



National Alliance to
END HOMELESSNESS

Evaluating Your System/ Determining Need

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Building
National Alliance to End
Homelessness

Topics

- Why Data?
- System Assessment
- Performance Improvement
- Next Steps

Why Data

“Under HEARTH, there will be an even greater emphasis on data and the use of HMIS. CoCs should assess their data tools, counting methodologies, and HMIS and determine if changes and/or improvements need to be made.”

Ann Marie Oliva

Director, Office of Special Needs Assistance Programs

U.S. Department of Housing and Urban Development

Why Data?

Good data is essential to plan to end homelessness, evaluate programs and properly allocate resources.

Point-in-time data

- Identifies at any one time numbers and characteristics
- Identifies trends

Community wide data

- continuously collected
- used to assess cost; to plan solutions; to implement prevention measures; and to measure outcomes.

Why Data?

When communities and agencies actually use HMIS data to help manage their programs, data quality improves.

- Are agencies using HMIS data to monitor and manage their programs?
- Is the CoC using data to monitor providers and make system changes?
- If not, what can the HMIS do to provide agencies with useful information they can use?

Why Data?
5 Reasons to Measure Performance

1. To understand whether current activities are working to achieve intended results
2. To drive program improvement and share information on effective practices with others
3. To ensure a common understanding among all partners, staff, and consumers of what you intend to achieve and how you intend to do it.
4. To communicate and advocate for community support
5. To accomplish your goals

“What gets measured gets done!”

Use your data

SYSTEM ASSESSMENT

Performance Under the HEARTH Act

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- **Goal:** One goal of the newly consolidated CoC Program under the HEARTH Act is to improve data collection and performance measurement.
- **Localize:** National performance is fundamentally a reflection of local progress. CoC performance measurement will focus on local performance as a system (including ESG programs).
- **Success:** Demonstration on these key measures reflects progress toward the goal of ending homelessness community-by-community.

Critical Measures

- Number who become homeless
- Returns to homelessness
- Duration of homeless episodes

Number of Homeless People



New Entries

Repeat Episodes

Longer Episodes

Number of Homeless People

Prevention
Diversion

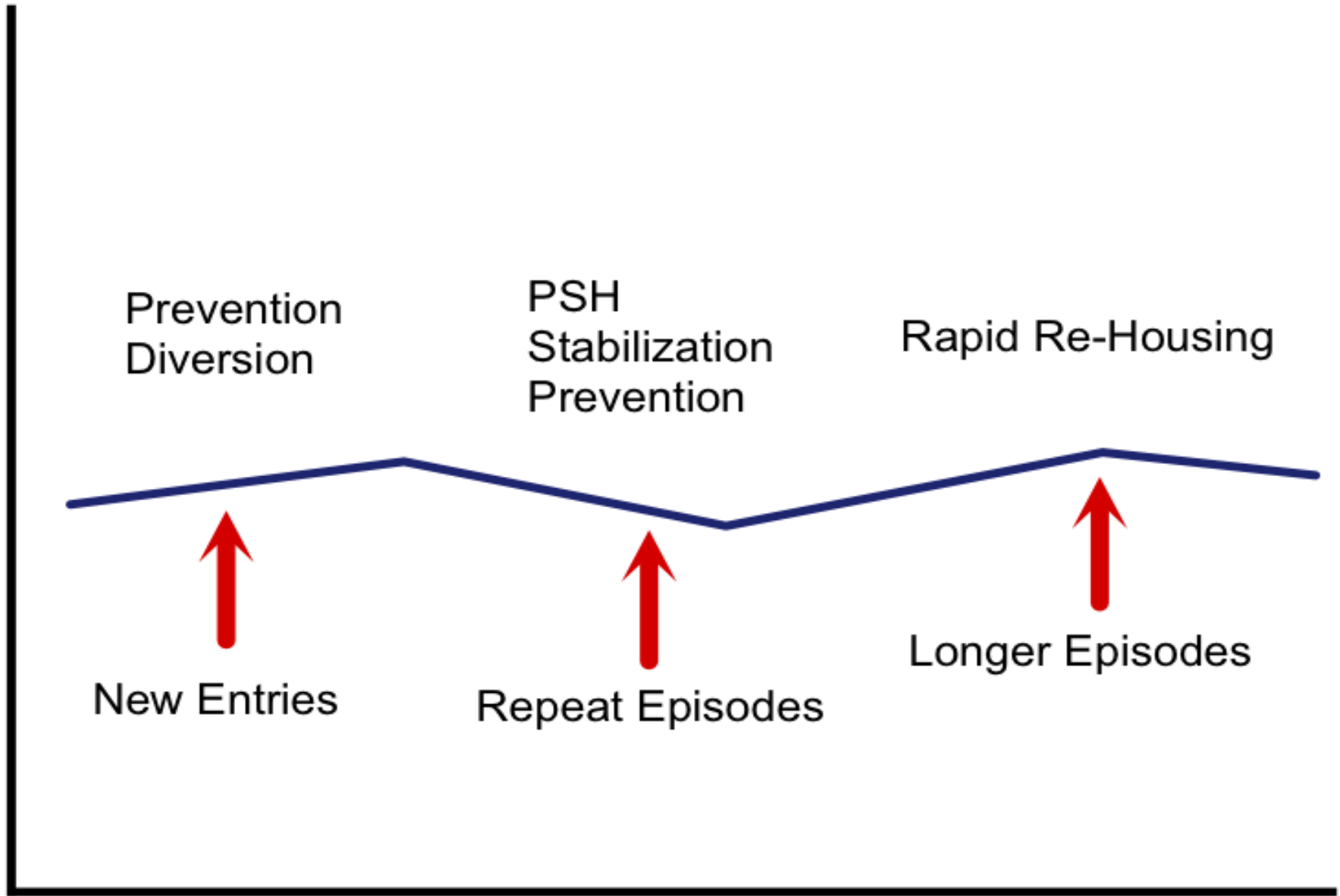
PSH
Stabilization
Prevention

Rapid Re-Housing

New Entries

Repeat Episodes

Longer Episodes



System Assessment

Inclusive

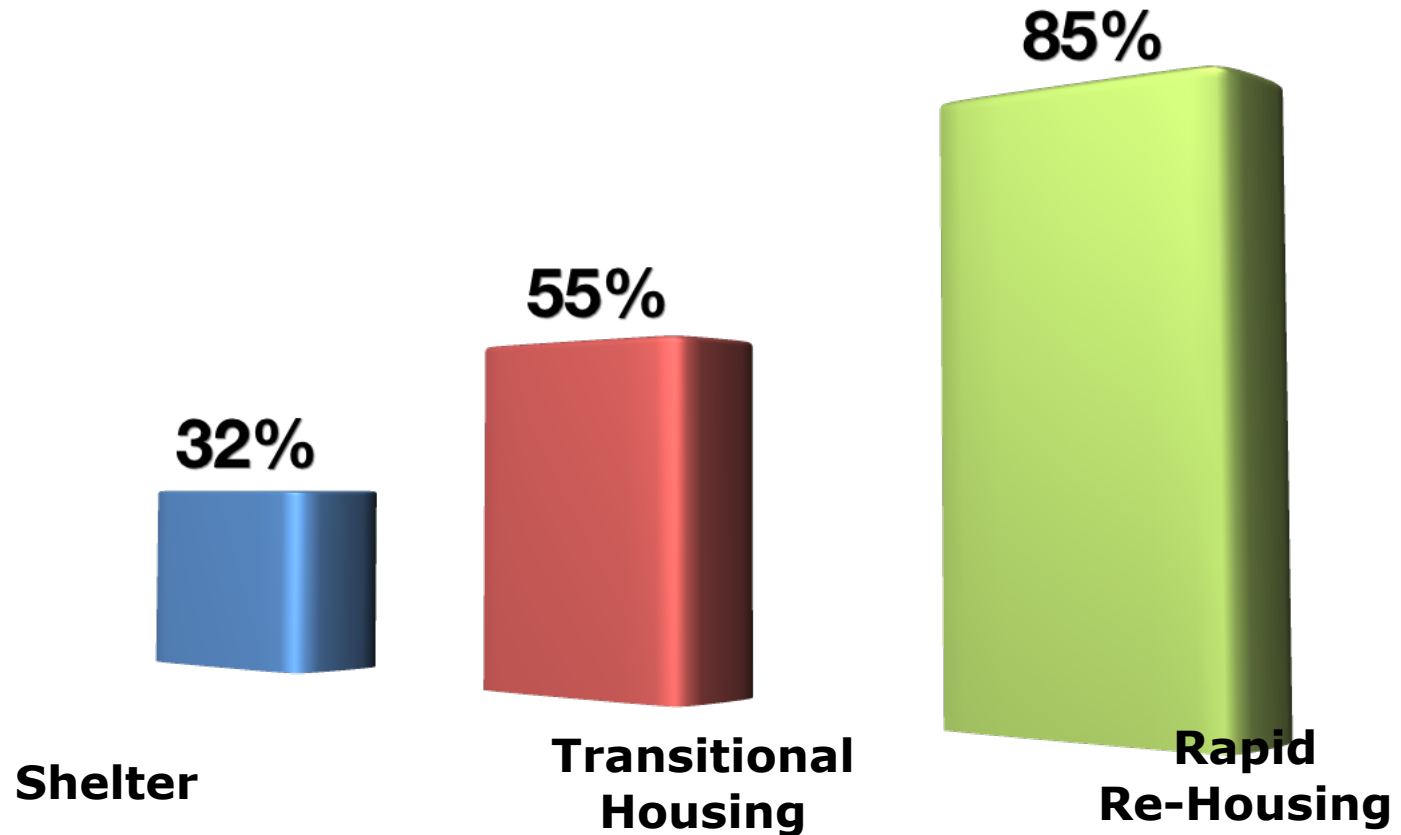
- All providers – All data
 - Buy in – what's in it for them
 - Identify common ground
- System data vs. program data
 - Communication between HMIS administrators and system planners

Homeless System Evaluator

	A	B	C	D	E	F	G	H	I
1	SYSTEM ENTRY ANALYSIS								
2									
3	This worksheet analyzes the points of entry to your shelter system and to your prevention system for comparison purposes								
4	This table allows your community to compare the points of entry of people served within the shelter system to those served in the HPRP Prevention program								
5	It draws from the answer choices for the HMIS Universal Data element 3.9 - Residence Prior to Program Entry. See instructions in the table for how to combine point of entry answers.								
6									
7		In Shelter				HPRP (Prevention Only)			
8	Prior Living Situation	Persons in Families	Singles	Total	% entering	Persons in Families	Singles	Total	% entering
9	Already in Homeless System (answer choices 1-3, 18 in HMIS)	16	197	213	13.5%	0	0	0	0.0%
10	Institutional Setting (Answer choices 4-7, 15)	3	159	162	10.2%	0	0	0	0.0%
11	Unsubsidized rental or home (Answer choices 10-11)	11	43	54	3.4%	16	13	29	63.0%
12	With Family or Friends (Answer choices 12-13)	107	1028	1135	71.8%	9	7	16	34.8%
13	Hotel/Motel (Answer choice 14)	3	7	10	0.6%	1	0	1	2.2%
14	Subsidized Housing (19-21)	0	0	0	0.0%	0	0	0	0.0%
15	Other (21)	0	0	0	0.0%	0	0	0	0.0%

Homeless System Evaluator Information

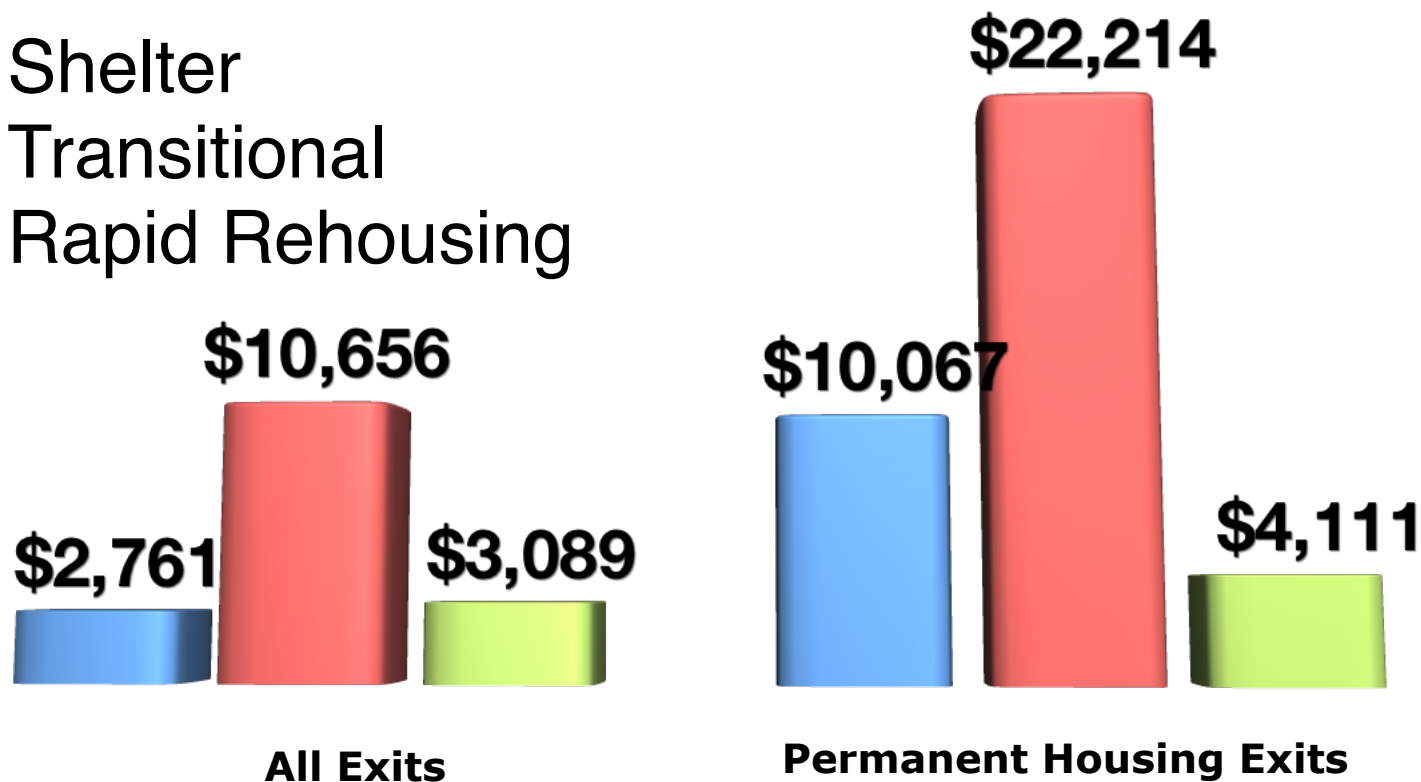
Percent of Exits that are to Permanent Housing for Persons in Households with Children in 14 Communities



Homeless System Evaluator Information

Average Cost Per Exit for
Families with Children in 14 Communities

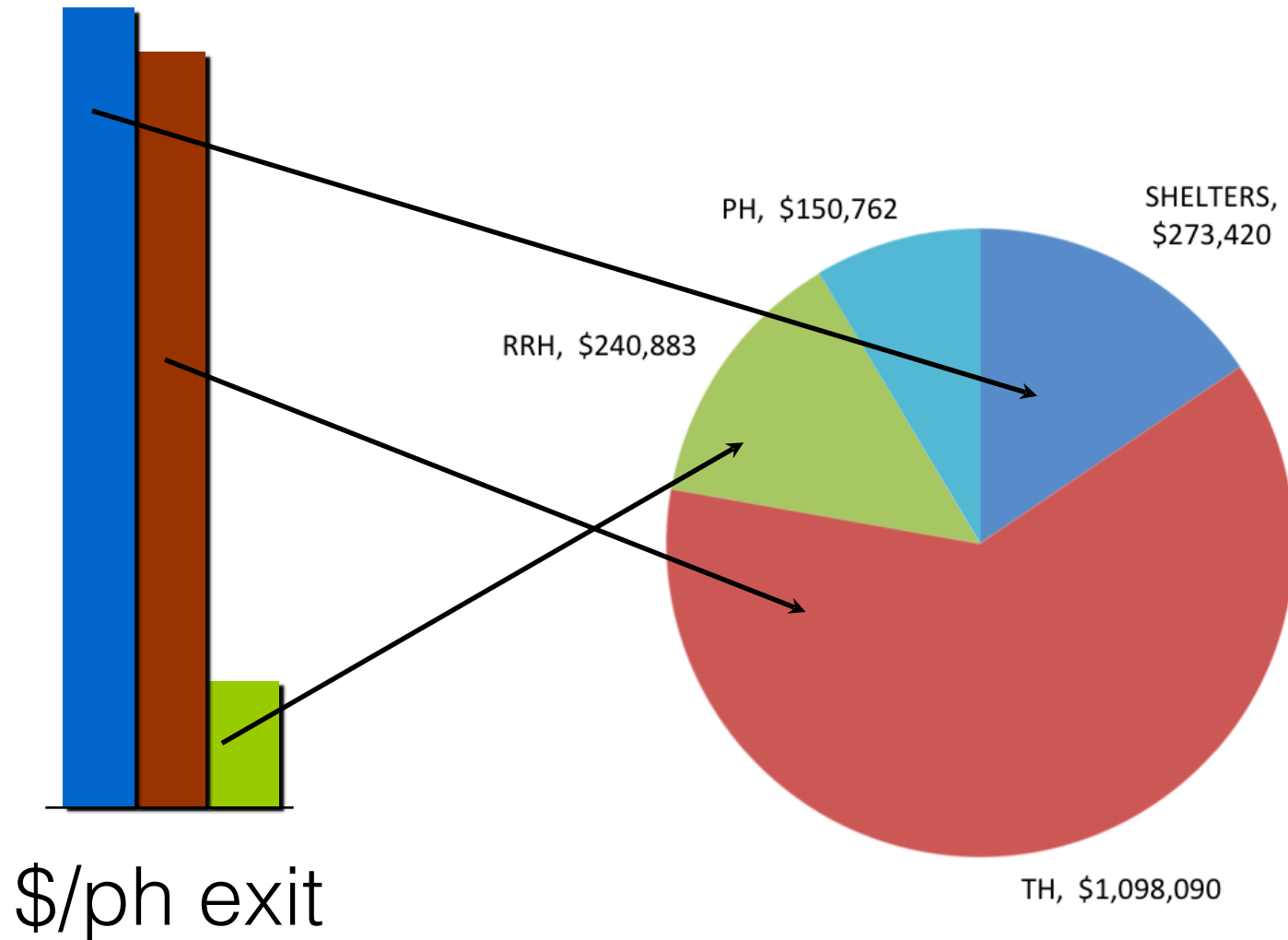
- Shelter
- Transitional
- Rapid Rehousing



*Sample
Community*

Homeless System Evaluator Data

How resources are invested for homeless families.

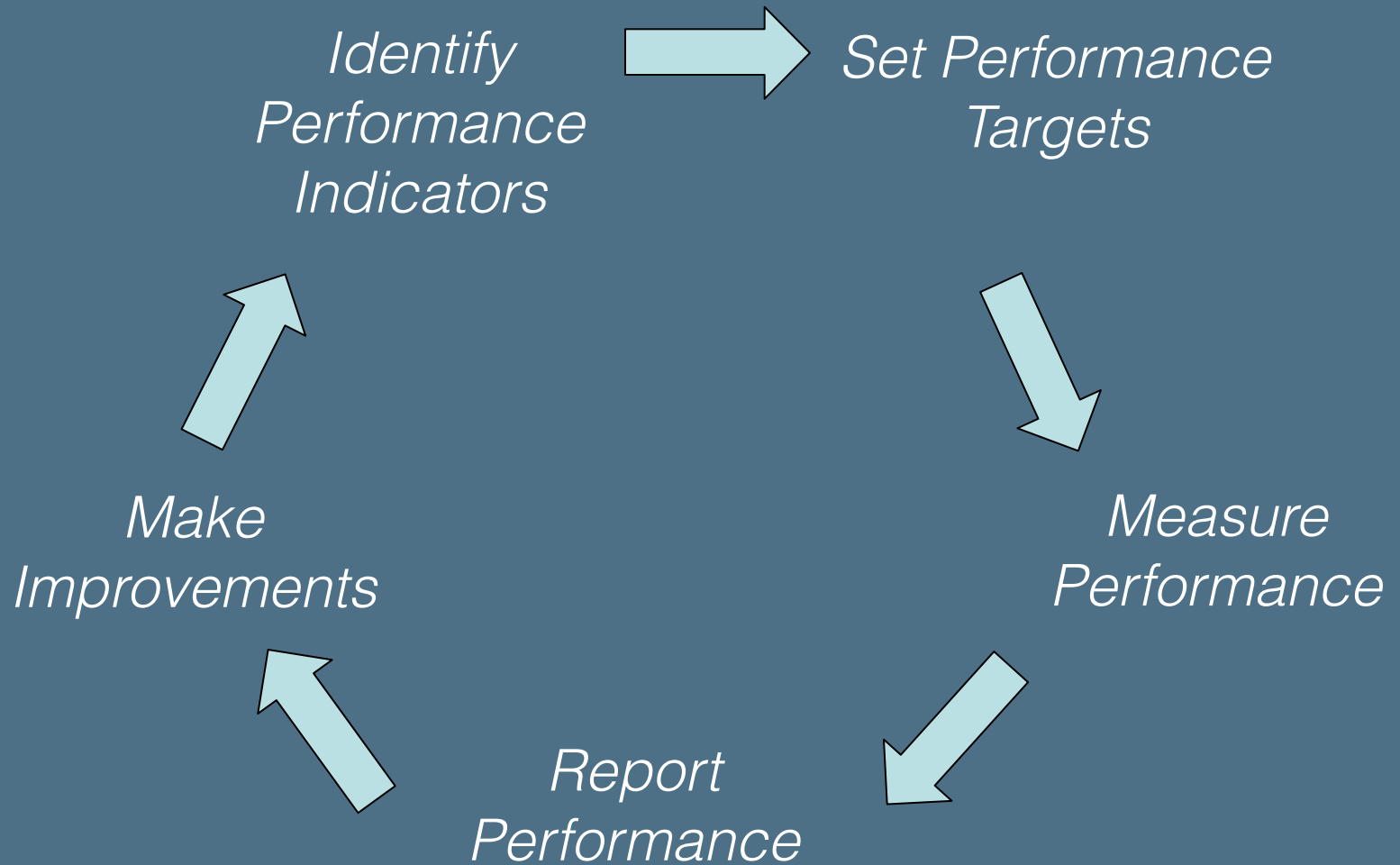


*PERFORMANCE
IMPROVEMENT PROCESS*

Performance Improvement Process
Develop a Plan

- What are the **Outcome Measures**?
- How will you **Set Benchmarks**?
- **How Often** will you measure?
- What is your **Data Source**?
- What are the **Incentives**?
- How will you **Assist Low Performers**?
- How will you **Report to Your Community**?

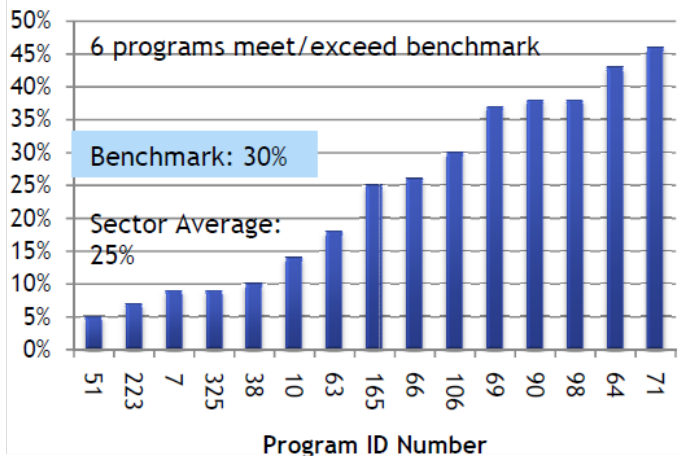
Performance Improvement Process



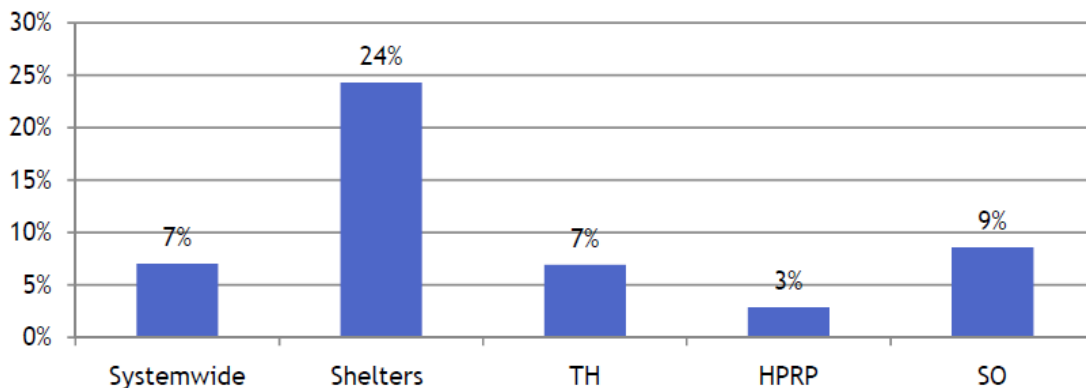
Alameda County, CA

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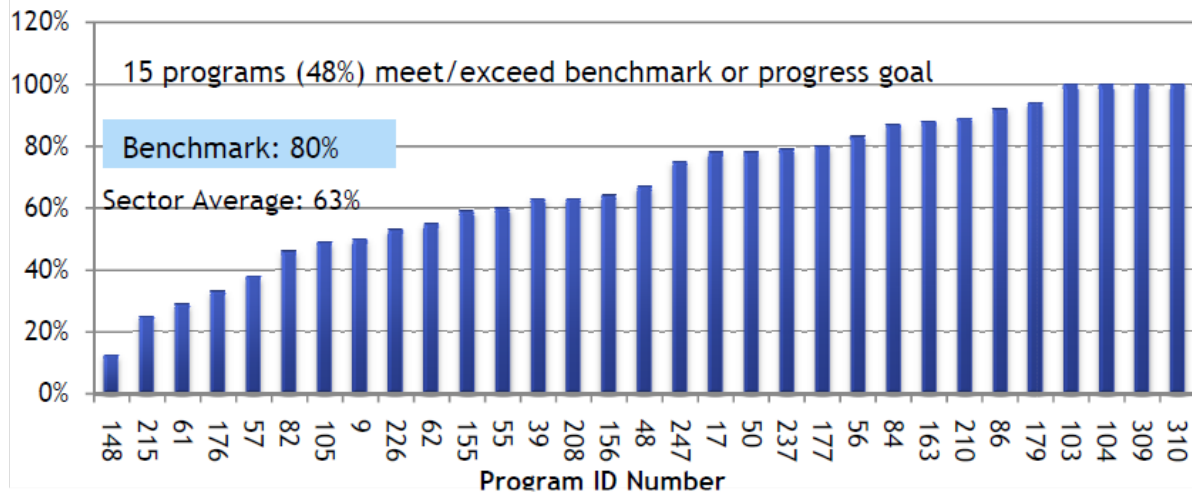
Permanent Housing Exit Rates for Shelters



Return to Homelessness

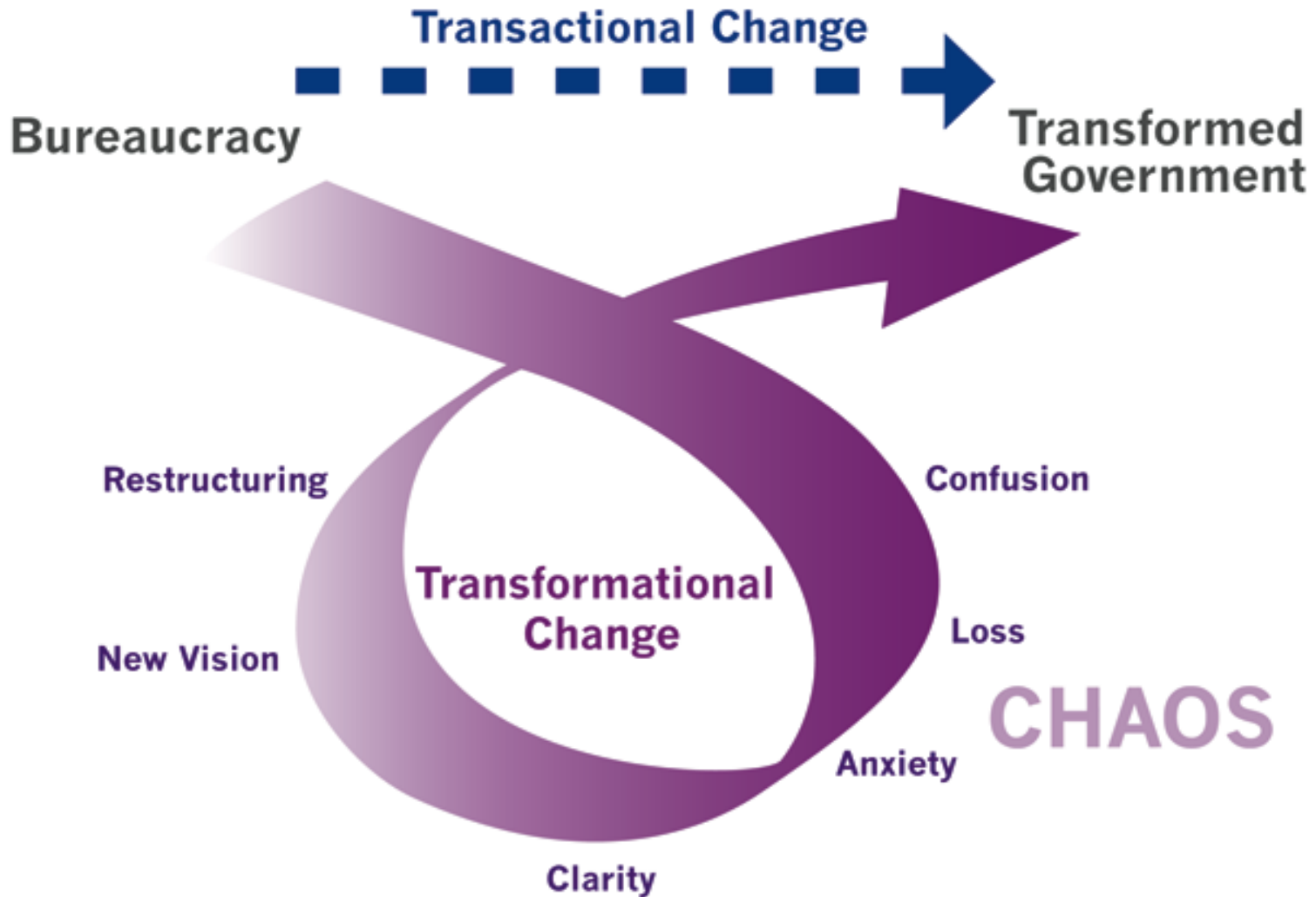


Permanent Housing Exit Rates for Transitional Housing



NEXT STEPS

Next Steps-Get Ready for Change



Next Steps

Make sure you
have the right
programs...
working as a
system

Reallocation²⁴

- Resource reallocation calls for a fundamental shift in the way Continuums spend and distribute resources
- Talking about reallocation because we don't have a lot of new money (if any)

Next Steps

1. Set systemic targets
2. Measure and reward performance
3. Reallocate from low performing strategies to effective strategies
4. Make sure your “pie” is cut correctly
5. Engage all funders in your strategy
6. Measure and adjust

Resources

www.endhomelessness.org/pages/performanceimprovement

“ What Gets Measured Gets Done ”



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