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

Measure 2: Returns to homelessness

Measure 1: Length of time homeless

Measure 3: Number of homeless persons

Measure 4: Job and income growth

Measure 5: First time homeless

Measure 6: Stabilizing people in homeless Category 3

Measure 7: Successful placement and retention of housing

Help people become quickly and stably housed
### Types of Homeless Assistance Projects included in system performance

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Description</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Street Outreach</td>
<td>Interactions typically occur literally on the streets.</td>
<td>Goal is to engage persons who are homeless and connect them with Coordinated Entry and permanent housing.</td>
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<tr>
<td>Emergency Shelter and Safe haven</td>
<td>Temporary shelter typically less than 90 days.</td>
<td>Often includes case management to connect residents with stable housing.</td>
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<tr>
<td>Transitional Housing</td>
<td>Temporary Shelter, can last up to two years.</td>
<td>The goal is for persons to gain stability and resources to access mainstream housing upon exit.</td>
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<tr>
<td>Rapid Rehousing</td>
<td>Financial Assistance with rent and utilities, along with case management for persons emerging from homelessness.</td>
<td>Assistance generally lasts from 90 days up to two years.</td>
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<tr>
<td>Permanent Supportive Housing</td>
<td>Non-time limited housing unit with subsidized rent and case management.</td>
<td>Persons may stay until they no longer the rent subsidy and/or case management.</td>
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</table>

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.
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.
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)**

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

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

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

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

- Emergency Shelter and Safe Haven
  - 2015: 56
  - 2016: 59
  - 2017: 72

- Emergency Shelter, Safe Haven, and Unsheltered Days
  - 2015: 180
  - 2016: 193
  - 2017: 193

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

- **Emergency Shelter, Safe Haven, and Transitional Housing**
  - 2015: 91 days
  - 2016: 89 days
  - 2017: 99 days

- **Unsheltered**
  - 2015: 207 days
  - 2016: 218 days
  - 2017: 218 days

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.