NWCEH System Performance Measures
Greater Grand Traverse Area Continuum of Care
Quarter 1: 10/1/21-12/31/21

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 MIBOSCOC.

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 report is currently broken, update expected week of Jan. 30. I will send out an update on Q1 data around this once the report is fixed.

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. Jan. 1, 2021 - Dec. 31, 2021 = 29%.
        iv. This measure has remained consistent all 5 quarters; we have been tracking it at 29% - 30% of clients returning to homelessness within 2 years of a positive exit.

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. 2019 Q1 - 569, 2020 Q1 - 605
        ii. Proposed Goal - 600
        iii. Jan. 1, 2021 - Dec. 31, 2021- 634
        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.

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. Jan. 1, 2021 - Dec. 31, 2021 = 55%
        iv. We've now had 4 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.
        v. Agencies have been 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.

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. Jan. 1, 2021 - Dec. 31, 2021 = 360
        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.

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. Jan. 1, 2021 - Dec. 31, 2021 = 72%

      iv.   We expected to see a decline this year with the implementation of the Updated "Lost Contact" policy in Spring 2021. If current trajectory continues 2021 Q2 will put us right about on the proposed benchmark of 65%.

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. Jan. 1, 2021 - Dec. 31, 2021 = 98%
        iv. 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.

Special Data Projects
    1. Referrals Data
    2. Wexford/Missaukee Diversion Data
    3. Call Center Data
    4. Coalition-Wide Inflow/Outflow Data