

Measuring Impact: Reducing Homelessness in North Carolina

prepared for
North Carolina Coalition to End Homelessness

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www.focusstrategies.net



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

ABOUT FOCUS STRATEGIES



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No one is homeless more than 30 days

GOAL



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Reframing homeless programs

HOUSING CRISIS RESOLUTION SYSTEM



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Intent of Today

- Engage all CoCs in conversation on outcomes
- Context:
 - HEARTH
 - HMIS capacity and data quality
 - Moving towards “right sizing” the system
- Statewide outcome measurement systems



What could we cover or discuss today that would make this forum a great use of your time?



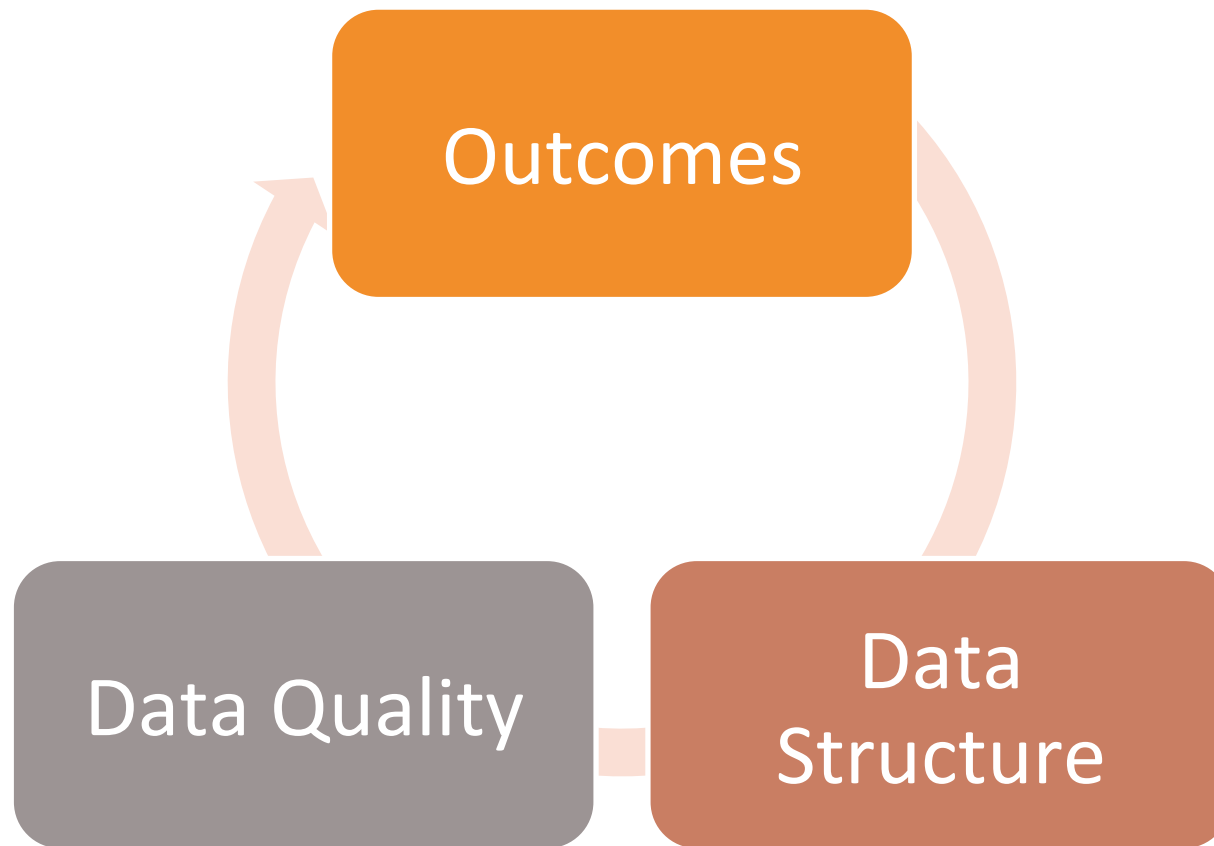
Measuring Impact

- New entries to homelessness
- How long people stay homeless
- Where people exit to
- How many return to homelessness
- Cost effectiveness of interventions

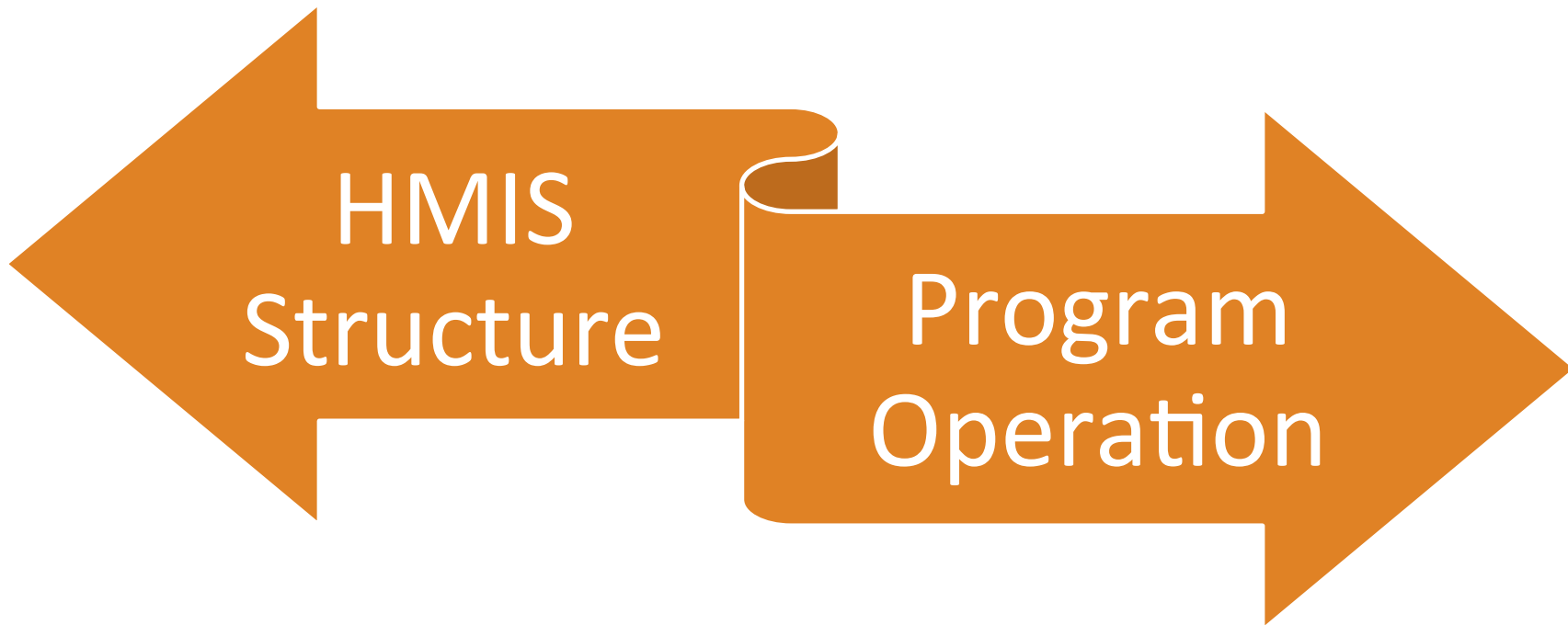
Use of HMIS

- Past = only input required
 - APRs reflect adjusted HMIS data
 - Information in hands of individual providers
- Current = shift to system performance
 - Up to date, accurate information in HMIS
 - Common use of HMIS fields
 - Poor data quality & performance has consequences

Measuring Impact



Data Structure

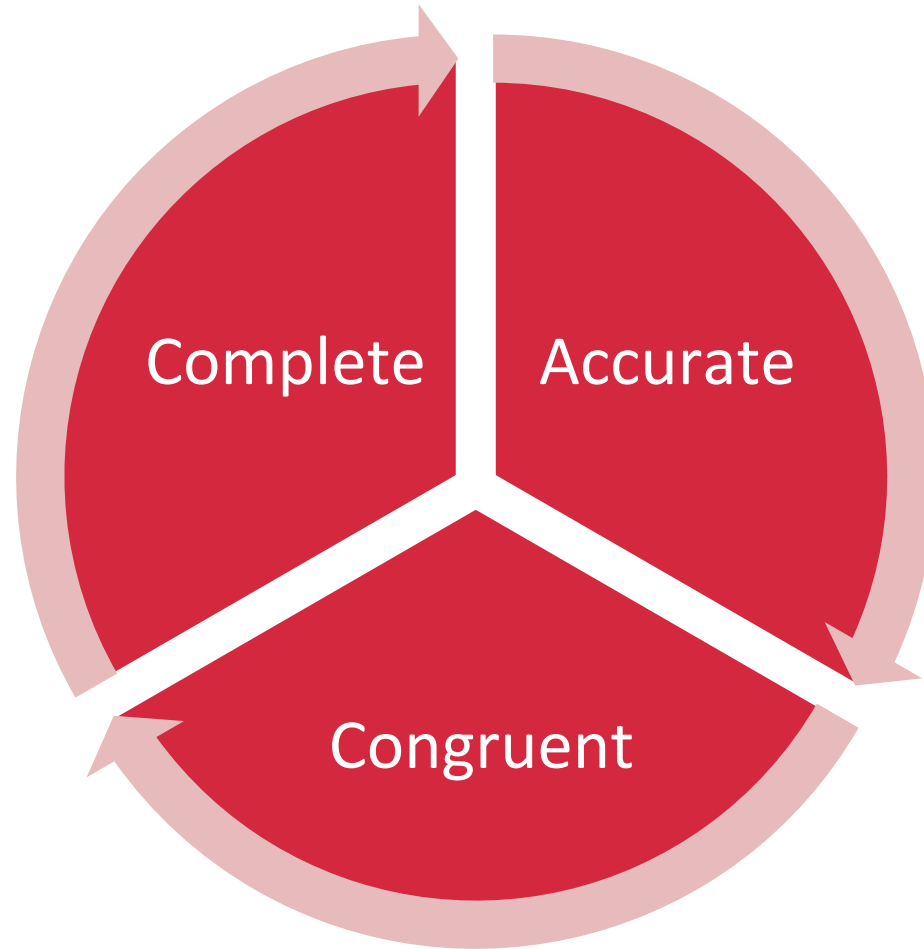


Importance of Data Quality

- Using data leads to quality data
- Understanding how data informs outcome measurements



Elements of Data Quality



Measuring Homelessness

- HMIS at client level
- HUD output reporting
- Service or bed

Measuring Housing Outcomes

- Housing or household
- Aligns solution to population
- Outcomes reports may not match output reports (AHAR, APR)
 - Unit of measure
 - Proportions
 - Timeframes

System Entry

Length of Stay

Permanent Housing Exits & Returns to Homelessness

Cost per Permanent Housing Exit

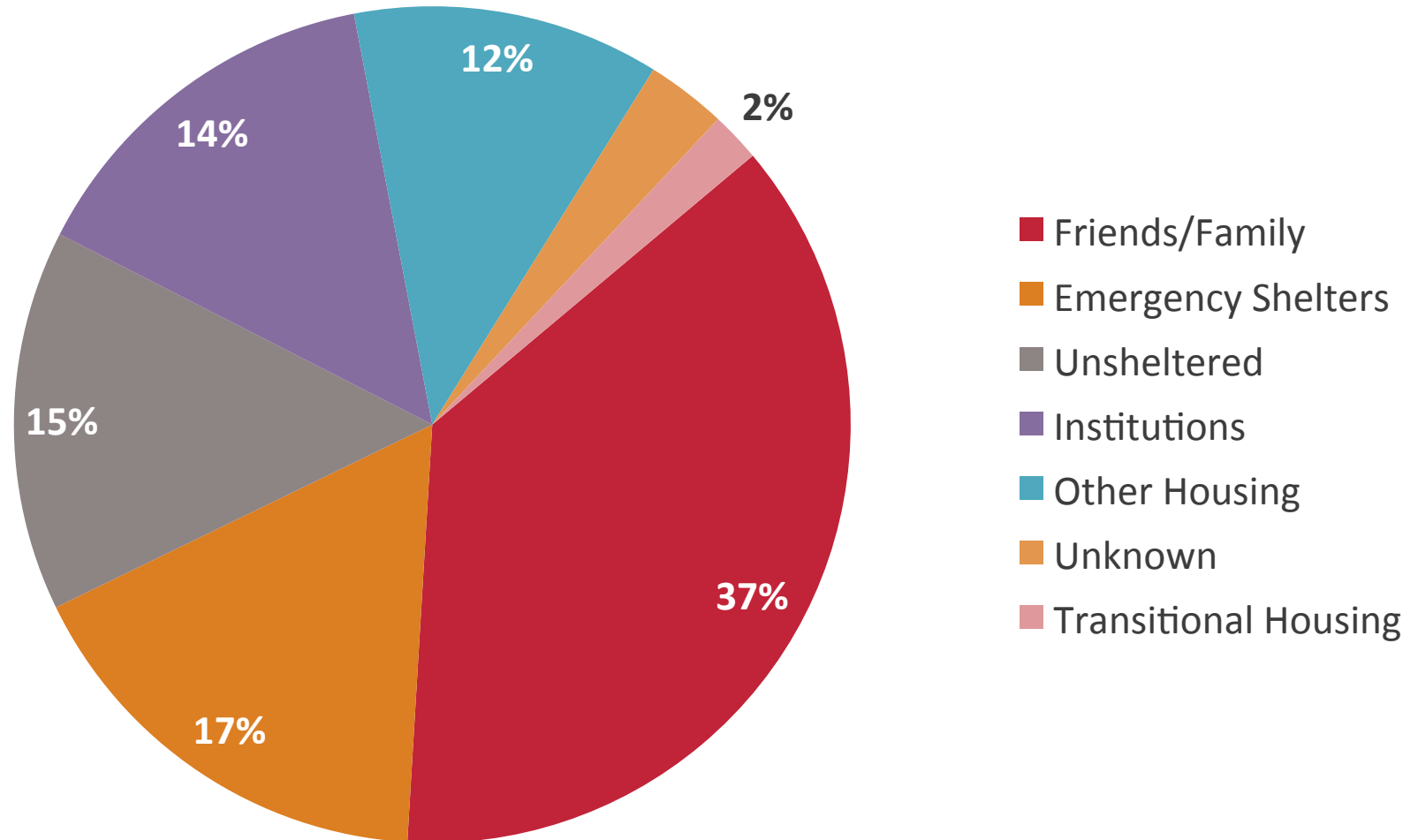
MEASUREMENTS

Outcomes: System Entry

- Where are households coming from?
- Who is entering your system/program?
 - Singles vs. families
 - Characteristics
 - Who is excluded
- How does this relate to PIT?
- How does this relate to HIC?

Outcomes: System Entry

Entry into Emergency Shelters

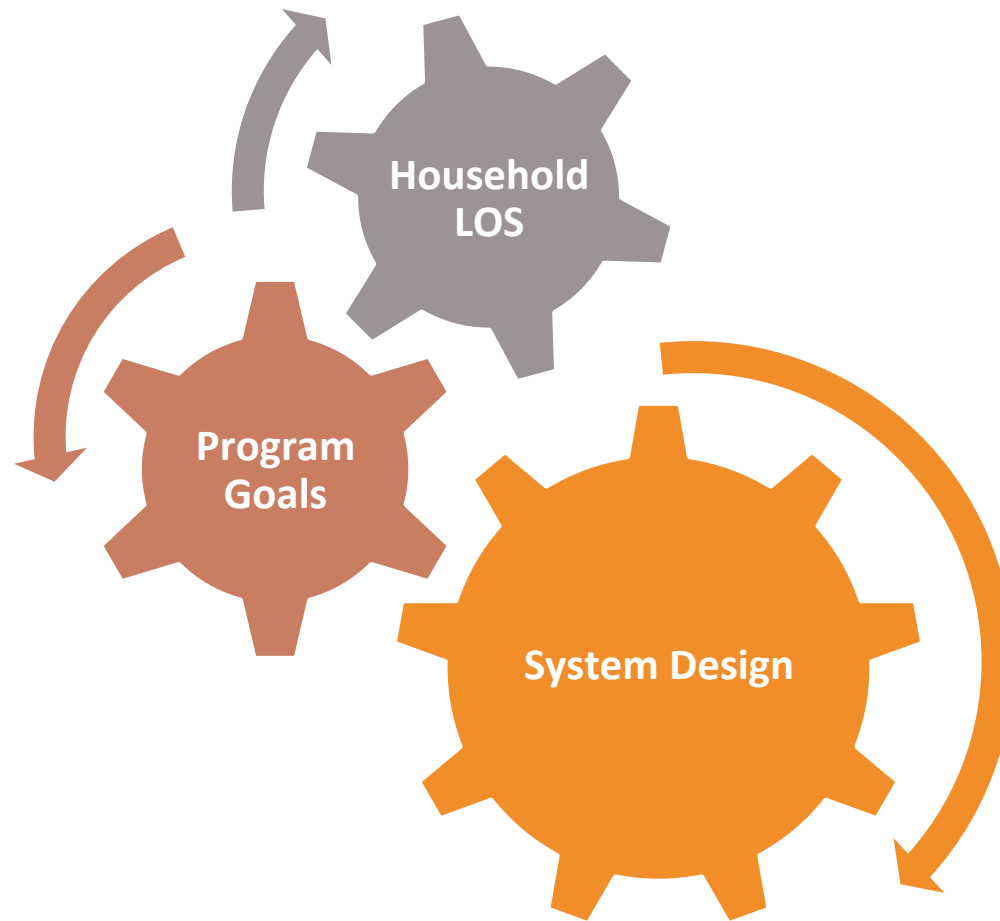


Outcomes: System Entry

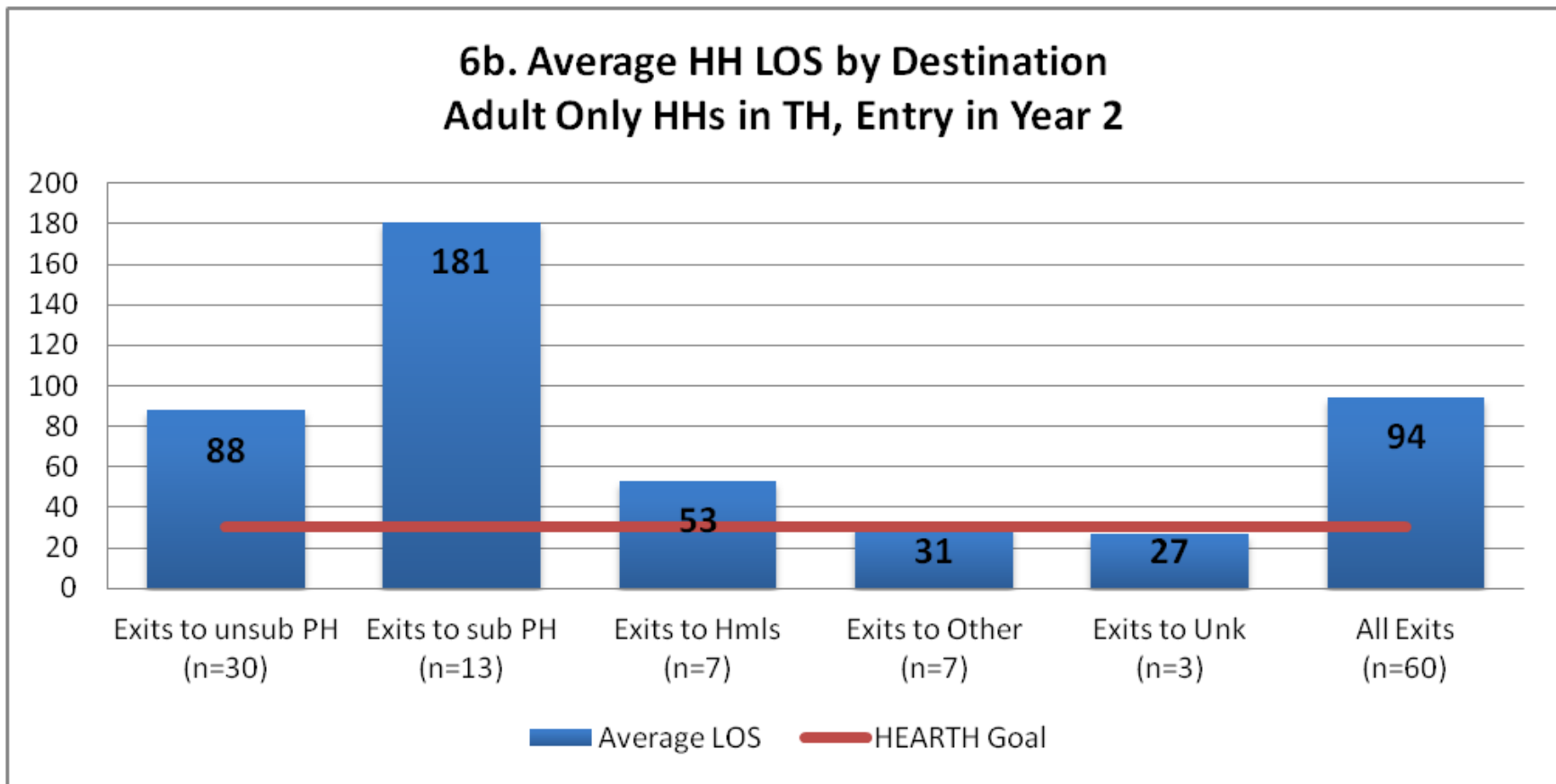
Data Quality Key Points

- All HH members input and linked
- Prior living must be immediate prior
- Mismatch of prior living & housing status

Outcomes: Length of Stay



Outcomes: Length of Stay



Outcomes: Length of Stay

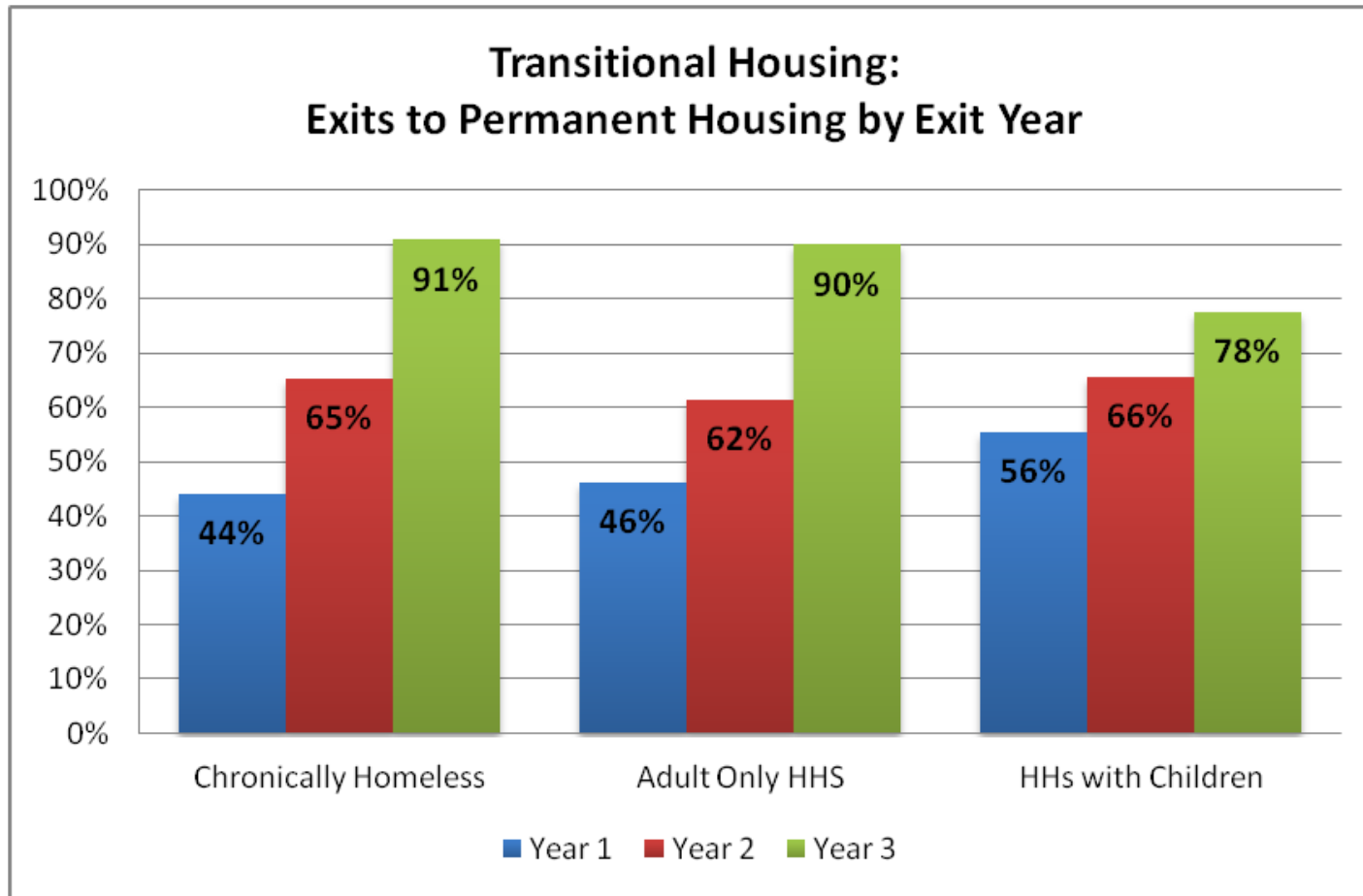
Data Quality Key Points

- Missing exit dates
- Program maximums are starting point
- Program enrollment vs. ShelterPoint

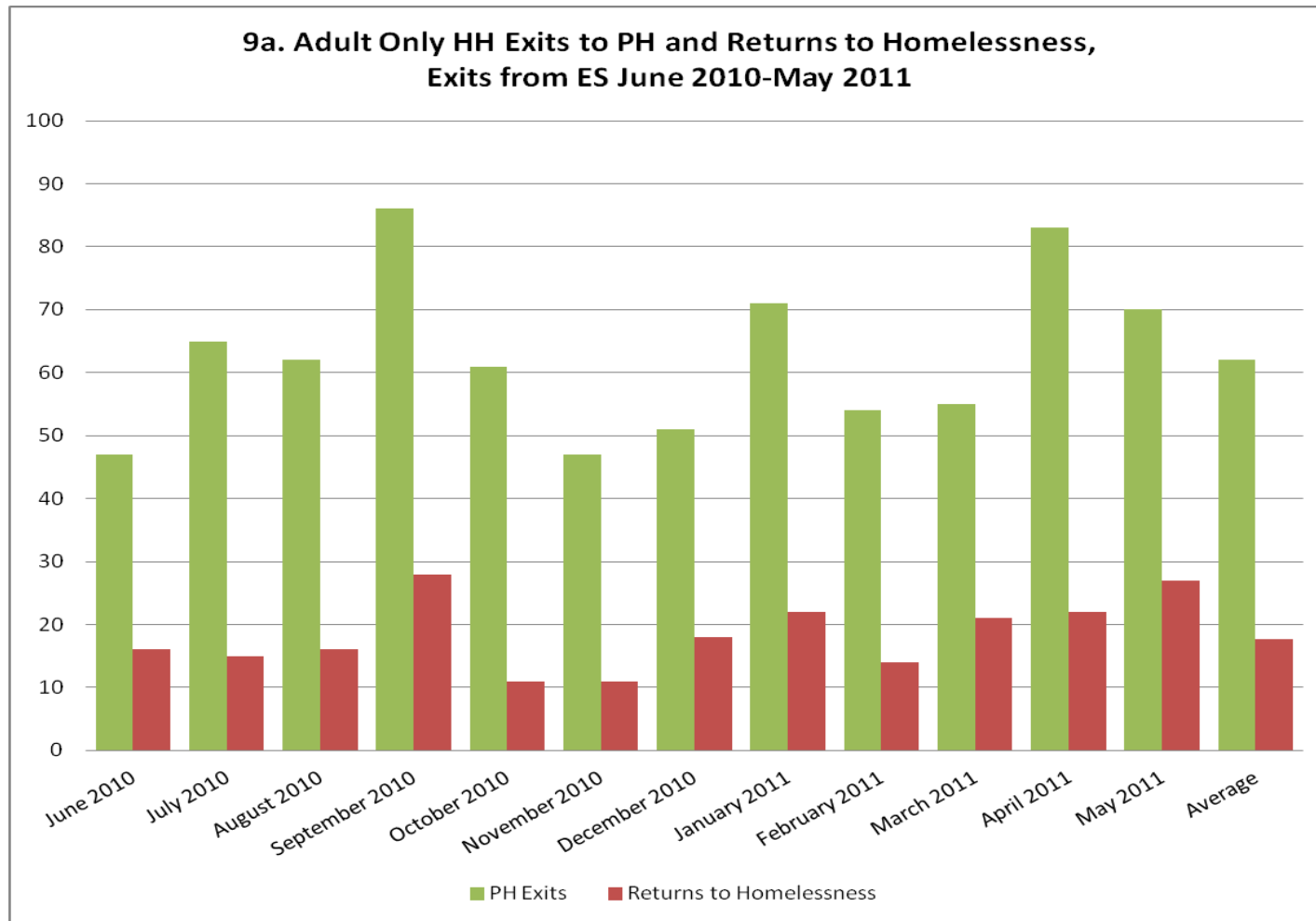
Outcomes: Exits to Permanent Housing

- Where do households go when they exit?
 - Exits from program vs. exits from beds
 - Accounting for “linked” programs (e.g. ES/RR)
- Do exits “stick”?
 - Measuring returns
 - Why some returns are a good thing

Outcomes: Exits to Permanent Housing



Outcomes: Exits to Permanent Housing

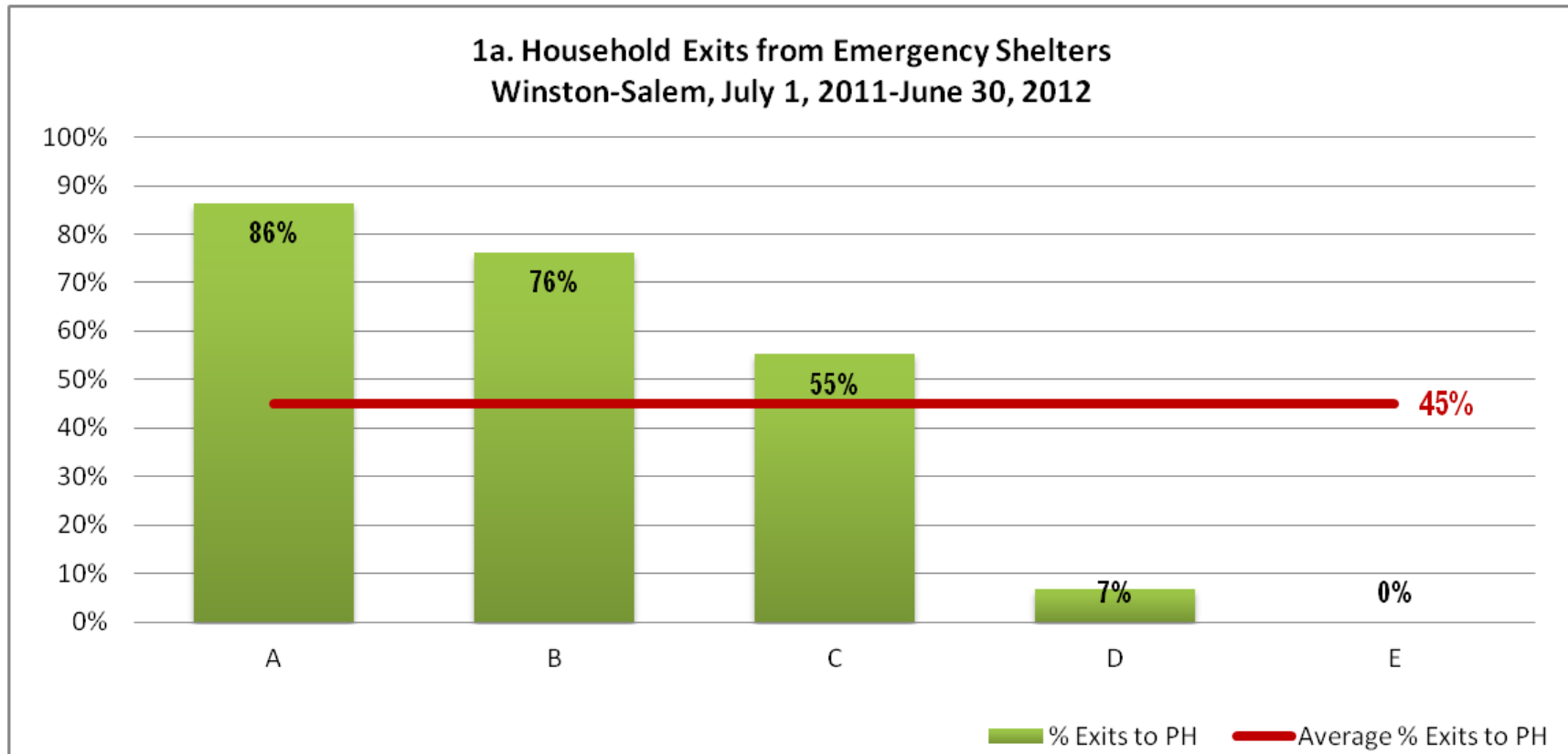


Outcomes: Exits to Permanent Housing

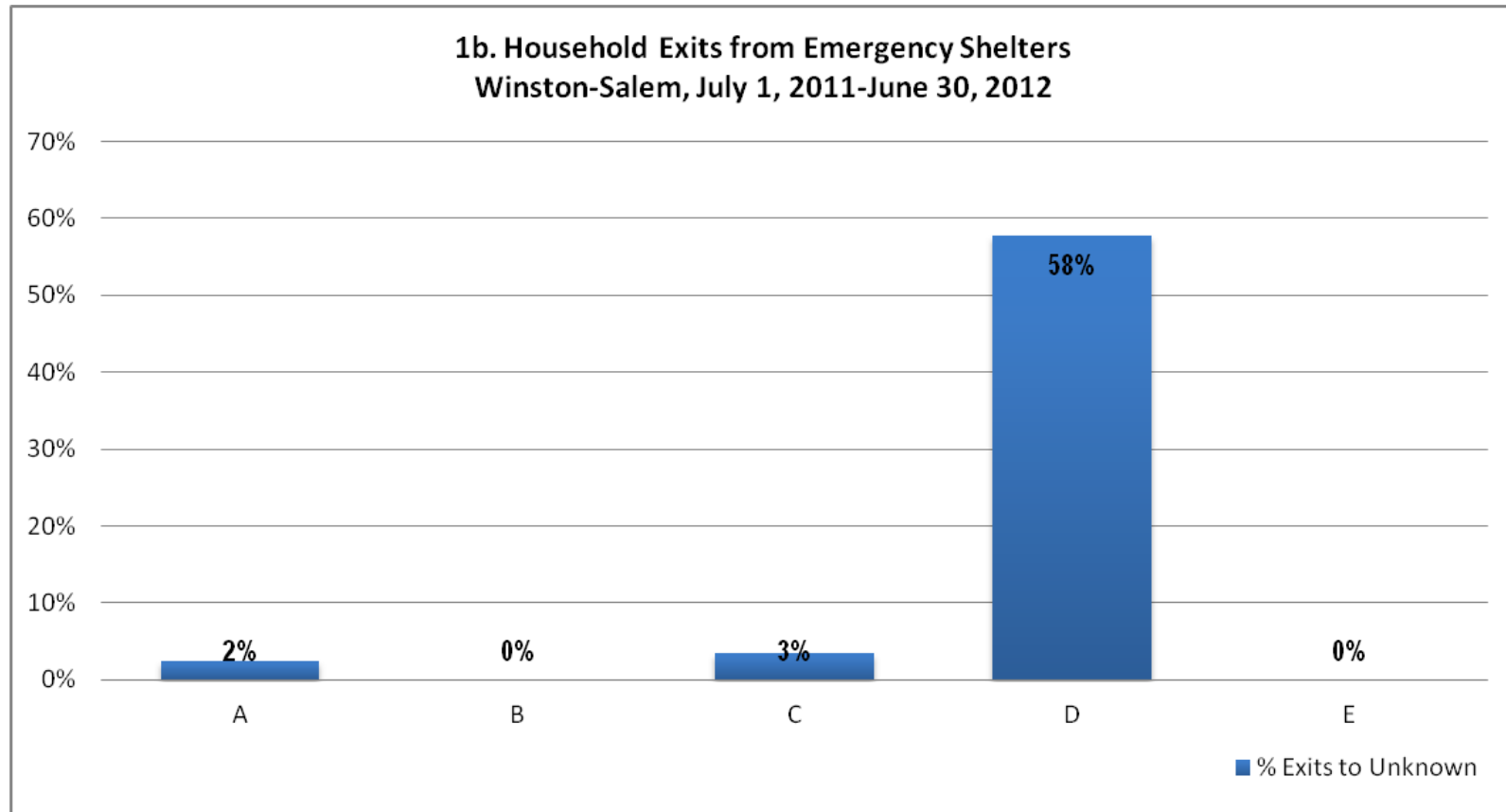
Data Quality Key Points

- Program enrollment vs. shelter point
- Unknown, Refused or Other destinations

Outcomes: Exits to Permanent Housing Data Quality Key Points



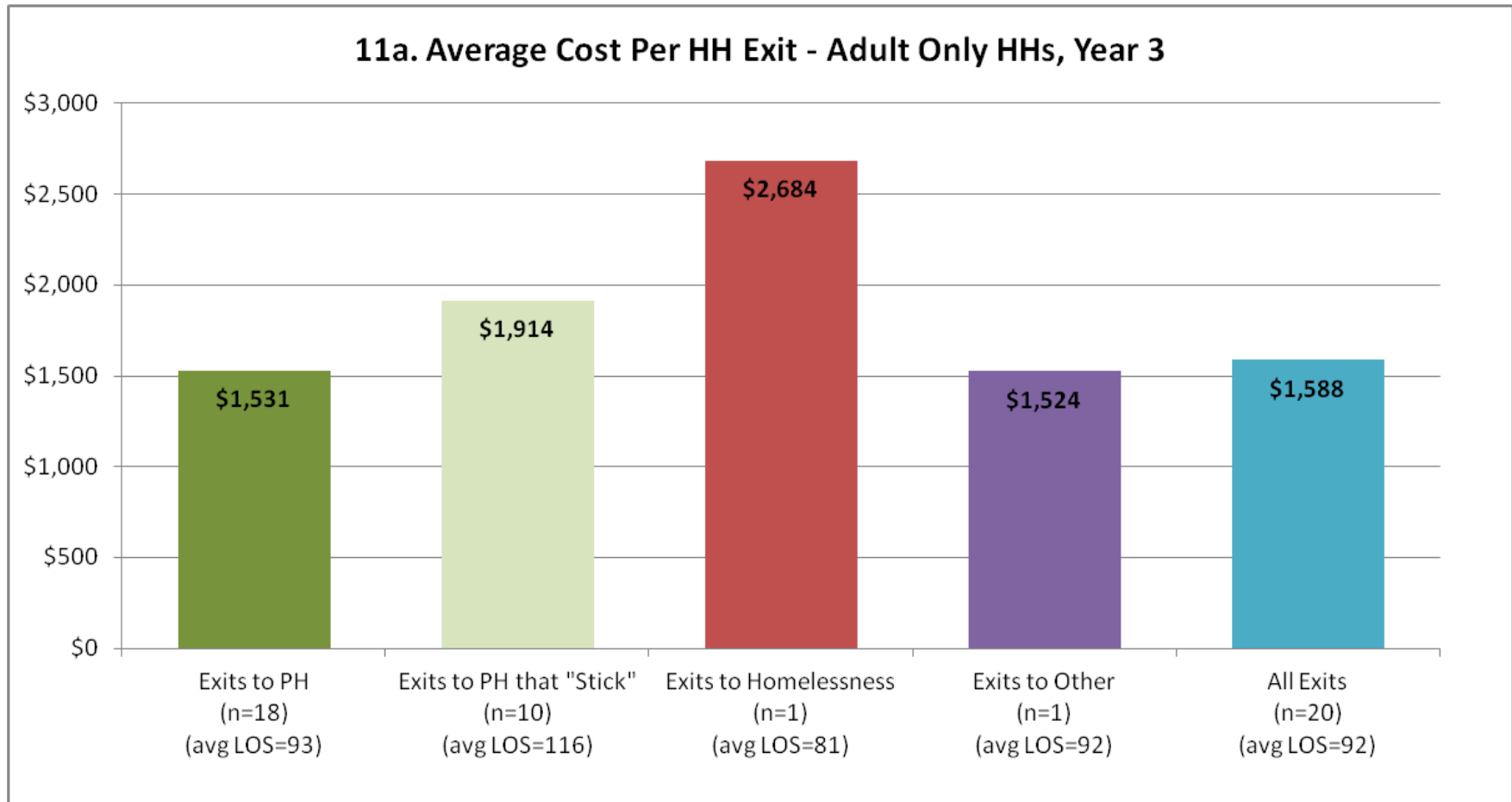
Outcomes: Exits to Permanent Housing Data Quality Key Points



Outcomes: Cost / Permanent Housing Exit

- Underlying all other outcomes:
 - System entry
 - Length of stay
 - Exit rate
 - Return rate
- Layering cost data with outcome data

Outcomes: Cost / Permanent Housing Exit



Outcomes: Cost / Permanent Housing Exit Data Quality Key Points

- Accurate cost information
- Interplay of services with housing units
- HMIS programs \neq Community programs
- Linking cost to client records

Group Work

- What data or information do you already have?
- What do you want to know?
- What obstacles are there?
- What is a next step?
- What could your community do with this information?

Discussion

