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# Dane CoC System Performance FY 2016-2018

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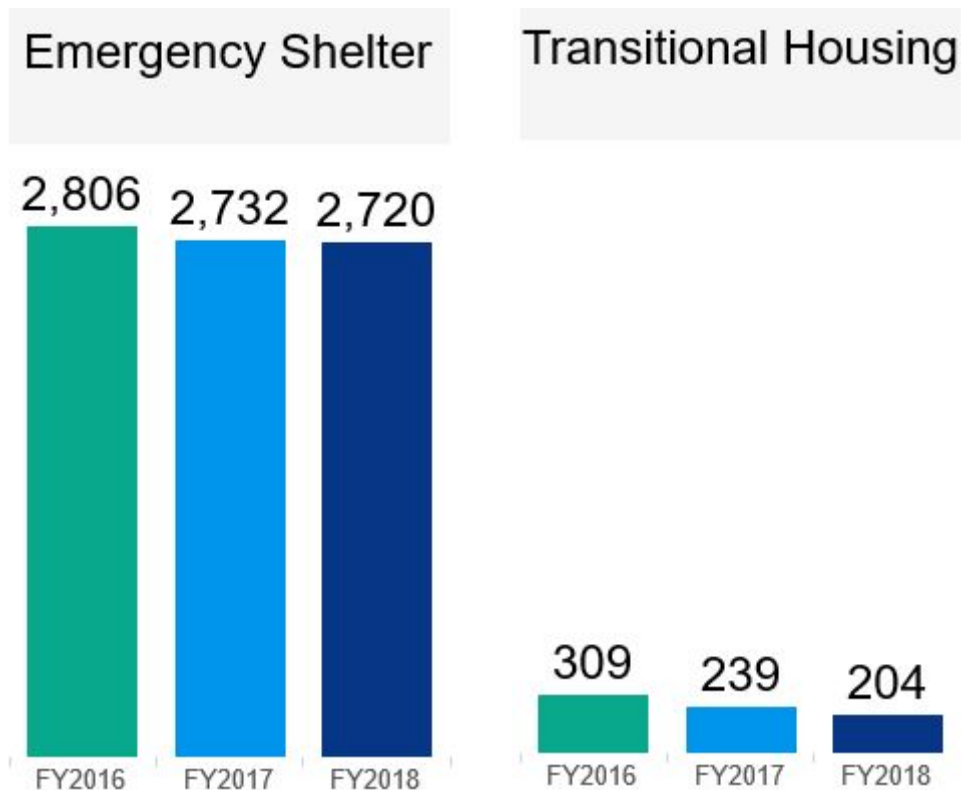
# HUD System Performance Measures

- Measures the work our community is doing to end homelessness
- Includes all programs reported in Homeless Management Information System (HMIS), not just HUD-funded programs
- HUD does not compare us with other communities, but national and Wisconsin averages are available

# In this presentation

- Review the ICA System Performance Dashboard and HUD National Summary of System Performance Report
  - Review key Dane CoC system performance measures for the last three years (FY 2016-FY 2018)
  - Compare them with Wisconsin and national averages
  - Provide project type specific info
- Summarize and share staff observations

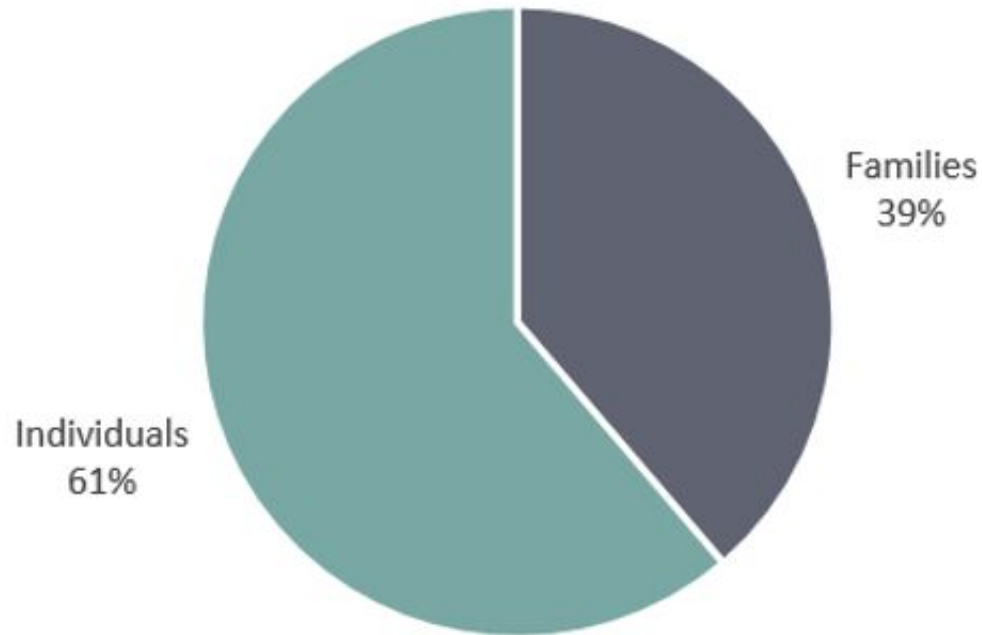
# Number of People Experiencing Homelessness



The annual number decreased by 7% between FY 2016 and FY 2018.

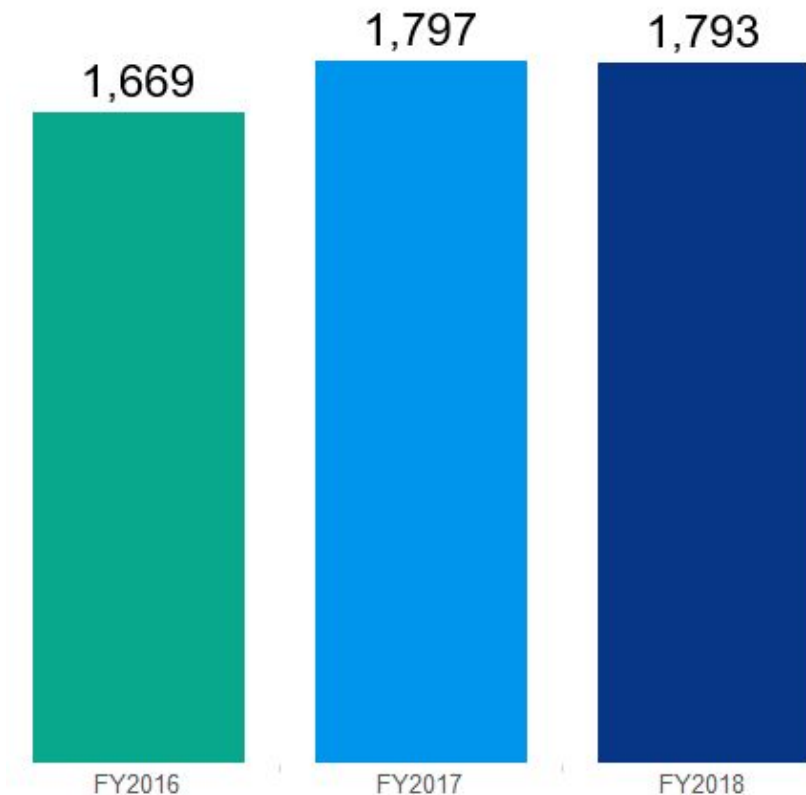
January PIT also decreased by 7% between 2016 and 2018.

# People Experiencing Homelessness - by Household Type



2019 January PIT  
&  
FY2018 AHAR

# New Clients Experiencing Homelessness



**The number of newly homeless people slightly increased.**

New clients to ES and TH: people who have not accessed ES, TH, or PH in the previous 24 months

# Length of Homelessness at Emergency Shelters

Average # of Days

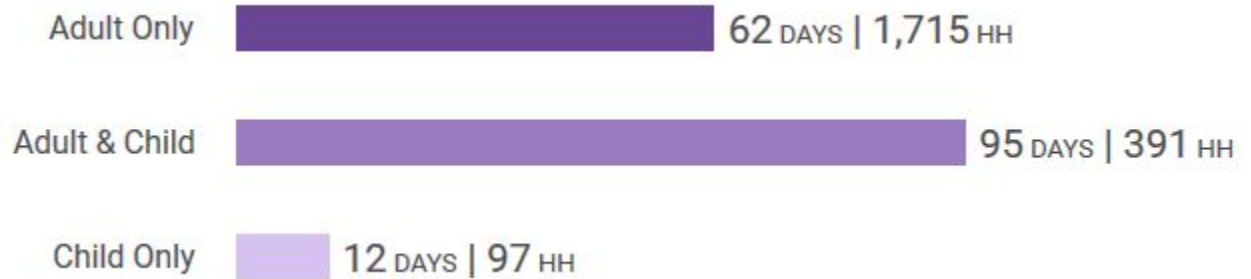


**The average length of homelessness at Emergency Shelters decreased 3 days or 7%.**

# Average Days Homeless - Cumulative FY2018

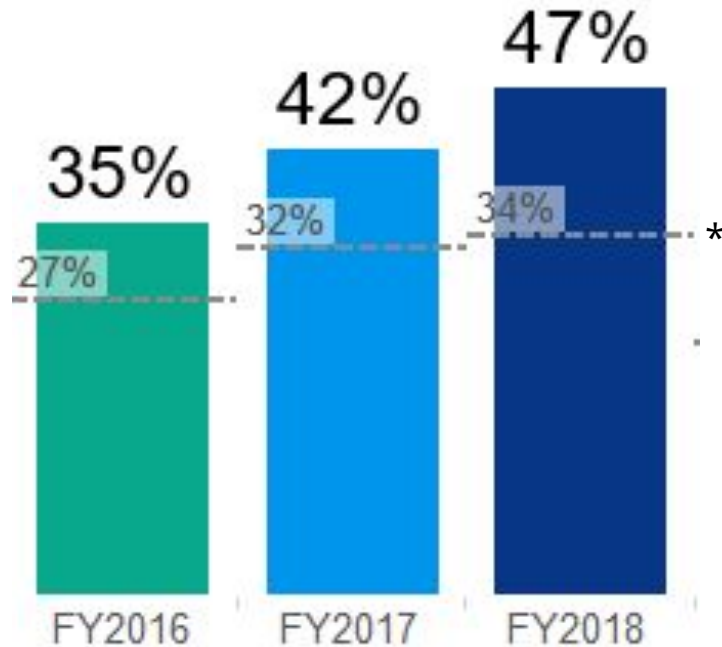
Cumulative days households were served in ES, TH, as well as RRH and PSH projects before move-in

**66**  
DAYS Homeless  
2,211 HH





# Exit to Permanent Housing from Outreach

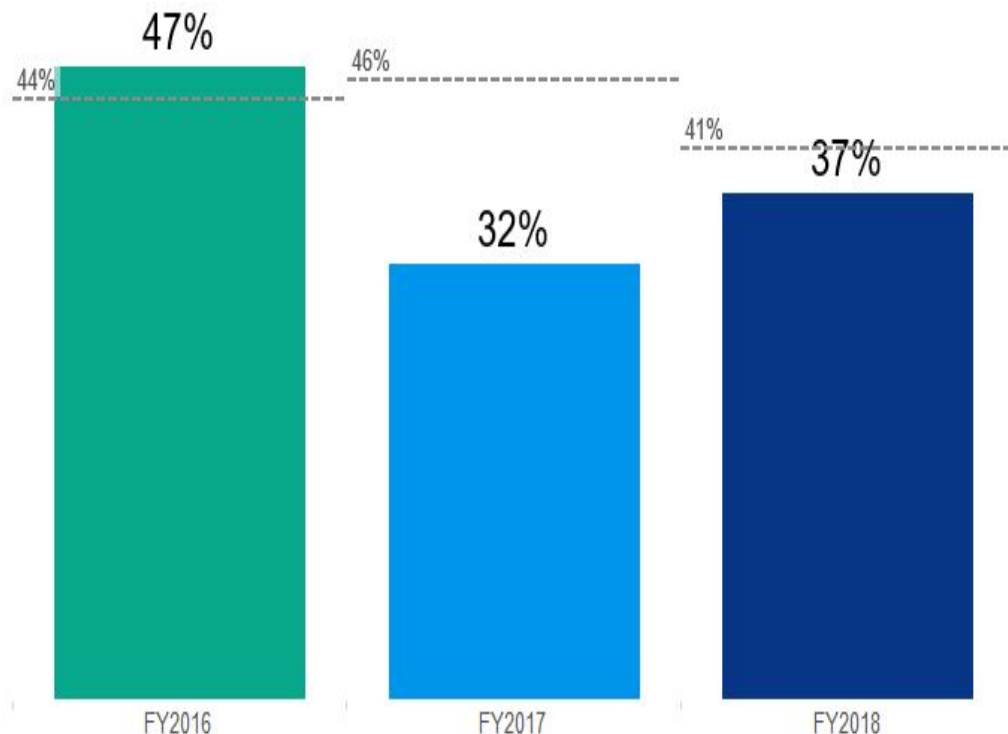


**Exit to permanent housing program from outreach improved significantly.**

It exceeded Wisconsin (34%) and national averages (36% for all positive exits).

\* Wisconsin averages

# Exit to Permanent Housing from ES, TH and RRH



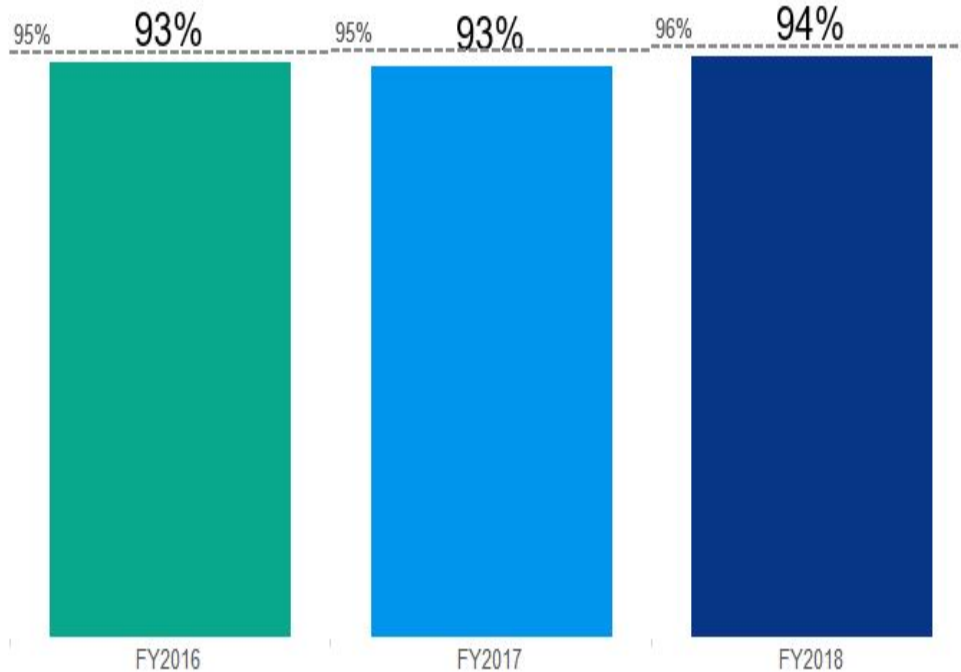
**Exit to permanent housing from residential settings decreased by 10%.**

It was worse than the Wisconsin average (41%) and the national average (42%).

## Exit to PH from Residential Settings - by Household Types

	<b>Singles</b>	<b>Families</b>
<b>ES &amp; TH</b>	14% (194 out of 1,414 exits)	57% (120 out of 211 exits)
<b>RRH</b>	79% (63 out of 80 exits)	78% (76 out of 97 exits)
<b>All</b>	<b>17%</b>	<b>62%</b>

# Retention of Permanent Housing



**The percentage of people remaining in PH was consistent.**

It was similar to the Wisconsin (96%) and the national average (95%).

# Returns to Homelessness within 2 Years among exiters to PH from all: ES, TH, PH, and Outreach

## Consistent

It was similar to the Wisconsin average (24%) but worse than the national average (19%).

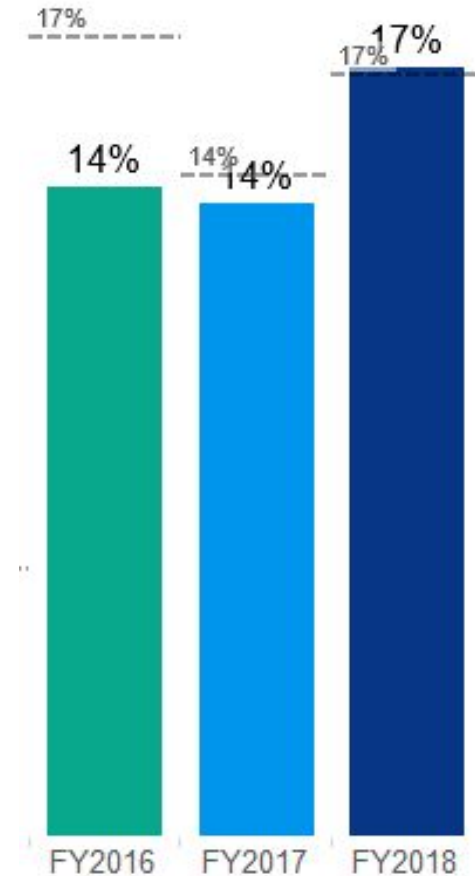


# Returns to Homelessness within 2 Years

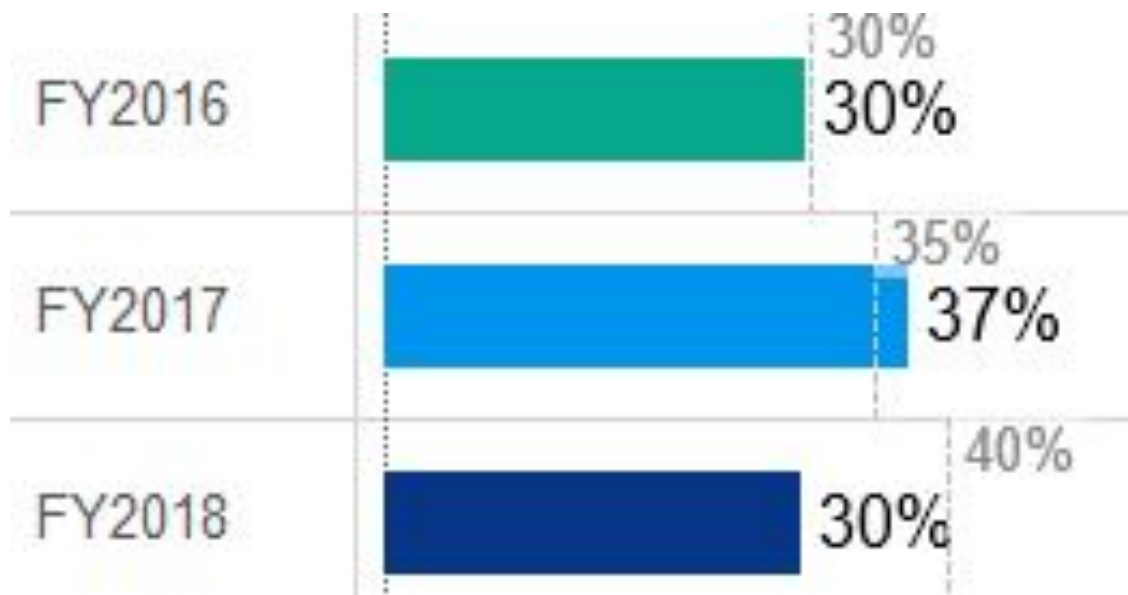
among exiters to PH from PH

Increased by 3%

It was same as the Wisconsin average.



# Increasing Total Income



**The percentage of people who increased income was decreased from 2017 but was consistent with 2016.**

It was lower than the Wisconsin average (40%) and the national average (34%).

# Summary

Performance Measure	Compared to 2 years ago	Compared to other communities
Number of people experiencing homelessness	Improved	N/A
Newly Homeless Clients	Concerning	N/A
Length of Homelessness	Improved	N/A



## Summary (cont.)

Performance Measure	Compared to 2 years ago	Compared to other communities
Exit to PH from Outreach	Improved	Better
Exit to PH from ES, TH and RRH	Concerning	Worse
Retention of PH	Improved	Similar

## Summary (cont.)

Performance Measure	Compared to 2 years ago	Compared to other communities
Return to Homelessness - from all	Consistent	Worse
Return to Homelessness - from PH	Concerning	Similar
Increasing Income	Consistent	Worse

# Staff Observations

- Majority of the people served in homeless services are newly homeless.
- Outreach programs are coordinating services and becoming more housing-focused.
- There is a big difference in successful exits among families (62%) and singles (17%).

## Staff Observations (cont.)

- Permanent housing retention is not bad. But providers inform us of increased challenges in serving people with higher or special needs.
- Exits to PH from ES, TH and RRH continue to be the main challenge in our community.
- Increase in return to homelessness from PH is particularly concerning and needs to be evaluated further.

# For More Information

- [Institute for Community Alliance System Performance Dashboard](#)
- [HUD National Summary of System Performance](#)

## Questions

- Contact Sarah Lim, City of Madison Community Development Division  
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