

---

# NV-500 System Performance Measures Overview



---

# Goals

By the end of this presentation, you will:

- Be familiar with each SPM component.
- Understand how Southern NV's data fared for 2021.
- Learn how data can be improved.



# SYSTEM PERFORMANCE MEASURE OVERVIEW



---

## Background of SPMs

- Began with the 2015 reporting year.
- Reporting Period: October 1-September 30 annually.
- Includes two-year look-back.
- Purpose is to provide a more complete picture of how well a community is preventing and ending homelessness as a coordinated system.



# System Performance Measures (SPM)

## Relevant Project Types

- Emergency Shelter
- Other
- Permanent Housing
- Permanent Supportive Housing
- Rapid Rehousing
- Safe Haven
- Street Outreach
- Transitional Housing

## Relevant Data Elements

- Approximate Date Homelessness Started
- Bed nights (for Night by Night shelters)
- DOB
- Destination
- Income sources and amounts
- Housing Move-in Date (for PH projects)
- Income sources and amounts
- Project Start and Exit Dates



# System Performance Measures

---

Measure 1: Length of time persons remain homeless

---

Measure 2: Extent to which persons who exit homelessness to permanent destinations return to homelessness within 6, 12, and 24 months

---

Measure 3: Number of homeless persons

---

Measure 4: Employment and income growth for homeless persons in CoC-funded projects

---

Measure 5: Number of persons who become homeless for the first time

---

Measure 6: Homeless prevention & housing placement of persons defined by Category 3 of HUD's homeless definition in CoC-funded projects (not applicable)

---

Measure 7: Successful placement from SO and successful placement in or retention of permanent housing

---

Destination Data Quality



# Measure 1

## Length of time persons remain homeless

- **Measure 1a: Number of clients active in the report date range and their average and median length-of-time homeless**
  - In emergency shelters and safe havens
  - In emergency shelters, safe havens, and transitional housing
- **Measure 1b: Same as the Measure 1a, but includes clients in permanent housing projects prior to moving into housing**

*Relevant client data in Clarity Human Services:*

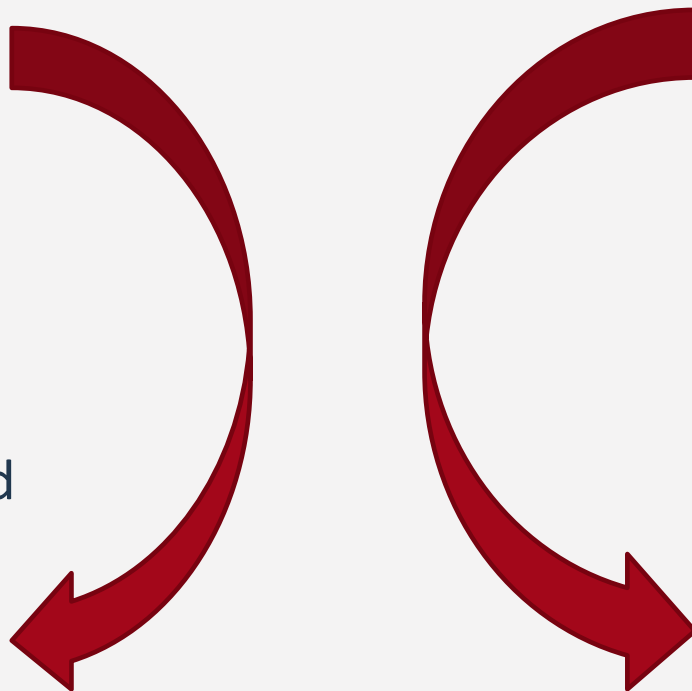
- Project Start Date
- Project Exit Date
- Prior Living Situation fields (including *Approximate Date Homelessness Started*)
- Bed night (for emergency shelters using the night-by-night tracking method)
- Housing Move-in Date (applicable to permanent housing projects only)



## Metric 1a.

Change in the average and median length of time persons are homeless in emergency shelter, safe haven, and transitional housing projects.

- 10,568 total persons in ES and SH projects. On average, clients stayed in ES or SH for about 2 months.
- 12,026 total persons served in ES, SH, and TH. On average, clients stayed in ES, SH and TH for about 79 days.



## Metric 1b.

Similar to 1a., but this includes clients in permanent housing projects prior to moving into housing.

- 12,717 total persons served in ES, SH, TH and PH. On average, clients were experiencing homelessness for about 1.5 years before moving into permanent housing.

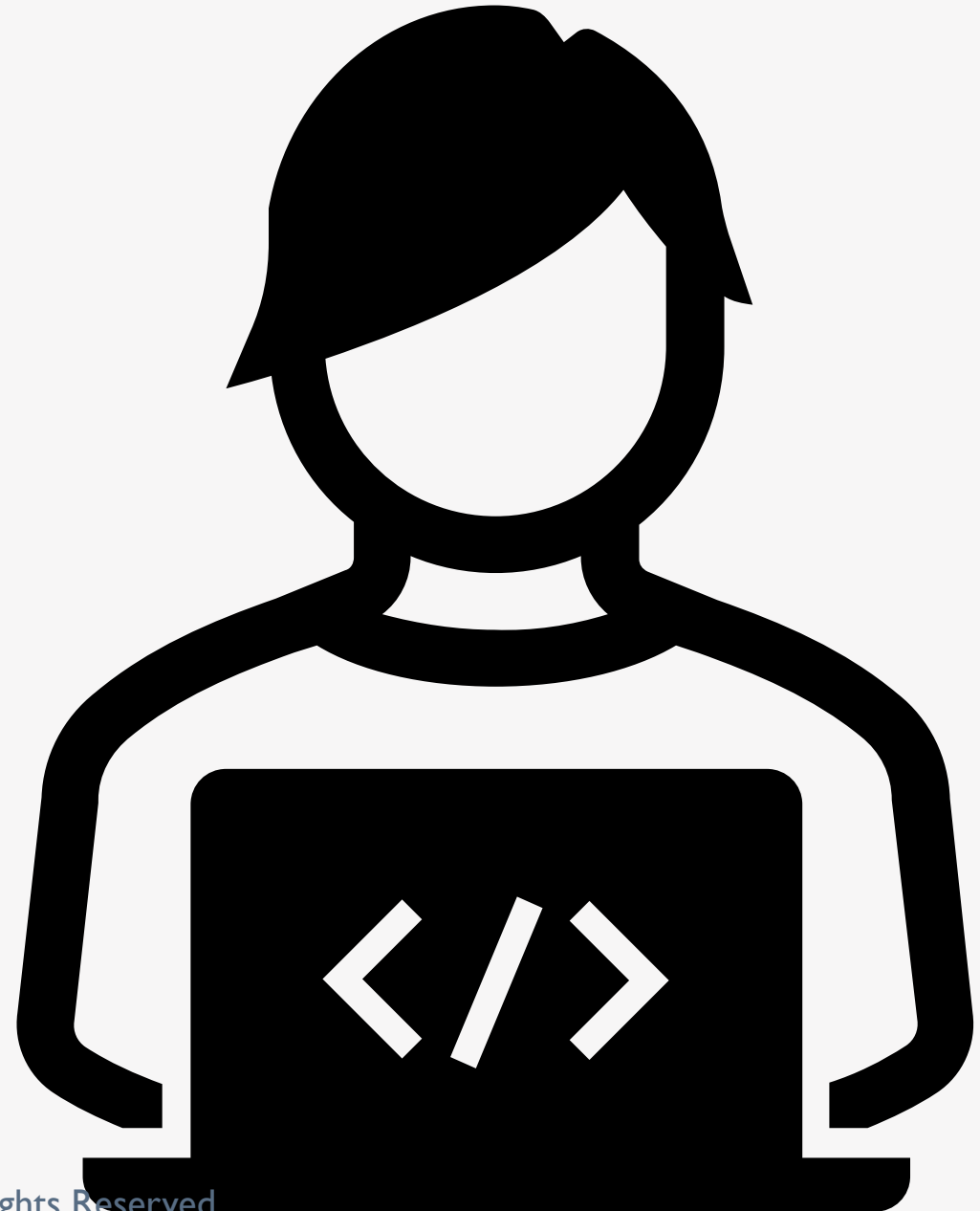




---

# Improving Measure 1

- Real time data completion in HMIS/CMIS by end users.
- Data review processes by end users to confirm accuracy.
- Work with urgency to identify permanent housing for each client to shorten overall length of time homeless.



# Measure 2

## Extent to which persons who exit homelessness to permanent destinations return to homelessness within 6, 12, and 24 months

- Total number of persons who exited street outreach, emergency shelter, transitional housing, safe haven, or permanent housing projects to a permanent destination two years prior to the report date range
  - Number who returned to homelessness
    - ⑩ 0-180 days
    - ⑩ 181-365 days
    - ⑩ 366-730 days
    - ⑩ Total number of returns in 2 years

*Relevant client data in Clarity Human Services:*

- Project Start Date
- Project Exit Date
- Destination



## Measure 2

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range.

Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

### For 2021 ...

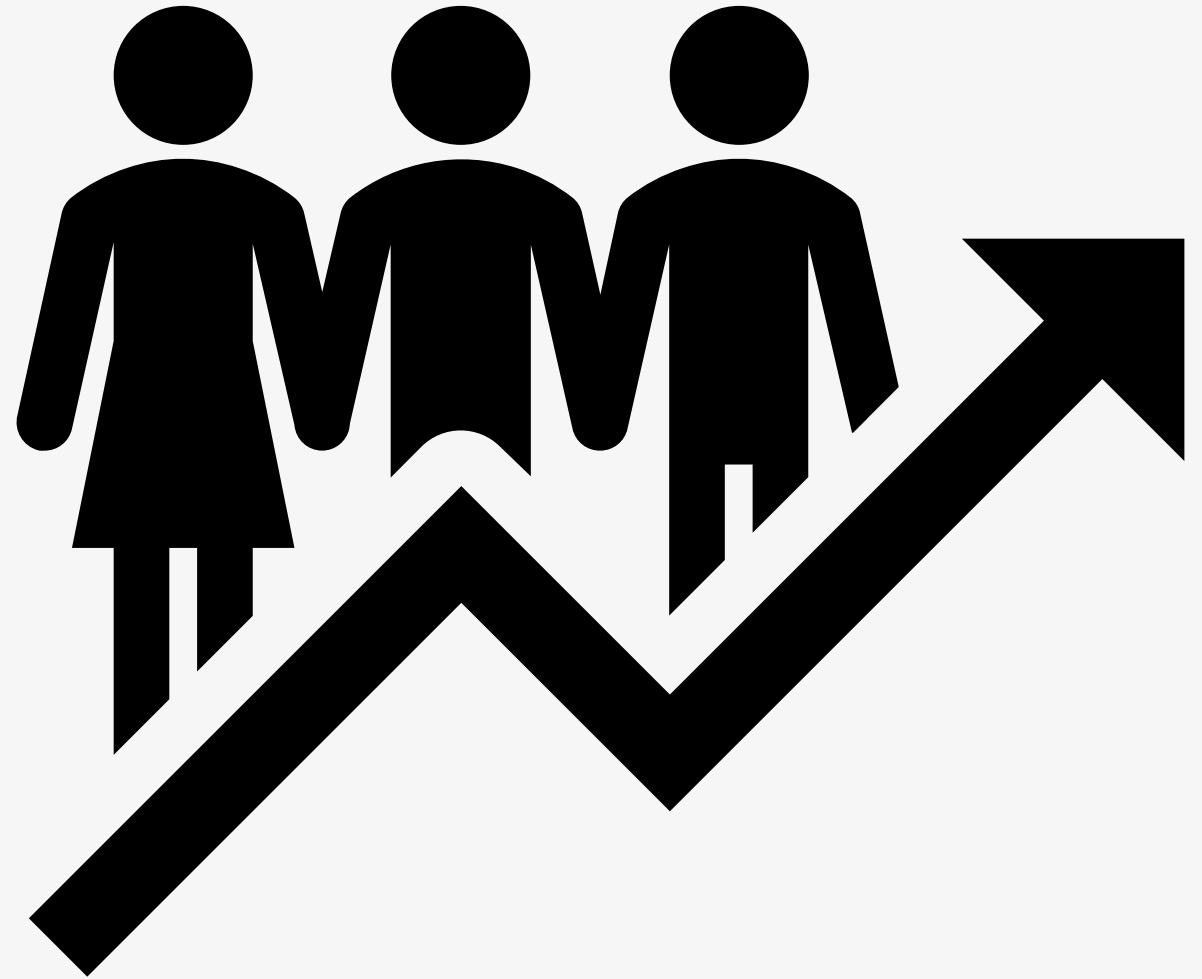
- 13% of clients returned to homelessness within 6 months.
- 6% returned to homelessness between 6 months and 12 months.
- 6% returned to homelessness between 13 to 24 months.
- 25% of clients returned to homelessness within 2 years.



---

## Improving Measure 2

- Be sure *Project Start Date* and *Project Exit Date* are completed in real time and are accurate.
- Avoid “unknown” and “data not collected” for *Exit Destination*, there should always be an actual destination selected.
- Use mainstream resources and set up local policies/procedures to prevent people from returning to homelessness.



# Measure 3

## Number of homeless persons

- **Metric 3.1: Change in PIT counts**
  - Pulled from PIT in HDX
  - Total PIT count (sheltered and unsheltered)
  - PIT count broken out by ES, SH, TH, total sheltered, total unsheltered
- **Metric 3.2: Change in Annual Counts**
  - Data pulled from Clarity Human Services
  - Sheltered homeless persons
  - Total unduplicated persons
  - Count by ES, SH, TH

### *Relevant client data in Clarity Human Services:*

- Project Start Date
- Project Exit Date
- Bed night (for ES NBN projects)



## Metric 3.1

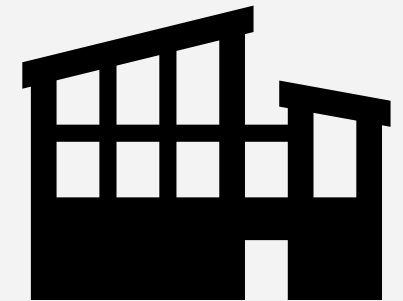
### Change in Point in Time Counts

Total PIT count  
(sheltered and unsheltered)

PIT count broken out by ES, SH,  
TH, total sheltered, total  
unsheltered

### For 2021 ...

- 11% increases in total clients and unsheltered compared to 2020.
- 10% increase in total transitional housing clients.
- 24.50% increase in emergency shelter.
- 21% increase in total sheltered.

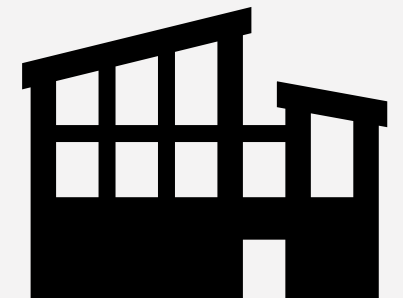


## Metric 3.2

### Change in Annual Counts

#### For 2021 ...

- Increases from last year in most component types except for Safe Haven.
- 37.5% annual counts increase for total unduplicated sheltered persons
- 46% increase for emergency shelter
- 4% increase for transitional housing.



# Measure 4

## Employment and income growth for homeless persons in CoC-funded projects

- Six metrics > 3 for stayers and 3 for leavers
- Changes reported for adults only
- Limited to clients in CoC-funded projects
- Increased earned income
- Increased non-employment cash income
- Increased total income

### *Relevant client data in Clarity Human Services:*

- Project Start Date
- Project Exit Date
- Date of Birth (to identify adults)
- Income and sources at:
  - Entry
  - Annual assessment
  - Exit





## Metric 4.1

Change in earned income for adult system stayers during the reporting period.



- There were 493 adult system-stayers, of those, 4% increased their earned income.
- This was a 1% increase from last year's SPMs.

## Metric 4.2

Change in non-employment cash income for adult system stayers during the reporting period.



- 26% increased their non-employment cash income.
- This was a 2% increase from last year's SPMs.

## Metric 4.3

Change in total income for adult system stayers during the reporting period.



- 29% increased their total income.
- This was a 4% increase from last year's SPMs.

## Metric 4.4

Change in earned income for adult system leavers.



- There were 660 adults who exited and of those, 14% exited with increasing their earned income.
- This was a 1% decrease from last year's SPMs.

## Metric 4.5

Change in non-employment cash income for adult system leavers.



- 13% exited with increasing their non-employment cash income.
- This was a 1% decrease from last years SPMs.

## Metric 4.6

Change in total income for adult system leavers.

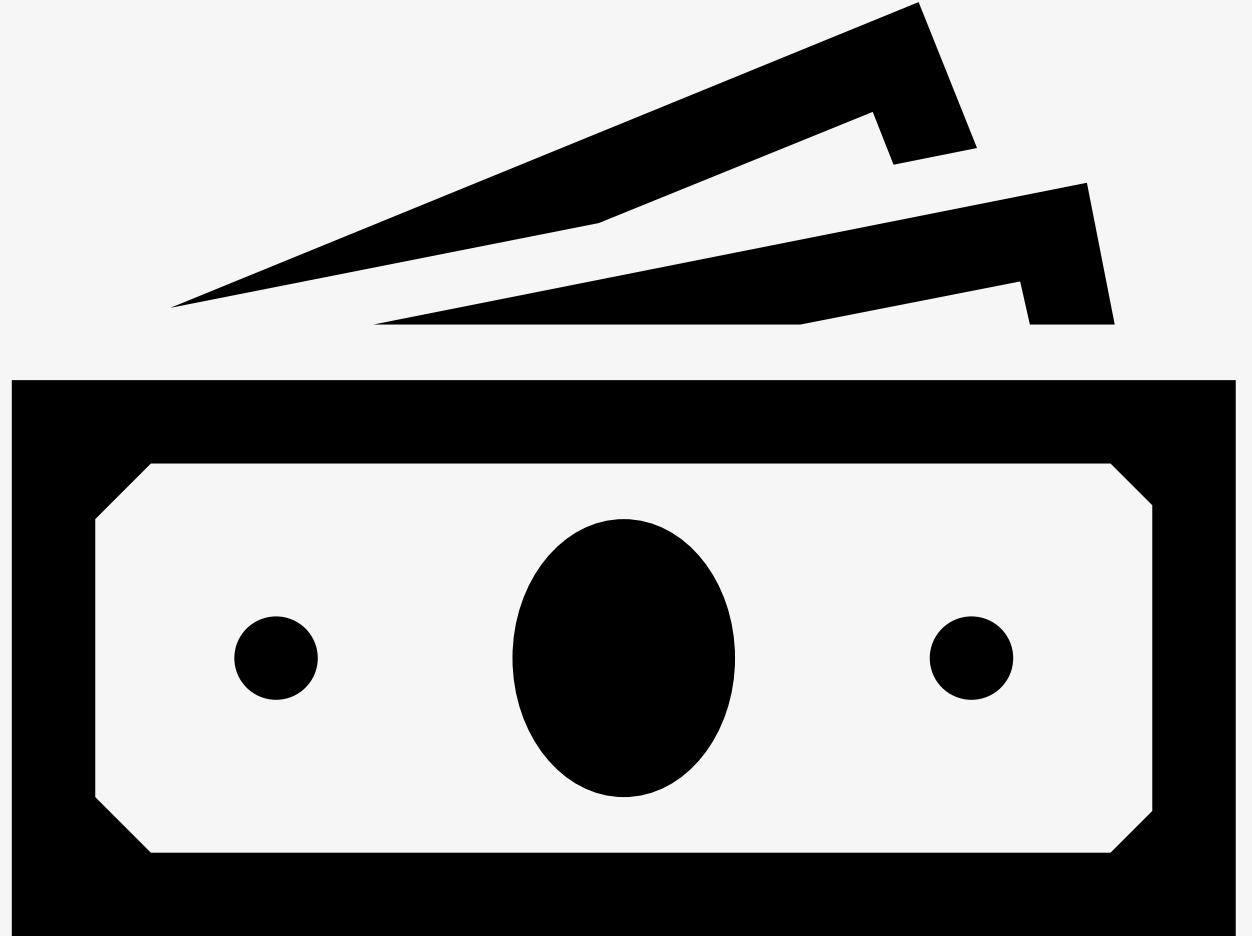


- 27% exited with increasing their total income.
- This was a 1% decrease from last years SPMs.

---

## Improving Measure 4

- Be sure data is completed in real time and are accurate.
- Accurate funding sources tied to program/s.
- Ensure income and sources are completed at entry, annual assessment and exit.
- Focus on helping clients increase their income.



# Measure 5

## Number of persons who become homeless for the first time

- **Metric 5.1: Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS**
  - No prior enrollments in the 2 years prior to the enrollment that is included in the reporting year
- **Metric 5.2: Same as Metric 5.1, but includes persons entering PH projects**
- Persons with no prior enrollments during the 2-year lookback period are experiencing homelessness for the first time

*Relevant client data in Clarity Human Services:*

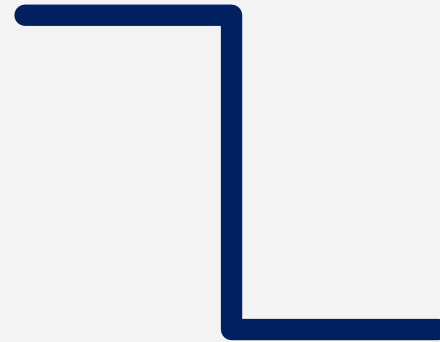
- Project Start Date
- Project Exit Date



## Metric 5.1

Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS.

- There was an increase of 2,769 clients experiencing homelessness for the first time for ES, SH or TH.



## Metric 5.2

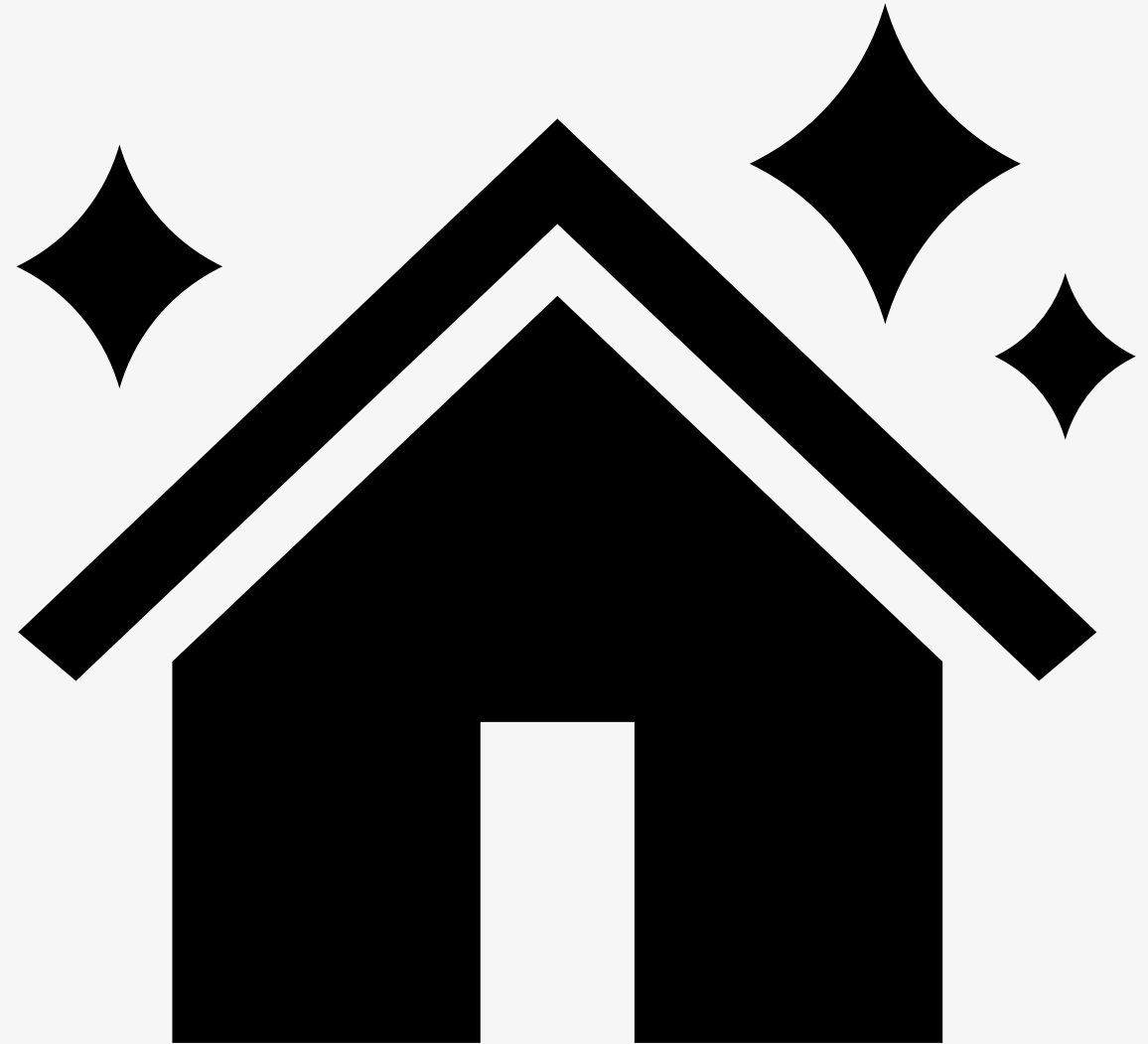
Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS.

- There was an increase of 2,722 clients experiencing homelessness for the first time for ES, SH, TH or PH.

---

## Improving Measure 5

- Ensure *Project Start Date* and *Project Exit Date* are completed in real time and are accurate.
- Housing Problem Solving (prevention and diversion) efforts can help reduce this system inflow of people experiencing homelessness for the first time.



# Measure 6

## Homeless prevention & housing placement of persons defined by Category 3 of HUD's homeless definition in CoC-funded projects

- Not applicable yet
- Will report on:
  - Length of time homeless for persons in ES, SH, TH, & PH
  - Persons in SH, TH, and RRH who exited, plus persons in OPH projects who exited without moving into housing
    - ⑩ Number who exited to permanent destinations

### *Relevant client data in Clarity Human Services:*

- Project Start Date
- Project Exit Date
- Prior Living Situation fields (including Approximate Date Homelessness Started)
- Bed night (for ES Night by Night projects)
- Housing Move-in Date (applicable to PH projects only)
- Destination



# Measure 7

## Successful placement from street outreach and successful placement in or retention of permanent housing

- Exits from street outreach to:
  - Temporary & some institutional destinations
  - Permanent housing destinations
- Exits from ES, SH, TH, & RRH to:
  - Permanent housing destinations
- Exits from PH (except RRH) to permanent housing destinations, or those who remained in applicable PH projects

### *Relevant client data in Clarity Human Services:*

- Project Start Date
- Project Exit Date
- Housing Move-in Date
- Destination





## Metric 7a.1

Successful Placement from Street Outreach.



- 7,279 total persons exited.
- Of those, 272 exited to a temporary or institutional destination.
- 476 exited to permanent housing destinations.
- 10% were successful exits from Street Outreach.

## Metric 7b.1

Successful Placement in or Retention of Permanent Housing.



- 10,135 total clients exited from ES, SH, TH and PH-RRH.
- 22% were exited to permanent housing destinations.

## Metric 7b.2

Successful Placement in or Retention of Permanent Housing; Except PH-RRH

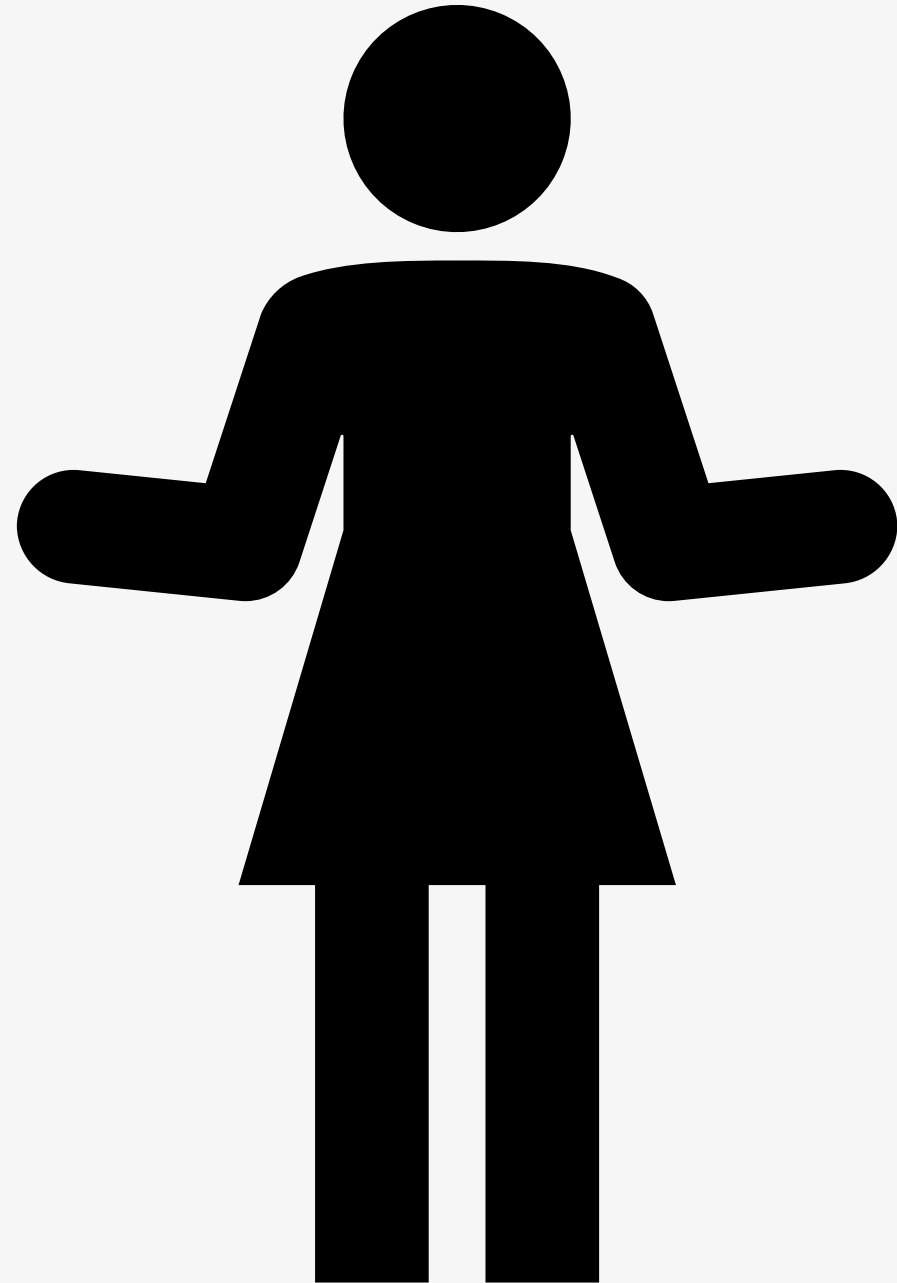


- There were 658 total clients in PH projects, minus PH-RRH.
- 89% remained in PH projects and exited to permanent housing destinations.

---

## Improving Measure 7

- Ensure data is completed in real time and with accuracy.
- Avoid exiting people to the streets or shelter whenever possible.
- Consider ***Housing First*** strategies.
- Avoid strict program time limits when possible.



## Number of persons with destination of Client Doesn't Know, Client Refused, or Missing (including Data Not Collected)

- **Broken out by project type**
  - Emergency Shelter, Safe Haven
  - Transitional Housing
  - Permanent Supportive Housing, Other Permanent Housing
  - Rapid Re-housing
  - Street Outreach
- **Unduplicated persons served**
- **Total leavers**

*Relevant client data in Clarity Human Services:*

- Destination

# Destination Data Quality



# Improving Destination Error Rates

- Complete *Exit Destination* as this is how destination error rate is calculated.
- Frequently run reports and analyze destination error rates to get ahead of mistakes and correct before SPMs start.
- Create opportunities for exit interviews. If you can't ask anything else, ask where they are going.
- Use Clarity history to see where someone went next if they go to a different program.



---

Questions?

