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NATALIE MATTHEWS: Looking forward to the next hour or so with you guys to go over how best to prepare for HUD system performance measures. There are just a few of us on the phone with you today. The majority of the time you will be hearing from Tom Albanese, who's going to be the main presenter today and then along with myself, there are two folks from HUD, both William Snow and Abbi Miller, who are available. We're available to try to answer questions or comments that you may have and that you may send into us during the course of the webinar today. Just a couple of quick points that I want to make to everyone about logistics and the format of the session today before I turn it over to Tom. There are a couple hundred of you on the line today, which is wonderful, but because of that, we've automatically muted the phone line. Unfortunately, if you'd like to verbalize a question, you won't be able to do that. Instead, you will be able at any point in the webinar, you'll be able to submit a question through the questions box that you should see as part of your GoToWebinar menu on the right-hand side of your screen.

What you see is a little box that says 'questions' and that's where you can type in a question that you'd like to submit. We can see that some folks have already started to do that, which is great and what we hope to have happen throughout the course of the webinar today. Again, we're going to be here together for just about an hour and in that time, the majority of our hour will be spent going over the content. We will have some time at the end, of course, to answer any questions that folks may have and throughout the webinar, we've got a few different poll questions that we'll use to try to get some information from you all about how things are going in terms of preparing for the system measures and to try to make it a little more interactive. Again, phone lines are muted and please be sure to submit questions through that 'questions' tab at any point during the webinar and we will get back to you on those questions. Okay, with that, I'm going to turn it over to Tom Albanese, who's going to walk us through the session today.

TOM ALBANESE: Great. Thanks, Natalie, and good afternoon or good morning depending on where you're at. I thank everyone for taking the time today to listen in and I'm sure folks have some good questions to pose today. We wanted to host a session to really accomplish two things. One is to make sure folks are aware of some of the background system performance measures and what will be reported to HUD as well as for communities that perhaps are just now starting to put some time and effort into looking at system performance data. We're going to review some considerations for both generating and reporting system performance to HUD. With that, we're going to dive right in and as Natalie said, there will be time at the latter part of this session for some Q&A. We've got Abbi and William on from HUD as well, so they'll be able to help with some of that.

We want to just take a few moments and just talk about some of the specific measures that HUD has created based on what the law requires as well as some of the expectations for continuums related to reporting during the annual CoC program competition starting later this year. Why measure system level performance? I think as most folks know by now, continuums are charged with designing a local system to assist people who are experiencing homeless in their geographic area. That is the geographic area covered by your continuum of care and

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reporting that information to HUD as required by the McKinney-Vento Act when it was amended by the HEARTH Act in 2009. The HEARTH brought a lot of changes to the McKinney-Vento funding as many folks know. The CoC program, it resulted a shift from looking largely at object level performance to now focusing more squarely on system performance, but there were also changes for the ESG program in that the ESG program, apart from changing some of the activities allowed under ESG, there was a shift to really expanding the performance evaluation of ESU projects to see how they relate to the larger system, so ESG projects are included in system performance measures and are central to them in a lot of respects.

Assistance approach also looked at how the overall system is functioning as a whole related to ending homelessness and not just for individual projects and how they're performing, but really how the entire system is performing. We know that ultimately a functioning, high performing homeless response system is an integrated system that has very streamlined processes for accessing and moving through the system either with the assistance of the single provider or multiple providers, so that homeless is rare, brief and nonrecurring, all federal goals. It's also an important way for HUD to know if continuums are performing in a way that are aligned with HUD priorities whether it's adhering to how we first practice this and assuring ready access to housing assistance and rapid movement out of homelessness and back into housing or ensuring that resources are prioritized in a way that the most expenses and intensive assistance is reserved for those with the most severe service need and what have you, so it's a good way for HUD to know whether or not communities are moving in the national direction, the direction that evidence suggests is the best way to go.

In addition, it allows us as communities to have a common understanding of what our system's intention is, what our goal is as a system and how we do that in concert as a conglomeration of programs that work together, again, in an integrated way. It gives us an ability to express to our community partners and our governing body what exactly it is our system is designed to achieve and how we both are achieving that. HUD system performance measures actually provide a way for us to very clearly and in a standardized way articulate what we're doing, how well we're doing it and where there are areas for improvement. Of course, measuring system performance in the manner prescribed by HUD allows us as communities to include that information in our CoC of program competitions, missions and it also allows us to hopefully demonstrate to HUD that our community systems are improving over time in a direction that is desirable to the people we serve. Ultimately, looking at system level performance is a way, I believe, to demonstrate to the community how well we are meeting the community's charge to our systems, which is to meet the needs of community members who are at risk of or have fallen into homelessness to help them quickly resolve that crisis. This is our way to communicate that.

Let me just turn to a little bit more specific background around how HUD came to the system performance measures and some of the processes that led up to that just for the folks who may not be as aware of that. Ultimately, HUD recognized that having system performance measures in place literally required strong collaboration at a local level and having those measures and the performance against those measures understood. Not just by HMIS leads or the

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collaborative applicant for that matter when data's submitted to HUD annually, but most importantly the CoC governing body as the representative body of the broader set of CoC stakeholders in the broader community. HUD recognizes, however, that it takes and it will take quite a bit of time to start to generate this information, to use it in a meaningful way to understand us what the performance data is telling us as a community and act on that information in a way that actually drives performance, but it's also important to recognize that there's not an expectation and it's certainly not HUD's assumption that all parts of the system operate on equal footing or in the same way towards accomplishing the system-wide goals.

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It's critical for communities to recognize that some parts of your system, let's say, when you're looking at the performance of your shelter programs. There may be differences between a shelter program that focuses on transition age youth versus a shelter program that focuses on single adults and so accounting for that is critical as well. To the extent that projects are prioritizing persons with more severe service needs or who have a higher degree need for services and ongoing housing assistance, that the performance of those projects might look different as part of the system than other parts of the system that perhaps are serving folks with lower needs, so that's another critical consideration that HUD was aware of in designing the system performance measures.

What are the system performance measures? I think most folks are familiar with these. There are seven to eight measures. These are all derived, again, from the McKinney-Vento Act as amended by the HEARTH Act and the HEARTH Act actually specifies a number. I forget the exact number, perhaps 26 or 27 selection criteria within the act that HUD must use as part of the CoC competition to select CoC projects for funding. Many of these selection criteria are actually performance measures that HUD has to account for and these performance measures or selection criteria are what you see here that HUD took from the law and has operationalized into these defined set of measures. You can see here that HUD will be asking committees to report the length of time people are homeless, the length of time people are homeless, the rates of return for homeless, the people who have exited homelessness, the overall number of people who are homeless whether it's at a point in time or over an annual period. The thoroughness of grantees in reaching homeless, individuals and families are also a factor, although it's not a quantifiable selection criteria, but generally included in the set.

HUD will also look at the overall job and income growth of homeless individuals and families, but has decided that that's a measure that needs to be limited to CoC program funded projects only for reasons I'll explain in a moment. Then there's also a measure around looking at homeless prevention and how replacement rates or persons who meet category three of HUD's homeless definition, this is also a more narrowly limited measure and then lastly, HUD has added some measures, which the law allows for at the discussion of HUD and those were specifically around successful placement from straight outreach programs to some form of shelter or housing placement and then, secondly, looking at the successful placement of

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persons in permanent housing or the retention of permanent housing. Those are the measures that HUD will be asking communities to report on.

Let's look a little bit more as to why HUD came up with these measures and some of the considerations they thought through as they did that. First, in deciding exactly how to calculate the performance measures, HUD understood it was going to be a difficult set of decisions. While they're seemingly fairly straightforward measures, actually there's quite a bit of detail behind each and a lot that has to be considered relative to what could be measured, what's reasonable to ask communities to measure and would allow for HUD to compare apples to apples when looking at community performance across the country to make sure that performance reported for one community is reported similar to how it's reported in another community. HUD tried to balance this need to get accurate information with the limits and the burdens of data collection and reporting.

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Ultimately, HUD is aware that the measures aren't perfect. They're not a complete representation of a community's performance nor will they capture every aspect of how a system is performing. However, the different metrics and their associated calculations do accomplish the intents of the law and are based on the best available data across all CoCs.

To the extent possible, HUD tried to create measures that were primarily on universal data. For reasons you might imagine, universal data elements do provide a standardized dataset across all communities that capture information from all programs that are dedicated to serve people who are homeless and are opting to participate in HMIS, so provide more datasets that HUD used as a starting point for determining what can be measured, what can't be measured and do there need to be certain limitations on some of the measures. I should say that one of the related pieces to the measures is considerations around HMIS bed coverage and data quality. I think we all know that without adequate coverage, without adequate data quality, we can't have confidence in our data and certainly HUD is aware of that. You can imagine that HUD will be looking at data coverage, data quality and taking that into account when considering community submission performance data.

Let me talk briefly about just how the performance measures are structured and some of the information you might expect to see as you're reading into the measures to understand what you're looking at. Each of the performance measures I quickly reviewed in the written material, which I'll talk about here in a moment, you'll find a description for each measure who is included in that measure. That is which persons or families are included, which clients are included. Whether or not that's a measure that's applicable to only, say, system leavers or system stayers, these are concepts that are important to understand. When HUD talks about a specific measure in any of the written material and some of the videos I'll show you in a moment and they talk about system leavers or system stayers, they're talking about a system relative to the projects that are included in the measure and so when we think about a measure, we should consider both the people who are included and the projects that are

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included in that measure. Each measure describes which projects are included and it's something to pay attention to.

There are, in some cases, measures that are limited by the funding source, so as I mentioned, income and employment growth are actually measures that are limited just to CoC projects, CoC program funded projects because responding to those measures requires information that is only collected through the project-specific data element. That is income and employment related data, which are not universal data elements. In other words, anyone walking through a shelter door who are engaged in every outreach program doesn't necessarily have that information collected. It's not possible to look at an entire system's performance relative to income and employment growth. Instead it had to limit that measure just to projects for which there's data that's required to be collected. Then the third part that's important to look at and you'll see for each of the measures, actually there's an overall timeframe for all the measures and then there's some specific considerations relative to timeframes and the timeframe is being examined for some of the measures. That's important to pay attention to, but overall for the measures with the exception of the point in time count, data is going to be reported based on the federal fiscal year. That is October 1-September 30.

In addition, HUD [00:20:00] recognized that many communities have a really rich and historical dataset that goes back many years and, in some ways, presents a challenge to those communities because they have data that isn't comparable for communities that have newer systems or have only in recent years implemented more complete HMIS and that those wouldn't be good comparisons to draw off. Communities with richer historical data might show people with longer lengths of time homeless, for example, and that wouldn't be a good apples to apples comparison for communities that have less historical data. Similarly, communities that have only in recent years gotten HMIS completely built out and implemented don't have historical data to draw on and didn't want to penalize those communities for not having a longer or historical lens on people who have been homeless in their community. Ultimately, HUD decided to put a retroactive window, time horizon that is, on any data that would be requested when looking at some of these measures and that backstop is October 1st 2012, which means HUD will not ask for any data that predates that date from CoCs.

Let me give you a quick example of the length of time homeless metric and how that looks relative to a universe of projects and how they're calculated. Obviously, the desired outcome when looking at the length of time people are homeless is to see a reduction in that length of time over time. HUD and, of course, everyone desires for people to only be homeless for as short a period as possible and hopefully systems improve functioning that that time period decreases over time. That would be the direction communities are expected to go. The universe for this measure is limited to persons who are in shelter or safe haven during the reporting period, on the one hand, and then there's a separate metric under this that expands that universe slightly to include people who are also in transitional housing. When I mentioned earlier that HUD defines a system relative to each metric, for this metric, there are two universes that are going to be examined that you'll be asked to report on. That is people who

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are served in shelter and safe haven and then people who are served in shelter, safe haven and transitional housing during the period.

You'll be asked to report on this in two different ways because HUD recognizes that transitional housing by definition tends to have longer stays and that naturally will inflate the length of time people appear to be homeless in a shelter situation, but HUD also wants to understand and believe it's valuable for communities to understand how people are just staying in shelters and safe havens separately from transitional housing. Look at both, but then also distinctly just at shelter and safe haven stays. This gives you a flavor of what will be reported to HUD. I want to turn now to a little bit more about that and as folks hope they have seen by now and some of the recent research from HUD, HUD is going to be asking communities to submit their data by HDX. That will be opening later this month for folks to start submitting data. In many ways, there's some similarity here to the point in time and HIC submissions, which occur during the earlier part of the year prior to the competition, but that's information that's accounted for in the competition. You can expect a similar thing here with HDX where you'll be asked to start submitting information. Sometime later this year, the competition will open and the information you submit through HDX will be accounted for in the CoC competition.

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HUD recognizes that this is the first year for all of us to be doing this and for communities to submit high quality or reliable data the first year is going to be a big lift, so the important thing to bear in mind in this inaugural year here when submitting performance data is your ability to generate and have confidence in your data. This is a trial year in that regard that if you get an opportunity to look at what you're able to generate to determine if it's data you can trust and can rely on for decision-making purposes and can use to benchmark against as you measure your performance in later periods to see if you've made improvements, it's a starting point. In any event, HDX will be the vehicle to submit that information to HUD. HUD will also at some point begin asking you to submit information around HMIS bed coverage and data quality for each of the measures. That may not be the case this year, but you can expect that that will be information that HUD will look at – HMIS bed coverage and data quality – so they can determine if data meets basic thresholds and can be considered reliable endowed for purposes of the competition.

I mentioned earlier there are some resources. We want to make sure everyone is looking at and using. I'm actually going to just quickly talk through these, but I want to show you them on the HUD Exchange website, so you can see exactly where to find them. There's actually one of these documents, the introductory guide, that you can find within this webinar. It's a downloadable handout you should be able to see on your screen, but all the information that I'm talking through today in terms of the measures themselves and background on the measures can be found on the main landing page for HUD's performance measures. You'll find there as well an introductory guide. This introductory guide provides a nice overview of our system performance measures and right now I'm actually going to switch, so you can see this landing page and the types of information that you might expect to find there.

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This system performance measures introductory guide is, I would argue, the place to start. If you're just starting to read into the system performance measures or even if you feel like you're familiar with the system performance measures, if you've not read this guide, you should read it. This is important preparation for the submission you'll have to work on later this month. It provides some information of each of the measures. Some of the basics, I've just went over, it goes deeper into in terms of explaining some of the rationale for the measures, the universe of projects and people that are included in each measure. You'll find in this guide a very basic, but still detailed explanation of each of the calculations used for the measures, so you can see exactly what's being asked for, how it's being calculated and how the result is being determined for each measure. There's also some good information in this guide just around preparing for using data locally and how to use it in a meaningful way, so I'd encourage you to look at that.

Another resource on this page that you'll find is system performance measures in context. The system measures in context guide, I like to say is a nice handout for your governing boards. It's a nice handout for your community partners. It's maybe a good reference for your data or evaluations committee to understand the basic measures that HUD is asking for, the purpose behind those measures, how those measures will be used. It's a good, very high level overview for stakeholders in your community. Another resource really everyone should be familiar with are the tools you'll find under system performance measures tools. Here, you'll find the system performance measures HMIS programming specifications. These are specifications that are expected to be using

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and most have to program canned reports for you all to use, but this is information you should be familiar with as well. It gets into the gritty detail of the measures, but it's a good reference point as you're generating reports to understand exactly how they should have been programmed in and perhaps have conversations with your vendor around whether or not the programming is in line with HUD specifications, but you will see in these programming specifications just a huge amount of detail that's been laid out here, including the tables that your vendors should have programmed near or closely aligned to and some of the detailed specifications, again, behind each of the measures and what data is included in each measure.

The important thing here I'd like to call out and this isn't relevant as much for vendors as much as it may be for HMIS leads and CoC leads as you think about data quality is this guide here, the programming specifications includes the relevant data standard and fields that are used for each of the measures. As you look at the results of your system performance measure report, that's your vendor may have programmed and you're trying to understand why data is off or doesn't seem quite right, you might look in more detail at the specific data fields that are used. For example, in length of time homeless, if you find that, there are extraordinarily long lengths of time homeless in your community that you had no idea about or did not expect or just does not report to reality, you might want to drill down and look at the project exit date to see if

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they're current and has been kept up to date by individual projects to see if there's an issue there. Just a little background here. Last document I want to point out are the table charts themselves. There's actually a separate document that just includes the issues. Again, is a nice handout or use for your data and evaluation committee to understand what's being produced and what a vendor should have included in your canned reports.

Finally, I want to just quickly call out the system performance measure videos that you can find the link to on the main landing page. These videos really do an excellent job of showing you in detail, but in a graphical way how each of the measures is operationalized, what calculations are behind the measures and some of the purpose behind each of the measures. Many of these are complex in terms of the timeframes that are being examined, how the calculation is structured to generate meaningful information. This gives you a way to perhaps better understand the measure and how to know what data is being used and how it's being used. Perhaps it may be a good tool with your partners to review some of these locally. Lastly, just with regard to the videos, they're all about ten minutes each. They might be useful to use in some of your preparatory meetings and, again, I would encourage you to make sure your NOFA committee, data committee and folks like that use these at their discussion to make sure they have a comprehensive understanding.

Now I'd like to turn to really the second main topic we have today, which is some recommendations and considerations for preparing for your actual reporting of your system performance measures and some things you may want to focus on now while there's a time before HDX opens up or before at least the competition opens up. Here we have focused in on four key steps to prepare for reporting system performance measures. I'm going to walk through these individually to provide some insight and guidance that hopefully folks may find useful. The first, as we've already touched on, is focusing on improving your data quality and coverage. Data quality and

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bed coverage, while it can't be overstated, will be absolutely central to your ability to actively report on any one of the system performance measures. Most of us know that data quality generally includes three dimensions considering the timeliness of data, is it up to date, whether or not data is complete or as complete as can be and whether or not the data is accurate. Does it make sense given the person served or the project or what have you? It's critical that CoC and HMIS leads have developed a local data quality plan and laid out clear standards and benchmarks for data quality. That is really critical.

Without these pieces in place, you're vulnerable to having critical gaps in coverage or the accuracy in your data that may cause you problems later as you try to report on system performance to HUD and certainly will cause you difficulty as you try to understand performance locally to drive your decision-making. CoC are also required by the CoC program interval to have a data quality program, to establish one and to periodically update or revive it, so you can have a good eye on how reliable your data is for purposes of project and system

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level reporting. As important as having a plan, it's important to have a program and a program means that you've got ways to operationalize your plan that are routine, that are accountable to the CoC governing body, that allow you to have a degree of confidence, that not only do you have standards in place for data quality, but you have a way to routinely assess data quality and assure accountability. When we talk about having a data quality assurance program, we'd like to say there are four facets to that.

One is the plan itself, having something that articulates your policies and procedures for data quality, what your indicators or targets are for data quality. Basically, your governing document for how you will manage data quality and what your indicators and targets are for data quality. Secondly, having an enforceable agreement in place with every HMIS participating project is crucial. These agreements should specify the data collection requirements, how often should data be collected and entered into your HMIS, what is the timing expectation for that data, what is the completion expectation for that data and what happens when data isn't complete or timely. That should be spelled out in your agreement that you can use as need be to assure compliance.

Thirdly, routinely monitoring data quality and reporting on data quality to your applicable CoC committee or governing body, whatever the appropriate protocol is in your CoC. There's transparency around data quality and a routine use of data quality information to make sure that folks are adhering to their participation agreements and there's steps in place to make sure that when data quality isn't up to snuff, there's a way to not only improve it, but then to re-monitor it and assure it meets the minimum thresholds you established locally for data quality and then, of course, that relates to the compliance process itself. It's critical to have some mechanism in place in cases where it's needed to ensure compliance and to make sure that folks are abiding by the agreements they have established with the CoC around HMIS participation. Obviously, using incentives is the best approach here in giving folks that acknowledgment that they've really gone above and beyond as you know is needed to collect data in a way that meets data quality standards, but then also having some mechanism for remediation where need be, so in the event that there's a way to prompt accountability with participating projects.

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We want to open up a poll question really quick just recognizing that we're a little behind on time here, but we wanted to ask folks what aspects of a data quality assurance program does your CoC have in place. Just take a moment here to list each of these elements that you feel you've got in place. We're just trying to get a sense here where folks are at with establishing a more full-fledged data quality approach. The poll, folks should be able to see four options here. Select all that you have in place and give us a good sense of that. We'll give it just another five, then seconds here. Okay, we'll give it one more second. Alright, most people have reported and it looks like we've got about 79% have data quality plans, 58% enforceable agreements, 85% do monitoring and reporting, 42% have some form of a compliance process in place. That's great.

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Obviously, there's a lot of work behind all this, but it sounds like a lot of good work is already happening.

Let's move onto the next segment and the second key to preparing is making sure you're generating and testing your reports. It's really critical. We know the HMIS vendors have these program specifications. Many of them have gone through gangbusters in getting canned reports ready for communities. It's also important, though, to review those reports and to test them out for yourself. We know that there's still some improvements being made to the accuracy of reports as vendors do their own testing and so forth. Be proactive here, though, make sure you're asking your vendor for specifications behind those reports. HMIS vendors are ultimately serving you and you have a contract with them to provide a service. You certainly should be concerned about whether or not their programming reports that ultimately affect you and might affect your competitiveness, so you might ask for more detail as to what goes behind those reports. If you have the ability, try to test those reports for consistency with HUD specifications. We realize this is a capacity issue and perhaps other CoCs are working with the same vendor with more capacity that had the time and the ability to test those reports. Check with your colleagues, see if others have dug into those reports.

Let me just ask then, related to this question of looking at your vendor's report, how many folks here have looked at your HMIS vendor's report and run those reports for yourself? Just take a moment and let's get a sense here for how many folks have looked at the report. Okay, we've got a lot of people reporting here and it looks like about 65% of you have generated those reports. Maybe 20% haven't yet generated, 14% maybe you're not sure, maybe you're not the person doing that. Clearly, we want to strongly encourage you if you haven't done this yet, do please look at those reports as soon as possible. The sooner you do that, the better. You want to make sure you're on top of that and have an opportunity to work with your vendor if need be. Once you generate those reports and you trust that it's programmed correctly, of course, you want to then start to look at are there performance issues or HMIS coverage or data quality issues that you need to be looked at, that need to be examined. Of course, HMIS coverage, data quality should be your first consideration. Is the data representative, do you trust that your HMIS vendor has programmed it correctly? Now do you trust that the data is representative of your system? Are there projects perhaps that have not stayed current with their data collection responsibility?

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We know often, again as I mentioned earlier, there's at times a backlog of client data that hasn't been entered, especially for high volume programs with a lot of entry and exits. It can be very difficult certainly to stay on top of that information and data collection for folks who come and go very quickly. At the same time, the CoC itself is a very critical role here in making sure the projects understand their data collection responsibility, they understand the value of that data for helping the community understand how well its doing in addressing homelessness. I think there's a strong case there that CoCs need to be making, especially for projects that are not yet participating in HMIS or who may not be participating fully, that this data matters. It

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helps us know how well we're helping people in our community quickly resolve their homelessness and that they're not returning to homelessness. Without a comprehensive data system, we don't have that visibility and we can't serve people as well. This is where the CoC...this is not just an HMIS function, it's not just a data committee or evaluation committee function, it's truly a CoC governing board function as the body representing the community to understand how well the system is doing and make sure projects participating in that system are doing their part to help with that.

Of course, looking at data quality and coverage is just one part. Once you trust the data and you think it's representative, are there performance issues then to examine? This is another preparatory step. You want to submit data to HUD that not only is representative, but that hopefully reflects the highest performance you're able to achieve by the time you have to submit that information. Looking at project level information, are there projects that are lower performing that perhaps need more attention or more focus with regard to technical assistance or some form of peer support to make sure that projects do the best they can to support their individual objectives and the system objectives. Because we want to make sure we reserve some time for questions here, I want to turn to just this last point around the importance of using information regularly. It's critical that communities not wait to only look at system performance data when you're being asked by HUD to submit it.

This is information that should be used routinely and so we would strongly encourage communities to start to operationalize running system performance reports on a routine basis. Ideally, quarterly if that's possible to stay on top of performance issues, so you have sufficient time if need be to not just make sure you're on the track you want to be on performance-wise as performance is improving over time, but that you have time to deal with the quality issues to make sure that if at the end of the quarter data isn't quite where you need it to be or if it meeting your data quality targets, that you have some time for remediation certainly before you get to the point where you need to report annual data to HUD once you have gone through a few of those iterations.

I would strongly advise that you establish a written schedule and protocol with accountable staff who have responsibility for not just generating data quality information, but disseminating that information to providers or having providers generate their own data quality and reporting that up in whatever fashion makes sense to you locally, but routinizing that, so there is a clear schedule. The best operating systems generate data quality reports on a specific date each quarter or month, whatever the case may be. They have a certain amount of time where that data must be worked on by projects who don't meet that data quality standards and then there are mechanisms in place for notifying projects that still aren't meeting those standards and that information is used as need be to ensure compliance. That's really important. Start to use your reports now to examine that data is where you want it to be and if you know if there are system performance issues, to start addressing now before you're submitting this information to HUD.

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Related to that, again, it's important to share that information with your key stakeholders. Make sure your governing board, once you have data that you think is representative, meets data quality or even if it doesn't, then that would be information to share with your governing board. Make sure they're seeing that information as well. Ultimately,

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there is going to be data from your system performance reports that you can share publicly, that you should be sharing publicly to describe how you're doing in the system, whether or not there's a lower incidence or problems of homelessness over time, whether or not people are returning at low rates and so forth, how well you're responding to the community charge that homelessness is brief and non-reoccurring. Ultimately, you might consider using visualization techniques or other ways to make this information more dynamic. Clearly, this is more for those communities that are slightly ahead of the curve here, not necessarily a priority. There are some low tech solutions that work great at that, but that's the direction many communities are starting to lean.

One more poll for you just to get a sense of whether or not any system performance data has been shared with their governing body yet. We would just like to ask folks to answer this question, so we have an idea. I'll give it another second here or two. Okay, we've got most folks reporting. It looks like nearly half, about 45% shared system performance data with the governing body. About 35% haven't done that quite yet, 20% not so sure. Clearly, again, we just encourage this. This is information you're ultimately doing to be sharing with HUD, so you want your governing body to be aware of information that reflects how you're doing as a system and that you may be scored on and might impact your funding, so it's important to share that data. At this point, we want to open it up for questions. I'm going to turn it back to Natalie, who I think has been monitoring our questions as they come in.

Please refer to separate transcript of Q&A

TOM ALBANESE: Great. I think at this point, we're going to wrap-up. We've got a few more just quick final thoughts for you all. I want to thank William and Abbi both for being on the call today as well. Just very quickly, just to make sure no one missed this point, this year's program competition will include system performance measures. You will be asked to submit those later this month by HDX. This will be the first year data will be asked for in this manner. Certainly, some system performance measures in the past, but not quite like this. This first year may be used as a baseline. It's important to think of this as the inaugural year for reporting system measures and use those measures to help improve your data quality and coverage. Make sure you're looking at that information now and testing it to the extent you can and understand the information that you're soon going to be submitting.

Ultimately, it's critical that this get collaboration between the governing body, the collaborative applicant and the HMIS lead. This is not something that should be done in a back office away from those parties. You can expect that HUD will release additional resources around system

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performance measures in the future, including guidance on strategies to improve local system performance and I want to just strongly encourage everyone again to please take some time to review the system performance videos, the other resources we briefly walked through. There's critical information in there you should be familiar with and, again, you can find all that information on HUD's system performance measures page at this address. I want to thank everyone again for joining us today. We look forward to a further discussion in the future and have a great day.

NATALIE MATTHEWS: Thanks, Tom.