



**City of Madison**  
**Agenda – Approved**  
**Amended**

City of Madison  
Madison, WI 53703  
www.cityofmadison.com

**Homeless Services Consortium Board of Directors**  
**Meeting**

Friday, September 25, 2015

11:00 a.m.

United Way Dane County  
Board Room A

If you need an interpreter, translator, materials in alternate formats or other accommodations to access this service, activity or program, please call the phone number below at least three business days prior to the meeting.

Si necesita un intérprete, un traductor, materiales en formatos alternativos u otros arreglos para acceder a este servicio, actividad o programa, comuníquese al número de teléfono que figura a continuación tres días hábiles como mínimo antes de la reunión.

Yog hais tias koj xav tau ib tug neeg txhais lus, ib tug neeg txhais ntawv, cov ntawv ua lwm hom ntawv los sis lwm cov kev pab kom siv tau cov kev pab, cov kev ua ub no (activity) los sis qhov kev pab cuam, thov hu rau tus xov tooj hauv qab yam tsawg peb hnuv ua hauj lwm ua ntej yuav tuaj sib tham.

Sue Wallinger 266-6520

**CALL TO ORDER / ROLL CALL**

Call to Order and Welcome to New Board Members

**PUBLIC COMMENT**

**DISCLOSURES AND RECUSALS**

Members of the body should make any required disclosures or recusals under the City's Ethics Code.

**APPROVAL OF MINUTES**

Approval of 8/21/2015 Meeting Minutes

**NEW BUSINESS ITEMS**

1. Request of VAMC Homeless Program to allow them to claim an exemption to meeting the Chronic Homeless Performance Measure (TENTATIVE – Must receive written request from VAMC by 9/22)  
Heather Dempsey, Health Care for Homeless Veterans Outreach Worker
2. Review and Discussion of HEARTH Definitions for Homeless, Risk of Homelessness, Chronically Homeless  
Sue Wallinger, City of Madison
3. Review of Institute for Community Alliances' System Performance Measures Dane County Report  
Sue Wallinger, City of Madison  
Jesse Dirkman, Institute for Community Alliances (ICA)

4. Approve list of Participants making up the Steering Committee to Assist in Community Plan Process (List to be available at the Board Meeting)  
Martha Cranley, Chair
5. Update on Continuum of Care (CoC) Homeless Assistance Application  
Sue Wallinger, City of Madison
6. Announcements

## **ADJOURNMENT**

MINUTES FROM THE HOMELESS SERVICES CONSORTIUM BOARD MEETING  
August 21, 2015

PRESENT: Karen Andro, Martha Cranley, Rob Dicke, Kristina Dux, Jani Koester, Garrett Lee

ABSENT: Darcia Bell Roosevelt, Maggie Carden, Torrie Kopp Mueller, Glen Ruiz, Scot Sorensen, Brenda Walton

GUESTS: Heather Dempsey, Jesse Dirkman, Robin Gates

City CDBG Staff: Anne Kenny, Sue Wallinger

CALL TO ORDER/ROLL CALL

Cranley called the meeting to order at 11:10 a.m.

PUBLIC COMMENT

There was no public comment.

DISCLOSURES AND RECUSALS

There were no disclosures or recusals.

APPROVAL OF MINUTES

Lee asked that the minutes from July 24, 2015 be changed to reflect that he and others were concerned about the process involved for the Wisconsin Coalition Against Homelessness (WCAH) to be on last month's agenda. He wanted it noted that he felt uninformed about WCAH and that it felt awkward to be asked to give the Board's backing without more information. He wanted it noted that it was difficult to make an informed decision on the spot. He also wanted it noted that Wallinger is on the WCAH Board and invited them to speak.

Wallinger said that Sherri Schroeder of Stoughton United Ministries is also on the WCAH Board. Wallinger clarified that she did not invite Joe Volk of WCAH speak to the Board. Wallinger said there was no ulterior motive to Volk's speaking to the Board. Lee said he didn't understand the process for creating agendas with this Board. Cranley said that the Executive Committee, which includes the officers of the Board, approved the agenda.

Andro said she would have been more comfortable about voting on backing or membership for the WCAH at another meeting after digesting what was presented at July's meeting.

The Board discussed whether or not the HSC Board receives money from HUD. Wallinger clarified that there is no money coming directly to the HSC Board. The Board merely approves funding allocations for the CoC application to HUD.

Koester asked to have the July 24, 2015 minutes reflect that the Community Plan to Prevent and End Homelessness Steering Committee will need to be added to another agenda.

Lee moved to approve the minutes as amended. Andro seconded. The motion passed unanimously.

## **Request of VAMC Homeless Program to allow them to claim an exemption to meeting the Chronic Homeless Performance Measure**

Heather Dempsey explained the request to allow the VAMC Homeless Program to claim an exemption to meeting the Chronic Homeless Performance Measure. She said that the VA is not meeting the 65% chronically homeless veterans threshold. The issue is that there aren't enough chronically homeless veterans in the community who meet that designation.

### **Discussion highlights:**

- Wallinger said that HUD's definition of chronically homeless is one full year of homelessness or four episodes in the last three years.
- Dempsey said there are two out of sixty-seven who are considered chronically homeless on the VA's interest list. She described the HUD-VASH program and said that the VA in Madison gives vouchers to chronically homeless veterans first and then moves on to the next name on the waiting list.
- Dempsey explained the chronically homeless exemption request form. She said one of the performance measures for their scorecard is to be 90% leased up with VASH vouchers, but they are not at the 90% level due to availability and cost of housing in the area.
- Dempsey said the exemption will allow the VA to give vouchers to veterans who are not chronically homeless.
- Dempsey said dishonorably discharged veterans cannot be served by VASH, but they can be assisted through Zero 2016.
- Dempsey said that VASH vouchers are portable within the area after one year.
- Wallinger said the City took the lead on Zero 2016 because the Mayor asked it to.
- Dux asked to see an estimate of how many veterans were considered chronically homeless from the Zero 2016 list, so that those numbers can be compared to what the VA has.

Wallinger suggested that Dempsey ask Mary Beth Urbin to provide the responses before the next meeting and that they have something a little more concrete for the Board to look at in advance of the next meeting. Dempsey will also provide numbers for the Board for the next meeting.

Lee moved to request monthly updates from Zero 2016. Koester seconded. The motion passed unanimously.

Koester said she would like the Board to review and discuss various definitions and acronyms regarding homelessness that the Board frequently uses. Cranley said that discussion could be added to a future meeting agenda.

## **Review and Discussion of Homeless Services Consortium By-Laws**

Cranley said she suggested a review and discussion of the HSC Board by-laws for today's agenda, mostly for the purpose of updating the by-laws to reflect that the Board has an Executive Committee whose purpose is to make short order decisions or to put something on the Board agenda.

Andro said she had asked Cranley to put this issue on the agenda for discussion. She said she was informed there was an Executive Committee that meets monthly and approves agendas. She had asked for minutes of the Executive Committee meeting but was told there was nothing official about the Executive Committee. She said she hoped to get to a point where everyone on the Board can talk about and suggest items on the agenda, not just the secretary, treasurer, and president. She said she was feeling highly frustrated about the process of getting something on the agenda.

Cranley said it's not an usual thing to have the president or other officers set the agendas. It allows for a little more flexibility should something come up in the middle of the month, rather than the Board setting the agenda at every meeting for the following month.

#### Discussion highlights:

- Dux said the by-laws are very general to allow flexibility and not to be exclusive. Anyone is welcome to suggest topics for agendas.
- Andro suggested a Board orientation for new members to review Board functions and by-laws.
- Cranley suggested having binders or packets with orientation materials like by-laws, Board processes, and a glossary.
- Andro volunteered to help with orientation packets that the Board could review by October. Dempsey offered to look over the orientation packets, as someone who will be new to the Board beginning next year. Koester also volunteered to help with the orientation packet.
- Lee noted that the Board alone can't change the by-laws. Only the general membership can make changes.
- Dux suggested that the Board have Kevin McGee of Legal Action look at any proposed by-law changes so that they're not too prescriptive.
- Cranley suggested the Board put together some by-law changes for the general membership meeting to review.
- Wallinger said the Board is not bound by open meeting laws, but they are on Legistar.
- Lee said that he would like clarification on how City of Madison staff supports the Board.
- Cranley said it would be helpful to have a Board practices and procedures manual along with the orientation packet.

#### Review of HUD Funding Priorities

Wallinger reviewed the Board's statutory charges for reviewing the Continuum of Care homeless assistance application. A Notice of Funding Availability (NOFA) will be forthcoming that will be very specific about what the CoC can and cannot apply for. At the last meeting the Board was presented with the spreadsheet that uses information from all currently funded programs.

Wallinger went over HUD rules and guidelines and suggested websites for information, such as the National Alliance to End Homelessness (NATEH) website. Information about this website was included in the meeting packet for today.

#### Discussion highlights:

- Wallinger said that HUD has already published a NOFA in which they highly encourage CoCs to reallocate funds to interventions that reduce homelessness.

- The Dane County CoC will receive three percent in planning costs, so the group will probably see a proposal in the next application to hire some staff.
- HUD sets out a Tier 1 and Tier 2 of programs. Tier 1 programs are fairly certain to be funded; Tier 2 programs are less certain of funding. All CoCs are required to rank all projects. There will be money for a bonus project this year as there was last year.
- Wallinger said that projects that are eligible to get funding from reallocated projects include new, permanent supportive housing projects that serve chronically homeless individuals and families, including unaccompanied youth.
- Wallinger said supportive services are no longer included in the federal application due to HUD's changing preferences.
- Wallinger said HUD contracts directly with agencies in the CoC, not the CoC as an entity. The CoC is not a Unified Funding Agency (UFA).
- Dux suggested reading the handouts in today's packets, especially Opening Doors.

### **Other Business or Announcements**

Lee recommended that the Board review next month's agenda. Cranley said the Board would 1) hear once again from Heather Dempsey of the VA about the exemption request; 2) receive an update on Zero 2016; 3) have more conversation about the by-laws; and 4) would discuss the steering committee for the charrette process for the Plan to Prevent and End Homelessness.

Lee said the Education In-Reach and Outreach Committee will be submitting an amendment to the by-laws for coordinated in-reach.

Lee said that transportation surveys are coming in from users and providers.

Lee said that he's working with a group interested in creating a continuum of medical care.

Lee said he reached out to Rajesh on the United Way Board about the potential for social investing.

### **Adjournment**

Dicke moved to adjourn at 1:10 p.m. Lee seconded. The motion passed unanimously.

Anne Kenny, recorder

# ***DEFINITION OF HOMELESSNESS***

## **§583.5 Homeless Definition**

- (1) An individual or family who lacks a fixed, regular and adequate nighttime residence, meaning:
  - (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, camping ground;
  - (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangement (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or
  - (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;
- (2) An individual or family who will imminently lose their primary nighttime residence, provided that:
  - (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
  - (ii) No subsequent residence has been identified; and
  - (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing;
- (3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
  - (i) Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C.2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
  - (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
  - (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
  - (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment;

Or

(4) Any individual or family who:

- (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.



# ***Definition of Risk of Homelessness***

## **§576.2 At Risk of Homelessness Definition**

- (1) An individual or family who:
  - i) Has an annual income below 30 percent of median family income for the area, as determined by HUD;
  - ii) Does not have sufficient resources or support networks, e.g. family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “homeless” definition of this section; and
  - iii) Meets one of the following conditions:
    - (A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
    - (B) Is living in the home of another because of economic hardship;
    - (C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application or assistance;
    - (D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low-income government programs for low-income individuals;
    - (E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than 1.5 persons reside per room, as defined by the U.S. Census Bureau;
    - (F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or
    - (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved consolidated plan.
- (2) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)) section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C.1786(b)(15)); or
- (3) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.

## Understanding the Chronic Homeless Definition

*1. What is the Federal government's definition of a chronically homeless person?*

HUD adopted the Federal definition which defines a chronically homeless person as “either (1) a homeless individual or adult with child(ren) with a disabling condition who has been continuously homeless for a year or more, OR (2) who has had at least four episodes of homelessness in the past three years.” This definition is adopted by HUD from a federal standard that was arrived upon through collective decision making by a team of federal agencies including HUD, the U.S. Department of Labor, the U.S. Department of Health and Human Services, the U.S. Department of Veterans Affairs, and the U.S. Interagency Council on Homelessness.

*2. What is meant by “homeless” in the definition of chronically homeless?*

In its definition of a chronically homeless person, HUD defines the term “homeless” as “a person sleeping in a place not meant for human habitation (e.g. living on the streets, for example) OR living in a homeless emergency shelter.”

*3. Does a homeless person who is applying to our program need to satisfy both of the time framed criteria, described above in question # 1, that defines an individual as chronically homeless?*

No. The homeless person must meet only one or the other of the two time framed criteria that make up the definition.

*4. If a homeless person applying for assistance was housed in various settings between episodes of homelessness, could they qualify for assistance? Yes. An individual qualifying under the second criteria of the definition need not have moved between conventional housing and homelessness. Applicants may have spent time anywhere in between episodes of homelessness that could include medical settings, residential treatment programs, other kinds of institutions, transitional housing, supportive housing, and/or correctional institutions.*

*5. If a homeless person who is applying to our program has had four episodes of homelessness, does it matter where they are when they seek our housing?*

Yes. As stated in question #2, the homeless person must be sleeping in a place not meant for human habitation (such as living on the street) or living in a homeless emergency shelter at the time of entry into the HUD housing for chronically homeless persons. For example, a qualified homeless person might have the following type of history in the last three years: (1) leaves housing for a homeless shelter, (2) moves in with a friend or family member and leaves again for a homeless emergency shelter, (3) goes to jail and is released to living on the street, (4) goes back to the friend or family member's house and leaves to move into a homeless emergency shelter. Importantly, this homeless person will enter the HUD housing program for chronically homeless persons from a state of homelessness (i.e. in a homeless emergency shelter) as is required.

*6. What is meant by an “episode” of homelessness?*

An episode of homelessness is “a separate, distinct, and sustained stay on the streets and/or in a homeless emergency shelter.” HUD requires that “a chronically homeless person must be unaccompanied and disabled during each episode.”

7. *What is meant by an emergency shelter?*

An emergency shelter is “any facility the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless” (24 CFR Ch.V (4-1-05) 576.3). Although this definition includes the term transitional shelter, persons coming from transitional housing are not considered chronically homeless.

8. *What is meant by “disabling condition” in the chronically homeless definition?*

A disabling condition is defined as “a diagnosable substance abuse disorder, a serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions.” In addition, “a disabling condition limits an individual’s ability to work or perform one or more activities of daily living.”

# System Performance Measures

## Dane CoC

### Introduction

[From the Department of Housing and Urban Development's "System Performance Measures in Context" document]

*HUD has developed seven system-level performance measures to help communities gauge their progress in preventing and ending homelessness...The purpose of these measures is to provide a more complete picture of how well a community is preventing and ending homelessness. The number of homeless persons measure (#3) directly assesses a CoC's progress toward eliminating homelessness by counting the number of people experiencing homelessness both at a point in time and over the course of a year. The six other measures help communities understand how well they are reducing the number of people who become homeless and helping people become quickly and stably housed.*

HUD is required to use data from performance measures as part of the selection criteria for awarding grants under the CoC Program.

HUD representatives have encouraged CoCs to begin examining System Performance Measures and setting local targets now, before HUD begins collecting data on these measures nationally.

### Important Note

These measure were calculated using formulas developed by the Institute for Community Alliances prior to the release of the final System Performance Measures standards and will continue to be updated as further guidance is released.

All text in italics within this document is sourced from HUD's "System Performance Measures in Context."

### Measures as Outlined in Section 427 of the HEARTH Act

- The length of time individuals and families remain homeless
- The extent to which individuals and families who leave homelessness experience additional spells of homelessness
- The thoroughness of grantees in reaching homeless individuals and families
- Overall reduction in the number of homeless individuals and families
- Jobs and income growth for homeless individuals and families
- Success at reducing number of individuals and families who become homeless
- [Category 3 measures – At present, no CoCs are eligible to serve clients in Category 3.]

### Additional Measures Identified by HUD

- Successful placement from street outreach
- Successful housing placement to or retention of permanent housing

### Resources

- [System Performance Measures Introductory Guide](#)
- [System Performance Measures Tools](#)
- [System Performance Measures in Context](#)

# Terms and Abbreviations

**CoC** – Continuum of Care: a geographically-based group of representatives that carries out the planning responsibilities of the Continuum of Care Program

**CoC Program** – Continuum of Care Program: the grant program through which HUD provides funding for efforts by nonprofit providers and state and local governments to coordinate and provide services with the goal of ending homelessness

**Current FFY** – 10/1/2013 to 9/30/2014 for this report

**ES** – Emergency Shelter, as defined in 24 CFR part 57: “any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements.”

**FFY** – Federal Fiscal Year: 10/1 to 9/30. HUD will be gathering System Performance Measure data from CoCs based on the federal fiscal year

**HMIS** – Homelessness Management Information System: a database that collects client-level data of persons experiencing homelessness in continua of care (CoCs). All projects funded through the CoC Program (except for those federally prohibited from entering data, e.g., domestic violence service providers) are required to use the local HMIS to report client demographics and outcomes to HUD

**HUD** – Department of Housing and Urban Development, responsible for the administration of the CoC Program

**ICA** – Institute for Community Alliances: a non-profit organization that provides HMIS training and support for Alaska, Iowa, Omaha/Council Bluffs, Missouri, Vermont, and Wisconsin homeless service agencies

**LOT** – Length of time

**Permanent housing destinations** – destinations including property owned or rented by the client with or without subsidy, permanent residence with friends or family, and permanent housing projects

**PH** – Permanent Housing, consistent with the statutory definition of “permanent housing” in section 401 of the McKinney-Vento Act. “The term ‘permanent housing’ means community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid re-housing.” (HUD’s regulatory definition)

**PIT Count** – an annual count of sheltered and unsheltered persons experiencing homelessness on a single night in January, required by HUD

**Previous FFY** – 10/1/2012 to 9/30/2013 for this report

**RRH** – Rapid Re-Housing, a permanent housing intervention which aims to help individuals or families who are homeless move into permanent housing as quickly as possible and achieve stability in that housing through a combination of rental assistance and supportive services.

**SH** – Safe Haven, as based on the definition of safe haven in the McKinney-Vento Act prior to amendment by the HEARTH Act. It is a form of supportive housing that serves hard-to-reach homeless persons with severe mental illness who come primarily from the streets and have been unable or unwilling to participate in housing or supportive services.

## Terms and Abbreviations (continued)

**SO** – Street Outreach, as defined in 24 CFR 576.101. Street outreach aims to engage unsheltered individuals and families experiencing homelessness, connecting them with shelter, housing, and critical services. It may include case management, emergency health and mental services, transportation, and other services for special populations.

**Temporary and some institutional destinations** – destinations (from street outreach) including emergency shelter, foster care, hotel/motel paid for without an emergency shelter voucher, transitional housing, psychiatric hospitals, temporary residence with friends or family, substance abuse treatment facilities/detox centers, long-term care facilities, and nursing homes

**TH** – Transitional Housing, as based on the definition of transitional housing in section 401 of the McKinney-Vento Act: “The term ‘transitional housing’ means housing, the purpose of which is to facilitate the movement of individuals and families experiencing homelessness to permanent housing within 24 months or such longer period as the Secretary determines necessary.”

**Universe** – a specific subgroup of clients, services, and/or entry/exits as defined by HUD in the System Performance Measures HMIS Programming Specifications, defined by limiting criteria such as date served and project type

## Measure 1: Length of Time Persons Remain Homeless

This measures the average and median length of time homeless for two populations: (1) persons in ES and SH, and (2) persons in ES, SH, and TH. Length of time homeless includes time homeless during the report date range as well as prior to the report start date, going back no further than October 1, 2012.

Goal: Reduce the average and median length of time persons remain homeless

Previous HUD guidance/recommendations: Average length of stay < 20 days or a decrease of 10% from previous year for high performing communities

**Metric 1a:** *This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.*

	Previous FFY Universe	Current FFY Universe	Previous FFY Average LOT Homeless	Current FFY Average LOT Homeless	Difference	Previous FFY Median LOT Homeless	Current FFY Median LOT Homeless	Difference
Persons in ES and SH		2,798		48.3 days			31 days	
Persons in ES, SH, and TH		3,101		54.8 days			33.5 days	

**Metric 1b:** *This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date. (Note: not reporting on this element for data entered prior to 10/1/2015.)*

	Previous FFY Universe	Current FFY Universe	Previous FFY Average LOT Homeless	Current FFY Average LOT Homeless	Difference	Previous FFY Median LOT Homeless	Current FFY Median LOT Homeless	Difference
Persons in ES and SH	Will not be reported for data entered prior to 10/1/2015							
Persons in ES, SH, and TH								

## Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

*This measures clients who exited SO, ES, TH, SH, or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS system for up to two years after their initial exit.*

Goal: Reduce the percent of persons who return to homelessness

Previous HUD guidance/recommendations: Less than 5% of clients return to shelter within 2 years, or the number of clients returning to shelter decreases by 20% from the previous year (for high-performing communities)

	Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Number Returning to Homeless-ness in Less than 6 Months (0 – 180 days)	%	Number Returning to Homeless-ness from 6 to 12 Months (181 – 365 days)	%	Number Returning to Homeless-ness from 12 to 18 Months (366 – 730 days)	%	Number of Returns in 2 Years	%
Exit was from SO	31	3	9.68%	5	16.13%	3	9.68%	11	35.48%
Exit was from ES	189	11	5.82%	17	8.99%	22	11.64%	50	26.46%
Exit was from TH	166	12	7.23%	5	3.01%	14	8.43%	31	18.67%
Exit was from SH	11	0	0%	0	0%	2	18.18%	2	18.18%
Exit was from PH	211	4	1.90%	11	5.21%	10	4.74%	25	11.85%
TOTAL Returns to Homeless-ness	608	30	4.93%	38	6.25%	51	8.39%	119	19.57%



## Measure 3: Number of Homeless Persons

Goal: Reduce the number of persons experiencing homelessness

**Metric 3.1:** *This measures the change in PIT counts of sheltered and unsheltered homeless persons as reported in the PIT (not from HMIS).*

	Previous FFY PIT Count	Current FFY PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	831	777	- 54
Emergency Shelter Total	421	413	- 8
Safe Haven Total	14	14	0
Transitional Housing Total	297	256	- 41
Total Sheltered Count	732	683	- 49
Unsheltered Count	99	94	- 5

**Metric 3.2:** *This measures the change in annual counts of sheltered homeless persons in HMIS*

	Previous FFY	Current FFY	Difference
Universe: Unduplicated Total sheltered homeless persons		3,101	
Emergency Shelter Total		2,786	
Safe Haven Total		56	
Transitional Housing Total		413	

## Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects\*

Goal: Increase earned income and non-employment cash income for adults experiencing homelessness

Previous HUD guidance/recommendations: Increase earned income for at least 20% of adults and non-employment cash income for at least 54% of adults

**Metric 4.1:** *This measures the change in earned income for adult system stayers during the reporting period. \**

	Previous FFY	Current FFY	Difference
Universe: Number of adults (system stayers)		441	
Number of adults with increased earned income		53	
Percentage of adults who increased earned income		12.02%	

**Metric 4.2:** *This measures the change in non-employment cash income for adult system stayers during the reporting period. \**

	Previous FFY	Current FFY	Difference
Universe: Number of adults (system stayers)		441	
Number of adults with increased non-employment cash income		163	
Percentage of adults who increased non-employment cash income		36.96%	

**Metric 4.3:** *This measures the change in total income for adult system stayers during the reporting period. \**

	Previous FFY	Current FFY	Difference
Universe: Number of adults (system stayers)		441	
Number of adults with increased total income		203	
Percentage of adults who increased total income		46.03%	

**Metric 4.4:** *This measures the change in earned income for adult system leavers. \**

	Previous FFY	Current FFY	Difference
Universe: Number of adults who exited (system leavers)		825	
Number of adults who exited with increased earned income		88	
Percentage of adults who increased earned income		10.67%	

**Metric 4.5:** *This measures the change in non-employment cash income for adult system leavers. \**

	Previous FFY	Current FFY	Difference
Universe: Number of adults (system leavers)		825	
Number of adults with who exited with increased non-employment cash income		84	
Percentage of adults who increased non-employment cash income		10.18%	

**Metric 4.6:** *This measures the change in total income for adult system leavers during the reporting period. \**

	Previous FFY	Current FFY	Difference
Universe: Number of adults (system leavers)		825	
Number of adults who exited with increased total income		157	
Percentage of adults who increased total income		19.03%	

**\*NOTE: The data reported in this measure are for ALL projects in HMIS. Data reported for the fiscal year beginning on 10/1/2014 will include only CoC Program-funded projects.**

## Measure 5: Number of Persons who Became Homeless for the First Time

Goal: Reduce the number of persons who become homeless for the first time

**Metric 5.1:** *This measures the change in active persons in ES, SH, and TH projects with no prior enrollments in HMIS*

	Previous FFY	Current FFY	Difference
Universe: Persons with entries into ES, SH, or TH during the reporting period		2,762	
Of the persons above, count those who were in ES, SH, TH, or any PH within 24 months prior to their entry during the reporting year		1,157	
Of persons above, count those who did not have entries in ES, SH, TH, or PH in the previous 24 months (i.e., number of persons experiencing homelessness for the first time)		1,605	

**Metric 5.2:** *This measures the change in active persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS*

	Previous FFY	Current FFY	Difference
Universe: Persons with entries into ES, SH, TH, or PH during the reporting period		3,519	
Of the persons above, count those who were in ES, SH, TH, or any PH within 24 months prior to their entry during the reporting year		1,332	
Of persons above, count those who did not have entries in ES, SH, TH, or PH in the previous 24 months (i.e., number of persons experiencing homelessness for the first time)		2,187	

## Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Goals: Increase the percent of persons who exit from street outreach to temporary and some institutional destinations  
Increase the percent of persons who exit to or retain permanent housing

Previous HUD guidance/recommendations: 65% of clients exit to permanent housing from non-PH projects, 80% of clients in PH projects retain or exit to permanent housing

**Metric 7a.1:** *This measures the change in exits from street outreach to acceptable destinations*

	Previous FFY	Current FFY	% Difference
Universe: Persons who exit Street Outreach		133	
Of persons above, those who exited to temporary & some institutional destinations		36	
Of the persons above, those who exited to permanent housing destinations		56	
% Successful exits		69.17%	

**Metric 7b.1:** *This measures the change in exits to permanent housing destinations*

	Previous FFY	Current FFY	% Difference
Universe: Persons in ES, SH, TH, and PH-RRH who exited		2,192	
Of the persons above, those who exited to permanent housing destinations		978	
% Successful exits		44.62%	

**Metric 7b.2:** *This measures the change in exit to or retention of permanent housing.*

	Previous FFY	Current FFY	% Difference
Universe: Persons in all PH projects except PH-RRH		942	
Of the persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		836	
% Successful exits/retention		88.75%	

# System Performance Measures

## What's Next?

HUD representatives have encouraged CoCs to begin examining System Performance Measures and setting local targets now, before HUD begins collecting data on these measures nationally.

### Questions to Consider

- What are our community's strengths? What are our weaknesses?
  - What are some strategies we can implement as a community to improve these measures?
- How do we compare to other CoCs in Wisconsin?
- If our community goal is to end homelessness by a certain date, are we on track for that goal?
- Do we, as a community, want program or project-specific information for some of these measures?
  - If so, contact the Institute for Community Alliances to submit a custom data report request.

### Setting Local Targets

- How would we like to improve our system performance in the next year? In the next 3 years?
- Should some project types have different targets than others? (e.g., do we expect the same rate of returns to emergency shelter from street outreach and transitional housing projects?)