HUD System Performance Measures: Guidance to Check SPM Data and Have Confidence in Numbers

July 7, 2016

Welcome and Introductions

- Presenters:
  - Julia Brown, Abt Associates
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- Resource Advisors:
  - Abbilyn Miller, HUD
  - Natalie Matthews, Abt Associates

Webinar Logistics

- Due to the high volume of participants, phone lines are muted

- Throughout the webinar, you will be able to type in a question to the Resource Advisors

- Webinar will last approximately 60 minutes

- We will offer time at the end for Q&A

Learning Objectives

- Understand the roles and responsibilities of the CoC Lead and Board, HMIS Lead and individual projects with regard to System Performance Measures

- Learn strategies to check data for individual measures

- Learn latest guidance and FAQs about System Performance Measures

BACKGROUND: SYSTEM PERFORMANCE MEASURES

HUD System Performance Measures

1. Length of Time Homeless
2. Returns to Homelessness
3. Number of Homeless Persons
4. Employment and Income Growth **(CoC Program-funded Projects only)**
5. Persons who Become Homeless for the First Time
6. Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition **(CoC Program-funded Projects only) NOT REPORTED IN 2016**

7a. Successful Placement from Street Outreach

7b. Successful Placement in or Retention of Permanent Housing

System Performance Measure Basics

- **CoCs *(not projects)* will submit their system performance report data via the Homelessness Data Exchange (HDX) by August 1, 2016.**

  Submission information available at:
  https://www.hudexchange.info/resource/5054/system-performance-measures-data-submission-guidance/

- CoCs that are unable to generate System Performance Measure reports because of programming issues should report problems to HUD through the Ask A Question section on HUD Exchange – select HMIS in Step 2

- CoCs will be required to submit a report of the System Performance Measures from HDX, as part of their FY2016 CoC Program Application.

- **FY15 is the first year to report System Performance Measures – focus is on generating the reports, submitting them in HDX**

System Performance Measure Basics, con't.

- **Report Applicability:**
  - Each CoC is required to submit performance data for the <u>entire system</u> (all applicable projects participating in HMIS)
    - Not limited to HUD-funded homeless assistance projects

Homeless Crisis Response System
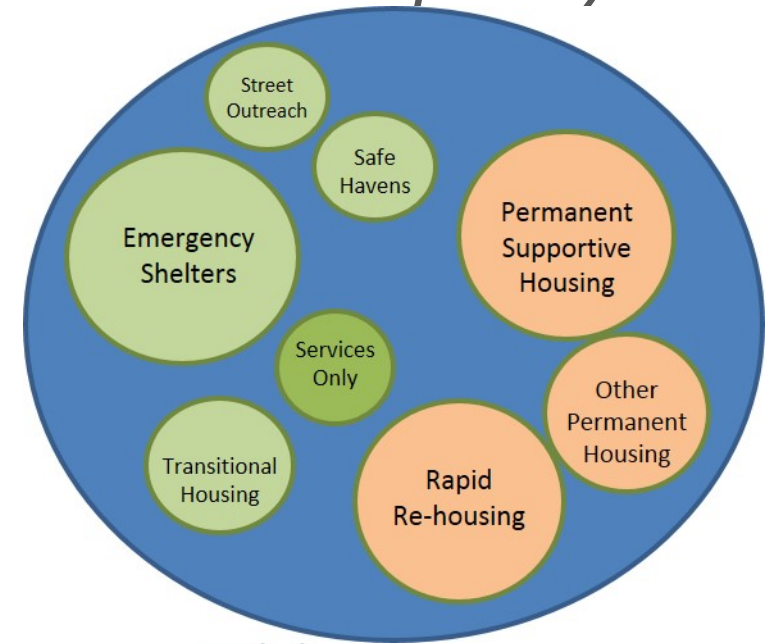
- ✓ *Number who are homeless*
- ✓ *Length of time homeless*
- ✓ *Successful placement from street outreach*
- ✓ *Successful placement in, retention of PH*
- ✓ *Returns to homelessness*
- ✓ *Number newly homeless*
- ✓ *Employment/income growth (CoC Program projects)*

System Performance Measure Basics, con't.

- **Project Type Applicability:**
  - HUD has specified which project type each measure applies to
  - Each measure looks at entire system of <u>relevant</u> projects in the CoC's HMIS for that measure
    - All measures (except PIT data in Measure 3.1) are limited to projects participating in HMIS
    - Measure 4 (employment and income growth) only applies to CoC Program funded projects

System Performance Measure Basics, con't.

- **Client Applicability:**
  - All persons or adults only
  - *System* Leavers, *System* Stayers

- **Reporting Periods:**
  - All data, except for the PIT, reported based on the federal fiscal year (October 1 through September 30)
  - First report is for FY15 (October 1, 2014 through September 30, 2015)
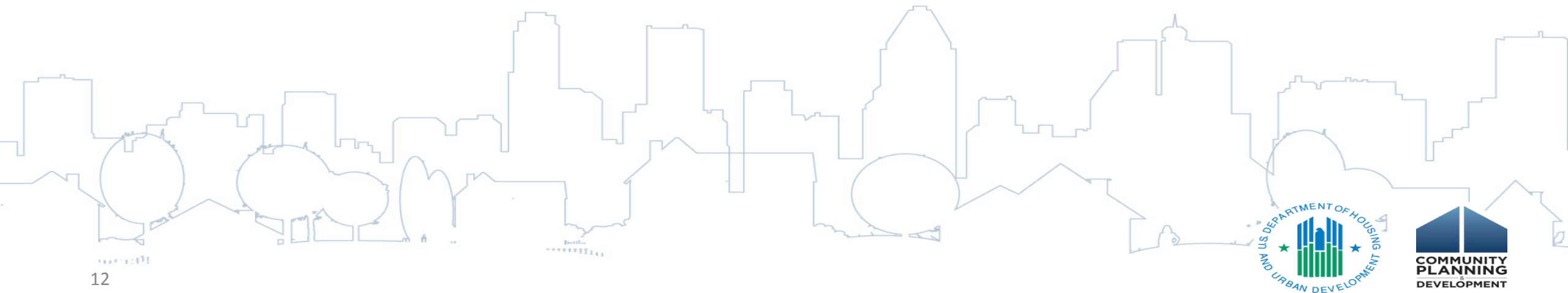 - CoCs will not be required to "look back" to any HMIS data prior to October 1, 2012

System Performance Measures Guidance & Resources

HUD System Performance Measures page on the HUD Exchange:
https://www.hudexchange.info/coc/guides/system-performance-measures
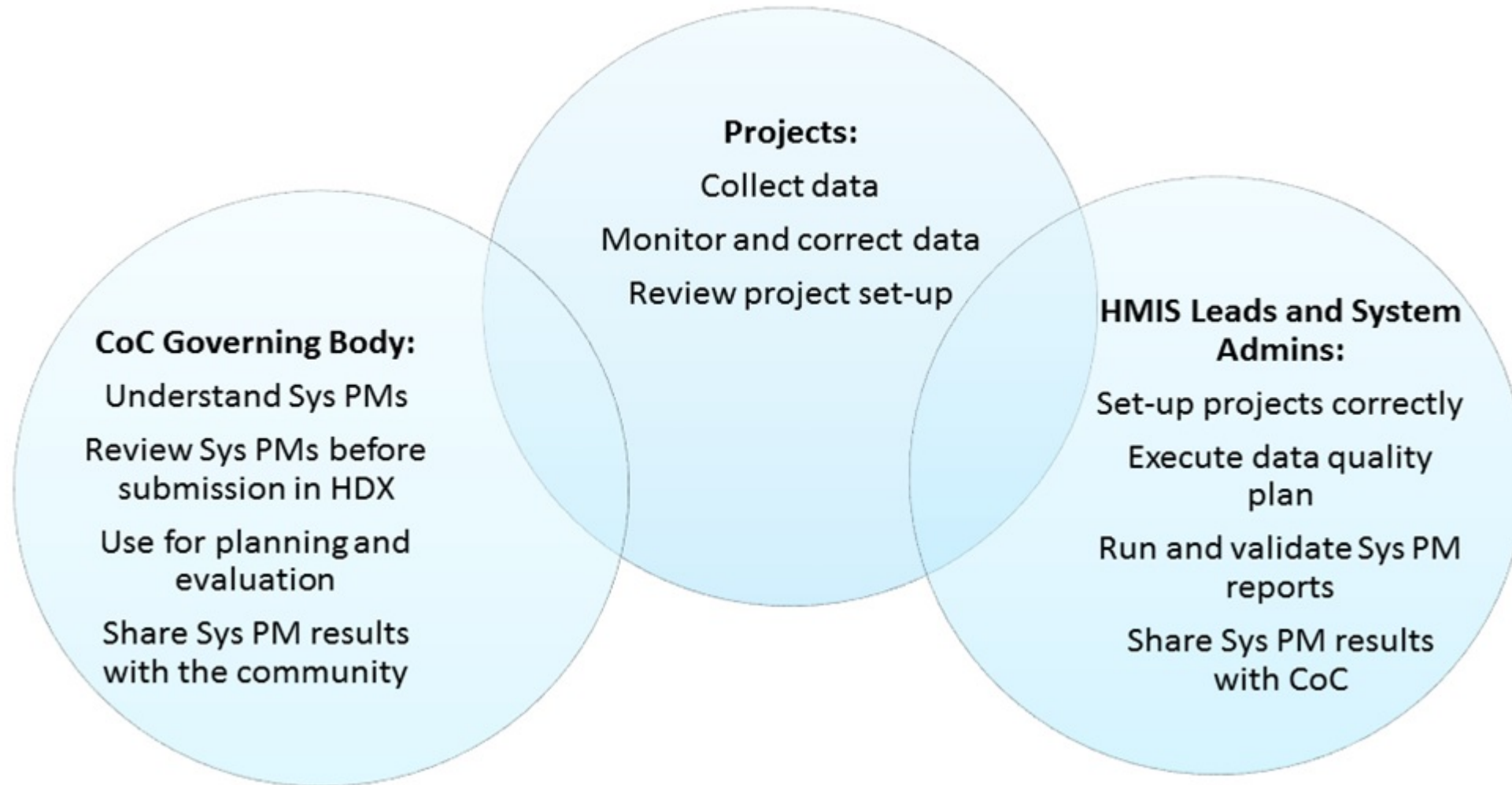
- *System Performance Measures Introductory Guide*
  - Overview and explanation of each measure

- *System Performance Measures in Context*
  - High level summary for CoC stakeholders

- System Performance Measures Videos
  - White board graphics that visually explain each measure

- System Performance Measures Tools
  - *System Performance Measures HMIS Programming Specifications*
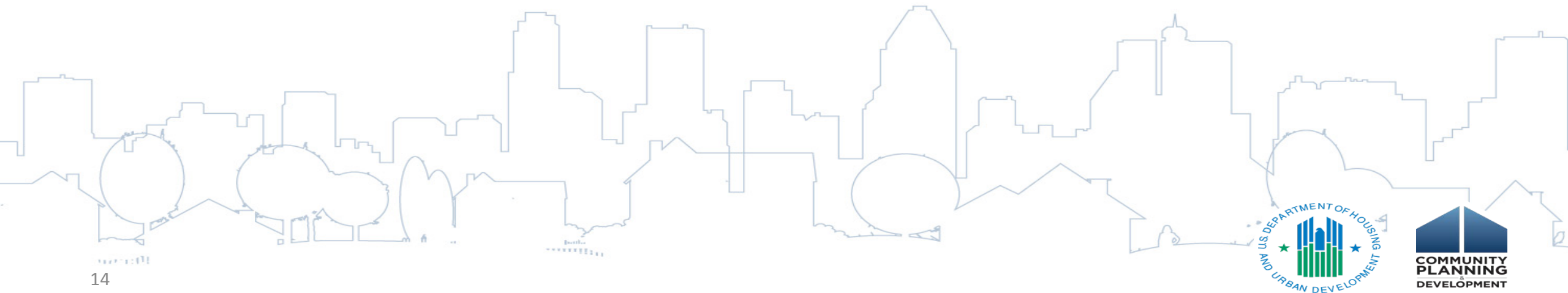 - *System Performance Measures Table Shells*

ROLES AND RESPONSIBILITIES IN PREPARING SYSTEM PERFORMANCE MEASURE DATA

Everyone Has a Role

Projects:

Collect data

Monitor and correct data

Review project set-up

CoC Governing Body:

Understand Sys PMs

Review Sys PMs before submission in HDX

Use for planning and evaluation

Share Sys PM results with the community

HMIS Leads and System Admins:

Set-up projects correctly

Execute data quality plan

Run and validate Sys PM reports

Share Sys PM results with CoC

CHECKING SYSTEM PERFORMANCE MEASURE DATA

Data Elements Used in Reports

HMIS Data Elements Applicability by Measure

(assess each for data quality for the appropriate time period to build the report)

Data Element #	Data Element Name	Measure					
		1	2	3	4	5	7
2.4.2	Project Type	X	X	X	X	X	X
2.5	Method for Tracking Emergency Shelter Utilization	X					
2.6	Federal Partner Funding Source(s)				X		
3.3	Date of Birth				X		
3.10	Project Entry Date	X	X	X	X	X	X
3.11	Project Exit Date	X	X	X	X	X	X
3.12	Destination		X				X
4.2	Income and Sources				X		
4.17	Residential Move-in Date	X					

General Troubleshooting Guidance

- Run project-level reports (APR, CAPER, data quality) to look at length of participation to identify projects that are potentially impacting the System Performance Measure reports

  - Review data entry timeliness and completeness for each project

- CoC and HMIS Lead should work together to identify and resolve any potential data quality issues related to:

  1. Project set up

  2. Client de-duplication across the system

  3. Client project enrollment data (entry/exit dates, destination, residential move-in date)

Project Set Up

- HMIS leads should review project set up in HMIS with project representatives to ensure that:
  - Projects are assigned to the correct project type
  - Projects have all federal funding sources entered with a grant start date
  - Emergency shelter projects have the correct method for tracking emergency shelter utilization (entry/exit or night-by-night) selected
- HUD's project set-up tool can help with this review:

  https://www.hudexchange.info/resource/4898/hmis-project-set-up-tool/

De-duplication Processes

- De-duplicate clients across the full system
  - HMIS System Administrator should be able to look across the full system in HMIS and spot any duplicate client records
- CoC should have a process in place with the HMIS System Administrator that documents how duplicates are handled
  - This process should be followed throughout the year, as addressing duplicate clients can be very time consuming, depending on your HMIS implementation set up and software
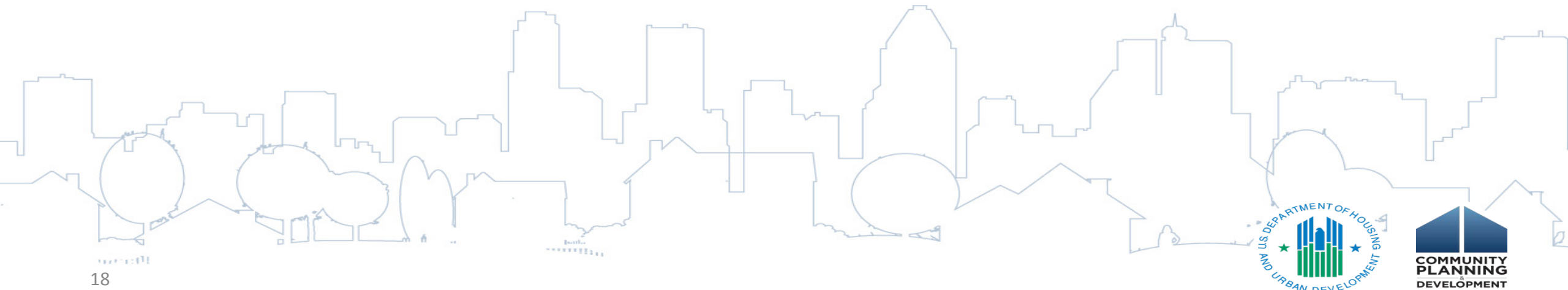
Client Project Enrollment Data

- HMIS Lead should work with projects to review entry and exit information, including destination at exit and residential move-in dates, to ensure accuracy – check against paper records if necessary

- Review number of clients in each project as of last day of FY15 against number of units or beds in project – if more than project inventory, have provider examine records and exit clients who are no longer in project

- Make sure closed projects are also closed in HMIS and all clients have exited

Number of Homeless Persons [Measure 3.2]

ALL HMIS Participating:
- ✓ Emergency Shelters
- ✓ Safe Havens
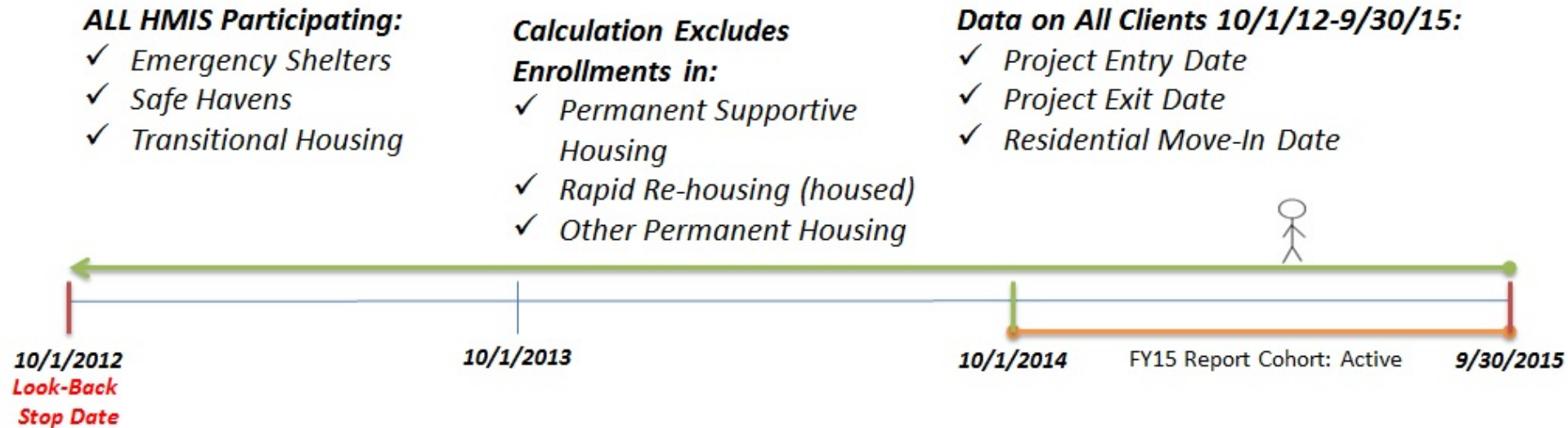- ✓ Transitional Housing

Data on All Clients 10/1/14-9/30/15:
- ✓ Project Entry Date
- ✓ Project Exit Date

10/1/2012
Look-Back Stop Date

10/1/2013

10/1/2014   FY15 Report Cohort: Active   9/30/2015

- Examines change in annual counts of sheltered persons in HMIS – good place to start since universe includes most clients reported in System Performance Measures.

- Check against AHAR, master lists and other counts of homeless people. Review whether total sheltered numbers are consistent.

- Check open entries to ensure clients were in program during System Performance Measures report timeframe.
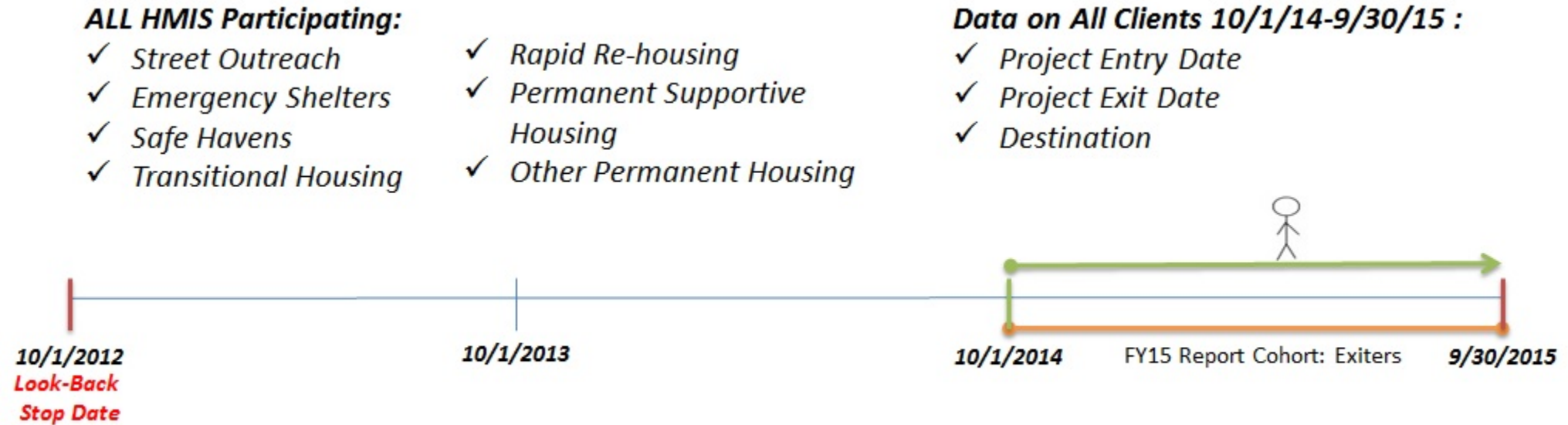
ALL HMIS Participating:
- ✓ Emergency Shelters
- ✓ Safe Havens
- ✓ Transitional Housing

Calculation Excludes Enrollments in:
- ✓ Permanent Supportive Housing
- ✓ Rapid Re-housing (housed)
- ✓ Other Permanent Housing

Data on All Clients 10/1/12-9/30/15:
- ✓ Project Entry Date
- ✓ Project Exit Date
- ✓ Residential Move-In Date

10/1/2012
Look-Back Stop Date

10/1/2013

10/1/2014   FY15 Report Cohort: Active   9/30/2015

- Looks back as far as the lookback stop date – Have HMIS data quality checks been performed on data going back to 10/1/12?

- Ensure that HMIS Lead has standard protocol in place for data collection in emergency shelters (entry/exit or night-by-night methods).

- The average and median Length of Time Homeless should be longer for Measure 1.2, which measures time in Emergency Shelter, Safe Haven and Transitional Housing, than for Measure 1.1, which measures time in Emergency Shelter and Safe Haven.

ALL HMIS Participating:
- ✓ Street Outreach
- ✓ Emergency Shelters
- ✓ Safe Havens
- ✓ Transitional Housing

- ✓ Rapid Re-housing
- ✓ Permanent Supportive Housing
- ✓ Other Permanent Housing

Data on All Clients 10/1/14-9/30/15 :
- ✓ Project Entry Date
- ✓ Project Exit Date
- ✓ Destination

10/1/2012
Look-Back
Stop Date

10/1/2013

10/1/2014 FY15 Report Cohort: Exiters **9/30/2015**

- Measures 7b.1 and 7b.2 are similar to data reported on the current APR; but looks at this information across the full system.

- HUD has clarified how to evaluate exit destinations in the Housing Destination Summary chart at https://www.hudexchange.info/resource/4966/system-performance-measure-7-destination-classification/

The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness [Measure 2]

ALL HMIS Participating:
- ✓ Street Outreach
- ✓ Emergency Shelters
- ✓ Safe Havens
- ✓ Transitional Housing

- ✓ Rapid Re-housing
- ✓ Permanent Supportive Housing
- ✓ Other Permanent Housing

Data on All Clients 10/1/12-9/30/15 :
- ✓ Project Entry Date
- ✓ Project Exit Date
- ✓ Destination

10/1/2012 — Look-Back Stop Date

FY15 Report Cohort: Exiters — **10/1/2013**

10/1/2014

9/30/2015
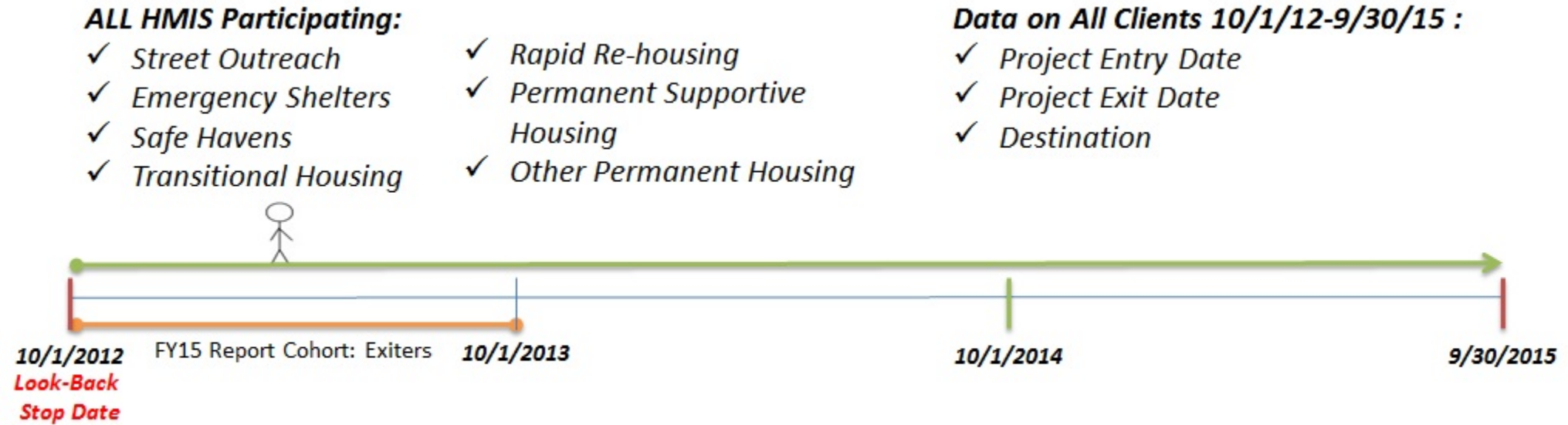
- Universe is defined as two years prior to report date –Have HMIS data quality checks been performed on data going back to 10/1/12?
- The number and overall percentage of returns over two years should be greater than the number and percentage of returns for any other period in the Measure (i.e. 13-24 months).

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

COMMUNITY PLANNING & DEVELOPMENT

ALL HMIS Participating:
- ✓ Emergency Shelters
- ✓ Safe Havens
- ✓ Transitional Housing
- ✓ Rapid Re-housing

- ✓ Permanent Supportive Housing
- ✓ Other Permanent Housing

Data on All Clients 10/1/12-9/30/15 :
- ✓ Project Entry Date
- ✓ Project Exit Date

10/1/2012
Look-Back Stop Date

10/1/2013

10/1/2014   FY15 Report Cohort: Entries   9/30/2015
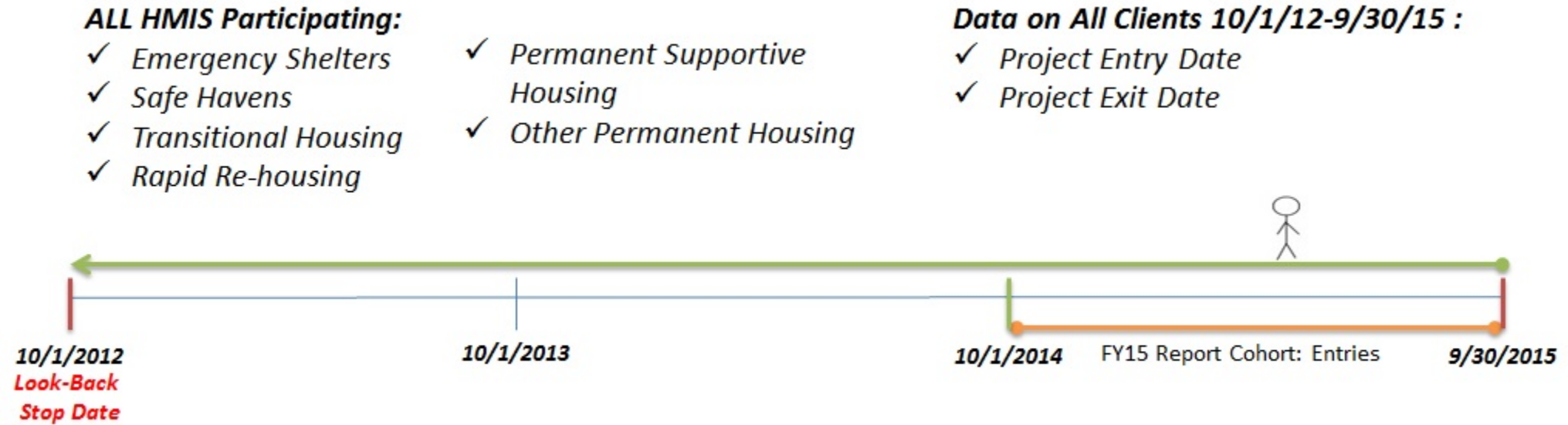
- Looks back 24 months from the date the person entered the project – Have HMIS data quality checks been performed on data going back to 10/1/12?

- Measure 5.2 includes persons entering Permanent Housing projects without a prior stay in Emergency Shelter, Safe Haven, or Transitional Housing – review if these projects are operating using Housing First as part of a coordinated system or are making independent decisions about who enters the project.

Employment and Income Growth [Measure 4]

ALL CoC Program Funded:
- ✓ Safe Havens
- ✓ Transitional Housing
- ✓ Rapid Re-housing
- ✓ Permanent Supportive Housing

Data on Adult Clients 10/1/14-9/30/15 :
- ✓ Date of Birth
- ✓ Project Entry Date
- ✓ Project Exit Date
- ✓ Income and Sources

10/1/2012
Look-Back Stop Date

10/1/2013

10/1/2014   FY15 Report Cohort: Active   9/30/2015

- Only income for adults is reported, separates 'stayers' who are still in the project as of the report end data from 'leavers' who exited one or more of the covered projects before the report end date.
- Can review Q24b3 on the APR for each project to identify projects that are having a disproportionate impact on the measure.

Outcomes for People Homeless Under Category 3 [Measure 6]

NO CoCS ARE APPROVED TO SERVE PEOPLE HOMELESS UNDER CATEGORY 3 IN CoC PROGRAM FUNDED PROJECTS. NO DATA WILL BE REPORTED FOR MEASURE 6 IN 2016.
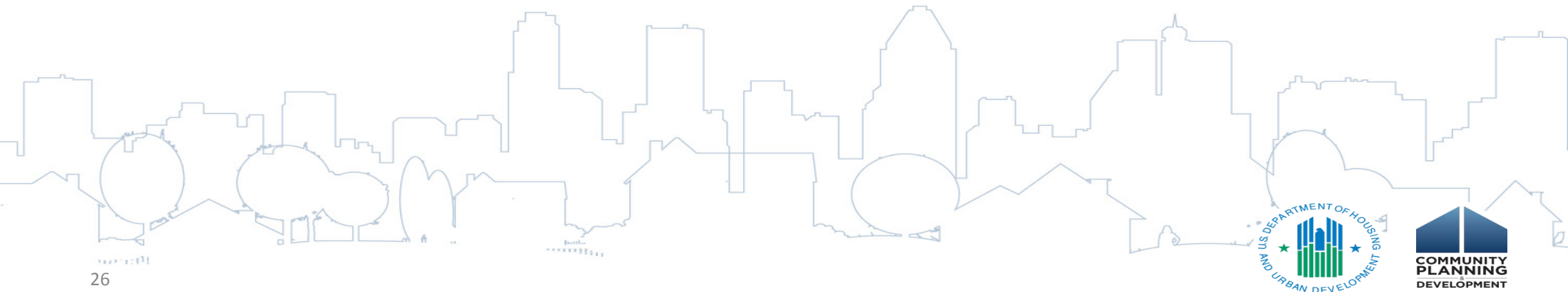
Understanding the System Performance Measures Reports

- Identify any HMIS coverage issues for each measure:
  - Especially important for Emergency Shelter and Street Outreach projects which may not participate in HMIS if they do not receive federal funding
  - CoC plays a critical role in reaching out to these projects and making the case for them to enter data into HMIS
- CoCs who want to explore changes in performance can run the System Performance Measures report for the year before HUD's baseline year (10/1/2013-9/30/2014) and compare it to the data that will be submitted for FY15.
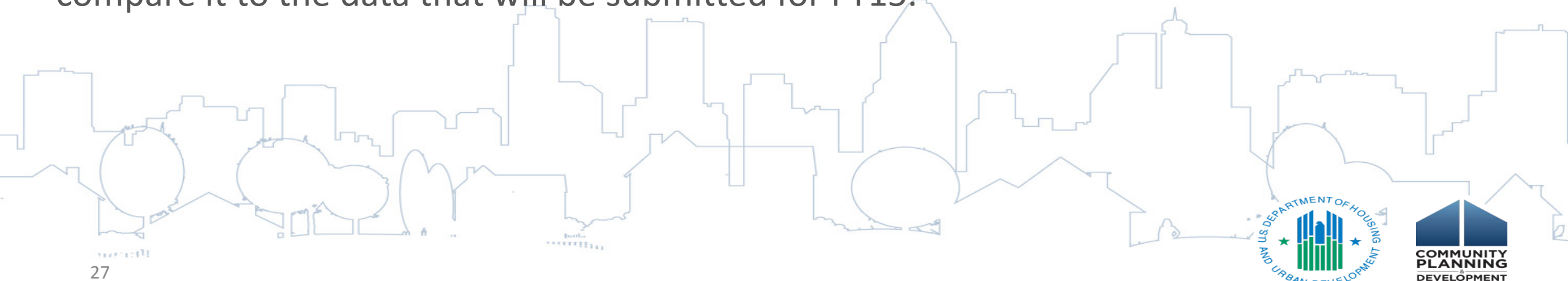
Next Steps: 2016 Submission to HUD

- Review System Performance Measure data using your HMIS vendor's canned report
- Clean and prepare data for submission
- Submit System Performance Measures in HDX by August 1, 2016
  - Remember: FY15 is the first year to report System Performance Measures – focus is on generating the reports, submitting them in HDX
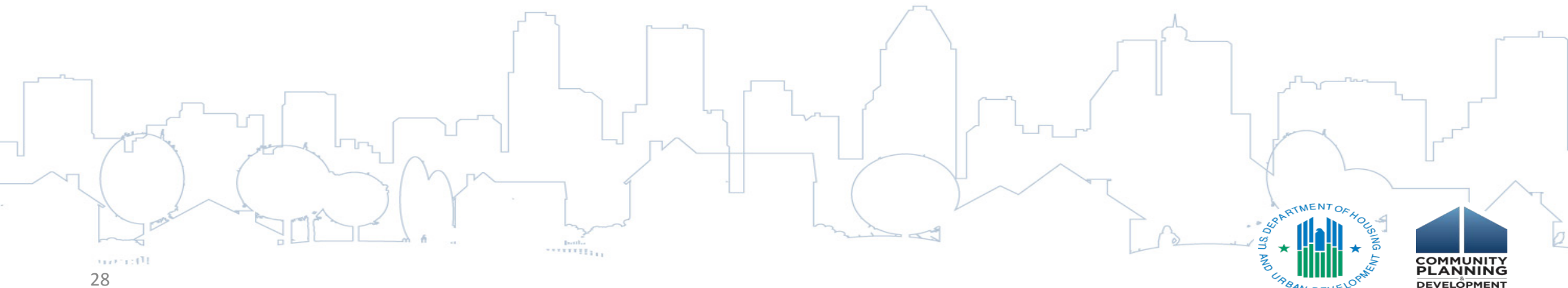
Next Steps: 2016 and Beyond

- Begin using System Performance Measure data in system evaluation and planning processes
- Begin examining project-level performance against each measure
- Set schedule to review System Performance Measure data routinely with CoC governing board and stakeholders (e.g., quarterly)
- Review and update (as needed) CoC's HMIS Data Quality Plan based on lessons learned
- Institute routine (e.g., monthly) data quality monitoring, remediation, and compliance process

Questions?
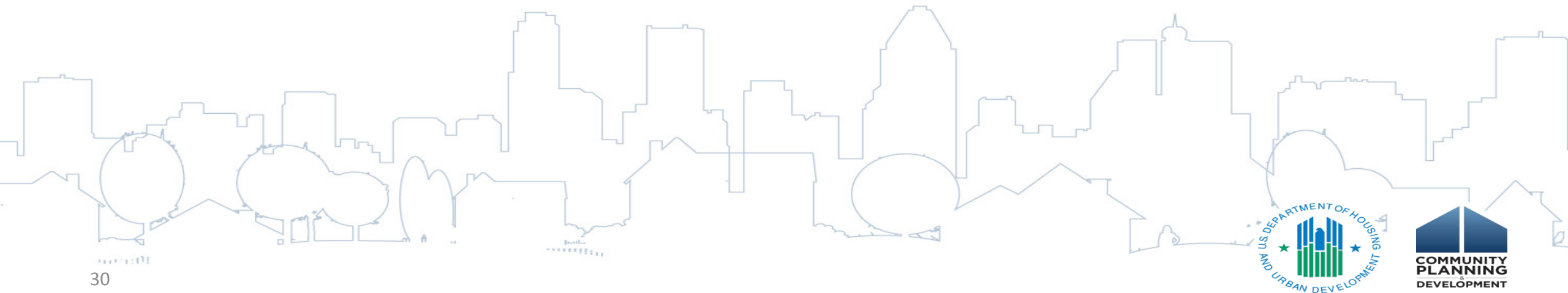
HUD System Performance Measures Page

HUD System Performance Measures page on the HUD Exchange:

https://www.hudexchange.info/coc/guides/system-performance-measures