HUD System Performance

Agenda

- What are the System Performance Measures (SPMs)?

- Framework for Understanding SPMs

- How each CoC is improving their homeless system by using the System Performance Measures.

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What are the System Performance Measures?

- 2015 – CoCs First Reported SPMs to HUD
- Submitted Annually for a one-year time period
- 70 pages of detailed programming

What are the Federal Benchmarks for achieving an end to homelessness?

Homelessness should be **RARE, BRIEF** and **NON-RECURRING**

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Federal Framework & SPMs

Rare	Brief	Non-Recurring
# Persons	Length of Time	% Returns
# New	Increased Income	Positive Exits

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Common Language – Need to know!

Federal Benchmark	Maricopa	Pima	Balance of State
Rare (# in ES, TH)	15,000		4,000
Brief (Length of Stay in Shelters)	60 days		49 days
Non-Recurring (Return Rate)	25%		16%

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Plenty of Opportunity – Impacting SPMs

System Performance Improvement Briefs
Strategies for System Performance Improvement
May 2017
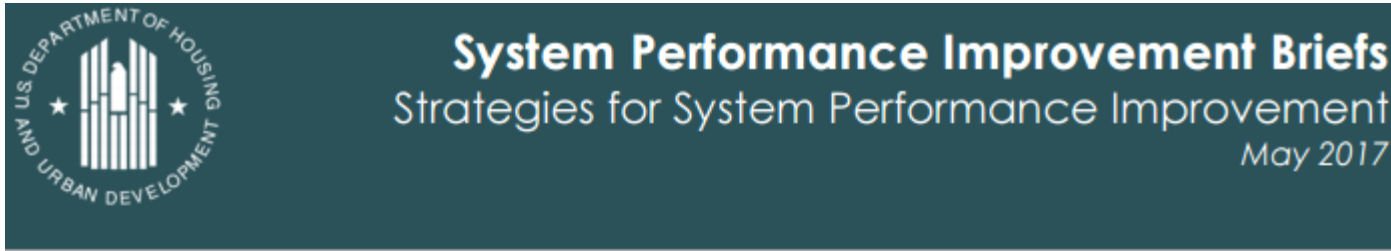
INTRODUCTION

HUD's System Performance Measures help communities understand how their system is functioning and if they have deployed the right combination of strategies and resources. This brief is part of a series of resources to help Continuums of Care (CoC) improve their homelessness system and build the confidence to use local data in strategic decision-making. It helps CoCs interpret their performance data, identify high-impact performance improvement strategies, and establish a year-round approach to performance management. The strategies outlined below focus on three Measures, which together summarize how well the community is helping people become quickly and stably housed:

- Length of time persons remain homeless (Measure 1)
- Extent to which persons who exit homelessness return to homelessness (Measure 2)
- Successful placement from Street Outreach and successful placement in or retention of permanent housing (Measure 7)

How to Use this Brief

This brief is for CoC leads and other key stakeholders charged with monitoring and improving system performance. It should be read in conjunction with the two companion pieces: the *Data Quality and Analysis for System Performance Improvement* brief which gives key steps to analyzing the System Performance Measures and troubleshooting data quality issues known to influence performance

HUD's System Performance Improvement Briefs

- Strategies for System Performance Improvement

HMIS
Homeless Management
Information System

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Plenty of Opportunity – Impacting SPMs

	Examples
Rare	• Strengthen Diversion • Leverage Existing Prevention
Brief	• Increase Rapid Re-Housing • Target Long-Term Stayers
Non - Recurring	• Move-On Strategy • Income Stabilization • Progressive Engagement

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