Living with HMIS
How to Use Community Data to Drive Performance

The Report Acronyms

- Reports
  - PIT
    - Point In Time Count
  - APR
    - Annual Progress Report
  - SPM
    - System Performance Measures
  - LSA
    - Longitudinal System Analysis

The Reports

- How Often Can You Run Your Reports?
  - APR
    - As Often As Needed
  - SPM
    - As Often As Needed
  - LSA
    - A little trickier depending on your HMIS but, as often as needed

Topics

- PIT
  - Inventory Count
  - Person Count
  - Demographics Count

- APR
  - UDE's
  - Data quality and completeness
  - LSA and SPM impact
  - Monitor occupancy

- SPM Data Quality Metrics
  - Days Homeless
  - Returns to Homelessness
  - PIT Count Review
  - Income Growth
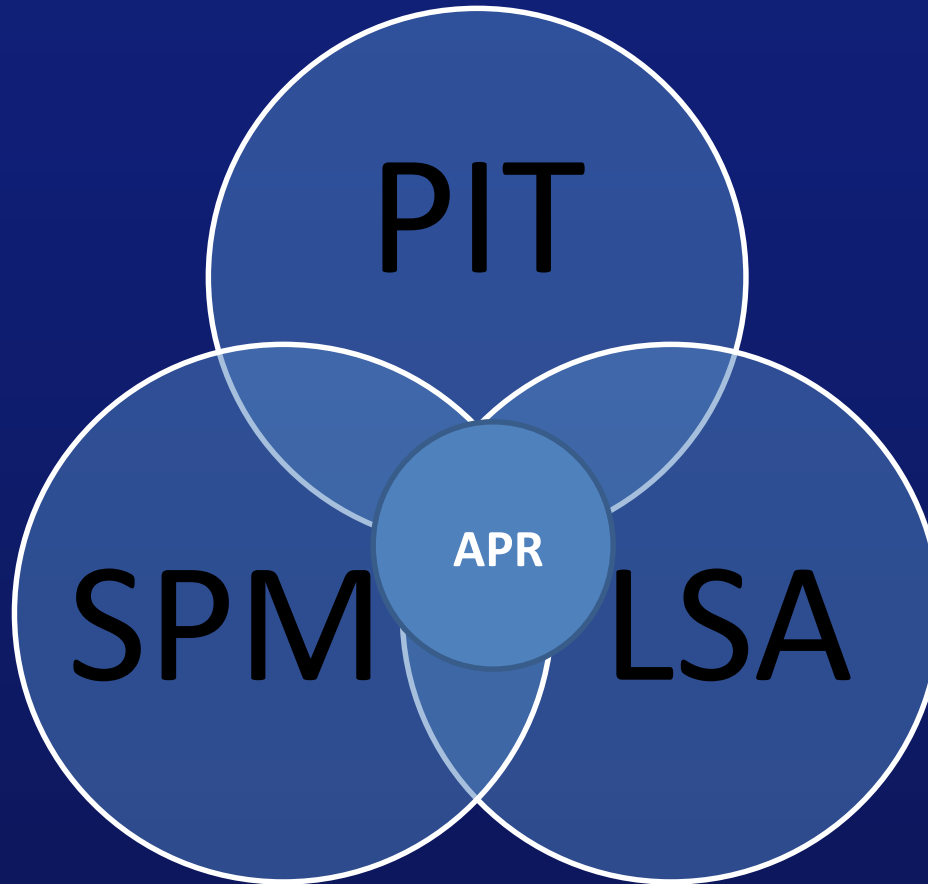 - First Time Homeless
  - Prevention and Outreach Performance

- LSA
  - Inventory Confirmation
  - Occupancy
  - Bed Coverage Rage
  - UDE Evaluation

Report Cycle

The PIT count lays the foundation by establishing the Housing Inventory and a glimpse of occupancy vs. need as well some demographics

LSA establishes the utilization and bed coverage and evaluates data completeness

PIT

SPM

APR

LSA

SPM evaluates how successful the community has been with addressing specific metrics

APR is the tool for the agency to maintain the data that feeds the community level reports

APR

Performance Factors on Your Agency APR (PSH,TH,RRH):

- Enrollment Begin/Enrollment End = LOS (useful with open system)
- Living Situation at Project Start
  - This is important to get right b/c it will show progress
  - If the client moved from a homeless situation to a housed situation
  - Important for SPM
- Income at Project Start/Annual/Exit
  - This is vital as well to show income progress
  - Is your project effective in helping client to increase income
  - Important for SPM

APR

Performance Factors on Your Agency APR (PSH,TH,RRH):

- Non-Cash and Health Insurance
  - Community - More performance based evidence
  - Agency – opportunities for improvement

- Exit Destination
  - Extremely important for Community and Agency
  - Measured on SPM
  - Used to track returns to shelter

APR – Emergency Shelter

Performance Factors on Your Agency APR – Emergency Shelter

- Chronic Homeless Status

- Veteran Status

- Disability Data

- Income/Non-Cash/Health Ins.

- Prior Residence – vital clues here

- Exit Destination – methods to capture

APR – Emergency Shelter

Performance Factors on Your Agency APR – Emergency Shelter

- Staff at the shelter need to understand how to take advantage of available housing based on the items from the previous slide.

- A robust Coordinated Assessment Network will help prioritize clients based on these criteria

- Prior residence must be evaluated – don't just click in the box - absorb the response – If prior residence is a non-homeless setting (TH, RRH, PSH other subsidized) there is an opportunity to find out how/why the person is no longer there

- Exit Destination – develop a plan to capture this data at entry and/or during each intervention while at the shelter – don't wait for the exit day b/c that may be the day the client doesn't return.

SPM Metric 1 - 3

- **Measure 1b –** This measure includes data from each client's Living Situation *(Living Situation - Approximate date homelessness started)* response as well as time spent in permanent housing projects between Project Start and Housing Move-In.
  - Project Types: ES, SH, TH, PSH
  - **Enrollment Start/Enrollment End – is there enrollment overlap between ES and PH for example**

- MEASURE 2a and 2b: The Extent to which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6, 12, and 24 months.
  - Project Type : SO, ES, TH, SH, PSH, HO, RRH
  - **User needs to understand the nuances of the exit destination options**

- MEASURE 3: Number of Homeless Persons
  - **Metric 3.1 –** Change in PIT counts of sheltered and unsheltered homeless persons
  - **Metric 3.2 –** Change in annual counts of sheltered homeless persons in HMIS
  - Project Types: ES, SH, TH

- MEASURE 4: Employment and Income Growth for Homeless Persons in CoC Program–funded Projects
  - **Metric 4.1 –** Change in earned income for adult system stayers during the reporting period
  - **Metric 4.2 –** Change in non-employment cash income for adult system stayers during reporting period
  - **Metric 4.3 –** Change in total income for adult system stayers during the reporting period
  - **Metric 4.4 –** Change in earned income for adult system leavers
  - **Metric 4.5 –** Change in non-employment cash income for adult system leavers
  - **Metric 4.6 –** Change in total income for adult system leavers
  - Project Types: TH,PSH,SH, HO, RRH

- MEASURE 5: Number of Persons who Become Homeless for the First Time
  - **Metric 5.1 –** Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS
  - **Metric 5.2 –** Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS
  - Project Types: ES, TH, PSH, SH, HO, RRH

SPM Metric 6-7

- ## Measure 6 Not Required
- MEASURE 6: Homeless Prevention and Housing Placement of Persons Defined by Category 3 of HUD's Homeless Definition in CoC Program-funded Projects
  - **Metrics 6a.1 and 6b.1** – Returns to ES, SH, TH, and PH projects after exits to permanent housing destinations within 6 and 12 months (and 24 months in a separate calculation)
  - **Metric 6c.1** – Change in exits to permanent housing destinations
  - **Metric 6c.2** – Change in exit to or retention of permanent housing
  - Project Types: ES, TH, PSH, SO, SH, HO, RRH

- MEASURE 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing
  - **Metric 7a.1** – Change in exits to permanent housing destinations
  - **Metric 7b.1** – Change in exits to permanent housing destinations
  - **Metric 7b.2** – Change in exit to or retention of permanent housing
  - Project Types: ES, TH, PH, SO, SH, HO, RRH

LSA

- Bed Inventory
- Unit Inventory
- Occupancy
- Bed Coverage Rate
- UDE completeness
  - Gender
  - Age
  - Race
  - Ethnicity
  - Veteran Status
  - Chronic Homeless Determination
  - DV
  - Prior Living
  - Exit Destination

PIT Inventory

- The Housing Inventory for PIT and LSA should be maintained throughout the year

- Have a plan to make sure changes to projects in HMIS and new projects to HMIS are displaying correctly on your HMIS HIC in real time

- Don't wait until PIT to evaluate your inventory

- Make sure the HMIS name and the HIC name either match or that you have some type of mapping in place to keep track or your project names.

- Agencies should be using HMIS to monitor occupancy throughout the year as well.

Know Your Thresholds

- Each agency should have a grasp of their thresholds or bench marks for success
  - How many chronic beds?
  - What is the occupancy/capacity requirement?
  - Positive Exits?
  - Income Increase/Maintain?

- Each agency should know how their performance will impact the community data
  - SPM/LSA

- Each agency should be able to determine the 'health' of their data and anticipate where they may fall short

Identify Opportunities

- The data will help identify opportunities at all levels

- Use it to identify opportunities for clients being served by your agency and community

- Use it to better understand need but also identify success.

SPM Examples

Metric 1a - Length of Time Persons Remain Homeless

	Current FY Universe	Current FY Average LOT Homeless	Current FY Median LOT Homeless
Persons in ES and SH	1442	95	67
Persons in ES, SH, and TH	1800	130	84

These elements demonstrate the Universe of Clients for Diagnostic Purposes Only. The actual days homeless are aggregated per client across all applicable system enrollments using complex HUD-defined algorithms. These lines should not be interpreted to mean that the specific Enrollment shown to the right of the client actually is the source all of the homeless days in the system. These elements are here to help you identify the clients being counted in this Measure and the Enrollment(s) that qualified them for reporting.

Additionally, the elements represented below are current only to the last time the HUD Data Warehouse and Performance Measures Report was regenerated in your system - it is entirely possible that live-elemtents have changed on the client, causing the WareHouse record to be out-of-sync with Real-Time Data

Client ID	First Name	Last Name	Days Homeless	Universe (Filter On This in Excel)	Project Type	Program Name	Enrollment ID
			264	ES,SH	Emergency Shelter (ES)		341386
			264	ES,SH, and TH	Emergency Shelter (ES)		341386
			252	ES,SH	Emergency Shelter (ES)		345060
			252	ES,SH, and TH	Emergency Shelter (ES)		345060
			282	ES,SH	Emergency Shelter (ES)		341386
			282	ES,SH, and TH	Emergency Shelter (ES)		341386

Data Congruence

- HUD Assessments:
  - Disabled and Disability Types
  - Health Insurance and Health Insurance Types
  - Non-Cash and Non-Cash Types
  - Income and Income Types

- Depending on the database will depend on what congruence errors can occur.

How To Get Started?

- Agency Level
  - Regular review and action of APR
  - Regular review of Shelter data

- Community Level
  - SPM – regular review and discussion at CoC
  - LSA – regular review and discussion at CoC
  - PIT – Maintain the HIC throughout the Year

- You may need to assign committees to these tasks