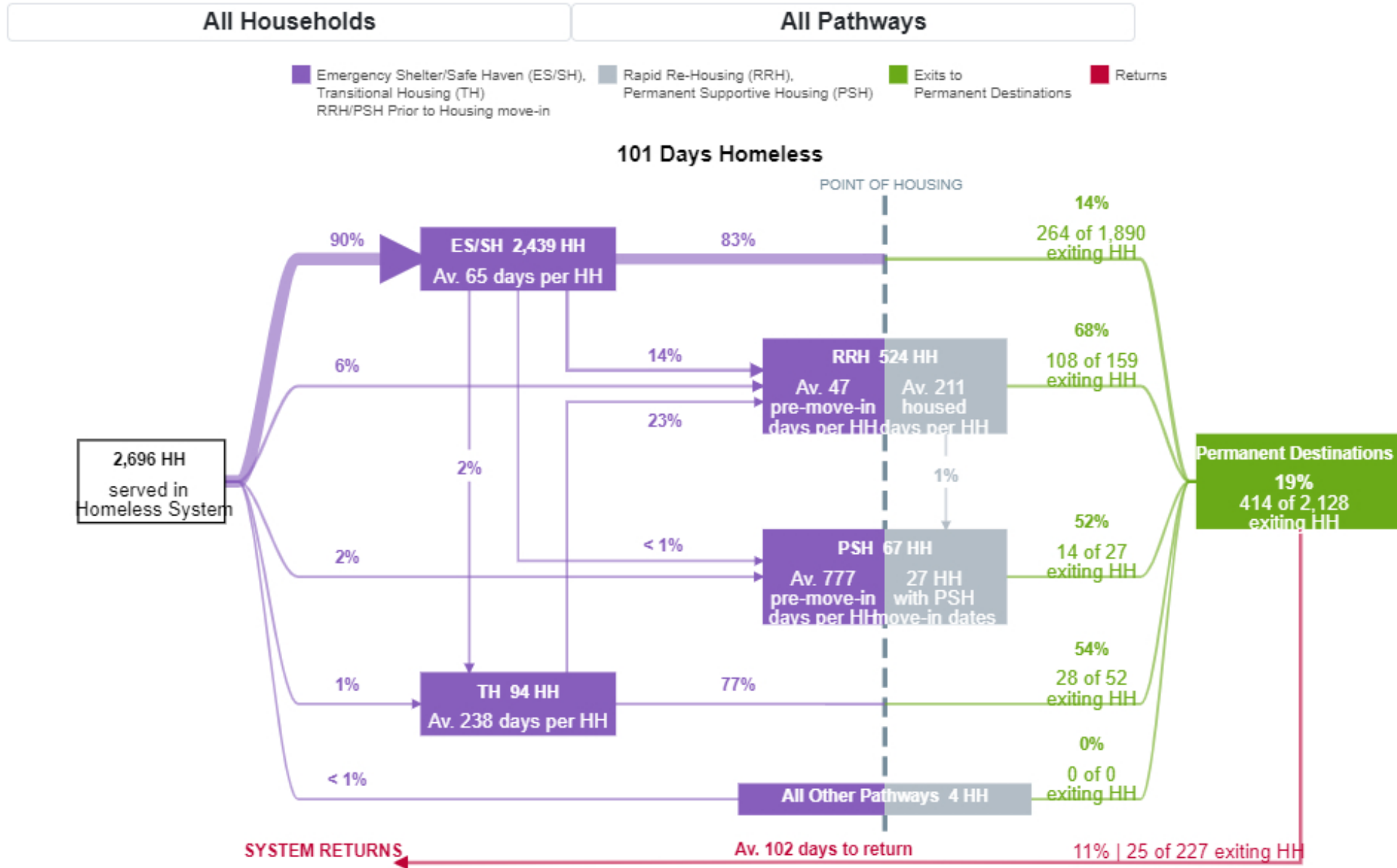


System Performance Map

Households use different combinations of project types during the time they are served in the homeless system. These project type combinations are referred to as pathways. Each pathway has different average cumulative days homeless, exits to permanent housing and returns to the homeless system. The system map shows performance for the main project types in the homeless system and can be filtered to show performance for the main pathways.





Wake County CoC Membership Meeting

May 10, 2021: Defining System and Program Outcomes Targets



Welcome

AGENDA

- Call for Membership
- System Performance Map
- Defining Outcomes & Targets
- Wake Data Focus
 - Break-out groups

Are you a CoC Member?

Wake County CoC

aims to develop an inclusive, diverse, and engaged group of members who are committed to engaging the community to make homelessness rare, brief, and one-time only.

Duties

To Advise CoC Board on policies via committee participation, recommend funding priorities to the CoC Board, & vote on CoC Governing issues, such as revisions to the CoC Charter.

APPLY TODAY: <https://wakecoc.org/>

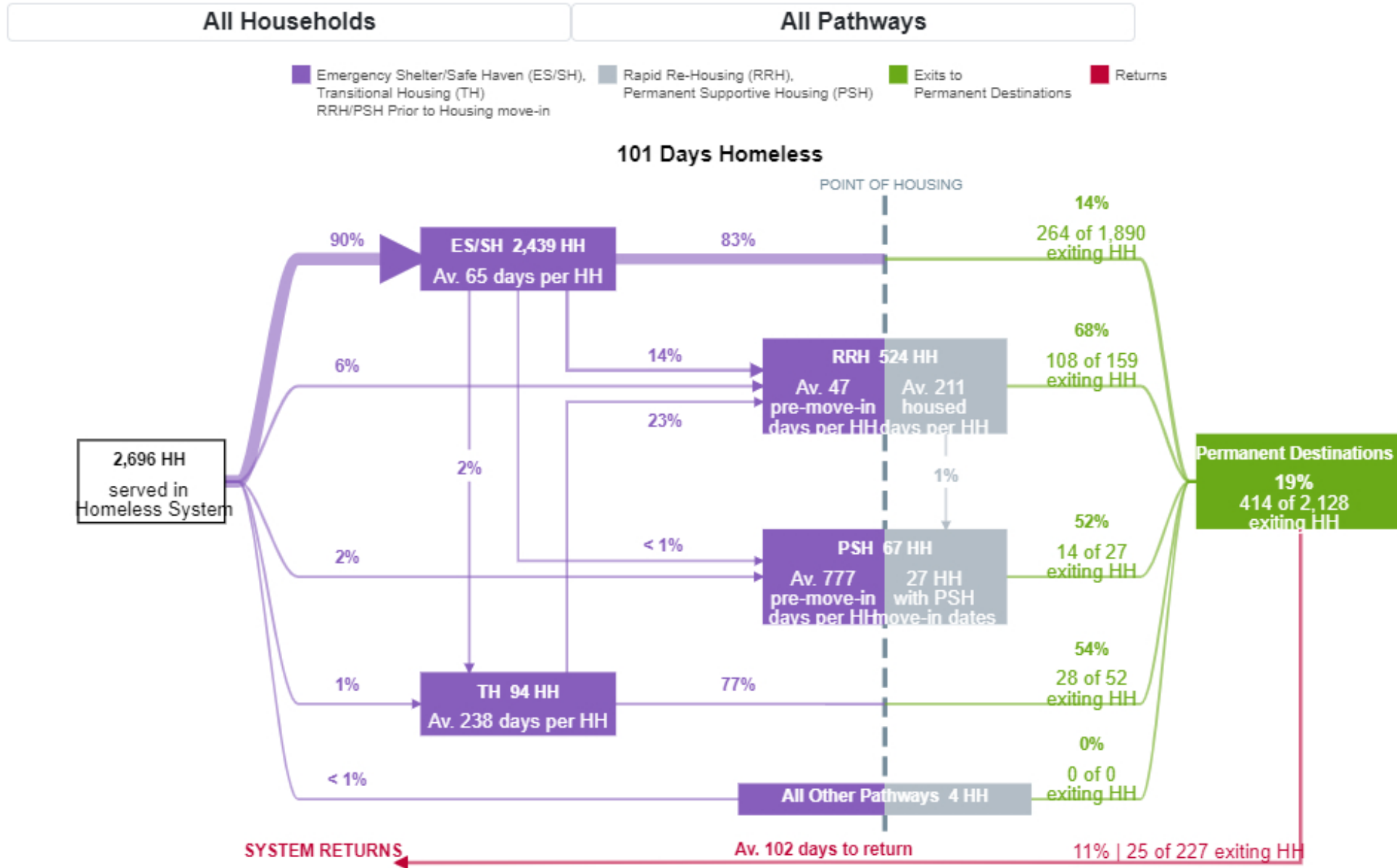
Defining Outcomes and Targets

Why are we doing this?

- It's a HUD requirement (scored in the CoC Program NOFA)
- It will help us identify areas in need of improvement and develop strategies to support improvements
- It will help us rate and rank projects requesting funding

System Performance Map

Households use different combinations of project types during the time they are served in the homeless system. These project type combinations are referred to as pathways. Each pathway has different average cumulative days homeless, exits to permanent housing and returns to the homeless system. The system map shows performance for the main project types in the homeless system and can be filtered to show performance for the main pathways.



Where does this data come from?

- The Homeless Management Information System (HMIS)
 - Used for **system level** data—System Performance Measures & Longitudinal Statistical Analysis
 - Used for **project level** data—Annual Performance Reports (APR)

Wake County is Under-Resourced Compared to Comparable Sized CoCs

CoC	2020 PIT Count	2020 GIW
Cook County, IL	846	\$13,021,313
Birmingham, AL	848	\$9,111,368
Buffalo, NY	872	\$12,474,826
Gainseville, FL	880	\$776,243
Pittsburgh, PA	887	\$19,581,355
Pasco County, FL	898	\$1,217,677
Deltona, FL	904	\$1,669,036
Central Oregon	913	\$648,980
Vancouver, WA	916	\$1,916,799
Grand Rapids, MI	923	\$6,894,993
Palm Bay, FL	940	\$654,720
Jersey City, NJ	944	\$6,935,175
Milwaukee, WI	970	\$10,434,326
Wake County, NC	974	\$3,319,139
Memphis	1,022	\$6,718,968
Marin, CA	1,032	\$4,469,496
Lynn, MA	1,040	\$2,242,216
Fairfax County, VA	1,041	\$8,854,188
Sarasota, FL	1,044	\$1,206,017
Camden, NJ	1,047	\$3,506,350
Anchorage, AK	1,058	\$3,869,460
Quincy, MA	1,079	\$6,683,791
Cincinnati, OH	1,092	\$21,562,237
Louisville, KY	1,102	\$12,472,323
Rhode Island	1,104	\$7,416,926
Everett, WA	1,132	\$11,094,946
Columbia, SC	1,140	\$3,254,236
South Southeast, PR	1,152	\$6,495,904

Of the CoCs closest in size to Wake County, the median CoC award is \$6,589,847

Let's compare the experiences of two CoCs in the past 10 years...

Wake County CoC

2019 population:
1,112,000

2020 PIT Count:
974

2020 1 bedroom FMR:
\$1,022

2020 Annual CoC Award:
\$3,319,139

Fairfield County, Connecticut CoC

2019 population:
943,000

2020 PIT Count:
697

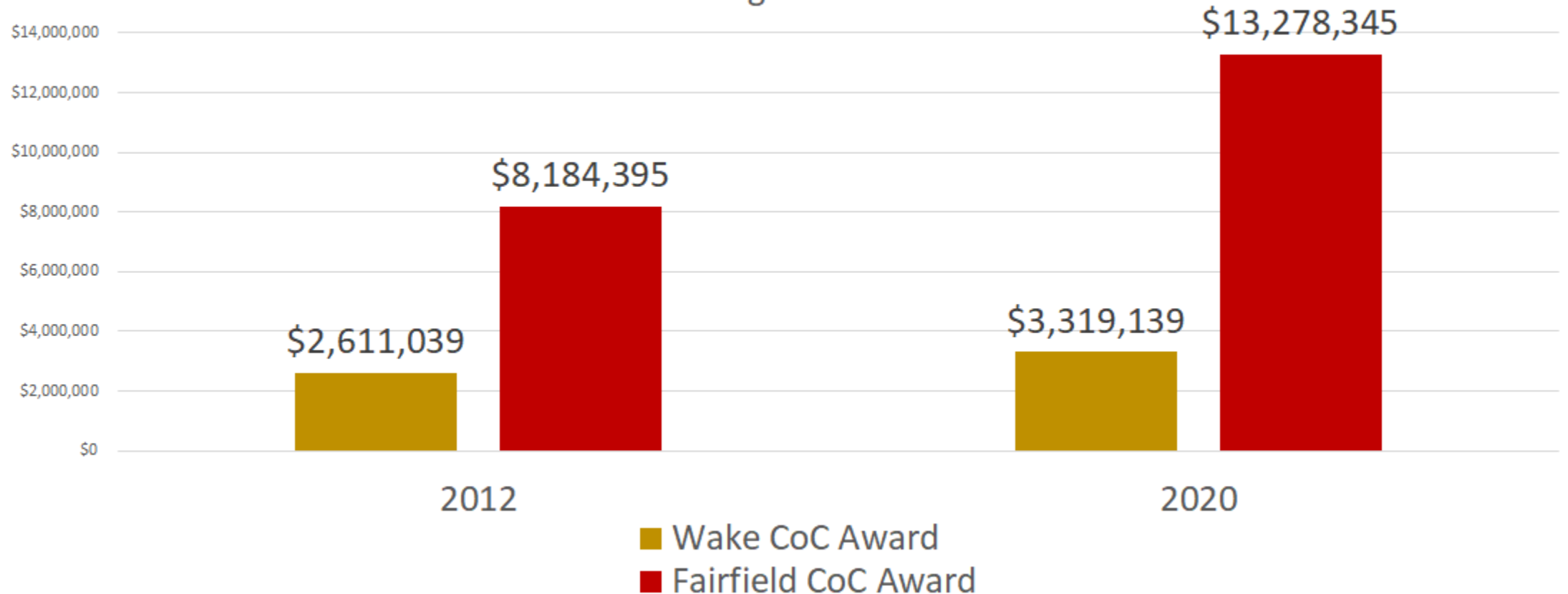
2020 1 bedroom FMR:
\$1,077

2020 Annual CoC Award:
\$13,278,345

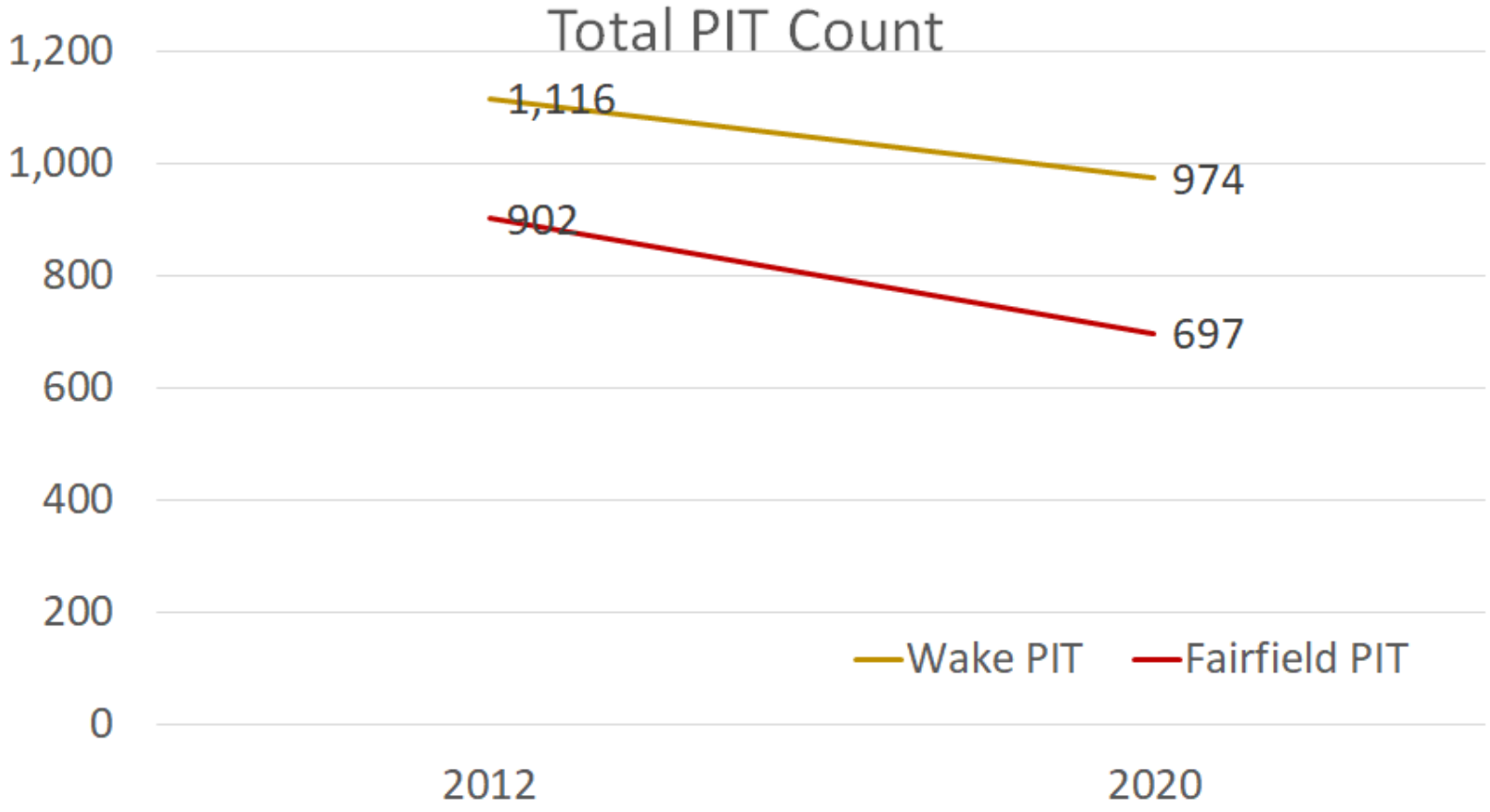
Wake County CoC is Under-Resourced Compared to Comparable CoCs



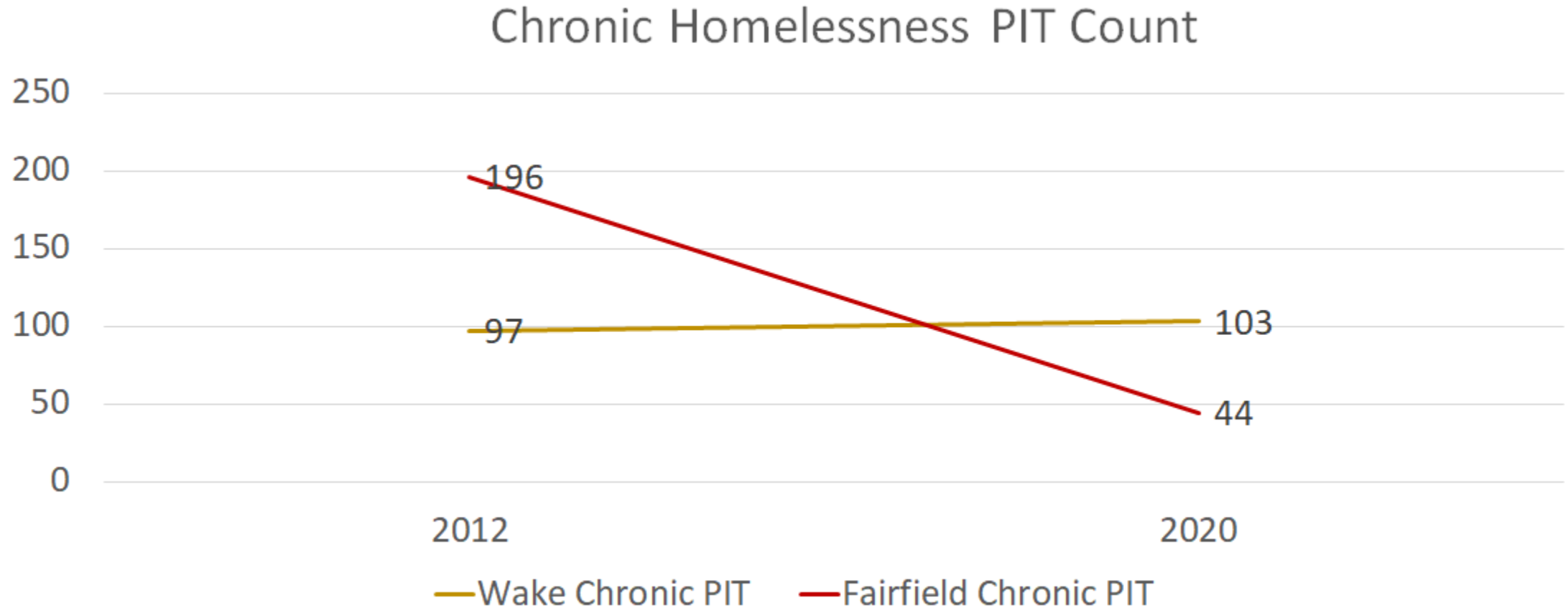
CoC Program Awards



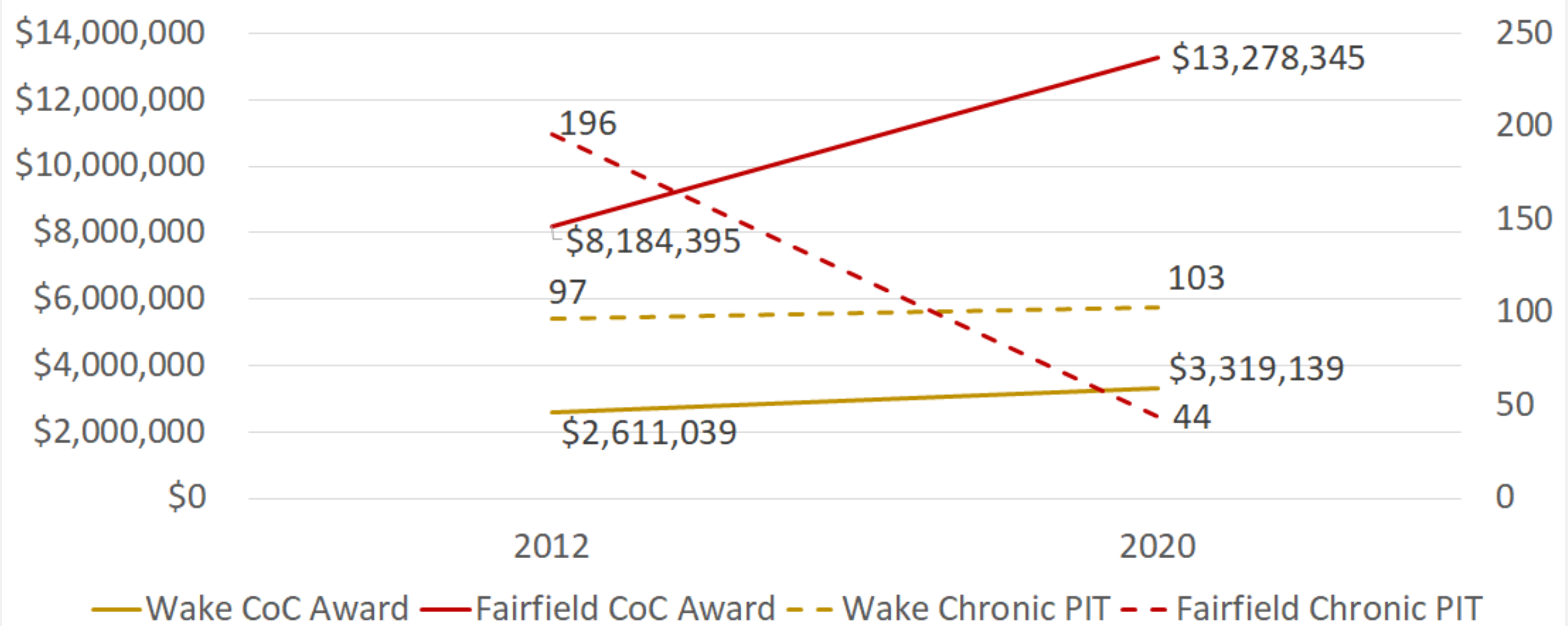
What Contributed to the Dramatic Difference in Awards Over Time?



What Contributed to the Dramatic Difference in Awards Over Time?



Chronic Homelessness and CoC Awards



What should we focus on?

- Assessed areas in which we have historically scored lower (e.g., performed lower than the national average)
- Assessed areas in which CoC-funded projects have disparities in performance
- Today begins our conversation about system and project performance—we are focusing on housing projects because of the upcoming NOFA; we will incorporate in other system components (outreach, shelter, coordinated access, etc in the near-future)



What should we focus on?

I. High Priority CoC Application Questions

Item	CoC Application Question	NOFA Section	Maximum Score Available	CoC Score Received	Percentage
1E(2)	Project Ranking and Selection	VII.B.1.a	18	15	83%
1E(3)	Severity of Needs and Vulnerabilities	VII.B.1.b	4	4	100%
2A(2)	Bed Coverage Rate	VII.B.3.b	6	6	100%
3A(1)	First Time Homeless	VII.B.2.b	3	2.5	83%
3A(2)	Length of Time Homeless	VII.B.2.c	14	8	57%
3A(3)	Successful Permanent Housing Placement	VII.B.2.d	11	9.5	86%
3A(4)	Returns to Homelessness	VII.B.2.e	8	4	50%
3A(5)	Job Income and Growth	VII.B.2 & 6	15	8	53%
3A(6)	System Performance Measures	VII.B.2.h	6	6	100%
3B-1A	CoC Performance and Strategic Planning	VII.B.5.b.2	1	1	100%
4A(2)	Lowering Barriers to Entry Data	VII.B.6.g	7	7	100%
4A(3)	Street Outreach	VII.B.6.h	3	0	0%
4A(4)	RRH Beds	VII.B.6.j	10	0	0%

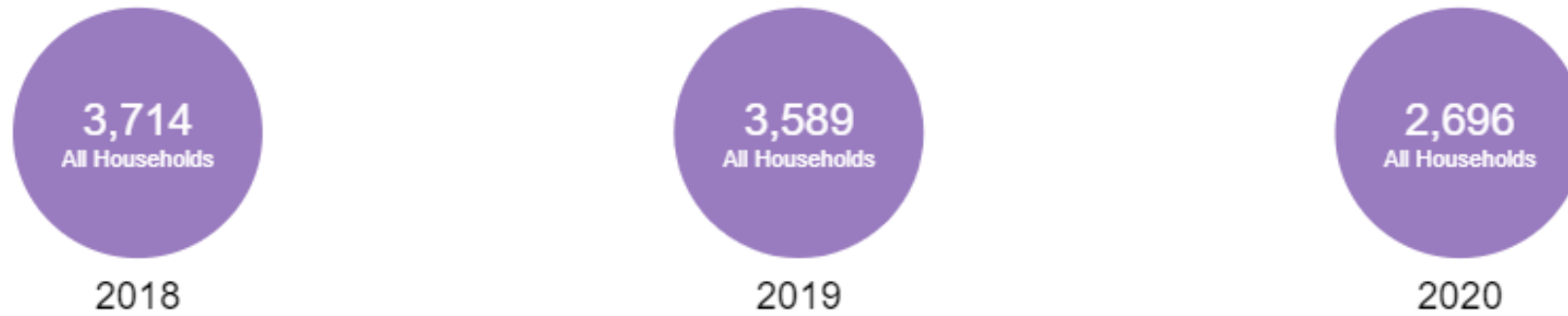
- Length of time homeless
- Returns to homelessness
- Job income and growth



Length of Time People Experience Homelessness

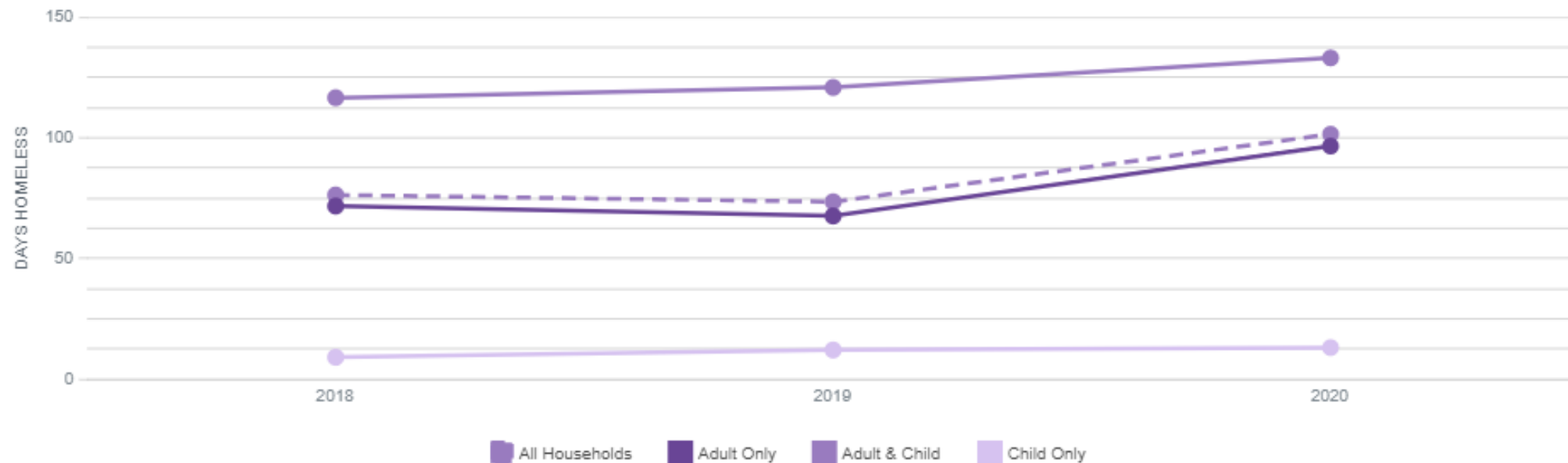
Households with Days Homeless Trend

For each reporting year, households that had at least one day in ES, SH, TH, or RRH; or at least one day in PSH prior to move-in.



Days Homeless Trend by Household Type

For each reporting year, the average cumulative, unduplicated number of days that households were served in ES, SH, or TH projects; and days in RRH or PSH prior to move-in.





People who Obtained Housing and then Experienced Homelessness Again



CoC Code: NC-507

Name: 2020 LSA Final

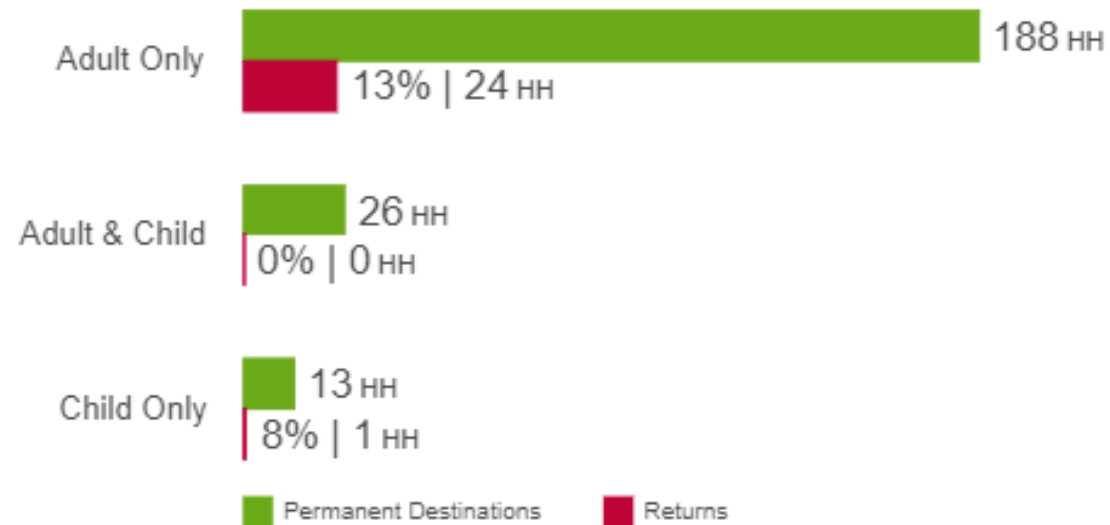
Report Period: 10/01/2019 - 09/30/2020

Submission Type: official

Returns to the Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination. Results are shown for the exit cohort selected in the dropdown.

HH that Exited in the first 6 mo of the Current Report Period



11%

RETURNS

25 of 227 HH



CoC Code: NC-507

Name: 2020 LSA Final

Report Period: 10/01/2019 - 09/30/2020

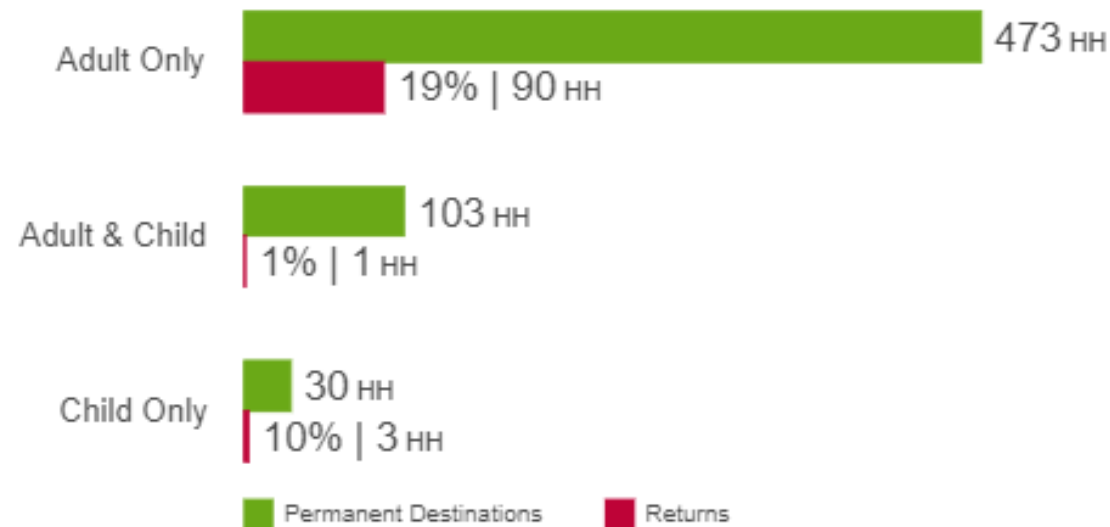
Submission Type: official

Returns to the Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination. Results are shown for the exit cohort selected in the dropdown.

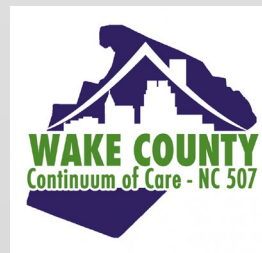
HH that Exited in the 12 mo prior to the Current Report Period

16%
RETURNS
95 of 609 HH

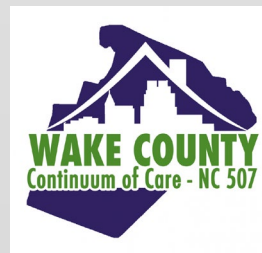




People in CoC-funded Housing's Experience with Increasing and Sustaining Income



Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	Metric 4.1 – Change in earned income for adult system stayers during the reporting period	FY 2019	FY 2020	Difference
	Universe: Number of adults (system stayers)	299	305	+6
	Number of adults with increased earned income	39	37	-2
	Percentage of adults who increased earned income	13%	12%	-1%



Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	Metric 4.2 – Change in non-employment income for adult system stayers during the reporting period	FY 2019	FY 2020	Difference
	Universe: Number of adults (system stayers)	299	305	+6
	Number of adults with increased non-employment cash income	96	86	-10
	Percentage of adults who increased non-employment cash income	32%	28%	-4%



Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	Metric 4.3 – Change in total income for adult system stayers during the reporting period	FY 2019	FY 2020	Difference
	Universe: Number of adults (system stayers)	299	305	+6
	Number of adults with increased total income	110	98	-12
	Percentage of adults who increased total income	37%	32%	-5%



Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	Metric 4.4 – Change in earned income for adult system leavers	FY 2019	FY 2020	Difference
	Universe: Number of adults (system leavers)	148	164	+16
	Number of adults who exited with increased earned income	26	19	-7
	Percentage of adults who increased earned income	18%	12%	-6%



Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	Metric 4.5 – Change in non- employment income for adult system leavers	FY 2019	FY 2020	Difference
	Universe: Number of adults (system leavers)	148	164	+16
	Number of adults who exited with increased non- employment cash income	20	14	-6
	Percentage of adults who increased non-employment cash income	14%	9%	-5%



Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	Metric 4.6 – Change in total income for adult system leavers	FY 2019	FY 2020	Difference
	Universe: Number of adults (system leavers)	148	164	+16
	Number of adults who exited with increased total income	43	31	-12
	Percentage of adults who increased total income	29%	19%	-10%

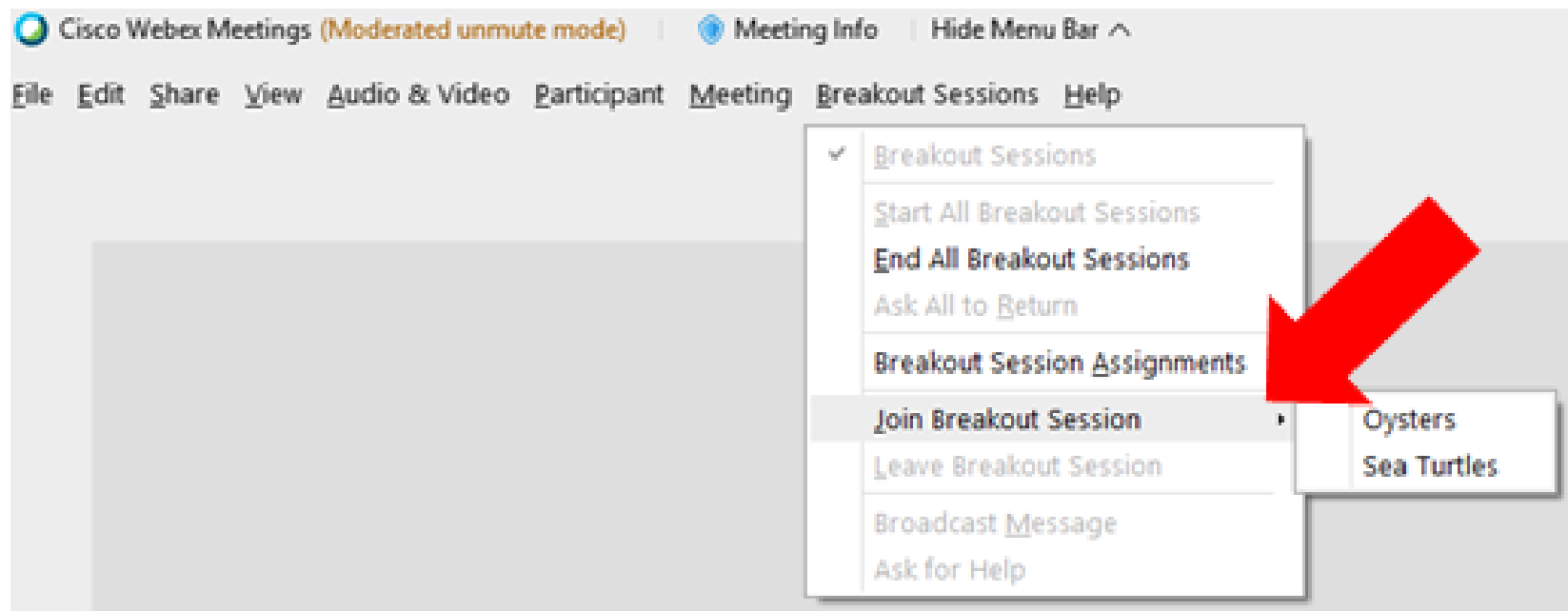
Breakout Groups: Select One to Join

- Length of Time Homeless
- Returns to Homelessness
- Increasing & Sustaining Income

Joining a Breakout Session

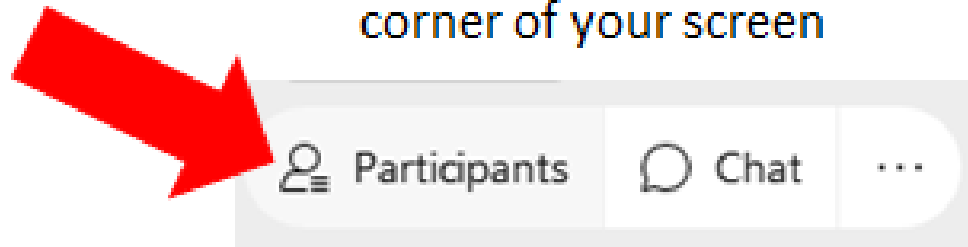
Step 1: Select Breakout Session from the menu at the top of your screen

Step 2: Select Join Breakout Session and then the session you would like to join

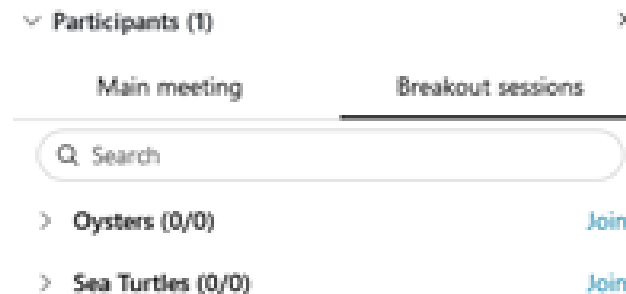


If you are joining by your browser

Step 1: Select the Participants button on the bottom right-hand corner of your screen

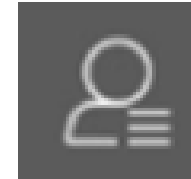


Step 2: When the Participant panel opens, select the Breakout Session you would like to join

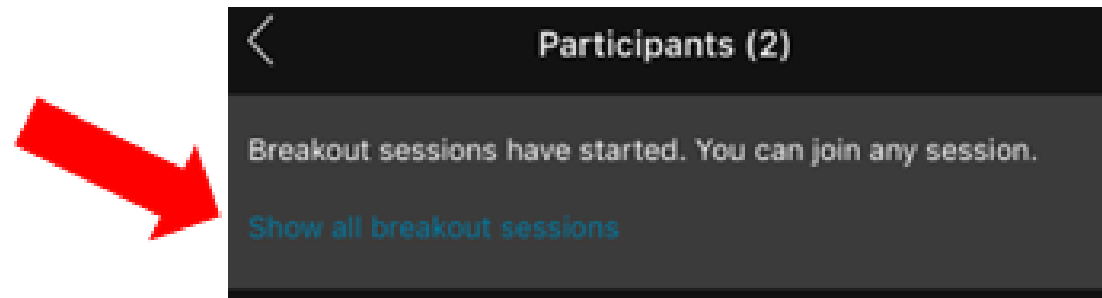


If you are joining by your phone

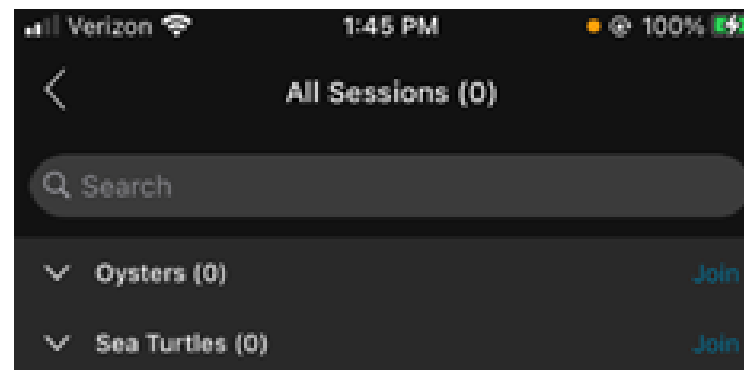
Step 1: Select the Participants button in the upper right-hand corner of your phone



Step 2: Select "Show all breakout sessions" at the top of your screen



Step 3: Select the Breakout Session you would like to join





Breakout Group Slides

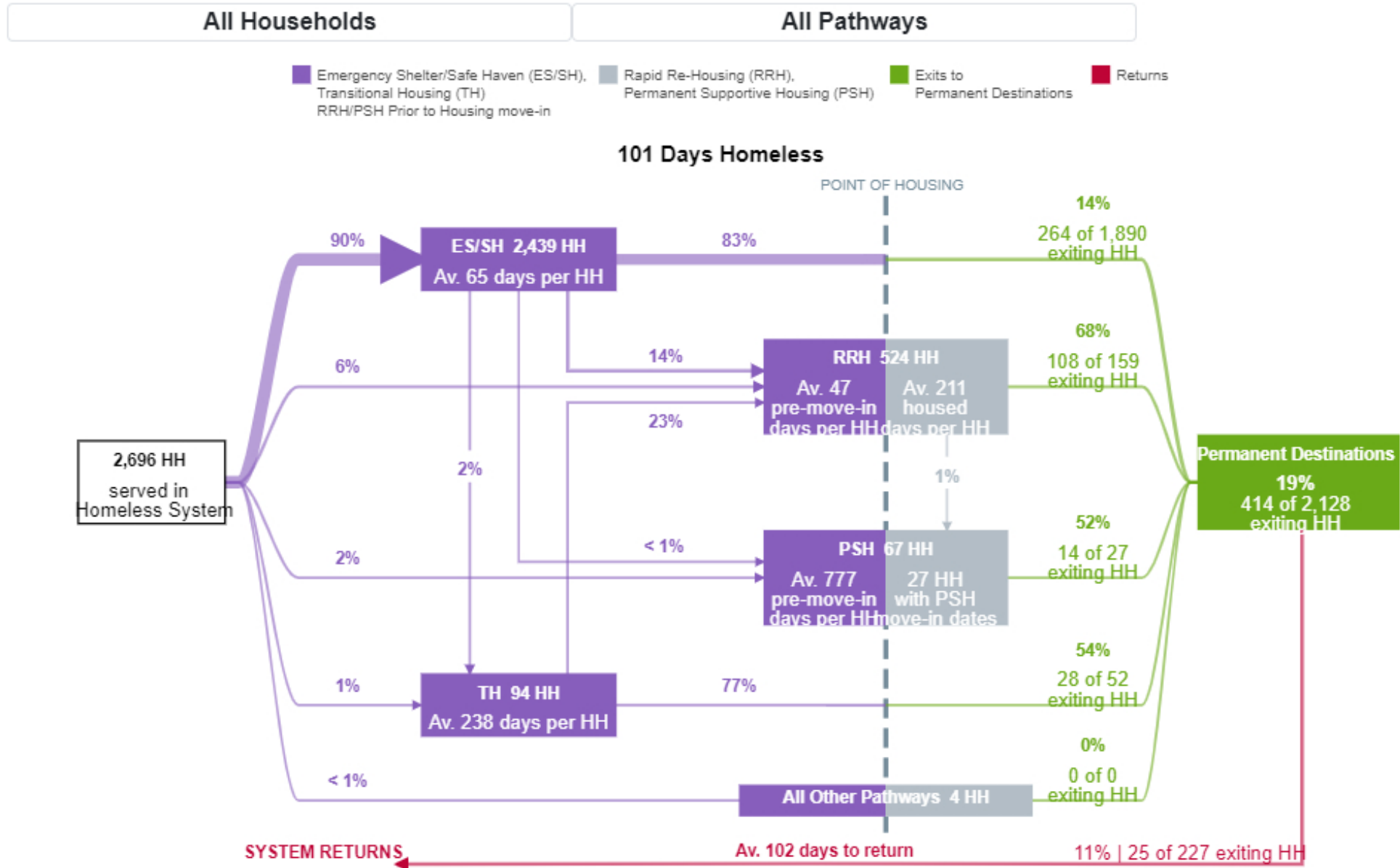


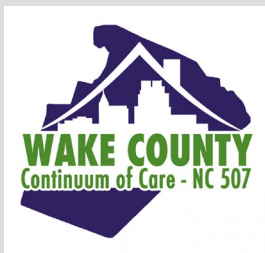
Length of Time Homeless

Breakout Group Slides

System Performance Map

Households use different combinations of project types during the time they are served in the homeless system. These project type combinations are referred to as pathways. Each pathway has different average cumulative days homeless, exits to permanent housing and returns to the homeless system. The system map shows performance for the main project types in the homeless system and can be filtered to show performance for the main pathways.





CoC Code: NC-507

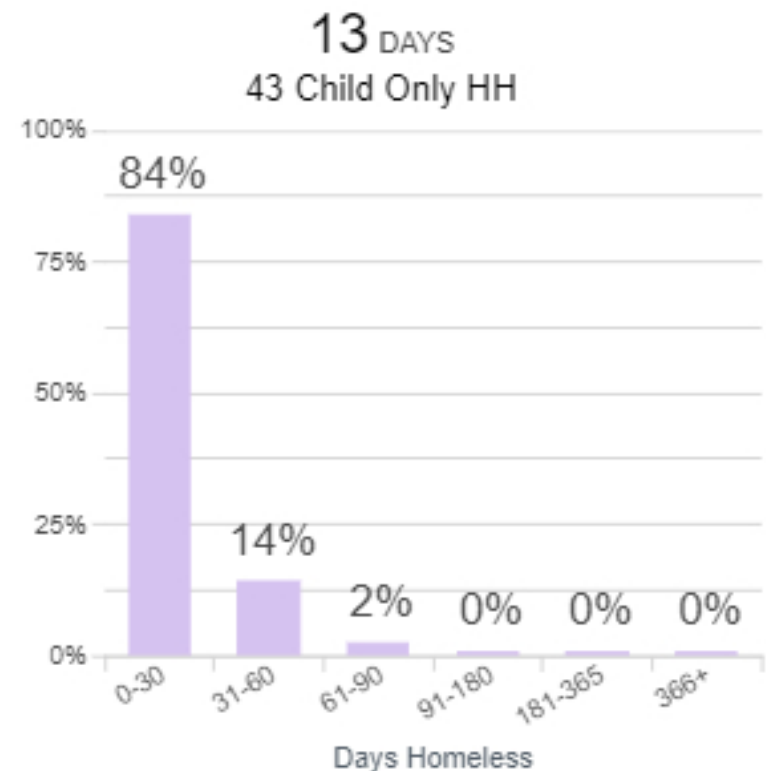
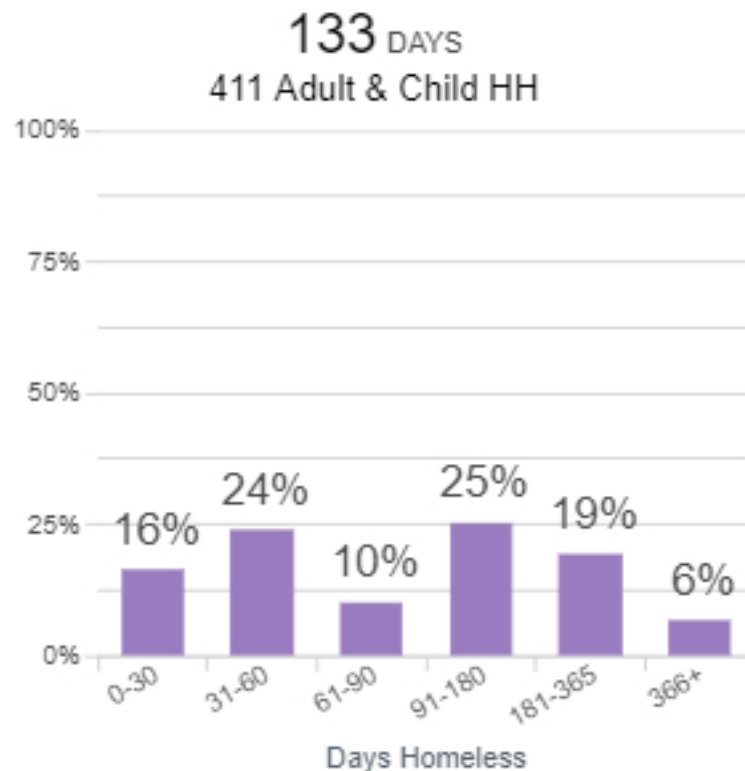
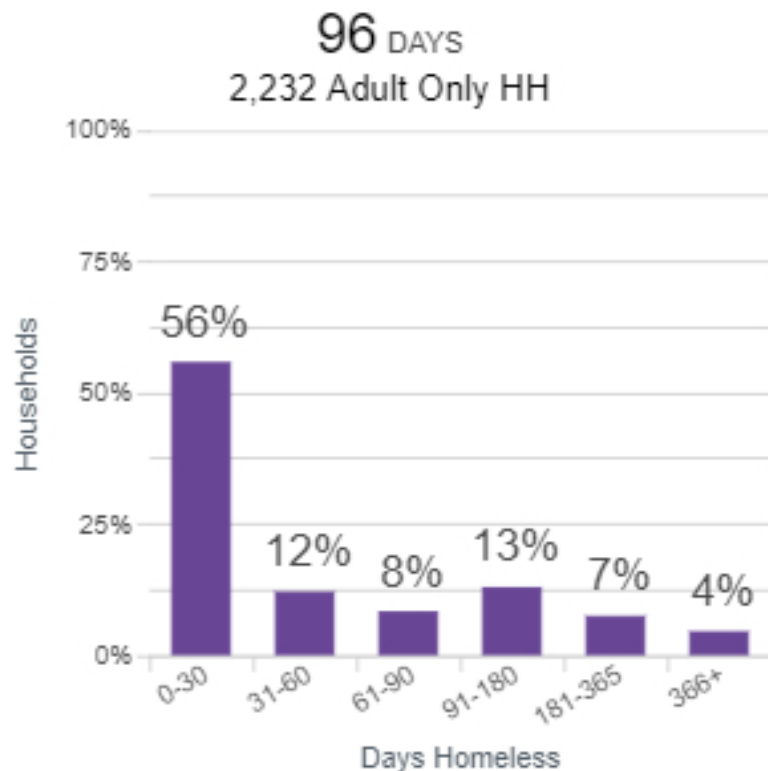
Name: 2020 LSA Final

Report Period: 10/01/2019 - 09/30/2020

Submission Type: official

Time Distribution of Days Homeless

Average cumulative days homeless and distribution by defined time intervals for each household type.

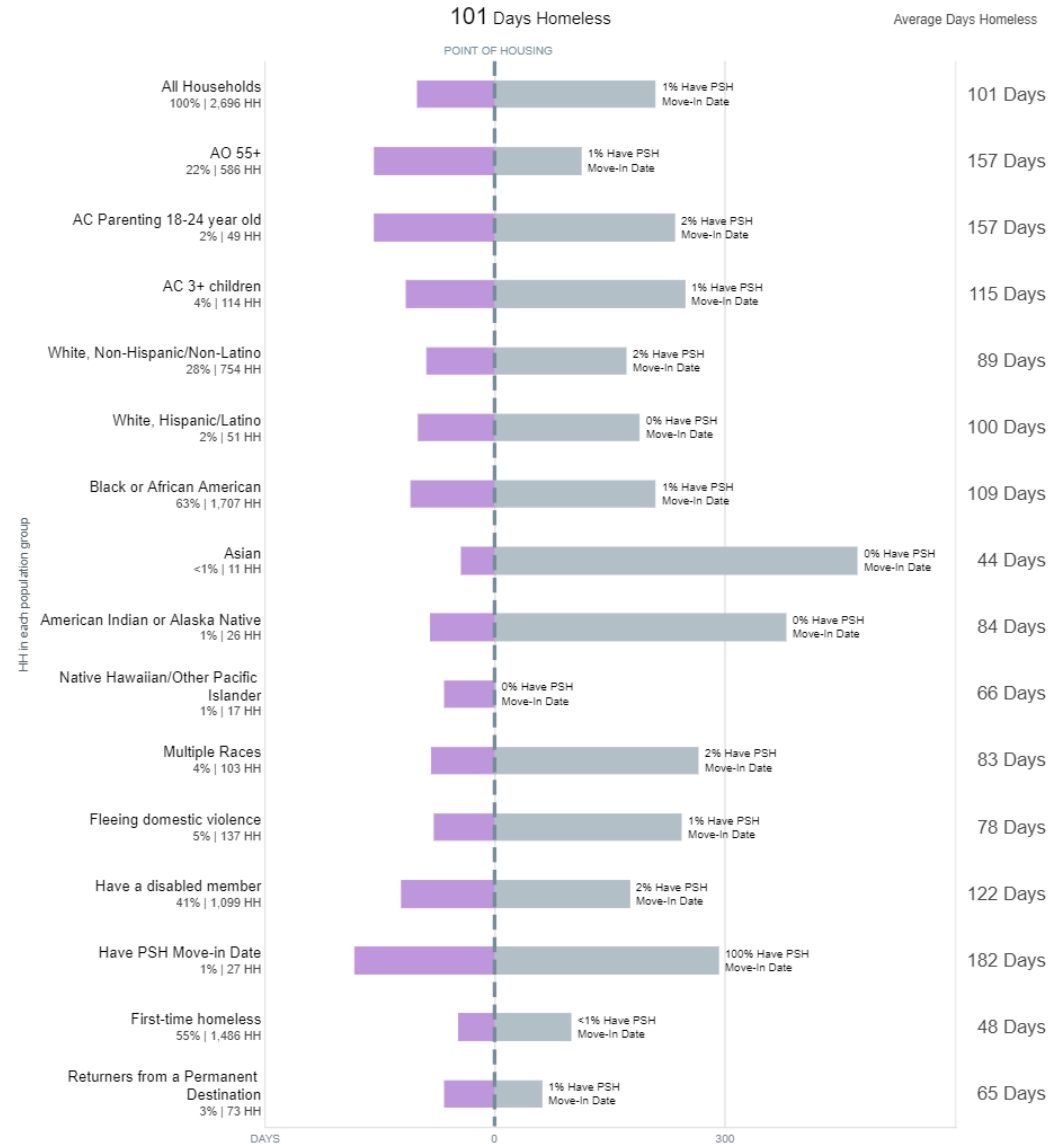


Days Homeless by Population Group

Percent and number of households in each population group and average cumulative days homeless for each population group.



All Households



Days Homeless

Emergency Shelter/Safe haven (ES/SH)
Transitional Housing (TH)
RRH/PSH Prior to Housing Move-In

Days Housed

Rapid Re-Housing (RRH)

Show Additional Data

Self-reported days homeless
Longstayers

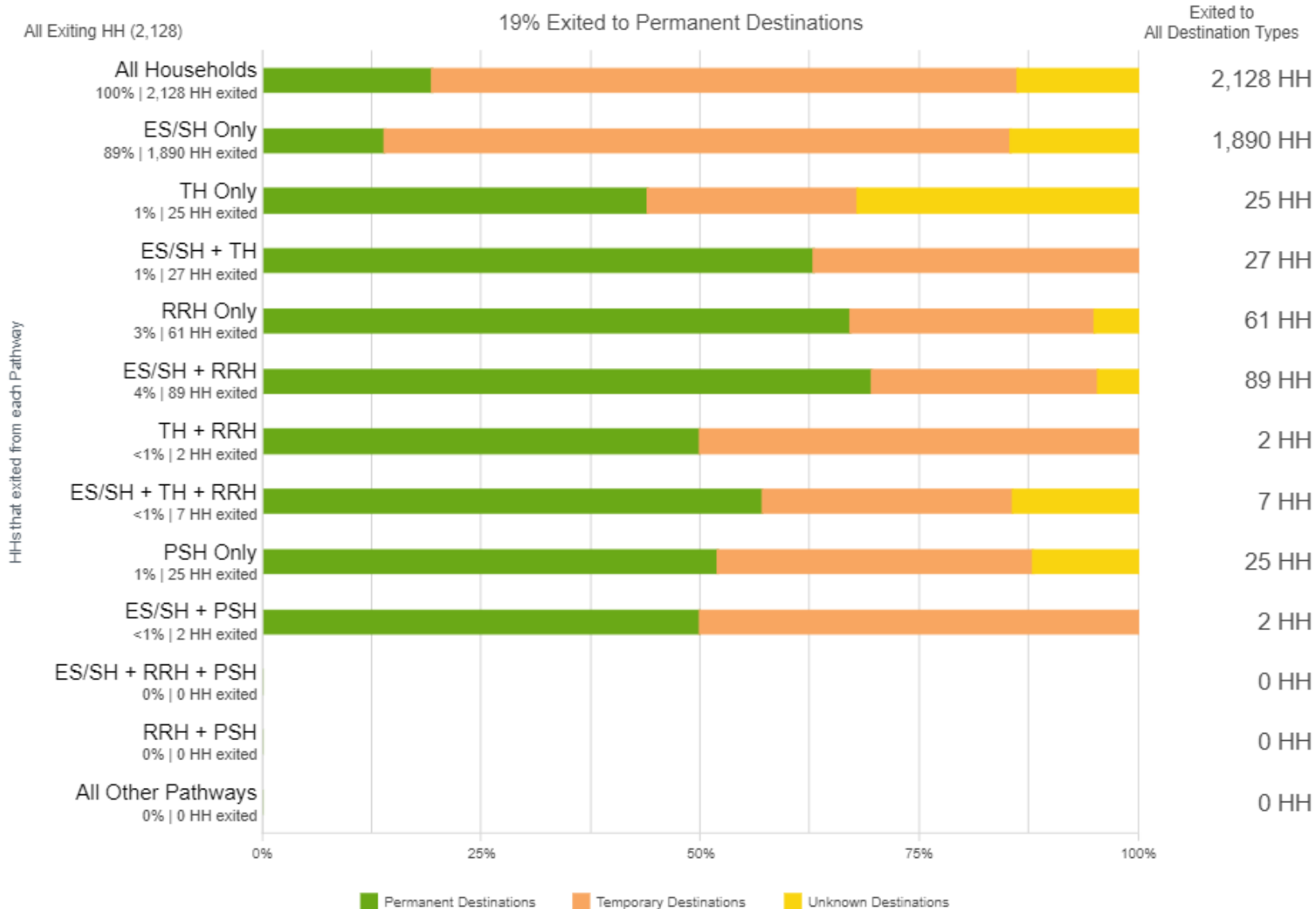


Exits by Pathway

Percent and number of households that used each pathway, and percent and number of households in each pathway group that exited to permanent, temporary and unknown destinations.

All Households

All Destination Types



Length of Time Homeless Breakout Group Recommendations

- What target can we set for ourselves to reduce the amount of time people experience homelessness? (the 2019 NOFA expected a 5% reduction in the length of time individuals and families with children experience homelessness)

Group Recommendation:

Length of Time Homeless Breakout Group Recommendations

- What can we do to reduce the length of time people spend before moving into housing?
- How should we identify the households with the longest length of time homeless?

Group Recommendations:

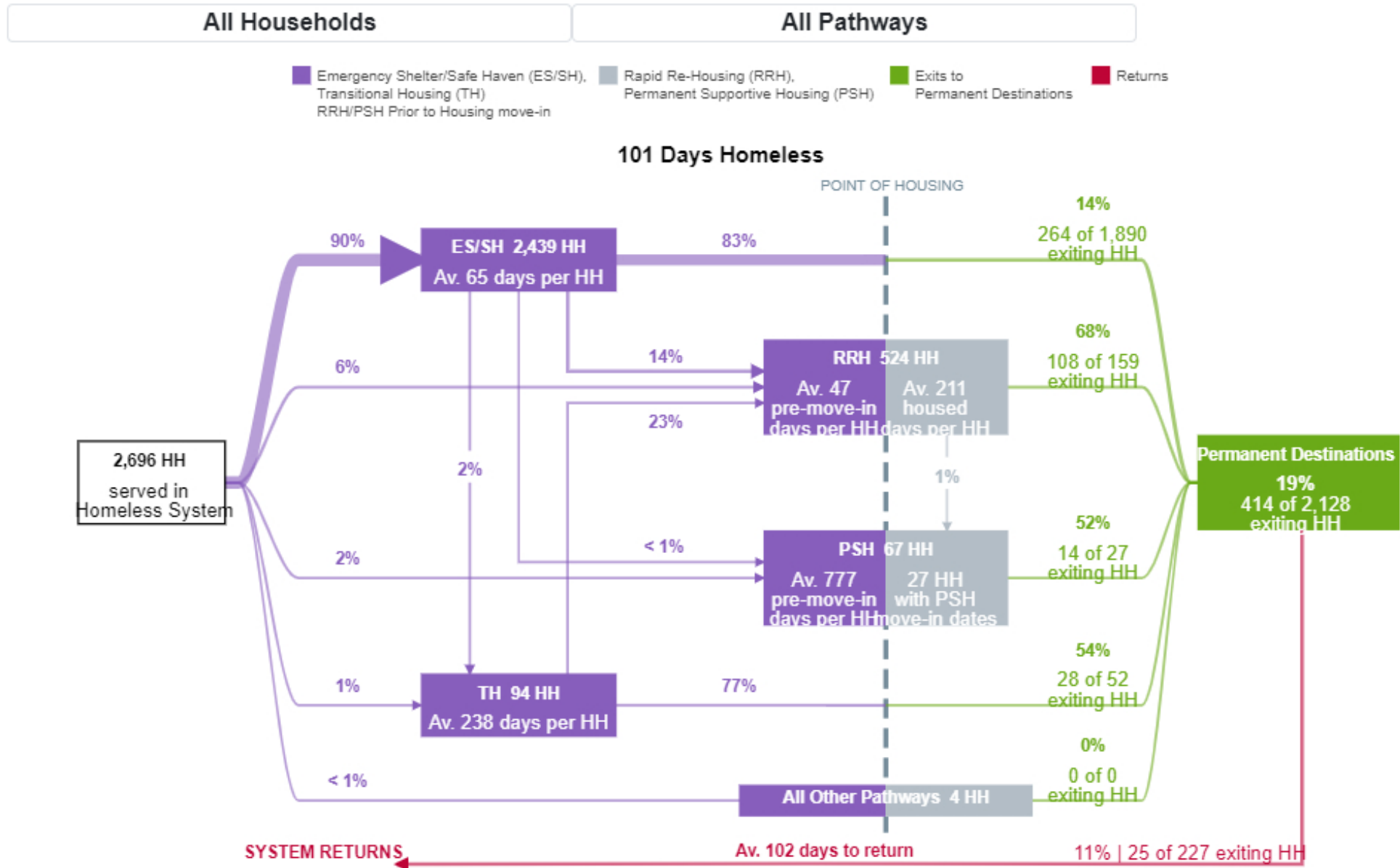


Returns to Homelessness

Breakout Group Slides

System Performance Map

Households use different combinations of project types during the time they are served in the homeless system. These project type combinations are referred to as pathways. Each pathway has different average cumulative days homeless, exits to permanent housing and returns to the homeless system. The system map shows performance for the main project types in the homeless system and can be filtered to show performance for the main pathways.





CoC Code: NC-507

Name: 2020 LSA Final

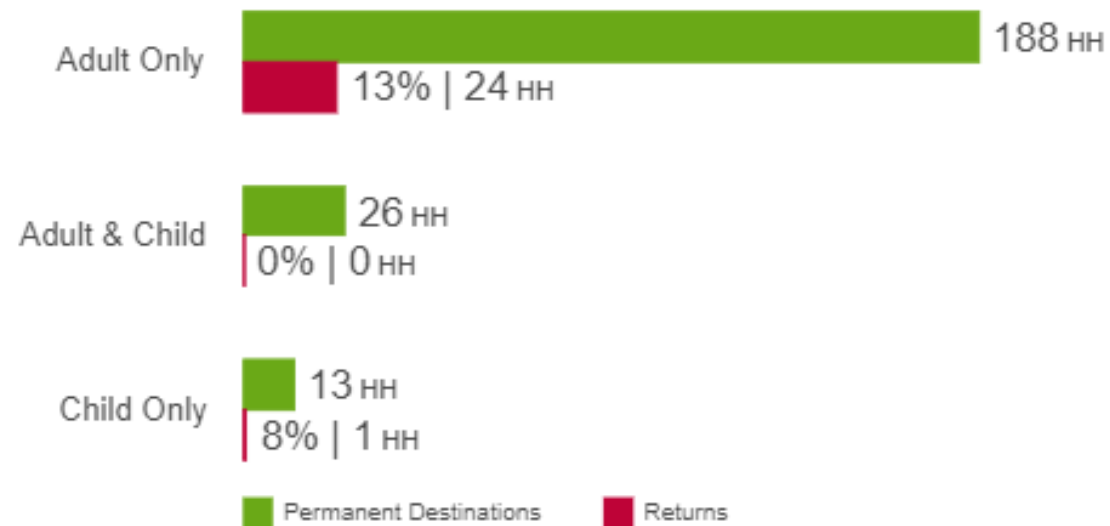
Report Period: 10/01/2019 - 09/30/2020

Submission Type: official

Returns to the Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination. Results are shown for the exit cohort selected in the dropdown.

HH that Exited in the first 6 mo of the Current Report Period



11%

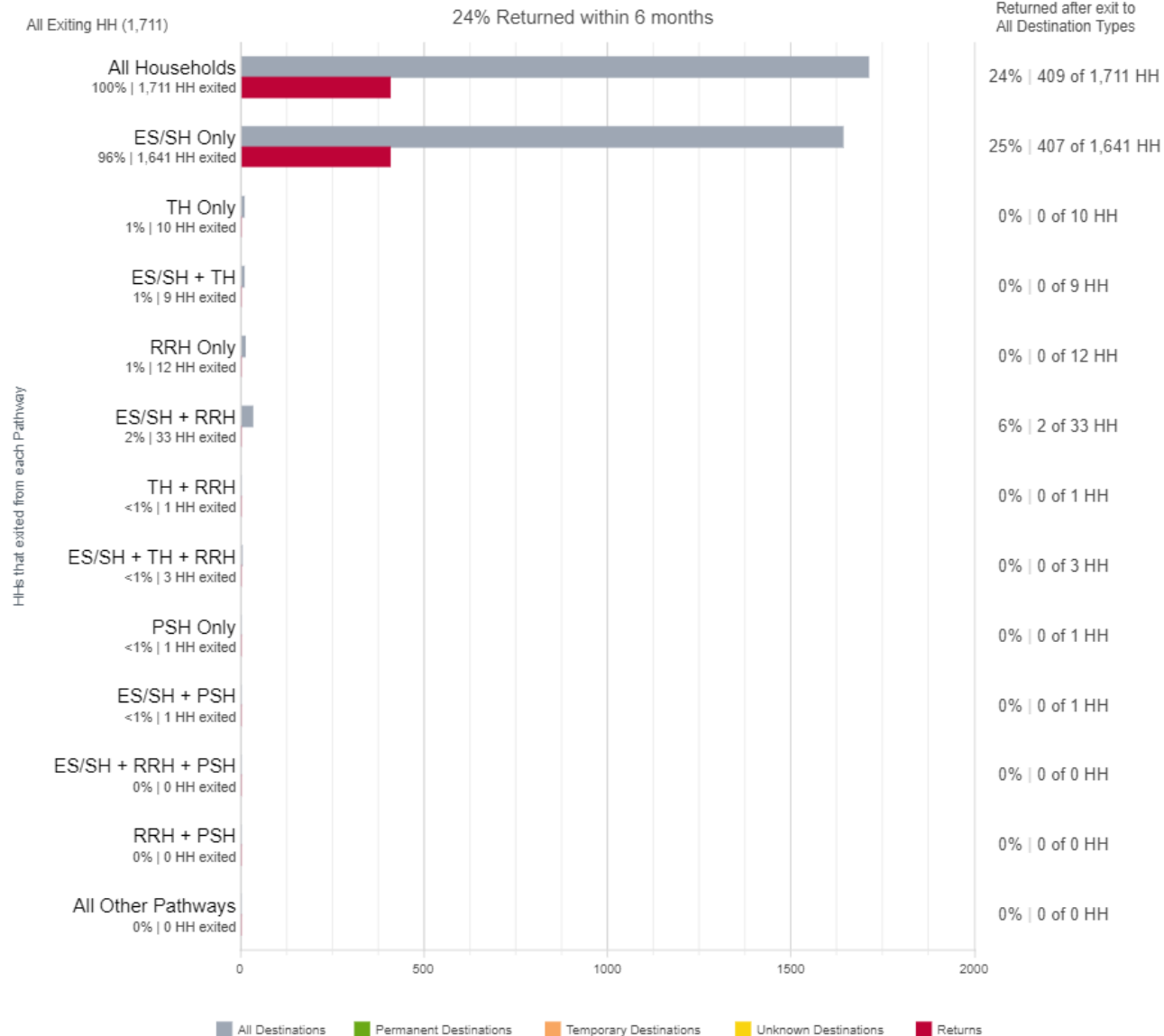
RETURNS

25 of 227 HH



Returns by Pathway

Percent and number of households that returned to the homeless system within six months after exiting from each pathway, and the percent and number of households in each pathway group that returned. Results are shown for the exit cohort selected in the dropdown.



Returns to Homelessness Breakout Group Recommendations

- We see that almost all of the people who return to homelessness are those who went from Emergency Shelter to permanent housing without any housing intervention.
 - What target can we set for ourselves to improve over the next year for this population? (the 2019 NOFA expected a 5% reduction in the amount of people who exited to permanent destinations returning to homelessness).

Group Recommendations:



Ideas from Other Communities

- **Rapid Exit Case Management & Flexible Funding:** some communities use housing-focused case managers and small amounts of financial assistance to help people develop plans to exit homelessness even if they're not going to be prioritized for a housing program like RRH or PSH. (Connecticut, SSVF providers, etc)
- **Employment and Income Assistance:** some communities have formal partnerships between coordinated entry and mainstream employment programs and disability employment and income programs in order to help people increase income even (especially?) if they're not going to be prioritized for a housing program.
- **Targeting Homelessness Prevention:** the only real known predictor of who will become literally homeless is if people have already experienced homelessness. For people who do exit without rental assistance (or even the 6% who returned to homelessness after RRH), could we target our homelessness prevention services to this group of people rather than a more scattershot eviction prevention approach?



Returns to Homelessness Breakout Group Recommendations

What should we start thinking about to prevent people from returning to homelessness? (how will we reach people at-risk of returning to homelessness? targeting homelessness prevention rental assistance/supportive services, offering “rapid exit” services to people who are exiting independently, etc?)

Group Recommendation:

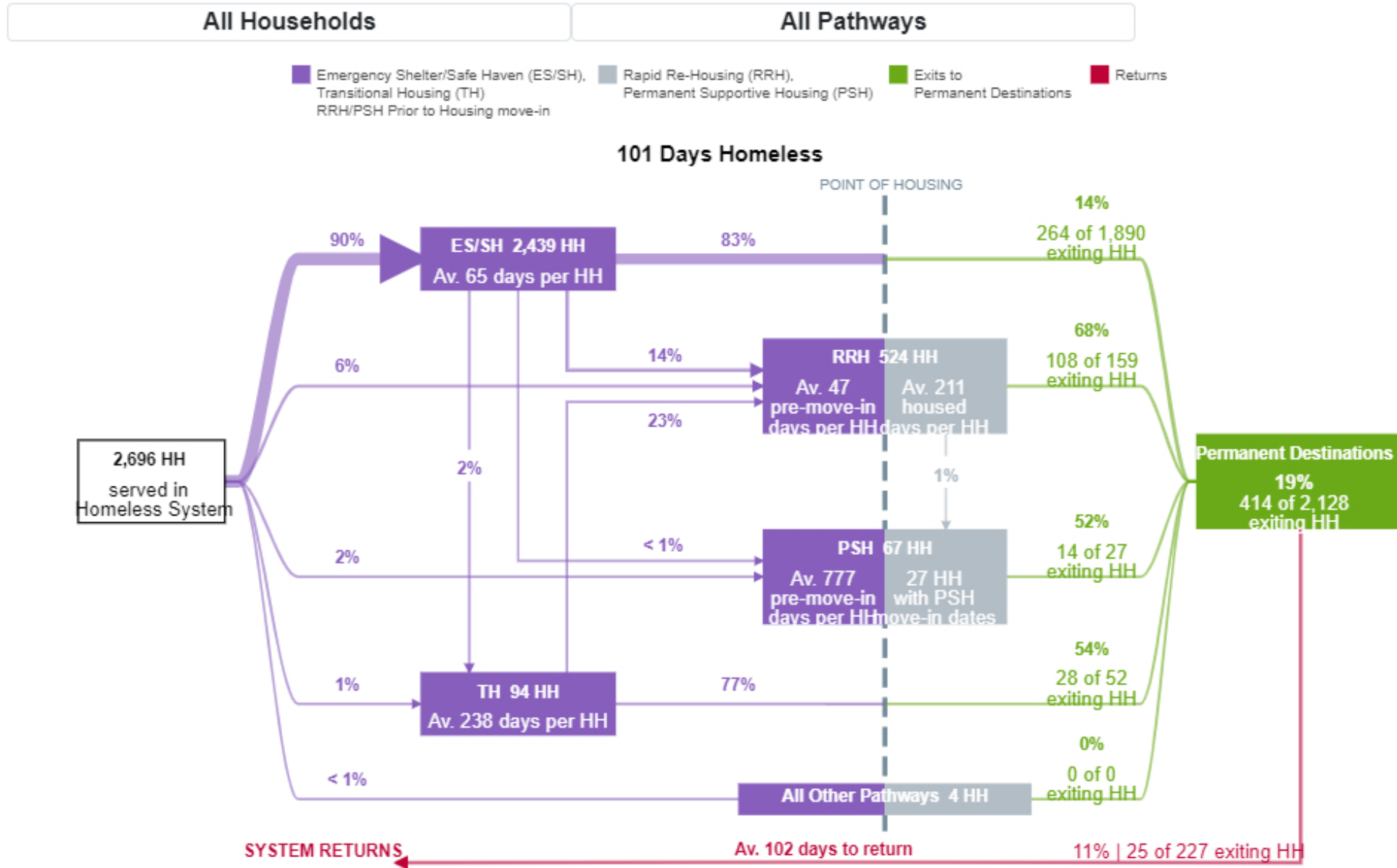


Increasing and Sustaining Income

Breakout Group Slides

System Performance Map

Households use different combinations of project types during the time they are served in the homeless system. These project type combinations are referred to as pathways. Each pathway has different average cumulative days homeless, exits to permanent housing and returns to the homeless system. The system map shows performance for the main project types in the homeless system and can be filtered to show performance for the main pathways.





Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	Metric 4.3 – Change in total income for adult system stayers during the reporting period	FY 2019	FY 2020	Difference
	Universe: Number of adults (system stayers)	299	305	+6
	Number of adults with increased total income	110	98	-12
	Percentage of adults who increased total income	37%	32%	-5%

Increasing Income for People with Zero Income at Entry

CoC-Funded PSH Providers	Percent that Started with 0 Income and Increased During Stay
Provider A	-16%
Provider B	50%
Provider C	0%
Provider D	100%



Increasing Income Breakout Group Recommendations

What target can we set for ourselves to improve over the next year for this population? (the 2019 NOFA expected to see an increase in how many people in CoC-funded housing were increasing their income through employment and non-employment cash income sources).

Group Recommendations:



Ideas from Other Communities

SSI/SSDI Application Assistance: dedicated SOAR workers (case managers whose entire job is completing SOAR applications) are more successful (90% success rate and 3 months average) than trying to build this expertise into a housing case manager's job. Funding legal service providers for appeals can also be helpful.

Partnerships with Employment Assistance Programs: Formalizing partnerships and providing training and CQI relationships with mainstream and specialized employment programs can be successful. Building these questions into coordinated entry/housing plans and case conferencing can be helpful processes rather than leaving it up to individual housing providers to figure out. Employment First and supportive employment providers can be great partners.

Increasing Income Breakout Group Recommendations

- What strategies can we take to help people in RRH obtain employment?
What strategies can we take to help people in PSH obtain employment?
- What strategies can we take to help people increase income through non-employment sources (SOAR, TANF, etc?)
- **Group Recommendations:**

Report Back



Wrap Up and Next Steps...

- We will take these recommendations and present them to the CoC Governance Board for approval & will use them when responding to the NOFA
- We will present them to the CoC funding committee to incorporate into CoC Program rating and ranking
- We will use these targets and strategies to prioritize improvements to our homelessness system







Meetings & Announcements



CoC Digest

Submit an Event, Announcement or Job Posting!

<https://wakecoc.org/wake-coc-digest-submittal/>



CoC Governance Board Meeting

4th Thursday of the month

5:30-6:45 P.M.

Open to the public

<https://wakecoc.org/calendar/>

Adjourn



Next Meeting:
Monday, June 14, 2021
5:30-6:45 P.M.

Marni Cahill, CoC Board Chair
macahill@wakemed.org

Kim Crawford, Executive Director
kcrawford@partnershipwake.org

Jasmin Volkel, Assistant Director
jvolkel@partnershipwake.org

Jenn Von Egidy, Strategy & Development Manager
jvonegidy@partnershipwake.org