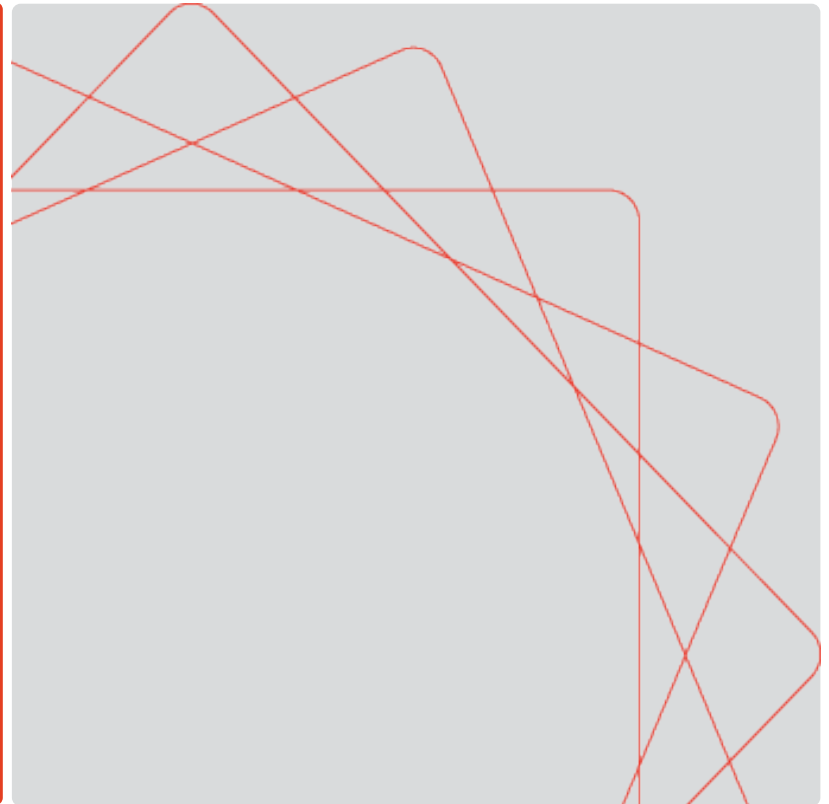




# Overview of HEARTH Performance Measures

Tom Albanese, Abt Associates  
Changing the System to End Family  
Homelessness Conference  
May 17, 2013



# Broadening Federal Performance Emphasis



- McKinney-Vento *as amended by HEARTH Act*
  - CoC: increasing focus on CoC performance as a system
  - ESG: performance impacts CoC performance

- FY2012 CoC NOFA:

*“CoCs will be evaluated on previous performance regarding homelessness, including performance for projects funded through the Emergency Solutions Grants program in the geographic area.”*

# HEARTH Selection Criteria

HEARTH Act: 427(b)(1(A))



- Length of time people remain homeless.
- Extent to which people leaving homelessness experience additional spells of homelessness.
- Thoroughness in reaching homeless people.
- Reduction in homelessness.
- Jobs and income growth for homeless people.
- Reduction in number of people who become homeless.
- Prevention of homelessness or achievement of independent living for those defined as homeless under other federal laws (if applicable).

# Potential Measures: HEARTH



- Length of homelessness
  - Length of enrollments in ES, SH, and TH (project types in which clients are, by definition, homeless)
- “Additional spells” of homelessness
  - Returns to homelessness (i.e. enrollment in ES, SH, or TH) after a placement into permanent housing
- Thoroughness of “reach”
  - May be narrative

# Potential Measures: HEARTH



- Reduction in homelessness (System)
  - Change in PIT (sheltered, unsheltered)
  - Change in annual count (sheltered)
- Job and income growth (System/Program)
  - Likely limited to McKinney-Vento programs
  - APR methodology

# Potential Measures: HEARTH



- Reduction in number who become homeless (System)
  - PULSE methodology
- Success of services to families and youth defined as homeless under other federal statutes
  - Likely limited to those projects approved to serve that population

# Potential Measures: HEARTH

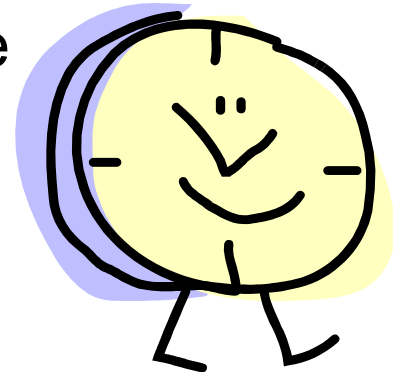


- Successful placements in permanent housing (system/project)
- Permanent housing retention (system/project)
- Mainstream benefits (system/project)
- HMIS participation and data quality

# Timing



- Don't wait for standardized performance reporting. You have opportunity now to establish what is important for your community to measure...
- Anticipated guidance from HUD:
  - General guidance at draft data standards release
  - Detailed reporting specifications at final data standards
  - Initial reporting implemented when standards take effect
  - Measures requiring one or more years of data collection incorporated into CoC application over time



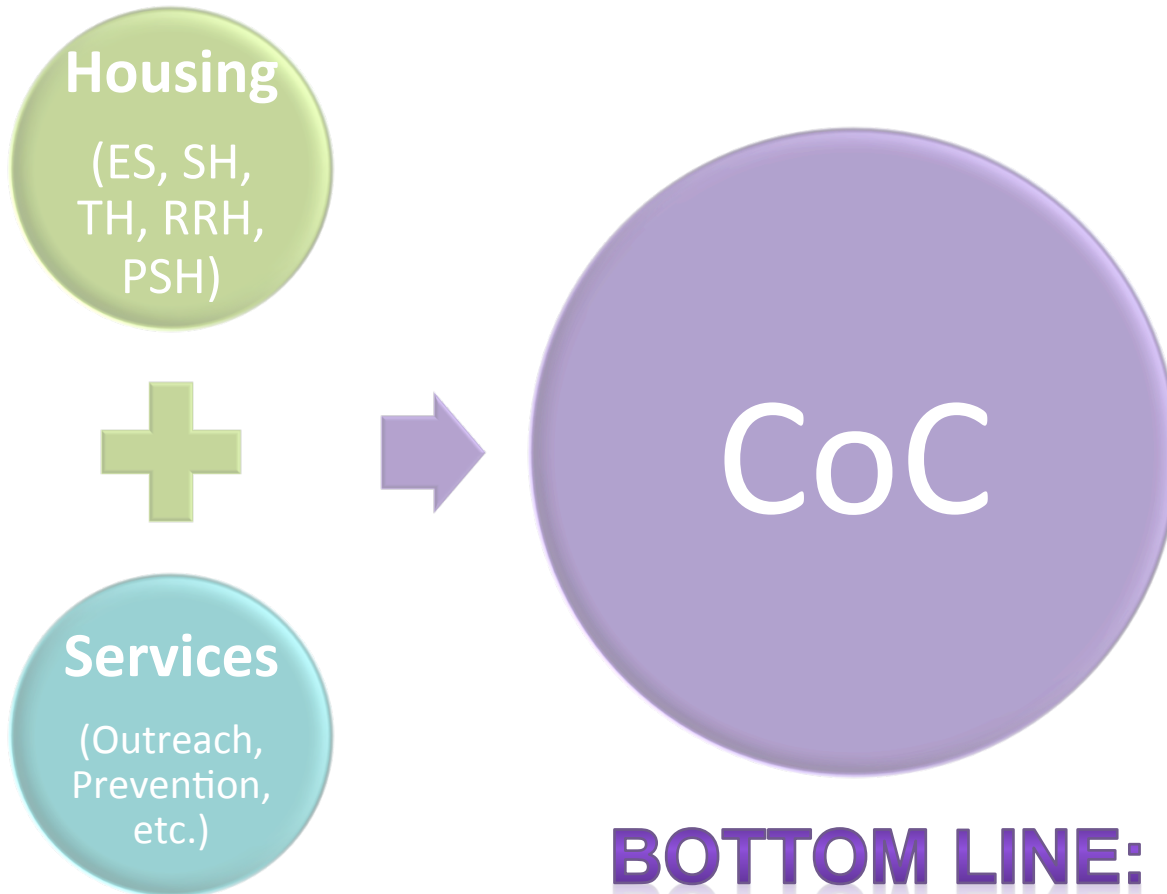


# Why Measure Performance Across the CoC?



- Ensure common understanding of system intent and goals, along with the projects that make up the CoC
- Understand how individual projects (via 'outputs') result in positive change for persons served ('outcomes')
- Understand how individual projects impact overall CoC performance
- Understand how well CoC prevents & ends homelessness & contributes to Federal goals
- Identify areas for improvement
- HEARTH readiness

# What's the CoC?



**BOTTOM LINE:  
WHAT'S REPORTED TO HUD**

# System Fundamentals



Start by defining boundary of local system, assessing and improving the quality of your HMIS data and HMIS coverage... the basics:

- Start inventorying projects that your CoC considers the universe of CoC projects – lodging and services.
- Ensure that projects are classified in your HMIS using project descriptor data elements.
- Review and increase HMIS participation rates.
- Monitor and report data quality on a regular basis to projects and CoC.

# Moving To System Performance



# Measure and Report Performance



- Share project-level results
- Take it up a level: look at measures at the system level
- Be thoughtful about how you interpret the results:
  - Use first as a tool for focusing on project performance...
  - As you get more confident that the data is representative, use to inform system planning and resource allocation

# Additional Resources:



- *What Gets Measured, Gets Done: A Toolkit on Performance Measurement for Ending Homelessness*  
<http://www.endhomelessness.org/content/article/detail/2039>
- HUD Homeless Resource Exchange  
[www.HUDHRE.info](http://www.HUDHRE.info)
  - **2010 HEARTH/HMIS Conference: “Performance Measurement of Homeless Systems”**