

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

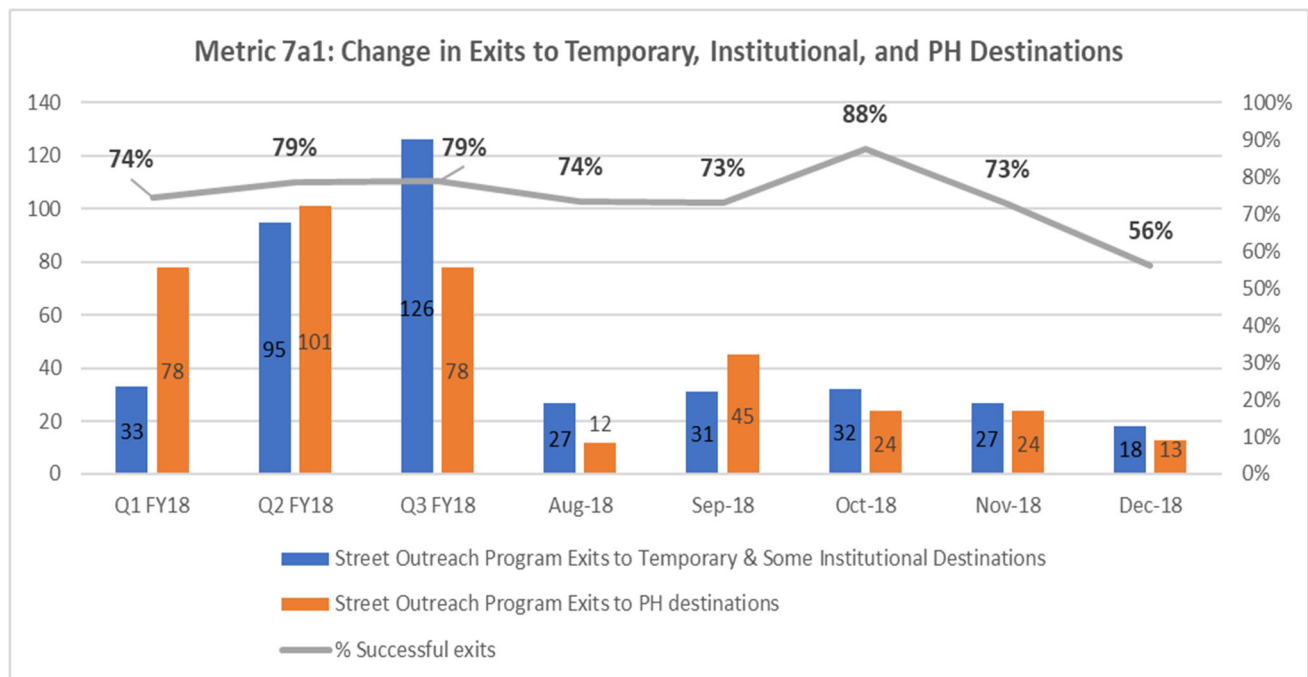
This report analyzes HUD System Performance Measures (SPM) data collected in the HMIS and presents findings that can be used to help improve performance in the future. This report presents data for BTG CoC (HI-500), across relevant programs and project types. The report uses baseline quarterly data submitted to HUD in federal fiscal year FY18, then compares monthly data for August-December 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 December 2018 success rate shows a decrease compared to November 2018 and previous quarters. 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

	Q2 FY18	Q3 FY18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Universe: Persons who exit Street Outreach	249	259	53	104	64	70	55
Of persons above, those who exited to temporary & some institutional destinations	95	126	27	31	32	27	18
Of the persons above, those who exited to PH destinations	101	78	12	45	24	24	13
% Successful	79%	79%	74%	73%	88%	73%	56%



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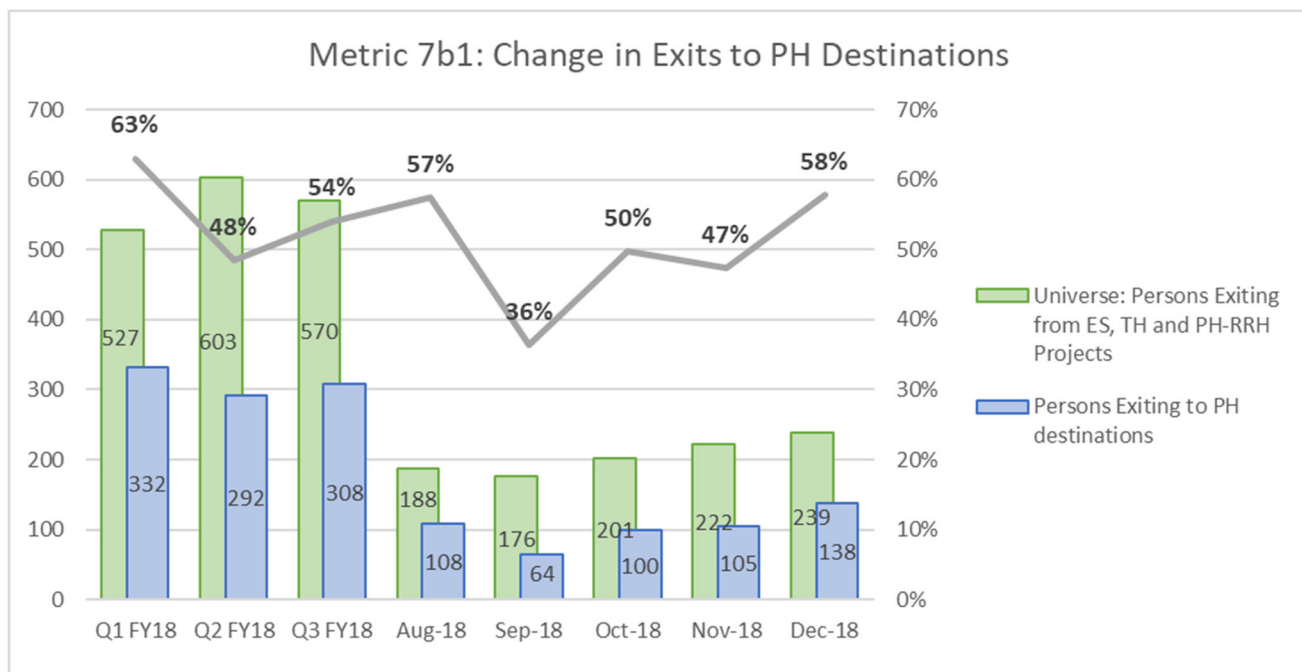
Table 2 – December 2018 Metric 7a1 by Org/Program: Exits to Temporary, Institutional, and PH Destinations

Program Name	PH Exits	Temp/Inst. Exits	Total Exits	% Success
Family Life Center	6	9	20	75%
FLC - Maui Regions 1, 2, 3, 6 - Street Outreach (HPO)	4	4	13	62%
FLC - Maui Regions 4, 5 - Street Outreach (HPO)	2	5	7	100%
HOPE Services Hawaii, Inc.	4	8	23	52%
HOPE - Hawaii Regions 2, 3, 4, 5, 6, 7 - Street Outreach (HPO)	3	7	17	59%
HOPE - Hawaii Regions 1, 8, 9, 10 - Street Outreach (HPO)	1	1	6	33%
Kauai Economic Opportunity	3	1	8	50%
KEO - Kauai All Regions - Street Outreach (HPO)	3	1	8	50%
Mental Health Kokua			4	0%
MHK - PATH Street Outreach Program			4	0%
Grand Total	13	18	55	56%

- 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 December 2018 showed a decrease compared to November 2018. The FY17 exit rate was 50%.

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

	Q2 FY18	Q3 FY18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Universe: Persons in ES, TH and PH-RRH who exited	603	570	188	176	201	222	239
Of the persons above, those who exited to PH destinations	292	308	108	64	100	105	138
% to Permanent Housing	48%	54%	57%	36%	50%	47%	58%



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

Program Name	PH	Total	% to PH
Catholic Charities Hawaii	4	4	100%
CCH - SHEG NI Rapid Rehousing	4	4	100%
Family Life Center	66	77	86%
FLC - ESG Kauai Rapid Re-housing	9	9	100%
FLC - ESG Maui Rapid Re-housing	5	5	100%
FLC - Ho'olanani	4	4	100%
FLC - HPO RRH Rapid Re-Housing	6	14	43%
FLC - HPP Kauai Rapid Re-housing	9	9	100%
FLC - HPP Maui Rapid Re-housing	31	34	91%
FLC - Rental Assistance Program (RAP)	2	2	100%
Hawaii Affordable Properties, Inc.	6	9	67%
HAP - Na Kahua Hale O Ulu Wini	6	9	67%
HOPE Services Hawaii, Inc.	30	52	58%
HOPE - East Hawaii Emergency Mens Program ES	3	5	60%
HOPE - HPO RRH Rapid Re-Housing	4	4	100%
HOPE - HPP Rapid Re-housing	17	17	100%
HOPE - Kiheipua		14	0%
HOPE - Kuleana House	5	5	100%
HOPE - West Hawaii Emergency Housing Program	1	7	14%
Ka Hale A Ke Ola, Inc	24	82	29%
KHAKE - Central ES	10	32	31%
KHAKE - Central TH	5	6	83%
KHAKE - Westside ES	7	35	20%
KHAKE - Westside TH	2	9	22%
Kauai Economic Opportunity	6	13	46%
KEO - Mana'olana Emergency	6	10	60%
KEO - Mana'olana Transitional Housing		3	0%
USVETS	2	2	100%
USVETS - BP Hilo HOPTTEL Program	1	1	100%
USVETS - BP Kauai HOPTTEL Program	1	1	100%
Grand Total	138	239	58%

- 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.

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

	Q2 FY18	Q3 FY18	Aug- 18	Sep-18	Oct-18	Nov-18	Dec-18
Universe: Persons in all PH projects except PH-RRH	272	295	306	300	288	286	277
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	265	288	304	298	288	283	272
% Successful exits/retention	97%	98%	99%	99%	100%	99%	98%

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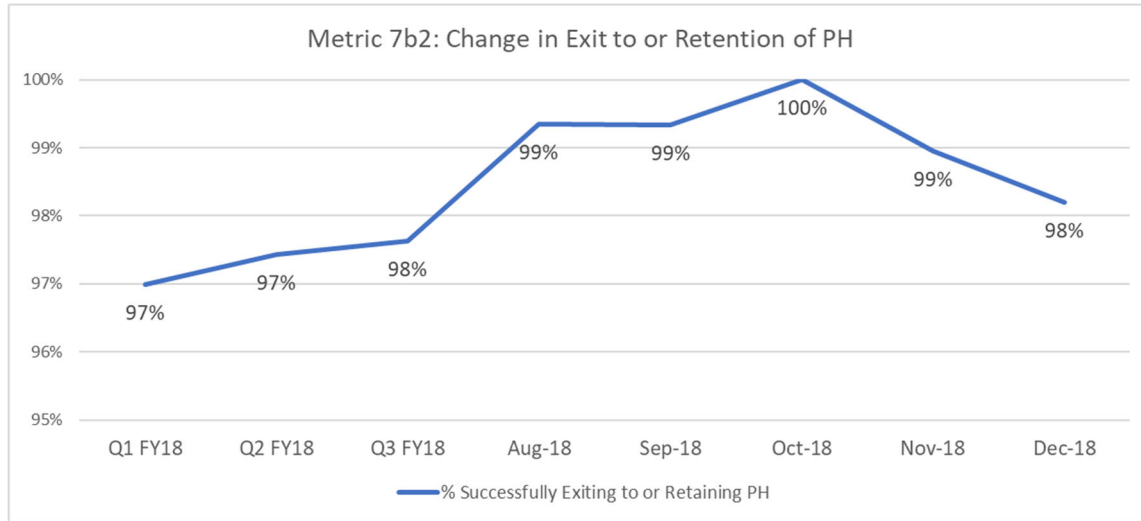


Table 6 - Metric 7b2: December 2018 Change in Exit to or Retention of PH, by Program

Program Name	Exited to or Retained PH	Total Persons	% Successful
Catholic Charities Hawaii	8	8	100%
CCH - HPO NI Housing First (Kauai)	8	8	100%
Family Life Center	89	90	99%
FLC - HPO NI Housing First	32	33	97%
FLC - S+C 1	3	3	100%
FLC - S+C 2	22	22	100%
FLC - S+C 3	12	12	100%
FLC - S+C 6 (Eha split)	20	20	100%
Hawaii Island Home for Recovery	27	27	100%
HIHR - PSH 1	16	16	100%
HIHR - PSH 2	2	2	100%
HIHR - PSH 3	5	5	100%
HIHR - PSH 4	4	4	100%
HOPE Services Hawaii, Inc.	88	91	97%
HOPE - HPO NI Housing First	66	69	96%
HOPE - Kukui S+C Program	22	22	100%
Kauai Economic Opportunity	3	3	100%
KEO - Pa`a Hana PSH	3	3	100%
Maui AIDS Foundation	20	20	100%
MAF - HOPWA Formula - PSH TBRA	20	20	100%
Steadfast Housing Development Corporation	37	38	97%
SHDC - Eha S+C	25	25	100%
SHDC - Eono S+C	3	3	100%
SHDC - Kaahale CoC Funded (Kauai)	3	3	100%
SHDC - Kaulana CoC Funded (Maui)	2	2	100%
SHDC - Kulalani CoC Funded (Maui)	4	5	80%
Grand Total	272	277	98%