

Maintaining a Dynamic Housing Priority List

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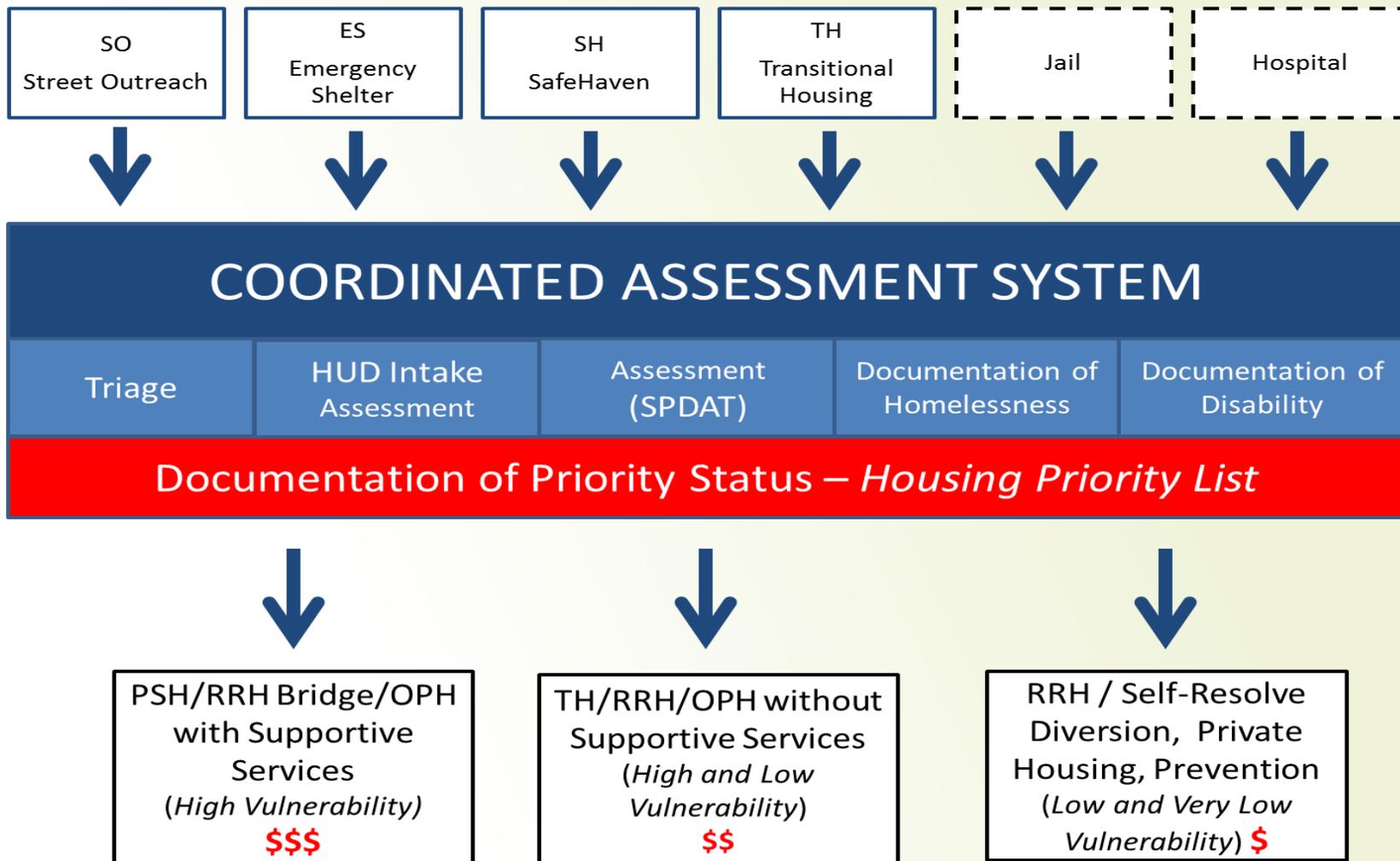
Metro Dallas Homeless Alliance
Dallas, TX CoC TX-600



Putting It All Together:
Uniting Data, Technology, and People



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Coordinated Assessment System Parts

- a) **Prioritization** of Clients (*HUD CPD Notices 14-012 and 16-11*)
- b) HMIS Based **Documentation** of Priority Status: Vulnerability Assessment, Documentation of Homelessness and Documentation of Disability
- c) Centralized **Housing Priority List** creation and maintenance
- d) Together providing a picture of Homeless Response **System Performance**



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CAS Prioritization Components

- a) **Prioritization** Guidelines based on our **DOPS** Matrix P1 through P12 and NP (*handout*)
- b) VISPDAT/SPDAT for **vulnerability** - integrated in HMIS and posted on client dashboard demographic
- c) HUD Definition of **Homelessness** and Recordkeeping requirements for length of stay in homelessness - uploaded in HMIS client record
- d) HUD **Disability** Recordkeeping requirements - uploaded in HMIS client record when applicable



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DOPS Matrix

- a) Approved by CoC Membership and Board
- b) Housing rates of persons P1-P4 a part of CoC local competition
- c) Client's "P" level is documented in HMIS as a demographic on dashboard
- d) Only CAS/HMIS Staff can assign the P level

Let's walk through the Matrix.....



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DOPS Request Process

1. Street outreach, day shelter, emergency shelter, Safehaven case managers are the DOPS requesters – *a category of a service request similar to an HMIS service request to track number, time, pending and completed requests.*
2. DOPS Coordinator (1.0 FTE CAS staff) evaluates documentation and prioritizes in HMIS and formal form/signature OR pending if documentation insufficient (HUD monitor proof) *Avg. time 1.6 business days 12-18 a day*
3. Deletes any inappropriate disability related info (HIPAA)
4. DOPS training is a part of new HMIS user training AND new case manager training



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Housing Priority List

1. Weekly Housing Priority List (HPL) published to all HMIS eligible users/viewers
2. Viewing the HPL requires HMIS security and privacy level clearance
3. Updates MUST be standard list management to assure the list reflects actual demand for housing
4. CoC and ESG agencies must use the CAS HPL for housing programs
5. CoC and ESG local competitions consider housing of prioritized persons
6. CoC PSH MUST house P1 - P4

Client ID	Date Completed	Update Date	Priority Status	Gender	Household Type	Veteran	In RRH bridge housing	Income	Referring Project
154571	3/9/2016	6/13/2016	P1	Female	Individual	Not Vet	Yes	0	Austin Street HCC
100996	3/23/2016	6/9/2016	P1	Male	Individual	Not Vet	Yes	733	City Square Homeless Outreach
139838	3/23/2016	6/9/2016	P1	Male	Individual	Not Vet	Yes	733	City Square Homeless Outreach
145525	3/28/2016	2/8/2017	P1	Female	Individual	Not Vet	No	0	Austin Street HCC
143741	3/30/2016	8/26/2016	P1	Male	Individual	Not Vet	Yes	0	Tent City
126694	4/4/2016	8/26/2016	P1	Male	Individual	Not Vet	Yes	0	Tent City
142542	4/8/2016	8/26/2016	P1	Female	Individual	Not Vet	Yes	0	Tent City
86341	4/8/2016	8/26/2016	P1	Male	Individual	Not Vet	Yes	0	Tent City
146895	4/18/2016	8/26/2016	P1	Male	Individual	Not Vet	Yes	0	Tent City
143819	4/21/2016	8/26/2016	P1	Male	Individual	Not Vet	Yes	0	Tent City
143619	5/3/2016	2/1/2017	P1	Male	Individual	Not Vet	No	0	Tent City
143598	5/19/2016	8/26/2016	P1	Male	Individual	Not Vet	Yes	0	Tent City
137707	5/19/2016	8/26/2016	P1	Male	Individual	Not Vet	Yes	0	Tent City
130386	6/3/2016	6/3/2016	P1	Female	Individual	Not Vet	Yes	0	City Square Homeless Outreach
115733	6/3/2016	6/13/2016	P1	Male	Individual	Not Vet	Yes	0	City Square Homeless Outreach
102702	6/9/2016	6/17/2016	P1	Male	Individual	Not Vet	Yes	0	City Square Homeless Outreach
147148	6/9/2016	6/28/2016	P1	Male	Individual	Not Vet	Yes	0	City Square Homeless Outreach
141478	6/10/2016	6/10/2016	P1	Female	Individual	Not Vet	Yes	753	City Square Homeless Outreach
138800	6/13/2016	6/13/2016	P1	Male	Individual	Not Vet	Yes	0	City Square Street Outreach
69815	6/14/2016	6/14/2016	P1	Male	Individual	Not Vet	Yes	732	Austin Street HCC
99575	6/20/2016	6/20/2016	P1	Female	Individual	Not Vet	Yes	0	City Square Street Outreach
144654	6/21/2016	6/21/2016	P1	Female	Individual	Not Vet	Yes	0	Austin Street HCC
62720	7/5/2016	7/5/2016	P1	Male	Individual	Not Vet	Yes	750	Austin Street HCC
85832	7/8/2016	7/8/2016	P1	Female	Individual	Not Vet	Yes	0	City Square Street Outreach
142111	7/8/2016	7/8/2016	P1	Female	Individual	Not Vet	Yes	733	City Square Street Outreach
141609	7/12/2016	7/12/2016	P1	Male	Individual	Not Vet	Yes	733	Austin Street HCC
81483	7/13/2016	7/13/2016	P1	Male	Individual	Not Vet	Yes	733	City Square Street Outreach



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Housing Priority List Maintenance

1. Re-VISPDAT only after 90 days *with cause and request new DOPS*
2. Over 90 days on HPL Updates (conducted weekly working with most recent weeks cut off initiated by CAS DOPS staff):
 - Are they still 'active' ? any service recorded in last 90 days?
 - If NO, deactivate. If reactivate with update DOPS
 - If YES, case manager of record updates Documentation of Homelessness and SPDAT if necessary, confirm priority
3. Updates less than 120 days:
Request DOPS through service request with reason (e.g. recent hospitalization/diagnosis, etc. or hit 1 year time line.)
4. 180 day + of TOTAL time on HPL conduct CoC Committee staffing of all chronic as a by-name list to staff what needs to be done to get them housed.



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FUSE MATRIX

Frequent Users System Enhancement Matrix

Priority Level	Jail	Hospital Emergency Department	APOWW / EMS
1	## Book-Ins per quarter	## Admissions per quarter	## Transports per quarter
2	# Book-Ins per quarter	# Admissions per quarter	# Transports per quarter
3	# Book-Ins per year	# Admissions per quarter	# Transports per Year

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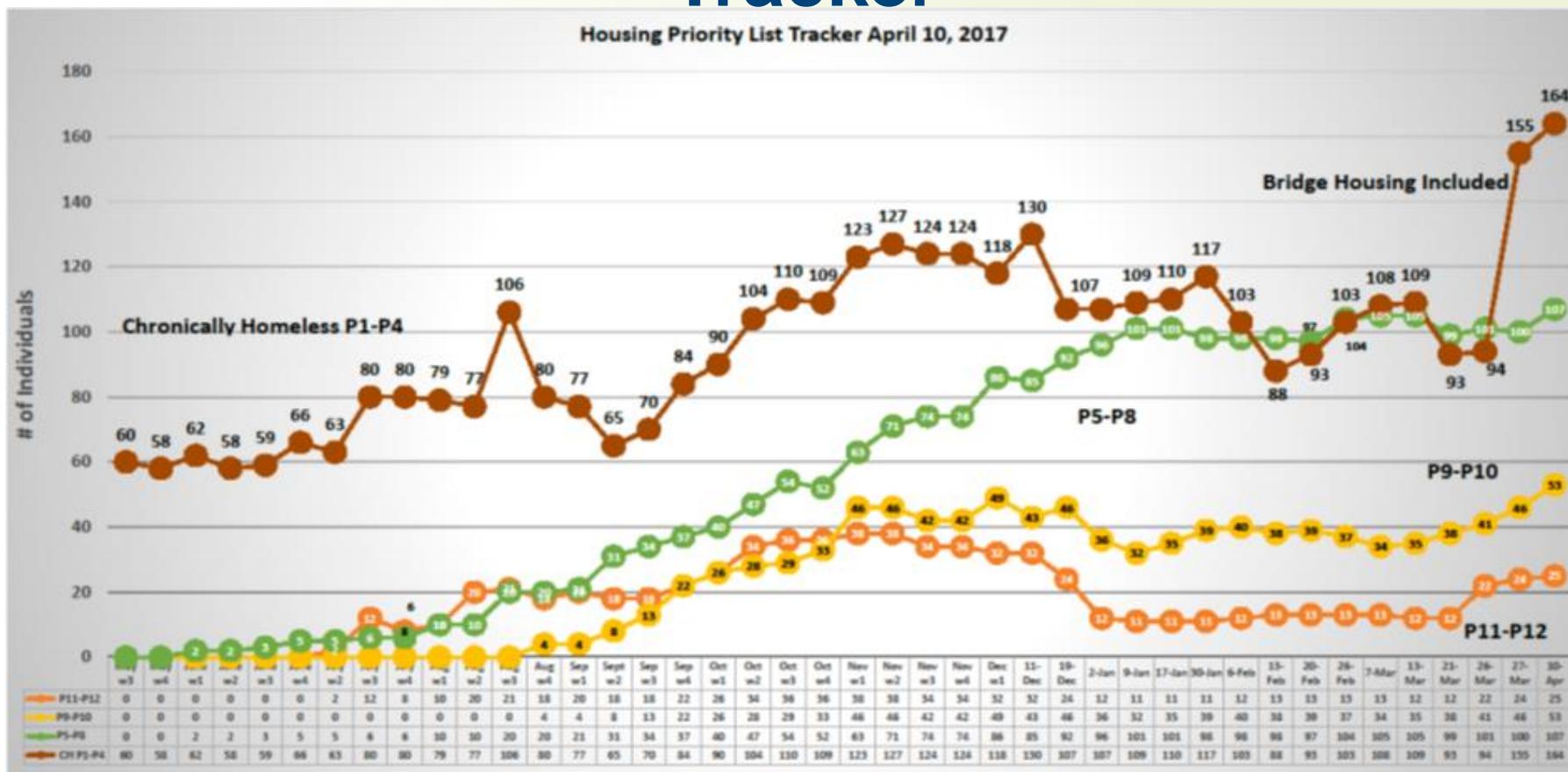
Housing Priority List Tracker

- a) HPL updated daily
- b) HPL Tracker published weekly
- c) Tracker depicts trends in housing patterns based on priority status (age, FUSE, veteran status)
- d) Provides picture of Homeless Response System performance



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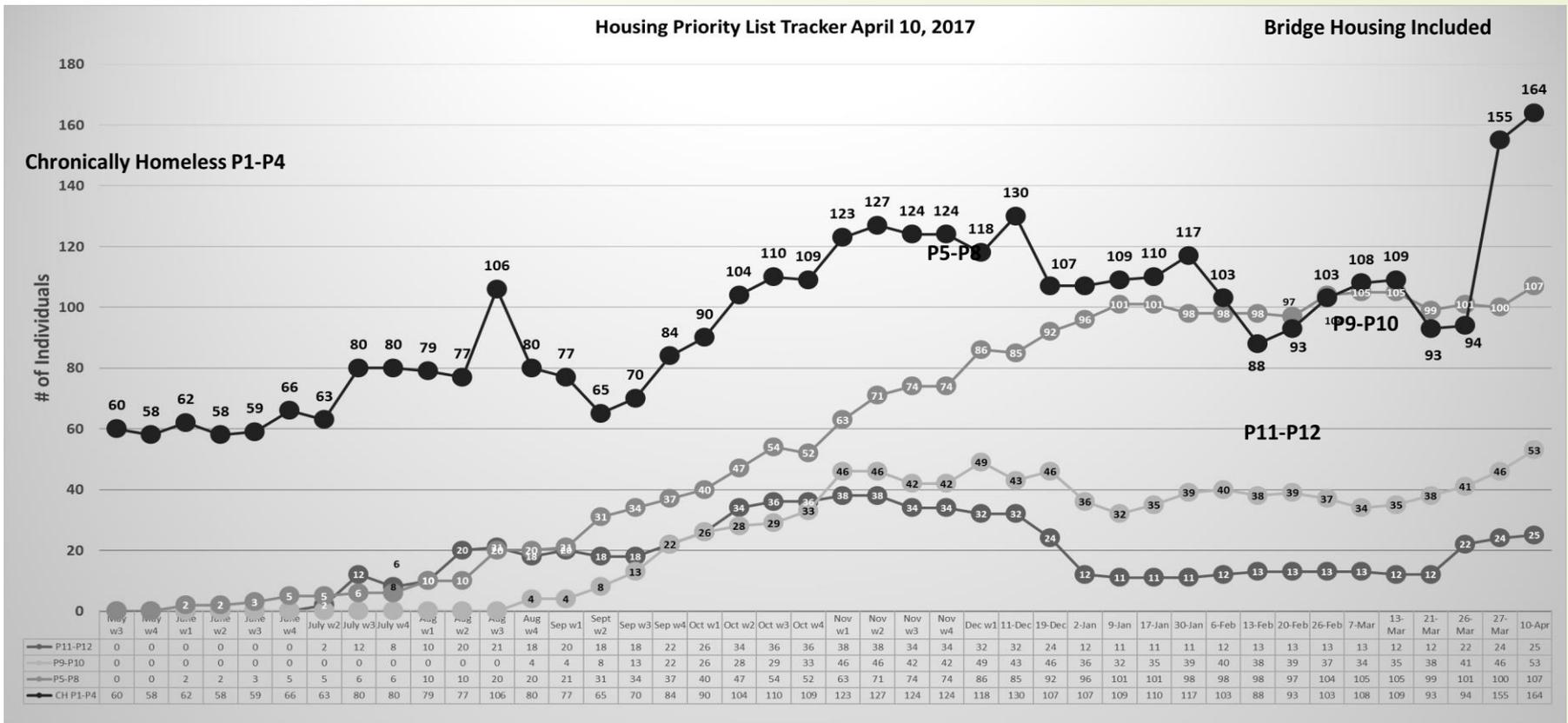
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Housing Priority List Tracker





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MDHA

Homelessness Response System Community Dashboard

- Quarterly Measures related to the demand for housing and available supply of housing
- Will compare Quarter to Quarter changes
- 10 basic measures
- Basic Message: What is the rate of homelessness and How well are we using our resources to end homelessness



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Community Dashboard Housing Need/Demand



Community Dashboard

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1. Overall demand for housing

- a) Total number of persons on the Housing Priority List on last day of each quarter
- b) Total number of persons permanently housed from the Housing Priority List
- c) Total number of new persons added to the Housing Priority List
- d) Total number of persons removed from the Housing Priority List with no known exit or death



Community Dashboard

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2. Progress ending chronic homelessness

- a) Total number of chronically homeless persons on the Housing Priority List on last day of each quarter
- b) Total number of chronically homeless persons permanently housed from the Housing Priority List
- c) Total number of new chronically homeless persons added to the Housing Priority List
- d) Total number of chronically homeless persons removed from the Housing Priority List with no known exit
- e) Total number of chronically homeless persons removed from the Housing Priority List due to death



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3. Progress ending veteran homelessness

- a) Total number of homeless veterans
- b) Total number of homeless veterans permanently housed
- c) Total number of new homeless veterans
- d) Total number of homeless veterans no longer in system of care with no known exit



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4. Progress ending unaccompanied youth homelessness

- a) Total number unaccompanied homeless youth aged or under during quarter
- b) Total number of transitional aged youth 18-24
- c) Total number of unaccompanied homeless youth under 18 permanently housed
- d) Total number of unaccompanied homeless youth 18-24 permanently housed



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5. Progress ending family homelessness

- a) Total number of homeless families with children
- b) Total number of homeless families with children permanently housed
- c) Total number of new homeless families with children
- d) Total number of families with children no longer in system of care with no known exit



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Community Dashboard Housing Supply



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6. Permanent Supportive Housing Occupancy

- a) Average occupancy rate of permanent supportive housing
- b) Average occupancy rate of Veterans VASH permanent supportive housing
- c) Positive exits from permanent supportive housing to a permanent housing destination
- d) Negative exits from permanent supportive housing to unknown destination or return to homelessness
 - 1. Don't Know/Refused or Missing Information within negative exits



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6. Permanent Supportive Housing Occupancy Cont.

- f) Average length of stay of persons leaving permanent supportive housing
- g) Total new permanent supportive housing beds/units added to the inventory
- h) Total permanent supportive housing beds/units removed from the inventory



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7. Rapid Rehousing Occupancy

- a) Number of Persons in RRH rapid rehousing
- b) Positive exits from rapid rehousing housing to a permanent housing destination
- c) Negative exits from rapid housing to unknown destination or return to homelessness
 - 1. Don't Know/Refused or Missing Information within negative exits
- d) Average length of stay of persons leaving RRH



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8. Transitional and SafeHaven Housing Occupancy

(HMIS participating programs only, no domestic violence programs)

- a) Average occupancy rate of transitional & safe haven housing
- b) Positive exits from transitional & safe haven to a permanent housing destination
- c) Negative exits from transitional & safe haven to unknown destination or return to homelessness
 - 1. Don't Know/Refused or Missing Information within negative exits
- d) Average length of stay of persons leaving TH & SH



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9. Emergency Shelter Occupancy

(HMIS participating programs only, no domestic violence programs)

- a) Average occupancy rate of emergency shelter beds
- b) Positive exits from emergency shelter to a permanent housing destination
- c) Negative exits (including no exit interview) from emergency shelter
 1. Don't Know/Refused or Missing Information within negative exits
- d) Average length of stay of persons leaving emergency shelter



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10. DHA Voucher Status for HCV Homeless Preference for Authorized Referral Agencies

- HMIS ARA Data
 - Number of HCV-HP Pre-Applications
 - Number of HCV-HP Vouchers Issues
 - Number of HCV-HP Ineligible
 - Number of HCV-HP Housed
 - Number of HCV-HP Expired/Withdrawn

**when new HMIS system is implemented.*



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Next Steps for CAS, HPL, and DOPS

- a) FUSE merges with CoC DOPS
- b) HPL a standard report in HMIS with capacity to:
 - Sort by Chronic
 - Sort by Veterans
 - Sort by seniors (CoC local goal)



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Questions?