

Metro Denver

Community Learning Collaborative

System Performance

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Agenda

1. Welcome, Context, and Introductions
2. Presentation on System Performance
3. System Performance Activity
4. Discussion and Wrap-Up

Centering & Connection

What is your organization's purpose?

(Not what your organization does, what it is intended to achieve)

Centering & Connection

What is your role within your organization?

Centering & Connection

What is your purpose in your organization's work? (What do you hope your work achieves?)

Project Overview and Timeline

Activity	Timeline	
	Begin	End
Project Start Up	July 2017	
In-Person Learning Collaborative Meetings	Sept. 2017	Oct. 2017
Key Stakeholder Interviews	Sept. 2017	Oct. 2017
Stakeholder Input Report	Fall 2017	Fall 2017
Data Analysis	Fall 2017	Fall 2017

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

ABOUT FOCUS STRATEGIES



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Ending Homelessness

The HEARTH Act establishes:

“...a Federal goal of ensuring that individuals and families who become homeless return to permanent housing within 30 days.”

Opening Doors, As Amended in 2015:

“systematic response ...that ensures homelessness is ...a rare, brief, and non-recurring experience.”

Principles of a Housing Crisis Response System

- Housing-focused
- Person-centered
- Data-informed
- Effective use of resources

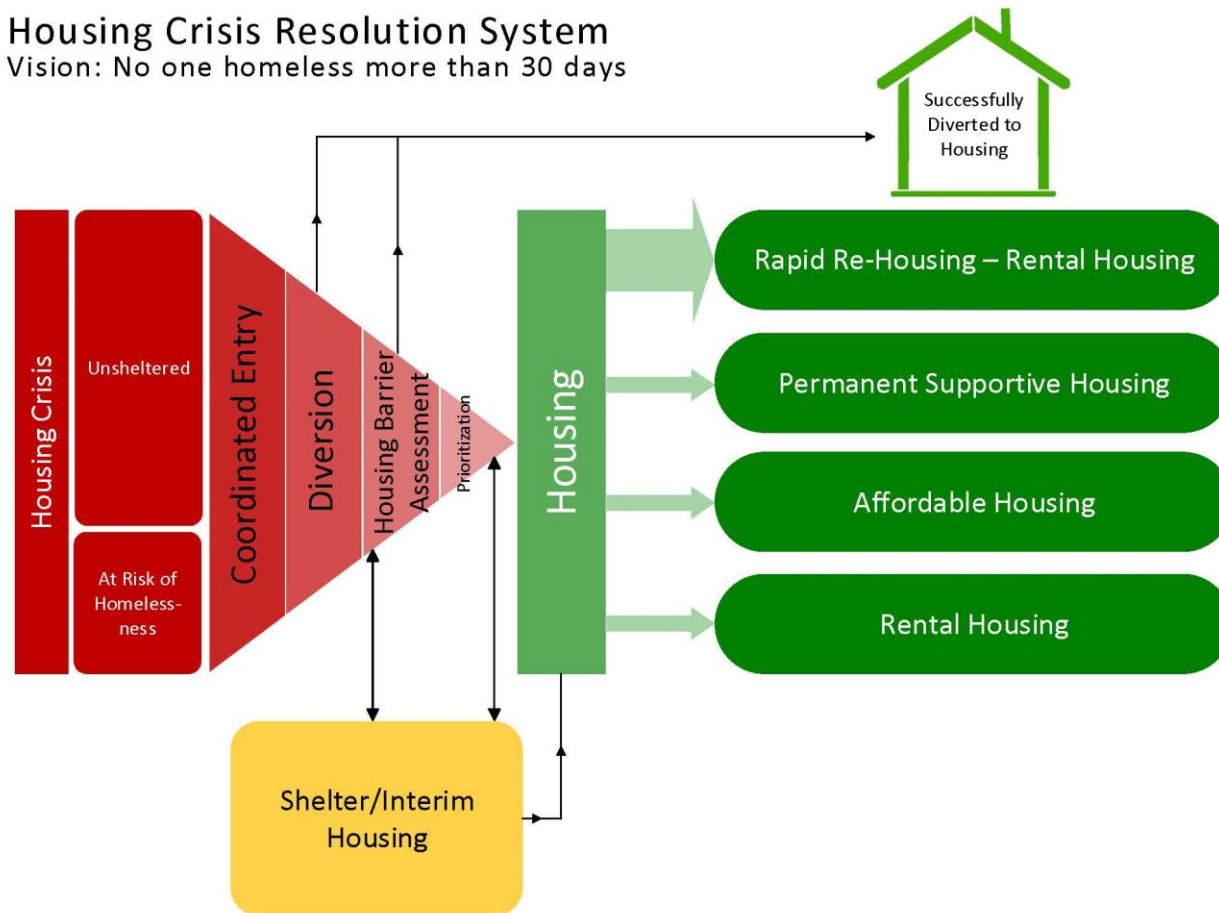
A System to End Homelessness

Ending homelessness means building systems that:

- Divert people from entering homelessness
- Quickly engages and provides a suitable intervention for every households' homelessness
- Have short lengths of stay in programs
- Have high rates of permanent housing exits
- Use data to achieve continuous improvement

Homeless Crisis Response System

Housing Crisis Resolution System
Vision: No one homeless more than 30 days



Performance Data

Analysis of performance data tells us:

- Extent to which homelessness is rare, brief and non-recurring
- Where to target efforts to become more effective
- How to prioritize system and program resources
- How to achieve continuous improvement

Performance Analysis

Can answer these questions (and more!):

- Are the local homeless system interventions sized to house the homeless population you have?
- Does the speed of your system change match the urgency of the issue?
- How is each project type performing?
- How is each project performing?
- How are systems changes panning out?
- Does what people say about community programs and conditions match the data?
- Are dollars achieving highest and best impact?

What to Measure?

System-Wide Performance Measurement:

- Analyzes system and project performance measures
- Helps communities understand what they are accomplishing

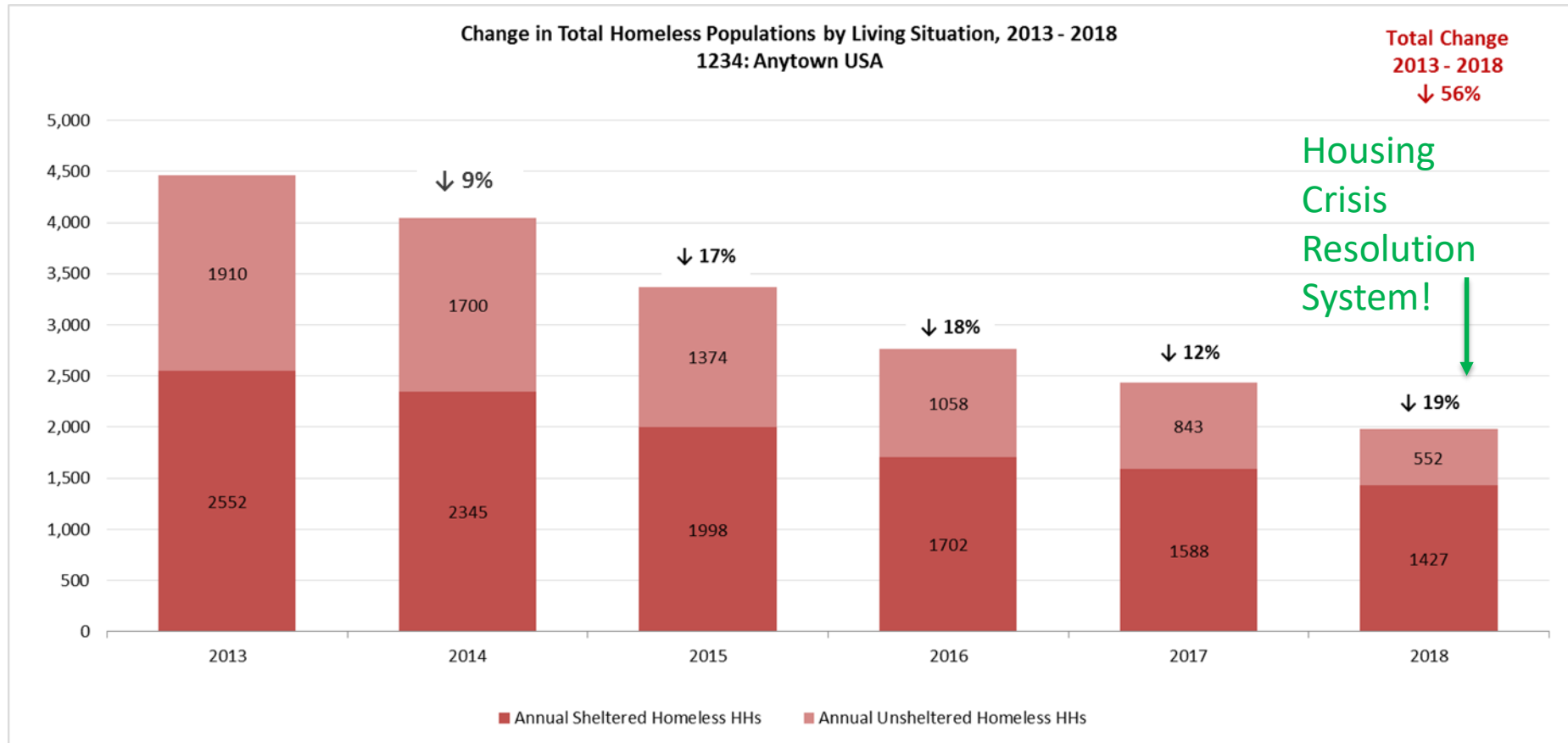
SWAP Performance Measures

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

SWAP measures compared with HUD System Performance Measures

- SWAP measures are aligned with how HUD views system performance
- Strong performance on the metrics will result in strong results on the HUD measures
- Focus Strategies measures do not directly address income or employment (though anticipated impacts can be modelled)
- Measures *do* measure cost effectiveness

Ending Homelessness Graph



System Performance

ACTIVITY

System Performance Activity: Group Discussion

What questions do you have about Metro Denver's goal of further developing toward a homeless crisis response system?

System Performance Activity: Group Discussion

What do you need to know or see to feel confident about taking the next steps toward becoming a homeless crisis response system?

System Performance Activity: Group Discussion

The implications of the activity: thumbs up,
down, sideways?

System Performance Activity: Group Discussion

What can you do now?

What next steps would be useful?

Next Steps Resources

1. “System Performance Improvement Briefs,” U.S. Department of Housing and Urban Development (HUD) – [Link](#)
2. “Housing First Checklist,” United States Interstate Agency Council on Homelessness (USICH) – [Link](#)
3. “Using Homelessness and Housing Needs Data to Tailor and Drive Local Solutions,” USICH - [Link](#)

Q & A

