

# Toledo/Lucas County Continuum of Care Performance Indicators

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**Quarterly Report, Fourth Quarter 2015**

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# Executive Summary

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This report covers performance of homeless service programs participating in a shared database for homeless services providers in Lucas County, Ohio. As a whole, participating programs are meeting half of the performance targets adopted for 2015.

Emergency Shelter programs met two of four of their targets for 2015. Transitional Housing met four of seven of their targets for the fourth quarter of 2015. Permanent Supportive Housing met four of six targets for the fourth quarter of 2015. Rapid Re-Housing programs met two of seven indicator targets.

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# Background

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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 included 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 its first formal performance indicators and targets for calendar year 2013. In November 2014, TLCHB adopted updated performance indicators and targets for calendar year 2015.

This is the twelfth quarterly report in an indefinite series 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.

## Scope of Report

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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 previous eight quarters.

A snapshot is also given for a set of supporting indicators, including *Improvements in Income* by program participants, *Adult Employment Rates* at program exit, and the percent of *Households Exiting with Non-Cash Benefits*.

### Total Households Exiting by Program Type

Indicators are 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 quarterly household exits from 2012 to present are listed below for each program type.

Total Households Exiting	Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
Fourth Quarter 2015	105	21	23	37
Quarterly Average	171	19	34	46

# Discussion of Outcomes

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The CoC is meeting half of its 2015 targets for the fourth quarter. 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. It may be helpful to refer to the charts and snapshot table while reading the discussion of outcomes for each program type.

## Emergency Shelter

During the fourth quarter, emergency shelters met two of the four outcome targets for calendar year 2015.

Exits to Permanent Housing	Met
Positive or Neutral Reasons for Leaving Programs	Unmet
Short Term Recidivism	Met
Average Length of Stay	Unmet

*Exits to Permanent Housing* was down to 50% (from 58% from the last quarter). This exceeds the 38% target. *Positive or Neutral Reasons for Leaving Programs* was down to 64% (from 69% in the previous quarter). This exceeds the 65% indicator target. *Short-term Recidivism* for second quarter 2015 decreased to 1% (from 8% in the previous quarter). This was below the target of 10%. *Average Length of Stay* increased to 56 days (from 60 days in the previous quarter), which exceeds the 40 day indicator target.

## Transitional Housing

During the fourth quarter, transitional housing met four of seven outcome targets for calendar year 2015.

Exits to Permanent Housing	Met
Positive or Neutral Reasons for Leaving Programs	Met
Short Term Recidivism	Met
Average Length of Stay	Unmet
Improvements in Income	Unmet
Adults Employed at Exit	Unmet
Households Exiting with Non-Cash Benefits	Met

*Exits to Permanent Housing* was up to 81% (from 63% the previous quarter); this exceeds the target of 80%. *Positive or Neutral Reasons for Leaving Programs* was up to 90% (from 80% the previous quarter) which exceeds the 75% indicator target. *Short Term Recidivism* decreased to 0% (from 10% in the previous quarter), but still is well below the 15% indicator target. *Average Length of Stay* was up substantially to 382 (from 143 in the previous quarter, and which is well below the 240 day indicator target. *Improvements in Income* decreased to 19% (from 33% in the previous quarter). This falls below the 20% indicator target. *Adults Employed at Exit* decreased to 5% (from 10%), but falls below 10% indicator target. *Households Exiting with Non-Cash Benefits* increased to 90% (from 70%), and met the 90% indicator target.

## Permanent Supportive Housing

During the fourth quarter, permanent supportive housing met four of six outcome targets for calendar year 2015.

Exits to Permanent Housing	Met
Positive or Neutral Reasons for Leaving Programs	Met
PSH Retention	Met
Improvements in Income	Met
Adults Employed at Exit	Unmet
Households Exiting with Non-Cash Benefits	Unmet

*Exits to Permanent Housing* decreased to 70% (from 93% the previous quarter); this meets the target of 70%. *Positive or Neutral Reasons for Leaving Programs* decreased to 78% (from 82% the previous quarter) and exceeds the 65% indicator target. *PSH Retention* decreased to 95% (from 100%), however, it still exceeds the indicator target of 90%. *Improvements in Income* decreased to 57% (from 61% in the previous quarter). This exceeds the 40% indicator target. *Adults Employed at Exit* decreased sharply to 9% (from 26%), and falls below the 15% indicator target. *Households Exiting with Non-Cash Benefits* increased to 83% (from 89%), but fell below the 90% indicator target.

## Rapid Re-Housing

During the fourth quarter, rapid re-housing met two of the seven outcome targets for calendar year 2015.

Exits to Permanent Housing	Unmet
Positive or Neutral Reasons for Leaving Programs	Unmet
Short Term Recidivism	Met
Average Length of Stay	Met
Improvements in Income	Unmet
Adults Employed at Exit	Unmet
Households Exiting with Non-Cash Benefits	Unmet

*Exits to Permanent Housing* was up to 78% (from 76% the previous quarter); however, this is well below the target of 88%. *Positive or Neutral Reasons for Leaving Programs* was down to 70% (from 76% the previous quarter) and falls the 75% indicator target. *Short Term Recidivism* increased to 4% (from 16% in the previous quarter), which exceeds the indicator target of 5%. *Average Length of Stay* for all rapid rehousing types was 196 days (up from 171 days). Short Term RRH was 132 days (up from 121, indicator target was 120). Medium Term RRH was 260 days (down from 261 days; indicator target of 270). *Improvements in Income* increased slightly to 30% (from 29% in the previous quarter). This falls well below the 50% indicator target. *Adults Employed at Exit* decreased to 30% (from 53%), and falls below the 40% indicator target. *Households Exiting with Non-Cash Benefits* increased to 84% (from 38%), which still falls below the 90% indicator target.

## Notes on Graphs of Trends

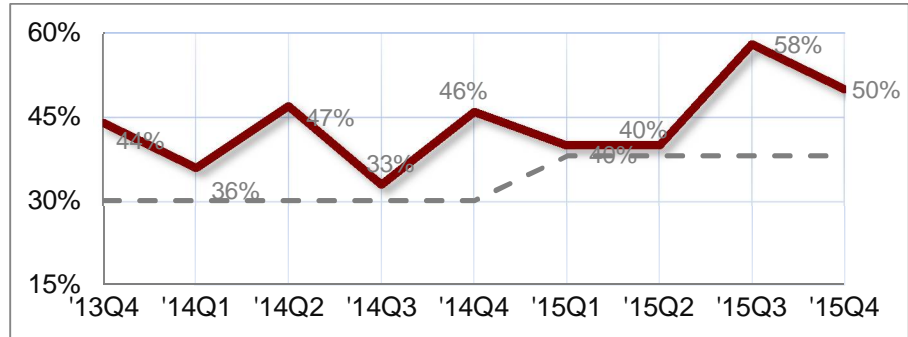
The solid red line on each of the following charts is the observed quarterly outcome for each indicator. Where applicable, a dotted line represents the target for that indicator.

# Trends for Emergency Shelter

## Exits to Permanent Housing

Target: 38%

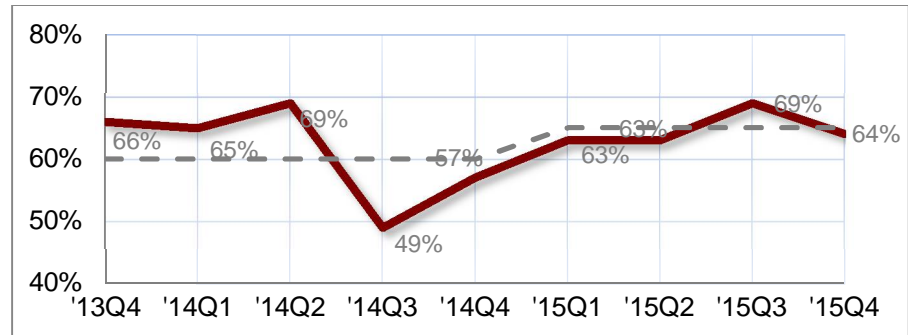
Percent of households whose destination at exit was a category of permanent housing (higher is better).



## Positive or Neutral Reasons for Leaving Programs

Target: 65%

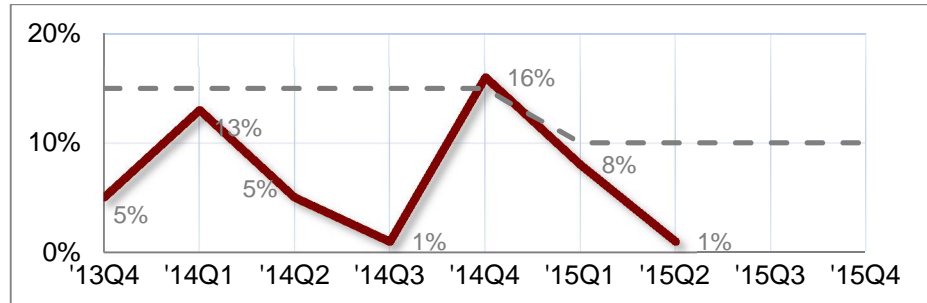
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



## Short-term Recidivism

Target: 10%

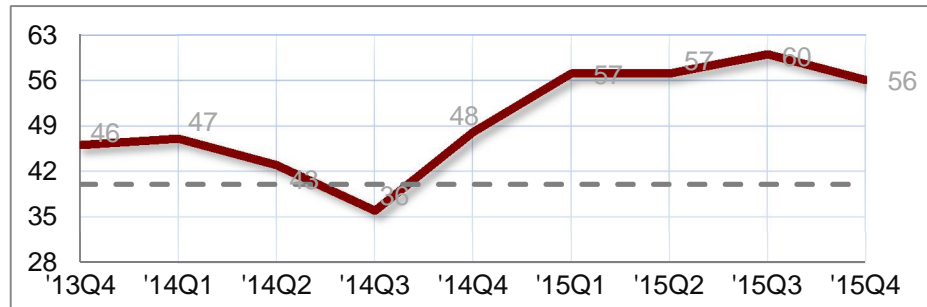
Percent of persons who exited to permanent housing and then entered emergency shelter or transitional housing within six months (lower is better).



## Average Length of Stay

Target: 40 days

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

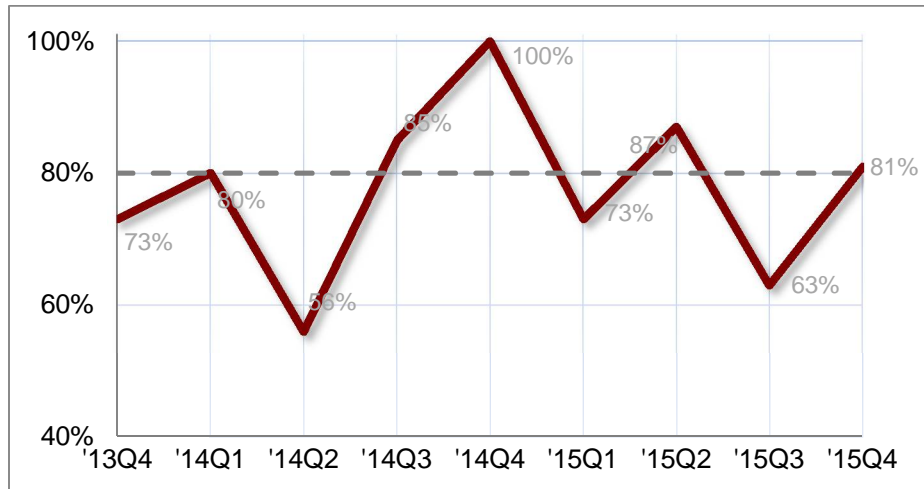


# Trends for Transitional Housing

## Exits to Permanent Housing

Target: 80%

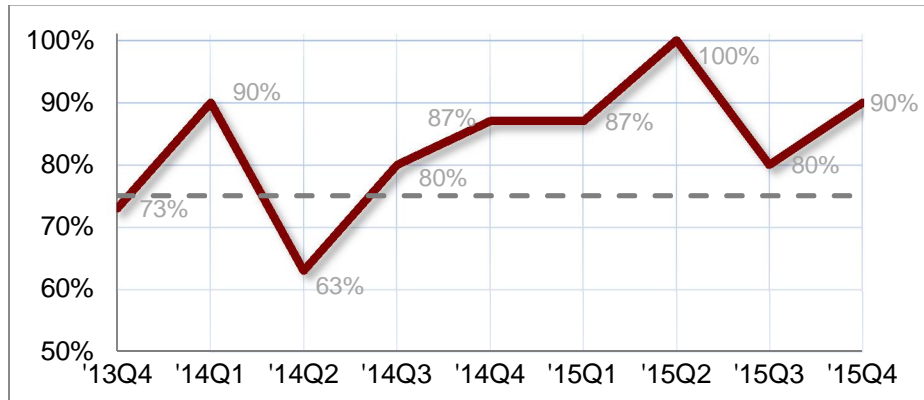
Percent of households whose destination at exit was a category of permanent housing (higher is better).



## Positive or Neutral Reasons for Leaving Programs

Target: 75%

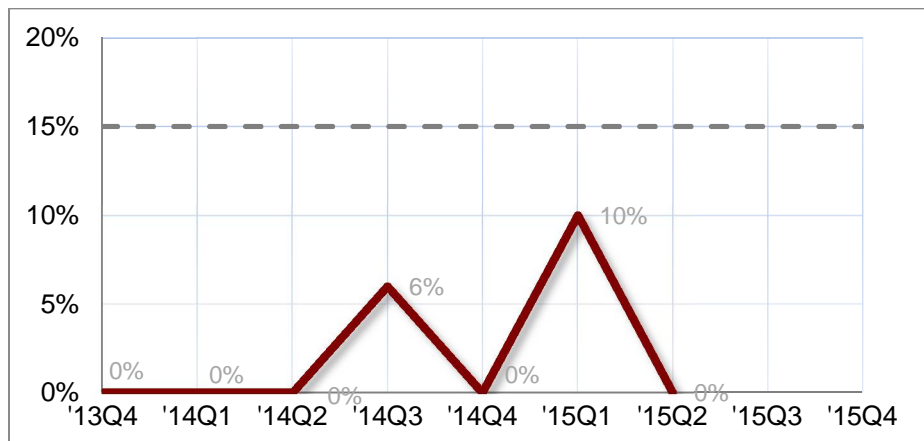
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



## 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).

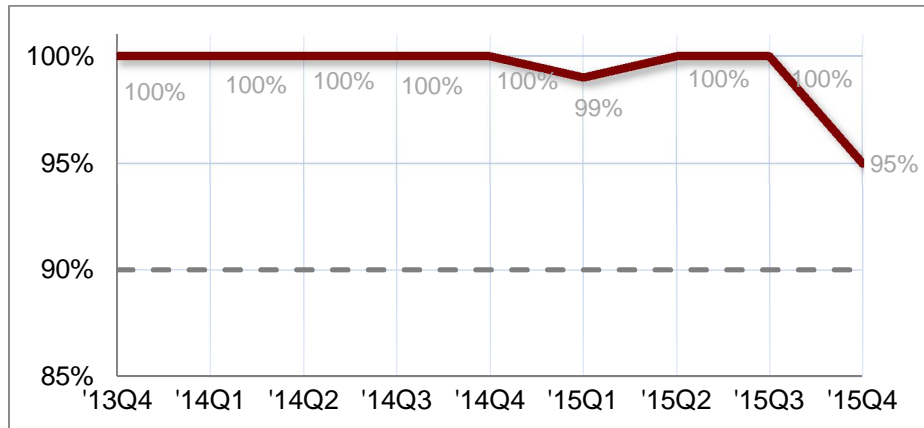


# Trends for Permanent Supportive Housing

## Retention

Target: 90%

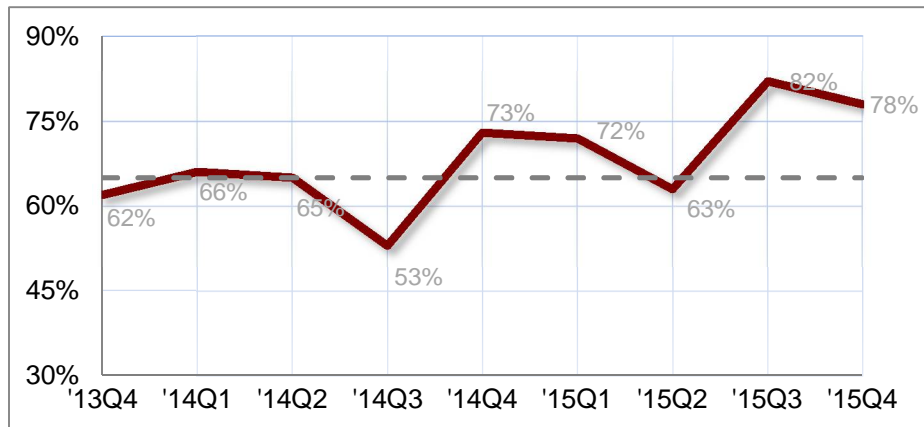
Percent of households whose length of stay in Permanent Supportive Housing is at least 181 days (higher is better).



## Positive or Neutral Reasons for Leaving Programs

Target: 65%

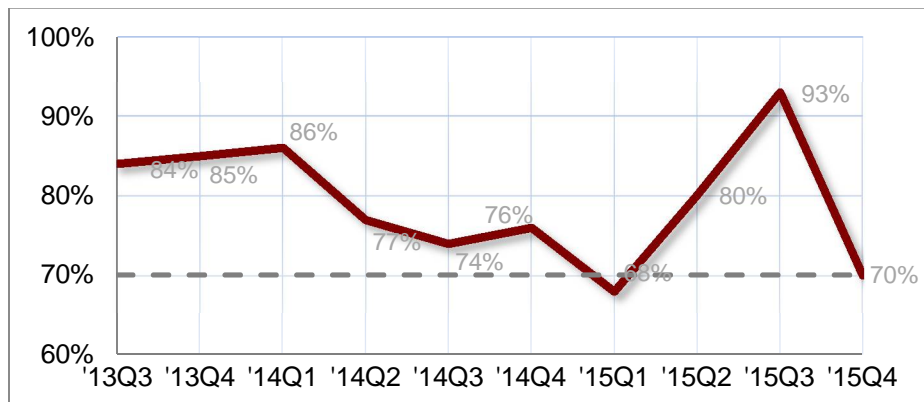
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



## Exits to Permanent Housing

Target: 70%

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



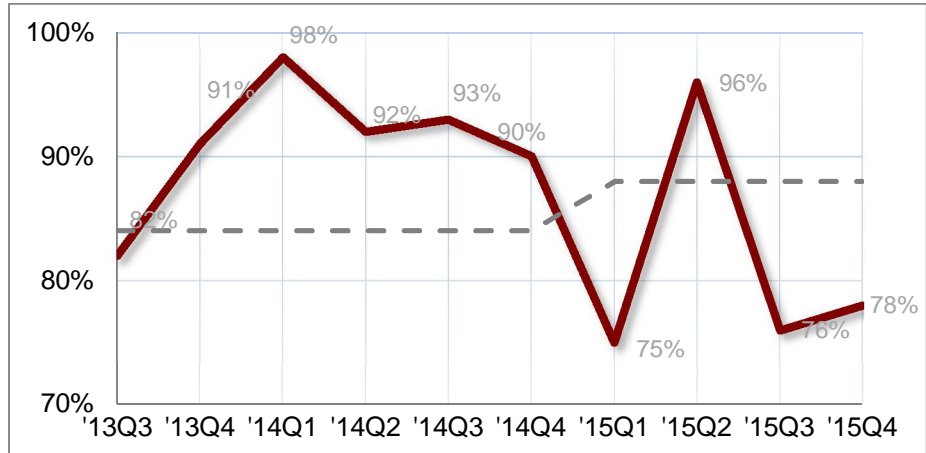


# Trends for Rapid Re-Housing

## Exits to Permanent Housing

Target: 88%

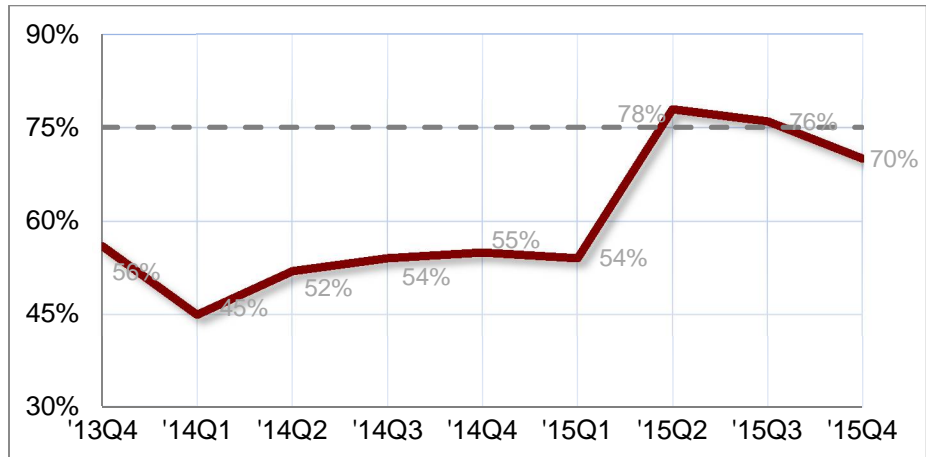
Percent of households whose destination at exit was a category of permanent housing (higher is better).



## Positive or Neutral Reasons for Leaving Programs

Target: 75%

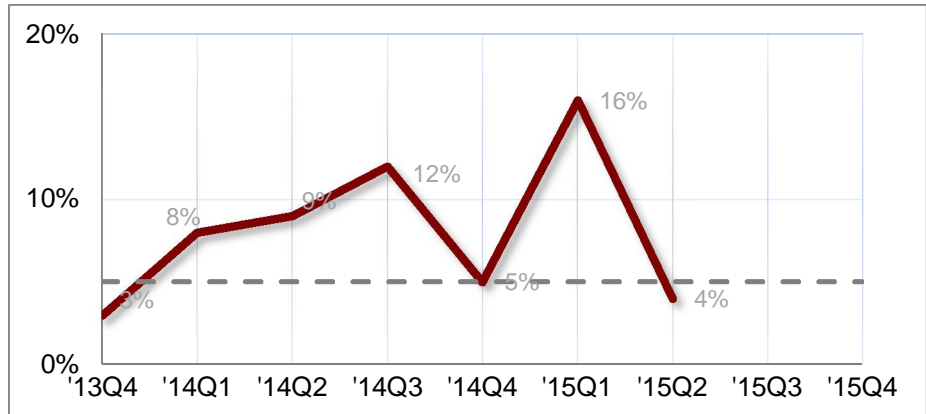
Percent of households whose reason for leaving at exit was not a category such as "Disagreement with rules/persons" or "Needs could not be met by program" (higher is better).



## 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 Fourth Quarter 2015

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	50% (38%)	81% (80%)	70% (70%)	78% (88%)
Positive or Neutral Reasons for Leaving Programs	64% (65%)	90% (75%)	78% (65%)	70% (75%)
Short-term Recidivism for exits during 2015Q1	1% (10%)	0% (15%)	n/a	4% (5%)
Average Length of Stay, in days	56 (40)	382 (240)	n/a	Overall: 196 (n/a) Short <sup>1</sup> : 132 (120) Medium <sup>2</sup> : 260 (270)
PSH Retention	n/a	n/a	95% (90%)	n/a
Improvements in Income	6%	19% (20%)	57% (40%)	30% (50%)
Adults Employed at Exit	26%	5% (10%)	9% (15%)	30% (40%)
Households Exiting with Non-Cash Benefits	68%	90% (90%)	83% (90%)	84% (90%)

<sup>1</sup> Short Term Rapid Re-Housing is defined as projects whose funding source generally can fund clients up to three (3) months.

<sup>2</sup> Medium Term Rapid Re-Housing is defined as projects whose funding source generally can fund clients up to nine (9) months.

# Appendix I: Indicator Definitions

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Except where noted, all indicators in this report use definitions adopted by TLCHB in November 2015. 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](http://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. In cases where members of a household enter or exit at different times, the earliest entry date and latest exit date should be used.

## 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 persons who return to homelessness within six months (180 days) after an exit to a permanent housing destination as defined above.

For example, a person who exits from a rapid re-housing project with a destination of "Rental by client, without subsidy," and then enters an emergency shelter 175 days later would count as a recidivist client. If the person enters an emergency shelter 200 days after the exit to permanent housing, they are not counted as a recidivist.

## 4. Improvements 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. SCHIP;
- c. Special Supplemental Nutrition Program for WIC;
- d. Veteran's Administration (VA) Medical Services;
- e. TANF Child Care Services;
- f. TANF Transportation Services;
- g. Other TANF-Funded Services; or
- h. Section 8 Public Housing or rental assistance.

**7. Positive or Neutral Reasons for Leaving**

Defined as a percent of households whose Reason for Leaving at program exit was **not** 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.

**8. PSH Retention**

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

**9. Timeliness**

Defined as the average number of days per household between two events in the Coordinated Assessment and Re-Housing process. These figures are averages of lag times with shelter entry dates starting after 1/1/2014.

\*In this report, 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.

# Appendix II: Data Sources

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All data used in this report were contributed by participating service providers to a database managed by the Toledo HMIS. The date of collection for this report was May 3<sup>rd</sup> and 4<sup>th</sup>, 2016.

Providers participating in Toledo HMIS (aka Contributory HMIS Organizations or CHOs) receive monthly reports that include *Exits to Permanent Housing*, reasons for leaving, length of stay, *Improvements 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
  - Neighborhood Properties Inc. Road to Recovery and Veterans-Griffin
  - 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
  - National Church Residencies Common at Garden Lake (Veteran Chronic and Non-Chronic)
  - Neighborhood Properties Inc. Families with Mental Illness, Families with Mental Illness Expansion, First Avenue, Fresh Start, Housing First, ODMH Homeless Prevention, MHR SB HUD Pact, MHR SB Affordable Housing, MHR SB Shelter Plus Care, MHR SB Shelter Plus Care Site, and MHR SB Shelter Plus Care 3
  - St. Paul's Community Center Home Base
  - Treatment Accountability for Safer Communities Walls for All
  - Volunteers of America Family Steps and Chestnut Hill
- **Rapid Re-Housing (formerly Homelessness Prevention and Rapid Re-Housing)**
  - A Renewed Mind Project Home and Tenant Base Rental Assistance
  - Beach House Project Home and Tenant Based Rental Assistance
  - Family Outreach Community United Services Steps to Home and Steps to Home TH-C
  - Lutheran Social Services Project Home and Tenant Based Rental Assistance