



2016 Spring Conference
 Los Angeles, CA
 April 13-14, 2016


Moving into a System Based Approach for your HMIS Implementation
 Natalie Matthews, Abt Associates
 Mike Lindsay, ICF International



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Purpose of the Session

- As CoCs begin to report the system-level performance measures, they must work closely with their HMIS Lead Agency to develop sound local reporting and governance processes
- This session will review emerging best practices in these areas

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Welcome and Introduction

- Natalie Matthews, Abt Associates
- Mike Lindsay, ICF International

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What is a Systems Based Approach?

- Movement from looking at the performance of each project (e.g. APR), to the performance of full system
- Identify gaps in and improvements needed to reach goals

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Project Based Approach

Systems Based Approach

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Roadmap to Preparing your System

- Phase 1: Determining your Baseline
- Phase 2: Goals and Governance
- Phase 3: Data, data, data!

*Recommended phases, not requirements!

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Learning Objectives

- Identify strategies for designing and implementing dashboard, diagnostic and data quality reports
- Explore how best to improve collaboration between the HMIS Lead and CoC Governance, to develop and improve the system

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How do you define your homeless system?

- CoC Program funded projects (TH, PH, SO, etc.)
- ESG Program funded projects (HP, ES, RRH, etc.)
- State Funded (HP, PSH, etc.)
- Private Funded (flexible funds, etc.)
- Faith Based Organizations
- Street Outreach
- Federal partners

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How do you measure performance of your homeless system?

Project Based Approach

- Annual Performance Report Review
- Monthly Performance Report Review
- CoC NOFA Application
- CAPER Review

Systems Based Approach

- System goals and benchmarks
- CoC review of system-level performance data
- Data and performance driven review and ranking process

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System Performance Measures in Context

The number of people experiencing homelessness goes down

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System Performance Measures in Context

RARE

NON-RECURRING

Homelessness is...

BRIEF

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HUD System Performance Measures

- Length of time persons remain homeless
- The extent to which persons who exit to PH return to homelessness
- Number of homeless persons
- Jobs and income growth (CoC Program-funded projects only)
- Number of first time homeless
- Homelessness prevention and housing placement (Category 3 only)
- Successful housing placement

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How can system-performance measure data be used?

- Enable communities to evaluate and improve system performance
- May reveal significant information about how projects are functioning
- Provides the background and data for system redesign
- Provide the baseline by which future strategies are measured against

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Phase 1: Determining your Baseline

- HUD's Expectations
 - 10/1/2012 is the "look back" date for SPM benchmarks
 - All performance is measured through your HMIS, as well as PIT data for Measure 3
- Baseline Considerations
 - HMIS Coverage Rates
 - HMIS Data Quality Rates
 - HMIS Vendor Functionality

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HUD System Performance Measures

The diagram features a large blue arrow pointing to the right. Three blue circles are placed along the arrow's path. The first circle is at the start, the second is in the middle, and the third is at the tip. Text boxes are positioned around these circles to provide context for each point in time.

October 1, 2012: "Look back" date for measures

January 1, 2016: HMIS vendors should have programmed HUD system-level Performance Measures

Some time after January, 2016: HUD launches reporting on system measures

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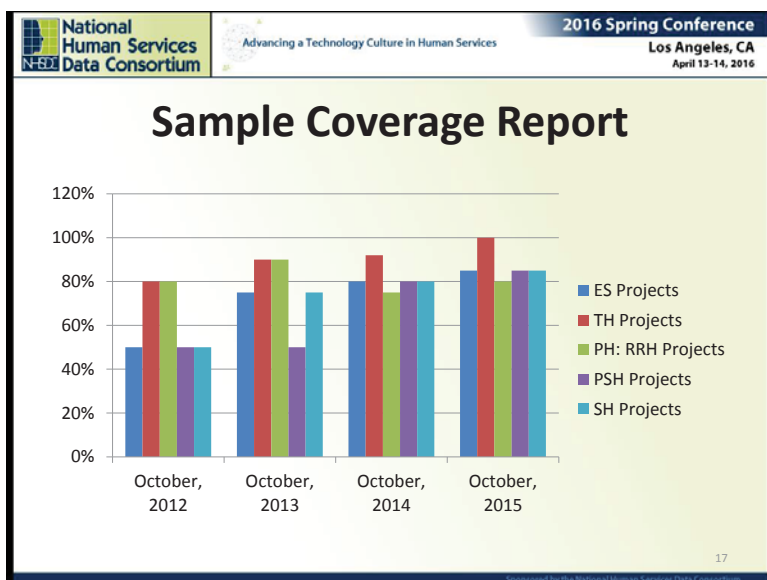
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HMIS Coverage Rates

- Historic and current HMIS coverage rates will impact your SPM
- Changes in coverage rates from year to year will impact your SPM

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- ## Data Quality Report Tips
- Ensure that your data quality reports are looking at the elements which are key to the system level performance measures
 - Have a data quality plan in place (CoC review and approval of plan)
 - **Don't wait** until it is time to report on the measures to have a data quality reporting and review process in place
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- ## HMIS Data Quality Rates
- HMIS data accuracy, completeness and timeliness will impact your System Performance Measures
 - Keys to success:
 - Consistent reporting on data quality
 - Training and communications to users and agency leaders about what the expectations are for data quality
 - Ensure that your CoC has worked towards "cleaning up" HMIS data, to at least the look back date for the measures (10/1/2012)
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- ## HMIS Vendor Functionality
- Can your HMIS software generate the HUD SPM Reports? ***HUD expectation was by January, 2016**
 - Distribute SPM reports to your CoC
 - Review data/outcomes with your CoC
 - Review data/outcomes with agencies
 - Evaluate results
 - Identify next steps/strategies
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Phase 1 Output

- Diagnostic Review of Measurement Data
 1. Review the HUD System PM “white board” videos on each measure
 2. Run your System PM report from HMIS
 3. Review results with the CoC/system leaders
 4. Identify what inputs are affecting data
 - Coverage rates
 - Data quality poor for key elements
 - Programming issues in HMIS
 - Lack of understanding about meaning of measures

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Diagnostic Review of Data

System-Level PM	Project Universe	Potential Data Issues
Measure 3: Number of Homeless Persons (3.1 w/PIT data; 3.2 w/HMIS data)	3.2- ES, SH and TH	<ol style="list-style-type: none"> 1. Missing entry/exit dates (or bed tracking information) 2. Low coverage rate 3. Missing or incorrect project type data
Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	CoC Program-funded projects	<ol style="list-style-type: none"> 1. Missing entry/exit dates (or bed tracking information) 2. Missing or incorrect project type data 3. Date of birth 4. Income and income source data

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Diagnostic Review of Data

System-Level PM	Project Universe	Potential Data Issues
Measure 1: Length of Time Persons Remain Homeless	ES, SH, and TH projects	<ol style="list-style-type: none"> 1. Missing entry/exit dates (or bed tracking information) 2. Missing Residential Move-in Date (4.17) 3. Missing LOT Homeless data (3.17)
Measure 2a and 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 months (and 24 months in a separate calculation)	SO, ES, TH, SH and PH	<ol style="list-style-type: none"> 1. Missing destination data 2. Low coverage rates 3. Missing entry/exit dates (or bed tracking information)

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Diagnostic Review of Data

System-Level PM	Project Universe	Potential Data Issues
Measure 5: Number of Persons who Become Homeless for the First Time	ES, SH and TH projects	<ol style="list-style-type: none"> 1. Missing entry/exit dates (or bed tracking information) 2. Low coverage rate 3. Missing or incorrect project type data
Measure 6: Homeless Prevention and Housing Placement of Persons Defined by Category 3 of HUD’s Homeless Definition in CoC Program-funded Projects	CoC Program-funded projects	<ol style="list-style-type: none"> 1. Missing entry/exit dates (or bed tracking information) 2. Missing or incorrect project type data 3. Missing destination data 4. Missing housing status data

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Diagnostic Review of Data

System-Level PM	Project Universe	Potential Data Issues
Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing	SO, ES, SH and TH projects	<ol style="list-style-type: none"> 1. Missing entry/exit dates (or bed tracking information) 2. Low coverage rate 3. Missing or incorrect project type data 4. Missing destination data

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Phase 2: Goals and Governance

- How are indicators identified, approved and revised?
 - Are data sets other than HMIS needed?
 - How is success measured/evaluated?
 - How are roles and responsibilities for SPM defined?
 - Who is responsible and why?
 - Establishment of a committee structure to support decision making
 - Who has ultimate responsibility for defining measures?
 - How do you evaluate programs serving different sub-populations?
 - How is success enforced?

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Phase 2: Goals and Governance

- Defining the goals for measuring system performance requires collaboration between your HMIS Lead and CoC
 - Jointly define system goals
 - Define meaningful indicators to measure progress
 - Identify local measures beyond the HUD SPM
 - Meaningful collaboration with local/national initiatives

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Phase 2 Output – Roadmap to System Goals and Outcomes

- **Step 1** – Identify System Performance Measures with undesirable outcomes/results, through CoC review process
 - Example – Sample CoC has identified areas for improvement regarding:
 - Length of time persons remain homeless
 - Successful housing placement

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Phase 2 Output – Roadmap to System Goals and Outcomes

- **Step 2** – Identify project types to analyze
 - Emergency Housing (ES)
 - Transitional Housing (TH)
 - Safe Haven (SH)
 - Street Outreach (SO)
- **Step 3** – Identify outcomes to benchmark and measure
 - Length of Stay
 - Destination

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Phase 2 Output – Roadmap to System Goals and Outcomes

- **Step 5** – Develop reports for consistent CoC review
 - Identify strategies to decrease LOS
 - Identify strategies to increase PH placements and reduce cycle of homelessness
- **Step 6** – Publish results
 - Measure success of projects/strategies
 - Hold system accountable to results

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Phase 2 Output – Roadmap to System Goals and Outcomes

- **Step 4** – Measure and benchmark outcomes contributing to increases in length of homeless
 - ES – length of stay
 - TH – length of stay
 - ES– destination = ES/TH/other non-PH
 - TH – destination = ES/TH/other non-PH

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Phase 2 Output – Roadmap to System Goals and Outcomes

- **Step 7** – Identify long term solutions and strategies
 - Reallocation
 - Coordinated Entry assessment and referral realignment
 - Decrease barriers to PH

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Phase 3: Data, data, data!

- Keys to success
 1. Generate regular reports on indicators
 2. Consistent outcome communication protocol
 3. Use the data and demonstrate the success
 4. Explore the use of data visualization techniques to make reports dynamic and user friendly

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Phase 3: Data, data, data!

- Where to start? (cont'd)
 3. Use the data and demonstrate the success
 - a. **Releasing the data is just the start. Identify trends, describe what the data means. The HMIS Lead and CoC need to be able to tell the story of the data. Without this, others will fill in the blanks.**
 4. Explore the use of data visualization techniques to make reports dynamic and user friendly
 - a. **Emerging best practice, but NOT for everyone. Don't make this your first priority. Low tech solutions can work just fine for your community.**

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Phase 3: Data, data, data!

- Where to start?
 1. Generate regular reports on indicators
 - a. **Suggest quarterly reporting**
 - b. **Allow sufficient time to have data reviewed, cleaned, and updated before it is released**
 2. Consistent outcome communication protocol
 - a. **Release reports to all key stakeholders, and solicit feedback**
 - b. **Consider coming up with talking points or headlines on the data, to ensure that key messages are shared**

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Phase 3 Output: Local System-Level Reporting

Category	2012	2013	2014
# of first time homeless veterans	1000	700	300
# of first time homeless youth	150	100	100

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Summary

- Analyzing the data and describing the story of homelessness is a critical local capacity
 - How are indicators connected and reveal the full story?
 - What does your data tell you about local trends in homelessness?
- Data driven solutions and strategies are key to ensuring local success

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Wrap Up and Next Steps

- If you have a question about the measures, or require more assistance, please go to:

www.hudexchange.info

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Wrap Up and Next Steps

- What should CoCs be doing now?
 1. Review HUD guidance on system-level performance measures
 2. Watch the HUD videos on each measure and ensure that there is a common understanding of each measure
 3. RUN YOUR DATA!
 4. Clean up data, starting at least on October 1, 2012
 5. Make sure that you have the HUD system-level performance measures ready
 6. Work towards local measures and reporting

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