



Help Hope Home
Ending Homelessness in Southern Nevada

Clark County, NV: Using HMIS to Optimize System and Program Performance

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Additional HMIS Utilization: Performance Monitoring

- CoC – HUD Performance Measures



Help Hope Home
Ending Homelessness in Southern Nevada

Performance Monitoring

Agencies : Clark County Social Services

Programs : VIVO PSH Project

Program Types : PH - Permanent Supportive Housing (disability required)

Funding Amount:

Monitored By :

Date Range : 2016/07/01 2016/07/31

| Project serves "harder to serve" homeless populations | | Points | Achieved (Yes - No - N/A) |
|---|------|--------|------------------------------|
| % of households served at entry reported | | | |
| Mental Illness | 0.0% | | |
| Alcohol Abuse | 0.0% | | |
| Drug Abuse | 0.0% | | |
| Chronic Health Condition | 0.0% | | |
| HIV | 0.0% | | |
| Developmental Disabilities | 0.0% | | |
| Physical Disabilities | 0.0% | | |
| Domestic Violence | 0.0% | | |
| Unaccompanied Youth under age 18 | 0.0% | | |
| Unaccompanied TAY age 18-24 years | 0.0% | | |
| % of households meet any one of the above criteria | 0.0% | | |
| % of households meet any two of the above criteria | 0.0% | | |
| % of households meet any three or more of the above criteria | 0.0% | | |
| Reduce length of homeless episodes and new and return entries into homelessness | | Points | Achieved (Yes - No - N/A) |
| (PH programs only) % of persons in PH over six months | 0.0% | | |
| (TH and RRH programs only) % of persons in TH/RRH exited to PH | 0.0% | | |
| (TH programs only) Average days from entry to exit into PH | 0 | | |
| (SSO programs only) % of households maintaining PH for at least 6 months | 0.0% | | |
| Increase jobs, income and self-sufficiency | | Points | Achieved (Yes - No - N/A) |
| % of adults with increased or sustained employment income | 0.0% | | |
| % of adults with increased or sustained other cash income | 0.0% | | |
| % of adults with increased or sustained mainstream non-cash benefits | 0.0% | | |
| % of persons with improved education | 0.0% | | |

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Additional HMIS Utilization: Performance Monitoring

- CoC – HUD Performance Measures

| HMIS Participation and Data Quality | | Points | Achieved (Yes - No - N/A) |
|---|----|--------|------------------------------|
| % of persons who exit to known destinations | 0% | | |
| % of persons with income data updated at least annually | 0% | | |
| % of program data response = Don't Know or Refused | 0% | | |
| Program Entry Average Data Entry Timeliness in days | 0 | | |
| Program Entry Average Data Exit Timeliness in days | 0 | | |
| Total Outcome Achievement - 100 points available | | | |

Additional HMIS Utilization: Quarterly Reports to Management Team



CLARK COUNTY SOCIAL SERVICE
REPORTING PERIOD: 3rd Quarter
PROGRAM: NEW BEGINNINGS
CBE NO: 603310-14

FUNDING SOURCE: HUD & General Fund
FUNDING PERIOD: July 1, 2015 – June 30, 2016
CONTRACT PERIOD: October 1, 2014 – June 30, 2016
SUBCONTRACTOR: HELP of Southern Nevada

Grant Summary

The New Beginnings project focuses on Chronically Homeless Individuals (CHI) to provide with rental assistance to place clients in permanent supportive housing and a connection to needed resources to support their success in transitioning to self-sufficiency. Using a housing first/harm reduction model, the New Beginnings project focuses on three core areas: outreach; intensive case management; and permanent supportive housing.

Program Description

The New Beginnings project houses 137 CHI in permanent supportive housing. The program provides CHI with stable housing placement in coordination with case management and supportive services that are provided to improve program client self-sufficiency goals. The Mobile Crisis Intervention Team (MCIT) and program outreach workers identify CHI who are then placed in the community queue for coordinated intake. The MCIT transport CHI to a CCSS office for the Coordinated Intake Housing Assessment. If appropriate, the client receives referrals to appropriate programs. Once in the program, Intensive Case Managers (ICM) work with clients to address housing, mental health services, substance abuse issues, medical needs, legal issues, financial support and goals towards reaching self-sufficiency.

Performance Measures – CoC Performance Monitoring (Report Period 7/1/15-3/31/16)

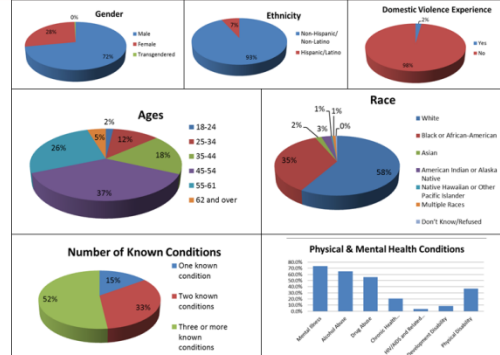
Data populated from point-in-time data from HMIS Annual Performance Report

| PERFORMANCE MONITORING | | | | | | | | | | |
|---|-----------------------------|-------|-------------------------------|-------|-----------------------------|-------|-----------------------------|-------|---------|-------|
| Agency / Agencies: | HELP | | | | | | | | | |
| Program / Programs | New Beginnings | | | | | | | | | |
| Program Type | PH | | | | | | | | | |
| Program Year | 2016-2017 | | | | | | | | | |
| Project Serves "Harder to Serve" Homeless Populations | QTR 1 7/1/15- 9/30/15 | | QTR 2 10/1/15- 12/31/15 | | QTR 3 1/1/16- 3/31/16 | | QTR 4 4/1/16- 6/30/16 | | YTD | |
| | Rate | Score | Rate | Score | Rate | Score | Rate | Score | Rate | Score |
| % of households served at entry reported: | | | | | | | | | | |
| Mental Illness | 72.80% | | 72.60% | | 73.30% | | | | 73.90% | |
| Alcohol Abuse | 68.40% | | 67.10% | | 67.10% | | | | 65.20% | |
| Drug Abuse | 54.40% | | 53.70% | | 53.40% | | | | 55.10% | |
| Chronic Health Condition | 16.50% | | 18.90% | | 21.60% | | | | 20.80% | |
| HIV | 3.80% | | 2.40% | | 2.80% | | | | 3.90% | |
| Developmental Disabilities | 7.00% | | 18.50% | | 9.70% | | | | 8.70% | |
| Physical Disabilities | 40.50% | | 40.90% | | 39.20% | | | | 38.20% | |
| Domestic Violence | 3.20% | | 3.10% | | 2.80% | | | | 2.40% | |
| Unaccompanied youth under 18 | 0.00% | | 0.00% | | 0.00% | | | | 0.00% | |
| Unaccompanied TAY 18-24 years | 1.30% | | 0.60% | | 1.10% | | | | 1.50% | |
| % of households meet any one of the above criteria, must meet 60% marker to receive 15 points | 100.00% | 15 | 100.00% | 15 | 100.00% | 15 | | | 100.00% | 15 |
| % of households meet any two of the above criteria, must meet 50% marker to receive 20 points | 86.70% | 20 | 85.40% | 20 | 85.20% | 20 | | | 86.00% | 20 |
| % of households meet any three or more of the above criteria, must meet 40% marker to receive 25 points | 55.70% | 25 | 54.30% | 25 | 55.10% | 25 | | | 54.60% | 25 |
| Total Score "Harder to Serve Homeless Populations:" | | 25 | | 25 | | 25 | | | | 25 |

****Note:** Agencies may receive a maximum of 25 points in this section. They can receive either 15, 20, OR 25 points based on which markers they achieve. If they have met 0 markers, they receive 0 points.

Demographics Snapshot

Individual data counts from HMIS Annual Performance Report (214 clients at program entry)



Demographics Summary: The majority of clients are male, ages 45-54, non-Hispanic/non-Latino, white, with no domestic violence experience, and three or more known conditions. Most prevalent known conditions are mental illness, alcohol abuse, and drug abuse.

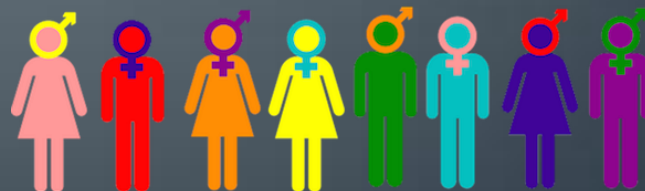


Additional HMIS Utilization: Demographics

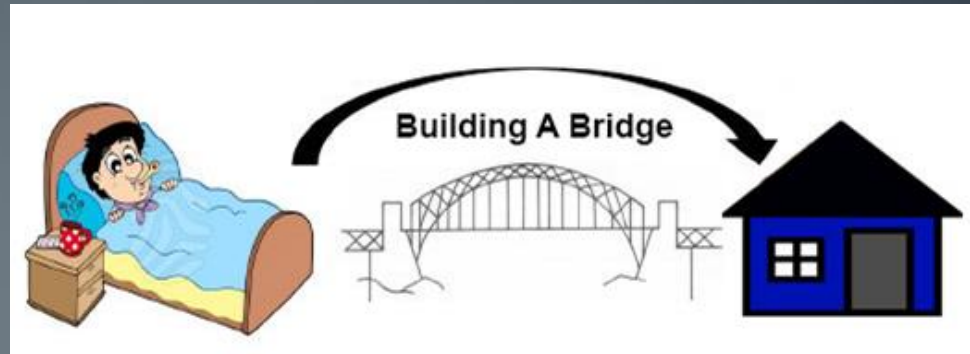
- Gender – Current Options & Enhancements

| Current Gender Options in HMIS | |
|--------------------------------|----------------------------|
| Female | Male |
| Transgender Male to Female | Transgender Female to Male |
| Other | |

| Proposed Enhanced Categories in HMIS |
|--------------------------------------|
| Sex at Birth |
| Gender Identity |
| Sexual Orientation |



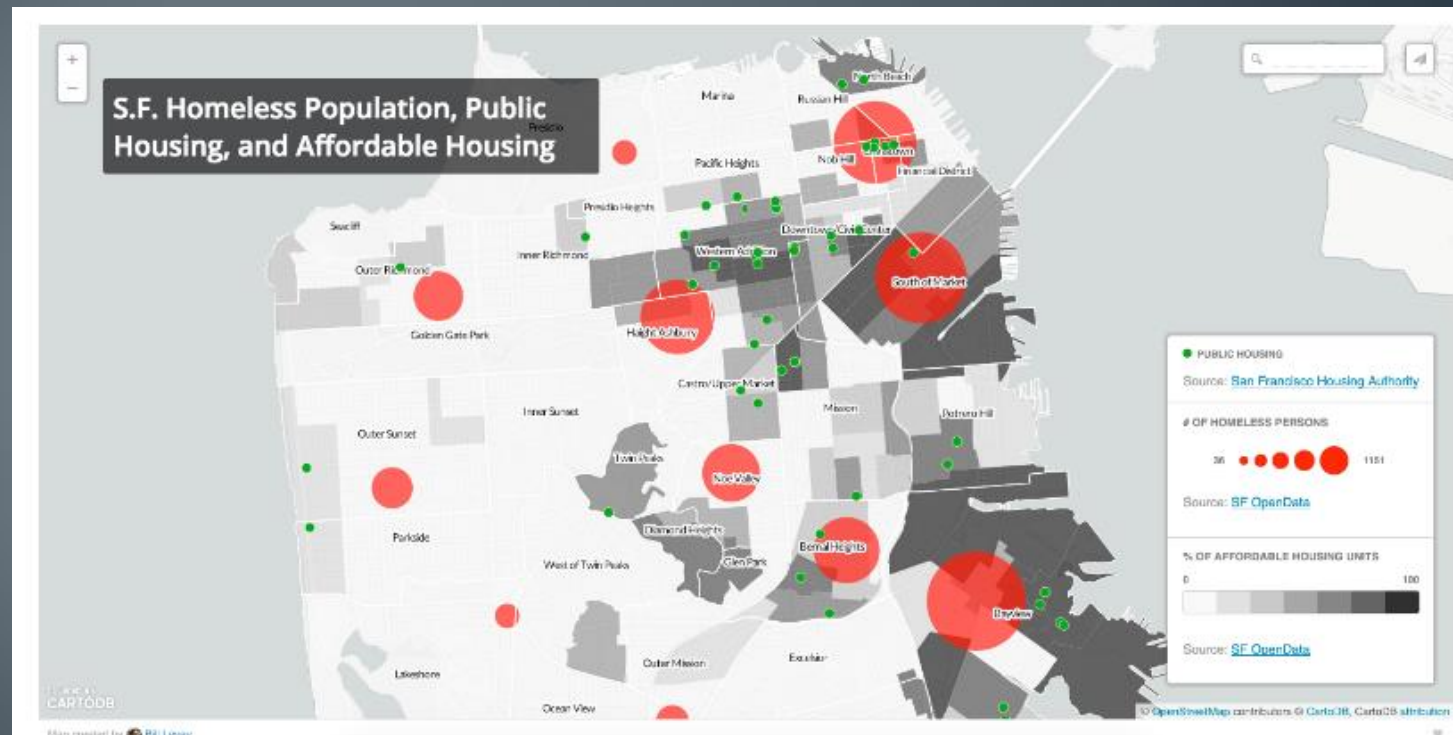
Additional HMIS Utilization: Program-Specific Tools



**Homeless
Management
Information
System**

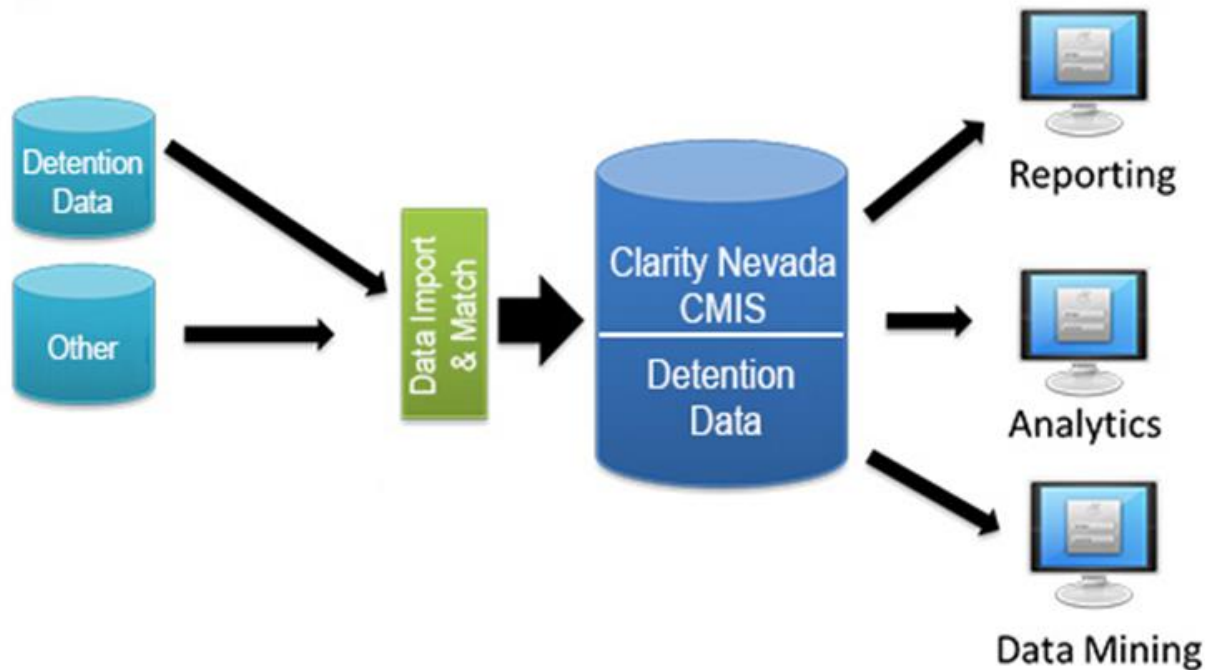


Additional HMIS Utilization: Geographic Information System (GIS)



Additional HMIS Utilization: Data Integration

Data Partitioning Model



QUESTIONS?





STRATEGIES TO END HOMELESSNESS

Using HMIS for System Governance &
Performance Improvement

Cincinnati/Hamilton County (OH-500)

Kevin Finn, President & CEO
kfinn@end-homelessness.org



STRATEGIES TO END HOMELESSNESS

Mission: Lead a coordinated community effort to end homelessness in Greater Cincinnati

Vision: A community in which everyone has a stable home and the resources needed to maintain it

Accomplishing this goal by:

1. **PREVENT:** prevent as many people from becoming homeless as possible
2. **ASSIST:** provide high-quality assistance to help people back into housing
3. **SOLVE:** offering solutions to homelessness through housing





STRATEGIES TO END HOMELESSNESS

- 2007: Established as 501(c)3 when HEARTH Act proposed
- 2008: CoC Lead Agency
- Fiscal agent for...
 - Shelter Plus Care (2008)
 - **Emergency Solutions Grant (2008)**
 - Housing Opportunities for Persons with AIDS (2010)
 - HPRP (2009-2012)
 - **Hamilton County Indigent Care Levy funds (2012)**
 - City of Cincinnati Human Services funding (2015)
- 2015: Unified Funding Agency
 - **All CoC funding**
- Operate community's Centralized Shelter Intake & Coordinated Entry for Housing Systems (including Northern KY)



**Development of allocation processes
follows same formula:**

$$\begin{array}{c} \text{Agency Input} \\ + \\ \text{Outcomes Data} \\ + \\ \text{Community Input} \\ \hline \text{Allocation} \end{array}$$



Agency Input

- Convene agencies to receive funding
- Outline funder expectations
 - HUD, County Commissioners, City Council, etc.
- Define what success looks like
- Define outcome measures that can be measured using HMIS data
- Define how they will be pulled
 - Which HMIS report, etc.



Outcomes Data

- Pulled by third party (STEH), not by individual agencies being evaluated
- Using agreed upon format, report, timeframe, etc.
- Outcomes, & their impact on allocation, released to ALL parties involved
 - Agencies see their own outcomes & each others



Community Input

- Opportunity for conversation, explanation, input from others in the system regarding extenuating circumstances
 - Anomalies that effected outcomes
 - Extraordinary circumstances in year to come effecting funding needs



Emergency Solutions Grant (ESG) Shelter Operations

Outcomes:

- % of households exiting to permanent housing
- Reduced length of stay in shelter
- Recidivism

Funding mechanism:

- Fixed dollar amount available, specific timeline
- Shelters compared with community averages
- Those with higher outcomes receive a larger piece of the funding- higher per diem rate



Hamilton County, Ohio Indigent Care Levy Funds Shelter Operations

Outcomes:

- % of households exiting to permanent housing
- Recidivism

Funding mechanism:

- Bed nights in prior year used to divide funding available among various facilities
- 75% of available funding contracted to each facility
- Shelters compared with their own previous year outcomes
 - Housing- Quarterly
 - Recidivism annually
- Shelters improve on prior year outcomes can receive additional 25% as “Bonus Funding”
- Any portion of 25% bonus funds not disbursed rolls over to next year, reallocated



Cincinnati/Hamilton County CoC (OH-500)

PSH, TH, RRH, SSO

Outcomes:

- Exits to Permanent Housing
- Increased income (all sources)
- Increased employment income
- Returns to Homelessness

Funding mechanism:

- Outcomes used to rank projects
- Projects compared to community averages by program type
- Ranking determines if program is included in CoC application, or if funding is reallocated toward new projects