

# **DRAFT - Federal FY2020 System Performance Measurements**

## **CoC Board Review 2/12/2021**

Prepared by Annette M. Evans, Homeless Program Manager  
Washington County Department of Housing Services

### Desired Outcome:

- Review the performance of the CoC System for the period 10/1/2019 to 9/30/2020 to meet HUD System Performance Measurement (SPM) benchmarks; and
- Make recommendations to enhance planning, policy and programmatic activities that improve performance outcomes.
- Approve submittal to HUD by 3/1/2021.

## **What Gets Measured Gets Done: Key Performance Indicators**

SO = Street Outreach  
ES = Shelter  
SH = Safe Haven  
TH = Transitional Housing  
RRH = Rapid Rehousing (PH)  
PSH = Permanent Supportive Housing (PH)  
\*Prepared by Annette M. Evans, Homeless Program Manager  
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# M1 and M1.b: Length Of Time (LOT) People Remain Homeless

**Goal: <30 Days**

Desired Outcome: Reduction in LOT People Remain Homeless.

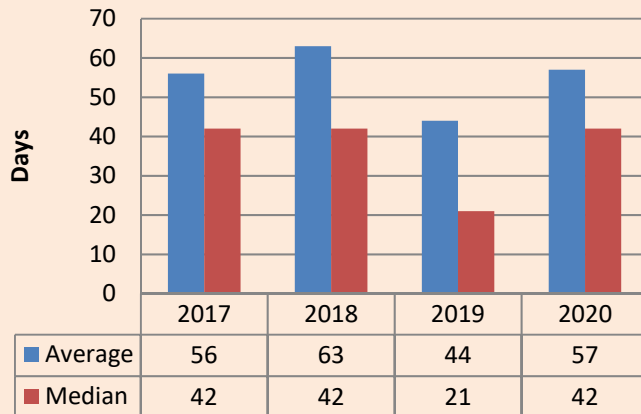
Areas for Improvement:

- Winter Shelter data driving an increase in ES, SH and PH LOT due to increased # of people served who experiencing long-term homelessness, and prioritization of chronic for PSH.
- Outreach expanded to provide geographic coverage mid-FY2020.
- Gaps in permanent rent subsidy to high-acuity chronicity population.

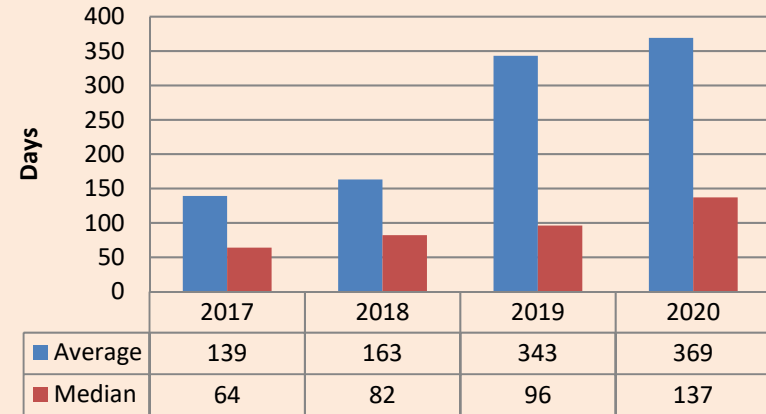
**What is our strategy to identify and re-house people with longest LOT homeless?**

- Prioritize chronic homeless on Built For Zero By-Name List to access Metro Supportive Housing Services Program PSH units.

**Metric 1: ES and SH Length Of Time (LOT) People Remain Homeless**



**Metric 1.b: ES, SH and PH LOT People Remain Homeless (with Chronic 3.917 Living Situation)**



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# M2: Exits to PH with Return to Homelessness (2-year lookback)

**Goal: <5% Recidivism**

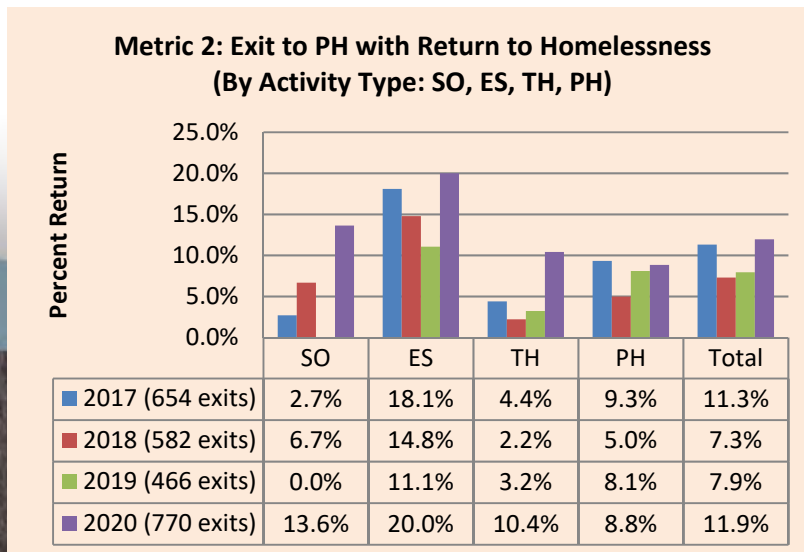
Desired Outcome: Reduction in % of People Returning to Homelessness.

Areas for Improvement: **11.9% or 92 of 770 exits to PH return (increased recidivism)**

- 13.6% or 3 of 22 exit street outreach to PH destinations and return average 330 days
- 20.0% or 37 of 185 exit ES to PH and return average 441 days
- 10.4% or 15 of 144 exit TH to PH and return average 336 days
- 8.8% or 37 or 419 exit to PSH/RRH to PH and return average 346 days

**What is our strategy to reduce the rate of additional returns to homelessness?**

- Perform analysis on cause of returns and address the need for tenancy supports; e.g. couldn't afford rent



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# M3: Number of Homeless People in ES, SH and TH Projects

## Goal: Reach Function Zero for All Populations

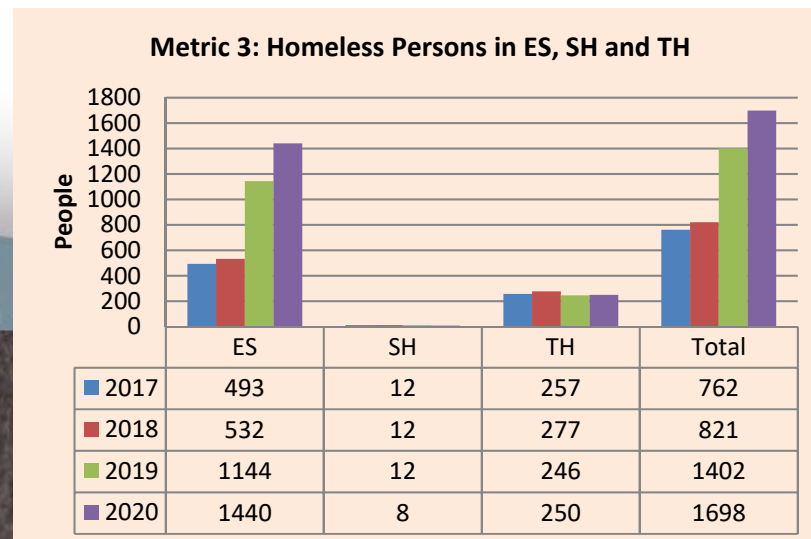
Desired Outcome: Reduction in number of People Experiencing Homelessness.

Areas for Improvement:

- Increase housing stability for at-risk persons and move people from homelessness to permanent housing through diversion and supportive housing resources.
  - During the coronavirus (COVID-19) pandemic shelter beds increased to provide wellness checks, access to sanitation and protection from the COVID virus.

What is our strategy to reduce the number of people experiencing homelessness?

- Catalyze *Built For Zero* to rapidly house chronic homeless using Case Conferencing.
- Prioritize new SHS Program resources to create permanent housing capacity in the system.



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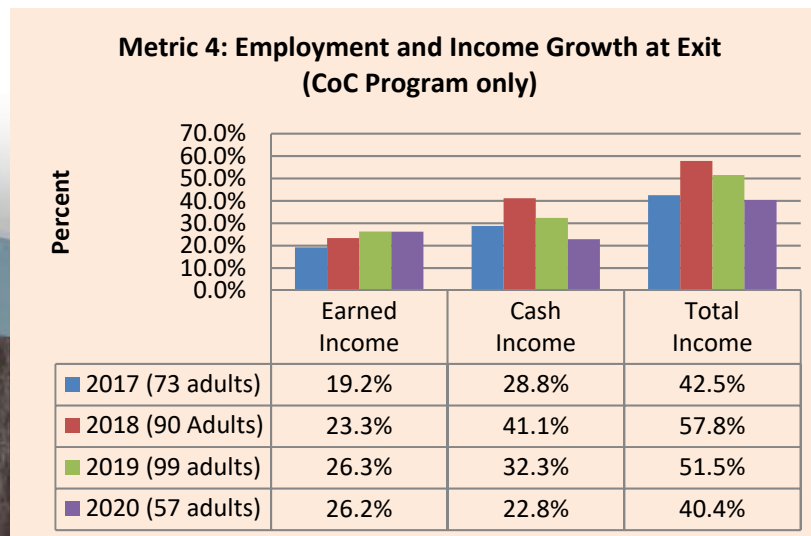
# M4: Employment and Income Growth (CoC Program “Leavers”)

**Goal: 20%+ Earned Income, 56%+ Total Income**

Desired Outcome: Increase % of adults who gain or increase cash income in TH, RRH and PSH.

Areas for Improvement:

- Continue increase earned income of persons (15 of 57 people in FY2020)
  - Increase other cash income for persons with disabilities (13 of 57 people in FY20)
- What is our strategy to increase access to employment and non-employment cash sources?**
- Engage and encourage clients to participate in employment and other cash benefits
    - Align education, job skills training and employment
    - Actively engage homeless who are not applying for SSI/SSDI, employment, etc., e.g. ASSIST Program, Aligned Partner Program



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# M5: People Homeless For First Time (2-year lookback)

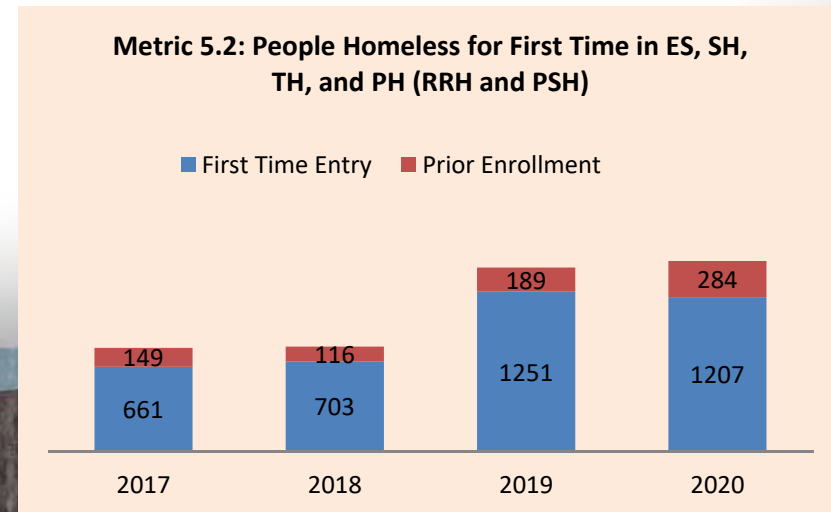
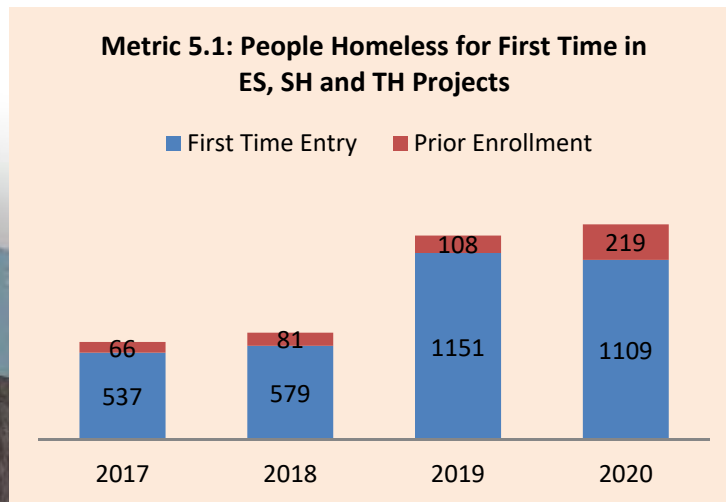
Desired Outcome: Reduction in People Experiencing Homelessness for the First Time.

Areas for Improvement:

- Measuring system engagement outcomes – Homeless for the First Time verses:
  - Returning to the CoC after exiting to a permanent destination
  - Re-engaging with the CoC after exit to a temporary destination
  - Re-engaging after exit to an unknown destination
  - Data used in relationship to Metric 2, Returns to Homelessness

What is our strategy to reduce 1<sup>st</sup>-time homelessness?

How do we move additional 1<sup>st</sup> time homeless through the system to PH?



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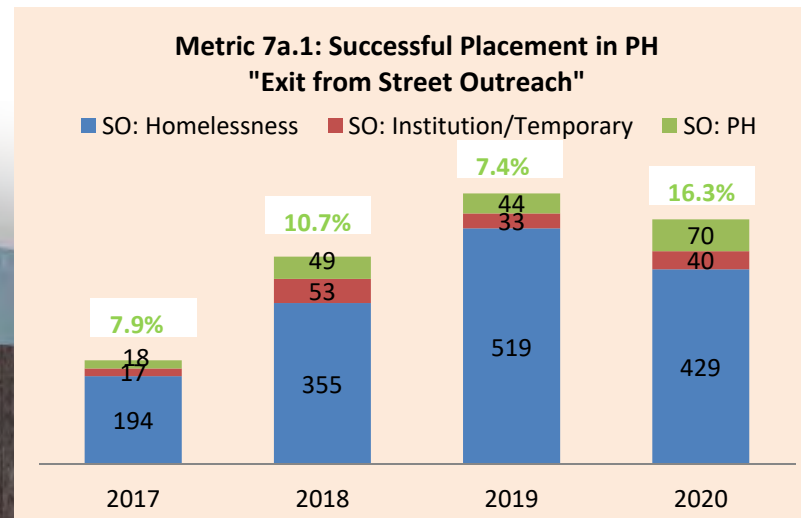
# M7a.1: Street Outreach - Placement in PH or Retention of PSH

## Goal: 20% Successful Placement in PH

Desired Outcome: Increase % of adult head-of-household exiting to PH.

Areas for Improvement – Street Outreach (SO):

- Outreach includes Forest Grove Foundation, HomePlate, Just Compassion of EWC, New Narrative, Open Door, and Project Homeless Connect.
- 9% exit to temporary or institutional destinations; e.g. transitional housing, jail, detox
- 16% Street Outreach exit to PH – Destinations include:
  - Stay or living with family or friends, permanent tenure
  - Rental by client, with other subsidy
  - Rental by client, no ongoing subsidy
- **What is our strategy to increase successful placements from Outreach to Permanent Housing?**



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# M7b.1: Exits to Permanent Housing Destination

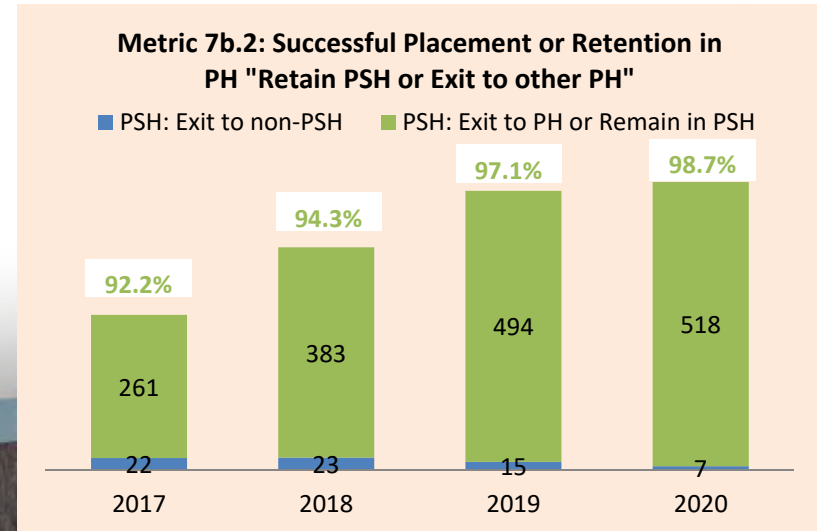
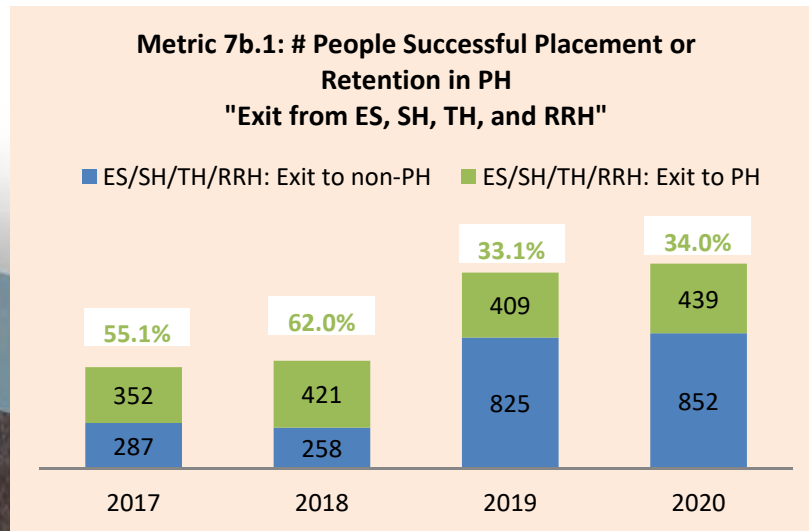
## Goal: 80% Successful Placement in PH

Desired Outcome: Increase % of adult head-of-households exit to PH or retain PSH.

Areas for Improvement:

- M7b.1: ES, SH, TH, RRH exit to PH remains relatively flat due to increased number of people accessing shelter beds during winter and COVID pandemic
- M7b.2: Housing stability in PSH and exits to PH increase to 98.7%
  - 7 adults exit to Jail, Prison or Juvenile Detention – increase from 4 people in FY2019
  - 12 adult “Deceased” – increase from 1 in FY2019

What is our strategy to increase successful placements from ES/SH/TH/RRH to PH?



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