Performance Committee
Continuum of Care Board
February 23rd, 2017
10:00 AM – 11:30 AM
Attendees:

30 minutes  Review measures/goals: Mark, Ehren
  • Review progress to goals
    o Review permanent housing exit definition community wide
    o How do these relate to upstream items?
  • Measure to be reviewed at the March board meeting item below or another one? Jobs and Income Growth – CoC and ESG Funded Programs

45 minutes  Review Performance Management Plan: Mark/Jim
  • This will be presented and discussed in the meeting

15 Minutes  Open discussion

Adjourn: 11:30 AM

Follow us:
  • Facebook: facebook.com/polkcountycoc
  • Twitter: @PCCOCB
  • Website: www.polkcares.org
Polk County Continuum of Care  
System Performance Measures Summary Report

September 12, 2016 the System Performance Measures committee established recommended and stretch goals. All numbers for FY 2016 are currently considered preliminary. Official numbers will be run before the due date May 31, 2017.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Date Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beacon of Life – TH</td>
<td></td>
</tr>
<tr>
<td>Beacon of Life Des Moines</td>
<td>162</td>
</tr>
<tr>
<td>CISS ES BEDLIST</td>
<td>3436</td>
</tr>
<tr>
<td>CISS GPD Veteran’s Program</td>
<td>54</td>
</tr>
<tr>
<td>CISS VA Contract Residential</td>
<td>68</td>
</tr>
<tr>
<td>CISS Weather Amnesty</td>
<td>244</td>
</tr>
<tr>
<td>Family Promise</td>
<td>159</td>
</tr>
<tr>
<td>GPD 180 Degrees</td>
<td>90</td>
</tr>
<tr>
<td>Hope Ministries Bethel Long-Term Recovery</td>
<td></td>
</tr>
<tr>
<td>Hope Ministries Door of Faith</td>
<td>132</td>
</tr>
<tr>
<td>Hope Ministries Men’s Emergency Shelter</td>
<td>146</td>
</tr>
<tr>
<td>IHYC - Buchanan Shelter Bed</td>
<td>860</td>
</tr>
<tr>
<td>IHYC - Lighthouse E-Bed</td>
<td>66</td>
</tr>
<tr>
<td>IHYC Buchanan TLP</td>
<td>56</td>
</tr>
<tr>
<td>IHYC Lighthouse</td>
<td>57</td>
</tr>
<tr>
<td>IHYC Youth Emergency Beds</td>
<td>100</td>
</tr>
<tr>
<td>New Directions Shelter</td>
<td>27</td>
</tr>
<tr>
<td>PC-HP YEISS BCP ES</td>
<td>780</td>
</tr>
<tr>
<td>PHC Motel Vouchers</td>
<td>440</td>
</tr>
<tr>
<td>Project Together</td>
<td>71</td>
</tr>
<tr>
<td>St. Joseph’s Family Shelter</td>
<td>360</td>
</tr>
<tr>
<td>The Home Connection - THP</td>
<td>709</td>
</tr>
<tr>
<td>WD3M Transitional SHP 1-N</td>
<td>4</td>
</tr>
<tr>
<td>WD3M Transitional SHP 2-O</td>
<td>19</td>
</tr>
<tr>
<td>Youth Emergency Services &amp; Shelter</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>136</td>
</tr>
</tbody>
</table>

Unique Client Count

PRELIMINARY
FY 2016
10/1/15 to 9/30/16

System performance planning document for February 2017
MEASURE

1. Length of time persons remain homeless (bed nights);
   Recommended Goal: 10% Reduction in Length of Stay per year
   Stretch Goal: 20 Days

---

System performance planning document for February 2017
The extent to which persons who exit homelessness to permanent housing destinations return to homelessness;

**Recommended Goal: 10% Reduction in Returns to Homelessness each year**

**Stretch Goal: 20% Reduction**
Exits from Emergency Shelter

- 10% Reduction Goal
- Percentage of Returns in Less than 6 Months (0-180 days)
- Percentage of Returns in 2 Years

FY 2015: 32%
FY 2016: 28%
PRELIMINARY
FY 2016

Exits from Transitional Housing

- 10% Reduction Goal
- Percentage of Returns in Less than 6 Months (0-180 days)
- Percentage of Returns in 2 Years

FY 2015: 22%
FY 2016: 14%
PRELIMINARY
FY 2016

Exits from Street Outreach

- 10% Reduction Goal
- Percentage of Returns in Less than 6 Months (0-180 days)
- Percentage of Returns in 2 Years

FY 2015: 49%
FY 2016: 28%
PRELIMINARY
FY 2016
Number of homeless persons;

Baseline: 2015 PIT Count – 830 persons (sheltered and unsheltered)

Recommended Goal: 15% (at least 85 people) reduction each year
Ultimate target – reduction by 50% by 2020

---

**Metric 3.1**
Point in Time Count of Homeless Persons

- 1/30/2013: 867
- 1/29/2014: 784
- 1/28/2015: 737
- 1/27/2016: 724
- 1/25/2017: 623

**Metric 3.2**
Number of Homeless Persons

- FY 2015: 2954
- PRELIMINARY 2016: 3568

- Transitional Housing
- Emergency Shelter
MEASURE

4 Jobs and income growth for homeless persons in CoC Program-funded projects;

Recommended Goal: 10% increase in the number of adults who have increased total income at exit

Stretch Goal: 15% increase in the number of adults who have increased total income at exit

- Metric 4.1 - Change in earned income for adult system stayers during the reporting period

  - FY 2015: 10% increase
  - Preliminary FY 2016: 6% increase

- Metric 4.2 - Change in non-employment cash income for adult system stayers during the reporting period

  - FY 2015: 19% increase
  - Preliminary FY 2016: 6% increase

- Metric 4.3 - Change in total income for adult stayers during the reporting period

  - FY 2015: 29% increase
  - Preliminary FY 2016: 11% increase

- Metric 4.4 - Change in earned income for adult system leavers

  - FY 2015: 28% increase
  - Preliminary FY 2016: 23% increase

- Metric 4.5 - Change in non-employment cash income for adult systems leavers

  - FY 2015: 20% increase
  - Preliminary FY 2016: 14% increase

- Metric 4.6 - Change in total income for adult system leavers

  - FY 2015: 39% increase
  - Preliminary FY 2016: 33% increase
5 Number of persons who become homeless for the first time;
Recommended Goal: 10% reduction in the number of persons/households who become homeless for the first time
Stretch Goal: 20% reduction

**Metric 5.1:** Percent of persons experiencing homelessness for the first time. (Emergency and Transitional)

- FY 2015: 2295
- Preliminary FY 2016: 2066

**Metric 5.2:** Percent of persons experiencing homelessness for the first time. (Emergency, Transitional and Permanent Housing)

- FY 2015: 2483
- Preliminary FY 2016: 2235
Successful housing placement and retention in permanent housing:

**Metric 7a.1 - Change in exits to permanent housing destinations**
Percentage successful exits/retention Persons who exited Street Outreach

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2015</td>
<td>22%</td>
</tr>
<tr>
<td>PRELIMINARY FY 2016</td>
<td>50%</td>
</tr>
</tbody>
</table>

**Metric 7b.1 - Change in exits to permanent housing destinations**
Percentage successful exits/retention Persons in ES, SH, TH, and RRH who exited

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2015</td>
<td>37%</td>
</tr>
<tr>
<td>PRELIMINARY FY 2016</td>
<td>33%</td>
</tr>
</tbody>
</table>

**Metric 7b.2 - Change in exits to or retention of permanent housing**
Percentage successful exits/retention Persons in PH-H, PSH, and PH-S who exited

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2015</td>
<td>92%</td>
</tr>
<tr>
<td>PRELIMINARY FY 2016</td>
<td>90%</td>
</tr>
</tbody>
</table>
**Polk County Continuum of Care - Performance Measure Dashboard**

**Decrease Length of Time Persons Remain Homeless**

**HUD System Performance Measure 1**
Strategy: TBD

**Annual Results Reported to HUD**

<table>
<thead>
<tr>
<th>HUD Report Year</th>
<th>Measure 1.1</th>
<th>Measure 1.2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ES Avg Days</td>
<td>ES Median</td>
</tr>
<tr>
<td>10/1/2014-9/30/2015</td>
<td>39</td>
<td>24</td>
</tr>
</tbody>
</table>

**Monthly Trend**: Average Length of Stay (LOS) for Leavers and Stayers
Leavers exited during the month, Stayers remain on the last day.

**Decrease Returns to Homelessness by Persons who Exited to Permanent Destinations**

**HUD System Performance Measure 2**
Strategy: TBD

**Annual Results Reported to HUD**

<table>
<thead>
<tr>
<th>HUD Report Year</th>
<th>Percentage returning to homelessness within:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 6 months</td>
</tr>
<tr>
<td>10/1/2014-9/30/2015</td>
<td>15%</td>
</tr>
</tbody>
</table>

More than half of returns occurred within the first 6 months.

**Monthly Trend**: Persons Exiting toPermanent Destinations who Returned to Homelessness Within 6 Months


Key: ES=Emergency Shelter, TH=Transitional Housing.
Polk County Continuum of Care - Performance Measure Dashboard

Decrease Point-in-Time (PIT) Count (*Half by 2020 = 464)
HUD System Performance Measure 3.1

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1129</td>
<td>1020</td>
<td>986</td>
<td>818</td>
<td>928</td>
<td>886</td>
<td>830</td>
<td>793</td>
</tr>
</tbody>
</table>

Last Wednesday in January

Decrease Annual Number of Homeless Persons
HUD System Performance Measure 3.2 (*Half by 2020 = 1,826)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>10/12-9/13</td>
<td>3,651</td>
<td>858</td>
<td>756</td>
<td>2,949</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/13-9/14</td>
<td>3,461</td>
<td></td>
<td></td>
<td>2,843</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/14-9/15</td>
<td>3,533</td>
<td></td>
<td></td>
<td>3,700</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Decrease Number of First-Time Homeless
HUD System Performance Measure 5.1

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>229</td>
<td>241</td>
<td>201</td>
<td>212</td>
<td>227</td>
<td>194</td>
<td>245</td>
<td>224</td>
<td>229</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>234</td>
<td>237</td>
<td>196</td>
<td>208</td>
<td>213</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Increase Exits to Permanent Housing
HUD System Performance Measure 7b.1

Graph 3

Graph 4

Graph 5

Graph 6

Key: ES=Emergency Shelter, TH=Transitional Housing.
Polk County Continuum of Care - Homeless Population Dashboard

Monthly Number of Homeless Persons Served

Number of Persons in Emergency Shelter

Month-End Target Population Counts

Current Providers included in HMIS data:

Unsheltered: Primary Health Care, VA Community Resource and Referral Center.

Emergency Shelter: Beacon of Life emergency bed, Central Iowa Shelter & Services, Family Promise of Greater Des Moines, Hope Ministries Men's Emergency Shelter, Iowa Homeless Youth Centers emergency beds, New Directions Shelter, Primary Health Care motel voucher project, St. Joseph's Family Shelter.

Transitional Housing: 180 Degrees VA project, Beacon of Life, Central Iowa Shelter & Services VA projects, Hope Ministries Men's Long-term Recovery, House of Mercy Project Together (removed from report as of 9/1/2016), Iowa Homeless Youth Centers Buchanan and Lighthouse, West Des Moines Human Services, YMCA VA project.

Permanent Supportive Housing: Anawim Housing, House of Mercy Capitol Park, HUD VA Supportive Housing for Singles, YMCA.

Other Permanent Housing: The Home Connection.

Rapid Rehousing: Anawim Housing, Central Iowa Shelter & Services, Primary Health Care.


Key: ES=Emergency Shelter, TH=Transitional Housing.
GLOSSARY

Chronic Homeless: (Effective January 2016) A “chronically homeless” individual is defined to mean a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the “chronically homeless” definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven. Chronically homeless families are families with adult heads of household who meet the definition of a chronically homeless individual. If there is no adult in the family, the family would still be considered chronically homeless if a minor head of household meets all the criteria of a chronically homeless individual. A chronically homeless family includes those whose composition has fluctuated while the head of household has been homeless.


LOS: Length of Stay. Number of days spent in a homeless project.

Permanent Destination/Permanent Housing: For measures 2 and 7b.1, exit to permanent destination/permanent housing is determined by the answer to the HUD-required data element called "Destination." Destination choices that are counted as permanent placements are: Owned by client, no ongoing housing subsidy. Owned by client, with ongoing housing subsidy. Permanent housing for formerly homeless persons. Rental by client, no ongoing housing subsidy. Rental by client, with GPD TIP housing subsidy. Rental by client, with other ongoing housing subsidy. Rental by client, with other ongoing housing subsidy. Rental by client, with VASH housing subsidy. Staying or living with family, permanent tenure. Staying or living with friends, permanent tenure. Moved from one HOPWA funded project to HOPWA PH.

Unsheltered: Sleeping in a place not meant for human habitation.