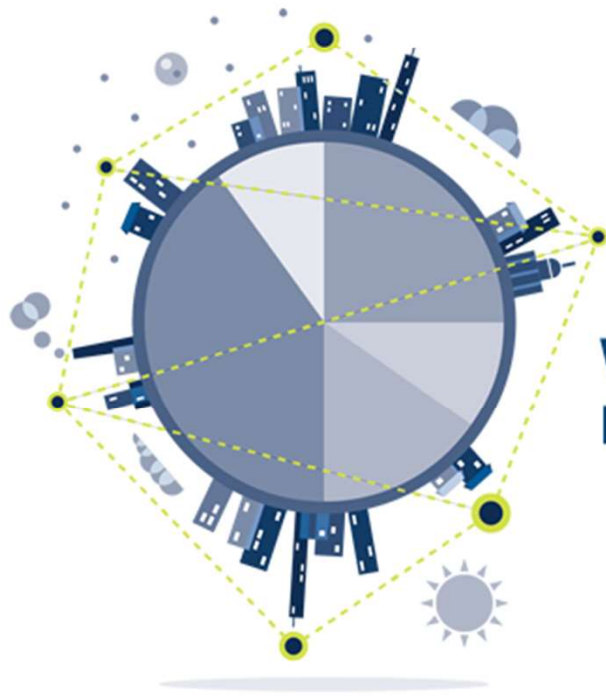


## Beyond HUD Reporting: Using HMIS to strengthen funder-provider partnerships at the local level

Sarah Dougherty  
Kate Speltz  
Joy Hunt



**What's Next:**  
In Data, Leadership, and Community



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## History and Context

- King County, Washington
- State of Data
- Historic Distractions
- Political Context
- “Something is better than nothing”



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## What We Did

- Foundational Work
- HUD TA to Strengthen HMIS
- Development of System Performance Focus
- MOU
- Custom Report
- Training



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**System Wide Performance Standards**

Minimum Performance Standards					
Project Type	Core Outcomes			Entries from Homelessness	Utilization Rate
	Exit Rate to PH	Length of Stay (days)	Return Rate to Homelessness		
Emergency Shelter and Enhanced Day Centers	40% Singles 65% Families 35% (Youth & Young Adults)	90 (Singles & Families) 30 (Youth & Young Adults)	10% (Singles & Families) 20% (Youth & Young Adults)	90%	85% (Singles & Families) 90% (Youth & Young Adults)
Transitional Housing	80%	150 (Singles & Families) 270 (Youth & Young Adults)	10% (Singles & Families) 20% (Youth & Young Adults)	90%	85%
Rapid Rehousing	80%	180	5% (Singles & Families) 20% (Youth & Young Adults)	90%	NA
PSH	90%	NA	5% (Singles & Families) 20% (Youth & Young Adults)	90%	85%



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Target Performance Standards					
Project Type	Core Outcomes			Entries from Homelessness	Utilization Rate
	Exit Rate to PH	Length of Stay	Return Rate to Homelessness		
Emergency Shelter and Enhanced Day Centers	50% (Singles and Youth & Young Adults) 80% (Families)	30 days (Singles & Families) 20 days (Youth & Young Adults)	8% (Singles & Families) 5% (Youth & Young Adults)	90%	95%
Transitional Housing	85%	90 days (Singles & Families) 180 (Youth & Young Adults)	8% (Singles & Families) 5% (Youth & Young Adults)	95%	95%
Rapid Rehousing	85%	120 days	3% (Singles & Families) 5% (Youth & Young Adults)	95%	NA
PSH	90%	NA	3% (Singles & Families) 5% (Youth & Young Adults)	95%	95%

**MOU: <http://allhomekc.org/system-performance/>**



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## Timeline

- 2001 - Early HMIS Adopter
- 2001 - Early resisters
- 2012 - HUD Priority Community
- 2013 - King County Council Proviso
- 2015 - State RFP for HMIS
- 2016 - City Consultation and Report from Barb Poppe
- 2016 - MOU, Report Development
- 20XX - Implementation



**Seattle-KC  
Program Outcomes Report**

Date Range: 07/01/2017 AND 07/20/2017

**ENROLLMENT & UTILIZATION**

	New households enrolled during the report period		Total households active during the report period		Households active during the report period that are homeless		Occupancy Rate During the Reporting Period		
	Total	# of Households	Total	# of Households	Total	%	Beds Utilized:		
Overall	Total:	80	Total:	660	Total:	593	89.85%	Beds Utilized:	3,394
								Total Bed Capacity:	4,420
								% of Beds Utilized:	76.79%

**OUTCOMES**

	Households Exited	Households exited to a permanent destination	Households exited to a temporary destination	Return to Homelessness Rate	Average length of stay	
Overall						
Total	21	4	19.05%	0	0%	61.64
<b>Equity Outcomes</b>						
American Indian or Alaskan Native Households	1	0	0%	0	0%	64.48
Asian Households	0	0	0%	0	0%	49.76
Black or African American Households	7	2	28.57%	0	0%	67.03
Multiple Race Households	1	0	0%	0	0%	56.29
Native Hawaiian or Other Pacific Islander Households	0	0	0%	0	0%	76
White Households	8	2	25%	0	0%	61.56
Unknown/Refused/Data not collected Race Households	4	0	0%	0	0%	29.63
Hispanic Households	4	0	0%	0	0%	56.32
Non-Hispanic Households	16	4	25%	0	0%	63.86
Unknown/Refused/Data not collected Ethnicity Households	1	0	0%	0	0%	17.4

**PROGRAM SPECIFIC OUTCOMES**

All Active Households (PH & PSH only)	PH & PSH Households that Exit to or Maintain Permanent Housing	% PH & PSH Households that Exit to or Maintain Permanent Housing	Households Active More than 30 Days (RRH only)	Households Active More than 30 Days with a Residential Move-In Date (RRH only)	% Active More than 30 Days with a Residential Move-In Date (RRH only)
N/A					N/A

**CONSENT RATE AND DATA COMPLETENESS SCORES**

Unique Client Count	660	Total Number of Data Fields Evaluated	13,229	
HMIS Consent Rate	Data Completeness			
	% of Data Completed	% of "Don't Know" Fields	% of "Data Not Collected" Fields	% of "Refused" Fields
97.73%	96.9%	1.08%	1.16%	0.85%

**HOUSEHOLDS ASSESSED FOR COORDINATED ENTRY**

# of Households where at least one member completed VI-SPDAT	%
215	32.58%



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## Challenges

- Stakeholders have different goals
- Getting to common data set
- Framing conversations about roles
- Keeping scope from creeping
- Representing equity outcomes
- “This is wrong, this is not our data.”
- Outward facing too early
- System outcomes at the program level





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## Successes - Common Ground

- Shared framework for program assessment
- Establishes a baseline that allows for movement
- We're all speaking the same language



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## Successes - Conversations Are Happening

- Everyone's having the same one:  
contract monitors, agency managers,  
program managers, leadership
- Agencies are empowered to check  
progress at any time
- Allows for "next step" conversations



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## Successes - System Improvement

- All funders now using data for RFPs
- Racial equity is integral to our reporting framework
- Customized trainings for different data consumers
- Targeted technical assistance at the system and individual project level



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## Where to Next

- Continue to work on challenges
  - Active interventions when performance data uncovers outcome disparities
  - Continue using data to drive rapid response system and project level TA
- Take next steps
  - Performance pay
  - Opportunities to innovate
  - Data-driven community engagement



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**Questions  
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