

Toledo/Lucas County Continuum of Care Performance Indicators

Quarterly Report, First Quarter 2013

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Executive Summary

This report represents the first in an indefinite series of quarterly public reports on the performance of homeless service programs participating in a shared, county-wide database. As a whole, programs are largely meeting the performance targets adopted for 2013 and trends show broad improvements over the past year. However, transitional housing programs in particular have fallen short of goals for permanent housing outcomes. These programs have made substantial gains in the reasons that clients have left their programs, but without corresponding gains in permanent housing outcomes.

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Background

In July 2012 the U.S. Department of Housing and Urban Development (HUD) published an interim rule regarding Continuums of Care (CoCs). The responsibilities in that rule include a requirement for CoCs to establish how they will measure performance.

As the lead agency in the Toledo/Lucas County Continuum of Care, the Toledo Lucas County Homelessness Board (TLCHB) reviewed statutory and regulatory requirements; examined metrics in use by other CoCs; referenced best practices guidance; and consulted in-depth with homeless services providers funded through the CoC. In November 2012, TLCHB adopted formal performance indicators and targets for calendar year 2013.

This inaugural report represents the first in an indefinite series of reports on the performance of homeless service programs participating in the Toledo Homeless Management Information System (Toledo HMIS). These reports will be presented quarterly to the TLCHB Board of Directors and published on the TLCHB website for public consumption following the Board's review.

Scope of Report

This report is intended to illustrate trends and provide a snapshot of the CoC's most recent outcomes for several of its adopted indicators.

Quarterly trends are provided for primary indicators: exits to permanent housing, short-term recidivism, length of stay in programs, reasons for leaving programs, and retention in permanent supportive housing. The exact set of indicators varies by type of program. Where possible, trends are provided through the matching quarter of the previous year.

A snapshot of the most recent quarter is given for both primary indicators and a set of supporting indicators, which include improvements in income by program participants, client employment rates at program exit, and the percent of households receiving non-cash benefits.

Total Households Exiting by Program Type

Indicators are generally either percentages or averages based on exits during the reporting period. To provide context, the most recent quarter's total household exits and the average household exits for the last five quarters are listed by program type.

Total Households Exiting	Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
First quarter 2013	172	17	39	64
Five-quarter average	199	21	41	33

Discussion of Outcomes

The CoC is largely meeting its adopted 2013 targets for most indicators. A brief discussion of indicator outcomes for each program type is provided here, followed by visualization of trends for primary indicators and a snapshot of outcomes for the most recent quarter.

Emergency Shelter

Emergency shelters have made marked improvements in the reported reasons client are leaving their programs and exits to permanent housing. Positive or neutral reasons for leaving shelters are up from a trough of 39 percent in third quarter 2012 to 59 percent in first quarter 2013. During the same time period, shelter exits to permanent housing destinations climbed from a low of 21 percent to a new high of 31 percent. Third quarter 2012 appears to have been a difficult quarter overall for shelters even for those who exited to permanent housing destinations: a stark 18 percent returned to homelessness within six months.

Transitional Housing

Transitional housing has dramatically improved the reasons for which clients leave their programs. At its trough in third quarter 2012, only a quarter of households were leaving transitional housing programs for positive or neutral reasons. That number has since grown to an all-time high of 82 percent.

However, exits to permanent housing destinations have decreased from 73 percent last year to 63 percent in the most recent quarter, well below the target of 80 percent. Short-term recidivism for transitional housing sits just above the target of 10 percent.

Permanent Supportive Housing

Indicators for permanent supportive housing programs have generally been strong over the past year and continue to be at present. Virtually all clients who enter permanent supportive housing programs stay for at least 181 days, the gold standard for retention in such programs.

That said, of clients who eventually do exit, only three fifths are leaving for positive or neutral reasons. This number has been persistently low and remains below the 64 percent target for positive reasons for leaving.

Rapid Re-Housing

Of all program areas, rapid re-housing is meeting the largest number of primary and supporting indicator targets. The only target missed by rapid re-housing in first quarter 2013 was a goal of 90 percent of households exiting with non-cash benefits; rapid re-housing was just short, with 88 percent of households exiting with non-cash benefits.

Notes on Graphs of Trends

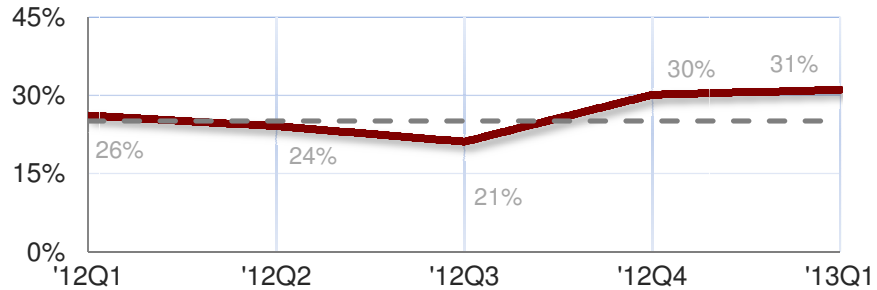
The solid red line on each of the following charts is the observed quarterly outcome for each indicator. Where applicable, a dotted line represents the target for that indicator.

Trends for Emergency Shelter

Exits to Permanent Housing

Target: 25%

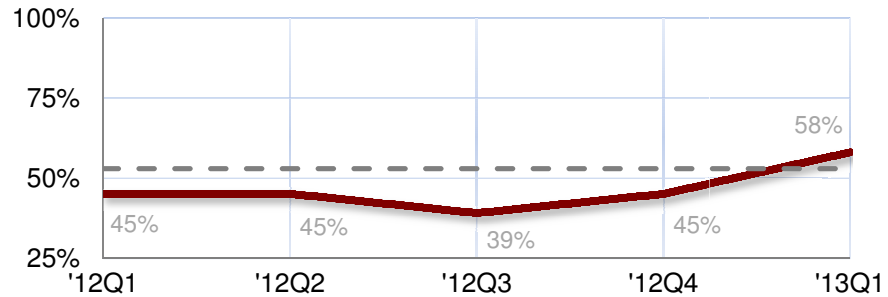
Percent of households whose destination at exit was a category of permanent housing (higher is better).



Positive or Neutral Reasons for Leaving Programs

Target: 53%

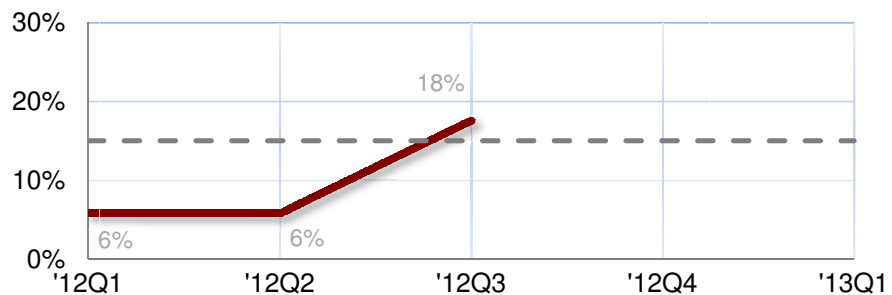
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



Short-term Recidivism

Target: 15%

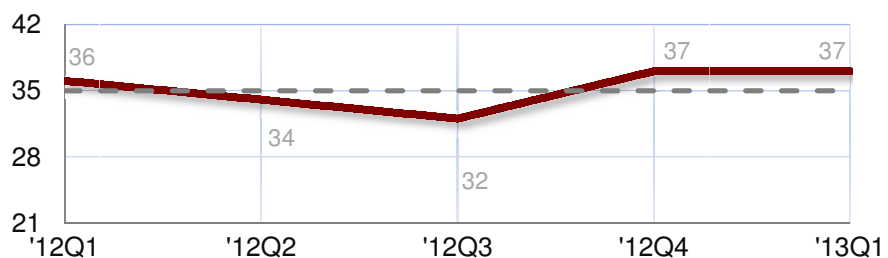
Percent of persons who exited to permanent housing and then entered emergency shelter or transitional housing within six months (lower is better).



Average Length of Stay

Target: 35 days

Average number of days between a household's entry and exit (lower is generally better).

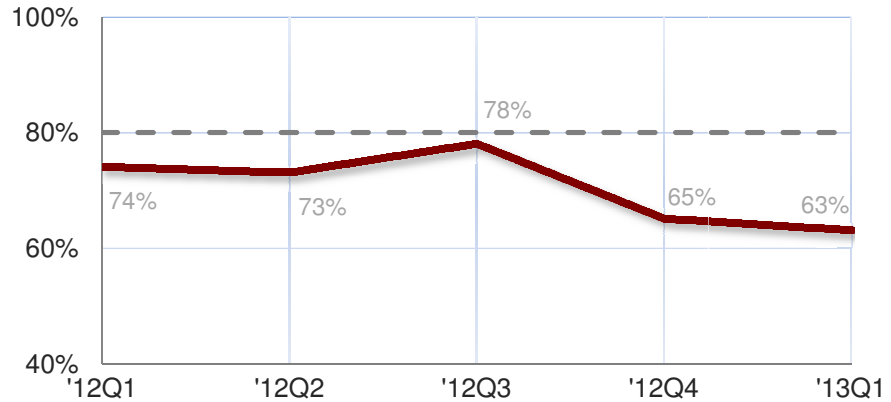


Trends for Transitional Housing

Exits to Permanent Housing

Target: 80%

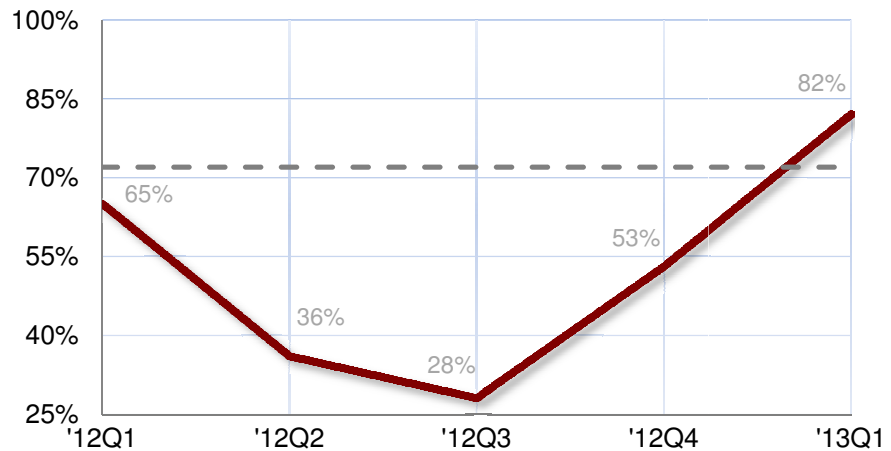
Percent of households whose destination at exit was a category of permanent housing (higher is better).



Positive or Neutral Reasons for Leaving Programs

Target: 72%

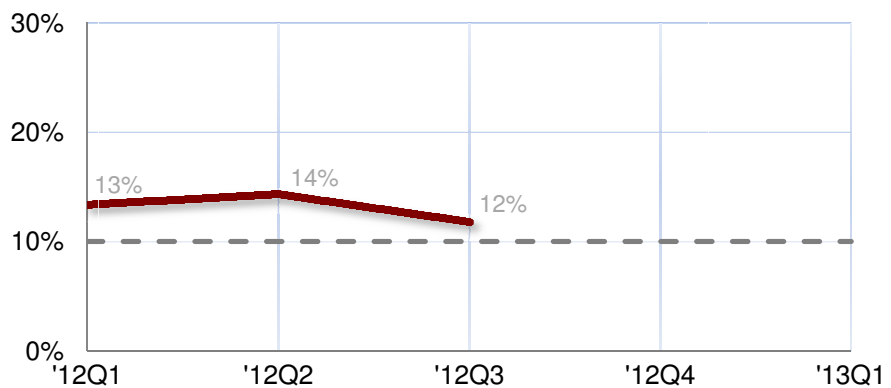
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



Short-term Recidivism

Target: 10%

Percent of persons who exited to permanent housing and then entered emergency shelter or transitional housing within six months (lower is better).

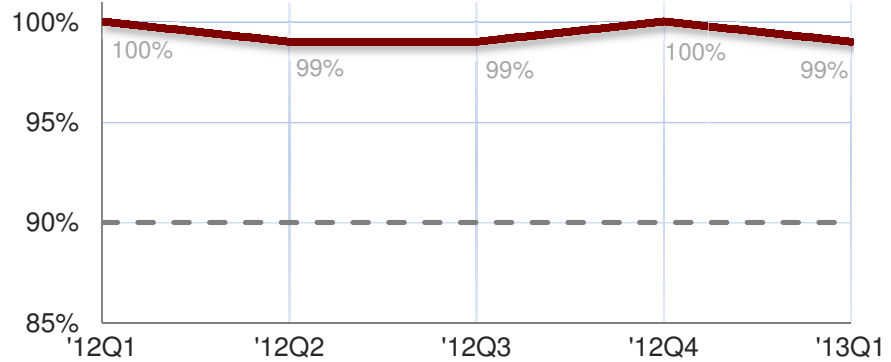


Trends for Permanent Supportive Housing

Retention

Target: 90%

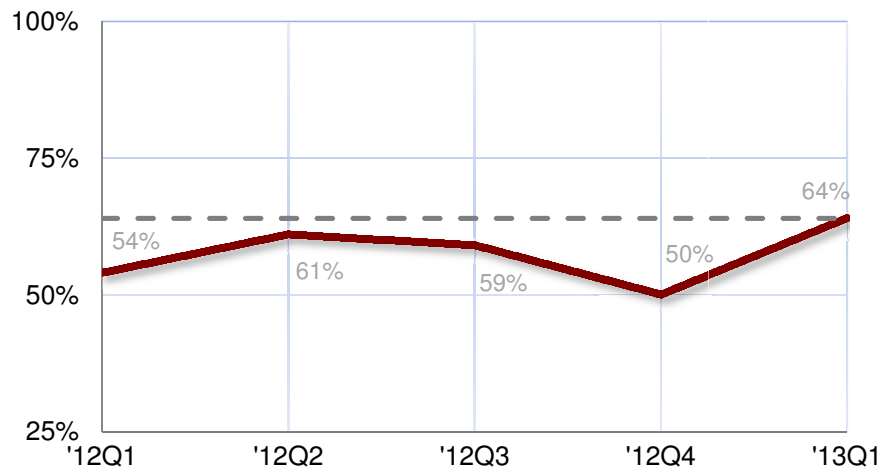
Percent of households whose destination at exit was a category of permanent housing (higher is better).



Positive or Neutral Reasons for Leaving Programs

Target: 64%

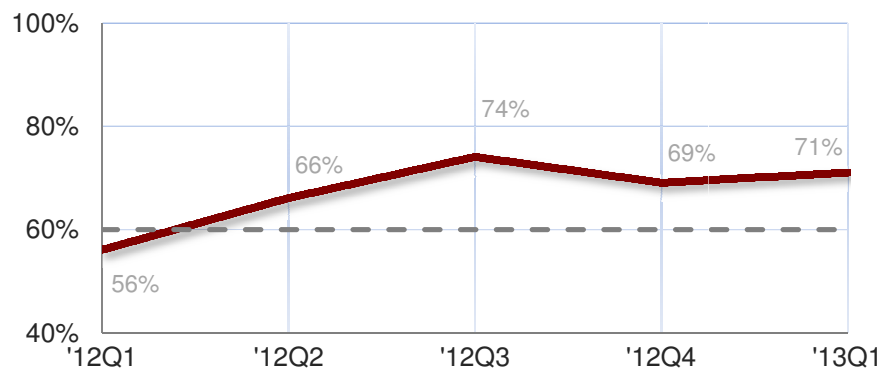
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



Exits to Permanent Housing

Target: 60%

Percent of households whose destination at exit was a category of permanent housing (higher is better).

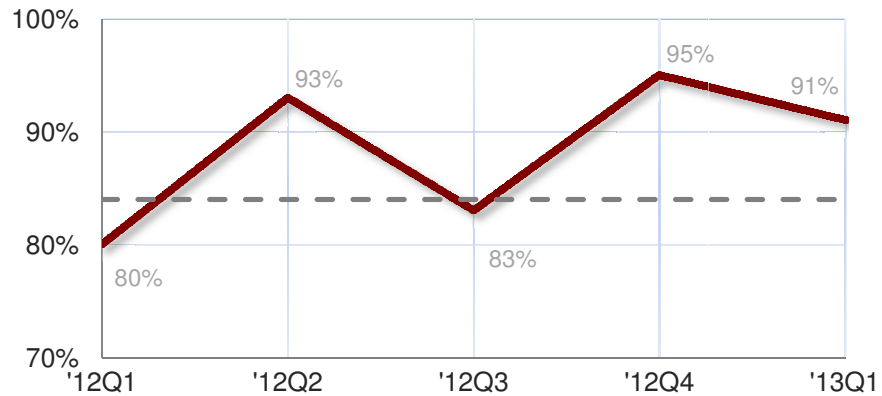


Trends for Rapid Re-Housing

Exits to Permanent Housing

Target: 84%

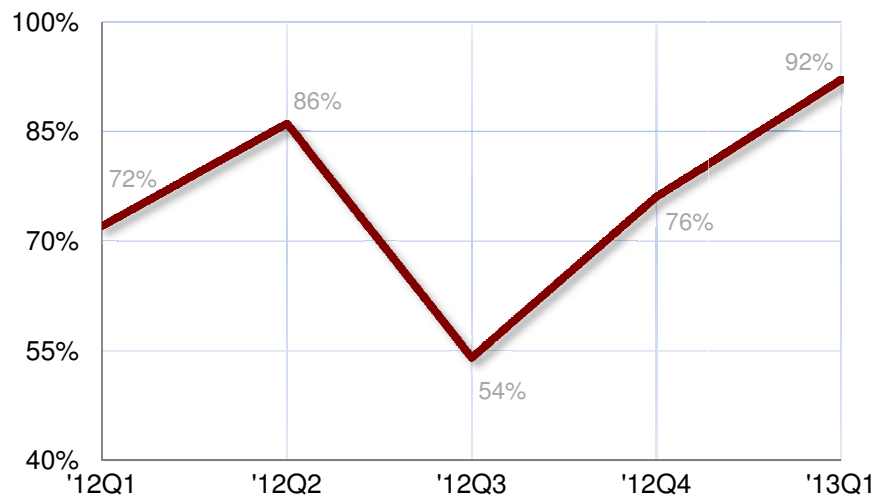
Percent of households whose destination at exit was a category of permanent housing (higher is better).



Positive or Neutral Reasons for Leaving Programs

Target: No target

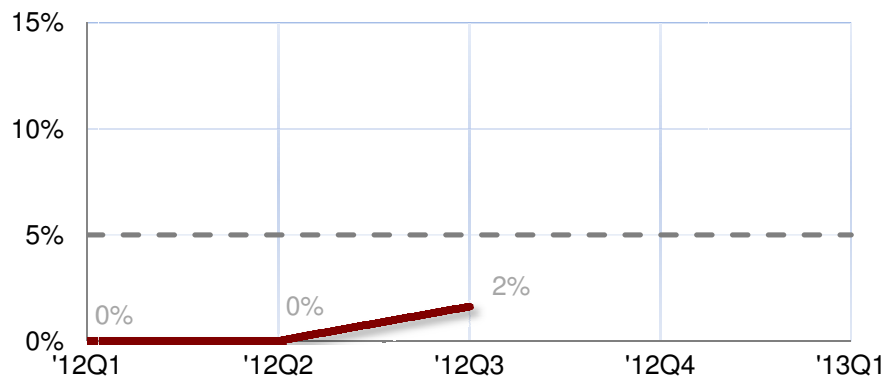
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



Short-term Recidivism

Target: 5%

Percent of persons who exited to permanent housing and then entered emergency shelter or transitional housing within six months (lower is better).



Indicator Snapshot for First Quarter 2013

Targets for a given indicator are listed in parentheses, where applicable.

Indicator	Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
Exits to Permanent Housing	31% (25%)	59% (80%)	77% (60%)	89% (84%)
Positive or Neutral Reasons for Leaving Programs	58% (53%)	82% (72%)	64% (64%)	92%
Short-term Recidivism for exits during 2012Q3	18% (15%)	12% (10%)	0%	2% (5%)
Average Length of Stay, in days	35 (35)	227 (180)	n/a	126 (360)
PSH Retention	n/a	n/a	99% (90%)	n/a
Improvement in Income	10% (5%)	18% (21%)	14% (15%)	48% (20%)
Adults Employed at Exit	16% (10%)	12% (25%)	14% (22%)	58% (35%)
Households Exiting with Non-Cash Benefits	77%	100% (90%)	92% (90%)	88% (90%)

Appendix I: Indicator Definitions

Except where noted, all indicators in this report use definitions adopted by TLCHB in November 2012. Excerpts from that definition are included in this appendix for convenience. The full document describing TLCHB's adopted indicators is available at www.tlchb.org.

1. **Length of Stay in Program**

Defined as the average number of days a household is enrolled in a given program. For example, a household who enters a program on the first day of a month and exits on the tenth day of the same month would have a Length of Stay equal to 10 days.

2. **Exits to Permanent Housing**

Defined as percent of households whose destination at exit was

- a. Owned by client, no ongoing housing subsidy;
- b. Owned by client, with housing subsidy;
- c. Owned by client, no housing subsidy;
- d. Permanent supportive housing for formerly homeless persons (such as SHP, S+C, or SRO Mod Rehab);
- e. Rental by client, no housing subsidy;
- f. Rental by client, other (non-VASH) housing subsidy;
- g. Rental by client, VASH Subsidy;
- h. Staying or living with family, permanent tenure; or
- i. Staying or living with friends, permanent tenure.

3. **Recidivism***

Defined as percent of households who return to homelessness within two years after an exit to a permanent housing destination as defined above. For example, a household who exits from transitional housing with a destination of "Rental by client, without subsidy," and enters emergency shelter or transitional housing within 24 months would count as a recidivist client. If the household enters emergency shelter or transitional housing 25 months after the exit to permanent housing, they are not counted as a recidivist.

4. **Improvement in Income**

Defined as percent of households whose total household income at program exit is greater than their total household income at program entry. For example, a household whose members total income added up to \$550 per month at program entry and whose members total income added up to \$600 per month at program exit.

N.B., Supplemental Nutrition Assistance Program (Food Stamps) benefits are considered non-cash benefits and are not included in calculations for Improvements in Income.

5. **Adults Employed at Exit**

Defined as percent of persons aged 18 years or older who are employed at program exit. This figure includes those who were unemployed at program entry that gained employment by the time they exited as well as those who were employed at program entry that maintained the employment through to program exit.

6. Households Exiting with Non-Cash Benefits

Defined as percent of households with at least one member receiving at least one non-cash benefit at program exit, including

- a. Supplemental Nutrition Assistance Program (Food Stamps);
- b. Medicaid;
- c. Medicare;
- d. SCHIP;
- e. Special Supplemental Nutrition Program for WIC;
- f. Veteran's Administration (VA) Medical Services;
- g. TANF Child Care Services;
- h. TANF Transportation Services;
- i. Other TANF-Funded Services; or
- j. Section 8 Public Housing or rental assistance.

7. Improved Discharge Reasons**

Defined as a percentage point reduction in the number of households whose Reason for Leaving at program exit was among the following:

- a. Criminal activity/destruction of property/violence;
- b. Disagreement with rules/persons;
- c. Needs could not be met by program;
- d. Non-payment of rent/occupancy charge;
- e. Non-compliance with program;
- f. Reached maximum time allowed by program; or
- g. Unknown/disappeared.

N.B., this is intended to be a percentage point reduction in total number of households leaving for these reasons. For example, if 25% of households in one year exit for these reasons, a reduction to 20% in the following year is a 5 percentage point reduction, not a 20% reduction.

8. PSH Retention

Defined as the percentage of households whose length of stay in Permanent Supportive Housing is at least 181 days.

*The adopted indicator for recidivism examines returns to homelessness within a two year period, in alignment with HUD's definition of recidivism used to evaluate "High-Performing Communities." However, in the interest of providing more timely analysis, this report examines returns to homelessness within a six-month window. This is referred to as "Short-Term Recidivism" throughout.

In this report, even Short-Term Recidivism will be somewhat underestimated. Calculations of recidivism are based on whether or not clients have returned to participating (CHO) emergency shelter or transitional housing programs within six months. As a result, clients who enter non-participating shelters or transitional housing programs or who become "street" homeless will not be counted in recidivism calculations, and the shown recidivism rates will be somewhat below actual returns to homelessness.

**The targets for discharge reasons in this report are based on the net goal for 2013

Appendix II: Data Sources

All data used in this report were contributed by participating service providers to a database managed by the Toledo HMIS.

Providers participating in Toledo HMIS (aka Contributory HMIS Organizations or CHOs) receive monthly reports that include exits to permanent housing, negative reasons for leaving, length of stay, improvement in income, adults employed at exit, households receiving non-cash benefits, and retention in permanent supportive housing. CHOs are given the opportunity to review and correct any of these which appear to be out of place, and can request incidental reports covering any time period.

This report contains data only from providers and programs participating in Toledo HMIS who have met certain standards for data quality. In particular, this edition includes data from the CHOs listed below.

- **Emergency Shelter**
 - Beach House Family Shelter
 - Family House
 - La Posada Family Shelter
 - St. Paul's Community Center Shelter (excluding Winter Crisis program)
- **Transitional Housing**
 - Aurora Project
 - Harbor House
 - St. Paul's Community Center Dwelling Place
- **Permanent Supportive Housing**
 - Catholic Charities Permanent Supportive Housing (formerly SAFAH)
 - Family Outreach Community United Services Steps to Home PSH
 - Neighborhood Properties Inc. CSH, Families with Mental Illness, Families with Mental Illness Expansion, First Avenue, Fresh Start, Housing First, IDDT, MHR SB HUD Pact, ODMH Homeless Prevention, Permanent Supportive Housing, Shelter Plus Care, Shelter Plus Care Site, Shelter Plus Care 3, SHH, SHP Affordable Housing, and Veterans-Griffin
 - St. Paul's Community Center Home Base
 - Treatment Accountability for Safer Communities Walls for All and Women of Tomorrow
 - Volunteers of America Family Steps and Chestnut Hill
- **Rapid Re-Housing (formerly Homelessness Prevention and Rapid Re-Housing)**
 - Family Outreach Community United Services Steps to Home, Steps to Home TH-C, and Steps to Home I&II
 - Lutheran Social Services Project Home and Stable Families Collaborative
 - Treatment Accountability for Safer Communities Project Home