



# System Performance: Length of Time Homeless

June 7, 2018

# System performance Measures: The Big Picture

- ▶ **System Performance Measures** evaluate effectiveness of a Continuum of Care's "system" by looking at individual or family's success moving from homelessness to stable housing.
- ▶ A **Continuum of Care (CoC)** is a network of homeless assistance service providers who work together to design a local "system" to assist people experiencing homelessness in their area.
- ▶ **Locally: Tampa/Hillsborough County Continuum of Care**
  - ▶ Geographic area covers all of Hillsborough County



# System performance Measures: The Big Picture

System Performance Measures are submitted to HUD annually.  
Measures Include:

- Length of Time Persons Remain Homeless
- The Extent to which Persons who Exit Homelessness to Permanent Housing Return to Homelessness within 6, 12, and 24 Months
- Number of Persons Experiencing Homeless
- Employment and Income Growth for Homeless Persons
- Number of Persons who Become Homeless for the First Time
- Successful Placement in Permanent Housing or Retention of Permanent Housing

Reduce the number of people becoming homeless



# Types of Homeless Assistance Projects included in system performance

## Street Outreach



- Interactions typically occur literally on the streets.
- Goal is to engage persons who are homeless and connect them with Coordinated Entry and permanent housing.

## Emergency Shelter and Safe haven



- Temporary shelter typically less than 90 days.
- Often includes case management to connect residents with stable housing.

## Transitional Housing



- Temporary Shelter, can last up to two years.
- The goal is for persons to gain stability and resources to access mainstream housing upon exit.

## Rapid Rehousing



- Financial Assistance with rent and utilities, along with case management for persons emerging from homelessness.
- Assistance generally lasts from 90 days up to two years.

## Permanent Housing Types



- Non-time limited housing unit with subsidized rent and case management.
- Persons may stay until they no longer the rent subsidy and/or case management.

These projects use a single Homeless Management Information System (HMIS) for tracking – HMIS is a unified database for storing client and project level information and running performance reports.

# System Performance: Where are we?

- ▶ The Tampa/Hillsborough County CoC just submitted our third year of System Performance Measures on May 31, 2018.
  - ▶ Reports submitted reflected the 2017 Fiscal Year: 10/1/2016 - 9/30/2017
- ▶ Rather than compare CoC's to each other, HUD evaluates our growth and progress by looking at changes overtime within our CoC.
- ▶ As a CoC, we can review System Performance data and use it to address: Where we are, where we want to be, and how we will get there.

Where are we  
now?

Where do we  
want to be?

How do we  
get there?

Today we will be reviewing:  
Measure 1 - Length of Time Homeless

# LENGTH OF TIME HOMELESS

Key indicator of an efficient system:

People who experience homelessness are able to move quickly into a permanent housing situation.

- HUD measures this by looking at the average length of time people spend in homeless situations and
- HUD then looks to see if that time period is getting shorter, staying the same, or getting longer.
- Prioritization efforts should lead to declining average length of time homeless over time



# LENGTH OF TIME (LOT) HOMELESS

How *exactly* is HUD measuring LOT homeless?

Metric 1.1: Average LOT Homeless in Emergency Shelter (ES) and Safe Haven (SH)

Metric 1.2: Average LOT Homeless in Emergency Shelter(ES), Safe Haven (SH), and Transitional Housing (TH)

1.1a - Counts days in HMIS ES and SH projects only

1.1b - Days in ES or SH  
+  
Days Unsheltered\*

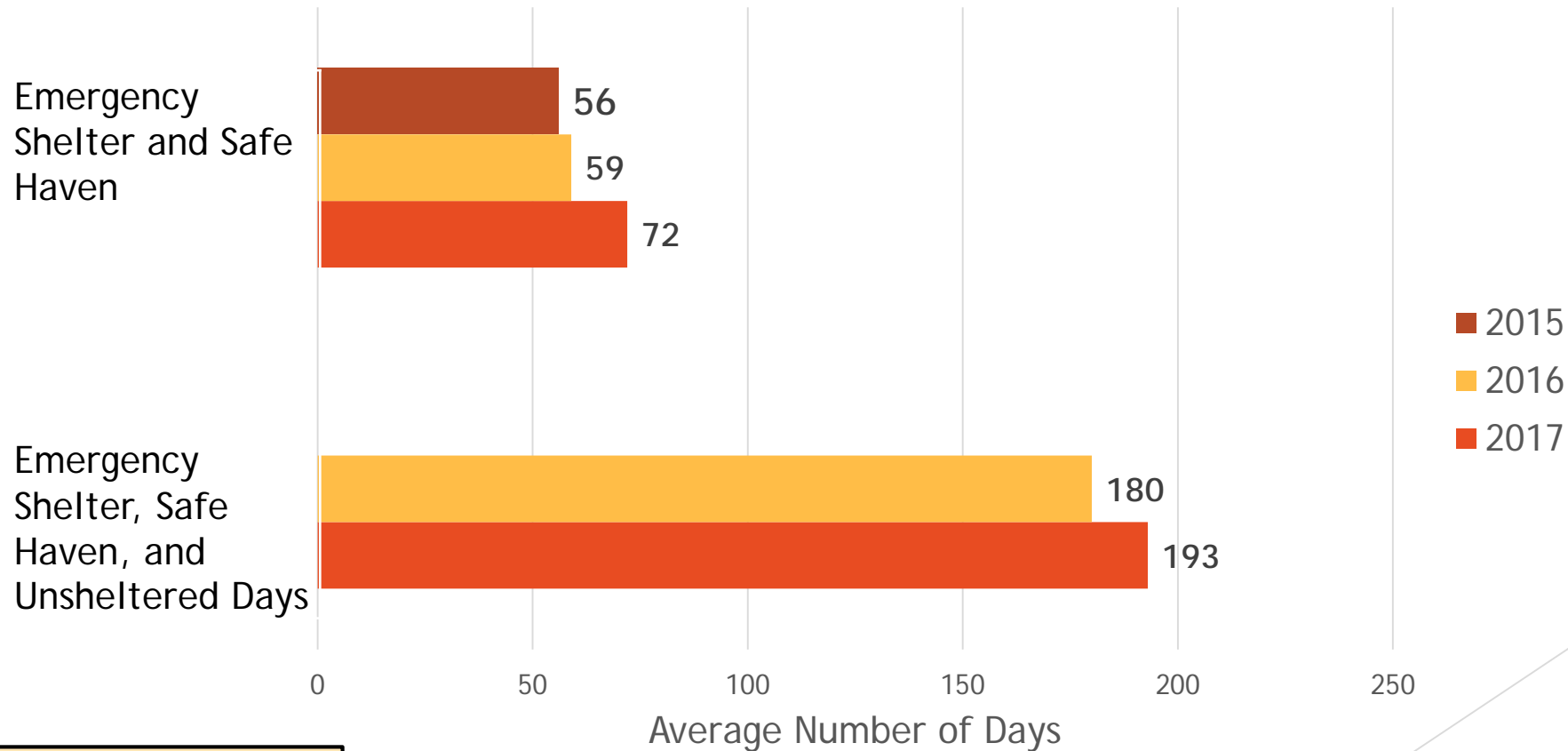
1.2a - Counts days in HMIS ES, SH, and TH projects only

1.2b - Days in ES, SH, or TH  
+  
Days Unsheltered\*

\*HUD uses the "Approximate Date Homelessness Started" HMIS data element to measure unsheltered days homeless

# Length of Time Homeless in Emergency Shelter and Safe Haven

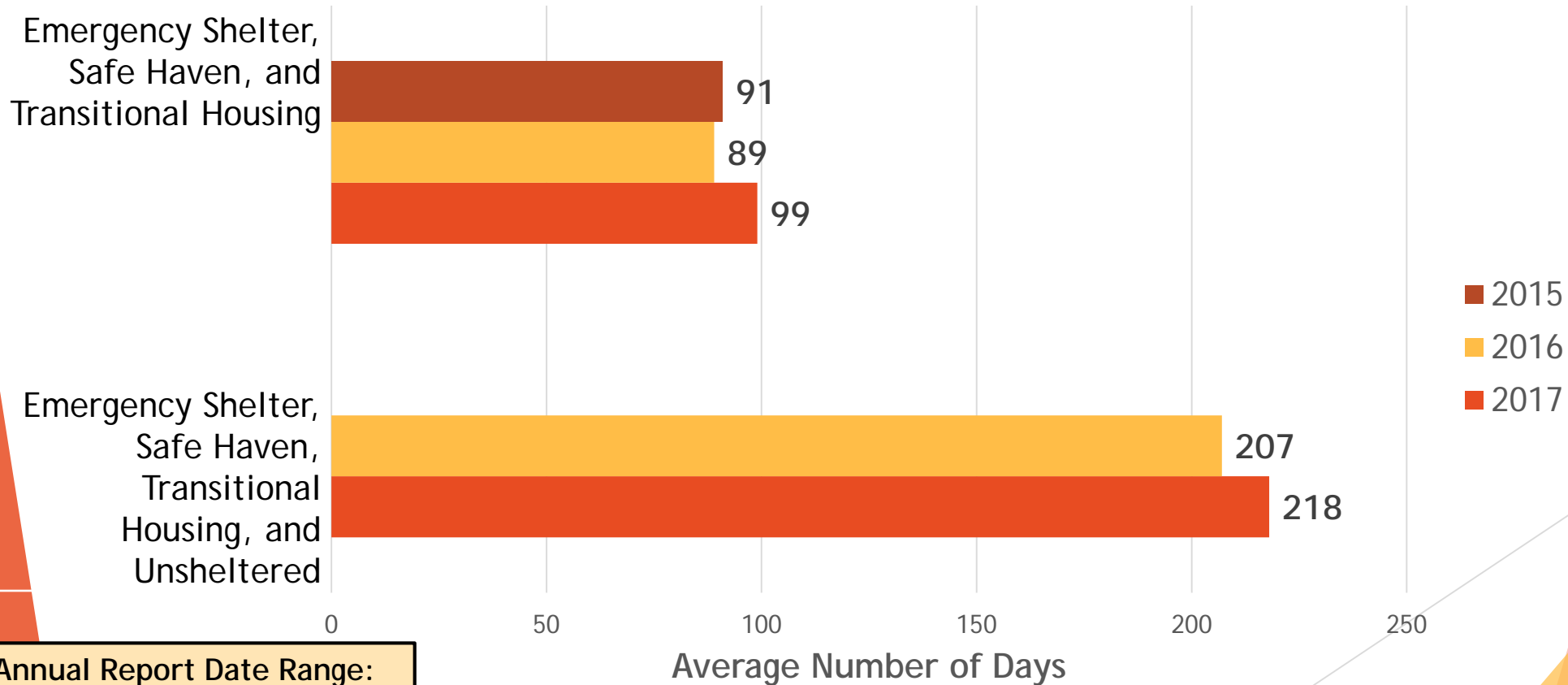
Average Number of Days Each Person Spent Homeless in Emergency Shelter and Safe Haven during the reporting year



Annual Report Date Range:  
10/1 - 9/30

# Length of Time (LOT) Homeless in Emergency Shelter, Safe Haven, and Transitional Housing

Average Number of Days Each Person Spent Homeless in Emergency Shelter, Safe Haven, and Transitional Housing during the report year



Annual Report Date Range:  
10/1 - 9/30

# What does this mean?

- ▶ Average Length of time persons experiencing homelessness has slightly increased 2015 to 2017.
- ▶ **Successful discharges** from shelter and housing projects **have also increased** 2015-2017.
- ▶ People are staying in shelter longer, but they are more likely to move into stable housing.

Percent (%) of Successful Discharges to Permanent Housing from Emergency Shelter, Safe Haven, Transitional Housing, and Rapid Re-housing

2015:  
43%

2016:  
41%

2017:  
53%

# DATA QUALITY

- ▶ Missing Exit Destination rates from Emergency Shelters have decreased from 50% to 33% between 2016 and 2017.
- ▶ “Approximate Date Homelessness Started” is used to count unsheltered days homeless.
  - ▶ Improving data quality for this element significantly impacts performance
  - ▶ The “Approximate Date” should be the date the *current episode* of homelessness started, not the first time the person ever became homeless.





**Questions**



**Comments**



**Feedback**

