

CHG Performance Measures

Goals of Performance Measures

- Homeless System Responsibilities
 - Make Homelessness Rare, Brief, and One-Time
 - Prioritize Unsheltered Homeless Households
- McKinney-Vento Homeless Assistance Act requires system wide performance measures and targets specific to intervention type
 - Homeless Crisis Response System must meet or demonstrate progress towards the targets of performance measures

Performance Measures Suspended

- Due to COVID-19 existing CHG Performance Measures are currently suspended.
- Data quality and timeliness measures are a focus, system-wide we need to make sure that the data we have is correct and entered in a timely fashion.
- Commerce has been working on new performance measures – in the meantime we are continuing to use the measures and performance targets from our previous 2020 cycle.

CHG Performance Tracker

○ <https://public.tableau.com/profile/comhau#!/vizhome/CHGPerformanceTracker/CHGPerformanceTracker>

Consolidated Homeless Grant (CHG) Performance Tracker

Housing Outcome Performance Measures Hover over for more information ⓘ

Washington State Department of Commerce

State Fiscal Year: FY 2022

Project Type Code:
 (All)
 Emergency Shelter
 Homelessness Prevention
 Other
 PH - Permanent Supportive Housing (...)
 PH - Rapid Re-Housing
 Transitional Housing

Has a Drop-In Shelter:
 (All)
 No
 Yes

County/Region: (All)

Number of Clients: 7 to 1,873

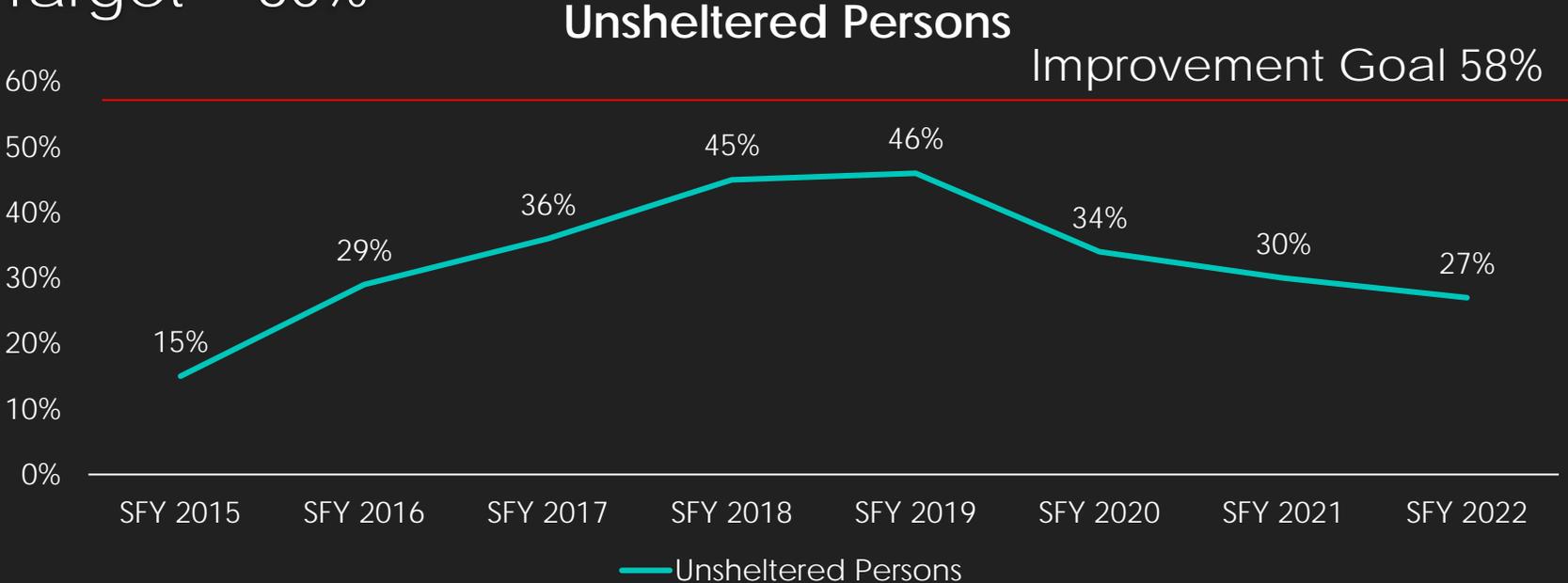
Instructions:
• Default numbers are for the Balance of State (BoS).
• Select *Project Type* and/or *Drop-In Shelter* options to filter map to show only selected project types.
• To view county- or region-level measures, click on the desired county/region on the map ▶

System Prioritization ⓘ
Target: 60%
27%



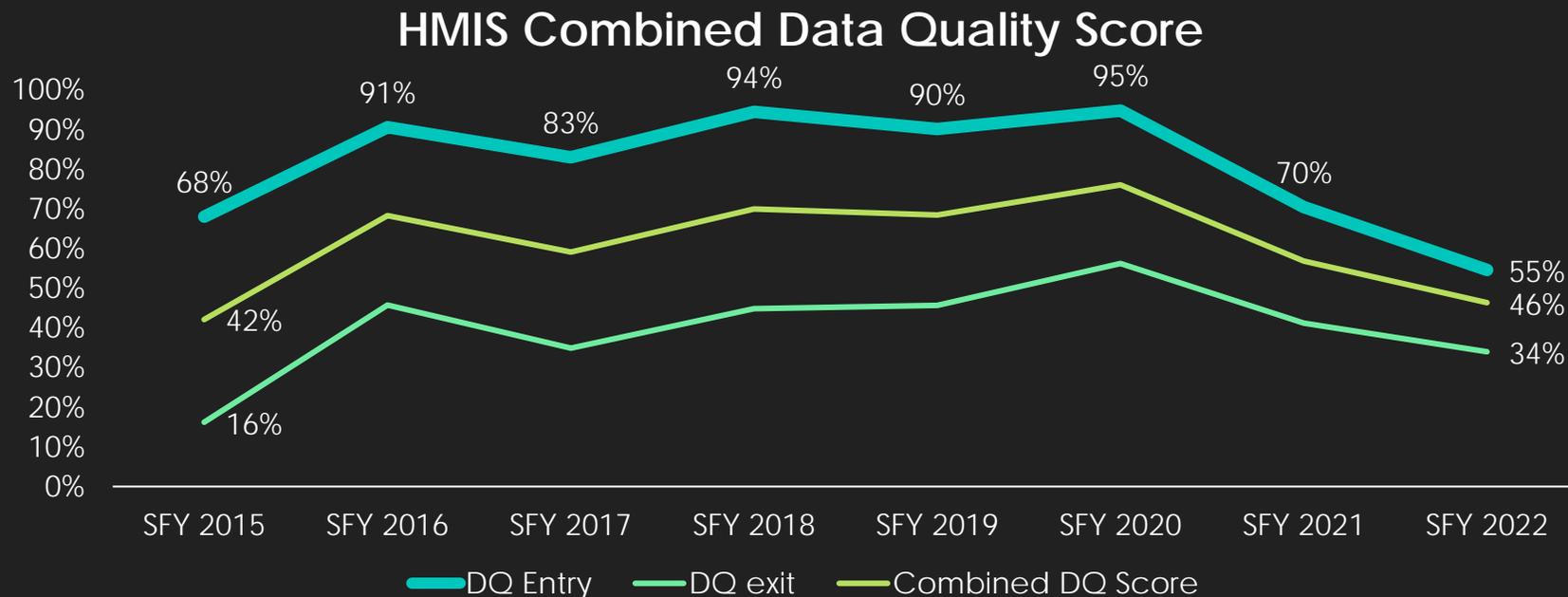
Unsheltered Households Served

- Commerce: CHG Grantees are required to increase the percent unsheltered homeless households and households fleeing violence entered by 5 percentage points each year or meet the statewide performance target.
- State Target = 60%

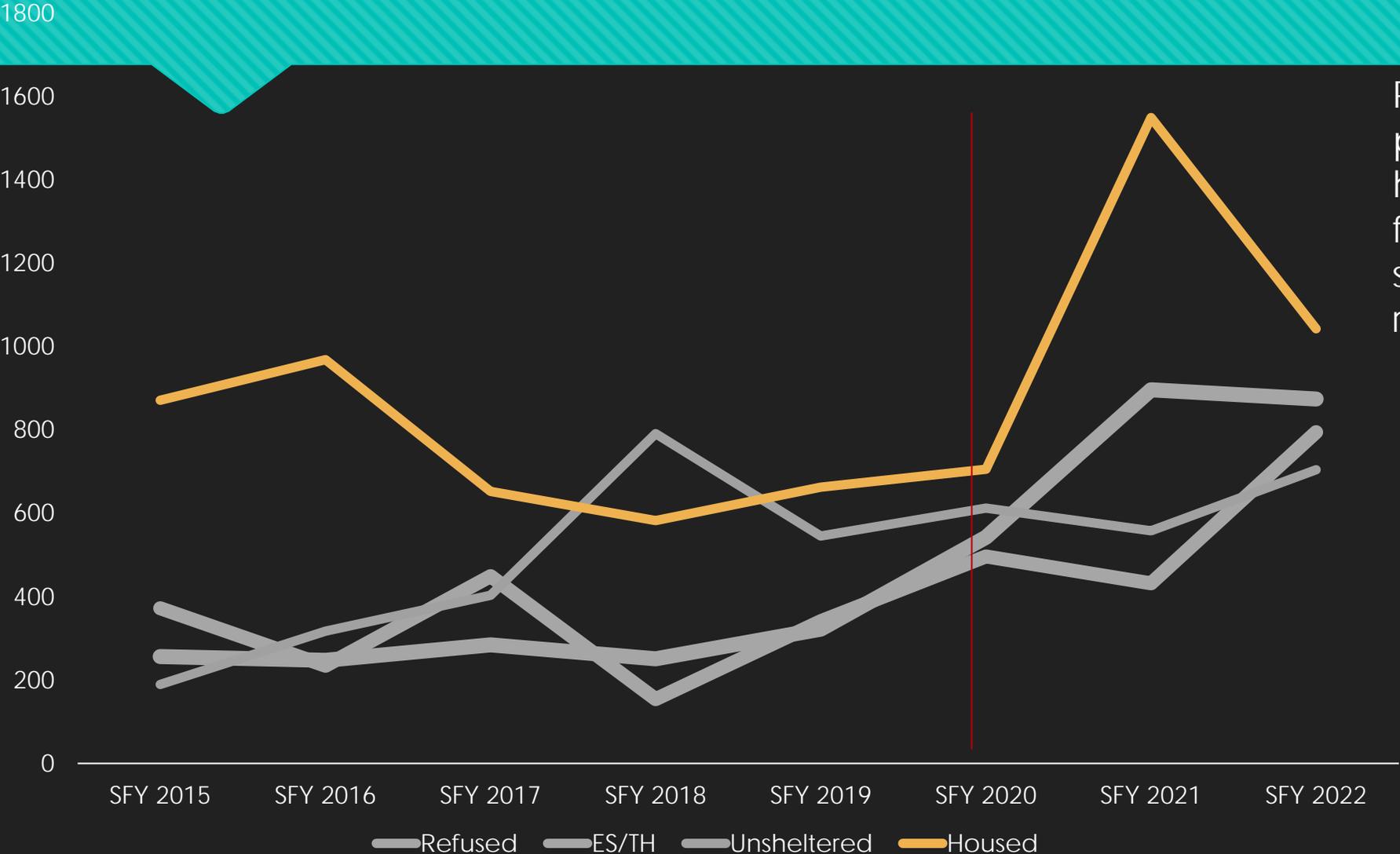


Unsheltered Households Served – Data Entry by Year: Enrollments System-wide All Programs

- HMIS Data Quality Report Errors: count of enrollments in each HMIS program containing a Prior Living Situation on entry or Destination on exit where the response is "Client Doesn't Know, Client Refused, Data Not Collected, or No Exit Interview."

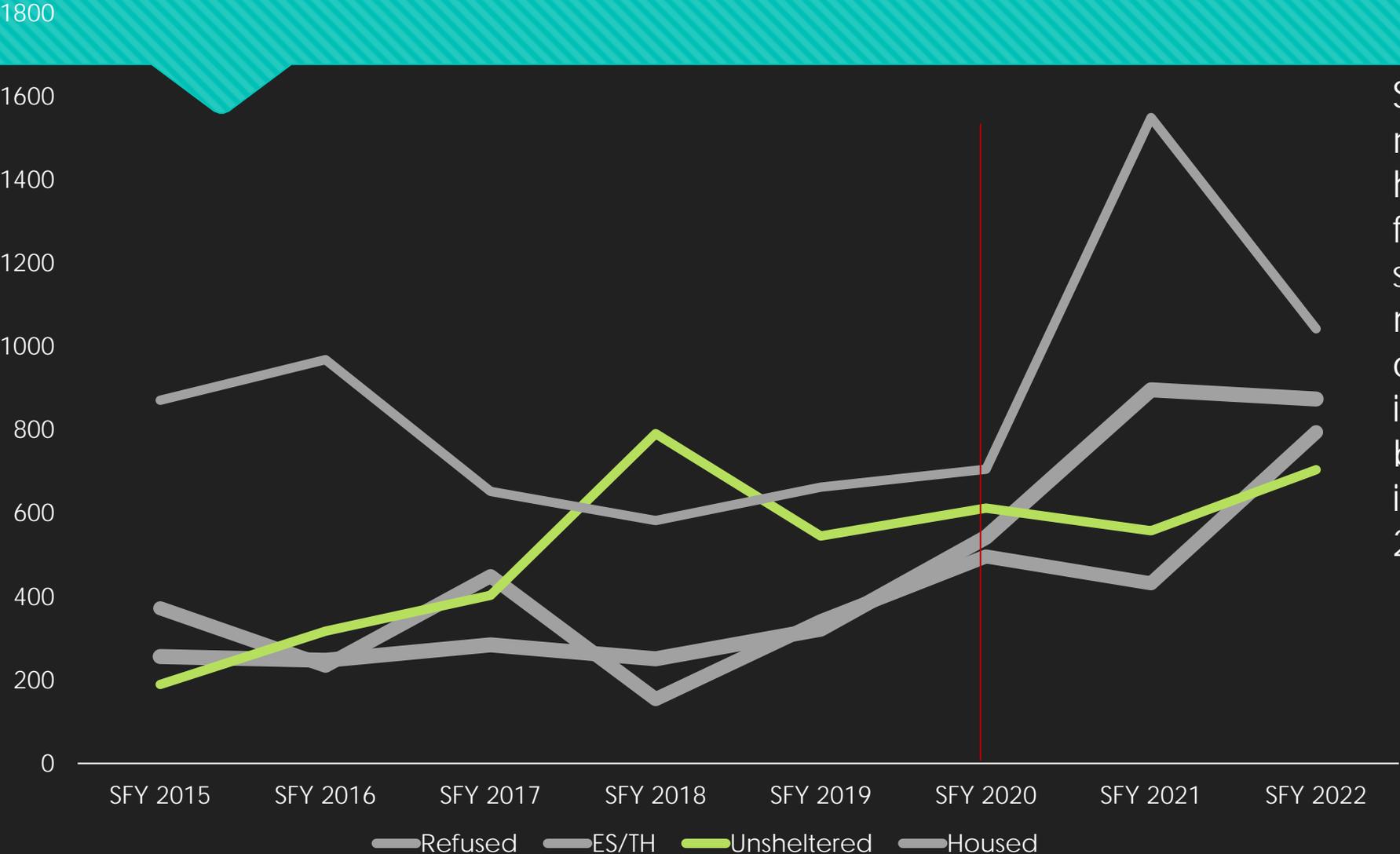


Where are Households Entering from?



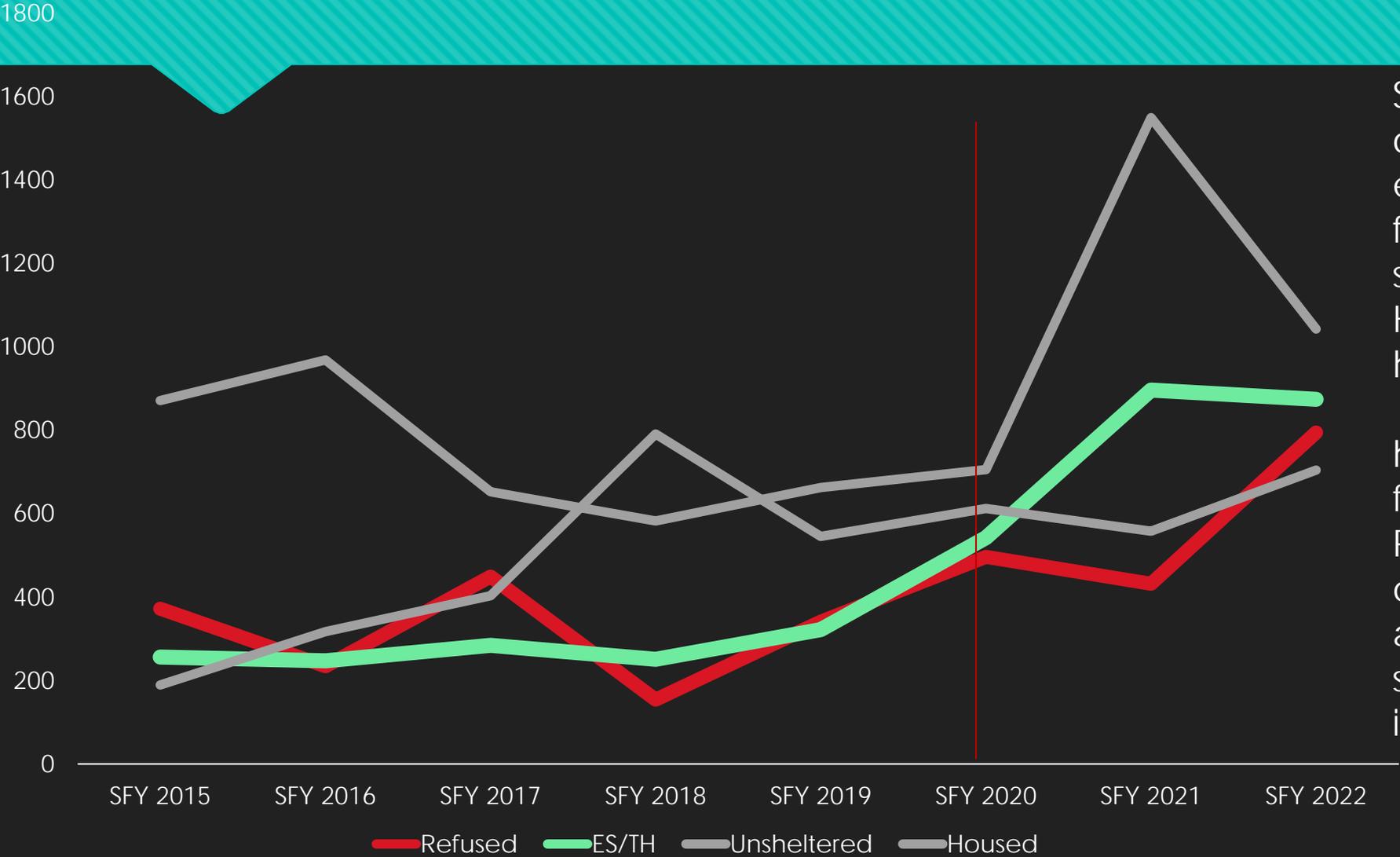
Prior to the pandemic households entering from a Housed situation was been relatively flat.

Where are Households Entering from?



Since SFY 2015 the number of households entering from Unsheltered situations (Place not meant for habitation or fleeing DV) has increased and has been slowly increasing since 2015.

Where are Households Entering from?



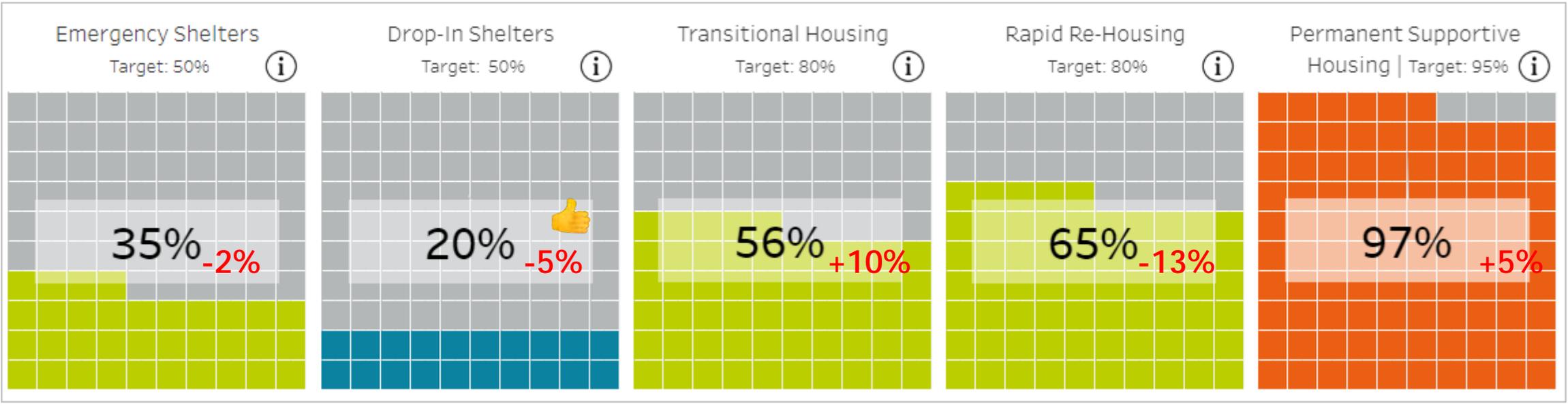
Since SFY 2019 rates of households entering the HCRS from Unsheltered situations and Housed situations have both increased

households entering from ES/TH or are Refused/Data not collected/Not known also have significantly increased

CHG Performance Tracker

Year-to-Date Housing Outcomes

Change since June 30 2021



How is our Data Quality Doing?

- For Kitsap HMIS Data Quality Measures comparing Q2 2021 YTD vs Q2 2022 YTD:
 - Entry Timeliness has improved from 58% to 73% 👍
 - Exit Timeliness has decreased from 66% to 45% 👎
 - Prior Living Situation with valid responses is similar decreasing from 64% to 63%
 - Destination at exit with valid responses has increased from 76% to 97% 👍

Calculating Data Quality Score

Relevant HMIS Data Fields

- **Entry Screen – Residence Prior to Project Entry**

LIVING SITUATION

Type of Residence Place not meant for habitation ▼

- **Exit Screen – Destination**

Destination Select ▼

Every agency collecting and entering this information is critical to determining this measure!

- Of the households who entered into:
 - Emergency Shelter,
 - Transitional Housing,
 - Rapid Rehousing,
 - Permanent Supportive Housing,
 - Other Permanent Housing, and
 - Homelessness Prevention projects
- Percentage of clients enrolled or exited to Known Living Situations or Known Destinations
 - Responses:
 -  Client doesn't know
 -  Client refused
 -  Data not collected

$$\text{HMIS Data Quality Score} = 1 - \frac{\text{Number of Unknown Entry Living Situation and Exit Destinations}}{\text{Total Number of Entries and Exits}}$$

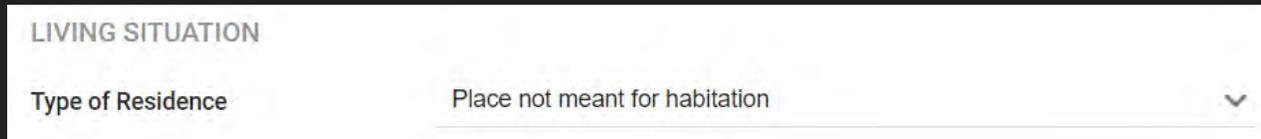
What should you take away after reviewing this information?

Data Quality

- As a Countywide system the information your agency enters affects not only your agency's individual performance, but also affects every other agency and our collective countywide performance
- **Make sure you are collecting and recording into HMIS the correct:**
 - Start Dates
 - Exit Dates (watch for typos like wrong month or year)
 - Type of Residence at Program Entry
 - Destination upon Program Exit
 - Housing Move-in Date (if applicable)

Enrollment Entry Screen – Living Situation

○ Living Situation – Type Of Residence



The screenshot shows a white rectangular box with a thin border. At the top left, the text 'LIVING SITUATION' is displayed in a small, dark font. Below this, the text 'Type of Residence' is followed by a dropdown arrow. The selected option is 'Place not meant for habitation', which is displayed in a light gray font. A small downward-pointing arrow is visible at the end of the dropdown menu.

- Enter the living situation of the household on the night before entering your program
- This is not **your** program/shelter/housing type!
- This is not the last time the household had a verifiable place to live, exited a facility, treatment program, jail, or other living situation
 - (unless the above was true on the night before entering your program)

Exit Destination

- If information is not collected about exit destinations for households, it counts against the entire system.
 - Data not collected
 - No exit interview completed
 - Client doesn't know
 - Client refused
- Choose the above destinations if it is in fact the correct response for the situation, but collecting exit destinations is extremely important regarding systemwide performance measures.
- Households leaving a program without notice should be considered "Client refused".

Data Quality

- If you have data quality questions or issues with HMIS contact Cory Derenburger in the Housing and Homelessness Division.
 - Proper Household Enrollment (dependents should not be listed as separate individual enrollments)
 - Erroneous Enrollments (if you have overlapping enrollments for the same client/household or exits)
 - Duplicate Clients
 - Thank you for reaching out to correct information!!!!

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