

# Beyond Reporting: Translating your System Performance Measures

Denise Neunaber, Executive Director



**NORTH CAROLINA**  
COALITION to END  
HOMELESSNESS

# Homelessness should be:

## Rare

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Prevent or divert new episodes of homelessness  
Access resources without a shelter stay

## Brief

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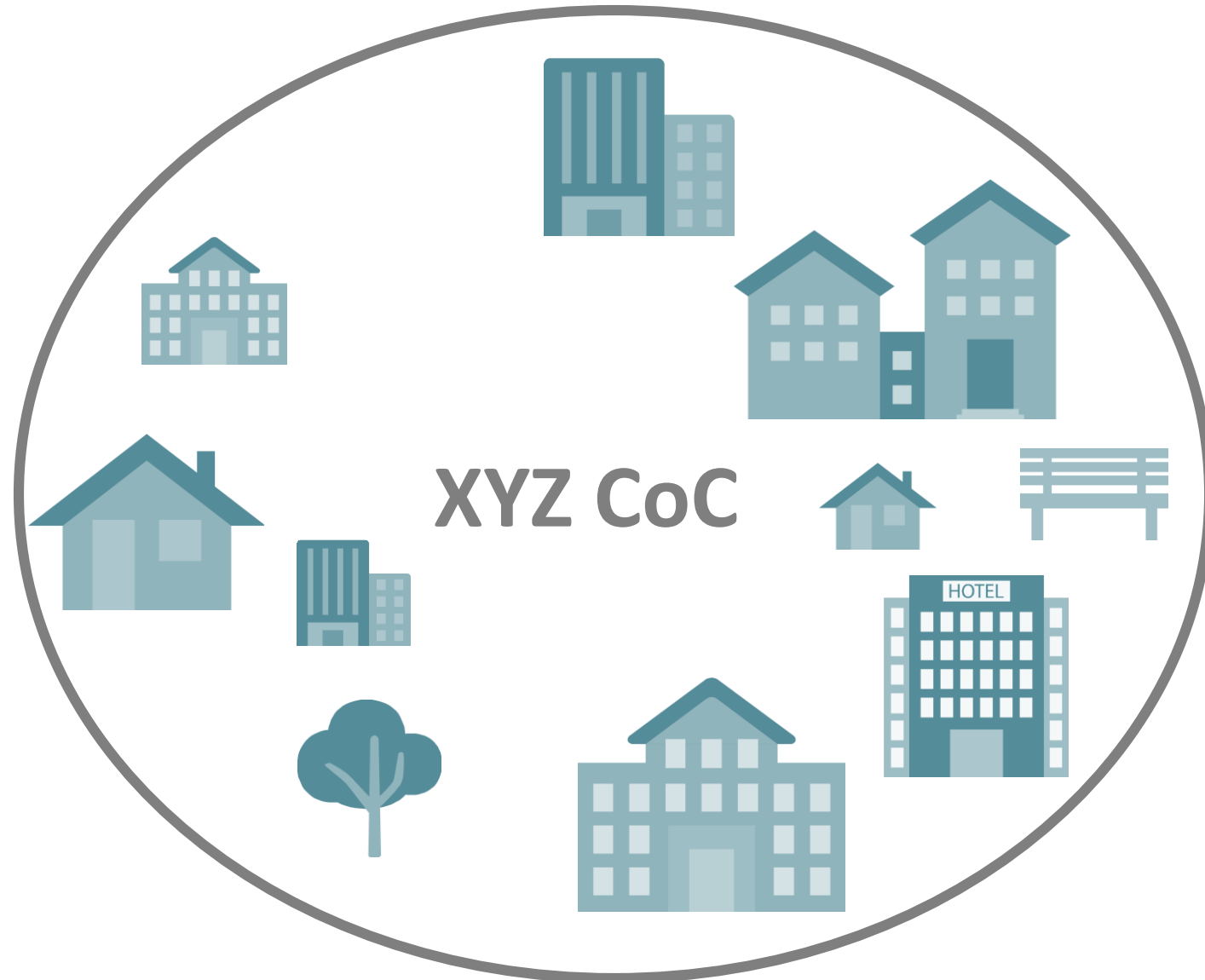
Reduce length of time while homeless  
Reduce program length of stays  
Increase exits to permanent housing

## One-Time Only

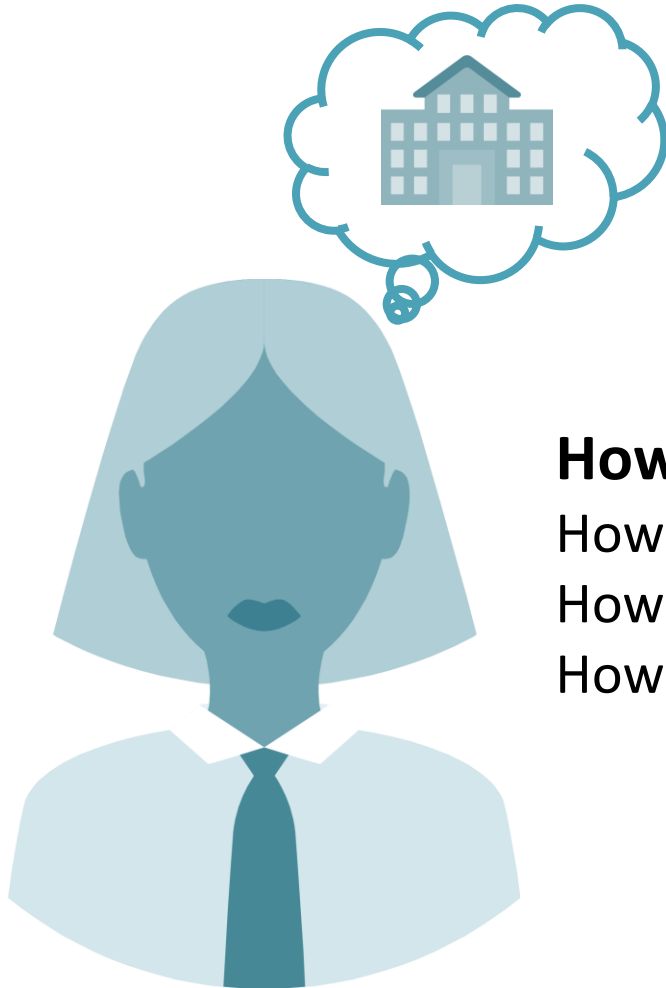
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Reduce returns to homelessness  
Focus on housing stability  
Create access to resources without another shelter stay

# Our projects operate within a system



# We tend to think about our projects



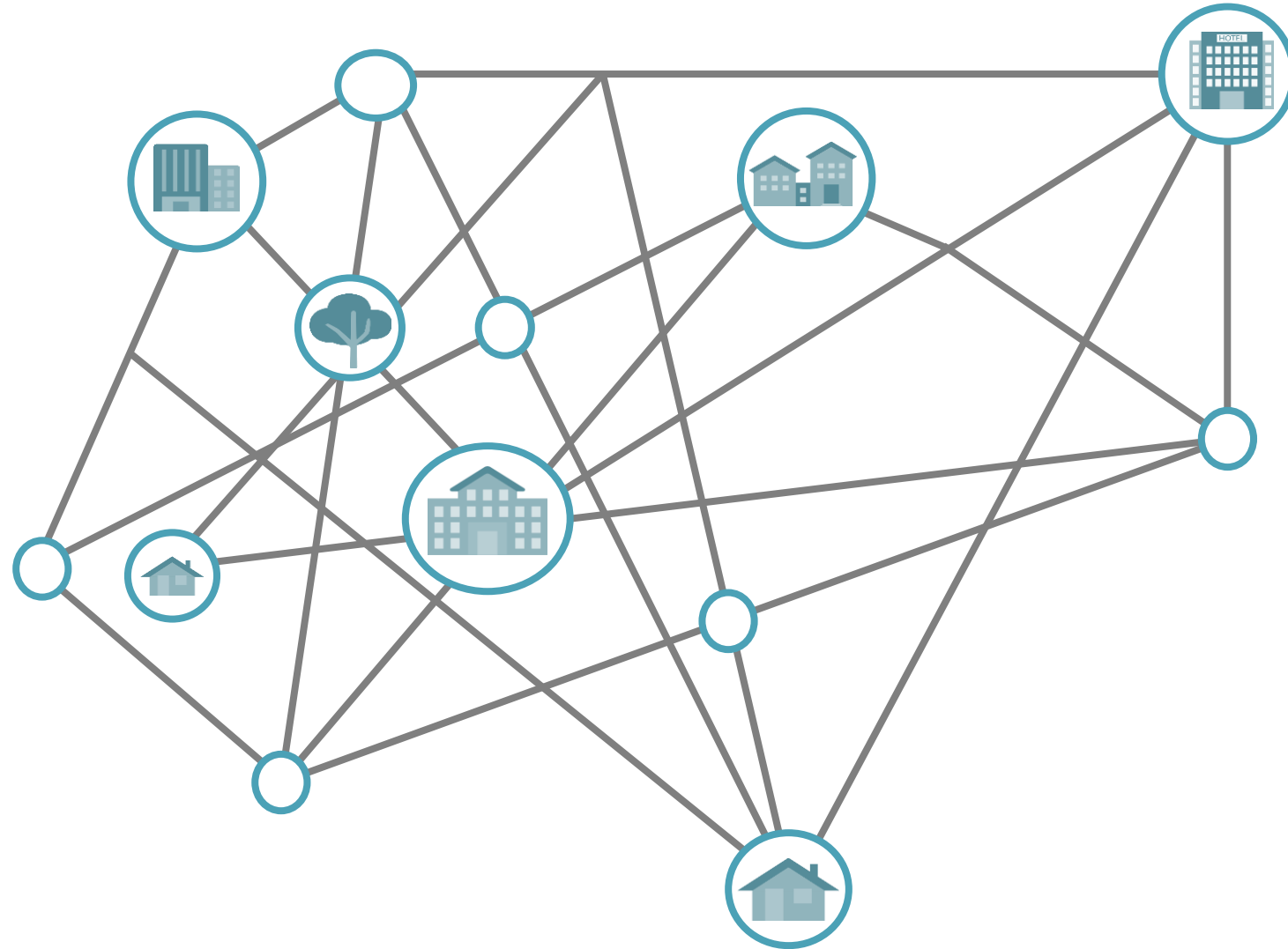
## **How is my project performing?**

How many clients did we serve?

How many clients found permanent housing?

How many of those clients returned to homelessness?

# Our work is interconnected



# Shifting the way we think about performance



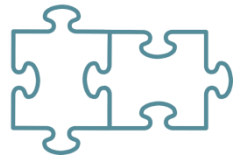
**How is our system performing?**

How does my project's performance impact the system?

# 7 measures to gauge impact



Help communities view their progress towards preventing and ending homelessness




The measures are interrelated and provide a more complete picture of system performance



Identify areas for improvement, needs, gaps

# SPM data is pulled from two sources



Connecting your community.

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## NC HMIS

User Name

Password

Forgot your username or password?  
Contact your agency administrator

System use requires your compliance  
with the [terms and conditions](#)

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A	B	C	D	E	F
Row	Year	Proj. Typ	Organization Name	Project Name	Geoc
2E+05	2016	PSH	CASA	Carolina Place/ 1131 Carlton	3723
3E+05	2016	ES	DORCAS	Emergency Housing	3705
2E+05	2016	RRH	Passage Home	Essential Services- (Matthew House/Millbrook Villas)	3723
2E+05	2016	PSH	CASA	Families at Home-HUD 2003 (Oak Hollow)	3723
2E+05	2016	ES	Salvation Army	Family Shelter	3723
2E+05	2016	ES	Wake Interfaith Hospitality	Family Shelter	3723
2E+05	2016	TH	Healing Transitions	GPD-Veterans Per Diem	3723
2E+05	2016	ES	Urban Ministries of Wake	Helen Wright Center	3723
2E+05	2016	RRH	Passage Home	Hollenden Place	3723
2E+05	2016	PSH	CASA	Hope Crest	3723
2E+05	2016	PSH	WCHS	Housing First Shelter + Care 2004	3723
2E+05	2016	PSH	WCHS	Housing First Shelter + Care 2007	3723
2E+05	2016	PSH	Passage Home	Jobs Journey	3723
2E+05	2016	PSH	DHIC	Lennox Chase	3723
3E+05	2016	TH	Haven House	Maternity Group Home	3723
2E+05	2016	PSH	CASA	McKinney Team Housing	3723

**HMIS**

**HDX**

**Housing Inventory Chart (HIC)  
Point-in-Time Count (PIT)**



# What HMIS client data is included?



October 1, 2015 to September 30, 2017 (24 months)



Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period



Data are reported for individuals and person in families

# Data quality impacts the SPMs



## Coverage

Include as many homeless service providers in the community in HMIS as possible



## Utilization

Bed utilization rates must be between 65% to 105%



## Data Quality

Data entry is timely

Low rate of missing data

Data reflects what is accurate

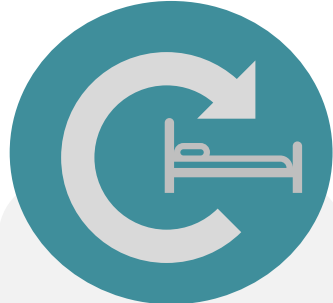
Discrepancies have been identified and addressed

# System Performance Measures



1

Length of Time Homeless



2

Return to Homelessness



3

Number of Homeless



4

Increase in Income



5

First Time Homeless



7

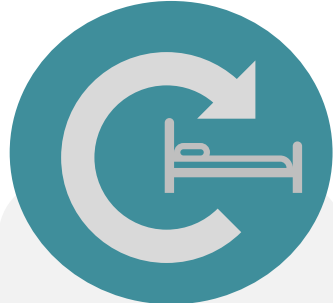
Exits and Retention of PH

# System Performance Measures



1

Length of Time Homeless



2

Return to Homelessness



5

First Time Homeless



7

Exits and Retention of PH



# 1 Length of Time Homeless

## **Definition**

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The length of time persons are homeless in emergency shelter, safe haven and transitional housing projects

## **Goal**

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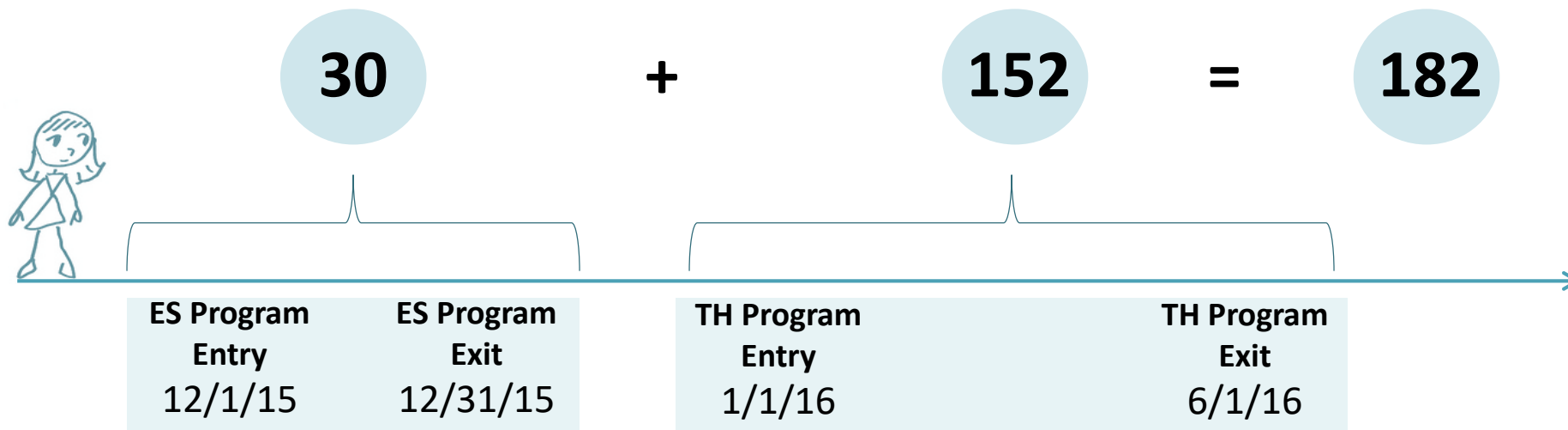
Reduction in the average and median length of time persons remain homeless

# Meet Henrietta



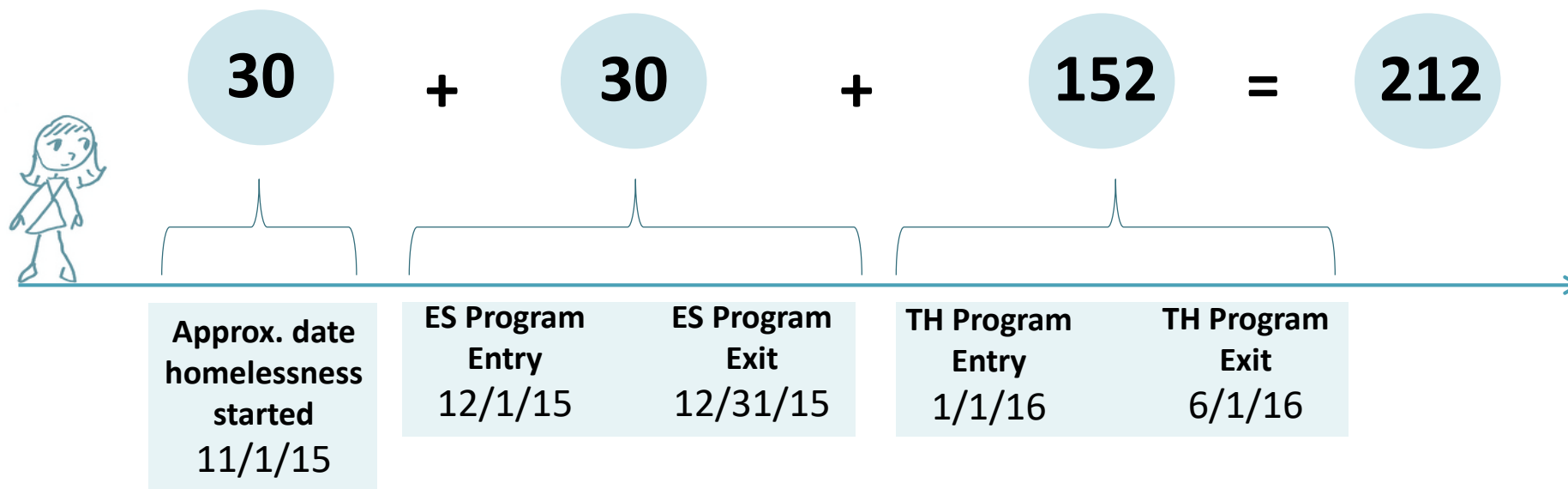


# 1 Length of Time Homeless





# 1 Length of Time Homeless



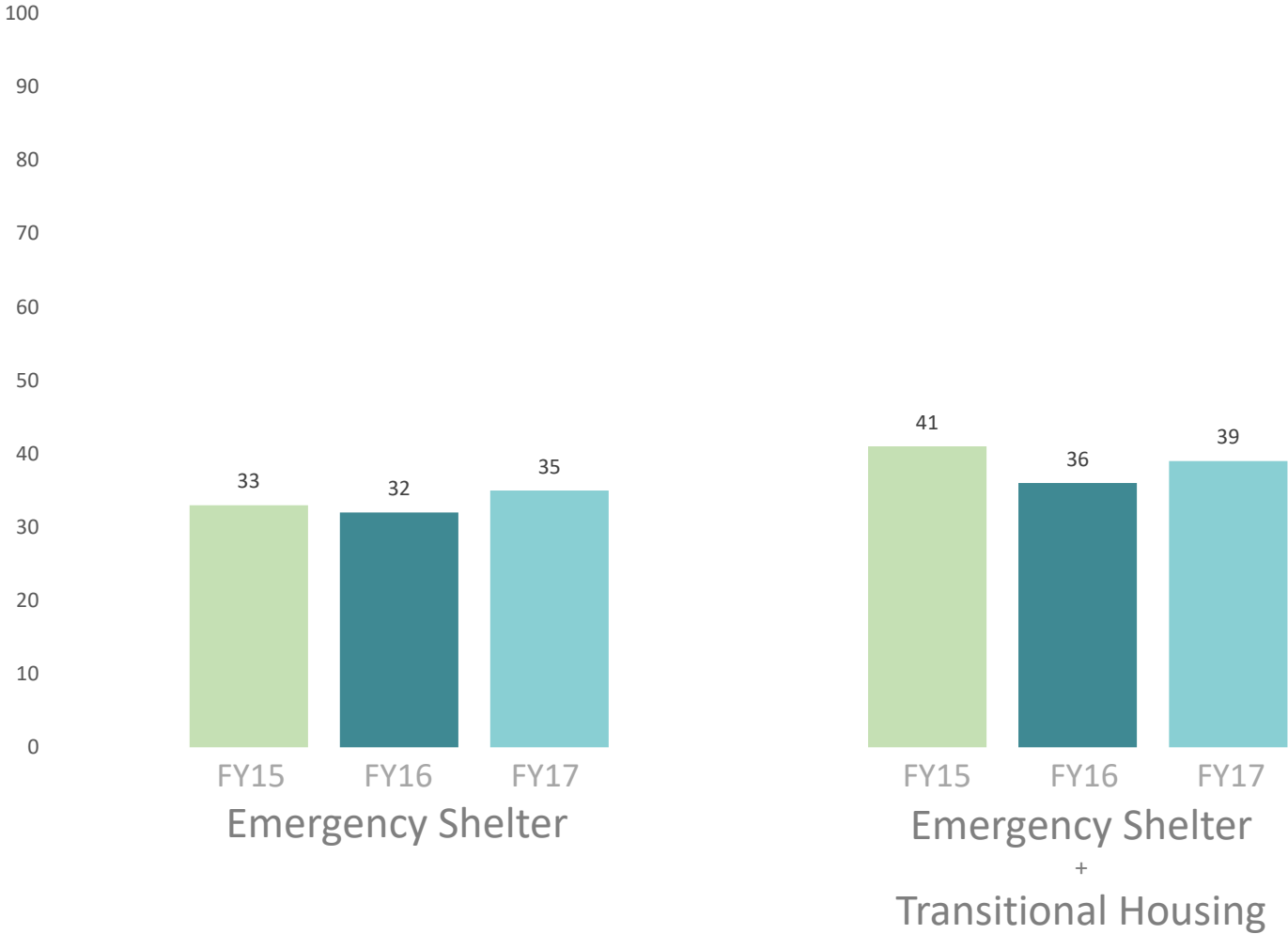


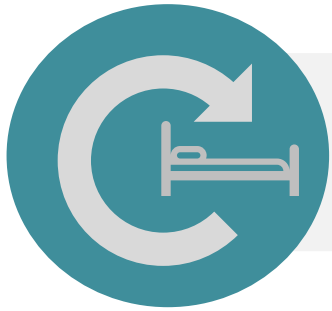
# Median Length of Time Homeless in Emergency Shelter vs Emergency Shelter & Transitional Housing



1

Length of Time  
Homeless





## 2 Returns to Homelessness

### **Definition**

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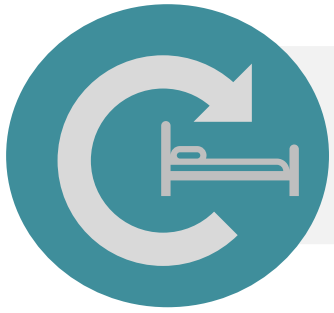
The number of persons who return to street outreach, emergency shelter, safe haven or transitional housing projects after previously exiting to a permanent housing destination

### **Goal**

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Reduction in the percent of persons who return to homelessness

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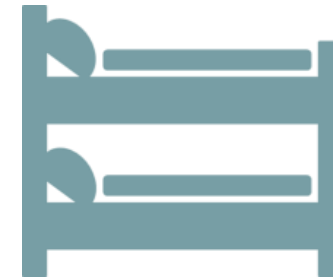
## 2 Returns to Homelessness



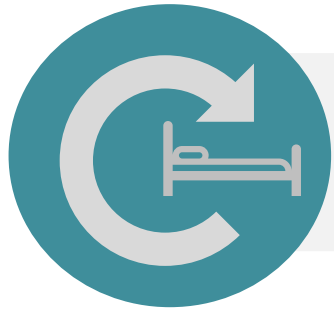
**Client is a homeless project**



**Client exits homelessness  
to a permanent housing  
destination**



**Client re-enters a homeless  
project**



## 2 Returns to Homelessness



**Emergency Shelter  
Entry**  
12/1/15



**Emergency Shelter  
Program Exit  
To Permanent Housing**  
12/31/15



**Emergency Shelter  
Program Entry**  
3/1/16



## 5 First Time Homeless

### **Definition**

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The number of homeless clients in emergency shelter, safe haven, transitional housing projects with no prior enrollments in HMIS in the past 24 months

### **Goal**

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Reduction in the number of persons who become homeless for the first time



# 5 First Time Homeless

Look back 2 years from entry date during reporting period (760 days)





## 5 First Time Homeless

Look back 2 years from entry date during reporting period (760 days)



12/1/2013

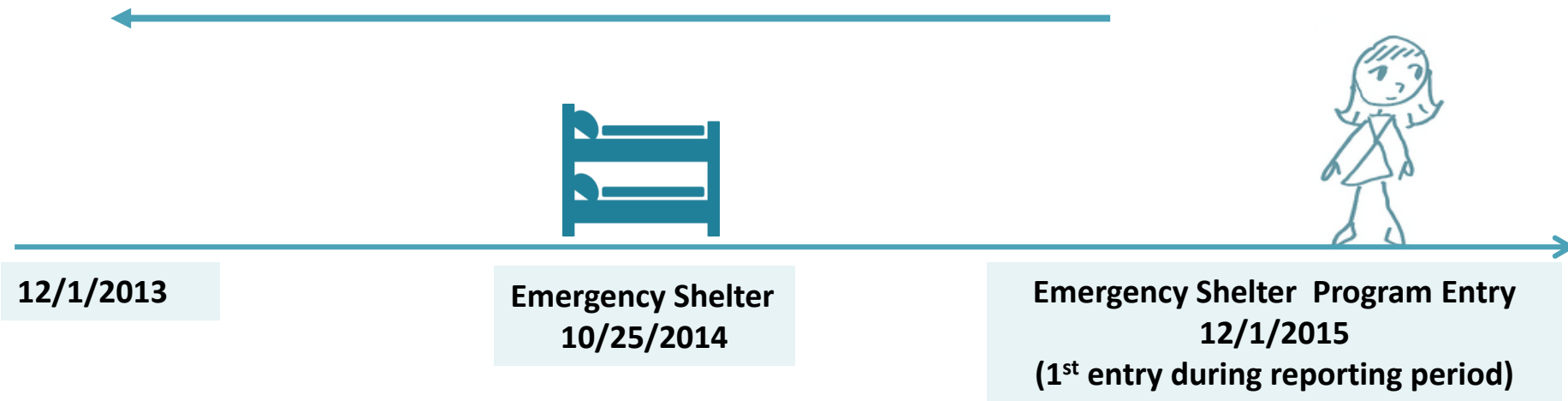
Emergency Shelter Program Entry  
12/1/2015  
(1<sup>st</sup> entry during reporting period)

No entries during lookback period—Counted as homeless for the **FIRST** time



## 5 First Time Homeless

Look back 2 years from entry date during reporting period (760 days)



Shelter stay during lookback period—**NOT** counted as homeless for the first time





## 7 Permanent Housing Placement & Retention

### **Definition**

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The number of clients enrolled in safe haven, transitional housing, rapid rehousing or permanent supportive housing who exit to permanent housing destination or remain in permanent housing

### **Goal**

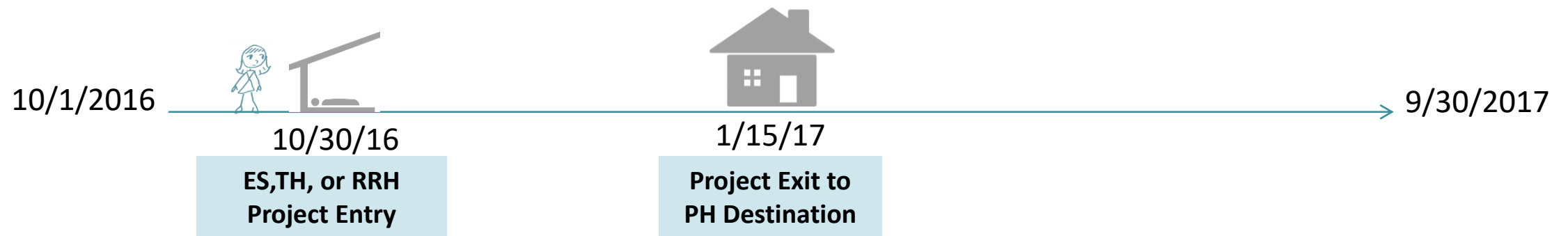
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Increase in percentage of people who exit to or retain permanent housing



# 7 Permanent Housing Placement & Retention

## 7b.1 Change in exits to permanent housing destinations





# 7 Permanent Housing Placement & Retention

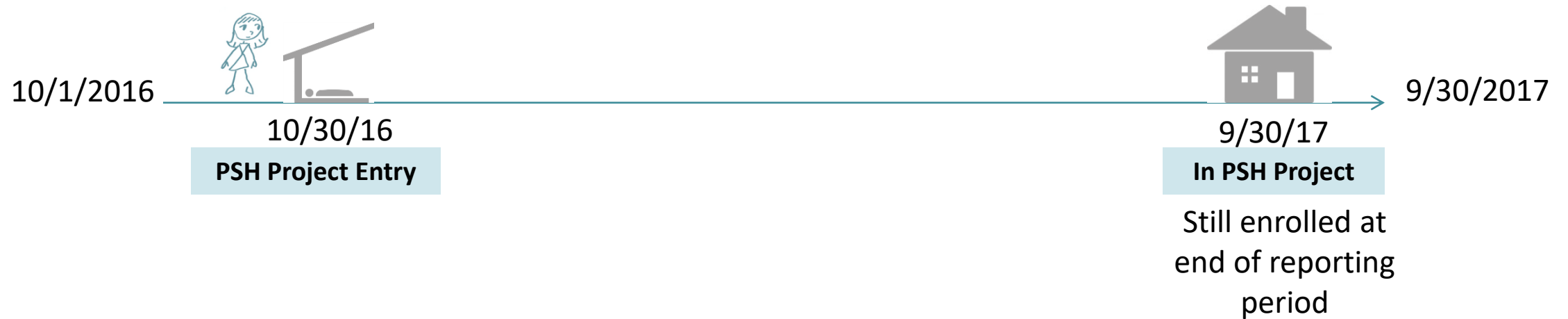
## 7b.2 Change in exits to or retention of permanent housing





# 7 Permanent Housing Placement & Retention

## 7b.2 Change in exits to or retention of permanent housing



6073



“Ships don’t sink because of the water around them, they sink because of the water that gets in them.”

# NORTH CAROLINA COALITION TO END HOMELESSNESS