



NWCEH System Performance Measures Greater Grand Traverse Area Continuum of Care Quarter 2: 4/1/21-3/31/22

What are the HUD System Performance Measures:

The SPM report is a summary and year-to-year comparison of system wide counts, averages, and medians related to seven areas of performance. The Department of Housing and Urban Development (HUD) developed seven System Performance Measures to help communities gauge their progress toward the goal of ending homelessness. Each Continuum of Care (CoC) is expected to use these measures to evaluate how well homeless systems are functioning and where improvements are necessary. These two System Performance Improvement briefs highlight different aspects to help CoCs better understand and improve their homeless system.

HUD uses the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

The Northwest Michigan Coalition to End Homelessness uses these measures across the Greater Grand Traverse Area Continuum of Care (5 county region) to measure system performance. The Michigan Balance of State Continuum of Care reviews these measures for counties covered under the MIBOSCO.

Each quarter the NWCEH will release SPM data and will also provide a written overview of the data.

Data Links:

- SPM Graphs Attached to Email

Data Overview:

1. Length of Time Homeless (0700):
 - a. This measure shows the average and median length of time homeless (in days) per HUD's definition. HUD only looks at Emergency Shelter, Safe Haven, and Transitional Housing stays to calculate these numbers, so I prefer to think of this as average and median length of shelter stays.
 - i. 2019 Baseline - 133 days
 - ii. Proposed Goal - 45 days
 - iii. National Average - 193 days
 - iv. National Median - 103 days
 - v. GGTA Ave. 4/1/21-3/31/22 = 84 days
 - vi. GGTA Med. 4/1/21-3/31/22 = 56 days
 - vii. Both the average and median length of time homeless (shelter stay) in GGTA have decreased 4 quarters in a row.
2. Recidivism - Exits to Permanent Housing with Return to Homelessness (0701)
 - a. This Measure shows the percentage of clients who exited homelessness to a positive destination, but then returned within 2 years.
 - i. 2019 Baseline - 27%
 - ii. Proposed Goal - 20%
 - iii. 4/1/21-3/31/22 = 32%.
 - iv. There has been a 3% uptick of clients returning to homelessness within 2 years of a positive exit this quarter compared to last quarter. 82 Households make up this recidivism rate. After review of those 82 households here are some statistically significant facts:
 1. 63% of recidivism clients report a disability compared to 41% of all GGTA Cat. 1 clients
 - a. 38% report drug/alcohol use disorder, 22% report mental health disorder.
 2. 88% did not receive a security deposit, 66% did not enroll in any housing assistance programs.

3. 56% have a VI-SPDAT Score of 5 or lower
4. 95% are under 30% AMI
5. 74% recorded an exit from homelessness into a housed situation with no housing subsidy the first time they exited the system.

3. Number of Homeless Persons Served in Shelters & Transitional Housing (0702):

- a. This report only looks at clients in Emergency Shelters & Transitional Housing Programs. If they are in a Street Outreach program but never a shelter they aren't included in this number.
 - i. 2020 Q2 - 575
 - ii. Proposed Goal - 600
 - iii. 4/1/21-3/31/22- 582
 - iv. While capacity at GWI and SH decreased during the COVID response, we significantly increased capacity as a CoC in Motel clients (Emergency Shelter), including 3 new Motel Providers (SSVF, ESG-CV, and Offender Success). As a CoC we had 12 Clients moteled in 2019. That increased to 244 clients in 2021. We've now seen a decrease from 634 in 2021 Q1 to 582 in 2021 Q2. This seems to be the result of COVID-related motel response policies coming back to normal.

4. Employment and Income Growth for CoC Funded Projects (0703):

- a. This report looks at clients in RRH and PSH programs for employment or income growth from time of project entry on an annual basis and at project exit.
 - i. 2019 Baseline - 3.03%
 - ii. Proposed Goal - 29%
 - iii. 4/1/21-3/31/22 = 64%
 - iv. National Average = 14.2%
 - v. We've now had 5 quarters in a row of over 50%! We did a significant training and data cleanup effort with all PSH and RRH

programs over the summer that has seen significant improvements in this measure for our CoC.

- vi. Agencies were instructed to review those clients in PSH/RRH programs that aren't meeting this metric and work with them to try to find ways to increase their income to continue to see this grow. Since those lists of clients were sent to agencies 3 months ago we've seen another 9% gain this quarter.

5. Number of Persons First Time Homeless (0704):

- a. This only counts clients if they are enrolled into a Shelter/TH/PSH/RRH program. If a client is diverted from Shelter they will not be counted in this metric.
 - i. 2019 Baseline - 323 clients
 - ii. Proposed Goal - 315
 - iii. 4/1/21-3/31/22 = 309
 - iv. We had an increase in 2020 Q4 to a high of 407. This seems to have leveled off. This increase is attributed to the addition of these new motel shelter providers (SSVF, ESG-CV, and Offender Success Motel Pages). As a CoC we had 12 Clients moteled in 2019, 244 in 2021. We've also invested in Diversion/Rapid Exit Services. Because this metric only looks at enrolled clients in shelter/TH/PSH/RRH/SH, any client who calls the call center, gets a CE enrollment and referral to Diversion, and Diversion is successful in rehousing them before they enter a shelter they will be excluded from this number. So we may be seeing both some Diversion success and the results of COVID-related motel response policies coming back to normal.

6. Permanent Housing Exits from Street Outreach (0706.1)

- a. This looks at clients who exit from Street Outreach to a Permanent Housing Destination.
 - i. 2019 Baseline - 71%
 - ii. Proposed Goal - 65%
 - iii. 4/1/21-3/31/22 = 75%
 - iv. National Ave. = 33%

- v. We expected to see a decline this year with the implementation of the Updated “Lost Contact” policy in Spring 2021. This decline will continue into Q3 with the implementation of a more standardized HMIS policy for all Outreach projects. Our CoC is still more than double the national average for successful Outreach Housing Placements.

7. Permanent Housing Retention (PSH) (0706.2)

- a. This report looks at clients in PSH programs who exit to a positive destination, or retain their PSH housing in the current year.
 - i. 2019 Baseline - 97%
 - ii. Proposed Goal - 98%
 - iii. 4/1/21-3/31/22 = 98%
 - iv. National Ave. = 96%
 - v. PSH Positive Exits/Retention Rate continue to stay steady between 98%-99%. These programs serve our clients with the highest vulnerability assessment scores, and continue to show that consistent Housing Based Case Management is helping folks to stay successfully housed.