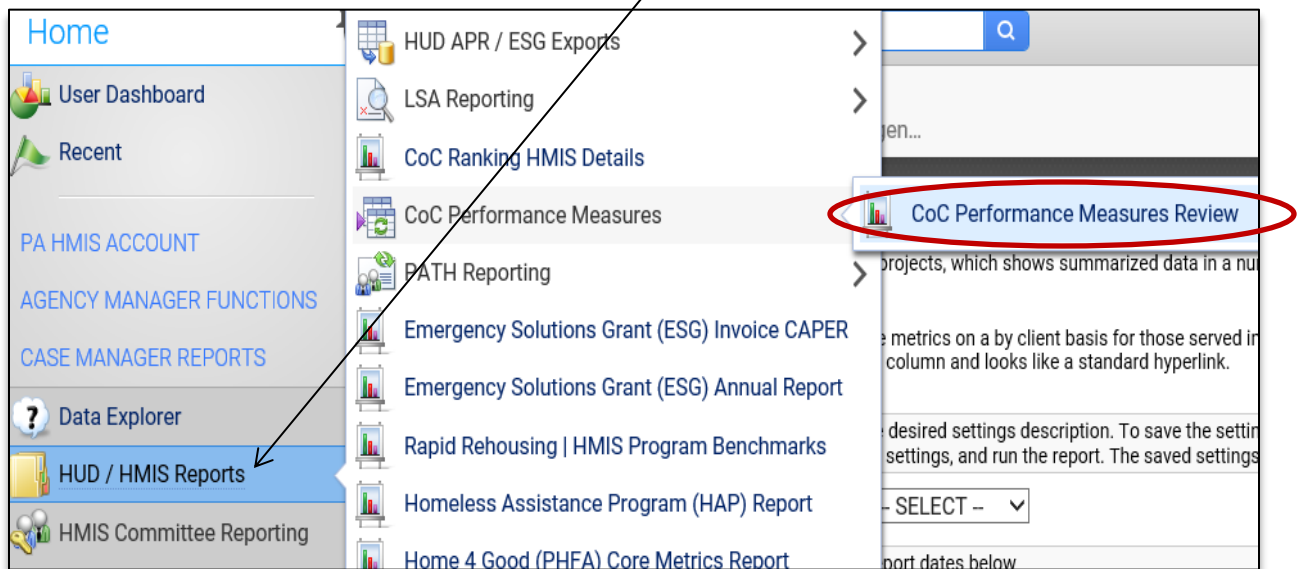


## CoC Performance Measures Review Guide

The following guide provides information on locating and running the CoC Performance Measures Review report within the PA HMIS. This report is available to all users and generates data for all homeless programs in the system and should be used to review your program data during the annual performance measure submission.

The CoC Performance Measures report and is located under the **Home -> Case Manager Reports** area of the system. Once in the Case Manager Area, click on the HUD / HMIS Reports -> CoC Performance Measures sections shown below and select the report in that folder (circled in red).



Select the CoC Performance Measures Review link and the system will load the report filter that will enable you to enter options for which to generate the report.

**Date Range:** while you can enter in any date range you would like, we recommend for the review period to enter the date range the annual performance measures are being generated, which for 2016 would be (10/1/14 – 9/30/2015).

A screenshot of the report filter interface. It shows a 'Predefined Date Range:' dropdown menu set to 'Current Month'. Below it, there is a 'Between: \*' label followed by two date input fields. The first field contains '10/01/2014' and the second field contains '09/30/2015'. Both date fields have a calendar icon to their right.

**Continuum of Care (CoC):** the report needs to be run on a per CoC basis, and since most agencies serve programs in the same CoC, this should not be a problem. For those that do have programs from multiple CoCs, you can run the report for your programs in each region.

other CoC based data please select the CoC of the projects you will be including in the report. If you have projects

Continuum of Care (CoC):\* Eastern Pennsylvania CoC (PA-509) ▼

**Organization(s):** the report will require you to select the organization in which you want to report on and most of the time will automatically select your organization for you (defaults if you have access to only a single organization).

ould be included in the report by selecting each organization separately, or click the ✓ icon to select all. *Note: The list only*

Organization(s):\* ✓ HMISS Service Agency ✓

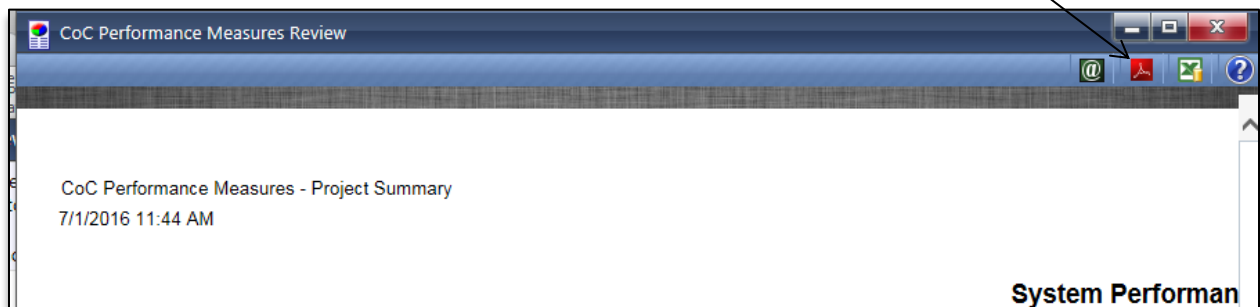
**Project(s):** the system will require you to select a project o group of projects to be included, which is based both on the organization(s) previously selected as well as the CoC previously selected. In many cases, since this is a review style report, we recommend including all projects listed in the filter to populate the report.

within the CoC you selected above. Indicate which programs should be included in the report by selecting

Project(s):\* ✓ HMISS Service - Call Screening Program ✓  
 ✓ HMISS Service - Emergency Shelter Voucher Program  
 ✓ HMISS Service - PATH Program  
 ✓ HMISS Service - Rental Assistance Housing (TH)  
 ✓ HMISS Service - RHY BCP Shelter  
 ✓ HMISS Service - RHY SOP

**Run the Report:** Once the report filters have been properly set, simply select the “Report” button on the bottom right-hand side of the screen, this will generate the report.

The report will appear in a new window on your screen, you can use the “PDF Export” option near the top of the report window to create and save the report.



By default the report will be displayed on a per project basis, as each project will be listed on a single row with compiled data. This can help identify overall strong and/or weaker projects based on the data presented.

<b>System Performance</b>								
10/1								
<b>Outcome &amp; Income Growth Data:</b>								
Project Information						Outcome Information		
Organization	Project (* - CoC Funded)	Type	Total # of Clients	Total # of New Clients	Total # of Households	Average LOS (Days)	# Included in Outcome	Retention/Placement into PH
HMIS Service Agency	<a href="#">HMIS Service - Call Screening Program</a>	SSO	4	4	4	0	1	0
HMIS Service Agency	<a href="#">HMIS Service - Emergency Shelter Voucher Program</a>	ES	2	2	2	41	1	0
HMIS Service Agency	<a href="#">HMIS Service - PATH Program</a>	SSO	8	8	8	27	5	3

In terms of client level data, each program is hyperlinked (underlined in blue), and when selected will produce another report in a new pop-up window that will contain all the client level data for that project used to generate the performance measures.

<b>HMIS Service ESG RR</b>							<b>PH - Rapid Re-Housing</b>	
<b>Outcome &amp; Income Growth Data:</b>								
Project Information						Outcome Information		
Client (ID)	Age	Enroll Date	Housing Move-In Date	Exit Date	Status	LOS	Destination	Included in Outcome
Johnson, John (82916)	26	3/7/2019	3/14/2019	*	Stayer	85		No
Johnson, Wendi (150917)	42	3/7/2019	3/14/2019	*	Stayer	85		No
RRH, Test (110571)	48	9/27/2016		*	Stayer	976		No

This can then be used to take a close look the individual client data included in the overall CoC Performance Measures and view their individual data elements and information in each of the 4 critical data sections which are overviewed more below.

**Performance Measures Overview:**

The CoC Performance Measures look at 4 main definable data-sets that are collected and analyzed in HMIS and are presented on per project and per client basis in the above Review version of the report. Each one of these data-sets are listed, and broken down and overviewed in the following sections

- Outcomes
- Income Growth
- Homeless Length of Stay
- Returns to Homelessness

The top three metrics will be displayed within the **Outcome and Income Growth Data** section of the report, while the **Return to Homelessness Data** has its own section where each project is listed again for just this measure at the bottom of the report. Each one of them will be explained below, what data they look at in HMIS and how to look at this and other reports to help collect better data.

**Outcomes:** this data point is looking for whether or not a person, who entered a homeless program, still remains in permanent housing (i.e. retention) or exited/left the program with permanent housing (i.e. successful placement) as denoted by their Destination.

The Destination, which is collected at exit, is very important in determining if the placement into permanent housing is successful. If a client exited a program, and has a recorded destination to any of the following, they are considered as having a Successful Placement:

- Permanent housing for formerly homeless persons
- Rental by client, no ongoing housing subsidy
- Owned by client, no ongoing housing subsidy
- Rental by client, VASH Subsidy
- Rental by client, other (non-VASH) ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Moved from one HOPWA funded project to HOPWA PH
- Rental by client, with GPD TIP housing subsidy
- Rental by Client, with RRH or equivalent subsidy

For those clients that remain enrolled in a Permanent Housing or Permanent Supportive Housing program, they are also considered as having a Successful Placement (i.e. Retention) – as long as those clients also have an accompanying Housing Move-In Date recorded with the Household during the reporting period.

Since some Destinations are difficult to quantify as either good or bad, but simply describe the situation, any client that has exited from a program with the following, are excluded from this outcome metric outright:

- Hospital or other residential non-psychiatric medical facility
- Foster Care Home or Foster Care Group Home
- Deceased
- Long-term care facility or nursing home

On this report, there are 3 main fields associated with the Outcomes metric. The # Included in Outcomes means the number of clients that are included, the Retention/Placement into PH is the number of persons that successfully met the measure, and % Successful Placement is the overall percentage of your program clients that met this measure.

Outcome Information			
# Included in Outcome	Retention/Placement into PH	Exits to Temp./Inst. Housing	% Successful Placement

Within the Client version of the report, these 3 fields show the destination (if available) and whether they were included and/or successfully met the retention/placement outcome measurement.

Outcome Information			
Destination	Included in Outcome	Successful Placement	Included in Income
Transitional Housing for homeless persons (including homeless youth)	Yes	No	Yes

**Income Growth\***: this data point is looking at overall income growth (earned income, non-earned income, total income) for both those still enrolled, called Stayers, and those exited, called Leavers.

*\*Please note that only programs that are currently funded through the CoC Competitive Grant process are included and counted within this measurement and data set and only those programs are reported in the System Performance Measures for the income measure.*

All income data is broken up by Stayer and Leaver, per the CoC Performance Measures themselves. Stayers look at income data from the latest “Annual” assessment versus the their most recent “Entry or Annual” assessment, while Leavers look at income data from their “Exit” assessment to their “Entry” assessment.

For a person to be included in the measure they must be an Adult (18 and older) and must have a starting income data point such as a valid Entry Income Assessment. This includes income assessment that show no or zero income – it does not include those income / financial assessments that are missing or answered as client refused or client doesn’t know. For a stayer to be included in the income measure, they must be enrolled for at least 1 year based on their Enrollment Date vs. the reporting period end date.

Only clients that have “gained” or “increased” their earned, non-earned or total income based on their type, is shown as successfully meeting this measurement. Each project shows a summary of all clients and their totals for each of the # of increased and % of increased; plus shows general totals for stayers and leavers.

Income Growth (required for CoC Funded)													
# of Adult Stayers	# Increased Earned Income	% Increased Earned Income	# Increased Non-Earned	% Increased Non-Earned	# Increased Total Income	% Increased Total Income	# of Adult Leavers	# Increased Earned Income	% Increased Earned Income	# Increased Non-Earned	% Increased Non-Earned	# Increased Earned Income	% Increased Earned Income

The client version shows similar data fields to provide this income information on a per person basis. For the # of Adult Stayers and # of Adult Leavers columns, those are the number of client that are included in the measure and meet all rules for inclusion (not necessarily all adult stayers and/or leavers for your project).

Income Growth (official numbers only include CoC funded projects)									
Included in Income	Adult Stayers	Increased Earned	Increased Non-Earned	Increased Total	Adult Leavers	Increased Earned	Increased Non-Earned	Increased Total	
Yes	No	No	No	No	Yes	No	No	No	

**Length of Stay / Length of Time Homeless\*\*:** these data points look at trends in overall length of stay and length of time homeless averages for each project. The Average Length of Stay (LOS) is the amount of time a client stays in your program from their Enrollment Date until their Exit Date (or if still enrolled the end of the reporting period. This number is calculated the same for all projects.

A Length of Time Homeless (LOT H) is also provided and calculated slightly differently based on the project type. All Emergency Shelter, Transitional Housing and Safe Haven programs use the standard LOS or Length of Stay to determine this LOT H measure; for Rapid Rehousing and Permanent Supportive Housing projects the numbers are calculated using each client’s Enrollment Date and their Housing Move-In Date.

*\*\*Please note that the Length of Time Homeless is an important metric within the Performance Measures and recommend that any program or client that has longer than usual lengths of stay / time homeless should be reviewed to check that their Exit Date and/or Housing Move-In Dates have been properly recorded in the system.*

On the main report, we include the client count totals and the average length of stay metric, while the client level data version and show actual program entry and program exit dates at the individual level, as well as the housing move-in dates for applicable project types to review.

Type	Total # of Clients	Total # of Households	Total # of New Clients	% of 1st Time Clients	Average LOS (Days)	Length of Time Homeless
PH-RRH	6	3	0	0 %	613	587.17

**Returns to Homelessness:** this data set always looks at each project’s exit data from 2 years prior to the report period and displays if any of them that exited to “permanent housing” within that timeframe– listed in the Exited to PH field.

*Please note the Return to Homelessness timeframe is always 2 years in the past from the review start and end dates. If we use 10/1/2017 – 9/30/2018 as the main measure date, the measure will be looking automatically at exited clients between 10/1/2015 – 9/30/2016, as an example.*

If any Exited to Permanent Housing clients are found, the measure then searches the entire CoC from that timeframe going forward (up to the current report date) to see if this client had another homeless episode or enrollment recorded in another participating organization in HMIS.

If they do have another homeless episode or enrollment recorded in HMIS, it is recorded as an official “Return to Homelessness” and depending on how long it occurred after the exit it is reported as “less than 6 months”, “6 to 12 months” or “13-24 months”.

The main report shows each of the return to homelessness counts and their percentages for each project, and the client level provides a similar view of elements from that perspective.

Return to Homelessness (2 years from report period)									
Type	Exited To PH	# Return (< 6 months)	% Return (< 6 months)	# Return (6-12 months)	% Return (6-12 months)	# Return (13-24 months)	% Return (13-24 months)	# Return (Last 2 Years)	% Return (Last 2 Years)