



System Performance Measures

WHAT YOU NEED TO KNOW



(And carry a towel)

Outline

What are the HUD System Performance Measures?

Review of Measures

Reporting (How it Works)

What to Expect from HUD

What to Expect from your System Administrators

What can CoC Leadership Do?

What can Providers Do?

What Are System Performance Measures?



A Set of 7 Measures

They will help CoCs

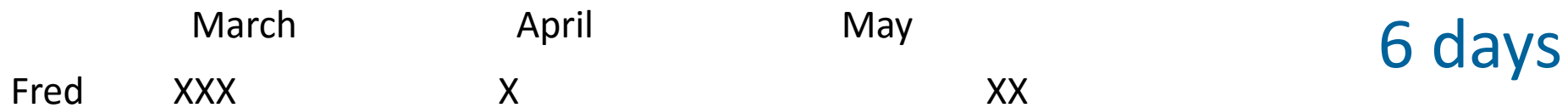
- Evaluate Performance, Identify Areas for Improvement
- Serve Clients More Effectively
- Monitor Goals to End Homelessness
- Focus on Collective Impact

HUD Will Use System Performance Measure Data in CoC Program grant competition

The Measures

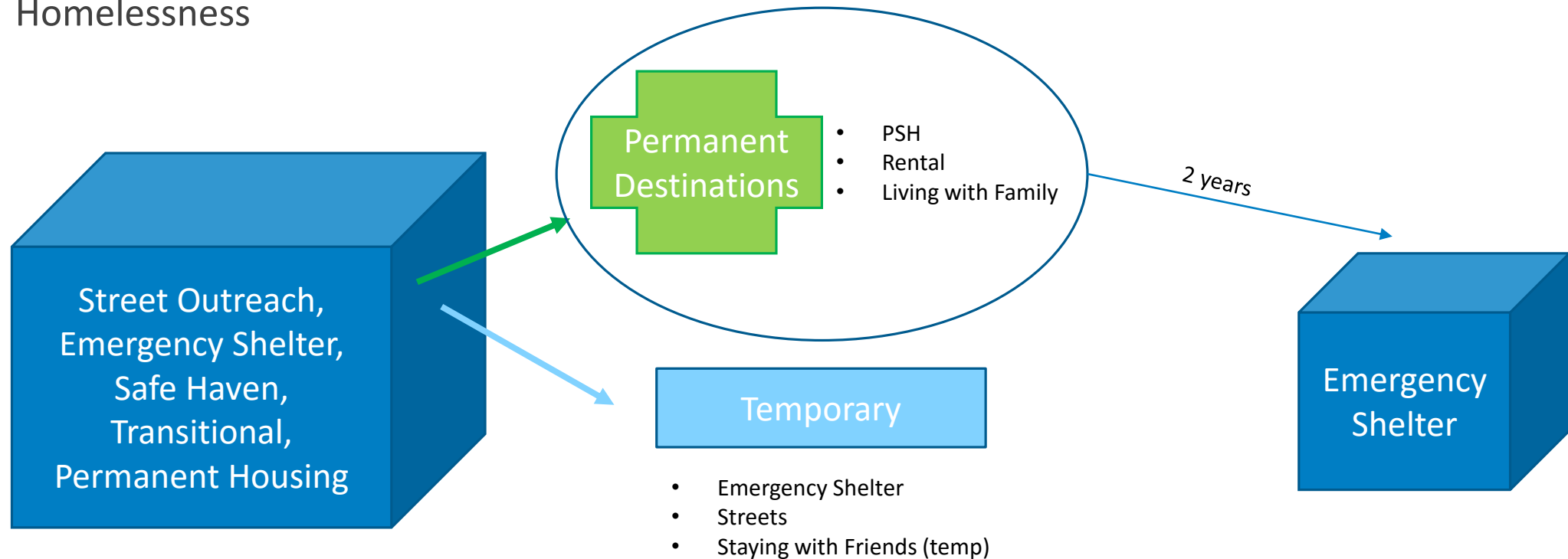
Measure 1: Length of Time Persons Remain Homeless

- Average and Median
- Project Types
 - Emergency Shelter and Safe Haven
 - Emergency Shelter, Safe Haven, and Transitional Housing
- Data Included
 - Entry and Exit Dates from Emergency Shelter, Safe Haven, and Transitional Housing
 - + Length of Time Homeless Prior to Project Entry (not this year)



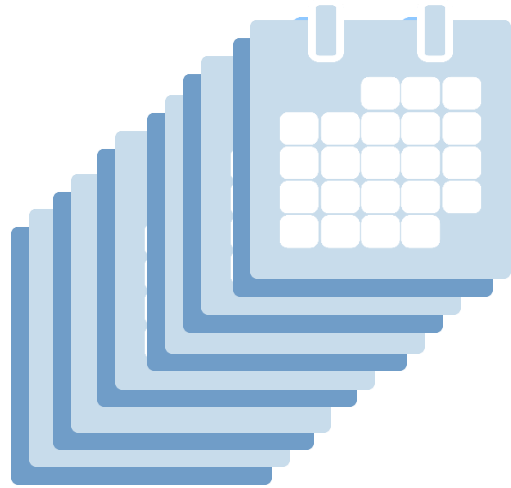
The Measures

Measure 2: The Extent to Which Persons who Exit to Permanent Destinations Return to Homelessness

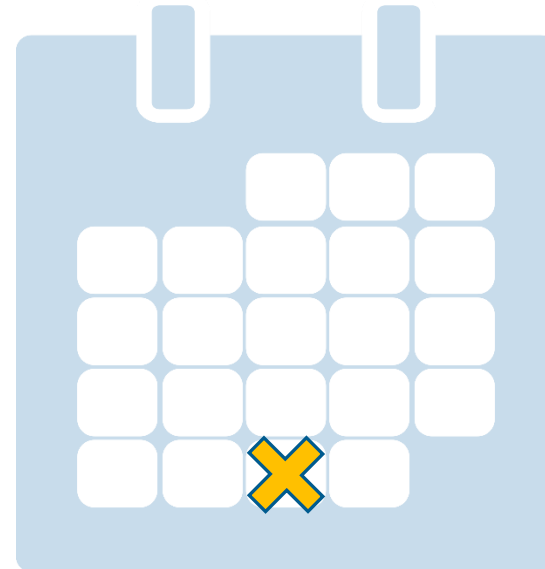


The Measures

Measure 3: The Total Number of Persons Experiencing Homelessness



Total Clients in 12 Months



Total Clients in PIT Count

The Measures

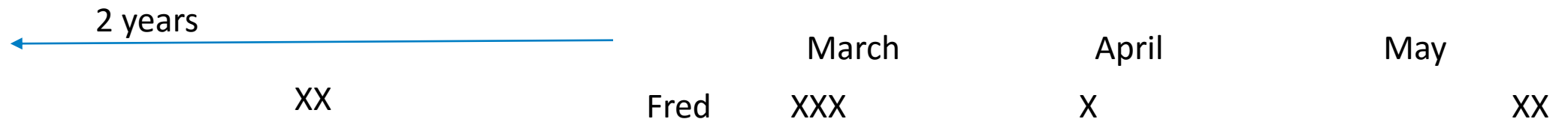
Measure 4: Employment and Income Growth for Persons in CoC Program-funded Projects

- Earned Income and Unearned Cash Income
- Stayers and System Leavers



The Measures

Measure 5: Number of Persons who Become Homeless for the First Time



The Measures

Measure 6: Skip

(Homeless Prevention and Housing Placement of Persons defined by Category 3 of HUD's Homeless Definition)

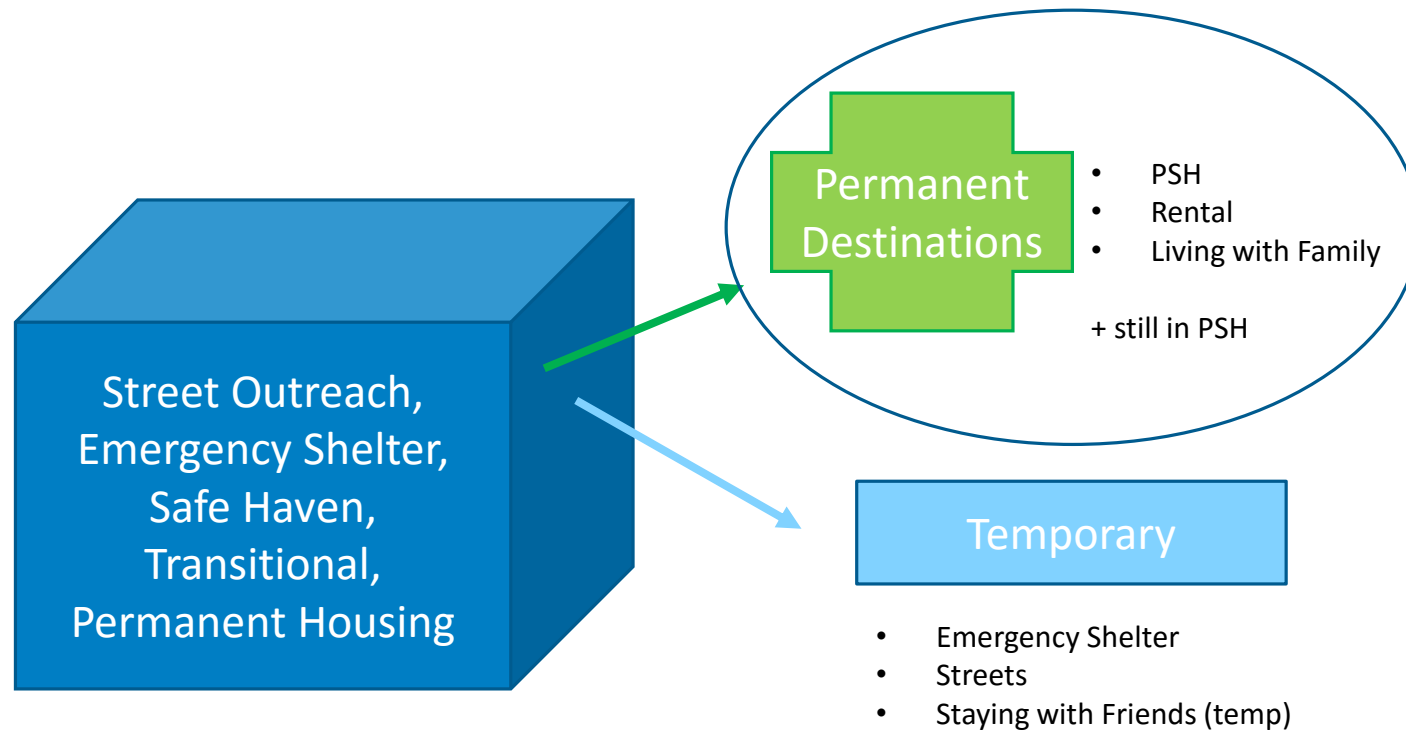
The Measures

Measure 7a: Successful Placement from Street Outreach

- ANY Permanent Destination
- Emergency Shelter
- Foster care
- Hotel
- Transitional Housing
- Psychiatric Hospital
- Staying with Family or Friends (temporary)
- Detox/Substance Abuse Treatment Center
- Nursing Home

The Measures

Measure 7b: Successful Placement in or Retention of Permanent Housing



Reporting

Bowman-created System Performance Measures Reports

MUST be run by ICA Staff/ System Administrators

Status of Reports

- Measure 1 – Fix Pending
- Measure 2 – Looks good!
- Measure 3 – Looks good!
- Measure 4 – Issue Confirmed
- Measure 5 – Looks good!
- Measure 7 – Issue Confirmed

What to Expect from HUD

HDX will open in June for System Performance Measure submission

- Additional instructions in HDX submission guide and CoC Program NOFA

Expect 6 – 8 week window for submission

System Performance Measures reported on Federal Fiscal Year (10/1/2014 – 9/30/2015)

This year: gathering data to begin establishing benchmarks/baseline

Data will be included in the FY2016 CoC Program competition

(Subject to change)

What to Expect from ICA

Report Testing

CoC Program-Funded Project List

Project Method of Tracking Type (Entry/Exit or Night by Night) Issues

Updates When Report Issues are Fixed

Guide for Project Data Clean-Up

Maximum frequency of report run requests

- What is sufficient for your needs?

Final Data Clean-up Date for System Performance Measures

What Can YOU Do? CoC Leadership



- Check Bed Coverage (Goal: 85% of eligible beds in HMIS)
- Encourage providers to check data quality and completeness
- Check CoC Program-Funded Project List for accuracy
- Select Projects to Test Reports
- Review Data Regularly (monthly, quarterly, etc.)
- View HUD Materials

What Can YOU Do?

Case Managers and Project Directors



Use HMIS consistently!

Run Data Quality Reports:

- Annual Assessment report (data completeness folder)
- Other reports in the data completeness folder
- System Performance Measures reports for your provider (0700 – 0706)
- 0216 – Unexited Clients Exceeding Max Length of Stay

View HUD Materials

Questions?



Future Work

Monitor projects for performance

Regular reporting

Data visualization

Use data to drive decision-making, resource allocation

More Information/Requesting Reports

Contact your HMIS Help Desk

jesse.dirkman@icalliances.org

[HUD System Performance Measures Videos](#)

[HUD System Performance Measures Documents](#)