Guilford County CoC Dashboard

Quarterly Report of Metrics
July 2021

Governance and Performance Metrics

I. a.

< 20% of those who exit to permanent housing will return to homelessness within 2 years of exit (all programs)

Current

YTD (October 1, 2020 – June 30, 2021)	18%*

*Note: 175 persons have returned as of March 31, 2021, and only 16 more persons or fewer can return prior to September 30, 2021, to stay at or below 20%.

Historical
System Performance Measures as Reported to HUD: Measure 2

FY2020 (SO, ES, TH, PH)	23%
FY2019 (SO, ES, TH, PH)	19%
FY2018 (SO, ES, TH, PH)	16%
FY2017 (ES, TH, PH)	20%
FY2016 (ES, TH, PH)	27%
FY2015 (ES, TH, PH)	23%

Governance and Performance Metrics

I. b.

23% or less of negative exits

This metric somewhat duplicates Metric I.e. It is currently under review.

Current

YTD (October 1, 2020 – June 30, 2021)	38% Negative Exits for all Project Types Combined

Governance and Performance Metrics

I. c.

75% utilization rate (all programs)

This metric is currently under review to determine the most accurate and efficient method for data collection and presentation, as well as a return to pre-COVID-19 bed counts (i.e., full capacity).

Current
Persons Served by Project Type

	Project Type	Total Persons Served
YTD (October 1, 2020 – June 30, 2021)	PSH	227
	RRH	323
	TH	141
	ES	964

Source: Dashboard/Canned APR Question 1 using SPM Project Type Reporting Groups.

I. d.

95% HMIS data quality and completeness
(i.e., % of Error Rate <5%)

Current

	Data Element*	% of Error Rate
YTD (October 1, 2020 – June 30, 2021) Total Served = 2212	Personally Identifiable Information (PII) Overall Score	17.45% (SSN is 14.96%)
	Veteran Status	4.87%
	Relationship to HoH	6.19%
	Client Location	1.19%
	Disabling Condition	8.95%
	Destination	13.63%
	Income Sources at: Entry, Annual Assessment, Exit	14.55%, 90.43%, 13.47%

Note: Other data elements worth monitoring for data quality are Project Entry Date, as well as Move-In Date for RRH and PSH.

	Data Element*	% of Error Rate
3rd Quarter (April 1, 2021 – June 30, 2021) Total Served = 1523	Personally Identifiable Information (PII) Overall Score	17.14% (SSN is 14.84%)
	Veteran Status	5.44%
	Relationship to HoH	6.63%
	Client Location	0.80%
	Disabling Condition	8.34%
	Destination	11.91%
	Income Sources at: Entry, Annual Assessment, Exit	15.00%, 98.68%, 15.00%

Note: Other data elements worth monitoring for data quality are Project Entry Date, as well as Move-In Date for RRH and PSH. (Source: #LSA Tool 0640)

Historical
SPM Destination Error Rates

Reporting Period

FY 2020 (10/1/2019 - 9/30/2020)

Save

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020	2016-2017	2017-2018	2018-2019	2019-2020
1. Number of non-DV Beds on HIC	381	398	371	331	100	104	83	64	525	478	486	375	31	91	34	80				
2. Number of HMIS Beds	349	371	344	304	100	104	83	64	378	344	352	241	31	91	34	80				
3. HMIS Participation Rate from HIC	91.60 %	93.22 %	92.72 %	91.84 %	100.00 %	100.00 %	100.00 %	100.00 %	72.00 %	71.97 %	72.43 %	64.27 %	100.00 %	100.00 %	100.00 %	100.00 %				
4. Unduplicated Persons Served (HMIS)	2112	2169	1884	1496	315	317	288	276	444	435	265	273	167	370	275	286	257	370	411	534
5. Total Leavers (HMIS)	1801	1839	1605	1278	236	202	194	183	111	215	34	81	96	274	117	67	7	108	81	112
6. Destination of Don't Know, Refused, or Missing (HMIS)	61	48	72	292	0	0	0	19	0	0	0	1	2	0	0	0	0	0	3	0
7. Destination Error Rate (Calculated)	3.39 %	2.61 %	4.49 %	22.85 %	0.00 %	0.00 %	0.00 %	10.38 %	0.00 %	0.00 %	0.00 %	1.23 %	2.08 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	3.70 %	0.00 %

I. e.

Maintain (only PSH) or Exit to Permanent Housing

Current

	Project Type	Goal	Actual
YTD (October 1, 2020 – June 30, 2021)	PSH (leavers & stayers)	80%	97% (217/224)
	RRH	80%	77% (79/102)
	Transitional Housing	75%	87% (73/84)
	Emergency Shelter	30%	44% (299/674)

Source: APR Question 23c by SPM Reporting Groups.

Historical
System Performance Measures as Reported to HUD: Taken from Measure 7b.1 and 7b.2

Fiscal Years Submitted	ES, TH, & RRH: Exits to PH	PSH: Exits to PH or Retention
FY2020	42%	97%
FY2019	39%	95%
FY2018	57%	91%
FY2017	58%	86%
FY2016	48%	98%
FY2015	51%	97%

I. f.

Maintain or Exit with Cash Income (Earned or Benefits)
This is the current wording of GCCOC Metric. Below are results of a slightly different metric.

Gains or Increases in Cash Income (Earned or Benefits)
This data gets updated and reported at start, at exit, and via interim and annual assessments conducted by case managers.

Current

	Project Type	Goal	Actual* (Stayers + Leavers)
YTD (October 1, 2020 – June 30, 2021)	PSH	75%	53% + 19% = **72%**
	RRH	60%	67% + 22% = **89%**
	Transitional Housing	70%	0% + 34% = **34%**

*Note: Stayers and Leavers who Gained or Increased Cash Income is from APR Questions 19a1 and 19a2. However, the number of adults for which interim/annual assessment data collected is very low. Source: Dashboard/Canned APR using SPM Project Type Reporting Groups.

Historical
System Performance Measures as Reported to HUD: Taken from Measure 4, Metric 4.3 and 4.6

Fiscal Years Submitted	Percentage of Adult Stayers who Increased Total Income (SPM Metric 4.3)	Percentage of Adult Leavers who Increased Total Income (SPM Metric 4.6)
FY2020	17%	37%
FY2019	14%	41%
FY2018	47%	38%
FY2017	23%	39%
FY2016	25%	35%
FY2015	17%	39%

II. Community Engagement Metrics
   a. **% stakeholders reached**
   b. **# of stakeholders engaged**
   c. **Increase in engagement of persons with lived experience of homelessness**

Under Review and Coming Soon