



Results-Based Accountability Committee

October 8, 2018

Present: *Emily Claassen (HCSA), Hanna Flores (HCSA), Lucy Kasdin (HCH), Robert Ratner (HCSA), Kat Fraser (HCSA), Trevor Mells (HCD), Kathy Naff (BFHP), Julian Leiserson (AbS), Mike Keller (EOCP), Jessie Shimmin (EOH)*

1. Welcome and Introductions

2. Announcements and Updates

- Next Meeting: 3-5PM on Monday November 19 at 1404 Franklin in Oakland
- Coordinated Entry Training will be held on November 5th
- November 5th or 6th there will be a community feedback session on the Point In Time Count survey tool
 - *Suggestions: What could have prevented you from becoming homeless (toward prevention strategies), something about engagement with CE, Ranked list of priorities for solutions (i.e. housing subsidies, PSH, port-a-potties and washing stations, trash removal, emergency shelter), where would you like to get housing?*
- EveryOne Home committees (including RBA) will begin looking at system performance measures in November. Please “clean up” your data.
- HMIS Update
 - *Contact information migration should be complete by the end of October*
 - *Services and notes are the next priority*
 - Privacy and Security training is held on the 2nd Tuesday of the month
 - Clarity User Training is held on the 3rd Tuesday of the month
 - User Group Meeting is held on the 4th Thursday of the month
 - Training calendar is available at: <http://www.acgov.org/cda/hcd/hmis/training-calendar.htm>
 - To register for training, or to request new projects or agency onboarding, email hmissupport@acgov.org

3. Data Dashboards

- Practitioner Scorecard
- Review built out scorecard and definitions:
 - Link to scorecard: <https://app.resultsscorecard.com/Scorecard/Embed/45952>
 - *Use # of households on BNL for “We know by name all people currently experiencing homelessness...”*
 - *Use emergency shelter, street outreach, transitional housing, housing navigation, and mobile clinics to obtain the # of literally homeless individuals and households engaged in safety net services and shelter.*
 - Share scorecard with HUD CoC Committee and System Coordination Committee
 - Bring to Leadership Board for adoption in December

4. 2019 Workplan

- Next month we will look at a draft workplan for the RBA Committee’s work in 2019.
- **What should be on the workplan?**
 - *Public facing dashboard*
 - *Look at numbers*
 - *Choose a measure to work on, deeply analyze, make change*
 - *HMIS expansion and data integration*
 - *Funder/Clarity report reconciliation*

5. Next Steps

- *Jessie will:*

- *finish populating the scorecard*
- *Add definitions to the RRH measure for community review and revision*
- *Get a sharable link for RBA Committee: <https://app.resultsscorecard.com/Scorecard/Embed/45952>*
- *Committee will review scorecard and definitions on or before 11/2 so that a final draft is ready for COC and SCC discussion.*



Population Indicators

1. How many people are literally homeless, county-wide, at a point in time?

The housing crisis response system conducts a census of everyone who is homeless during the last 10 days of January in odd numbered years. This census, known as the Point In Time Count (PIT Count), quantifies the number of people living in sheltered homeless situations (like emergency shelters, warming shelters, navigation centers, or transitional housing) as well as in unsheltered situations (like tents, vehicles, abandoned buildings, and doorways). The biennial PIT Count offers a snapshot of homelessness in Alameda County and forms the basis of population projections. Although only conducted biennially, when tracked over time, the PIT Count is a powerful indicator of our progress toward ending homelessness. In Alameda County we would like to see decreasing PIT Count numbers. For more information about the PIT Count, check out HUD's [Point In Time Count Methodology Guide](#).

2. How many people are experiencing homelessness for the first time?

The number of people entering homelessness for the first time is a critical factor impacting the size of the homeless population. In Alameda County we would like to see fewer people becoming homeless from one year to the next. A steadily declining number of people becoming homeless for the first time would indicate increasingly sustainable communities and foreshadow an end to homelessness.

HUD System Performance Measure 5 counts the number of people who entered emergency shelter, transitional housing, and permanent housing programs during the year and subtracts all those who had another project entry within the prior 24 months. For more information see the most recent [System Performance Measures: Data Submission Guide](#) from HUD.

System Performance Measures: How Much?

3. How many literally homeless individuals are engaged in our housing crisis response system? (system)

Counting number of literally homeless individuals who are engaged in programs helps quantify the capacity of the housing crisis response system and, when compared with annual estimates of homelessness, whether the system's capacity is adequate to the need.

This measure provides an unduplicated count of individuals—adults and children— reported in HMIS as having been served during the reporting period by front door programs including street outreach, housing navigation, mobile clinics, emergency shelters, and transitional housing. All data is reported through the HMIS. Many programs that provide

housing and support resources that are dedicated to homeless people in Alameda County also use HMIS. However, this number does not include people served by organizations that do not participate in HMIS.

4. How many literally homeless households are engaged in our housing crisis response system? (System)

The number of literally homeless households who are engaged in programs helps quantify the capacity of the housing crisis response system and, when analyzed in comparison with annual estimates of homelessness, whether the system's capacity is adequate to the need.

This measure provides an unduplicated count of households—adult heads of household—reported in HMIS as having been served during the reporting period by front door programs including street outreach, housing navigation, mobile clinics, emergency shelters, and transitional housing. All data is reported through the HMIS. Many programs that provide housing and support resources dedicated to serving homeless people in Alameda County also use HMIS. However, this number does not include people served by organizations that do not participate in HMIS.

5. Unduplicated count of individuals served (SO, ES, TH, RRH, PSH)

An unduplicated count of individuals served by a project type offers insight into the capacity that intervention brings to the system.

Question 5a, "Report Validations Table," on the Annual Performance Report (APR) provides an unduplicated count of individuals—adults and children—who are served by a project type during the reporting period. All data is reported through the HMIS. Many programs that provide housing and support resources dedicated to serving homeless people in Alameda County also use HMIS. However, this number does not include people served by organizations that do not participate in HMIS.

6. Proportion of individuals served that meet the criteria of chronic homelessness (SO, ES, TH, RRH, PSH)

In Alameda County we seek to prioritize the highest need individuals for housing and support resources. Because chronic homelessness is a proxy for high need, knowing the proportion of the individuals served who meet the criteria of chronic homelessness helps us know whether we are effectively prioritizing the highest need individuals for housing and support services. In the coming years, we anticipate seeing an increase in the proportion of individuals served who meet the criteria of chronic homelessness as a sign that we are in fact prioritizing the highest need individuals for housing and support resources.

Question 5a, "Report Validations Table," on the Annual Performance Review provides information about the number of chronically homeless persons and the total number of person served. The numerator of this measure is the number of chronically homeless persons served during the reporting period. The denominator of this measure is the total number of persons served during the reporting period.

In general, to meet the criteria for chronic homeless an individual must have a disability and have been homeless for 12 months or more. For more information about chronic homelessness please see the [flowchart of HUD’s definition of chronic homelessness](#). Chronic homelessness is calculated and reported through the HMIS. Many programs that provide housing and support resources dedicated to serving homeless people in Alameda County also use HMIS. However, this number does not include people served by organizations that do not participate in HMIS.

7. Unduplicated count of households served (SO, ES, TH, RRH, PSH)

An unduplicated count of households served by a project type offers insight into the capacity an intervention brings to the system.

Question 8a, “Households Served,” on the Annual Performance Report provides an unduplicated count of the households served by that project type during the reporting period. All data is reported through the HMIS. Many programs that provide housing and support resources dedicated to serving homeless people in Alameda County also use HMIS. However, this number does not include people served by organizations that do not participate in HMIS.

8. Proportion of households with one or more members who meet the criteria of chronic homelessness (SO, ES, TH, RRH, PSH)

In Alameda County we seek to prioritize the highest need households for housing and support resources. Using chronic homelessness is a proxy for high need, this measure helps us know whether we are effectively prioritizing the highest need households for housing and support services. In the coming years, we anticipate seeing an increase in the proportion of households served who meet the criteria of chronic homelessness as a sign that we are in fact prioritizing the highest need individuals for housing and support resources.

Question 26a on the Annual Performance Report provides information on “Chronic Homeless Status – Number of Households with at least one or more CH person.” The numerator is the number of households served during the time period with one or more chronically homeless member. The denominator is the total number of households served during the time period.

In general, to meet the criteria for chronic homeless an individual must have a disability and have been homeless for 12 months or more. For more information about chronic homelessness please see the [flowchart of HUD’s definition of chronic homelessness](#). Chronic homelessness is calculated and reported through the HMIS. Many programs that provide housing and support resources dedicated to serving homeless people in Alameda County also use HMIS. However, this number does not include people served by organizations that do not participate in HMIS.

9. Data entry within 3 days (all)

To work well coordinated entry requires up to date information about the people we serve and the service and housing resources that are available. The past system standard was for data to be entered into the HMIS within 7 days. By shortening the expected timeframe to 3 days this performance measure represents incremental movement toward real-time data. As a system, we aspire to increase the proportion of data entered into HMIS within 3 days or less.

Using data from question 6e on the Annual Performance Report, “Data Quality: Timeliness,” this measure offers the number of days that pass between the date a person is enrolled in/exited from a program and the date that data gets entered into the HMIS. The numerator is the number of project enrollment and exit entries that took place within 3 days. The denominator is the total number of project enrollment and exit entries.

10. Average length of participation for leavers (ES and TH)

Question 22b on the Annual Performance Report, “Average and Median Length of Participation in Days” provides average and median length of participation for both program leavers and program stayers. This measure focuses on the average length of participation of program leavers because....

11. Proportion of RRH participants with 2 or less months between program enrollment and PH move in. (RRH)

Enrollment in a rapid re-housing project is the beginning a housing search. As a system, we aspire to keeping the time between rapid re-housing program enrollment and housing move-in as short as possible. For this reason, we are tracking the proportion of households with two or less months between program enrollment and permanent housing move in.

Question 22c on the Annual Performance Report, “RRH Length of Time between Project Start Date and Housing Move-in Date” counts the number of days that pass between the date a household is enrolled in a rapid re-housing data and the date of their housing move in. The numerator is the number of households with 60 or less days between the project enrollment date and housing move-in date. The denominator is the total number of households enrolled in rapid re-housing.

All data is reported through the HMIS. Many programs that provide housing and support resources dedicated to serving homeless people in Alameda County also use HMIS. However, this number does not include people served by organizations that do not participate in HMIS.

12. Income and sources collected at annual assessment (outreach)

Complete data is essential to understanding performance. One weakness in our data is reporting at annual assessment. This data quality measure draws attention to and seeks to increase the proportion of records with income and sources collected at annual assessment.

Question 6c on the Annual Performance Report, “Data Quality; Income and Housing Data Quality,” offers the percent error rate, which is to say the proportion of records that are missing income and sources at annual assessment. The

above scorecard measure shows the inverse; the proportion of records with income and sources collected at annual assessment.

13. Proportion of adult participants with income information recorded at project entry and annual/exit assessment (ES, TH, RRH, PSH, System)

Complete data is essential to understanding performance. One weakness in our data is reporting at annual assessment. Yet this information is critical to understanding change over time while participants are enrolled in programs. This data quality measure draws attention to and seeks to increase the proportion of records with income and sources collected at annual/exit assessment.

Question 18 on the Annual Performance Report, “Client Cash Income Category – Earned/Other Income Category – by Start and Annual Assessment/Exit Status” provides the basis for this measure. The numerator is the total number of adults with income information at start and annual assessment/exit. The denominator is the total number of adults, minus the number of adult stayers who are not yet required to have an annual assessment.

14. Average length of time homeless (System)

One way of measuring the effectiveness of the housing crisis response system is by looking at the length of time people remain homeless.¹ In Alameda County we would like to see decreasing lengths of time homeless as a sign that our housing crisis response system is quickly and effectively resolving homelessness.

In System Performance Measure 1.a, HUD focuses on understanding the length of time people spend homeless and receiving services from interim housing programs. It calculates length of time homeless using all a person’s stays in emergency shelter or transitional housing programs as well as when they exit the housing crisis response system to permanent housing. For more information see the most recent [System Performance Measures: Data Submission Guide](#) from HUD.

System Performance Measures: With What Impact?

15. Are participants maintaining or increasing their income? (ES, TH, PSH)

Increasing and maintaining cash income is essential to ending homelessness, and indicative of the level of support participants receive from the housing crisis response system. In Alameda County, we would like to see increasing proportions of clients who increase or maintain their income as a sign that HCRS is attentively supporting participants.

Question Q19a3 on the Annual Performance Report, “Client Cash Income Change – Income Source – by Start and Latest Status/Exit” provides income information for all adults enrolled in the project. The numerator is the sum of those who gained or increased income from start to annual/exit and those who retained income at the same level at annual

¹ The housing crisis response system is the county-wide network of housing and support resources dedicated to preventing and ending homelessness.

assessment/exit as at program enrollment. The denominator is the total number of adults active during the report date range.

16. Are participants increasing their income? (RRH)

Increasing cash income is essential to success in Rapid Re-Housing programs, which require that households assume the cost of housing at the end of the program. In Alameda County, we would like to see that a high proportion of adults in rapid re-housing programs are increasing their income.

Question 19a3 on the Annual Performance Report, “Client Cash Income Change – Income Source – by Start and Latest Status/Exit” provides income information for all adults enrolled in the project. The numerator is the number of adults who gained or increased income from start to annual/exit. The denominator is the total number of adults active during the report date range.

17. Are participants enrolled in mainstream benefits?

Helping participants enroll and maintain enrollment in mainstream non-cash benefits is indicative of the level of support participants receive from the housing crisis response system. In Alameda County we would like to see increasing proportions of clients who are enrolled in mainstream benefits as a sign that HCRS is attentively supporting participants.

Question 20b on the Annual Performance Report, “Number of Non-Cash Benefit Sources” provides information about the number of adults, active in the date range, who reported being enrolled in non-cash benefits at latest annual assessment and, for leavers, at exit. The numerator in the equation is the number of adults who have one or more sources of non-cash benefits. The denominator is the total number of adults active in the date range, minus the number of adult stayers who were not yet required to have an annual assessment.

18. Are participants enrolled in health insurance?

Helping participants enroll and maintain enrollment in health insurance is indicative of the level of support participants receive from the housing crisis response system. In Alameda County we would like to see increasing proportions of participants who are enrolled in health insurance as a sign that HCRS is attentively supporting participants.

Question 21 on the Annual Performance Report, “Health Insurance” provides information about the number of individuals—adults and children— active in the date range, who reported being enrolled in health insurance at latest annual assessment and, for leavers, at exit. The numerator in the equation is the number of individuals who have one source of health insurance, plus the number of individuals who have more than one source of health insurance. The denominator is the total number of individuals active in the date range, minus the number of individuals stayers who were not yet required to have an annual assessment.

19. Are we successfully moving people into permanent housing? (HMIS, System performance measure Q7b1)

The number of people exiting homelessness to permanent housing is a critical determinant of the size of the homeless population. In Alameda County we would like to see growing numbers of people leaving homelessness to permanent housing from one year to the next. A steadily increasing number of people exiting homeless would indicate increasingly stable communities and foreshadow an end to homelessness.

In System Performance Measure 7, HUD focuses on understanding where people exit when they leave the housing crisis response system. Permanent housing destinations include but are not limited to permanent supportive housing, subsidized rental housing, and unsubsidized rental housing. The numerator in the equation is the number of persons in ES, TH, and RRH projects who exited to permanent housing destinations. The denominator is the total number of persons in ES, SH, TH, and RRH projects who exited, plus persons in other permanent housing projects who exited without moving into permanent housing.

20. Are we successfully moving people into permanent housing? (SO, ES, TH, RRH)

Ending homelessness means helping participants move into permanent housing. In Alameda County we strive to increase the proportion of people who are ending their homelessness by obtaining permanent housing.

Question 23a&b on the Annual Performance Report, “Exit Destination – More than 90 Days,” and “Exit Destination – 90 Days or Less” provide information about the number of individuals—adults and children— active in the date range who exit to permanent housing destinations. Permanent housing destinations include moving into housing that is:

- Owned by the client with or without an ongoing subsidy
- Rented by the client with or without an ongoing subsidy
- Permanent housing (not RRH) for formerly homeless persons
- With family or friends, permanent tenure

The numerator in the equation is the sum of the number of individuals who moved into a permanent housing situation from the table “Exit Destination – More than 90 Days” and “Exit Destination – 90 days or less.” The denominator is the sum of the total number of persons from each table minus the total persons whose destinations exclude them from the calculation. Excluded from the calculation are persons who are deceased or who exit to a foster care home or foster care group home; hospital or residential psychiatric medical facility; residential project or halfway house with no homeless criteria; and long-term care facility or nursing home.

21. Are we keeping people housed for one year or longer? (PSH)

In permanent supportive housing, ending homelessness includes keeping people housed. Maintaining a high housing retention rate is an indicator that our system is effectively ending homelessness for these households.

Question 22a1 on the Annual Performance Report, “Length of Participation – CoC Projects” provides information on the number of days of participation among those who stay in the program, and those who left during the reporting period. The numerator in the equation is the total number of Leavers and Stayers who have stayed housed for 366 days or longer. The denominator is the total number of participants minus the stayers who have been in the program 365 days or fewer.

22. What proportion of participants exit to homelessness? (ES, TH,

Ending homelessness also means helping participants in shelter and permanent housing programs avoiding returning to homelessness. In Alameda County we are striving to decrease the proportion of people who exit shelter or housing programs to homelessness.

Question 23a&b on the Annual Performance Report, “Exit Destination – More than 90 Days,” and “Exit Destination – 90 Days or Less” provide information about the number of individuals—adults and children— active in the date range who exit to homeless destinations. Homeless destinations include exiting to:

- Emergency shelter
- Transitional housing
- A place not meant for people to live (a vehicle, abandoned building, outside, etc.)

The numerator in the equation is the sum of the number of individuals who moved into a one of the above situations recorded in the tables, “Exit Destination – More than 90 Days” and “Exit Destination – 90 days or less.” The denominator is the sum of the total number of persons from each table minus the total persons whose destinations exclude them from the calculation. Excluded from the calculation are persons who are deceased or who exit to a foster care home or foster care group home; hospital or residential psychiatric medical facility; residential project or halfway house with no homeless criteria; and long-term care facility or nursing home.

23. Are we helping people retain or successfully exit permanent housing? (system)

In permanent supportive housing, ending homelessness includes keeping people housed. Maintaining permanent housing—measured as a high housing retention rate and ensuring that those who exit permanent supportive housing do so to another permanent housing situation—is an indicator that our system is effectively ending homelessness for these households.

Question 7b2 of the HUD System Performance Measures, “Change in exit to or retention of permanent housing,” focuses on the proportion of individuals who successfully exit or retain permanent housing. The numerator in this equation is the number of persons in permanent supportive housing projects who either remained in the PSH projects or exited to permanent housing destinations. The denominator is the number of persons active in permanent supportive housing projects during the reporting period. For more information see the most recent [System Performance Measures: Data Submission Guide](#) from HUD.

24. Returns to homelessness from permanent housing (HMIS, HUD System Performance Measure Q2).

The extent to which persons who exit homelessness to permanent housing destinations return to homelessness is a valuable indicator of the housing crisis response system's effectiveness in ending homelessness. In Alameda County we would like to see a decreasing proportion of individuals returning to homeless after exiting the housing crisis response system to permanent housing destinations. A decreasing proportion would mean that our outcomes were effective and long lasting.

System Performance Measure 2 shows the extent to which those who exit the housing crisis response system to permanent housing destinations return to homelessness within two years. The numerator is the number of persons who appeared in the HMIS within the two years following their initial permanent housing exit. The denominator is the total number of persons who exited to a permanent housing destination within the two years prior to the report date range. For more information see the most recent [System Performance Measures: Data Submission Guide](#) from HUD.