

For Your Information

To: Members of the Seattle City Council

From: Meg Olberding, Director of External Affairs, Human Services Department

Date: July 16, 2018

Subject: 2018 HSD First Quarter Homeless Services System Performance Outcomes

The purpose of this memo is to discuss the performance outcomes in the first quarter for the homeless services programs that received funding from the Human Services System (HSD).

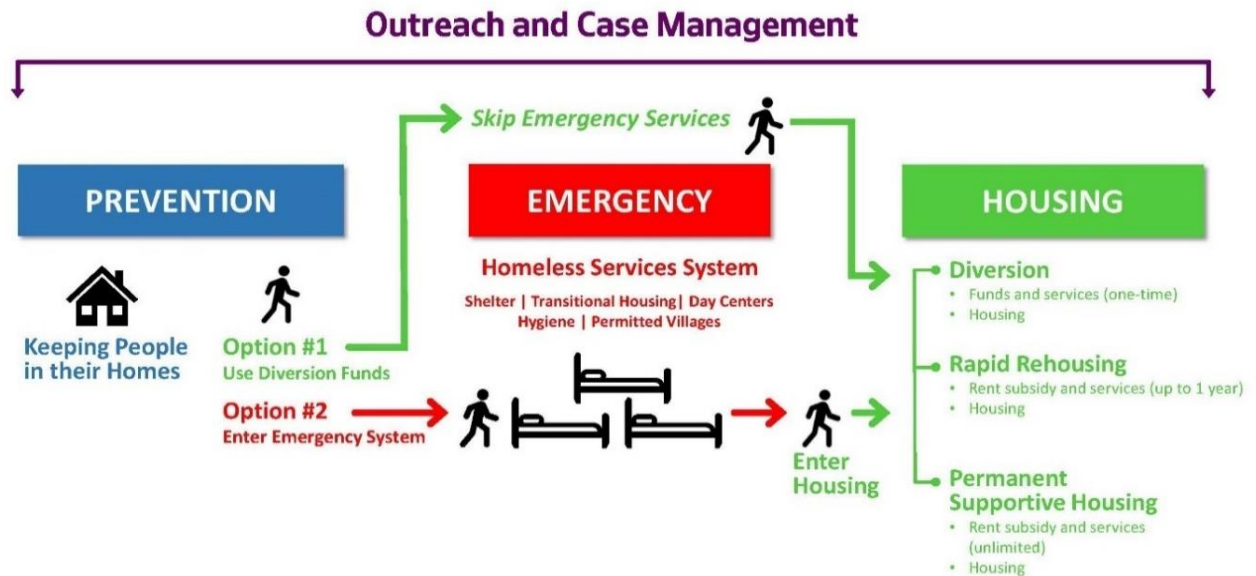
Key Takeaways from Q1 2018:

- The primary purpose of the homeless services system is to help people end their experience of homelessness through a connection to permanent housing.
- HSD uses 5 performance measures, which work together to provide a measure of the effectiveness of our investments in homeless services.
- 3,030 household exits*, including 1850 chronically homeless households that maintained housing, from the homeless services system to housing because of city-funded projects in the first quarter.
- 1,241 more households exited to permanent housing or maintained permanent housing in Q1 2018 than Q1 2017.
- Housing programs (Diversion, Rapid Rehousing) have increased rates of success in moving clients to housing when compared to Q1 2017.
- Enhanced shelters help clients connect to housing at a rate that is six times the rate of basic shelters.
- Increased investments in Diversion and Rapid Re-Housing are effectively moving people quickly out of homelessness and very few people return to the system once they are housed.
- The rate of entries from homelessness is lower than expected, but this measure is most likely influenced by how the question is being asked at intake. HSD is working with providers to determine the data quality of this measure.
- Most resources are being maximized to serve as many people as possible.
- Once programs have reached the target rate for exits to permanent housing, the focus then becomes helping programs reduce their length of stay. Length of stay is only important in those programs meeting their exits to permanent housing.

*See Attachment A, Homeless Services Terminology, for full description of the methodology used to calculate "Total Exits to Permanent Housing/Maintained Permanent Housing".

The Homeless Services System:

Seattle invests in three primary categories for homeless services; prevention, emergency and housing.



Together, these create the homeless services system

2018 Performance Outcomes for Project Types Receiving HSD Funds:

HSD looks at five performance measures when analyzing the effectiveness of our investments. HSD focuses on two areas to evaluate how many people are being housed with HSD funds, “Exit Rate to Permanent Housing” and “Total Exits to Permanent Housing/Maintained Permanent Housing”. These performance measures, which are also used by King County and United Way, work together to ensure accountability and results for the public dollars that are supporting homeless response projects.

- **Exit Rate to Permanent Housing:**

To determine which project type is most effective in connecting clients to housing, HSD looks at the rate of exits to permanent housing. A higher rate means that a project is more effective at connecting clients to permanent housing than projects with lower rates. HSD calculates this measure in accordance with national standards set by HUD.

- **Total Exits to or Maintained Permanent Housing:**

Success is defined as a person leaving the homeless services system and moving into permanent housing (an “exit to permanent housing”). In the first quarter, city-supported projects helped 3,030 households exit the homeless services system to either move to permanent housing or maintain their permanent housing.

National standards count remaining in housing a success for people who have been chronically homeless and are now living in permanent supportive housing (“maintenance of permanent housing”).* Of 3,030 household exits in the first quarter, 1850 chronically homeless households maintained housing.

*See Attachment A, Homeless Services Terminology, for full descriptions of the methodology used to calculate “Total Exits to Permanent Housing/Maintained Permanent Housing” and “Exit Rate to Permanent Housing”.

The remaining four performance measures help HSD determine whether the system is efficient, providing good services, and helping the most in need.

Performance Measure (by Project Type)	What does it tell us about the Project Type?
Average Length of Stay in Days	How long does it take clients to exit the project type?
Return Rate to Homeless System	What percentage of people served in the project type who obtained permanent housing became homeless again within six months?
Entries from Homelessness	Are the people being served by the program from unsheltered places or a shelter?
Utilization Rate	Are programs using all their available resources each day?

For Q1 2018, the results for the performance measures are as follows:

Project Type	Q1 2018 Performance Measures and Results					
	<i>*includes all programs receiving some funding from HSD</i>					
	Total Exits to or maintained PH	Exit Rate to PH	Average Length of Stay (days)	Return Rate to Homeless System	Entries from Homelessness	Utilization Rate
Prevention	151	89%	220	2%	9%	90.1%
Shelter - Basic	50	3.8%	56	18%	80%	104.8%
Shelter - Enhanced	299	20.5%	129	19.1%	78.7%	111%
Villages	18	17%	178	5.6%	76.2%	85.2%
Day/Hygiene	90	5.9%	140	16.7%	68.6%	N/A
Outreach and Engagement	56	25.8%	356	8.9%	67.2%	N/A
Transitional Housing	103	59%	295	6.8%	84.4%	113.2%
Diversion	221	80.5%	19	2.3%	86.2%	N/A
Rapid Rehousing	161	83%	180	2.5%	94.4%	N/A
Permanent Supportive Housing	1881	99%	1734	0.1%	91%	105.8%
	3,030					

Cc: Jason Johnson, Interim Director, Human Services Department
 Audrey Buehring, Deputy Director, Human Services Department
 Anthony Auriemma, Mayor's Office

*See Attachment A, Homeless Services Terminology, for full descriptions of the methodology used to calculate "Total Exits to Permanent Housing/Maintained Permanent Housing" and "Exit Rate to Permanent Housing".