

Nashville Homeless System Assessment and Right-Sizing Recommendations

Project Launch Presentation and Discussion
May 7, 2015

Hosted by MHC and MDHA
Presentation by Focus Strategies

Agenda Overview

1. Welcome & Background - Will Connelly & Erik Cole
2. Presentation by Focus Strategies
 - Who we are/what we do
 - What work we will be doing in Nashville
 - What local stakeholders can expect
 - Examples of results from other communities
3. How This Project Advances Nashville's Goals for Ending Homelessness – Will C. & Angie Hubbard
4. Questions and Answers

Setting the Context

Homelessness System in Nashville

- Rare, Brief, & One Time
- Person-centered: assist individuals/families experiencing homelessness attain permanent housing as quickly as possible
- Data-informed
- Mediocre performance: continuing the same strategies will yield the same results

We believe the HEARTH Act and Opening Doors lead the way to finally ending homelessness.

ABOUT FOCUS STRATEGIES



FocusStrategies.net

A System to End Homelessness

Ending homelessness means building systems that:

- Divert people from becoming homeless
- Prioritize those with highest needs for housing
- Quickly engage people in the least expensive intervention to end their homelessness
- Have short lengths of stay in programs
- Have high rates of permanent housing exits
- Maximize cost-effectiveness
- Use data to achieve continuous improvement

Purpose of Our Work in Nashville

- Assess what the existing homeless system and programs are accomplishing;
- Identify what is working and what needs improvement;
- Recommend a new and more comprehensive set of system objectives and strategies to “right size” the homeless system in Nashville;
- Recommend changes to governance structure to best advance identified strategies

Project Overview

Activity	Timeline	
	Begin	End
Project Launch	May 2015	
Information Gathering <ul style="list-style-type: none"> • Review plans and reports • Interview key stakeholders • Collect program data (HMIS, budgets) 	May 2015	July/August 2015
Data Analysis – SWAP Tools	July/August	August/Sept
System Assessment And Right Sizing Report	August/Sept	Sept/Oct
In-Person Presentation of Results	Sept/Oct	Oct/Nov
Final Report – Governance Recommendations	Oct/Nov	Nov/Dec

Stakeholder Involvement

- HMIS data extracted by CoC/HMIS staff
- Budget data – collected from providers
- Opportunity to review results, ask questions, request changes
- Comment on final report

Performance Measures to be Analyzed

1. HMIS Data Quality
2. System Capacity in Relation to Need
3. Bed/Unit Utilization
4. Entries from Homelessness
5. Length of Stay
6. Exits to Permanent Housing (PH)
7. Cost per Permanent Housing Exit
8. Returns to Homelessness

Common Themes in Results

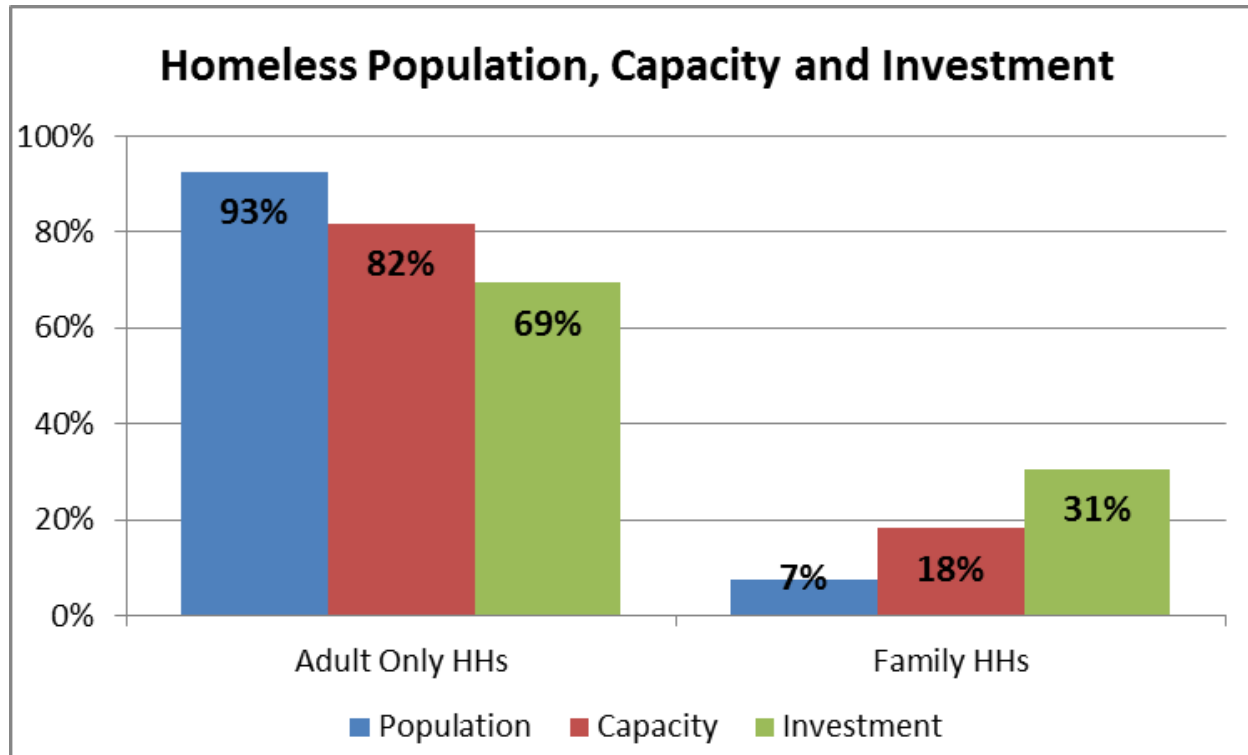
- Data quality compromised in certain programs or fields
- Array of programs not precisely matched to populations
- Rapid re-housing outperforms transitional housing
- Within program types, superstars and low performers
- Across program types, highest need households not prioritized and served/housed
- Returns to homelessness not significant issue

Typical & Sample Results

- Performance Improvement Calculator (PIC), averages over 14 communities across country
 - PIC is system right-sizing tool developed by FS for National Alliance to End Homelessness
- Communities with comparable characteristics
 - Richmond, Virginia
 - Pierce County, Washington
 - Winston-Salem/Forsyth County, North Carolina

Match: Population to Resources

Richmond, Virginia, Presented at Virginia's Governor's Housing Conference, November 2013

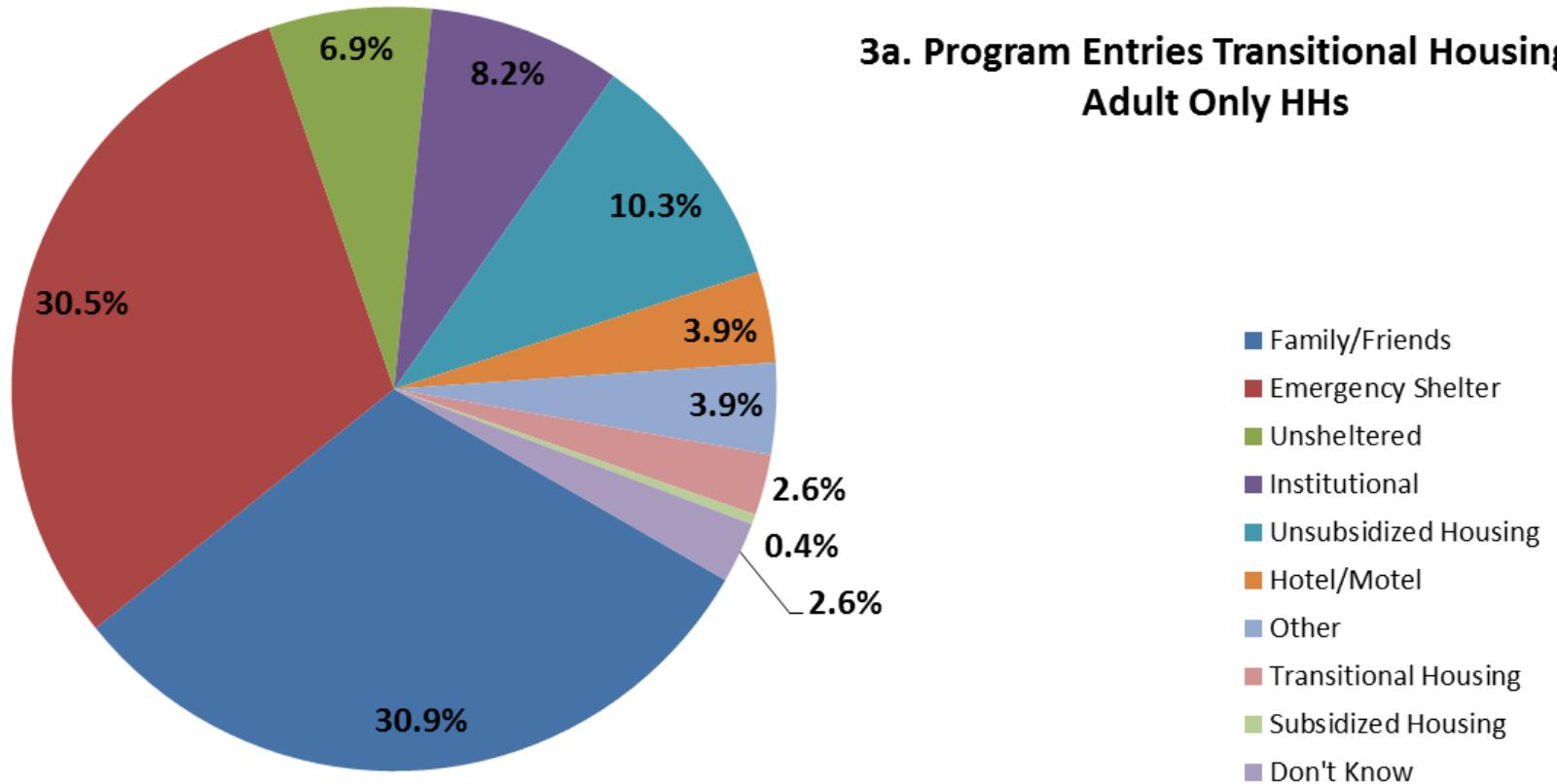


Performance
SYSTEM

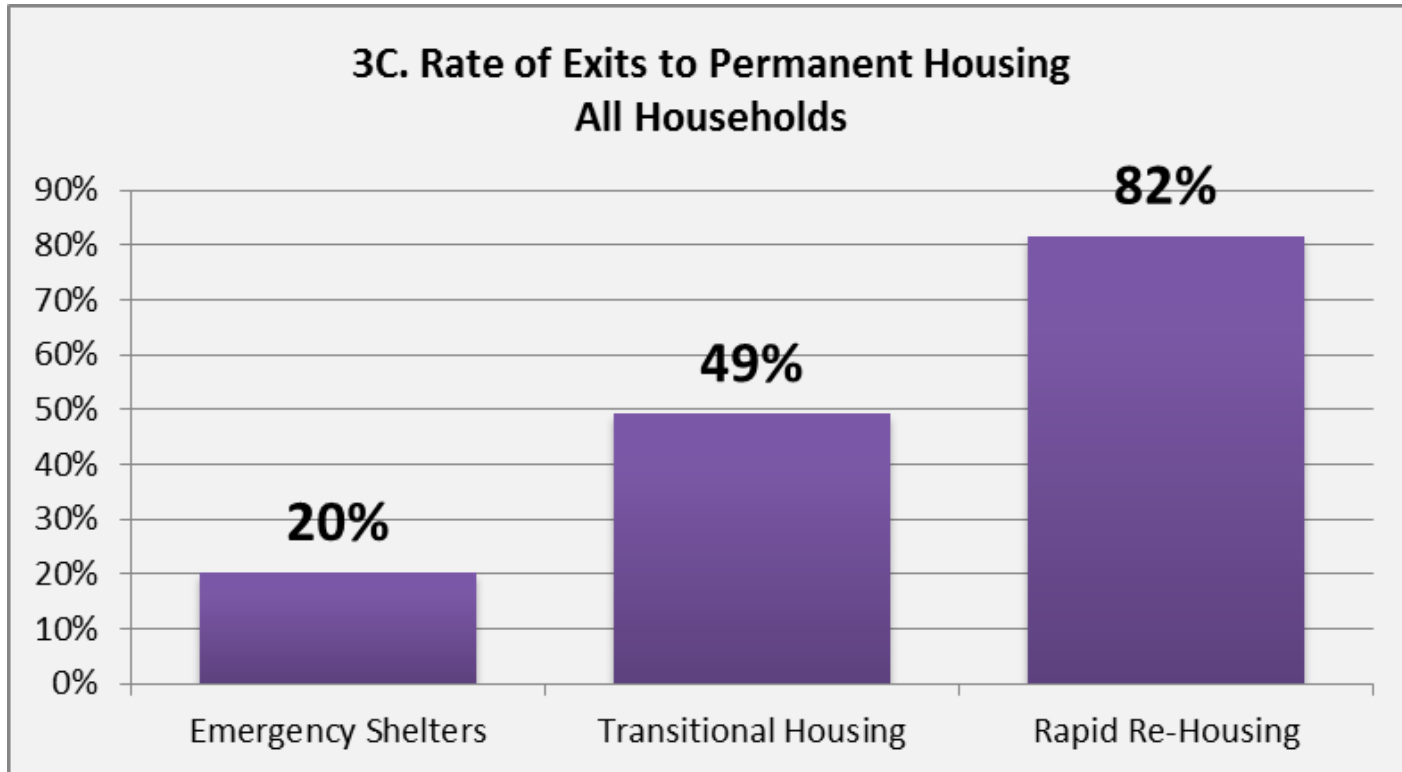
W-S/F Adult Household Entries to TH

More than half of entries into Transitional Housing were from Housed Locations, which is typical

3a. Program Entries Transitional Housing Adult Only HHs



Average Performance – 14 Communities



Averages from 14 communities, presented in the PIC,
www.focusstrategies.net/publications.

Investments: Wide Variation in Performance

Pierce County, Washington, 2013 data compared with national averages from PIC, 2011-12 data

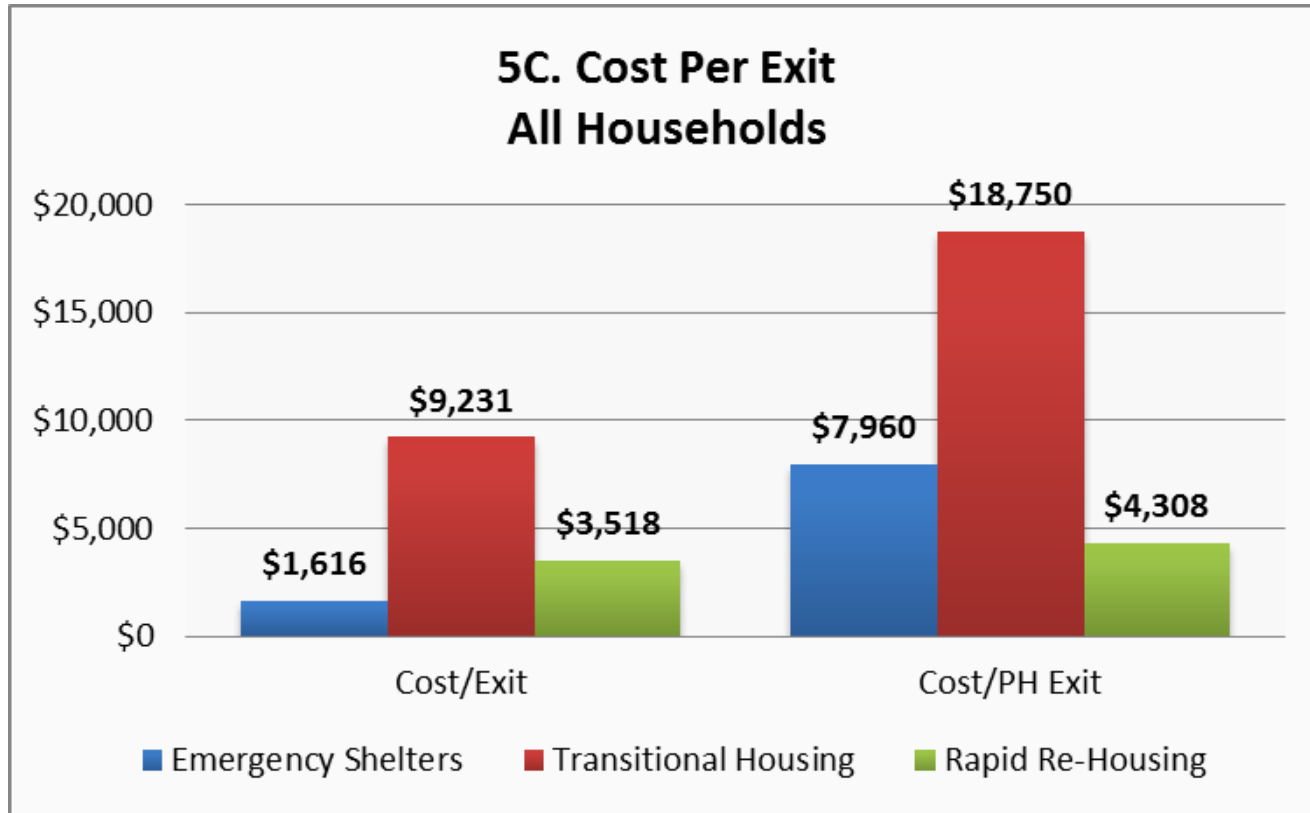
Average Cost Per Unit

	Pierce County			National Averages		
Unit Type	Adult Only	Family	Total	Adult Only	Family	Total
ES	\$1,181	\$7,162	\$2,285	\$10,000	\$13,333	\$11,034
TH	\$4,954	\$15,246	\$10,560	\$10,588	\$12,500	\$11,707
PSH	\$7,335	\$10,763	\$7,660	\$13,514	\$18,750	\$15,094

Measuring Cost vs. Cost Effectiveness

- Typical: Cost per bed or unit
- Outcomes-oriented: Cost per permanent housing exit

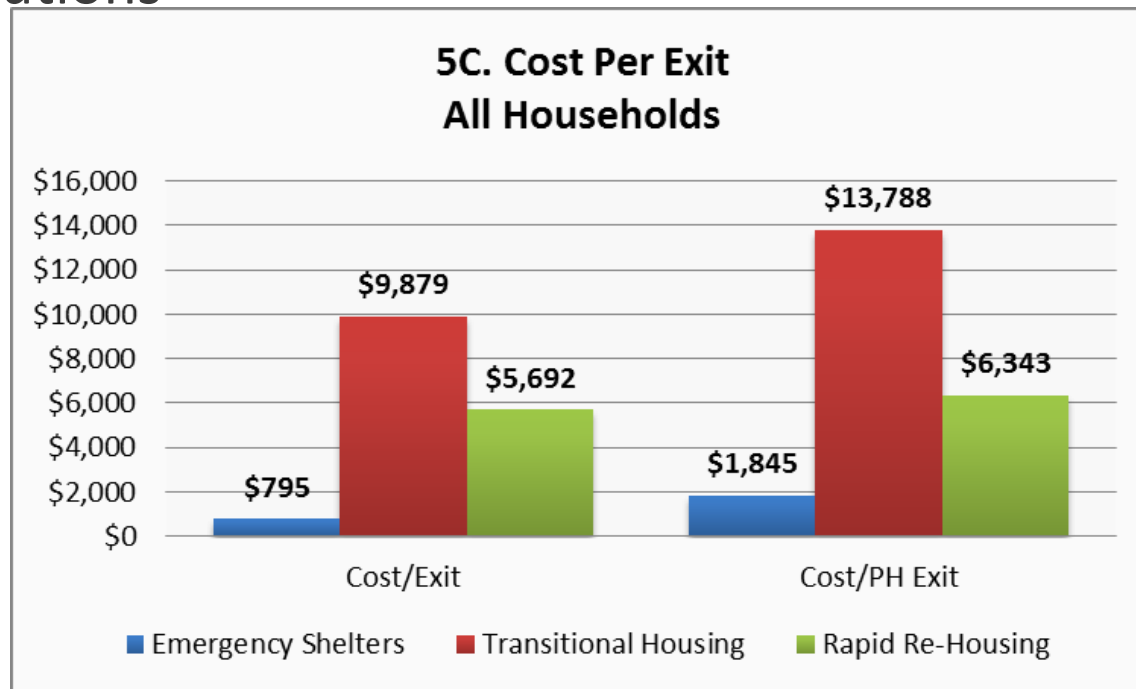
Cost Effectiveness



Averages from 14 communities across the country, presented in the Performance Improvement Calculator, www.focusstrategies.net/publications.

Winston-Salem/Forsyth County Cost-Effectiveness

W-S/F & Nashville have similar population & inventory distributions

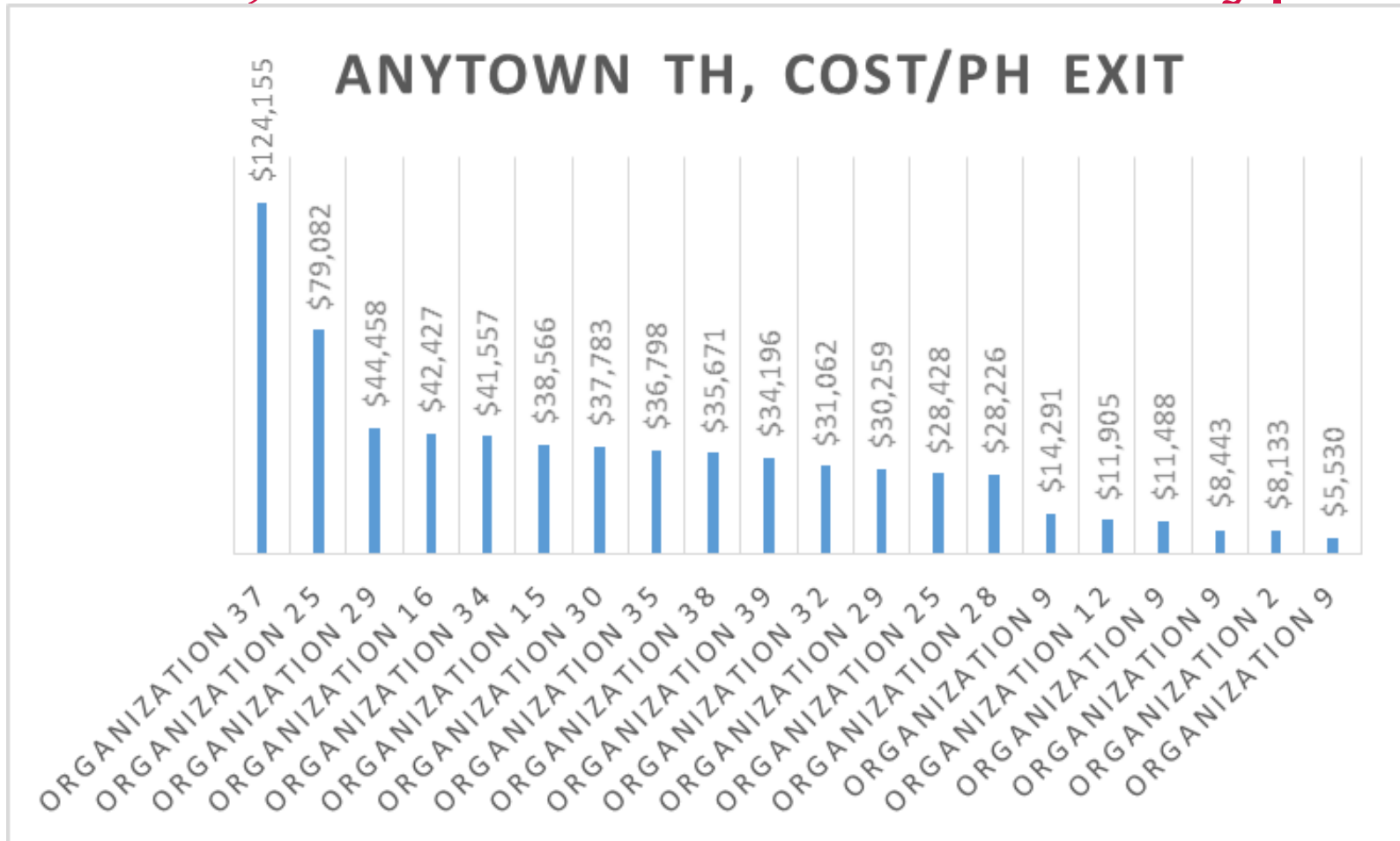


2011-13 HMIS and budget data – Presented at July 2013 National Alliance to End Homelessness Conference

Performance

WITHIN PROGRAM TYPES

Sample Results from Averaged Dataset, Distribution of Results Typical



Solving Homelessness in Nashville

Homelessness is preventable, and solvable.

We have demonstrated that we know how to end homelessness for many:

- 900 people experiencing chronic homelessness housed in 2013/2014.
- 240 Veterans/chronic housed already between Jan and March 2015.
- 77% retained housing for at least 1 year.

Solving Homelessness in Nashville

We must now pivot to our next chapter, learning from the past and anticipating future needs.

- Ensure more people are prevented/diverted from homelessness.
- Move beyond chronic and Veteran homelessness to include families and youth.
- Realign our housing and services to match the strengths and needs of people experiencing homelessness.
- Engage and hold accountable the whole community in the solution.

What Success Looks Like

- Fewer people experiencing homelessness, and more housed.
- Homelessness for fewer days.
- Fewer returns to homelessness.
- Increased support and accountability from all partners.
- A framework to help guide our community's focus and future funding decisions.

Questions

