



# Preparing for HUD's System Performance Measures

Regional Presentation  
June 2016



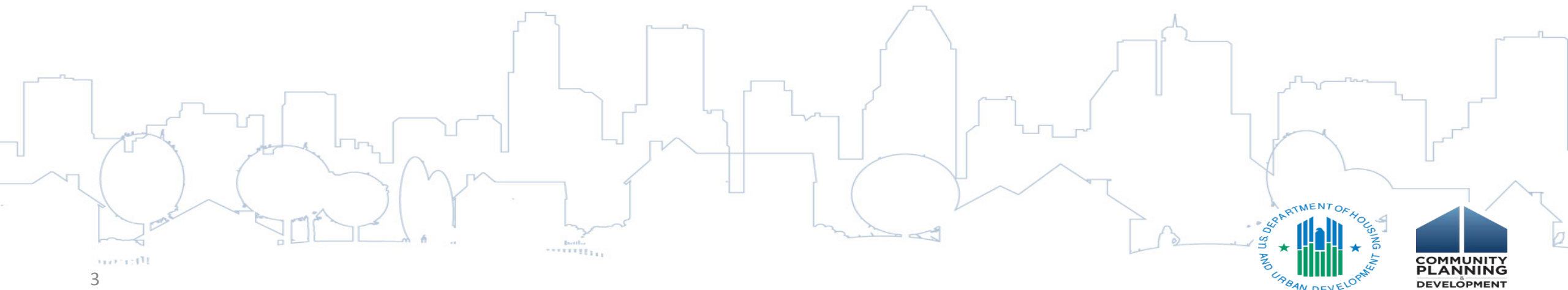
# Webinar Logistics

- 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 purpose for measuring system performance and what will be reported to HUD
- Understand how to prepare for generating and reporting system performance to HUD



# System Performance Measures: The Big Picture



# Why Measure System-level Performance?

- CoCs are charged with designing local “system” to assist people experiencing homelessness in their area *and* reporting system performance to HUD
- Measuring system performance requires viewing local homeless response as ***an integrated system of homeless assistance*** as opposed to homeless assistance programs and funding sources that operate independently in a community
- Important way for HUD to determine if CoCs is performing in alignment with HUD Policy Priorities

# Why Measure System-level Performance?

- Ensure common understanding of system intent and goals, along with programs that make up the CoC's system
- Focus on measuring the cumulative and collective impact of programs, not just their individual impact
- Gauge progress toward preventing and ending homelessness locally, statewide and nationally
- Improve performance in CoC Program Competitions
- Identify areas for improvement
- Fosters accountability to the community for how well the entire system prevents and ends homelessness for community members

# Implementing System-level Performance Measurement

- Important for the implementation of this approach to be a strong collaboration between the CoC governing body, Collaborative Applicant, and HMIS Lead
- Requires time and effort to generate, report, and understand system performance data
- Critical for CoCs to keep in mind that some parts of their system will not be able to achieve the same level of performance as others
- Consider the role and performance of projects that are prioritizing the service of clients who have the highest level of need and have been homeless for the longest period of time

# 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)**
- 7a. Successful Placement from Street Outreach
- 7b. Successful Placement in or Retention of Permanent Housing



# What's Included in System Performance Measures?

- HUD sought to balance getting the most accurate information with the limits and burden of data collection
  - Most measures rely solely on universal data elements
- HUD will require information on HMIS bed coverage and data quality – data that do not meet certain thresholds may not be representative and therefore may affect competitiveness



# Who, Where and When: System Performance Measure Basics

- **Who (Client Applicability):**
  - All persons or adults only
  - *System Leavers, System Stayers*
- **Where (Project Type Applicability):**
  - HUD has specified which project type each measure applies to
    - Not limited to HUD-funded homeless assistance projects (each measure looks at entire system of relevant projects in the CoC's HMIS)
  - Some measures are limited by funding source
- **When (Reporting Periods):**
  - All data, except for the PIT, will be reported based on the federal fiscal year (October 1 through September 30)
  - CoCs will not be required to use administrative data from HMIS prior to October 1, 2012

# Example: Length of Time Homeless

**Desired Outcome:** Reduction in the average and median length of time persons remain homeless

**Universe:**

- 1.1: People in ES and SH during the reporting period
- 1.2: People in ES, SH, and TH during the reporting period

**Calculation:**

- Average/median total days persons were homeless during 1 year period prior to system exit (leavers) or end of the reporting period (stayers). Include additional days actively enrolled, if enrolled in project at 1 year look back date.
- Separately (and later) the measure will also examine LoTH incorporating 3.17 (or similar) data element information

# What Will Be Reported to HUD and How?

- CoCs will submit system performance data via the Homelessness Data Exchange (HDX)
  - Data must conform to HUD's *System Performance Measures HMIS Programming Specifications*
  - HDX data submission guide and the CoC Program NOFA will provide additional instructions
- Information on HMIS bed coverage and data quality

# 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*

# System Performance Measure Videos

**HUD Exchange**

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Training & Events Main

### CoC System Performance Measures Videos

The following videos will assist Continuum of Care (CoC) leaders, System Administrators, and other community stakeholders in understanding the system performance measures and facilitate conversations about how to effectively use the HUD-required system performance measures. Each video provides a detailed description of the purpose of the measure, an illustrated depiction of how the measure is calculated, and some considerations for how the results can be used locally to inform system planning.

**Get Credit**

After viewing all of the videos, get credit for viewing the training videos and add the training to your HUD Exchange Learn learner transcript.

**System Performance Measures Overview**

This video provides recipients and subrecipients with an overview of the system performance measures that are based on the requirements first laid out in the 2009 HEARTH Act. Participants will learn: what they measure, how HUD will use the measures, and moving from project to system-level of performance data.

**System Performance Measure #1: Length of Time Persons Remain Homeless**

This video provides recipients and subrecipients with an overview of system performance measure #1. The

CoC System Performance Measures Overview Video 10/1/15

**NORM SUCHAR**  
Director, Office of Special Needs Assistance Programs

0:11 / 6:54

**PIT**

**SHeltered**

- ES: 57
- TH: 43
- UH: 3

**UNSHeltered**

- ES: 12
- TH: 20
- UH: 2

**JAN 26**

ES: 57  
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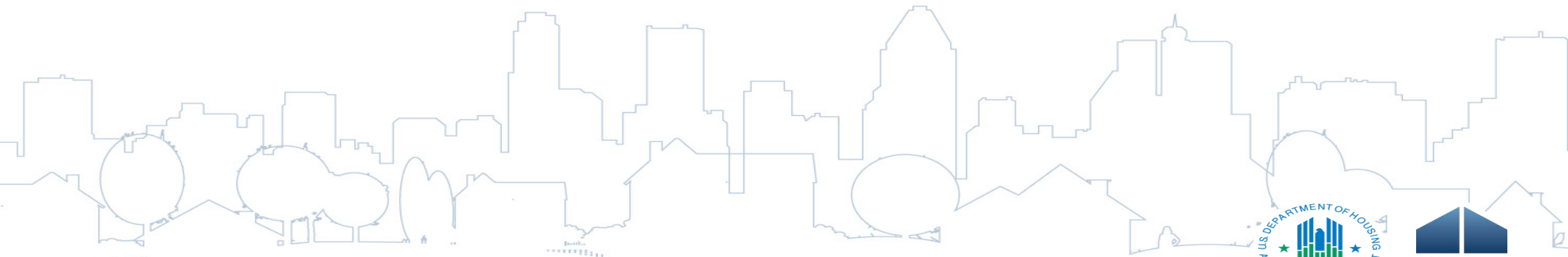
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**PIT**

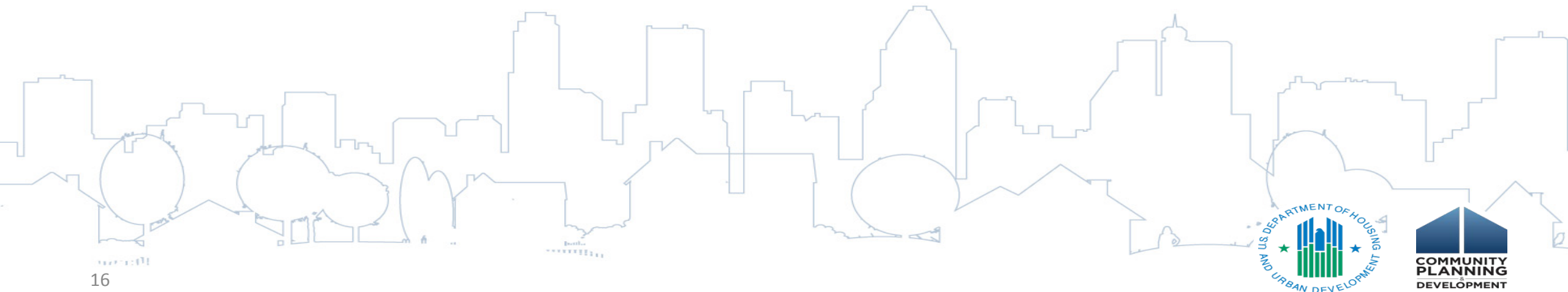
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# Preparing to Generate and Report System Performance Measures



# Key Steps to Prepare

1. Improve Data Quality and Coverage
2. Generate and Test HMIS Reports
3. Examine System Performance Data
4. Run and Use Reports Routinely





# #1: Improve Data Quality and Coverage

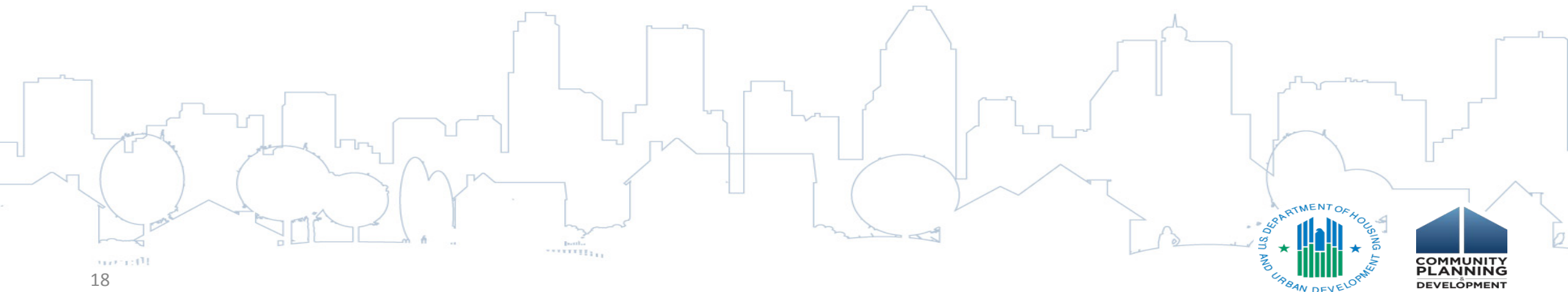
- CoCs will be expected to collect and submit data regardless of data quality or bed coverage
  - Remember: Data that do not meet coverage and data quality thresholds may affect competitiveness

## Institute a *Data Quality Assurance Program*

1. **CoC HMIS Data Quality Plan** (policies, procedures, indicators & targets for DQ)
2. **Enforceable agreements** (specify applicable data collection and data quality requirements in agency/program HMIS Participation Agreements)
3. **Monitoring and reporting** (review routinely, e.g. monthly/quarterly, per detailed protocol established in DQ plan; include in project evaluation)
4. **Compliance process** (use incentives and enforcement)

# Poll Question

**Which elements of a Data Quality Assurance Program does your CoC have in place?**



# #2: Generate and Test HMIS Reports

Confirm HMIS vendor has programmed system performance measures reports

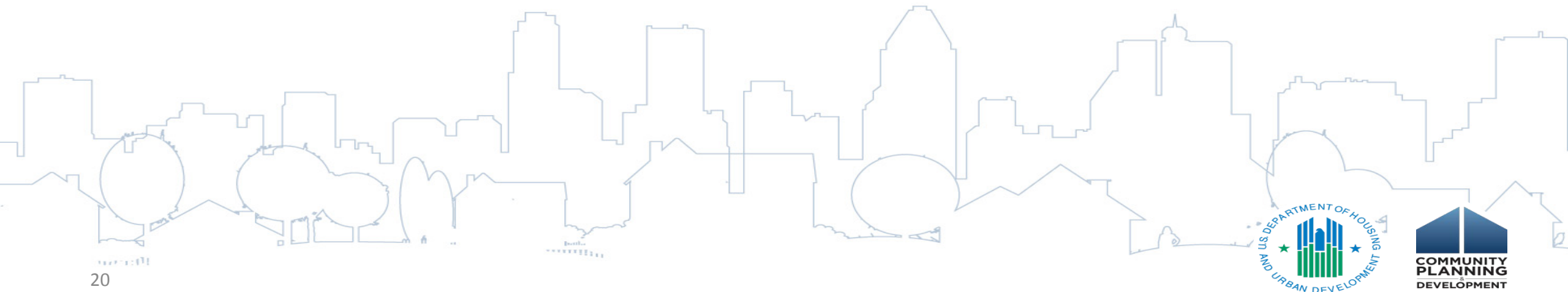
- Review HUD System Performance Measures Introductory Guide, HMIS Specifications, and videos explaining each measure
- Some vendors are working on improving the accuracy of their reports, or on building the capacity of their system to generate the reports (particularly for large CoCs)
- Be proactive – ask your vendor now if you haven't already. You'll need to use these reports for this year's CoC Program competition!

Depending on your capacity, test report for consistency with HUD SPM reporting specifications.

- Ask other CoCs/HMIS leads who work with same vendor if they've tested.

# Poll Question

**Have you run your HMIS vendor's system performance measure report(s) from your HMIS?**



# # 3: Examine System Performance Data

Once you're able to run the report and trust that it's programmed correctly...

- Identify any HMIS coverage or data quality 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 and/or may have many un-exited clients
  - CoC plays a critical role in reaching out to these projects and making the case for them to be a part of their system (this extends well beyond HMIS)

# # 3: Examine System Performance Data (continued)

- Understand performance issues
  - Generate system and project-level data quality and/or diagnostic reports
  - Critically examine performance data to see if data make sense and are consistent with expectations
  - Share data with CoC governing body, data/performance evaluation committees, and providers to help you understand your results and identify potential issues with projects
    - Do the low performing projects need additional support from the community? Are there data collection issues?

# #4: Run and Use Reports Routinely

## Generate regular reports on indicators

- Consider generating quarterly to stay on top of performance issues
- Allow sufficient time to have data reviewed, cleaned, and updated before it is released – establish written schedule and protocol

## Use data to inform resource allocation and drive system performance

- Incorporate performance expectations in funding contracts
- Use as part of project evaluation and resource allocation

# #4: Run and Use Reports Routinely

Establish regular dissemination and communication protocol

- Release reports to key stakeholders and solicit feedback
- Identify talking points or headlines on the data, to ensure that key messages are shared
- Releasing the data is just the start. Identify trends, describe what the data means. Be able to tell the story of the data or others will fill in the blanks.
- Use to identify system success and resource needs/gaps

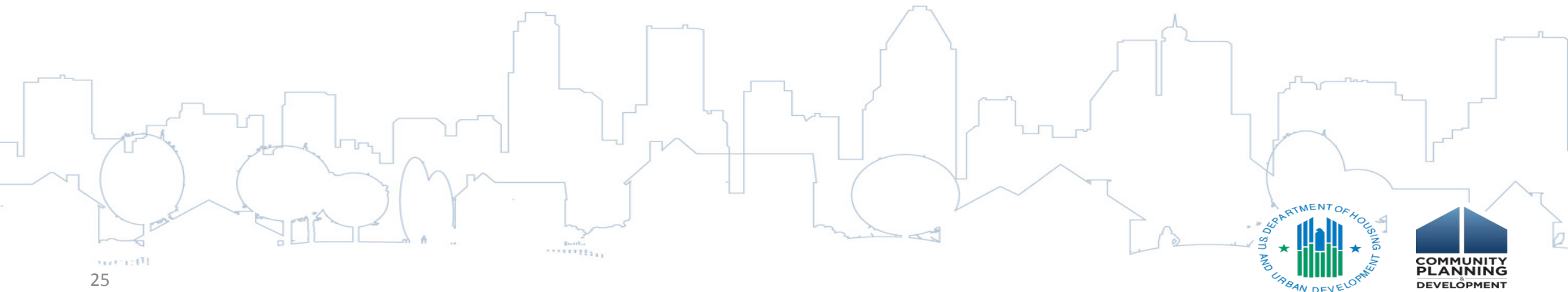
Explore the use of data visualization techniques to make reports dynamic and user friendly

- Emerging best practice, if capable – not a first priority. Low tech solutions can work just fine.

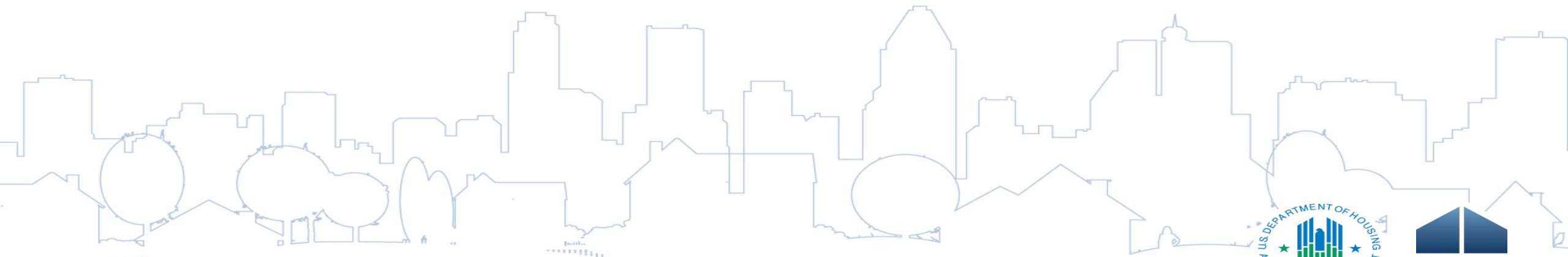


# Poll Question

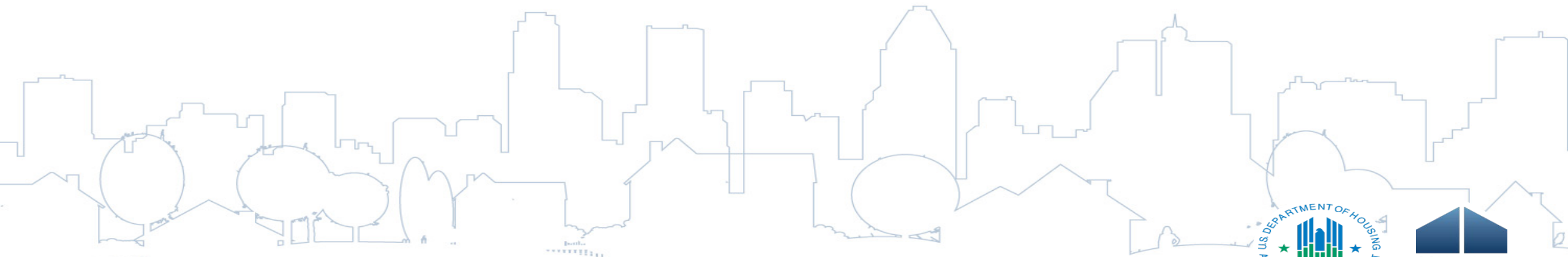
**Have you shared system performance data with your CoC governing body?**



# Questions



# Next Steps



# Next Steps

- FY2016 CoC Program competition will include System Performance Measures
- First year data may be used as a baseline
- Focus efforts on
  - Improving HMIS data quality
  - Generating and testing system performance data
  - Reviewing and understanding the data
- Critical to collaborate between the Collaborative Applicant, CoC governing body and HMIS Lead

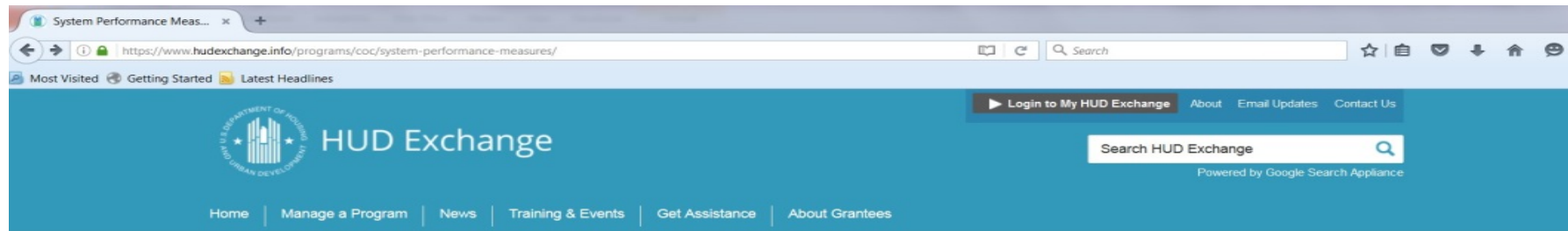
# Next Steps

- HUD will release several more resources on the System Performance Measures
- Guidance on strategies to improve local system performance
- Carefully review the HUD System Performance Measures videos, and additional resources

# HUD System Performance Measures Page

HUD System Performance Measures page on the HUD Exchange:

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



CoC Main

## System Performance Measures

A critical aspect of the McKinney-Vento Homeless Assistance Act, as amended, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. To facilitate this perspective the Act now requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types.

The Act has established a set of selection criteria for HUD to use in awarding CoC funding in section 427 that require CoCs to report to HUD their system-level performance. The intent of these selection criteria are to encourage CoCs, in coordination with ESG Program recipients and all other homeless assistance stakeholders in the community, to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD.

CoCs also play an integral role in Consolidated Plan (Con Plan) jurisdictions' planning process. They are required to provide the jurisdiction with the information necessary to complete the Con Plan(s) for homeless assistance provided to persons within the CoC's geographic area that falls within the Con Plan jurisdiction's geographic area, including data on performance measures. HUD will use the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

This page provides HUD guidance for CoCs on system-level performance.

## Instructions and Guidance

