HUD System Performance Measures
Annual Report Overview

HUD System Performance Measures are submitted annually to HUD, where they are a **component of the scoring criteria for the CoC funding competition**. HUD is looking for improvement in outcomes, as measured against the previous year's data.

Our HMIS vendor for Michigan, Mediware (formerly Bowman Systems), has developed reports to pull the required performance data, based on HUD specifications. There is currently a report for each of six performance measure areas. The reports can only pull **data from a one year period**, the end date of which is entered by the person running the report.

HUD System Performance Measures **do not take data from all projects**. Coordinated Entry, for example, is not included in any reports. As a result, Length of Time Homeless (Metric 1) only counts time spent in emergency shelter or transitional housing but does not include time that might have been spent in an unsheltered situation. Another example, Employment & Income Growth for CoC Funded Projects (Metric 4), only includes HUD/CoC funded housing projects.

The data in this summary is pulled for an entire year, using the annual HUD reporting periods ending on September 30 of each year.

Metric 1a – Length of Time Homeless

This measure tracks the number of persons who were homeless in ES only and in ES and TH projects combined, as well as the average and median length of time (LOT) they were homeless in those projects. **We want to see a decrease in the LOT a person is homeless.**

	Persons		Average LOT		Median LOT	
	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016
1a.1 - Persons in ES	2355	3003	76	72	45	36
1a.2 - Persons in ES & TH	2761	3239	97	77	58	41
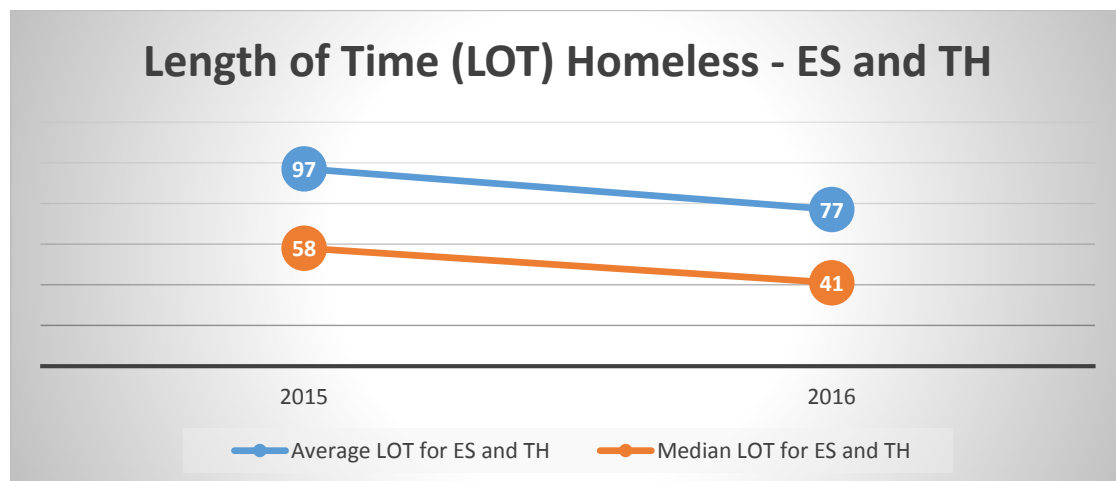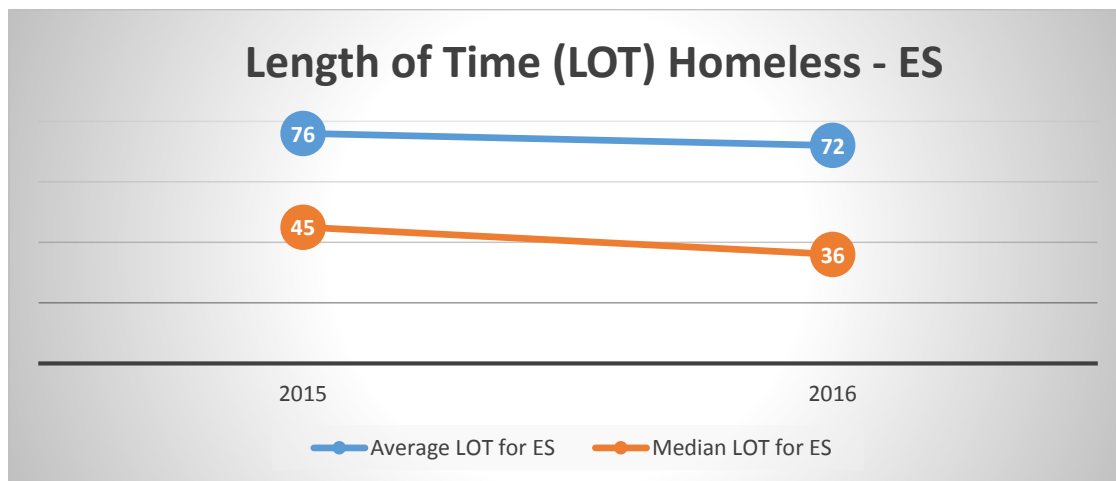
Analysis
The overall downward trend is positive.

System Notes & Questions
There are some long stayers at Mel Trotter who significantly affect (increase) the average LOS.

Metric 1b – Length of Time Homeless (Adjusted Start Date)

Like Metric 1a, this measure tracks the number of persons who were homeless in ES only and in ES and TH projects combined, as well as the average and median length of time (LOT) they were homeless in those projects. However, this measure also **includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" response** and prepends this answer to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date. **We also want to see a decrease in the LOT a person is homeless using this measure.**

	Persons		Average LOT		Median LOT	
	FY 2015	**FY 2016**	**FY 2015**	**FY 2016**	**FY 2015**	**FY 2016**
1b.1 - Persons in ES		2984		146		61
1b.2 - Persons in ES & TH		3221		152		65

Analysis
Metric 1b is new for FY2016 so there is **no data required/reported for FY2015** and no trend to chart.
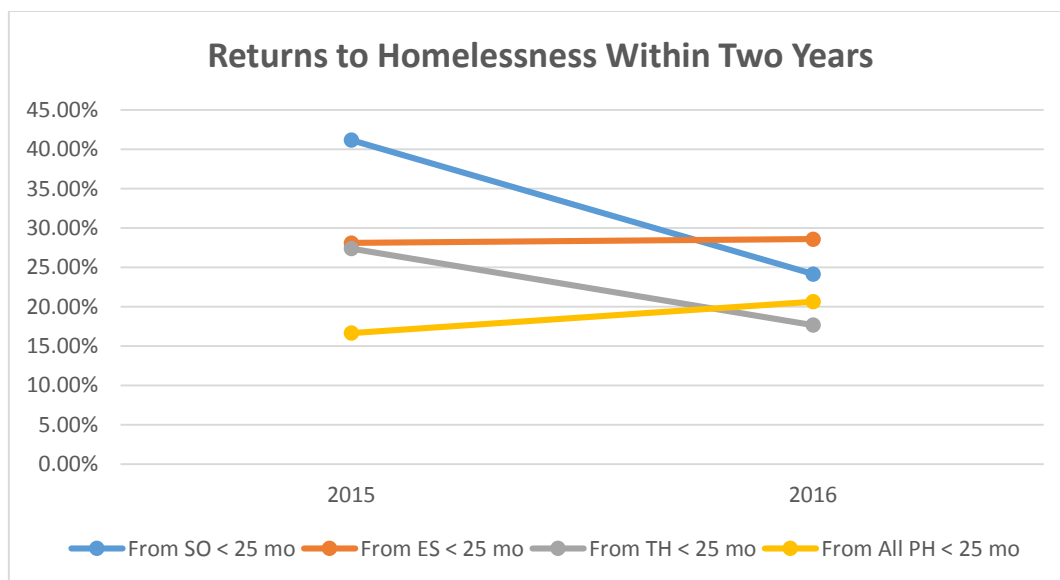
System Notes & Questions
There are some long stayers at Mel Trotter who significantly affect (increase) the average LOS.

	Metric 2 – Returns to Homelessness

This measure looks at persons who Exited to a permanent destination during a period that is two years prior to the report date range. Of those persons, the measure indicates how many persons returned to homelessness, as indicated in HMIS, for up to two years after the initial Exit. In addition to the 24 month data in this summary, detail for periods less than 6 months, 6 to 12 months, and 13 to 24 months is available. **We want to see a decrease in the percentage of Exited clients who return to homelessness.** ("All PH" includes RRH, PH and PSH project types.)

	FY 2015	**FY 2016**
From SO < 25 mo	41.18%	24.16%
From ES < 25 mo	28.11%	28.60%
From TH < 25 mo	27.41%	17.69%
From All PH < 25 mo	16.67%	20.65%

Returns to Homelessness Within Two Years

Analysis
The increase in returns to homelessness by person in permanent housing should be addressed.
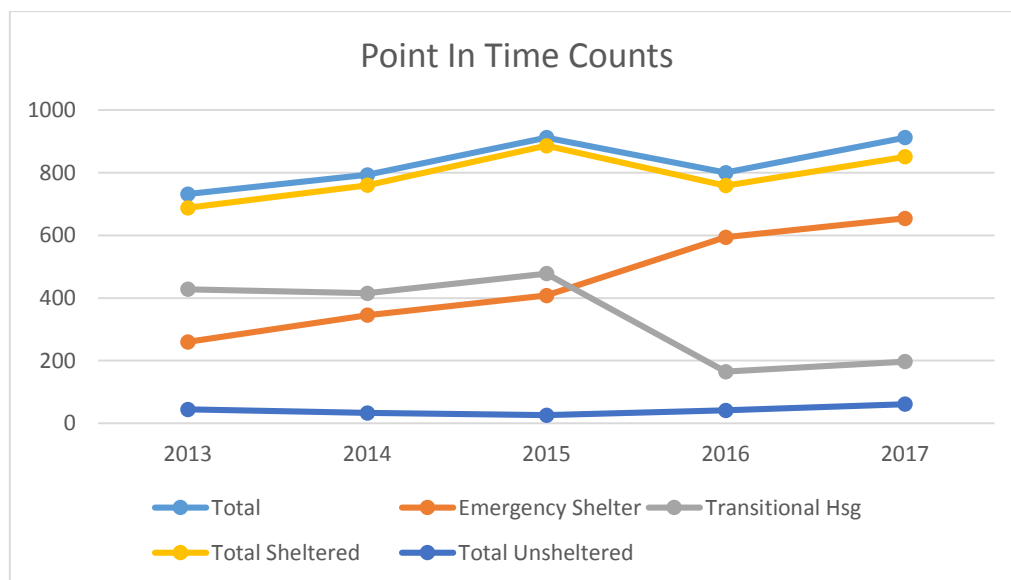
System Notes & Questions
This measure is unique in that it looks at persons during a time period two years ago. The effect of system changes that are implemented now will not be seen in this data until two years from now.

	Metric 3.1 – Number of Homelessness Persons (PIT Count)

This measure shows the annual PIT counts of sheltered and unsheltered homeless persons.

Ideally, **we want to see these numbers go down**.

	2013	**2014**	**2015**	**2016**	**2017**
Total PIT Count	732	793	912	800	912
Emergency Shelter Total	260	345	408	594	654
Transitional Housing Total	428	415	478	165	197
Total Sheltered	688	760	886	759	851
Total Unsheltered	44	33	26	41	61

Analysis
Improvements in our local process for counting unsheltered persons, particularly youth, may account for part of the increase from 2016 to 2017. Warmer weather on the night of the count is also a likely factor.

System Notes & Questions
The Pathway Home collaboration between Mel Trotter and Family Promise was being implemented in 2016 and accounts for much of the increase in the number of persons in Emergency Shelter.
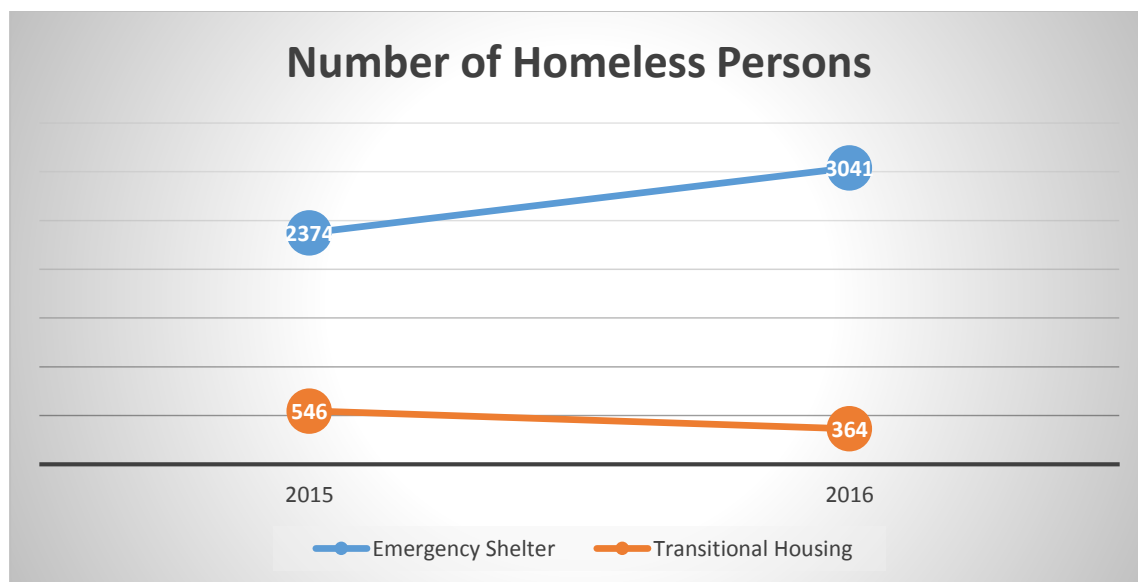
The decline in TH persons is primarily due to the planned community refocus away from Transitional Housing to Rapid Re-Housing resources.

Metric 3.2 – Number of Homelessness Persons (Sheltered, in HMIS)

This measure shows an unduplicated annual count of homeless persons assisted by Emergency Shelter and Transitional Housing projects.

Ideally, **we want to see these numbers go down**. However, the data is closely linked to the length of time (LOT) data in Metric 1. When there is a fixed number of shelter beds, which is typically the case in our CoC, and when operating at or near system capacity (as we are currently), the number of persons who can be sheltered in a year goes up when the LOT goes down.

	FY 2015	FY 2016
Persons in ES	2374	3041
Persons in TH	546	364

Analysis

System Notes & Questions
The family emergency shelter system has been at capacity in recent months, as has Degage (single women), but Mel Trotter's men's shelter usually operates at below capacity during non-winter months.

The Pathway Home collaboration between Mel Trotter and Family Promise was being implemented in 2016 and accounts for much of the increase in the number of persons in Emergency Shelter.

The decline in TH persons is primarily due to the planned community refocus away from Transitional Housing to Rapid Re-Housing resources.

Metric 4 – Employment & Income Growth for CoC Funded Projects

This measure looks at the extent to which persons in CoC-funded projects have increased income. The data is measured separately for Stayers (persons who were still in the project at the end of the reporting period) and Leavers (persons who left a project during the reporting period). **We want to see an increase in all income categories.**

	FY 2015	FY 2016
4.1 - Stayers - % Incr Earned Income	7.09%	5.97%
4.2 - Stayers - % Incr Non-empl Cash	45.41%	26.87%
4.3 - Stayers - % Increased Total Inc	48.82%	29.35%
4.4 - Leavers - % Incr Earned Income	18.30%	22.80%
4.5 - Leavers - % Incr Non-empl Cash	36.17%	20.60%
4.6 - Leavers - % Increased Total Inc	51.06%	40.93%

Employment & Income Growth in CoC-Funded Projects
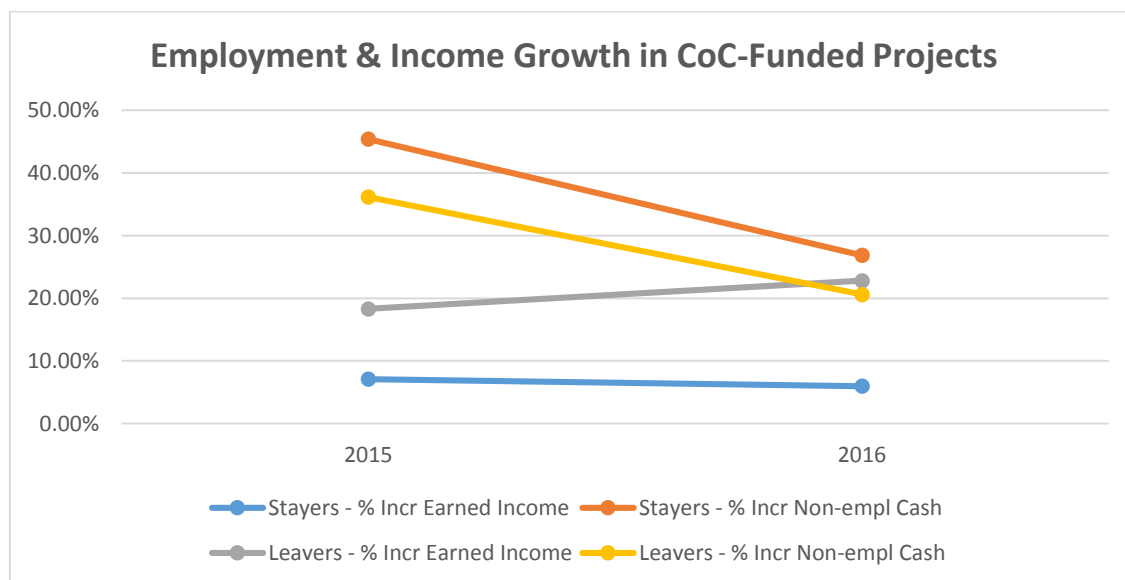
Analysis
Income growth in Non-Employment Cash is on a downward trend. This may be partially due to reductions in some government programs and lack of cost-of-living increases in others. Earned (employment) Income growth looks more positive.
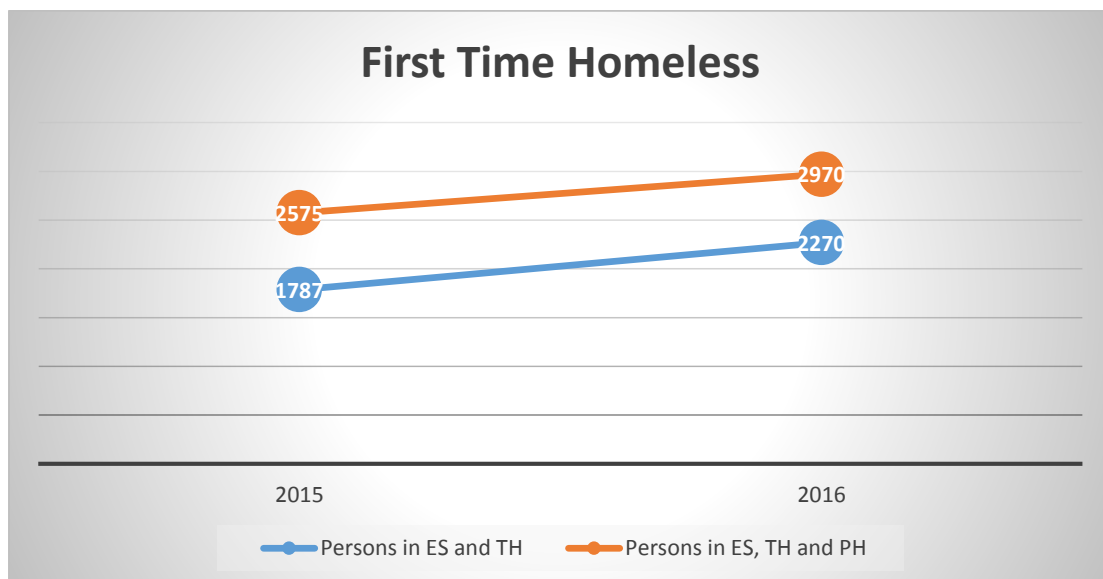
System Notes & Questions
There was no cost-of-living increase for federal programs in calendar year 2016.

	Metric 5 – Number of Persons Homelessness for the First Time

This measure considers persons who entered Emergency Shelter, Transition Housing and Permanent Housing and looks back two years before their entry for any previous record of homelessness. **We want to see a decrease in the number of persons who are homeless for the first time.** (For this measure, "PH" represents RRH, PH and PSH project types.)

|	FY 2015	FY 2016
5.1 - Persons in ES and TH	1787	2270
5.2 - Persons in ES, TH & PH	2575	2970

Analysis
The significant increase in this metric warrants further discussion and analysis.

System Notes & Questions

		Metrics 7 – Placement In or Retention of Permanent Housing		

This measure looks for positive movement out of the homeless system. For persons in Street Outreach, Emergency Shelter, Transitional Housing and Rapid Rehousing projects, we look for an Exit to permanent housing. For persons in Permanent Housing and Permanent Supportive Housing Projects (not RRH), we look for either retention in or Exit to permanent housing. **We want these percentages to be as high as possible.** (For this metric, Rapid Rehousing is grouped with ES and TH because it typically involves a similar, shorter-term engagement.)

	FY 2015	FY 2016
7a.1 - % Successful Exits from Str Outreach	28.80%	29.96%
7b.1 - % Successful Exits from ES, TH & RRH	48.51%	48.09%
7b.2 - % Successful Exits from or Retention in PH/PSH	95.73%	94.92%
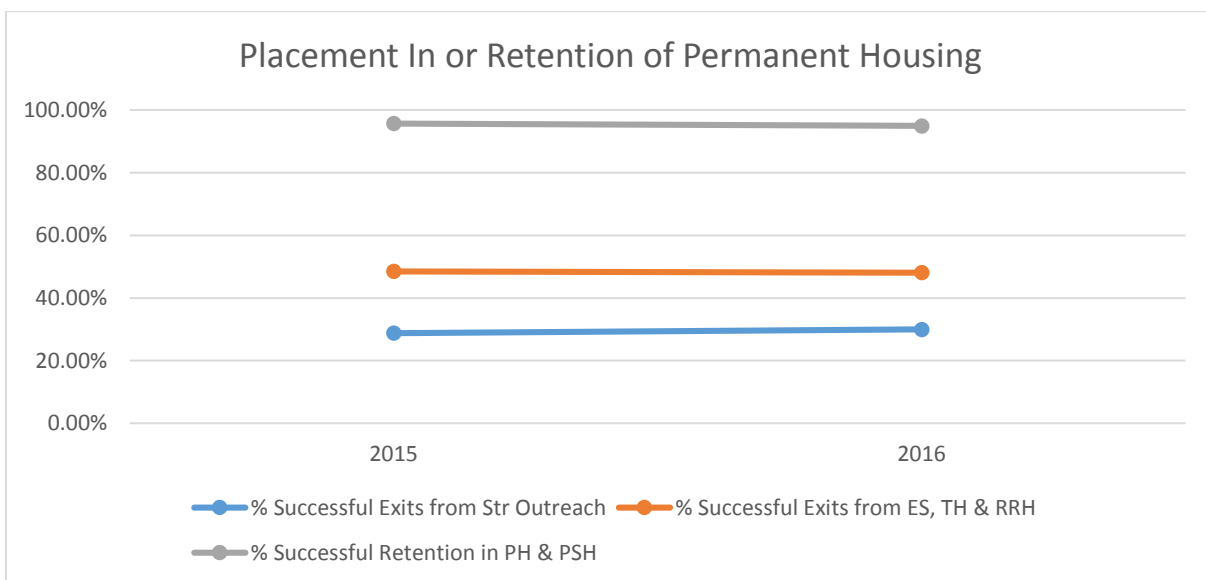
Analysis
Given the complexity of situations for persons in Street Outreach (around 200 persons), less success in that project is to be expected.

ES, TH and RRH involves around 3,000 persons.

PH and PSH involves around 1,500 persons, which means that around **75 persons return to homelessness each year**.

System Notes & Questions
It might make sense to look at Exits from RRH separately from ES and TH because of its significantly different (higher) outcomes.