Making System Performance Measures Work for You

CoC Quarterly Calls
February 2018
Agenda

- System Performance Measures at the National Level
- System Performance Measures at the Community Level
- Q & A
National Data: Average Length of Time Homeless
National Data: Returns to Homelessness
Poll

• How are you sharing information about system-level performance with your community?
• Multiple Choice Question
  • CoC website
  • Public data visualization site (i.e., Tableau)
  • Email
  • Printed Materials
  • Other
How Are CoCs Using Data?
Examples: PSH

• How long does it take for tenant-based PSH programs to house participants? (program entry until move in date)
• What are the barriers for the populations you serve?
• What percent exit to PH destinations?
• What is the cost per PSH unit?
Examples: RRH

• How long does it take for RRH programs to house participants? (program entry until move in date)
• What are the barriers for the populations served?
• What percent exit to PH destinations?
• What is the cost per RRH exit? (annual operating budget/exits to PH destinations)
Poll

• Do you adjust project evaluation to account for unique situations of subpopulations?
• Multiple choice answers
  • Yes
  • No
  • Do not use system performance measures for project evaluation
Add Rating Factors

### Project Effectiveness
- Project has reasonable costs per permanent housing exit as defined locally
  - 5% points
- Coordinated Entry Participation: Minimum percent of entries to project from CE referral (or alternative system for DV projects)
  - 95% points
- Housing First and/or Low Barrier Implementation: CoC assessment of fidelity to Housing First from CoC monitoring or review of project policies and procedures
  - 10 points

### Other and Local Criteria
- Applicant Narrative that CoC Scores: Project is operating in conformance with CoC Standard
  - 10 points
- PSH - Length of Time Homeless
  - 25 points
- RRH - Length of Time Homeless
  - 25 points

### Total Maximum Score

<table>
<thead>
<tr>
<th>Category</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSH projects</td>
<td>180</td>
</tr>
<tr>
<td>TH projects</td>
<td>200</td>
</tr>
<tr>
<td>RRH projects</td>
<td>200</td>
</tr>
</tbody>
</table>

Scores will be weighted to a 100-point scale for ranking.
Adjust for Populations

Serve High Need Populations
- APR data only 50% disability/zero income/unschooled
  - RSH - Minimum percent of participants with zero income at entry: 50%, 10 points
  - RSH - Minimum percent of participants with more than one disability type: 50%, 10 points
  - PSH - Minimum percent of participants entering project from place not meant for human habitation: 80%, 10 points
  - PSH - Minimum percent of participants with more than one disability: 75%, 10 points
  - TH - Minimum percent of participants entering project from place not meant for human habitation: 75%, 10 points
  - TH - Minimum percent of participants with more than one disability type: 50%, 10 points
  - TH - Minimum percent of participants entering project from place not meant for human habitation: 50%, 10 points

Project Effectiveness
- Project has reasonable costs per permanent housing exit as defined locally: 95%, 10 points
- Coordinated Entry Participation - Minimum percent of entries to project from CE referral (or alternative system for DV projects): 5%, 20 points
- Housing First and/or Low Barrier Implementation - CoC assessment of fidelity to Housing First from CoC monitoring or review of

- List of Projects to be Reviewed
- Customize Rating Criteria
- Renew + Exp: Threshold
- Renew + Exp: Rating Tool
- New Projects Threshold
- New Projects Rating Tool
- Rating Results
Recap

- Use System Performance Measures to evaluate projects and improve systems
- AHAR redesign will allow a greater evaluation across different projects