NC Balance of State Continuum of Care

CoC Grantee Training

July 25, 2017

10:00 – 4:00

Welcome

- Introductions
  - Name
  - Agency
  - Geographic location
  - Your role in the PSH program

Today's agenda

- Grant data

- Maximizing PSH funding

- Lunch

- Move-on programs

CoC Grant Data

Data is playing an increasing role in grant evaluation.

Goals:

- Maximize our limited funds
- Ensure positive outcomes for program participants
- Make progress on ending homelessness in the BoS CoC

HUD has increased use of data over last few years

- New: System Performance Measures
- Existing: APRs, AHAR, PIT/HIC

BoS is also looking at data more

- Grantee spending webinar, funding priorities, upcoming PIP

NCCEH staff have pulled key performance data for all PSH grants.

- Give you a snapshot of your programs for today's discussion & activities
- Starting point for you to review & use data on your own

NCCEH staff noticed trends when looking at data.

Overall, these data show:

- Low spending
- Low turnover
- Lack of targeting

We are not doing our jobs as well as we could – not serving as many people and not ending homelessness as quickly

NCCEH staff have created a Data Summary sheet for each grantee.

Covers key points:

- Spending
- Length of stay in program
- Turnover rate
- Positive exits
- Targeting to CH
- Community need

Staff plan to pull data at least annually

- Will use this year as baseline

Grantees should be looking at their own data, too!

The data in the summary sheets come from three sources.

HMIS data:

- Ran the HMIS APR report for calendar year 2016

HUD APR:

- Pulled spending information

2017 PIT Count:

- Pulled regional data to reflect community need

What do you think about your data?

- Are you surprised by your data?

- Does your data reflect what you think your program does? If not, why?

- If your program is not meeting benchmarks, how might the program change to improve performance?
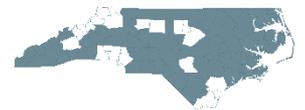
Spending

Benchmark = 90% of funds spent

- 1 year grants → 90% of total budget
- 5-year grants (# ends in 00) → 18% of total budget

Recaptured = unspent funds that were returned to HUD

Length of Stay

Out of all participants, # and % who stayed:

- Less than 6 months

- Less than 2 years

- More than 5 years

- Short stays: look at targeting

- Long stays: look at move-on program

Turnover Rates

Data Summary sheet shows:

- Total leavers during the year
- Turnover rate = % of participants who left during year

Benchmark = 15% turnover rate

- Based on USICH rate
- As people who do not need PSH move on, turnover rate will decrease

Positive Exits

Data Summary sheet shows:

- Total exits
- # and % that exited to positive destinations

- Positive exits = permanent housing destinations
- Not positive = temporary destinations, homeless situations, "other," missing data
- Excluded: deceased, foster care, hospital, non-homeless residential program, & long-term care/nursing home

Benchmark = 80% positive exits

Targeting

Data Summary sheet shows:

- # of CH households
- % of households that were CH

PSH programs should be targeting chronically homeless households.

- Across the board, BoS grants have low CH participation.

100% of BoS PSH beds are CH dedicated.

- BoS adopted HUD's order of priority for PSH beds & included it in PSH written standards

PSH programs must follow prioritization order.

PSH beds must be prioritized in following order:

- CH household w/ longest history of homelessness AND most severe service needs
- CH households with longest histories of homelessness
- CH households with most severe service needs
- All other CH households

Only take non-CH households if:

- There are no CH households in community OR
- Someone meeting criteria above cannot be located within 30 days

Community Need

For each Regional Committee the grant serves:

- Total PIT Count

- Number of chronically homeless people

- Annualized count (PIT x 3)

Grantees should use data as a springboard for change.

- Assess where your program can improve
- Look at data points in relation to each other
  - High turnover + low CH → look at targeting
  - Low turnover + low CH → look at move-on
- Keep goals in mind: better outcomes and fewer people homeless

How to maximize PSH funding

Use the decision tree to help you maximize your PSH funding

Starts with a basic question: Do you need PSH to serve more people?

Three paths:

Yes, and you have capacity.

Yes, but you don't have the capacity.

No.

Step 1: Do you need PSH do serve more people?

Do you have people experiencing chronic homelessness? How many?

Step 2: Pick a path and fill out the corresponding worksheet

Each path has a corresponding worksheet:

Using every dollar

Increasing capacity

Right-sizing programs

Write the relevant data at the top of each worksheet.

Then follow each applicable path to its conclusion. The tree ends in action steps. Record each of these on the worksheet.

Move On Programs

Move On programs require a shift in philosophy.

- We no longer have a choice. PSH projects have to change:
  - Very little new $
  - Chronically homeless households need housing
  - The purpose of PSH has changed since its inception in many communities

Move On programs help people experiencing homelessness and the community.

- Move On programs:
  - Promote the highest level of independence and choice for tenants

  - Empower and support people with disabilities to take steps forward in their recovery

  - Increase capacity of homeless service systems
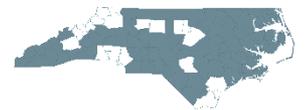
Move On programs help you as grantees.

- Improved relationships with providers and others

- Programs have a greater impact

- Ability to create new/stronger relationships

- Easier to make match

- Increased spending

All Move On programs have three key principles

- Voluntary

- Maximizing housing options

- Promoting economic mobility and self sufficiency

PSH programs need to create a culture of growth.

- To support a culture of growth, PSH programs need to employ a strengths-based philosophy
  - Program structure
  - Service planning processes
  - Performance measures
  - Evaluation
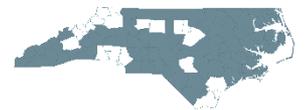
PSH programs need to create a culture of growth

- PSH program should be assisting with independent living skills training:
  - Budgeting and financial management
  - Utilizing public transportation
  - Setting healthy boundaries and limits
  - Self advocacy
  - Navigating the social services system
  - Problem solving techniques
  - Personal safety

PSH programs need to create a culture of growth

- Programs should be helping with wellness and illness self-management
  - Recovery-focused
  - Building knowledge and assumption of responsibility

- Self-education shifts management focus from provider to participant

PSH programs need to create a culture of growth

- Programs should be connecting participants to community-based services
  - Build a network of support
  - Encouragement and coaching
  - Education of needs and finding services

PSH programs need to create a culture of growth

- Programs needs to help participants connect to employment
  - Programs should build connections to local employers and public workforce programs
  - Finding income is key to transitioning from the program
  - Builds social engagement and self-esteem
 - Volunteer opportunities for those unable to work

PSH programs need to create a culture of growth

- Programs should use peer support for extra support and buy-in
  - Provides a living example
  - Can speak from experience

PSH programs need to create a culture of growth

- Programs should think about incentives to get participants excited about Move On
  - Move On or Farewell celebrations
  - Move On accounts
  - Club to provide Move On peer support to future participants
  - Certificates / Goodies

What in your program currently supports participants to become independent or supports a culture of recovery? What does not?

Building a Move On program
HOUSING: Identifying Rental Supports

- Given the extremely low income of most PSH participants, Move On programs need a connection to other rental assistance:
  - Housing Choice Vouchers
  - Public housing authority units
  - Key housing
  - Targeted housing units
 - Other income-based units
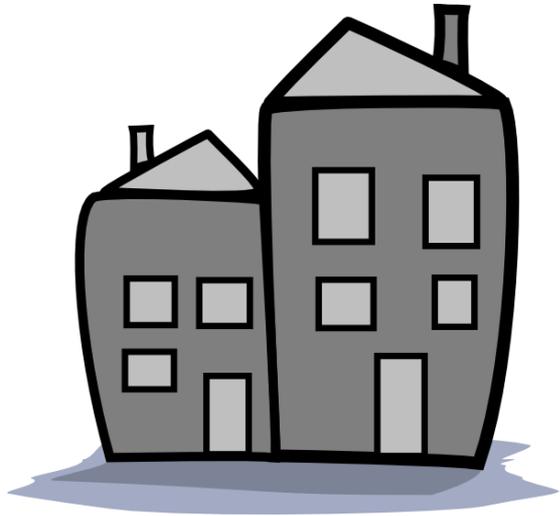
Building a Move On program
PARTICIPANTS: Outreach, Engagement, and Assessment

- Outreach and engagement:
  - Posting and handing out flyers about Move On
  - Hosting a community meeting
  - Conducting one-on-one outreach
  - Using Move On peers to talk about their experience

- Assessment: Both quantitative and qualitative
  - Case Management Tool
  - Interviews
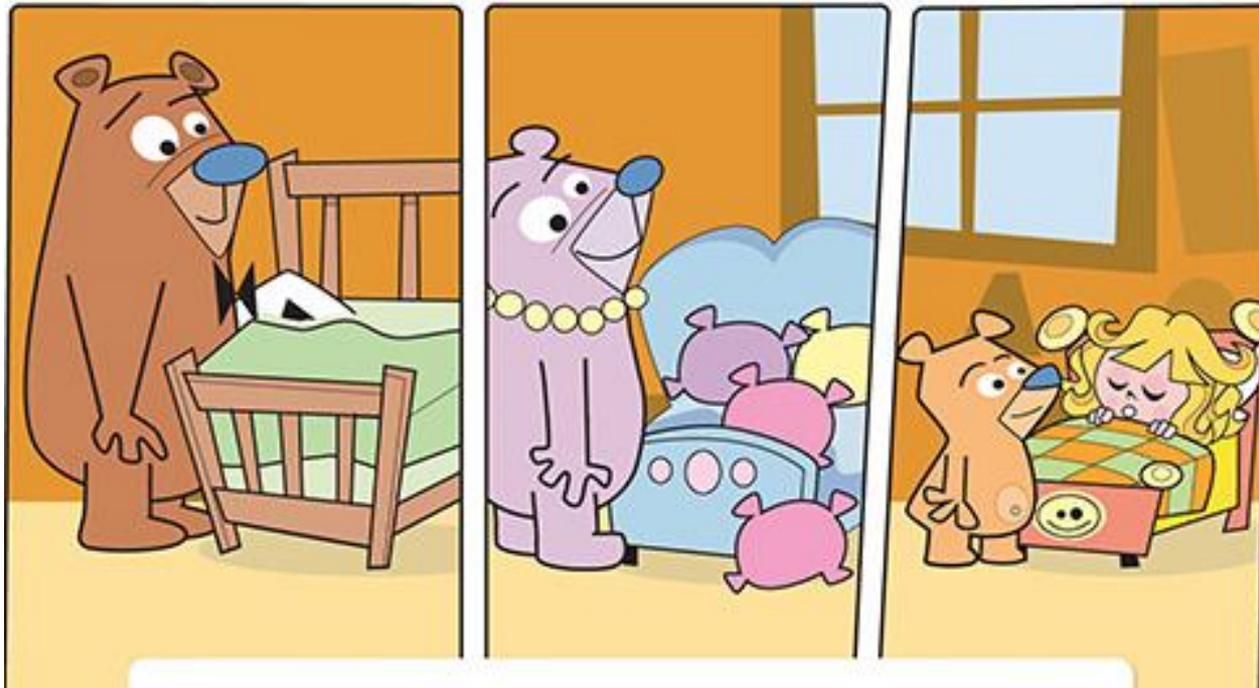
PSH programs are looking for the Goldilocks Zone!

Building a Move On program
PARTICIPANTS: Preparing Participants to Move On

- Setting expectations and addressing fears

- Consistent communication

- Practice readiness

- Run a move on group

- Develop individual transition plans

- Trial period

- Set clear expectations for aftercare services

Building a Move On program
PARTICIPANTS: Identifying Housing

- Programs should work with participants to determine their ongoing housing situation and how they will sustain it financially:
  - Maintaining their current unit
  - Another affordable housing unit with HCV
  - PHA unit
  - Income-based or vouchered unit
  - Living with friends or family

Building a Move On program
PARTICIPANTS: Aftercare Services

- Effective aftercare services are usually provided for 3-6 months after exit from the program

- Key areas of aftercare support:
  - Practicing and mastering Activities of Daily Living
  - Budgeting and managing finances
  - Settling in and connecting to larger community
  - Connection to services and providers
  - Providing support for landlords
  - Keeping connected

How would you talk about Move On to your clients?

Building a Move On program
EVALUATION: Oversight, Governance, and Evaluation

- Oversight and Governance:
  - Who will oversee the program?
  - What will they monitor?
  - How often will oversight take place and who will be involved in strategy sessions?

- Move On programs need to develop systems to collect data, track outcomes, and measure impact
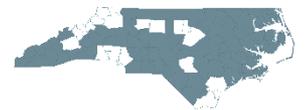
Building a Move On program
Step 6: Oversight, Governance, and Evaluation

Data Elements	Key Questions	Indicators
Tenant Characteristics	What is the demographic profile of movers?	- Race, Gender, Age - Household size - Health/behavioral health diagnoses
Tenant engagement and targeting	Is the program effectively targeting the right tenants?	- Total # of applications - # eligible/# screened - % tenants accepted - % with 2+ years stable housing - % with any prior rent arrears in past 2 years - % with a felony history - Self- sufficiency matrix scores
Barriers to Mobility	Is the program successful in connecting interested tenants to new housing	- # moved/# accepted - # connected to a voucher - Reasons for non-placement

Housing/Retention	How successful were movers in retaining housing after leaving supportive housing?
	
	Where are tenants moving to?
	
	Is the program promoting housing choice?
		- % stably housed at 6, 12,18 and 24 months post-transition
		- % moved to
		  o Own apt/home (subsidized)
		  o Own apt/home (unsubsidized)
		  o Family/friends
		- % tenants report having a good choice of housing options

Data Elements	Key Questions	Indicators
Tenant Quality of Life	- Were tenants satisfied with their new housing - Were tenants able to gain/maintain employment? - Did tenants feel connected to their community and neighbors?	- % tenants satisfied with new housing/neighborhood - % employed or stable income source at 6, 12, 18 months post-transition - % report feeling connected to new community
Service Quality	- How satisfied were tenants with pre-transition, transition and post-transition services?	- % tenants satisfied with services - # contacts and hours of services provided
Program Impact on community efforts to end homelessness	- Is the program increasing supportive housing capacity in the community - Was the Moving On initiative effective at targeting PSH vacancies to more vulnerable households? - How efficiently did programs fill vacancies	- # of SH units created from tenants moving on - #/% of vacancies filled with chronically homeless individuals - Average # days to lease up vacant units
Cost Effectiveness	- Is the program cost effective?	- Program costs vs estimated savings
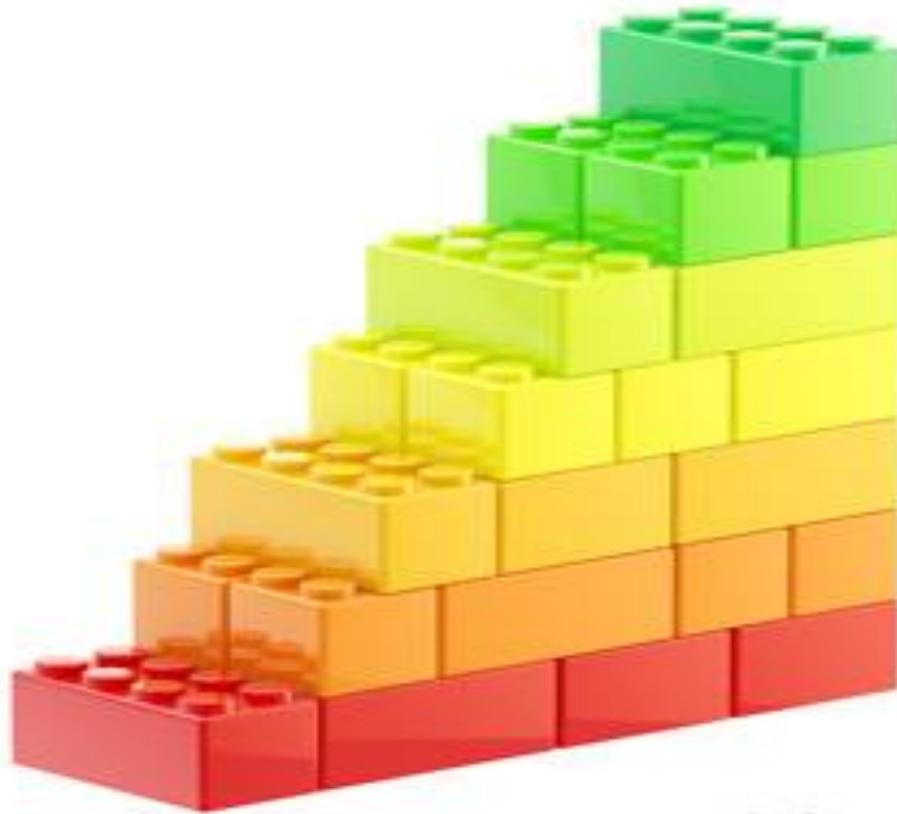
Next Steps

- Fill out the evaluation form staff will send this week

- Staff will ask for you to take the information you learned today to begin planning
  - Look for an email from us about next steps
  - Staff will use this to have a conversation

- Reach out to us when you have questions
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  - bos@ncceh.org