

Using Data to Make Funding and Reallocation Decisions

NAEH
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Overview of CT BOS Evaluation Process

1. Standards developed, evolved and updated each year
2. Includes:
 - a. Performance on key program outcomes
 - b. Consumer Satisfaction – survey results and participation rates
 - c. HUD Compliance
 1. Spending on the grant
 2. Environmental review
 3. Meeting match requirements
 4. Regular drawdowns of funds (at least quarterly)
 5. HMIS Data Quality (<5% blank or unknown)



HUD/HEARTH Performance Measures



Length of time persons remain homeless – avg and median LOS

The extent to which persons who exit to permanent housing return to homelessness

Number of homeless persons – PIT and Annual Counts

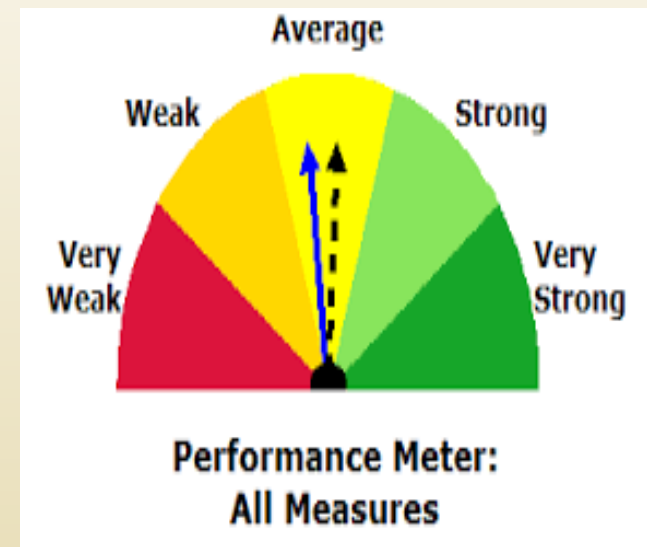
Jobs and income growth for homeless persons

Number of people who become homeless for the first time

Number of successful housing placements

Program Performance Domains that are in the APR

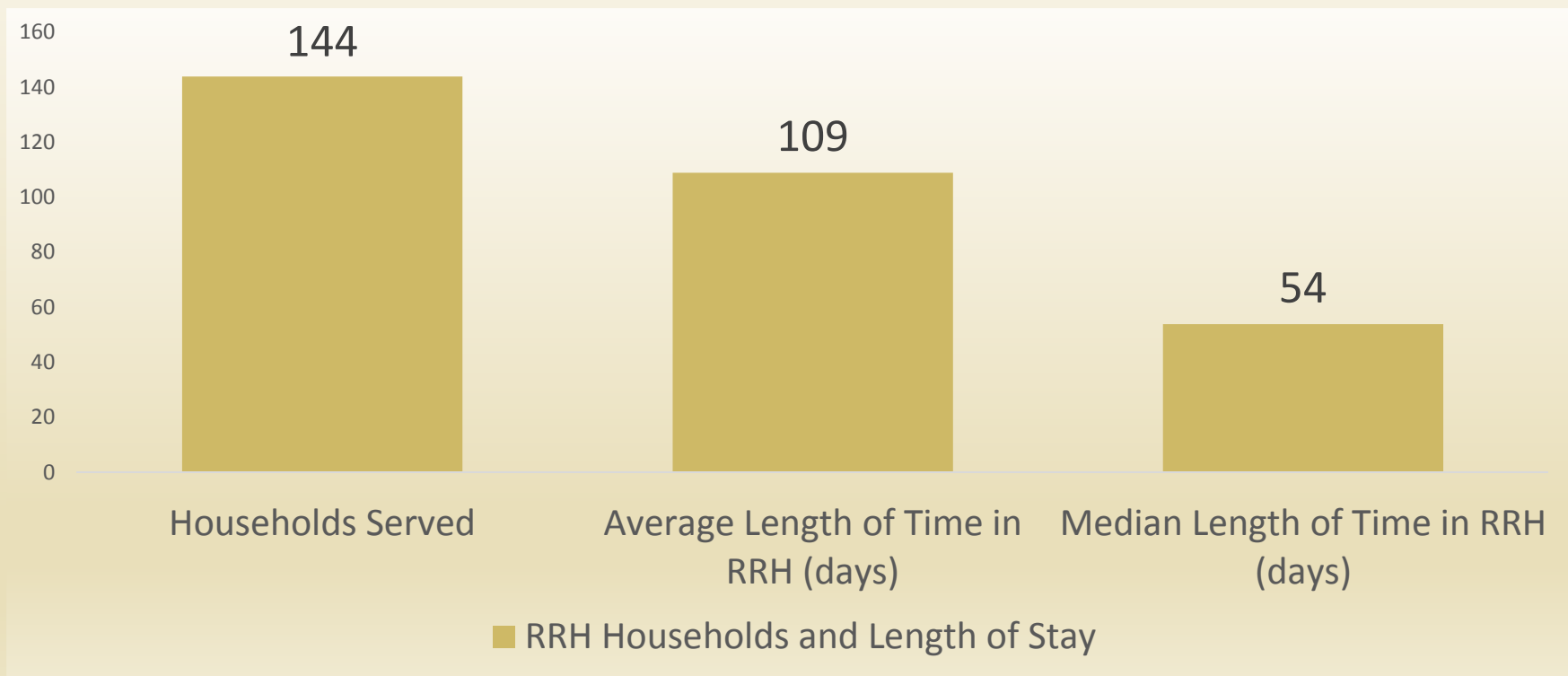
- Length of stay in program
- Exits to or remaining in Permanent Housing
- Exits to street, shelter or unknown
- Change in earned income from employment
- Change in other income from benefits
- Rate of accessing health insurance, SNAPs (food stamps)



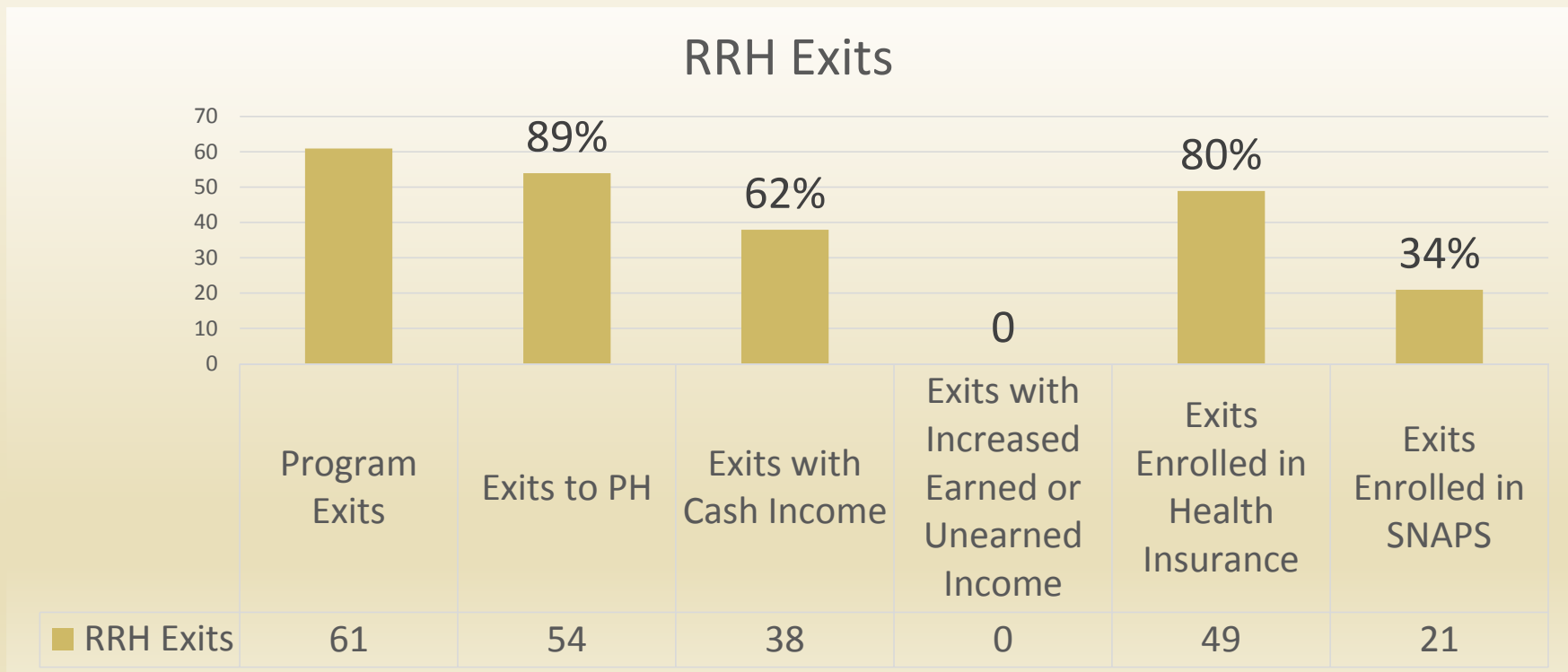
Sample Performance Evaluation Standards

Program Evaluation Criteria	Benchmark/ Standard		Points	Points	Points
	PH	TH	PSH	RRH	TH
Based on CT Balance of State CoC					
Spending of last year's HUD grant	95% spent or less than \$50K unspent		10	10	10
Percentage of all adult participants who gained or increased earned income from entry to exit/follow-up (leavers and stayers)	25%	40%	10	10	10
Percentage of all adult participants who gained or increased other income from entry to exit/follow-up (leavers and stayers)	35%	45%	10	10	10
Percentage with Non-Cash benefits (health insurance, SNAPs, etc.)	90%		10	10	10
TH Only: Length of stay for all participants is 6 months or less	n/a	75%	N/A	N/A	5
RRH Only: Length of stay for all participants is 6 months or less	85%	n/a	N/A	N/A	N/A
PSH Only: Percentage of all participant who remain in PSH or exited to PH	90%	n/a	5	N/A	N/A
RRH Only: Percentage of all participant leavers who exited to PH	85%	n/a	N/A	10	N/A
TH Only: Percentage of all participant leavers who exited to PH	n/a	85%	N/A	N/A	10
Percentage of all participant leavers who exited to shelter, streets or unknown	< or equal to 10%		5	10	5

Sample Performance Data



Sample Performance Data - Exits



Corrective Action Process

1. Threshold established annually
2. Agencies must prepare a plan which is reviewed and commented on by the CoC
3. Agencies in CA prohibited from applying for funding for new projects
4. Two years in CA and funding is at risk
5. New this year – below occupancy standard of 90% - automatic CA



Other Performance Evaluation Domains

- Consumer feedback
- Monitoring results
- % of program entrants with no income and/or disabilities (proxy for serving higher barrier households)
- Cost per permanent housing exit = annual budget divided by number of PH exits in 12-month period
- Funds recaptured



Evaluating Cost Per PH Exit and Income Changes

Total Project Budget including Match	Number of Exits to PH in last APR	% of Exits to PH	Cost Per PH Exit	% of Entries with No Income	% of Exits with No Income
\$296,680	11	79%	\$ 26,971	47%	36%
\$250,031	23	77%	\$ 10,871	26%	31%
\$111,599	24	89%	\$ 4,650	39%	37%
\$64,495	15	100%	\$ 4,300	0%	0%
\$244,979	45	94%	\$ 5,444	7%	0%
\$262,509	14	93%	\$ 18,751	10%	7%
\$231,121	18	100%	\$ 12,840	15%	14%
\$318,749	19	50%	\$ 16,776	10%	8%
\$355,360	50	65%	\$ 7,107	27%	21%

Tips for Evaluating Program Performance

1. Establish standards and benchmarks for programs that align to the HUD systems performance measures
2. Develop scoring standards for evaluation that are objective
3. Conduct performance evaluation outside the NOFA cycle
4. Use data from programs' APRs
5. Provide a summary of results for individual programs using percentages, not just "N."
6. Use Corrective Action Process to address low performance
7. Update evaluation standards, benchmarks and scoring annually
8. Use performance scores to inform project ranking and funding



Lessons Learned

1. APR data has many errors
2. Allow for data corrections
3. Seeing results makes the data meaningful (percentages)
4. Performance improves over time because people are looking at results
5. Corrective action process has been effective
6. Objective standards and scoring enable CoC to make decisions about funding based on data
7. Standardizing reimbursement for legacy programs is next step (which has always been done for new projects)

