

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 annual data submitted to HUD in federal fiscal years FY16 and FY17, and compares quarterly data collected through the HMIS over the last three quarters of FY18. 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.

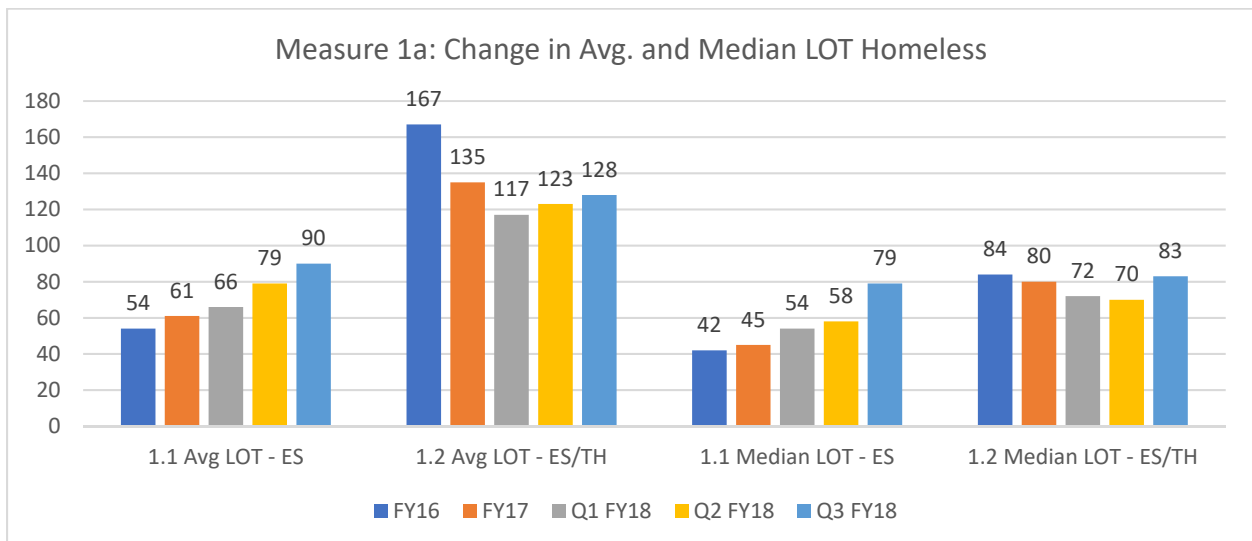
Measure 1: Length of Time Persons Remain Homeless

- Measure 1a analyzes average and median length of time (LOT) homeless for clients:
 - Served in emergency shelters (1.1)
 - Served in emergency or transitional shelters (1.2)
- The analysis for Measures 1a and 1b incorporates both stayers and leavers.
- Table 1 compares the data for quarters one through three of FY18. The data shows a steady increase in the average LOT across sections 1.1 and 1.2. The same trend can be seen in the median LOT for section 1.1 across the quarters, with section 1.2 showing slight improvement over Q2, then a decline in Q3. For section 1.1, the average and median for Q1-Q3 are at or below 90 days.

Table 1 - Measure 1a: Change in Avg. and Median LOT Persons are Homeless

	Total Persons Served			Avg. LOT			Median LOT		
	Q1 FY18	Q2 FY18	Q3 FY18	Q1 FY18	Q2 FY18	Q3 FY18	Q1 FY18	Q2 FY18	Q3 FY18
1.1: ES	661	791	776	66	79	90	54	58	79
1.2: ES and TH	964	1046	1003	117	123	128	72	70	83

The chart below compares FY16 and FY17 performance data to the first three quarters of FY18.



- Table 2 presents the summary length of stay information by organization and project over the last three quarters of FY18. The “Total” columns present the total persons served in the period.
- Two of the nine applicable organizations and five of the 21 projects improved relative to Q2 with regard to average LOT homeless.
- The outlier Salvation Army Maui project will be revised in the system so as not to impact the measure in the FY18 reporting. Removing will further reduce the Q2 average.
- The ability to exit clients quickly and reduce the length of time in shelter will drive the average down in future reporting periods.

Table 2 - Measure 1a: Change in the Avg. and Median LOT Persons are Homeless

	Q1 Total	Q1 Avg.	Q2 Total	Q2 Avg.	Q3 Total	Q3 Avg.
Family Life Center	37	34	17	34	22	67
FLC - Ho'olanani	37	34	17	34	22	67
Hawaii Affordable Properties, Inc.	63	423	58	362	56	396
HAP - Na Kahua Hale O Ulu Wini	63	423	58	362	56	396
Hawaii Island Home for Recovery	18	282	18	282	14	328
HIHR - Transitional Housing	18	282	18	282	14	328
HOPE Services Hawaii, Inc.	144	53	201	46	188	62
HOPE - East Hawaii Emergency Mens Program	62	44	73	41	55	48
HOPE - WH Emergency Housing Program	48	52	57	48	50	56
HOPE - Kiheipua	31	76	57	51	64	80
HOPE - Wilder House	N/A	N/A	9	38	9	46
HOPE - Kuleana House	3	24	5	74	10	64
Ka Hale A Ke Ola, Inc	516	93	561	109	582	108
KHAKO - Westside ES	163	68	184	96	190	113
KHAKO - Central Emergency Shelter	210	77	286	84	311	94
KHAKO - Central Transitional Housing	75	122	35	174	39	82
KHAKO - Westside TH	68	166	56	233	42	210
Kauai Economic Opportunity	151	95	153	115	103	155
KEO - Mana'olana Emergency	98	70	103	77	72	97
KEO - Mana'olana Transitional Housing	23	183	21	245	10	316
KEO - Lihue Court Transitional Housing	25	84	23	141	16	264
KEO - Komohana Group Home TH	3	312	3	402	3	489
KEO - Lawehana Transitional Housing Program	2	102	3	3	2	65
Salvation Army Maui	N/A	N/A	1	3062	N/A	N/A
SARMY - BEDS Program Maui (CLOSED)	N/A	N/A	1	3062	N/A	N/A
Salvation Army RHY (Big Island)	1	509	1	599	1	690
SARMY - Big Island RHY TLP	1	509	1	599	1	690
USVETS	12	31	13	37	12	38
USVETS - BP Hilo HOPTTEL Program	8	32	8	43	7	27
USVETS - BP Kauai HOPTTEL Program	4	30	5	27	5	52
Women In Need	22	405	23	427	25	351
WIN - Bridge To Success Kauai TH	22	405	23	427	25	351
Total	964	117	1046	123	1003	128

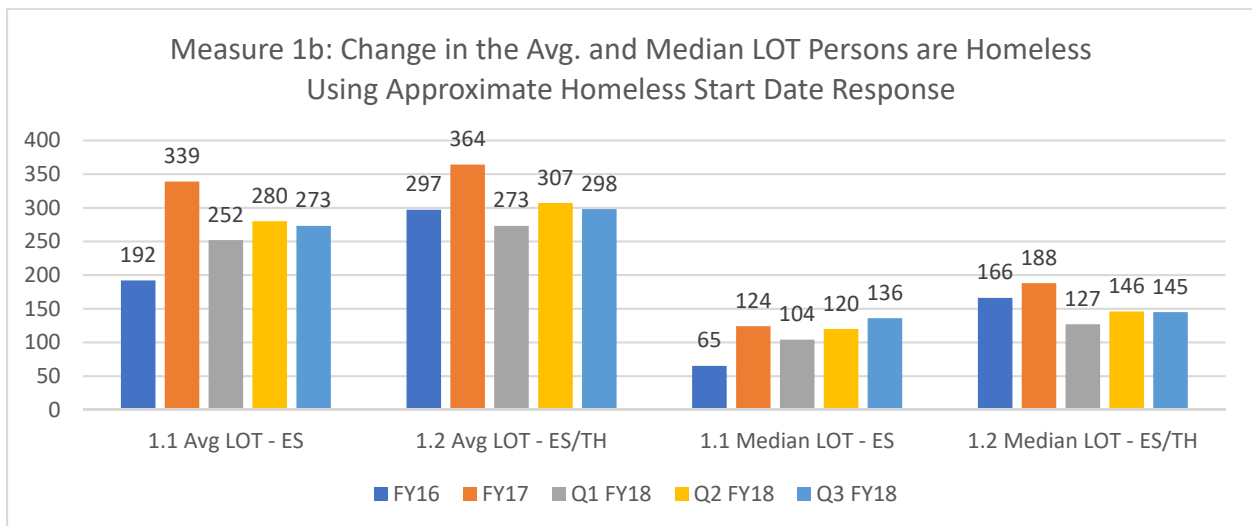
Measure 1b: Change in the Average and Median LOT Persons are Homeless Using Approximate Homeless Start Date Response

- The analysis presented in Measure 1b “prepends” the client self-reported length of time from their approximate homeless start date, to the client’s date of entry into the project.
- The construction of this measure changed, per HUD’s specifications, between FY16 and FY17, impacting the ability to compare the outcomes between these years.
- After adding on this additional length of time, the reporting framework is like that of Measure 1a. Adding this time to the measure increases the statistics relative to those presented in Measure 1a.
- The average LOT for sections 1.1 and 1.2 show positive trends relative to Q2 FY18 and indicate an expected decline in the annual FY18 number.

Table 3 - Measure 1b: Change in Avg. and Median LOT Persons are Homeless Using Approximate Homeless Start Date Response

	Total Persons Served			Avg. LOT			Median LOT		
	Q1 FY18	Q2 FY18	Q3 FY18	Q1 FY18	Q2 FY18	Q3 FY18	Q1 FY18	Q2 FY18	Q3 FY18
1.1: ES	661	791	776	252	280	273	104	120	136
1.2: ES and TH	964	1046	1003	273	307	298	127	146	145

The chart below compares FY16 and FY17 performance data to the first three quarters of FY18.



- Table 4 presents the summary length of stay information by organization and project over the last three quarters of FY18.
- Three of the nine applicable organizations and eight of the 21 projects improved relative to Q2 regarding average LOT homeless.
- The ability to exit clients quickly and reduce the length of time in shelter will drive the average down in future reporting periods.
- The approximate homeless start date heavily influences this measure and reflects the importance of obtaining accurate information.

Table 4 - Measure 1b: Change in the Avg. and Median LOT Persons are Homeless Using Approximate Homeless Start Date Response

	Q1 Total	Q1 Avg.	Q2 Total	Q2 Avg.	Q3 Total	Q3 Avg.
Family Life Center	37	130	17	110	22	208
FLC - Ho'olanani	37	130	17	110	22	208
Hawaii Affordable Properties, Inc.	63	565	58	513	56	560
HAP - Na Kahua Hale O Ulu Wini	63	565	58	513	56	560
Hawaii Island Home for Recovery	18	460	18	376	14	524
HIHR - Transitional Housing	18	460	18	376	14	524
HOPE Services Hawaii, Inc.	144	377	201	382	188	395
HOPE - East Hawaii Emergency Mens Program	62	305	73	405	55	499
HOPE - Kiheipua	31	209	57	120	64	185
HOPE - Kuleana House	3	187	5	194	10	106
HOPE - WH Emergency Housing Program	48	590	57	670	50	670
HOPE - Wilder House	N/A	N/A	9	131	9	53
Ka Hale A Ke Ola, Inc	516	189	561	224	582	181
KHAKO - Central Emergency Shelter	210	190	286	171	311	167
KHAKO - Central Transitional Housing	75	167	35	290	39	160
KHAKO - Westside ES	163	186	184	245	190	192
KHAKO - Westside TH	68	220	56	385	42	249
Kauai Economic Opportunity	151	338	153	398	103	560
KEO - Komohana Group Home TH	3	577	3	577	3	754
KEO - Lawehana Transitional Housing Program	2	281	3	3	2	1063
KEO - Lihue Court Transitional Housing	25	242	23	254	16	379
KEO - Mana'olana Emergency	98	373	103	452	72	596
KEO - Mana'olana Transitional Housing	23	266	21	325	10	430
Salvation Army Maui	N/A	N/A	1	3062	N/A	N/A
SARMY - BEDS Program Maui (CLOSED)	N/A	N/A	1	3062	N/A	N/A
Salvation Army RHY (Big Island)	1	509	1	1414	1	690
SARMY - Big Island RHY TLP	1	509	1	1414	1	690
USVETS	12	108	13	105	12	278
USVETS - BP Hilo HOPTTEL Program	8	144	8	136	7	401
USVETS - BP Kauai HOPTTEL Program	4	37	5	57	5	106
Women In Need	22	446	23	596	25	561
WIN - Bridge To Success Kauai TH	22	446	23	596	25	561
Total	964	273	1046	307	1003	298

Measure 2: Extent to which Persons Who Exit Homelessness to PH Destinations Return to Homelessness

- Measure 2 evaluates recidivism for clients exiting to permanent housing from SO, ES, TH, and PH projects in the interval two years prior to the reporting period.
- The measure looks at the total number of persons exiting to PH destinations two years prior to the report period, then whether those clients returned to homelessness as indicated through HMIS data, up to two years after their exit.
- The summary table below compares quarters one through three of federal fiscal year 2018.
- The return rate to homelessness rose by two points from Q1 to Q2, and by four points between Q2 and Q3. As expected, street outreach and emergency projects had the highest rates of return in Q3, followed by transitional, then permanent. In total, just over one in five exits to PH during Q3 of FY18 returned to homelessness at some point within two years.
- Recently, Section 1i was added to the Key Findings report in the system to give providers the ability to evaluate this measure for their programs.

Table 5 - Measure 2: FY18 Q1-Q3, Extent to which Persons Who Exit Homelessness to PH Return to Homelessness

	Q1 FY18 Total # Exiting to PH (2 Years Prior)	Q1 FY18 Number of Returns within 2 Years	Q2 FY18 Total # Exiting to PH (2 Years Prior)	Q2 FY18 Number of Returns within 2 Years	Q3 FY18 Total # Exiting to PH (2 Years Prior)	Q3 FY18 Number of Returns within 2 Years
		# (%) of Returns		# (%) of Returns		# (%) of Returns
Exit from SO	12	4 (33%)	3	0 (0%)	10	3 (30%)
Exit from ES	62	13 (21%)	92	18 (20%)	63	19 (30%)
Exit from TH	53	7 (13%)	52	6 (12%)	101	19 (19%)
Exit from PH	83	7 (8%)	52	9 (17%)	81	12 (15%)
TOTAL Returns	210	31 (15%)	199	33 (17%)	255	53 (21%)

Table 6 outlines the information presented in Table 5 by organization and project.

Table 6 - Measure 2: FY18 Q1-Q3, Extent to which Persons Who Exit Homelessness to PH Return to Homelessness, by Program

Program Name	Q1			Q2			Q3		
	Exits	Ret	%	Exits	Ret	%	Exits	Ret	%
FLC - ESG Maui Rapid Re-housing	9	1	11%	8	2	25%	22	2	9%
FLC - Ho'olanani	17	2	12%	21	10	48%	12	3	25%
FLC - S+C 6 (Eha split)	4	0	0%	NA	NA	NA	NA	NA	NA
FLC - S+C 7	1	0	0%	NA	NA	NA	NA	NA	NA
FLC - S+C 9a	5	0	0%	NA	NA	NA	NA	NA	NA
HIHR - PSH 1	1	0	0%	2	2	100%	1	0	0%
HIHR - Transitional Housing	7	2	29%	8	2	25%	3	2	67%

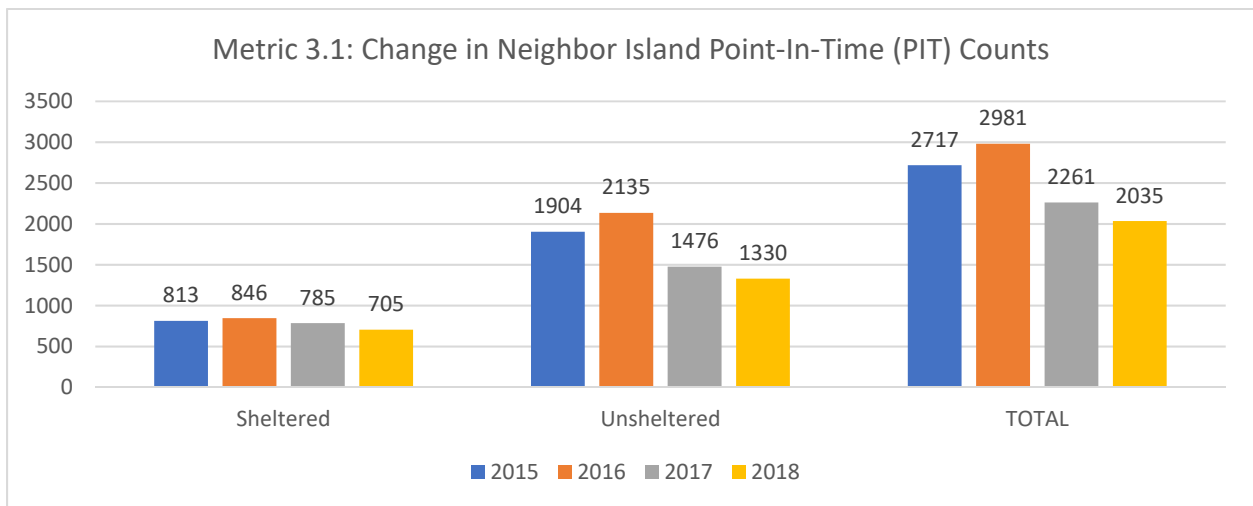
HOPE - East Hawaii Emergency Mens Program ES	5	1	20%	6	0	0%	4	3	75%
HOPE - ESG Rapid Re-housing	5	0	0%	9	1	11%	18	2	11%
HOPE - HPP Rapid Re-housing	NA	NA	NA	NA	NA	NA	1	0	0%
HOPE - Kiheipua	27	8	30%	45	2	4%	24	2	8%
HOPE - Kukui S+C Program	12	2	17%	1	0	0%	8	0	0%
HOPE - Kuleana House	4	0	0%	NA	NA	NA	NA	NA	NA
HOPE - PATH Street Outreach Program	11	4	36%	2	0	0%	9	3	33%
HOPE - West Hawaii Emergency Housing Program	2	0	0%	12	3	25%	6	3	50%
KEO - Komohana Group Home TH	NA	NA	NA	2	0	0%	1	1	100%
KEO - Lawehana Transitional Housing Program	NA	NA	NA	NA	NA	NA	1	0	0%
KEO - Mana'olana Emergency	1	0	0%	2	1	50%	7	6	86%
KHAKO - Central Emergency Shelter	3	1	33%	2	1	50%	3	1	33%
KHAKO - Central Transitional Housing	24	1	4%	28	3	11%	62	8	13%
KHAKO - Westside ES	3	0	0%	1	0	0%	3	0	0%
KHAKO - Westside TH	16	4	25%	13	1	8%	34	8	24%
MYFS - BCP Emergency Shelter Program	2	0	0%	1	0	0%	1	0	0%
SARMY - Maui Homeless Outreach Program	1	0	0%	1	0	0%	1	0	0%
SHDC - Eha S+C	3	0	0%	1	0	0%	2	0	0%
SHDC - Kaulana CoC Funded (Maui)	NA	NA	NA	NA	NA	NA	1	0	0%
USVETS - BP Hilo HOPTTEL Program	NA	NA	NA	NA	NA	NA	1	1	100%
USVETS - BP Kauai HOPTTEL Program	2	1	50%	2	1	50%	2	0	0%
USVETS - SSVF Priority 2 Rapid Re-housing	43	4	9%	31	4	13%	28	8	29%
WIN - Bridge To Success Kauai TH	2	0	0%	1	0	0%	NA	NA	NA
TOTAL	210	31	15%	199	33	17%	255	53	21%

Measure 3: Number of Homeless Persons

- SPM three includes two metrics:
 - 3.1 - changes in neighbor island PIT counts, 2015-2018
 - 3.2 - changes in quarter-end census counts, Q1-Q3 FY18
- Table 7 and the graph for Metric 3.1 show continued declines in the total PIT counts since 2016. Total homelessness has declined 946 people over the three-year period, and 10 percent compared to 2017.

Table 7 - Metric 3.1: Change in Neighbor Islands Point-In-Time (PIT) Counts, 2015-2018

	2015	2016	2017	2018
Total Sheltered	813	846	785	705
Emergency	262	239	283	485
Transitional	551	607	502	220
Total Unsheltered	1,904	2,135	1,476	1,330
TOTAL HOMELESS	2,717	2,981	2,261	2,035

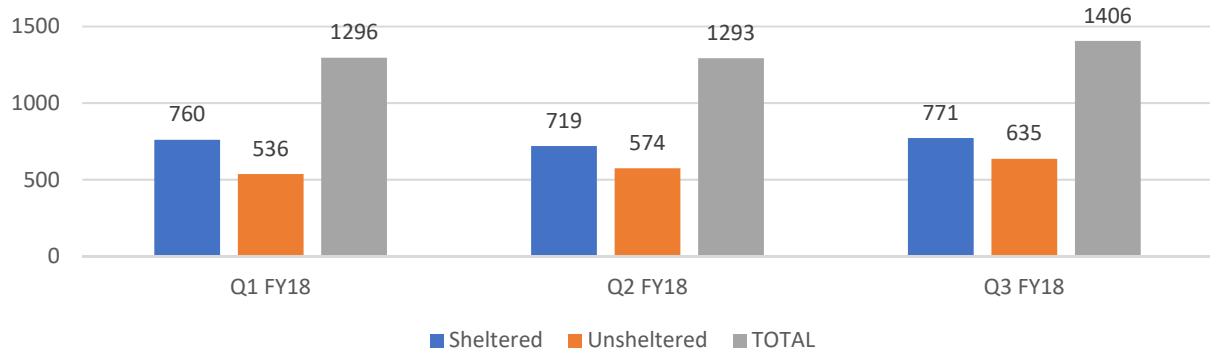


- Metric 3.2 displays quarter-end census over the last three quarters. ES utilization has increased steadily over each quarter. Transitional utilization has dropped sharply since the end of Q1, while the unsheltered homeless served through neighbor island street outreach projects have increased over the last two quarters.

Table 8 - Metric 3.2: Change in Quarter-End HMIS Census Counts of Homeless Persons

	Q1 FY18	Q2 FY18	Q3 FY18
Sheltered	760	719	771
Emergency	478	525	572
Transitional	282	194	199
Total Unsheltered	536	574	635
TOTAL HOMELESS	1,296	1,293	1,406

Metric 3.2: Change in Quarter-End HMIS Census Counts of Homeless Persons



Measure 4: Employment and Income Growth for Adult Leavers in CoC-Program-Funded Projects

- Measure 4 reviews changes in earned, non-earned and total income for adult leavers. There are three summary metrics within HUD’s SPM that evaluate income changes for adult leavers in CoC funded projects.
- The figures in these tables were pulled from the HPO Shelter Activity Report, sections 7.31, 7.32, and 7.33; over all BTG’s CoC projects.
- The CoC has shown marked improvement during FY18 for Metrics 4.4 through 4.6. Assuming no duplication and based on the quarters below, the annual FY18 rate for the earned, non-earned, and total income metrics below would be 11%, 45%, and 55% respectively; a significant improvement over FY16 and FY17.
- Projects should ensure that they are recording income changes accurately in the HMIS as outlined in the 2017 data standards through entry, during, annual and exit assessments. Improved data quality around these elements and collection points will continue to improve these measures.

Table 9 - Metric 4.4: Change in Earned Income for Adult Leavers

	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Number of adults who exited (system leavers)	63	136	70	14	30
Number of adults exiting with increased earned income	4	10	8	0	5
% of adults exiting with increased earned income	6%	7%	11%	0%	17%

Table 10 - Metric 4.5: Change in Non-Earned Income for Adult Leavers

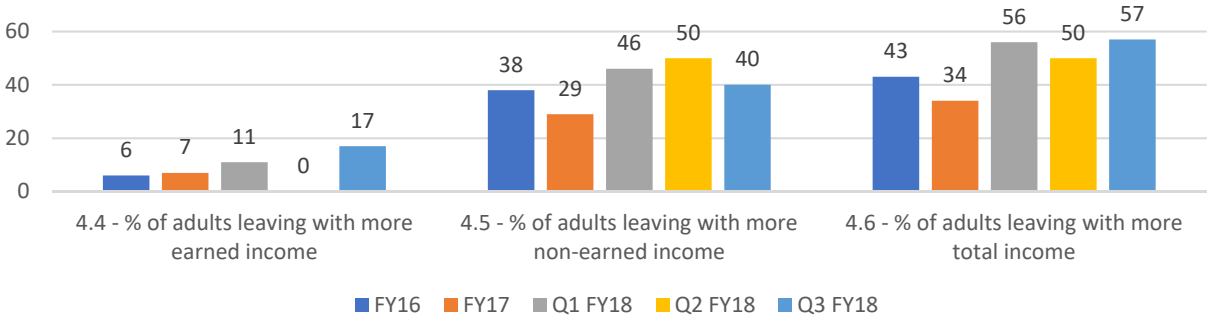
	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Number of adults who exited (system leavers)	63	136	70	14	30
Number of adults exiting with increased non-earned income	24	40	32	7	12
% of adults exiting with increased non-earned income	38%	29%	46%	50%	40%

Table 11 - Metric 4.6: Change in Total Income for Adult Leavers

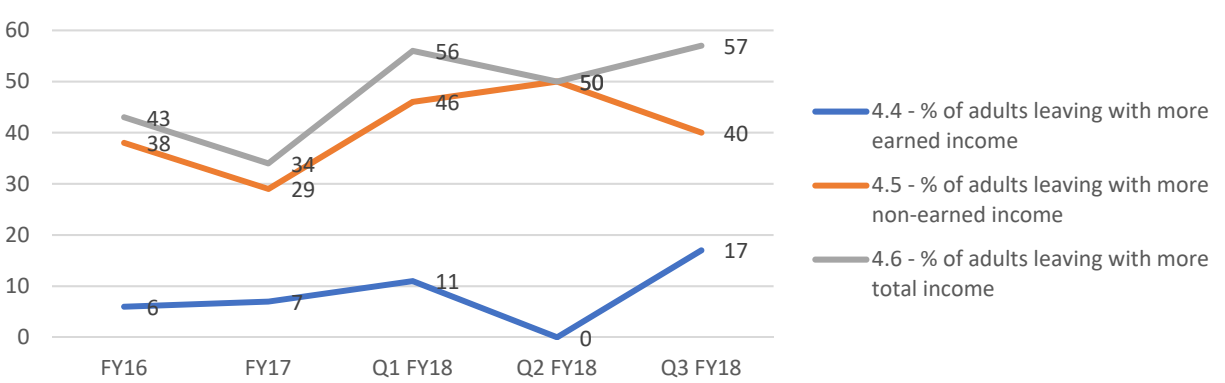
	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Number of adults who exited (system leavers)	63	136	70	14	30
Number of adults exiting with increased total income	27	46	39	7	17
% of adults exiting with increased total income	43%	34%	56%	50%	57%

The graphs below summarize the information presented in Tables 9-11.

Metrics 4.4-4.6: Employment and Income Growth for Adult Leavers in CoC-Program-Funded Projects



Metrics 4.4-4.6: Employment and Income Growth for Adult Leavers in CoC-Program-Funded Projects



Measure 5: Number of Persons Who Become Homeless for the First Time

- Measure 5 tabulates the number and percentage of clients experiencing homelessness for the first time. A significant percentage of the flow into the homeless services system are those persons becoming homeless for the first time.
- An integral part of an effective crisis response system is the ability to quickly address service needs to prevent individuals and families from becoming homeless for the first time.
- To that end, HUD’s SPMs and a portion of the annual CoC Program application evaluate the extent to which the CoC can demonstrate a reduction in the number of first time homeless.
- Metrics 5.1 and 5.2 evaluate this data, with 5.2 including the additional PH project type in the universe.
- Extrapolating into Q4 FY18 indicates that the annual FY18 total persons homeless for the first time will be well below the marks set in FY16 and FY17.

Table 12 - Metric 5.1: Change in the Number of Persons Entering ES, SH, and TH Projects with no Prior Enrollments in HMIS

	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Persons with entries into ES, SH or TH during the reporting period	1,849	2,260	518	541	508
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	456	635	210	170	174
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	1,393	1,625	308	371	334
% Experiencing homelessness for the first time	75%	72%	59%	69%	66%

Table 13 - Metric 5.2: Change in the Number of Persons Entering ES, SH, TH, and PH Projects with no Prior Enrollments in HMIS

	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Persons with entries into ES, SH, TH or PH during the reporting period.	2,415	2,895	570	582	534
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	699	911	237	194	187
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	1,716	1,984	333	388	347
% Experiencing homelessness for the first time	71%	69%	58%	67%	65%

The graph below illustrates the number of persons experiencing homelessness for the first time over the time periods noted in Tables 12 and 13. Note that the FY18 data cannot be fully compared until Q4 has been completed.

Measure 5: Number of Persons Who Become Homeless for the First Time

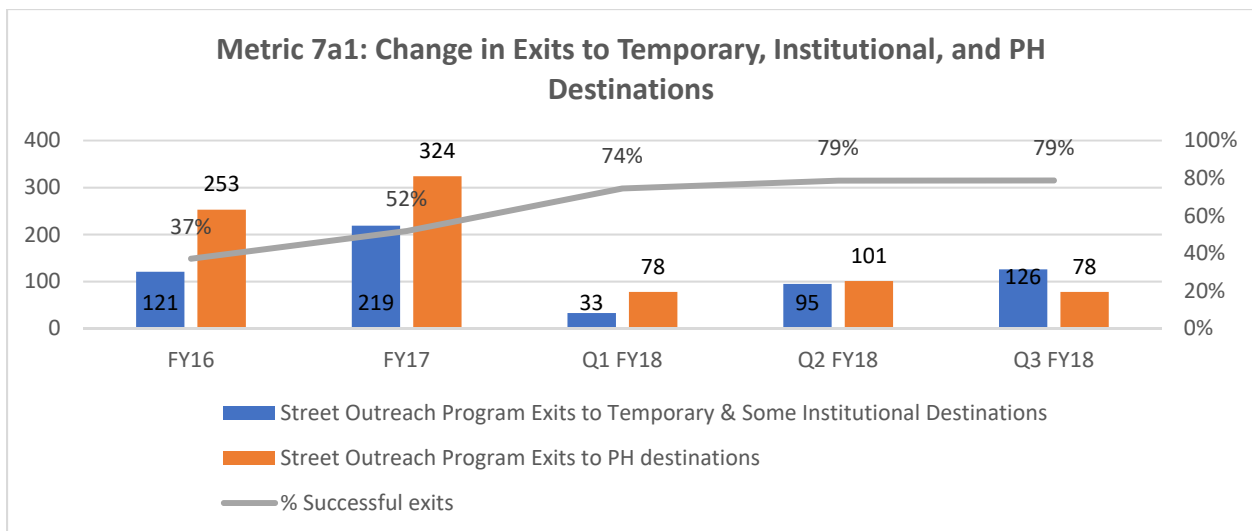


Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

- Measure 7 encompasses three metrics targeted at improving discharge outcomes from several project types.
- Metric 7a1 assesses the rate of successful exit from street outreach projects. A successful exit is defined as an exit to temporary, some institutional, or PH destinations. The first three quarters of FY18 show tremendous improvement over the last two fiscal years, with the number of successful exits on pace to exceed those of the prior two years. 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 14 - Metric 7a1: Change in Exits to Temporary, Institutional, and PH Destinations

	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Persons who exit Street Outreach	1,006	1,047	149	249	259
Of persons above, those who exited to temporary & some institutional destinations	121	219	33	95	126
Of the persons above, those who exited to PH destinations	253	324	78	101	78
% Successful	37%	52%	74%	79%	79%



Tables 15-17 present the data from the last three columns of Table 14 by org and project.

Table 15 – Q1 FY18 Metric 7a1: Exits to Temporary, Institutional, and PH Destinations

Program Name	PH	Temp/Inst.	Total	% Success
Family Life Center	15	31	62	74%
FLC - Maui Regions 1, 2, 3, 6 - Street Outreach (HPO)	15	19	39	87%
FLC - Maui Regions 4, 5 - Street Outreach (HPO)	0	12	23	52%
HOPE Services Hawaii, Inc.	58	1	70	84%

HOPE - Hawaii Regions 2, 3, 4, 5, 6, 7 - Street Outreach (HPO)	32	0	35	91%
HOPE - PATH Street Outreach Program	2	0	10	20%
HOPE - Hawaii Regions 1, 8, 9, 10 - Street Outreach (HPO)	24	1	25	100%
Kauai Economic Opportunity	5	0	11	45%
KEO - Kauai All Regions - Street Outreach (HPO)	5	0	11	45%
Salvation Army Maui	0	1	6	17%
SARMY - Maui Homeless Outreach Program	0	1	6	17%
Total	78	33	149	74%

Table 16 – Q2 FY18 Metric 7a1: Exits to Temporary, Institutional, and PH Destinations

Program Name	PH	Temp/Inst.	Total	% Success
Family Life Center	27	63	100	90%
FLC - Maui Regions 1, 2, 3, 6 - Street Outreach (HPO)	16	28	49	90%
FLC - Maui Regions 4, 5 - Street Outreach (HPO)	11	35	51	90%
HOPE Services Hawaii, Inc.	66	31	139	70%
HOPE - Hawaii Regions 2, 3, 4, 5, 6, 7 - Street Outreach (HPO)	36	19	79	70%
HOPE - PATH Street Outreach Program	4	0	18	22%
HOPE - Hawaii Regions 1, 8, 9, 10 - Street Outreach (HPO)	26	12	42	90%
Kauai Economic Opportunity	8	1	9	100%
KEO - Kauai All Regions - Street Outreach (HPO)	8	1	9	100%
Salvation Army Maui	0	0	1	0%
SARMY - Maui Homeless Outreach Program	0	0	1	0%
Total	101	95	249	79%

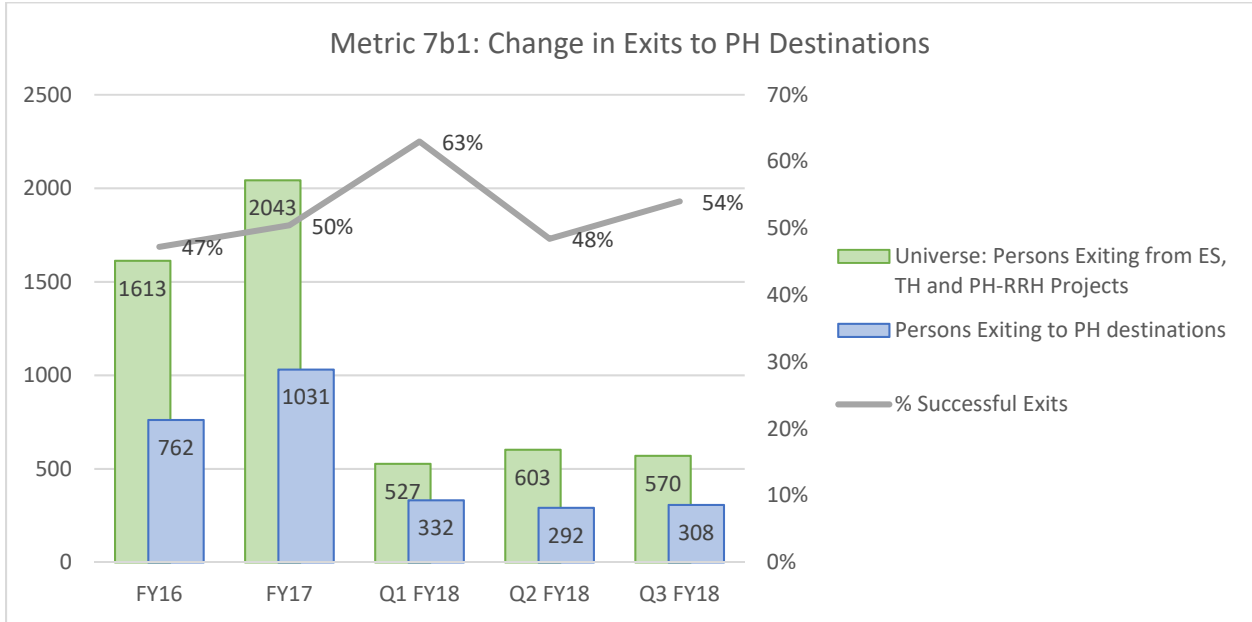
Table 17 – Q3 FY18 Metric 7a1: Exits to Temporary, Institutional, and PH Destinations

Program Name	PH	Temp/Inst.	Total	% Success
Family Life Center	26	90	136	85%
FLC - Maui Regions 1, 2, 3, 6 - Street Outreach (HPO)	14	29	52	83%
FLC - Maui Regions 4, 5 - Street Outreach (HPO)	12	61	84	87%
HOPE Services Hawaii, Inc.	51	21	101	71%
HOPE - Hawaii Regions 2, 3, 4, 5, 6, 7 - Street Outreach (HPO)	37	12	68	72%
HOPE - PATH Street Outreach Program	4	6	18	56%
HOPE - Hawaii Regions 1, 8, 9, 10 - Street Outreach (HPO)	10	3	15	87%
Kauai Economic Opportunity	1	13	15	93%
KEO - Kauai All Regions - Street Outreach (HPO)	1	13	15	93%
Mental Health Kokua	0	0	2	0%
MHK - PATH Street Outreach Program	0	0	2	0%
Salvation Army Maui	0	2	5	40%
SARMY - Maui Homeless Outreach Program	0	2	5	40%
Total	78	126	259	79%

- Metric 7b1 evaluates the PH exit rate from ES, TH, and RRH projects over the time periods noted.
- The exit rate for quarters one and three improved significantly compared to FY17, with Q2 showing a slight decline. Looking at the data for FY18 through quarter three, the number of persons exiting to PH and the PH exit rate are both expected to increase when the annual data are presented at the end of the fiscal year.

Table 18 - Metric 7b1: Change in Exits to PH Destinations

	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Persons in ES, TH and PH-RRH who exited	1,613	2,043	527	603	570
Of the persons above, those who exited to PH destinations	762	1,031	332	292	308
% to Permanent Housing	47%	50%	63%	48%	54%



Tables 19-21 display the quarterly information in Table 18 by organization and project.

Table 19 – Q1 FY18 Metric 7b1: Change in Exits to PH Destinations

Program Name	PH	Total	% to PH
Catholic Charities Hawaii	22	23	96%
CCH - SHEG NI Rapid Rehousing	22	23	96%
Family Life Center	60	64	94%
FLC - ESG Kauai Rapid Re-housing	9	9	100%
FLC - ESG Maui Rapid Re-housing	13	15	87%
FLC - Ho'olanani	24	26	92%
FLC - HPO RRH Rapid Re-Housing	2	2	100%
FLC - HPP Maui Rapid Re-housing	12	12	100%
Hawaii Affordable Properties, Inc.	25	29	86%
HAP - Na Kahua Hale O Ulu Wini	25	29	86%
Hawaii Island Home for Recovery	2	3	67%
HIHR - Transitional Housing	2	3	67%
HOPE Services Hawaii, Inc.	84	127	66%
HOPE - East Hawaii Emergency Mens Program ES	6	30	20%
HOPE - ESG Rapid Re-housing	14	16	88%
HOPE - HPP Rapid Re-housing	38	38	100%
HOPE - Kiheipua	15	16	94%
HOPE - West Hawaii Emergency Housing Program	11	27	41%

Ka Hale A Ke Ola, Inc	100	200	50%
KHAKE - Central Emergency Shelter	41	73	56%
KHAKE - Central Transitional Housing	25	38	66%
KHAKE - Westside ES	28	74	38%
KHAKE - Westside TH	6	15	40%
Kauai Economic Opportunity	12	40	30%
KEO - Lawehana Transitional Housing Program	1	1	100%
KEO - Lihue Court Transitional Housing	5	10	50%
KEO - Mana'olana Emergency	6	25	24%
KEO - Mana'olana Transitional Housing	0	4	0%
USVETS	26	36	72%
USVETS - BP Hilo HOPTTEL Program	6	6	100%
USVETS - BP Kauai HOPTTEL Program	0	3	0%
USVETS - SSVF Priority 1 Rapid Re-housing	1	3	33%
USVETS - SSVF Priority 2 Rapid Re-housing	19	24	79%
Women In Need	1	5	20%
WIN - Bridge To Success Kauai TH	1	5	20%
Total	332	527	63%

Table 20 – Q2 FY18 Metric 7b1: Change in Exits to PH Destinations

Program Name	PH	Total	% to PH
Catholic Charities Hawaii	7	10	70%
CCH - SHEG NI Rapid Rehousing	7	10	70%
Family Life Center	64	75	85%
FLC - ESG Kauai Rapid Re-housing	6	8	75%
FLC - ESG Maui Rapid Re-housing	6	9	67%
FLC - Ho'olanani	9	14	64%
FLC - HPO RRH Rapid Re-Housing	35	35	100%
FLC - HPP Kauai Rapid Re-housing	1	2	50%
FLC - HPP Maui Rapid Re-housing	7	7	100%
Hawaii Affordable Properties, Inc.	0	6	0%
HAP - Na Kahua Hale O Ulu Wini	0	6	0%
Hawaii Island Home for Recovery	3	3	100%
HIHR - Transitional Housing	3	3	100%
HOPE Services Hawaii, Inc.	115	198	58%
HOPE - East Hawaii Emergency Mens Program ES	24	52	46%
HOPE - ESG Rapid Re-housing	11	14	79%
HOPE - HPO RRH Rapid Re-Housing	26	35	74%
HOPE - HPP Rapid Re-housing	11	15	73%
HOPE - Kiheipua	31	40	78%
HOPE - Kuleana House	2	3	67%
HOPE - New Start	0	1	0%
HOPE - West Hawaii Emergency Housing Program	10	34	29%
HOPE - Wilder House	0	4	0%
Ka Hale A Ke Ola, Inc	67	207	32%
KHAKE - Central Emergency Shelter	31	93	33%
KHAKE - Central Transitional Housing	5	28	18%
KHAKE - Westside ES	20	59	34%
KHAKE - Westside TH	11	27	41%

Kauai Economic Opportunity	5	68	7%
KEO - Mana'olana Emergency	5	64	8%
KEO - Mana'olana Transitional Housing	0	4	0%
USVETS	27	30	90%
USVETS - BP Hilo HOPTTEL Program	6	6	100%
USVETS - BP Kauai HOPTTEL Program	2	4	50%
USVETS - SSVF Priority 1 Rapid Re-housing	8	9	89%
USVETS - SSVF Priority 2 Rapid Re-housing	11	11	100%
Women In Need	4	6	67%
WIN - Bridge To Success Kauai TH	4	6	67%
Total	292	603	48%

Table 21 – Q3 FY18 Metric 7b1: Change in Exits to PH Destinations

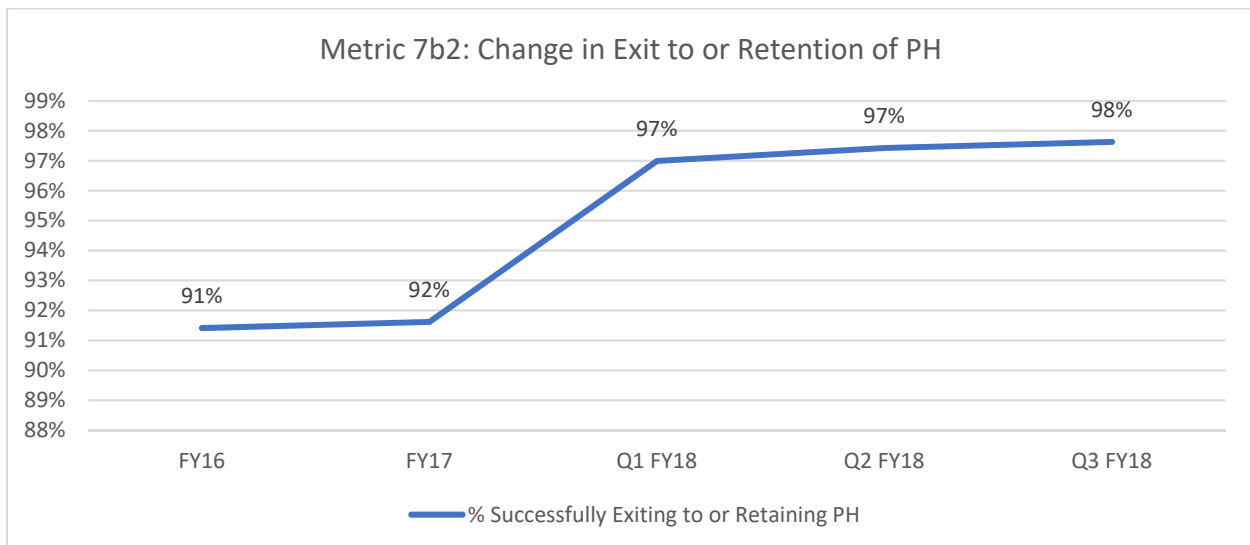
Program Name	PH	Total	% to PH
Catholic Charities Hawaii	39	50	78%
CCH - HPO RRH Rapid Re-Housing (Kauai)	3	3	100%
CCH - SHEG NI Rapid Rehousing	36	47	77%
Family Life Center	50	63	79%
FLC - ESG Kauai Rapid Re-housing	2	5	40%
FLC - ESG Maui Rapid Re-housing	24	25	96%
FLC - Ho'olanani	3	12	25%
FLC - HPO RRH Rapid Re-Housing	9	9	100%
FLC - HPP Maui Rapid Re-housing	12	12	100%
Hawaii Affordable Properties, Inc.	3	3	100%
HAP - Na Kahua Hale O Ulu Wini	3	3	100%
Hawaii Island Home for Recovery	2	2	100%
HIHR - Transitional Housing	2	2	100%
HOPE Services Hawaii, Inc.	88	144	61%
HOPE - East Hawaii Emergency Mens Program ES	16	38	42%
HOPE - HPO RRH Rapid Re-Housing	18	22	82%
HOPE - HPP Rapid Re-housing	7	10	70%
HOPE - Kiheipua	17	21	81%
HOPE - Kuleana House	3	3	100%
HOPE - New Start	17	21	81%
HOPE - West Hawaii Emergency Housing Program	2	21	10%
HOPE - Wilder House	8	8	100%
Ka Hale A Ke Ola, Inc	92	234	39%
KHAKO - Central Emergency Shelter	55	155	35%
KHAKO - Central Transitional Housing	4	8	50%
KHAKO - Westside ES	25	58	43%
KHAKO - Westside TH	8	13	62%
Kauai Economic Opportunity	25	59	42%
KEO - Komohana Group Home TH	1	1	100%
KEO - Lawehana Transitional Housing Program	0	3	0%
KEO - Lihue Court Transitional Housing	5	5	100%
KEO - Mana'olana Emergency	3	34	9%
KEO - Mana'olana Transitional Housing	16	16	100%
USVETS	8	13	62%
USVETS - BP Hilo HOPTTEL Program	2	6	33%

USVETS - BP Kauai HOPTTEL Program	3	4	75%
USVETS - SSVF Priority 2 Rapid Re-housing	3	3	100%
Women In Need	1	2	50%
WIN - Bridge To Success Kauai TH	1	2	50%
Total	308	570	54%

- 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.
- The line graph illustrates this improvement for the time periods outlined in the summary table. Although very high, there is still some room for improvement. The factor causing the rate to be less than 100% are any exits to destinations other than permanent housing.

Table 22 - Metric 7b2: Change in Exits to or Retention of PH

	FY16	FY17	Q1 FY18	Q2 FY18	Q3 FY18
Universe: Persons in all PH projects except PH-RRH	326	322	266	272	295
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	298	295	258	265	288
% Successful exits/retention	91%	92%	97%	97%	98%



Tables 23-25 display the summary data from Table 22 by organization and project.

Table 23 - Metric 7b2: Q1 FY18 Change in Exit to or Retention of PH

Program Name	Exited/Retained PH	Total Persons	% Successful
Catholic Charities Hawaii	5	5	100%
CCH - HPO NI Housing First (Kauai)	5	5	100%
Family Life Center	94	94	100%
FLC - HPO NI Housing First	15	15	100%
FLC - S+C 1	2	2	100%

FLC - S+C 2	28	28	100%
FLC - S+C 3	15	15	100%
FLC - S+C 6 (Eha split)	34	34	100%
Hawaii Island Home for Recovery	23	24	96%
HIHR - PSH 1	16	16	100%
HIHR - PSH 2	3	3	100%
HIHR - PSH 3	3	4	75%
HIHR - PSH 4	1	1	100%
HOPE Services Hawaii, Inc.	82	87	94%
HOPE - Continuum of Care II PSH	14	19	74%
HOPE - HPO NI Housing First	65	65	100%
HOPE - Kukui S+C Program	3	3	100%
Kauai Economic Opportunity	4	4	100%
KEO - Pa`a Hana PSH	4	4	100%
Maui AIDS Foundation	24	24	100%
MAF - HOPWA Formula - PSH TBRA	24	24	100%
Steadfast Housing Development Corporation	26	28	93%
SHDC - Eha S+C	11	12	92%
SHDC - Eono S+C	2	2	100%
SHDC - Kaahale CoC Funded (Kauai)	4	5	80%
SHDC - Kaulana CoC Funded (Maui)	3	3	100%
SHDC - Kulalani CoC Funded (Maui)	5	5	100%
SHDC - Oahu Shelter Plus Care Program	1	1	100%
Total	258	266	97%

Table 24 - Metric 7b2: Q2 FY18 Change in Exit to or Retention of PH

Program Name	Exited/Retained PH	Total Persons	% Successful
Catholic Charities Hawaii	11	11	100%
CCH - HPO NI Housing First (Kauai)	11	11	100%
Family Life Center	101	101	100%
FLC - HPO NI Housing First	21	21	100%
FLC - S+C 1	2	2	100%
FLC - S+C 2	31	31	100%
FLC - S+C 3	15	15	100%
FLC - S+C 6 (Eha split)	32	32	100%
Hawaii Island Home for Recovery	23	25	92%
HIHR - PSH 1	14	16	88%
HIHR - PSH 2	3	3	100%
HIHR - PSH 3	3	3	100%
HIHR - PSH 4	3	3	100%
HOPE Services Hawaii, Inc.	79	83	95%
HOPE - Continuum of Care II PSH	8	8	100%
HOPE - HPO NI Housing First	63	67	94%
HOPE - Kukui S+C Program	8	8	100%
Kauai Economic Opportunity	4	4	100%
KEO - Pa`a Hana PSH	4	4	100%
Maui AIDS Foundation	21	21	100%
MAF - HOPWA Formula - PSH TBRA	21	21	100%
Steadfast Housing Development Corporation	26	27	96%

SHDC - Eha S+C	11	12	92%
SHDC - Eono S+C	2	2	100%
SHDC - Kaahele CoC Funded (Kauai)	4	4	100%
SHDC - Kaulana CoC Funded (Maui)	3	3	100%
SHDC - Kulalani CoC Funded (Maui)	5	5	100%
SHDC - Oahu Shelter Plus Care Program	1	1	100%
Total	265	272	97%

Table 25 - Metric 7b2: Q3 FY18 Change in Exit to or Retention of PH

Program Name	Exited/Retained PH	Total Persons	% Successful
Catholic Charities Hawaii	8	8	100%
CCH - HPO NI Housing First (Kauai)	8	8	100%
Family Life Center	109	111	98%
FLC - HPO NI Housing First	29	30	97%
FLC - S+C 1	2	2	100%
FLC - S+C 2	30	30	100%
FLC - S+C 3	17	18	94%
FLC - S+C 6 (Eha split)	31	31	100%
Hawaii Island Home for Recovery	20	22	91%
HIHR - PSH 1	12	14	86%
HIHR - PSH 2	2	2	100%
HIHR - PSH 3	2	2	100%
HIHR - PSH 4	4	4	100%
HOPE Services Hawaii, Inc.	77	78	99%
HOPE - HPO NI Housing First	58	59	98%
HOPE - Kukui S+C Program	19	19	100%
Kauai Economic Opportunity	4	4	100%
KEO - Pa`a Hana PSH	4	4	100%
Maui AIDS Foundation	20	20	100%
MAF - HOPWA Formula - PSH TBRA	20	20	100%
Steadfast Housing Development Corporation	50	52	96%
SHDC - Eha S+C	30	31	97%
SHDC - Eono S+C	5	5	100%
SHDC - Kaahele CoC Funded (Kauai)	5	5	100%
SHDC - Kaulana CoC Funded (Maui)	4	5	80%
SHDC - Kulalani CoC Funded (Maui)	6	6	100%
Total	288	295	98%