

## Bridging the Gap (BTG) Analysis of HUD System Performance Measures (SPM)

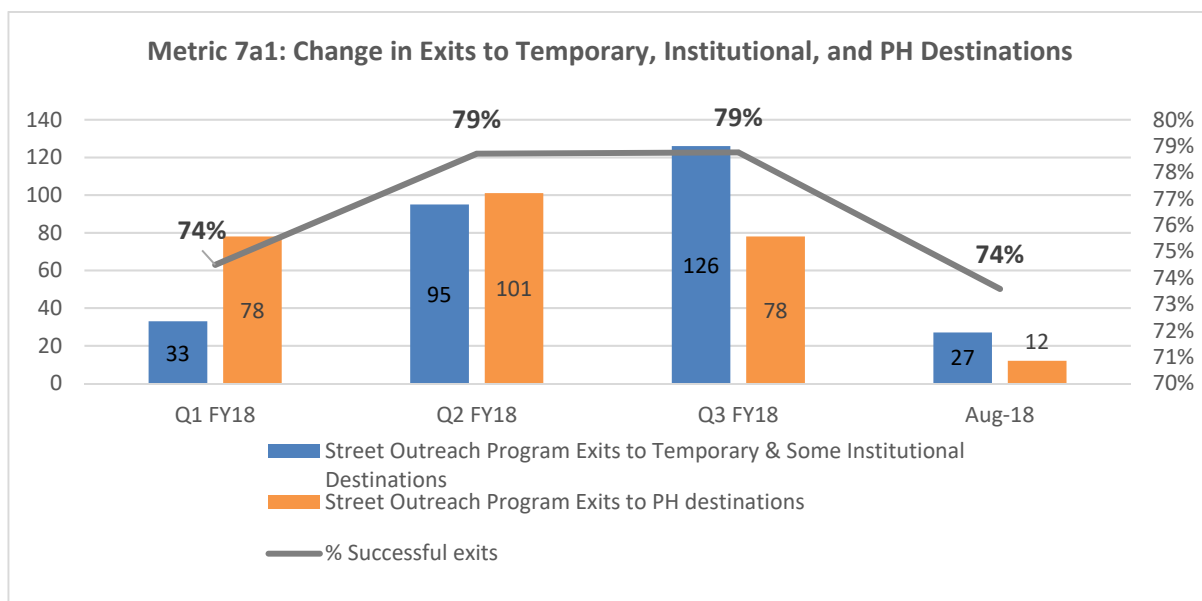
This report analyzes HUD System Performance Measures (SPM) data collected in the HMIS and presents findings that can be used to help improve performance in the future. This report presents data for BTG CoC (HI-500), across relevant programs and project types. The report uses baseline quarterly data submitted to HUD in federal fiscal year FY18, then compares monthly data for August 2018. The quarterly data presented in this report spans Q1 (Oct-Dec 2017), Q2 (Jan-Mar 2018), and Q3 (Apr-Jun 2018) of FY18. All measures use the reporting methodology outlined by HUD in their most recent programming specifications. Going forward, monthly data for Measure 7 will be shared with the CoC.

### Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

- Measure 7 encompasses three metrics targeted at improving discharge outcomes from several project types.
- Metric 7a1 assesses the rate of successful exits from street outreach projects. A successful exit is defined as an exit to temporary, some institutional, or PH destinations. The August 2018 success rate shows a slight decrease compared to Q2 and Q3, however, a full comparison should wait until the full quarter has elapsed. FY18 has shown tremendous improvement over the last two fiscal years in terms of the success rate, with 37% and 52% success in FY16 and FY17 respectively. The graph below shows the successful exits along with the rate for each period.
- Neighbor island outreach projects should continue to ensure that outcomes to these types of exit destinations are recorded accurately in the system, and that clients are not auto-exited, as this will negatively impact Metric 7a1.

**Table 1 - Metric 7a1: Change in Exits to Temporary, Institutional, and PH Destinations**

	Q1 FY18	Q2 FY18	Q3 FY18	Aug-18
Universe : Persons who exit Street Outreach	149	249	259	53
Of persons above, those who exited to temporary & some institutional destinations	33	95	126	27
Of the persons above, those who exited to PH destinations	78	101	78	12
% Successful	74%	79%	79%	74%



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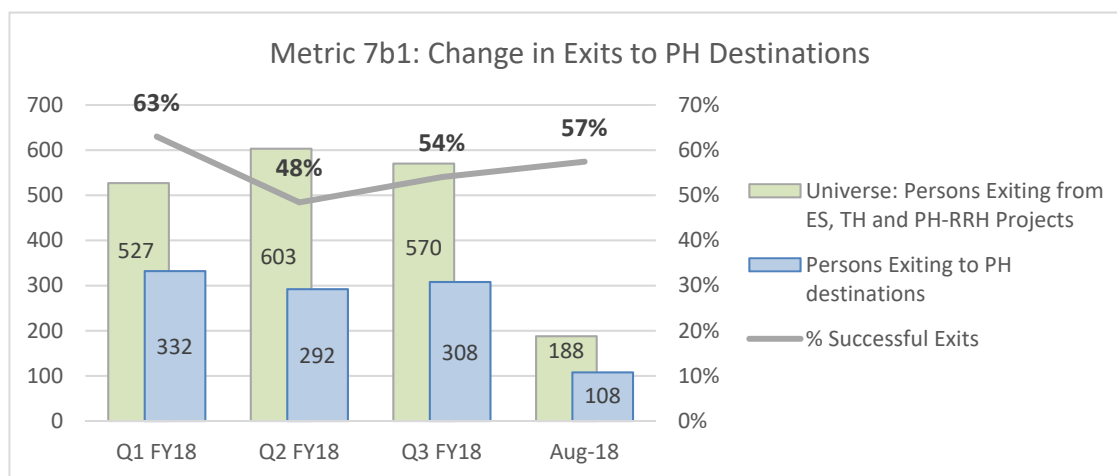
**Table 2 – August 2018 Metric 7a1 by Org/Program: Exits to Temporary, Institutional, and PH Destinations**

Program Name	PH Exits	Temp/Inst. Exits	Total Exits	% Success
<b>Family Life Center</b>	<b>6</b>	<b>21</b>	<b>36</b>	<b>75%</b>
FLC - Maui Regions 1, 2, 3, 6 - Street Outreach (HPO)	4	9	18	72%
FLC - Maui Regions 4, 5 - Street Outreach (HPO)	2	12	18	78%
<b>HOPE Services Hawaii, Inc.</b>	<b>6</b>	<b>2</b>	<b>12</b>	<b>67%</b>
HOPE - Hawaii Regions 2, 3, 4, 5, 6, 7 - Street Outreach (HPO)	2	2	4	100%
HOPE - PATH Street Outreach Program			3	0%
HOPE - Hawaii Regions 1, 8, 9, 10 - Street Outreach (HPO)	4		5	80%
<b>Kauai Economic Opportunity</b>		<b>3</b>	<b>4</b>	<b>75%</b>
KEO - Kauai All Regions - Street Outreach (HPO)		3	4	75%
<b>Salvation Army Maui</b>		<b>1</b>	<b>1</b>	<b>100%</b>
SARMY - Maui Homeless Outreach Program		1	1	100%
<b>Grand Total</b>	<b>12</b>	<b>27</b>	<b>53</b>	<b>74%</b>

- Metric 7b1 evaluates the PH exit rate from ES, TH, and RRH projects over the time periods noted.
- The exit rate to permanent housing for August 2018 showed an increase compared to Q2 and Q3. The FY17 exit rate was 50%.

**Table 3 - Metric 7b1: Change in Exits to PH Destinations**

	Q1 FY18	Q2 FY18	Q3 FY18	Aug-18
Universe: Persons in ES, TH and PH-RRH who exited	527	603	570	188
Of the persons above, those who exited to PH destinations	332	292	308	108
% to Permanent Housing	63%	48%	54%	57%



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**Table 4 – August 2018 Metric 7b1: Exits to PH Destinations by Org/Program**

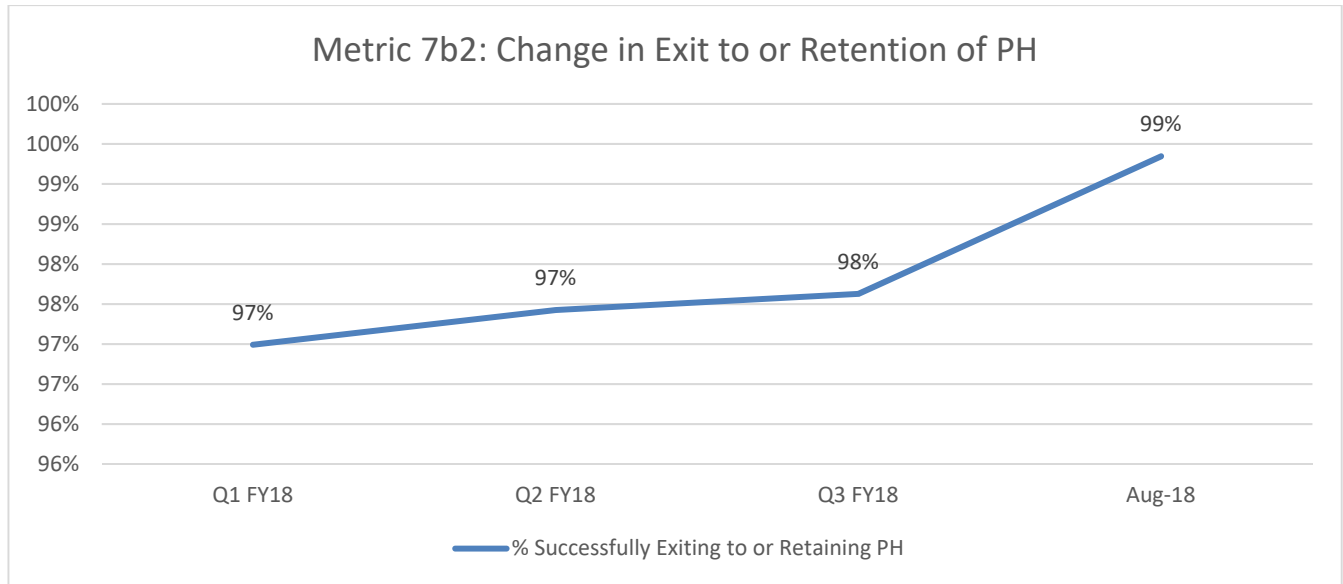
Program Name	PH Exits	Total Exits	% to PH
<b>Family Life Center</b>	<b>15</b>	<b>16</b>	<b>94%</b>
FLC - ESG Maui Rapid Re-housing	2	2	100%
FLC - Ho'olanani	1	2	50%
FLC - HPO RRH Rapid Re-Housing	2	2	100%
FLC - HPP Maui Rapid Re-housing	10	10	100%
<b>Hawaii Affordable Properties, Inc.</b>	<b>4</b>	<b>4</b>	<b>100%</b>
HAP - Na Kahua Hale O Ulu Wini	4	4	100%
<b>HOPE Services Hawaii, Inc.</b>	<b>38</b>	<b>56</b>	<b>68%</b>
HOPE - East Hawaii Emergency Mens Program ES	15	21	71%
HOPE - ESG Rapid Re-housing	1	1	100%
HOPE - HPO RRH Rapid Re-Housing	2	2	100%
HOPE - HPP Rapid Re-housing	6	6	100%
HOPE - Kiheipua	10	17	59%
HOPE - New Start	3	3	100%
HOPE - West Hawaii Emergency Housing Program	1	6	17%
<b>Ka Hale A Ke Ola, Inc</b>	<b>42</b>	<b>82</b>	<b>51%</b>
KHAKO - Central Emergency Shelter	13	36	36%
KHAKO - Central Transitional Housing	4	6	67%
KHAKO - Westside ES	12	22	55%
KHAKO - Westside TH	13	18	72%
<b>Kauai Economic Opportunity</b>	<b>7</b>	<b>28</b>	<b>25%</b>
KEO - Lihue Court Transitional Housing	4	8	50%
KEO - Mana'olana Emergency	3	20	15%
<b>USVETS</b>	<b>2</b>	<b>2</b>	<b>100%</b>
USVETS - BP Kauai HOPTTEL Program	2	2	100%
<b>Grand Total</b>	<b>108</b>	<b>188</b>	<b>57%</b>

- Metric 7b2 evaluates retention in or exit to PH for all PSH projects. Retention is defined as stayers active in the project as of the end of the report period.
- BTG has very high rates for this metric, showing continued improvement relative to the last two fiscal years (FY16 was 91% and FY17 was 92%).
- The line graph illustrates this improvement for the time periods outlined in the summary table. The factor causing the rate to be less than 100% are any exits to destinations other than permanent housing.

**Table 5 - Metric 7b2: Change in Exits to or Retention of PH**

	Q1 FY18	Q2 FY18	Q3 FY18	Aug-18
Universe: Persons in all PH projects except PH-RRH	266	272	295	306
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	258	265	288	304
% Successful exits/retention	97%	97%	98%	99%

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**Table 6 - Metric 7b2: August 2018 Change in Exit to or Retention of PH, by Program**

Program Name	Exited to or Retained PH	Total Persons	% Successful
<b>Catholic Charities Hawaii</b>	<b>10</b>	<b>10</b>	<b>100%</b>
CCH - HPO NI Housing First (Kauai)	10	10	100%
<b>Family Life Center</b>	<b>101</b>	<b>102</b>	<b>99%</b>
FLC - HPO NI Housing First	33	34	97%
FLC - S+C 1	2	2	100%
FLC - S+C 2	24	24	100%
FLC - S+C 3	15	15	100%
FLC - S+C 6 (Eha split)	27	27	100%
<b>Hawaii Island Home for Recovery</b>	<b>25</b>	<b>25</b>	<b>100%</b>
HIHR - PSH 1	12	12	100%
HIHR - PSH 2	3	3	100%
HIHR - PSH 3	5	5	100%
HIHR - PSH 4	5	5	100%
<b>HOPE Services Hawaii, Inc.</b>	<b>98</b>	<b>99</b>	<b>99%</b>
HOPE - HPO NI Housing First	67	68	99%
HOPE - Kukui S+C Program	31	31	100%
<b>Kauai Economic Opportunity</b>	<b>4</b>	<b>4</b>	<b>100%</b>
KEO - Pa`a Hana PSH	4	4	100%
<b>Maui AIDS Foundation</b>	<b>20</b>	<b>20</b>	<b>100%</b>
MAF - HOPWA Formula - PSH TBRA	20	20	100%
<b>Steadfast Housing Development Corporation</b>	<b>46</b>	<b>46</b>	<b>100%</b>
SHDC - Eha S+C	28	28	100%
SHDC - Eono S+C	3	3	100%
SHDC - Kaahale CoC Funded (Kauai)	5	5	100%
SHDC - Kaulana CoC Funded (Maui)	4	4	100%
SHDC - Kulalani CoC Funded (Maui)	6	6	100%
<b>Grand Total</b>	<b>304</b>	<b>306</b>	<b>99%</b>