

MAHONING COUNTY HOMELESS CONTINUUM OF CARE
Performance and Outcomes Management Plan
Approved on September 6, 2016

Introduction

The Mahoning County Homeless Continuum of Care (MCHCoC) Performance and Outcomes Management Plan identifies, monitors and reports on MCHCoC funded projects and system performance goals. The Plan will aid homeless provider projects in managing their performance in the effort to eliminate homelessness in Mahoning County, Ohio. The Plan will use the Homeless Management Information System (HMIS) reporting systems for the provider data.

Basics of Performance Measurement

Setting Performance Objectives

In creating this Plan, the MCHCoC Performance & Outcomes Committee (P & O Committee) took into consideration HUD's Project Performance Objectives, System Performance Measures and the MCHCoC Projects combined performance in determining the appropriate Project and System goals.

Project Performance Measurement

Measuring the performance and outcome of homeless assistance projects is critical to the management of the MCHCoC, and its progress in eliminating homelessness and to apply for ongoing and future funding support.

The U.S. Department of Housing and Urban Development (HUD), which provides Federal homeless assistance funds through its Homeless Continuum of Care Programs, requires project performance measurement reporting via the annual funding application and Annual Performance Reports (APRs).

System Performance Measurement

For the purposes of the MCHCoC, the system is defined as all projects included within the geography of the CoC, including Mahoning County and the City of Youngstown, and the homeless projects therein. Measuring performance of the system is important because it helps us understand how well we are doing at addressing and ending homelessness. Additionally, the Plan will aid in identifying areas of the system that may need improvement. HUD regulations require quarterly System Performance data monitoring and reporting.

The Project and System performance objectives in this plan will be reviewed and updated annually.

Monitoring Project Performance

Performance Reporting

Homeless assistance project performance will be monitored on a quarterly basis for all objectives via the HMIS generated Annual Performance Report (APR). The cumulative APR will provide project-level performance information for each objective listed in this plan and will be shared with the full MCHCoC each quarter.

The Report will be generated from HMIS approximately 10 days after the end of each quarter. Providers must ensure their HMIS data has been updated, and is accurate, prior to the generation of each report. Each Provider is responsible to submit their quarterly APR Report, PDF formatted, by email to the MCHCoC Director and the P&O Committee Chairperson.

The quarters are as follows:

- 1st Reporting Period = January 1 – March 31
 - Reports performance data for first quarter
- 2nd Reporting Period = January 1 – June 30
 - Reports performance data for first and second quarters
- 3rd Reporting Period = January 1 – September 30
 - Reports performance data for first, second and third quarters
- 4th Reporting Period = January 1 – December 31
 - Reports performance data for the full year

All projects should review their quarterly performance data and contact the MCHCoC with any questions or concerns. Projects that consistently fail to meet project performance objectives should develop internal plans and processes for improvement.

HMIS Data Quality

In addition to reporting performance on each Project Performance Objective, the APR also will report on the percentage of missing data applicable to the reporting period and objective for each project. Projects with more than 2% missing data do not have high enough data quality for allowance of performance measurement (with the exception of the measures examining exits to PH). *Projects with more than 2% missing data for ANY objective will be considered to have failed to achieve the objective.* Continuous data quality issues could result in required development of a Quality Improvement Plan (QIP) and/or the loss of CoC Program or State Funding.

Sharing Goals Outcome Report Data

Each quarter, the final Goals Outcome Report will be compiled and distributed to the providers.

Victim Service Providers

Emergency Shelters (ES) including HOPWA, RHY, ODSA funded, and Transitional Housing projects that are domestic violence service providers not participating in the MCHCoC HMIS system, must submit their cumulative quarterly reports to the MCHCoC Director and the Performance & Outcomes Committee Chair within ten days after the end of each quarter.

Monitoring System Performance

Performance Reporting

As described previously, system performance will be monitored on a quarterly basis via the HMIS generated APR. The cumulative APR will provide system level performance information for each objective listed in this Plan and will be shared with the full MCHCoC each quarter.

The Annual Performance Report will be generated from HMIS approximately ten (10) days after the end of each quarter. The quarters are as follows:

- 1st Reporting Period = January 1 – March 31
 - Reports performance data for first quarter
- 2nd Reporting Period = January 1 – June 30
 - Reports performance data for first and second quarters
- 3rd Reporting Period = January 1 – September 30
 - Reports performance data for first, second and third quarters
- 4th Reporting Period = January 1 – December 31
 - Reports performance data for the full year

Each quarter, the MCHCoC Performance & Outcomes Committee will review performance for each system objective included in this plan.

Quality Improvement Process

If the MCHCoC consistently fails to meet a system objective, the MCHCoC Executive Board will develop an appropriate system level Quality Improvement Plan, as needed.

Attached as a permanent Appendix to this Plan Document is the *Goals Outcome Report* which lists the currently MCHCoC funded projects being monitored. The Goals Outcome Report will be reviewed and updated quarterly.

The MCHCoC and its Performance & Outcomes Committee will use this Plan to support the homeless prevention efforts in Mahoning County, Ohio.

Mahoning County Homeless Continuum of Care Performance & Outcomes Committee: Goals Outcome Report

TRANSITIONAL HOUSING (TH)

Reporting date range: Quarterly

1. At least 80% of participants in Transitional Housing will move into permanent housing at exit. Q. 36b
2. At least 40% of adult participants will be employed at program exit. Q. 25a1 / # of leavers
3. At least 28% of adult participants will gain or increase employment or non-employment cash income during the reporting period or at program exit.
4. At least 80% of participants will receive at least one non-cash benefit at exit. Q. 26a2 / # of leavers
5. All projects will have a participant average length of stay of 240 days or fewer. Q. 27

| Provider | Program | Goal 1 | Goal 2 | Goal 3 | Goal 4 | Goal 5 | Missing Data % |
|--------------------|---------------------------|--------|--------|--------|--------|--------|----------------|
| Goal | | ≥80% | ≥40% | ≥28% | ≥80% | ≤240 | |
| MCHCoC TH Averages | | 86% | 20% | | 58% | 214 | |
| Beatitude House | House of Blessing, YO (9) | | | | | | |
| Meridian Services | Passages (24) | | | | | | |
| | Project Safe (23) | | | | | | |
| | William G. Bodnar TH (44) | | | | | | |
| Rescue Mission M V | Resident Men's Division | | | | | | |

PERMANENT SUPPORTIVE HOUSING (PSH)

Reporting date range: Quarterly

1. At least 90% of participants will remain in PSH or exit to permanent housing at the end of the reporting period or at exit. Q 36a.
2. At least 84% of project participants remain in PSH project for 730 days or more. Q. 27
3. At least 30% of adult participants will gain or increase employment or non-employment cash income during the reporting period or at program exit
4. At least 85% of participants will receive at least one source of non-cash benefit at program exit.

| Provider | Program | Goal 1 | Goal 2 | Goal 3 | Goal 4 | Missing Data % |
|--------------------|---|--------|--------|--------|--------|----------------|
| Goal | | ≥90% | ≥84% | ≥30% | ≥85% | |
| MCHCoC PSH Average | | | | | | |
| Beatitude House | BH Permanent Supportive Housing (43) | | | | | |
| YWCA | Project Independence (37) | | | | | |
| | Scattered Sites I (35) | | | | | |
| | Scattered Sites II (34) | | | | | |
| | Scattered Sites III (15) | | | | | |
| | Permanent Housing for Families with Disabilities (36) | | | | | |
| MCMHRB (HHCC) | Shelter Plus CarePSH (83) | | | | | |
| Merici | PSH (91) | | | | | |
| Meridian Services | Homeless Solutions SRO (31) | | | | | |
| | SRO II (57) | | | | | |
| | Samaritan Housing (formerly SRO III) (82) | | | | | |
| | Homestead House (30) | | | | | |
| | Phoenix Court (25) | | | | | |

SUPPORTIVE SERVICES ONLY (SSO)**Reporting date range: Quarterly**

1. At least 70% of project participants (leavers) will increase their level of housing stability
2. At least 30% of project participants (leavers) will increase their income.
3. Less than 10% will leave the program with no income.
4. At least 80% of project participants (leavers) will receive a service for an identified physical or mental health condition they were not receiving at entry

| Provider | Program | Goal 1 | Goal 2 | Goal 3 | Goal 4 | Missing Data % |
|------------------------|------------|--------|--------|--------|--------|----------------|
| Goal | | ≥70% | ≥30% | ≤10% | ≥80% | |
| MCHCoC SSO Average | | | | | | |
| Catholic Charities R A | COACH (28) | | | | | |

EMERGENCY SHELTER PROJECTS (ES)**Reporting date range: Quarterly**

1. At least 35% of participants will move into permanent housing at exit. Q. 36d Housing Stability Measure.
2. Less than 22% of participants will exit to unknown or homelessness. Q. 7 total leavers, minus Q. 29a1 + Q. 29a2. Result divided by Q. 7 total.
3. At least 18% of adult participants will gain or increase employment or non-employment cash income during the reporting period or at program exit.
4. At least 50% of participants will receive at least one source of non-cash benefits at program exit. Q. 26a2 / Q. 7 total number of leavers.
5. ES projects will have a participant average length of stay of no more than 40 days. Q. 27 Average Length Leavers.

| Provider | Program | Goal 1 | Goal 2 | Goal 3 | Goal 4 | Goal 5 | Missing Data % |
|-----------------------|-------------------------------------|--------|--------|--------|--------|--------|----------------|
| Goal | | ≥35% | ≤22% | ≥18% | ≥50% | ≤40 | |
| MCHCoC ES Average | | | | | | | |
| Family Svcs (Compass) | Daybreak / RHYS (56) | | | | | | |
| Rescue Mission MV | Cold Weather Emergency Shelter (51) | | | | | | |
| | Family Services Division (50) | | | | | | |
| | Men's Division (48) | | | | | | |
| | Transient Men's Division (49) | | | | | | |

RAPID REHOUSING PROJECTS (RRH)**Reporting date range: Quarterly**

1. Average length of time to re-house is twenty-one (21) days or fewer. Q. 27 Average Length Leavers.
2. At least 18% of adult participants will gain or increase employment or non-employment cash income during the reporting period or at program exit
3. At least 80% of participants will receive at least one source of non-cash benefits at program exit. Q. 26a2 / # of leavers.
4. Projects will have a participant average length of stay of no more than 150 days. Q. 27 Average Length Stayers.

| Provider | Program | Goal 1 | Goal 2 | Goal 3 | Goal 4 | Missing Data % |
|------------------------|-------------------------------------|--------|--------|--------|--------|----------------|
| Goal | | ≤21 | ≥18% | ≥80% | ≤150 | |
| MCHCoC ES Average | | | | | | |
| Catholic Charities R A | HCRP OH Dev. Svcs Agency (89) | | | | | |
| | ESG City Homeless Prevention | | | | | |
| | ESG Rapid Rehousing 2013/2017 (78?) | | | | | |