with 6 or 12 months (universe a) or 24 months (universe b) by their exit date
- Percentage who returned to ES, SH, TH or any PH project in 6, 12 months or 24 months

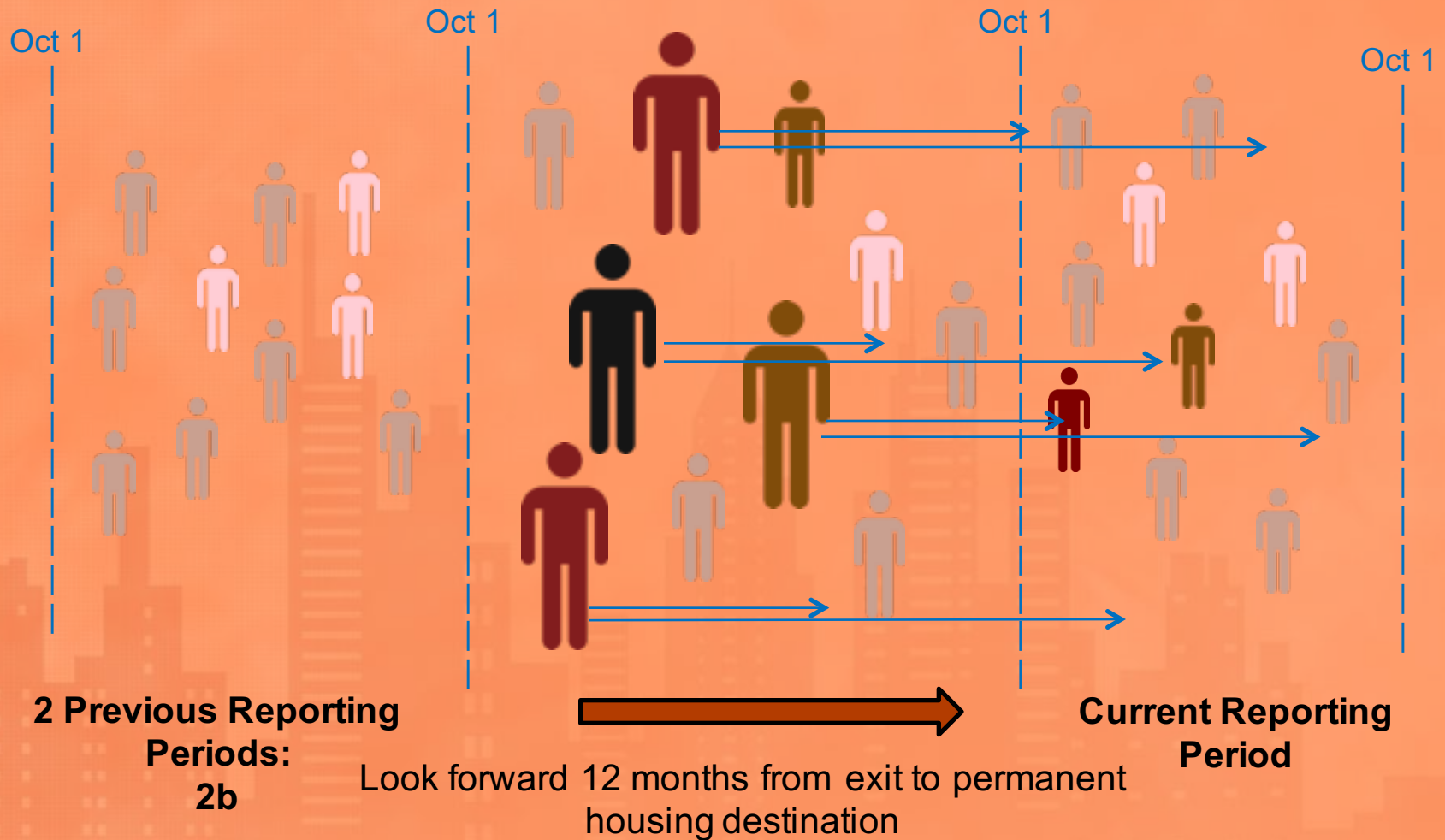
2a & 2b. Returns to Homelessness Example

Previous Reporting Period:
2a



2a & 2b. Returns to Homelessness Example

Previous Reporting Period:
2a



3. Number of Homeless Persons

Desired Outcome: Reduction in the number of persons who are homeless

Universe:

- 3.1: People in PIT sheltered/unsheltered count conducted during the reporting period
- 3.2: People in ES, SH, and TH during the reporting period

Calculation:

- PIT count total
- Annual sheltered count total

4. Employment and Income Change - All

Desired Outcome: Increase in the percentage of adults who gain or increase income

Universe:

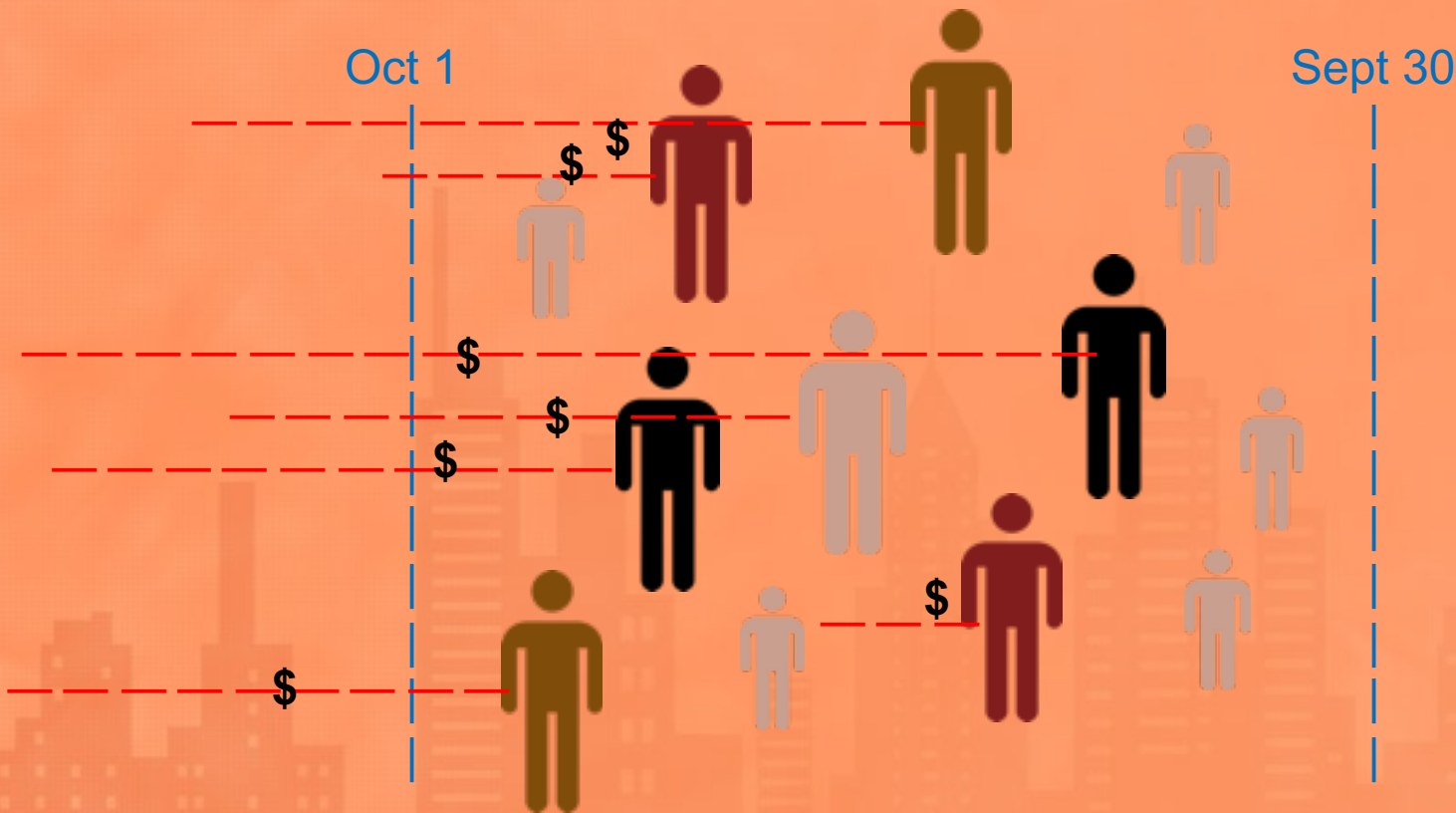
- 4.1 and 4.2: Adults in CoC Program-funded TH, PH-RRH, SSO (except SO), and PH-PSH during the reporting period

Calculation:

- Income at system exit (if during the reporting period) or annual assessment during the reporting period compared to income at the previous assessment
 - 4.1 Percentage of adults, who gained or increased employment income during the reporting period
 - 4.2: Percentage of adults who gained or increased non-employment case income during the reporting period

4. Employment and Income Change – All Example

Current Reporting Period:



Look back to see if there was:
Income gain/increase since last follow-up
OR
Income gain/increase since entry
(if during current reporting period)

4. Employment and Income - Leavers

Desired Outcome: Increase in the percentage of adult leavers who gain or increase income

Universe:

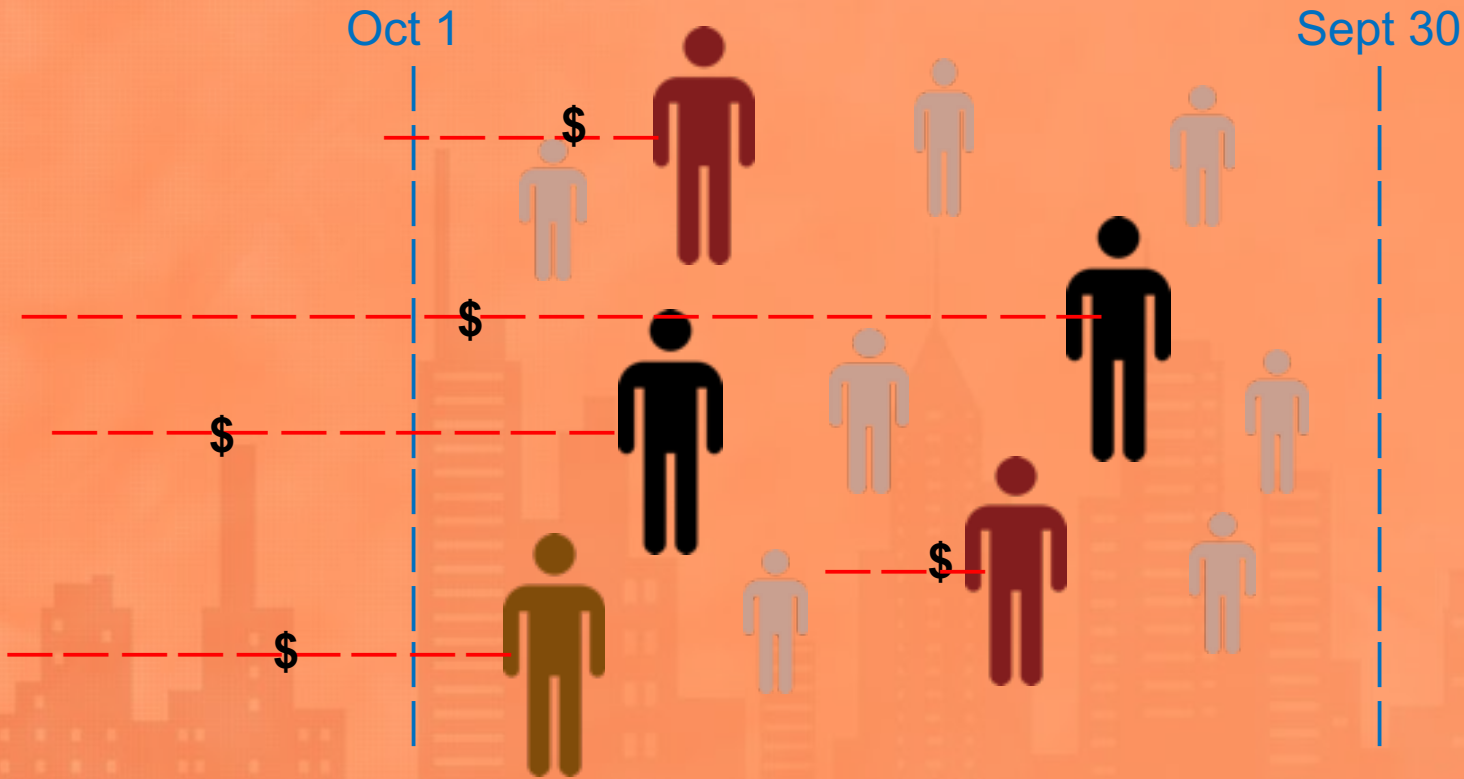
- 4.3 and 4.4: Adults who exited CoC Program-funded TH, PH-RRH, SSO (except SO), and PH-PSH during the reporting period

Calculation:

- Income at system exit compared to income at system entry
 - 4.3 Percentage of adult leavers who increased employment income from entry to exit
 - 4.4: Percentage of adult leavers who increased non-employment cash income from entry to exit

4. Employment and Income – Leavers Example

Current Reporting Period:



Look back :
Income gain/increase since entry into the system

5. Homeless for the First Time

- **Desired Outcome:** Reduction in the number of persons who become homeless for the first time

Universe:

- 5.1: People in ES, SH, and TH during the reporting period
- 5.2: People in ES, SH, TH and any PH during the reporting period

Calculation:

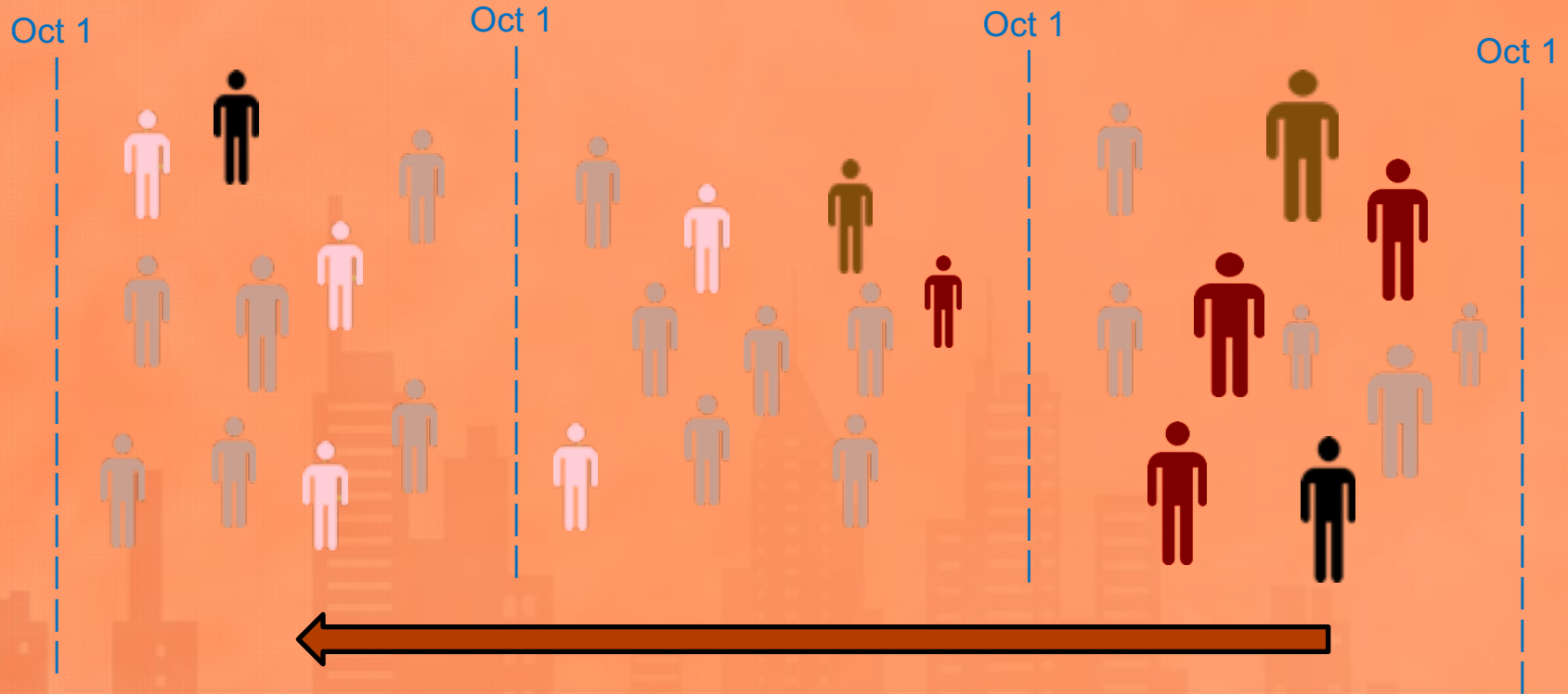
- Total number who do **NOT** appear in any ES, SH, TH or PH project in HMIS in the 24 months prior to their entry date

5. Homeless for the First Time - Example

2 Previous Reporting Periods

Previous Reporting Period

Current Reporting Period



Look back 24 months from the time of system entry

7a. Placement from Street Outreach (SO)

- **Desired Outcome:** Increase in percentage of people who exit SO permanent housing, temporary destinations (except street), and some institutional destinations

Universe:

- 7a.1: People who exited SO during the reporting period

Calculation:

- Percentage who exited to permanent housing, temporary destinations (except street), and some institutional destinations

7a. Placement from Street Outreach - Example

Current Reporting Period

Oct 1

Sept 30



Where did they exit to?

7a. Placement in or Retention of Permanent Housing

- **Desired Outcome:** Increase in percentage of people who exit to or retain permanent housing

Universe:

- 7b.1: People who exited ES, SH, TH and RRH during the reporting period
- 7b.2: People in any PH except PH-RRH during the reporting period

Calculation:

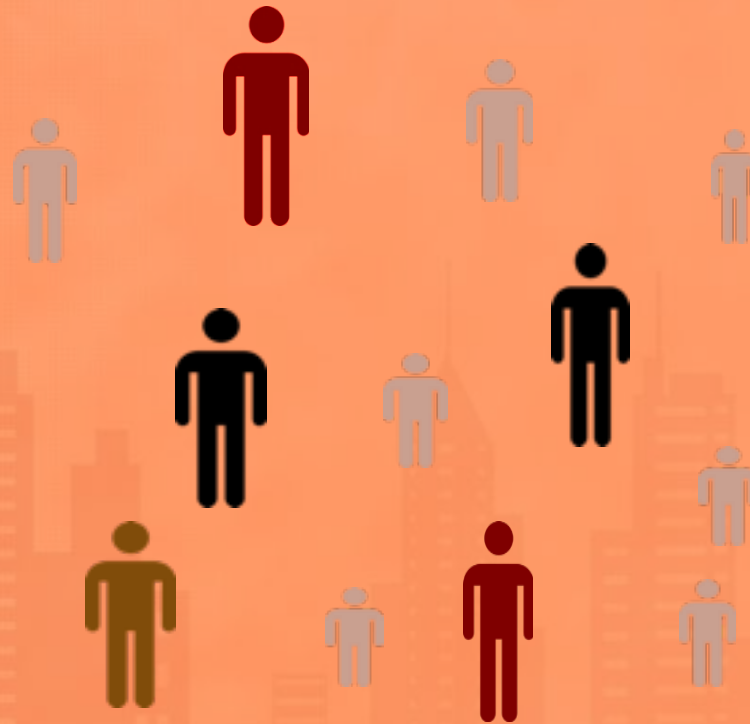
- **7b.1:** Percentage who exited to permanent housing destinations
- **7b.2:** Percentage who remained in PH or exited to other permanent housing destinations during the reporting period

7b. Placement in or Retention of Permanent Housing - Example

Current Reporting Period

Oct 1

Sept 30



6a & 6b. Category 3: Preventing Returns to Homelessness – Currently Not Authorized

- **Desired Outcome:** Reduction in the percentage of Category 3 people who return to homelessness

Universe:

- 6a.1: Category 3 people who exited CoC Program-funded SH, TH, PH-RRH, and PH-PSH to PH during the previous reporting period
- 6b.1: Same as 6a, but exited two reporting periods ago

Calculation:

- Percentage who returned to ES, SH, TH or any PH project within 6 or 12 months (universe a) or 24 months (universe b) of their exit date reporting period

6c. Category 3: Placement in Permanent Housing

- **Desired Outcome:** Increase in percentage of Category 3 people who exit to or retain permanent housing

Universe:

- 6c.1: People who exited CoC Program-funded SH, TH, PH-RRH, during the reporting period
- 6c.2: People in CoC Program-funded PH-PSH during the reporting period

Calculation:

- 6c.1: Percentage who exited to permanent housing destinations
- 6c.2: People who remained in PH-PSH or exited to other permanent housing destinations during the reporting period

System Performance Measures Resources

HUD has released a [System Performance Measures](#) page on the HUD Exchange.

The page currently includes:

- [System Performance Measures Introductory Guide](#)
- [System Performance Measures in Context](#)

Coming in the future:

- Short videos reviewing the system performance measure calculations
- HMIS Programming specifications for reporting system performance measures

Additional Resources

- Up to date information regarding the McKinney-Vento Act programs, including a copy of the McKinney-Act amended by the HEART Act, the ESG interim rule, the CoC interim rule, and TA materials can be found at <http://www.onecpd.info>
- Notification of the availability of future information will be released via OneCPD's Mailing List. To join the OneCPD mailing list, go <https://www.onecpd.info/maillinglist> and click on the programs for which you would like more information

Questions

You can submit questions to HUD Exchange's As-a-Question at:

<https://www.onecpd.info/get-assistance/my-question/>

Please note: Due to the high volume of questions, please read the regulations and the training materials provided prior to submitting your question to Ask-a-Question.