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Agency Leads Meeting: March 20, 2024

Agenda

- Federal Reporting: SPM and PIT/HIC Updates
- Reporting How-To's: Recidivism – Returns to Homelessness & Program Performance Dashboard
- Open Communication

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Federal Reporting: SPM and PIT/HIC Updates

SPM and PIT/HIC Updates

Everything is looking great! Thank you all for being so responsive to our many emails for System Performance Measures (SPM) and Point-in-Time (PIT) count and Housing Inventory Count (HIC).

- Data Quality corrections for SPMs made a significant difference
- SPMs were submitted before the deadline on 3/13/24
- In the final stages of data review and corrections for PIT/HIC
- Deadline to submit PIT/HIC is April 30th, 2024

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System Performance Measures Comparison Chart

- Overall there is a lot of improvement in SPM metrics between 2022 and 2023, as reflected in green
- Slight increase in persons returning to homelessness within 2 years
- Point-in-Time Count Total persons significant decrease due to no unsheltered count in 2023
- Slight decrease in adults with increased total income for persons in CoC-funded projects

System Performance Measures Summary Analysis

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Reflects **Performance IMPROVEMENT**

Reflects **Performance DECREASE**

Measure	Metric	Revised FY 2022	FY 2023	Change from Prior Year
Measure 1: Length of Time Persons Experience Homelessness	Average Days people spend in Shelter (ES-EE, ES-NbN, SH, TH)	187	168	-19
	Average Days people spend Experiencing Homelessness (ES-EE, ES-NbN, SH, TH and PH prior to "housing move-in")	986	904	-82
Measure 2: Returns to Homelessness	Total percent of persons returning within 2 years	16%	19%	3%
Measure 3: Number of Homeless Persons	Point-in-Time Count Total persons (sheltered and unsheltered)	1121	288	-833
	Annual Count Total persons (unduplicated count; ES, SH, and TH)	555	543	-12
Measure 4: Income Growth for Persons in CoC Program-funded Projects	Adults with increased Total Income	58%	53%	-5%
Measure 5: First time Homelessness	Persons experiencing homelessness for the first time (accessing ES-EE, ES-NbN, SH, TH, or PH)	714	636	-78
Measure 7: Successful Placement in or Retention of Permanent Housing	People with successful exits from Street Outreach	5%	6%	1%
	People with exits to permanent destinations from ES-EE, ES-NbN, SH, TH, RRH and PH (not moved into housing)	43%	56%	13%
	People with successful Exits to or Retention of Permanent Housing (PSH and OPH, not RRH)	96%	97%	1%

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System Performance Measures Comparison Chart

- Low error rate for Destination Data Quality across all project types except Street Outreach, which is to be expected

System Performance Measures Summary Analysis

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Destination Data Quality (% Error Rate)

Project Type	Revised FY 2022	FY 2023	Change from Prior Year
Emergency Shelter and Safe Haven	18%	19%	2%
Transitional Housing	4%	3%	-1%
PSH and OPH	5%	4%	-1%
Rapid Rehousing	13%	6%	-6%
Street Outreach	78%	88%	9%

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SPM – Key Areas to Show Continued Program Improvement

SPM Measure	Useful Reports/Dashboards
Measure 2: Returns to Homelessness	**Data Analysis** – Recidivism – Returns to Homelessness Dashboard • This dashboard was designed to allow an analysis of returns to homelessness in a few ways. **The first section of the dashboard utilizes SPM logic from Measure 2.** The second section of the dashboard allows users to review returns to homelessness using community and analysis-specific definitions using dashboard filters. **Report Library -** [OUTS-205] Program Recidivism • This report provides a summary, by program type, of Destinations and length of time until returning to homelessness during the reporting period. • **Report parameters:** Lookback period of 2 years to analyze your program's performance.

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SPM – Key Areas to Show Continued Program Improvement

SPM Measure	Potential Impact	How to Improve	Useful Reports
Measure 4: Income Growth for Persons in CoC-funded Projects	When income updates aren't recorded accurately and completely, the ability to compare changes in income will be limited.	Ensure accuracy and completeness of income information: At Project Start, Annual Assessment, and Project Exit. • Be sure to complete missing/past due Annual Assessments and any missing Income info at Project Start, Annual Assessment, and Project Exit.	**Report Library** – [HUDX-225] HMIS Data Quality Report • Focus on Q4 Income and Housing Data Quality" section – specifically at "Income and Sources" **Q4. Income and Housing Data Quality** Program Applicability: All Projects Data Element / Client Doesn't Know/Prefers Not to Answer / Information Missing / Data Issues / Total / % of Issue Rate Destination (3.12) 0 10 10 66.67% Income and Sources (4.02) at Start 2 105 2 109 22.76% Income and Sources (4.02) at Annual Assessment 0 168 0 168 100.00% Income and Sources (4.02) at Exit 0 9 0 9 69.23% Non-Cash Benefits (4.03) at Start* 1 105 15 121 25.26% Non-Cash Benefits (4.03) at Annual Assessment* 0 168 0 168 100.00% Non-Cash Benefits (4.03) at Exit* 0 9 1 10 76.92% • **Report Parameters:** Lookback period of 2 years to analyze your program's performance.

SPM – Key Areas to Show Continued Program Improvement

SPM Measure	Potential Impact	How to Improve	Useful Reports
Measure 7: Successful Placement in or Retention of Permanent Housing	Exit destination is utilized in several of the SPM measures to show successful exits and show system flow. Missing or inaccurate destinations can cause inaccurate counts for: • Exits to permanent housing • Returns to homelessness	Select the most accurate exit destination as possible. Any temporary or permanent exit destination will positively impact program performance. The following destination response options negatively impact program performance, so avoid using these destination options when possible: • No exit interview completed • Other • Client doesn't know • Client prefer not to answer • Data Not Collected	**Report Library** – [HUDX-225] HMIS Data Quality Report • Focus on Q4 Income and Housing Data Quality" section – specifically at "Destination" section • **Report Parameters:** Lookback period of 2 years to analyze your program's performance.

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	0	10		10	66.67%
Income and Sources (4.02) at Start	2	105	2	109	22.76%
Income and Sources (4.02) at Annual Assessment	0	168	0	168	100.00%
Income and Sources (4.02) at Exit	0	9	0	9	69.23%
Non-Cash Benefits (4.03) at Start*	1	105	15	121	25.26%
Non-Cash Benefits (4.03) at Annual Assessment*	0	168	0	168	100.00%
Non-Cash Benefits (4.03) at Exit*	0	9	1	10	76.92%

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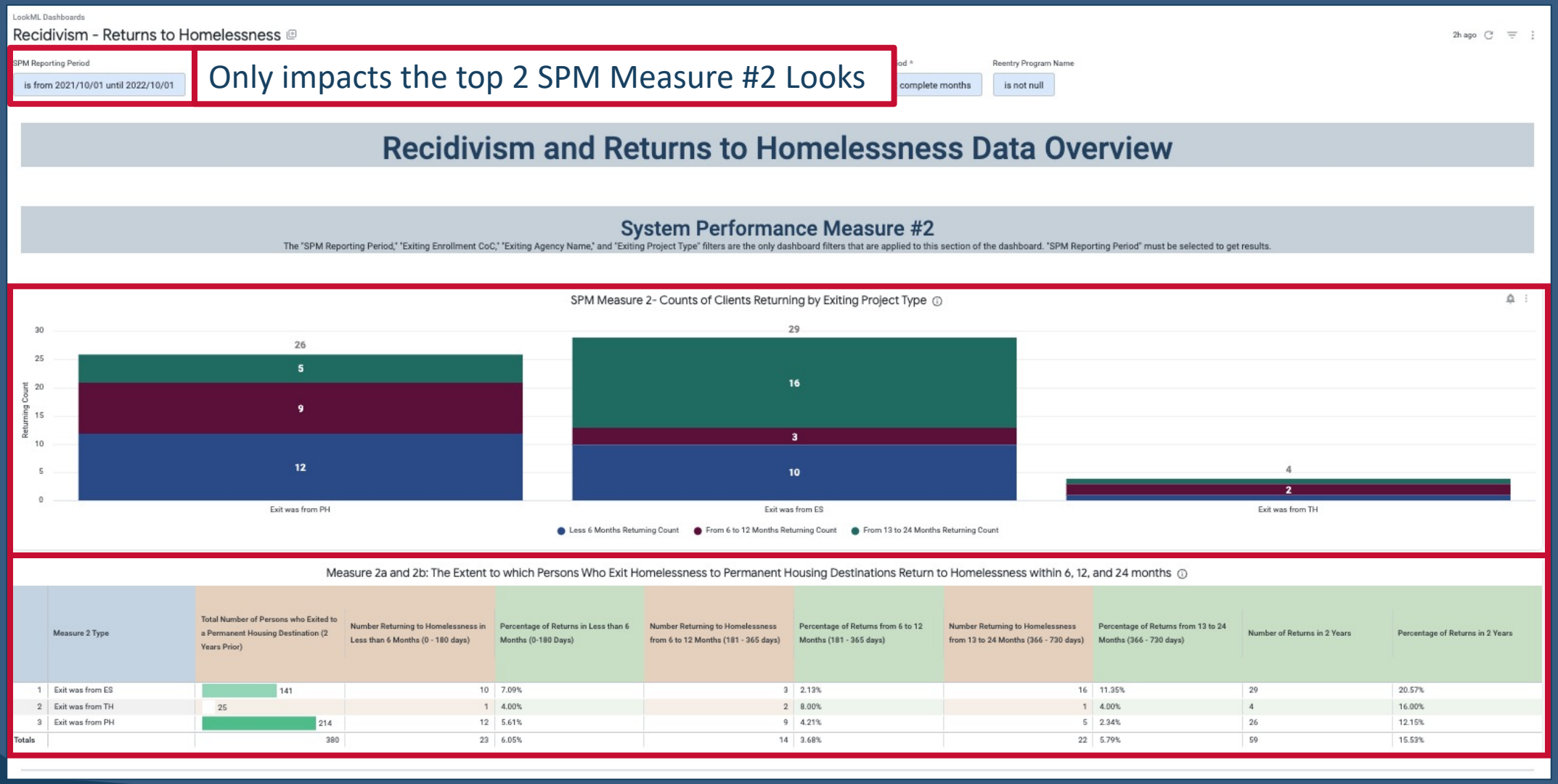
Reporting How-To's

- Recidivism – Returns to Homelessness Dashboard

Recidivism - Returns to Homelessness: Understanding the Dashboard Filters



	Measure 2 Type	Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0-180 Days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
1	Exit was from ES	141	10	7.09%	3	2.13%	16	11.35%	29	20.57%
2	Exit was from TH	25	1	4.00%	2	8.00%	1	4.00%	4	16.00%
3	Exit was from PH	214	12	5.61%	9	4.21%	5	2.34%	26	12.15%
Totals		380	23	6.05%	14	3.68%	22	5.79%	59	15.53%

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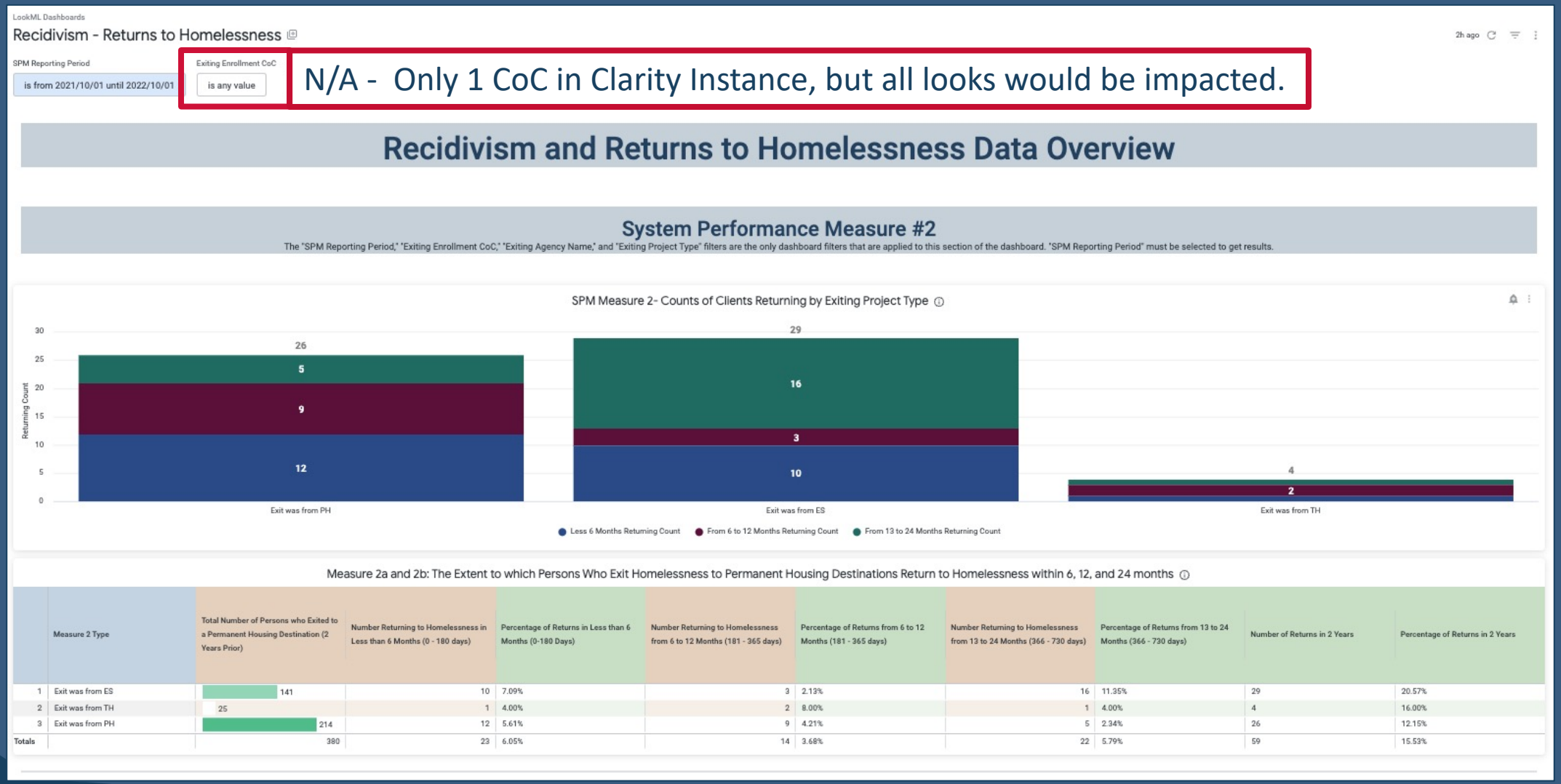
Recidivism - Returns to Homelessness: Understanding the Dashboard Filters



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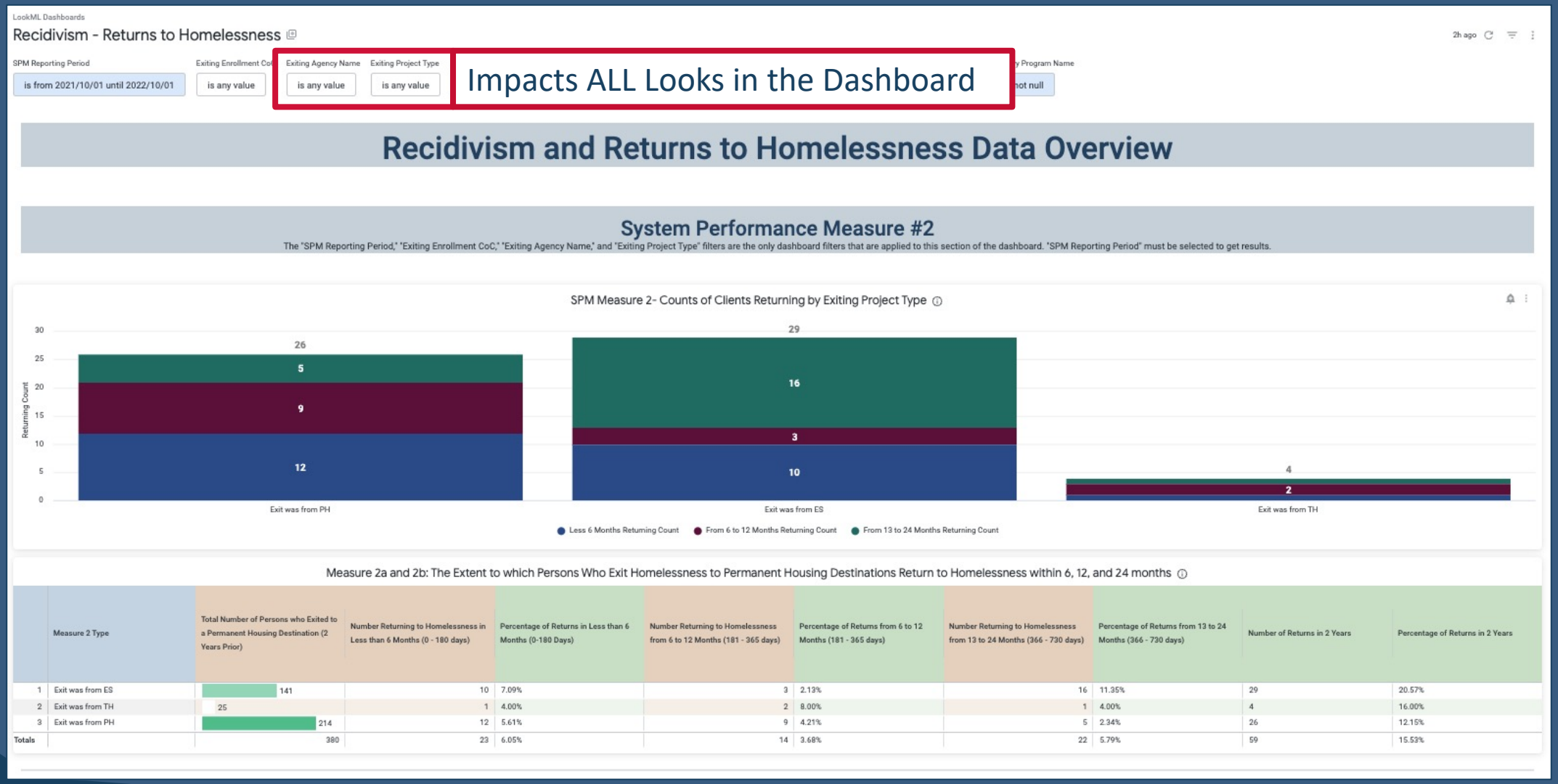
Recidivism - Returns to Homelessness: Understanding the Dashboard Filters



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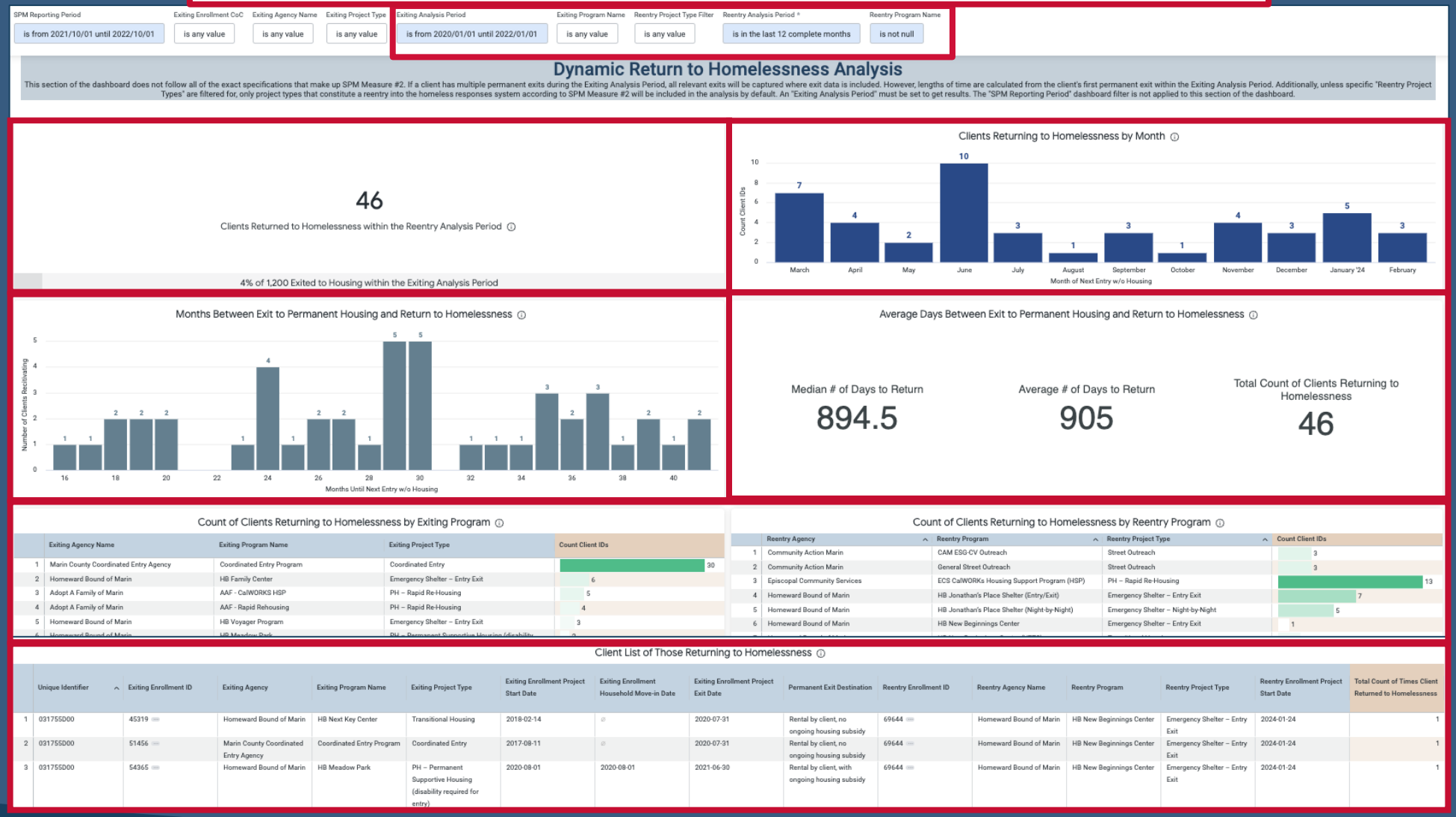
Recidivism - Returns to Homelessness: Understanding the Dashboard Filters

Impacts the remaining 6 Looks on the Dashboard (Dynamic Return to Homelessness Analysis)



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Recidivism - Returns to Homelessness: Recommended Use

Understand how your agency's programs are impacting these numbers by switching the "Exiting Agency Name" dashboard filter to your agency.

Which project types have lower rates of recidivism, and why do you think that is?

Are there lessons that can be applied to project types with higher rates of recidivism?

What can be said about the time variance of recidivism by project type?

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Recidivism - Returns to Homelessness
Want to learn more?

Visit our Help Center article, Recidivism – Returns to Homelessness

System Performance Measure #2

Both Looks in this section utilize SPM Measure 2 Return to Homelessness logic.

SPM Measure 2 – Counts of Clients Returning by Exiting Project Type

This Look contains a count of clients that returned to homelessness in less than 6 months, from 6 months to 12 months, from 13 months to 24 months, and the total count of returned clients by exiting project type.

Measure 2a and 2b: The Extent to which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6, 12, and 24 months

This Look contains a count of clients that returned to homelessness in less than 6 months, from 6 months to 12 months, from 13 months to 24 months, and the total count of returned clients by exiting project type as well as a percentage of returns for each.

The total row percentages reflect an average for the column and not a sum.

Dynamic Return to Homelessness Analysis

Clients Returned to Homelessness within the Reentry Analysis Period

This Look contains an unduplicated count of clients that returned to homelessness within the reentry analysis period that had previously exited to a permanent housing destination within the exiting analysis period. Underneath that count is an unduplicated count of clients that exited to a permanent housing destination within the exiting analysis period and the percent of those clients that returned.

Clients Returning to Homelessness by Month

This Look contains a count of clients returning to homelessness within the reentry analysis period that had previously exited to a permanent housing destination within the exiting analysis period by month. Clients can only be counted once per month but can be counted in multiple months.

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Reporting How-To's

- Program Performance Dashboard

Open Communication

Resource sharing

Problem solving

Cross-agency Collaboration

Ideas for future Leads meetings – What do you want to see more/less of? What's helpful? What's not?

Future presentation/discussion topic ideas – How to make these meetings most effective and impactful for you?

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Help Desk Support

How to get in touch with the Help Desk:

- Use the chat feature on the website or directly from within your HMIS account.
- Call 415-429-1400
- Email marin@bitfocus.com
  - Escalate to Community Admin as needed
- *Pro-tip: You may always request to meet with them via Zoom to screen-share. This can be especially helpful when troubleshooting any issues you might be having.*

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Questions, Comments, or Concerns?

Next Agency Leads Meeting: May 15, 2024

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