

# Chittenden County Homeless Alliance (CCHA)

## COORDINATED ENTRY COMMITTEE MEETING

Sept. 25 2019, 8:30 – 10:00 AM, Champlain Housing Trust

### Attendees:

- Stephen Marshall, **Lived Experience**
- Christina Brown, **Spectrum**
- Alex Ellis, **Spectrum**
- Will Towne, **Spectrum**
- Stephanie Smith, **Steps**
- Lacey Smith, **BPD**
- Val Russell, **CEDO**
- Steve Lunna, **SSVF @ UVM**
- William Vilardo, **SSVF @ UVM**
- Elaine Soto, **HC**
- Margaret Bozik, **CHT**
- Lindsay Mesa, **Pathways VT**
- Louise Masterson, **ICA**
- Jesse Dirkman, **ICA**
- Meghan Morrow, **ICA**
- Erica Da Costa, **CCHA**

### PRESENTATION BY JESSE DIRKMAN of ICA

- This Coordinated Entry meeting time slot was entirely used by ICA for an extensive presentation of **Chittenden Performance Measures from Oct 2016 – Sept 2018**. The presentation was led by **Jesse Dirkman, the data analyst who works primarily from Madison, Wisconsin**.
- **PLEASE NOTE:** The project level data (**which was a large part of the presentation**) has NOT been included here because it was decided that the information might be sensitive enough to exclude. The Steering Committee (or C.E. Committee?) will have to decide whether ICA can publish that data before it is made publicly available.
- We're going to be reporting today on **federal fiscal year 2018**.
- The HUD System Performance Measures are their way to measure making homelessness “rare, brief and non-recurring.” Here are further definitions of these measures as reported today :
  - **Rare:** Total number of people experiencing homelessness including emergency housing, shelters. And those experiencing homelessness for the first time (haven't been seen in HMIS for the last 24 months).
  - **Brief:** The length of time someone is experiencing homelessness.
  - **Non-recurring:** We're looking here at clients who return to homelessness after exiting to a permanent destination – we'll look at who was exiting originally in FY 2016 for this one.
- Q: Where are unsheltered people captured?
  - A: Only a small number and mainly through the PIT Count.
- Q: Do we have the ability to look at recurring homelessness that happens up to 5 years later instead of just 2?
  - A: Possibly.
    - Margaret/ CHT: Our data quality prior to 2017 may not be that great so it may be a moot point anyway.

## PROGRAMS NOT INCLUDED:

- The GA/ motel voucher program (this will likely change soon).
- Any program that exclusively serves people fleeing domestic violence.

## PROGRAMS INCLUDED:

- Emergency Shelters
- Permanent Supportive Housing Projects
- Permanent Housing – Services Only



# System Performance Measures

JESSE DIRKMAN, ICA



## Our Agenda

### System Performance Measures –

- Brief Overview
- Which projects are included?
- FY2017 to FY2018: What changed?
- Project-level comparison

# System Performance Measures

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7 Measures from HUD

Federal Fiscal Year

Making Homelessness

Rare

Brief

Non-Recurring

10/9/2019

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# Project Level System Performance Measures

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*Explore project-level system performance measures*

10/9/2019

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# HUD Strategies

System Improvement Strategies	System Performance Measures		
	Length of Time Homeless (Measure 1)	Successful Placement and Retention of PH (Measure 7)	Returns to Homelessness (Measure 2)
<b>1. Enhance Coordinated Entry</b>			
Prioritize Vulnerable Households	✓	✓	
Right-size Assistance	✓	✓	✓
Incorporate Diversion Practices	✓	✓	✓
Streamline Admissions and Lower Barriers	✓	✓	
Link to Effective Outreach and In-reach	✓	✓	
Target Prevention Assistance		✓	✓

Source: HUD Strategies for System Performance Improvement Brief

# HUD Strategies

System Improvement Strategies	System Performance Measures		
	Length of Time Homeless (Measure 1)	Successful Placement and Retention of PH (Measure 7)	Returns to Homelessness (Measure 2)
<b>2. Strengthen Housing-Focused Practices</b>			
Housing Focused Case Management	✓	✓	✓
Policies and Procedures to Promote Housing Stability		✓	✓
Housing Navigation	✓	✓	✓
<b>3. Scale Permanent Housing Interventions</b>			
Recruit Private Landlords	✓	✓	
Leverage Mainstream Housing and Services	✓	✓	✓
Reallocate Resources	✓	✓	
Build Rapid Re-Housing Capacity	✓	✓	✓

Source: HUD Strategies for System Performance Improvement Brief

- The slides below are taken from the **Performance Measures Dashboard** on the ICA website – the slides below do not include all options for information display. You can view the complete set here: <https://www.icalliances.org/system-performance-dash>

Select a CoC | System Performance Measures

### System Performance Measures - Year-to-Year Comparison

Total Experiencing Homelessness
  New Clients Experiencing Homelessness
  Exits to Permanent Housing
  Length of Homelessness
  Returns to Homelessness
  Increase in Income

### Number of People Experiencing Homelessness



Vermont- Burlington/Chittenden County CoC

Annual Count Percent Change: 23.4%

#### Indicator

Annual Count

Point in Time Count

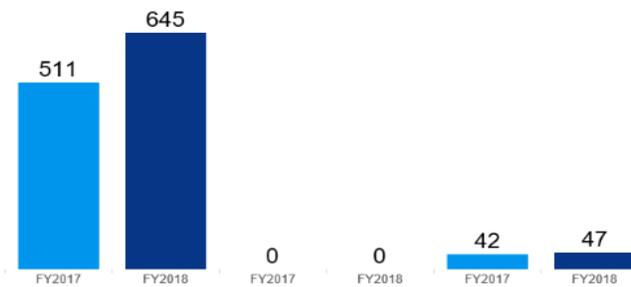
Emergency Shelter

Safe Haven

Transitional Housing

Goal: **Reduce** the total number of people experiencing homelessness

FY2017  
 FY2018



Select a CoC | System Performance Measures

### System Performance Measures - Year-to-Year Comparison

Total Experiencing Homelessness
  New Clients Experiencing Homelessness
  Exits to Permanent Housing
  Length of Homelessness
  Returns to Homelessness
  Increase in Income

### New Clients Entering Homelessness



Vermont- Burlington/Chittenden County CoC

Metric 5a: Newly homeless clients entering ES, SH, and TH projects

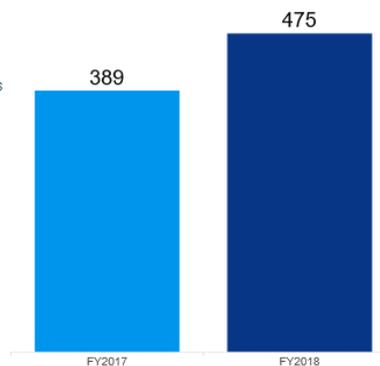
Shelter entries percent change: 22.11%

#### Metric

Metric 5a: Newly homeless clients entering ES, SH, and TH projects  
 Metric 5b: Newly homeless persons entering ES, SH, TH, and PH projects

Goal: **Decrease** the total number of new clients entering homelessness

FY2017  
 FY2018



## Clients Exiting to Successful Destinations



### Vermont- Burlington/Chittenden County CoC

- Metric
- (All)
  - Metric 7a: Exits from Street Outreach
  - Metric 7b1: Exits from Residential Settings
  - Metric 7b2: Retention of Permanent Housing

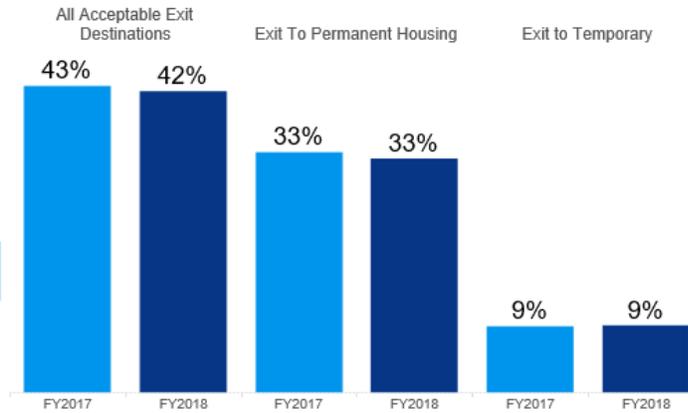
Metric 7a: Exits from Street Outreach

Goal: **Increase** the total percentage of clients exiting to permanent destinations

Select a Reference Line (Optional)

None

FY2017
  FY2018



## System Performance Measures - Year-to-Year Comparison

## Length of Homelessness

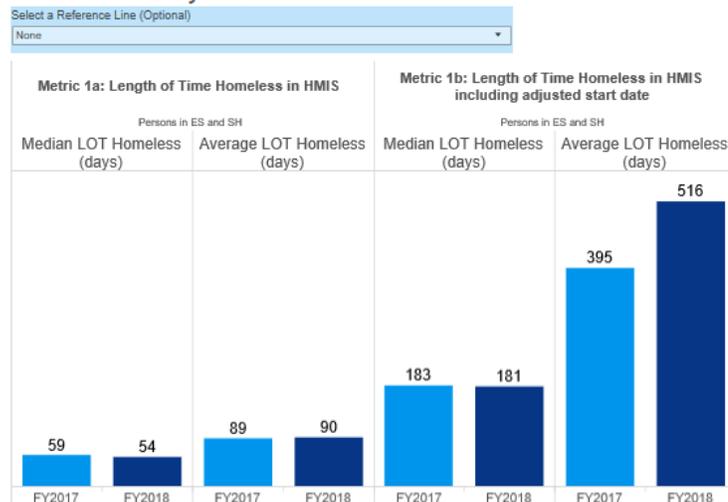


### Vermont- Burlington/Chittenden County CoC

- Target Group
- (All)
  - Persons in ES and SH
  - Persons in ES, SH and TH

Goal: **Reduce** length of time clients remain homeless

FY2017
  FY2018



➤ **PLEASE NOTE:** There's a reporting issue that ICA has contacted the vendor about. Consider taking these numbers immediately above with a grain of salt.

## System Performance Measures - Year-to-Year Comparison



### Returns to Homelessness within 2 Years



#### Vermont- Burlington/Chittenden County CoC

- Exitters from All
- Exitters from ES
- Exitters from PH
- Exitters from SH
- Exitters from SO
- Exitters from TH

Select a Reference Line (Optional)

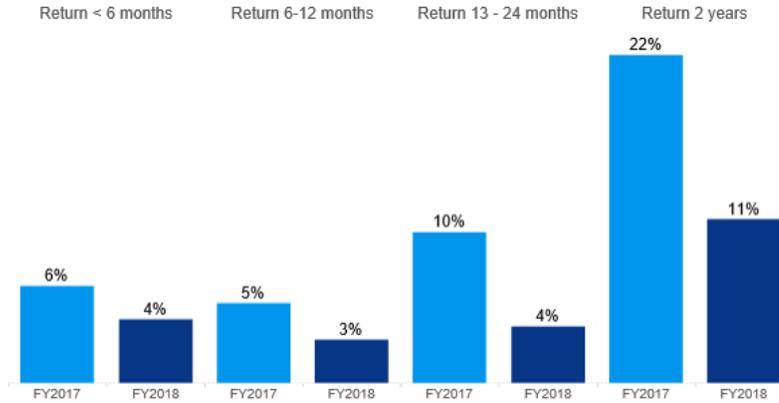
None

Metric 2: Returns to Homelessness Among Exitters to PH  
Exitters from All

FY2017  
FY2018

- Indicator
- (All)
  - Return 2 years
  - Return 6-12 months
  - Return 13 - 24 months
  - Return < 6 months

Goal:  
**Reduce**  
percentage of clients  
returning  
to homelessness



## System Performance Measures - Year-to-Year Comparison



### Increasing Income for Stayers and Leavers

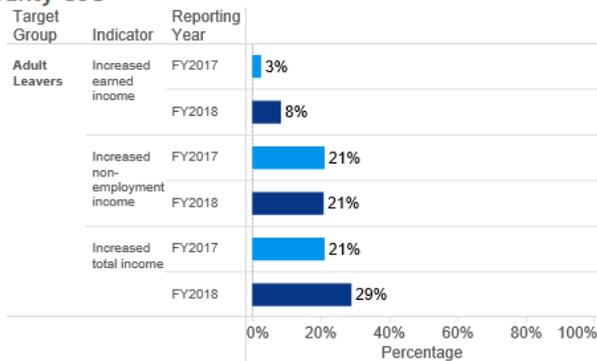


#### Vermont- Burlington/Chittenden County CoC

- Target Group
- (All)
  - Adult Leavers
  - Adult Stayers

Goal:  
**Increase** earned income  
and other income  
for all clients

FY2017  
FY2018



Select a Reference Line (Optional)

None

➤ The income slide above only reports on CoC funded programs and RRH.

- **AS A REMINDER:** The project level data (**which was a large part of the presentation**) has NOT been included in these notes because it was decided that the information might be sensitive enough to exclude. The Steering Committee (or C.E. Committee) will have to decide whether ICA can publish that data before it is made publicly available.
  - **If you want the data for your own individual agency/project, you can contact ICA directly.**
- 
- **COMMENT:** If we look at first time homeless vs. total number, it seems high for first time homeless.
  - **QUESTION:** Is there a way of tracking where people originated from (state)?
    - Jesse: We could track that, but currently don't.
    - Stephen Marshall: We could make an argument for this at the steering committee.
    - Margaret/ CHT: If we did do it, the question should be phrased something like: "where were you most recently permanently housed?"
- 
- Jesse/ ICA: **WAS THIS HELPFUL?**
    - General consensus: Yes, very.
  - How will we get the project level data approved for public display?
    - Steering Committee most likely. Not definitively decided.
    - Keep in mind, we don't need sharing agreements to display aggregated data.
  - Margaret/CHT: What is this new thing from HUD called STELLA?
    - STELLA M (Module) and STELLA P (Performance): These are visualizations of your LSA data. This is a way for CoCs to visualize what their data looks like, coming from HMIS.
    - Each community gets their own dashboard (you have to access HDX 2.0 which is used by people who input data – and now there are only 2 or 3 people who have access to that right now.).
    - Val/ CEDO: A good aspect of STELLA M it is that you can create different models depending on what your community prefers. So if you wanted to put a bunch of money into RRH, you can project. Once you have a couple years of data, you project forward in time.
    - **We are not yet confident that the information contained in it is the STELLA is accurate. HUD wants you to use it. But it should be doublechecked extensively – don't make decisions based on it at this point.**
    - STELLA has been in production since 2015.
  - Stephen Marshall: Your commentary on the data displayed today made these graphs and charts a lot more meaningful. I wish there was a way to get commentary written as notes on these pages themselves.

NEXT C.E. Meeting: 10/23

Please go to [cchavt.org](http://cchavt.org) to find minutes archives, upcoming dates, etc.