

Performance Quality Initiative



The Community Partnership
For The Prevention
of Homelessness

FY2024 Update

What can performance data tell us?

❖ System Trends

- What is happening in the CoC?
(ie. Is homelessness “rare, brief, and nonrecurring”?)



How close are we to our vision? Is our system working?

❖ Program Trends

- How are CoC programs performing?



High performing programs should guide new resources.

❖ System Modeling

- What resources are needed as the system demand evolves and as we look ahead to the next iteration of the strategic plan?



Current capacity, demand; expected needs in 5 years?

HUD's 7 System Performance Measures

- 1) Length of Time Individuals/Families Experience Homelessness;
- 2) Number of Individuals/Families Exiting to Permanent Housing, and how many do so within a) 6-12 months or b) 13-24 months;
- 3) Number of Individuals/Families Served at Point in Time and Annually;
- 4) Number of Adult Persons Who Increase Income, and how many do so through employment;
- 5) Number of Individuals/Families Experiencing Homelessness for the First Time;
- 6) Number of Individuals/Families Re-Experiencing Homelessness; and
- 7) Successful Placement in/Retention of Permanent Housing, and placements made by Street Outreach

System Performance Measures

- ▶ In 2015, the U.S. Dept. of Housing and Urban Development (HUD) identified 7 areas of system performance for Continuums of Care (CoCs) nationwide. These metrics show how effective CoCs are at serving individuals and families experiencing (or formerly experiencing) homelessness.
- ▶ DHS has since adopted similar metrics that look at the performance of the entire system.
 - The District of Columbia Interagency Council on Homelessness (ICH) uses these metrics to understand progress made toward the goals outlined the CoC's strategic plans, *Homeward DC* and *Solid Foundations DC*. See *TCP reports on the Key Performance Indicators, of KPIs*.
- ▶ TCP and ICH developed the Performance Quality Improvement (PQI) reports to look at how each provider is impacting system wide performance.

Performance Quality Initiative

- ▶ Each program using HMIS has received quarterly PQI Report since 2016
 - Programs new to the CoC will begin receiving reports after the program has been operating for 180 days
- ▶ PQI Reports are not “report cards” and are not intended to be punitive. The are intended to highlight:
 - whether programs are performing according to agreed-upon community standards
 - where agencies can focus their improvement efforts and/or
 - When HMIS data quality issues may be masking higher levels of performance (e.g. lack of documentation of income gains in HMIS masking the work the program is doing to connect its participants with income).

Reading Your PQI Report

- ▶ Each report begins with basic information about your program:
 - **Program Name and Type (as defined by HSRA)** – Temporary Shelter, Short Term Family Housing, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing and population served, e.g. individuals, families, youth, vets, etc.
 - **Report Period** – the 90-day date range covered by a particular PQI Report
 - **Contracted Units** – the number of units/case management slots that your program is contracted to operate (either by TCP or your funder)
 - **Populations Served During the Report Period** – the number of persons, families, adults, or children served during the 90-day span covered in the PQI Report as well as whether they exited the program during the period (“leavers”) or did not (“stayers”).

Reading Your PQI Report



Provider Performance Report

HMIS Provider Name and Program Type

Reporting Period

Contracted Units		Families Served	
Persons Exiting ("Leavers")		Persons Not Exiting("Stayers")	
Adults Served		Children Served	

Reading Your PQI Report

- ▶ Each Provider Performance Report shows:
 - Your program's own performance ("Provider Performance") on each measure
 - How your program compares to other providers in the CoC operating programs that serve the same population as yours
 - You'll see the Max., Min., Avg. performance of like type providers
 - "Like Type" providers are those implementing the same Program Type as your program
 - What the system level target for rate of performance is for a given measure – what we should be striving for individually as providers and collectively as a Continuum to best serve persons experiencing homelessness in the District

Data Completeness

Data Completeness is rate at which required data elements are entered into the HMIS for all persons served during the Report Period.

- ▶ Missing, incomplete (“Don’t Know” or “Data Not Collected” responses), or incongruent data in HMIS negatively affects your performance on this and all other performance measures in this report. While this metric does not “impact” one of the HUD metrics, it helps ensure that quality information is being captured in the system of record for reporting back to funders and the community.
- ▶ Performance is assessed by using Sections 6a and 6b of the FY2024 CoC APR which is available for in the Reports module of HMIS. These sections cover the Personally Identifiable Information (PII) and Universal Data Elements (UDEs) entered in HMIS.
- ▶ The system level target for Data Completeness is that 90% of all participants PII and UDEs should have definitive responses captured in HMIS.
- ▶ The HIGHER your Provider Performance percentage, the better your program is performing on this metric.

6a - Data Quality: Personally Identifiable Information					
Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	0	0	0	0	0%
SSN (3.2)	0	0	0	0	0%
Date of Birth (3.3)	0	0	0	0	0%
Race (3.4)	0	0		0	0%
Ethnicity (3.5)	0	0		0	0%
Gender (3.6)	0	0		0	0%
Overall Score				0	0%
6b - Data Quality: Universal Data Elements					
Data Element				Error Count	% of Error Rate
Veteran Status (3.7)				0	0%
Project Start Date (3.10)				0	0%
Relationship to Head of Household (3.15)				0	0%
Client Location (3.16)				0	0%
Disabling Condition (3.8)				0	0%
6c - Data Quality: Income and Housing Data Quality					
Data Element				Error Count	% of Error Rate
Destination (3.12)				0	0%
Income and Sources (4.2) at Start				2	17%
Income and Sources (4.2) at Annual Assessment				10	100%
Income and Sources (4.2) at Exit				0	0%

Utilization Rate

Utilization Rate is the rate at which your program's beds, units, or case management slots were occupied during the Report Period.

- ▶ Time when units were offline, unavailable, or were held for placements are accounted for in the calculation if that information was provided to TCP during the Weekly Occupancy Report reporting cycles.
- ▶ Incorrect program entry and exits information in HMIS negatively affects performance on this and all other metrics.
- ▶ Performance is assessed by reviewing each HMIS-designated head of household's time spent in the program during the Report Period.
- ▶ The system level target for Utilization Rate is that 95% of the units in a CoC programs are occupied at a given time outside of extenuating circumstances.
- ▶ The HIGHER your Provider Performance percentage for Utilization Rate, the better your program is performing on this metric.

Utilization Rate

- ▶ TCP calculates this metric using HMIS data on program entry and exit dates for program participants. Timely entering of participants' actual date of program entry (and housing move-in date for RRH and PSH programs) helps ensure the correct rate of utilization is calculated for your program.
- ▶ The number of nights – as reflected in the information mentioned above – is totaled and compared to the number of units or contracted case management slots your program offers. Ensuring that TCP has accurate information about the number of individuals or families your program can serve at a given time is also essential for correctly assessing utilization rates.
- ▶ Accurately reporting exit dates when persons leave the program, for any reason, also impacts
- ▶ Providing information for the Weekly Occupancy Report (WOR) when units are offline or are vacant but unavailable – in addition to helping move the CAHP process forward, the WOR info can help improve your program performance on this metric

Length of Stay

Length of Stay is the total number of days that the persons are served in your program from their entry date up until their exit.

- ▶ Performance is assessed by determining the median number of days each HMIS designated head of household has been in the program. The information is broken down in the reports by whether the head of household (single person or family households) exited the program by the end of the Report Period (stayers vs. leavers).
- ▶ The system level target set by the federal government is that no person(s) should experience homelessness for longer than 180 days. Programs that have set time limits that are longer than 180 days (such as some transitional housing programs) may retain their program design but should adopt practices that lead to permanent exits as quickly as possible for the households served.
- ▶ For Emergency Shelter, Transitional Housing, and Rapid Rehousing, SHORTER median lengths of stay are an indication of better performance on this metric. For PSH programs, LONGER median lengths of stay are indicators of better performance.

Length of Stay

- ▶ Similar to Utilization Rate, to calculate Length of Stay, TCP uses HMIS documentation on program entry and exit dates for program participants.
 - TCP also uses Housing Move-In Date – the date the household begins to physically occupy their housing -- for programs where the case management relationship is formed on a date that differs from the date an individual or family moves in.
- ▶ Length of Stay calculations for housing programs exclude persons who are matched (by CAHP) to a program but who never move into housing associated with the case management slot.
- ▶ Ensuring that your Length of Stay is accurately reported relies on entering and exiting persons in HMIS in a timely manner and using correct entry, move-in, and exit dates.

Exits to Permanent Destinations

Exits to Permanent Destinations is the rate at which persons exiting the program during the report period (“leavers”) exited to permanent destinations.

- ▶ Permanent destinations include subsidized resources like PSH and rapid rehousing as well as exits to unsubsidized housing, permanent family/friend reunifications, or other non-CoC living situations.
- ▶ Performance is assessed by reviewing exit data from leavers to determine the number of leavers who exited to permanent destinations. The source data includes the Data Completeness score from Section 6c of the FY2024 CoC APR.
- ▶ The system-level target is that 80% of leavers should be exiting the program to some kind of permanent destination. The HIGHER your Provider Performance percentage for Exits to Permanent Destinations, the better your program is performing on this metric.
- ▶ While not all programs (PSH or TAH in particular) may regularly have leavers, it is important to understand how many of the leavers are going to permanent housing.

Exits to Permanent Destinations

- ▶ **Permanent destination options in HMIS are:**
 - Owned by client, no ongoing housing subsidy
 - Owned by client, with ongoing housing subsidy (such as PSH)
 - Permanent housing (other than RRH) for formerly homeless persons
 - Rental by client, no ongoing housing subsidy
 - Rental by client, with RRH or equivalent subsidy
 - Rental by client, with VASH housing subsidy
 - Rental by client, with GPD TIP housing subsidy
 - Rental by client, with other ongoing housing subsidy
 - Staying or living with family, permanent tenure
 - Staying or living with friends, permanent tenure

- ▶ Beginning in FY24, options for documenting more specifics about subsidized housing options became available in HMIS.
 - Not having that information does NOT mean that staff should enter “don’t know” or “data not collected” for the destination in HMIS if the type of destination is known but the specifics about the housing, location, funding stream is not known.

Client Profile - ServicePoint

The Community Partnersh

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https://washdc.servicept.com/com.bowmansystems.sp5.core.ServicePoint/index.html#loadClient;clientId=1



Connecting Your Community.



The Community Partnership
District of Columbia Homeless Prevention
May 15, 2016



ClientPoint > Client Profile

Last Viewed

Favorites

Home

ClientPoint

ResourcePoint

ShelterPoint

SkatPoint

Reports

Admin

Logout

Edit Exit Data - (1) Client, Example

Exit Date *

05 / 10 / 2016    2 : 55 : 27 PM

Reason for Leaving

Completed program

If "Other", Specify

Destination *

Rental by client, with other ongoing housing subsidy (HUD)

If "Other", Specify

Notes

FRSP, 1651 Harvard Street NW

Save & Continue

Cancel

Patricia Handy Place for

Housing Stability (PSH programs only)

Housing Stability is the rate at which households in PSH did not exit following their housing placement (“stayers”).

- ▶ Following HUD guidelines on assessing Housing Stability, this rate is calculated by looking at the households that did not exit and dividing that number by the total number of households served for the report period.
- ▶ The system level target is that 85% of program entries will have retained their housing for at least 6-12 months and 80% will have retained their housing for at 13-24 months, The **HIGHER** your Provider Performance percentage for Housing Stability, the better your program.
- ▶ This metric also relies on the continued timely documentation of program entries, exits, and Housing Move-In data for all program participants.
 - The documentation data will also ensure that CAHP matches are not erroneously made to programs that do not have program slots available.

Returns to Homelessness

Returns to Homelessness is the rate at which the households that previously exited your program to permanent destinations have subsequently returned to homelessness (determined by finding a subsequent entry into outreach, shelter, or transitional housing programs).

- Following HUD guidelines on assessing Returns to Homelessness, this rate is determined by looking at households that exited your program two calendar years before the Report Period and looking at subsequent HMIS records to see if they returned to the CoC at any point after their exit.
- The system level target is that fewer than 20% of leavers will return to the CoC within two years after exit. The **LOWER** your Provider Performance percentage for Returns to Homelessness is, the better your program is performing on this metric.
- Similar to documenting exits to Permanent Destinations, to inform this measure it is important to thoroughly document program exits and destination information for persons as they leave programming.

Increases in Income

Increase in Income is the rate at which adult persons served during the report period have had a change to their income that occurred at any point while in your program.

- Provider performance is assessed separately for stayers and leavers as well as by income type. The PQI report includes information on the percentage of stayers who increased their income from any source, and leavers who increased their income from employment, benefits income, and any income source.
- For stayers, note that adult persons who do not have the appropriate interim review in HMIS to document their income will show as having no income in the system.
 - Please note: If HMIS is showing a lower percentage of increase in income than you know to be true, check to make sure that interim reviews are complete in HMIS for all adult persons who have been in your program for one year or more. TCP has also provided information on Income-related data completeness below to highlight where data quality may be impacting provider performance. Sections 6, 19a1 and 19a2 of FY2024 CoC APR.
- For PSH programs, the system level target is that: 15% of adults will increase their income from employment, and/or 20% will increase their total (“any”) income. The HIGHER your Provider Performance percentage for Increase in Income, the better your program is performing on this metric.

js://washdc.servicept.com/com.bowmansystems.sp5.core.ServicePoint/index.html#loadClient;clientId=1

Total Monthly Income

2500

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Show All Monthly Income Records

Monthly Income

	Provider	Date Effective	Source of Income	Monthly Amount	Start Date	End Date
	HPRP - Community of Hope (Agency) (928)	03/24/2016 10:38:25 AM	TANF (HUD)	US\$800.00	03/24/2016	
	Department of Human Services (DHS)(Agency) (1558)	06/01/2015 10:48:37 AM	Earned Income (HUD)	US\$600.00	06/01/2015	
	HOPWA - Example Training Provider (1340)	01/01/2015 2:18:34 PM	VA Service Connected Disability Compensation (HUD)		01/01/2015	
	HOPWA - Example Training Provider (1340)	01/01/2015 2:18:34 PM	Other (HUD)		01/01/2015	
	HOPWA - Example Training Provider (1340)	01/01/2015 2:18:34 PM	Unemployment Insurance (HUD)		01/01/2015	
	HOPWA - Example Training Provider (1340)	01/01/2015 2:18:34 PM	SSI (HUD)		01/01/2015	
	HOPWA - Example Training Provider (1340)	01/01/2015 2:18:34 PM	Pension or Retirement Income (HUD)		01/01/2015	

Add Recordset

Monthly Income

Receiving Income Source?

-Select-

G

Source of Income

-Select-

G

If Other, Please Specify

G

Monthly Amount

G

Start Date *

05 / 15 / 2016

G

End Date

G

Save

Cancel

HUD verification

End Date

06/08/2014

Reminders

- ▶ When pulling data for PQIs, TCP pulls the data “as is.”
 - It is each agency’s responsibility to monitor and update their data so that it is as thorough and accurate as possible.
 - It is important to look at both completeness of records (few missing values or “don’t know”/“other” responses) as well as congruity of information (facts in the data are aligned).
- ▶ The PQI Reports are not meant to be punitive.
 - PQI reports can alert you to a problem with your data that simply needs to be corrected OR to issues at the program level that require a larger-scale business process fix.
 - Please contact TCP directly with questions about your PQI reports or for technical assistance with HMIS.

Questions:

PQI process or reports:

- ▶ Tom Fredericksen, tfredericksen@community-partnership.org

For HMIS technical assistance or info on HMIS training, contact TCP's HMIS Help Desk at: hmis@community-partnership.org