

**AUSTIN/TRAVIS
COUNTY**

**HOMELESSNESS RESPONSE
SYSTEM**

**PERFORMANCE
MONITORING**

Research & Evaluation Department
Ending Community Homelessness Coalition

What to Expect in Today's Presentation

1. Who, What, When & Where of Performance Monitoring
2. Current Performance Monitoring Frameworks
3. Question & Answer

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Who, What, When & Where of Performance Monitoring

What data is monitored?

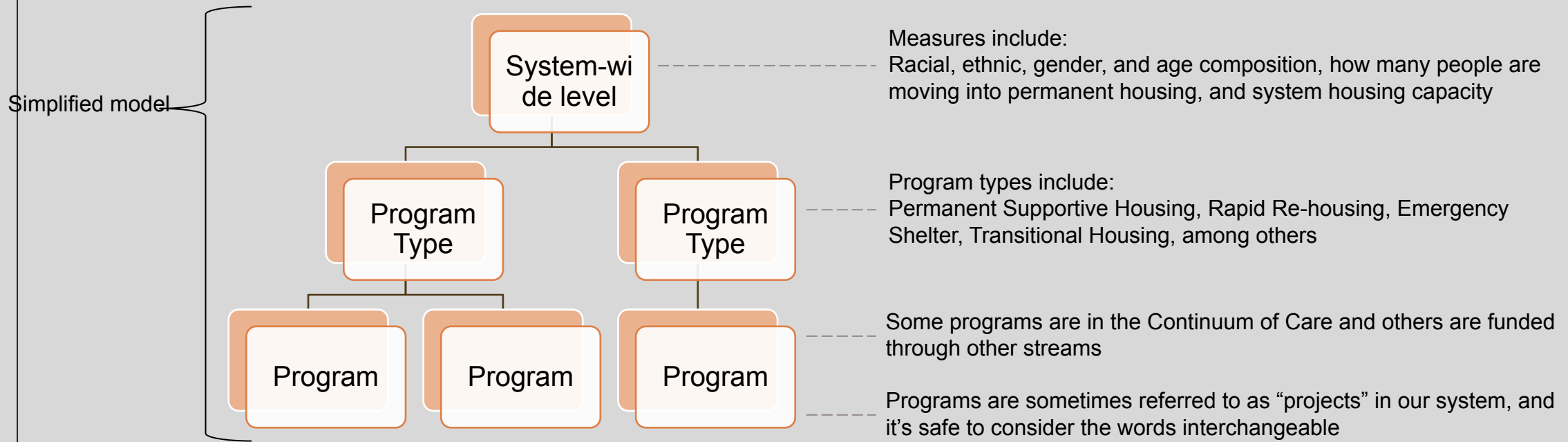
HMIS data

HMIS is a centralized database for homeless services in the community

- Recording client data in HMIS is a requirement for all Continuum of Care (CoC) programs and City of Austin funded programs, but many other programs/agencies also use it
 - ECHO is currently working hard on capacity building and partnership building
 - As more organizations join HMIS, we continue to build a larger foundation where we can support each other and build on each other's work

Whose performance is monitored?

- Performance monitoring occurs at multiple levels of the Homelessness Response System:



When do we monitor performance?

- **Biennially (every other year)**

- Point-in-Time Count (PIT)

- **Annually**

- Housing Inventory Count (HIC)
- System Performance Measures Report (SPMs)
- Longitudinal Systems Analysis (LSA)
- Annual Performance Report (APR)
- Community Reports (e.g. Needs and Gaps Report, Racial Disparities Report)

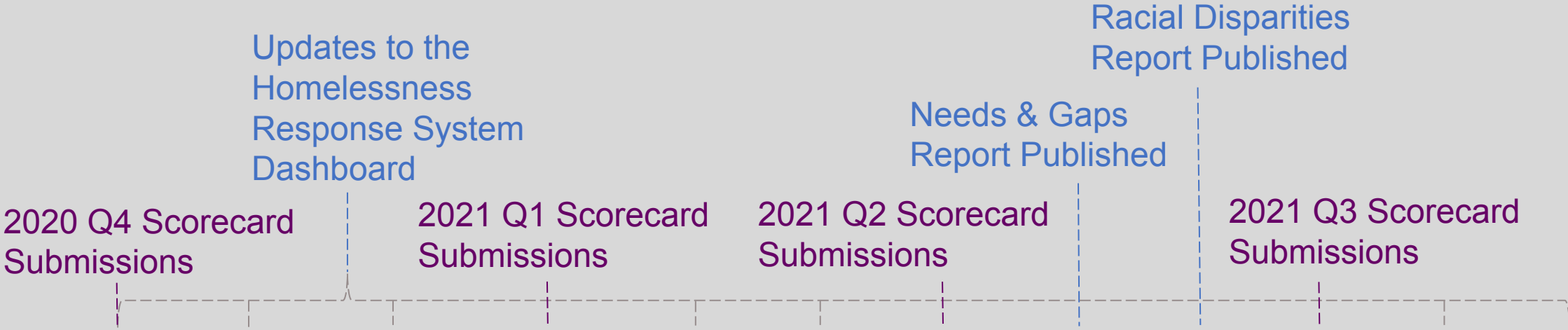
- **Quarterly**

- Quarterly Performance Scorecards

- **Monthly**

- Homelessness Response System Dashboard

Example Timeline: 2021



Jan Feb March April May June July Aug Sept Oct Nov Dec

PIT Count (Data Collection) SPMs Submission PIT Count (Data Submission to HUD, Report Release)

HIC (Data Collection) LSA Submission HIC Submission

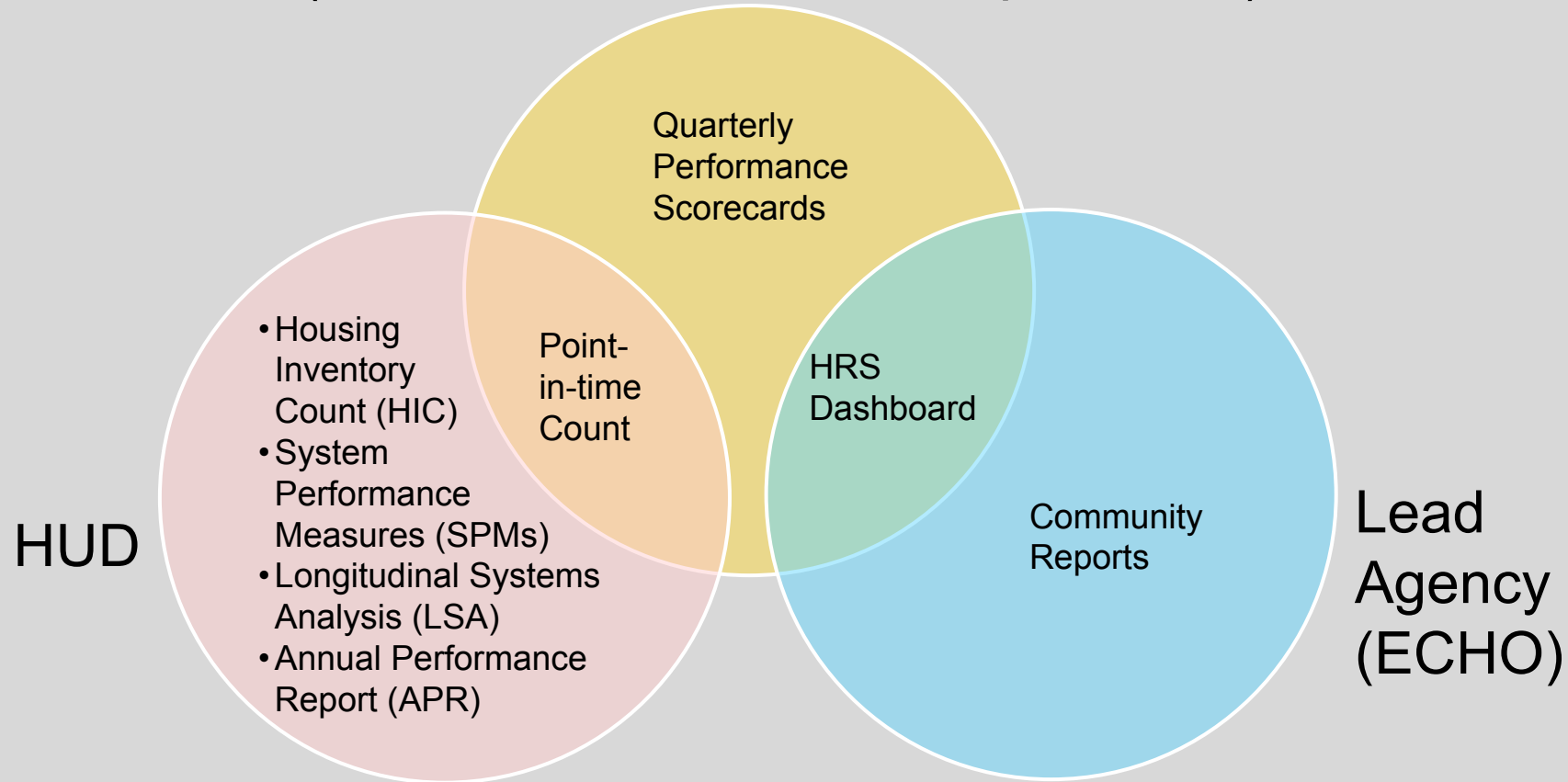
APR Submission

Who submits what to whom?

| Framework | Frequency | CoC Program Participation | Non-CoC Program Participation | Submitted TO: | Submitted BY: |
|--|------------|---------------------------|-------------------------------|---------------|---------------|
| Point-in-Time Count | Biennially | X | X | HUD | ECHO |
| Housing Inventory Count | Annually | X | X | HUD | ECHO |
| System Performance Measures Report | Annually | X | X | HUD | ECHO |
| Longitudinal Systems Analysis | Annually | X | X | HUD | ECHO |
| Annual Performance Report | Annually | X | | HUD | Programs |
| Community Reports | Annually | X | X | Community | ECHO |
| Quarterly Performance Scorecards | Quarterly | X | | ECHO | Programs |
| Homelessness Response System Dashboard | Monthly | X | X | Community | ECHO |

Who decides what's monitored where?

HRS Governance
(PM Committee, Leadership Council)

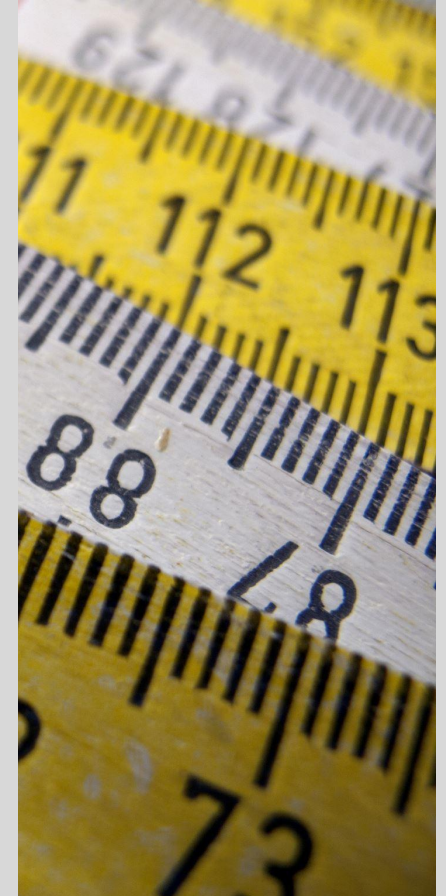


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Current Performance Monitoring Frameworks

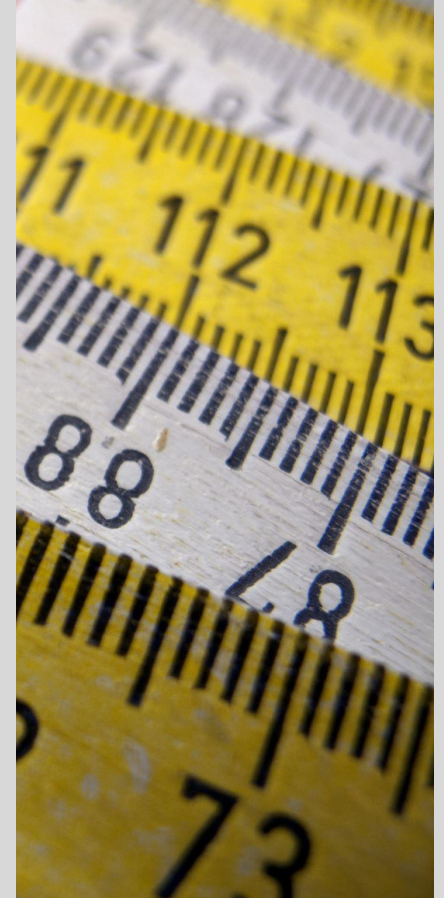
Quarterly Performance Scorecards

- Measure data quality and project performance at the project level for CoC projects.
- Data used to determine metric scores is sourced from reports that can be run in HMIS by service provider staff.
- Quarterly Performance Scorecards are submitted to ECHO every quarter, along with all supporting documentation and reports.



Quarterly Performance Scorecards

- Annually, CoC projects' Q1 Quarterly Performance Scorecard scores are used to rank them relative to one another in the HUD Notice of Funding Opportunity (NOFO) process
- In any quarter, a score below the designated threshold of 60% on the Scorecard triggers the Performance Improvement Plan (PIP) which provides additional monitoring and assistance to the program to restore performance



Quarterly Performance Scorecards

- ECHO, as the Lead Agency, collects, reviews, and compiles information on CoC funded project performance in the Quarterly Performance Scorecard, and submits this information to the CoC Governance.
 - As per federal regulations, local CoCs are required to “to establish performance targets appropriate for population and program type, monitor recipient and subrecipient performance, evaluate outcomes, and take action against poor performers.”
(24 CFR 578.7 (a)(6))



Point-in-Time Count



- Count of the Austin/Travis County population experiencing homelessness on a single given night. Data from this count contributes to both local and national efforts to end homelessness
- Communities across the country conduct PIT Counts at least every other year in late January. In 2021, the Leadership Council determined that Austin/Travis County would conduct the PIT Count biennially instead of annually. Our next count will be in January 2023

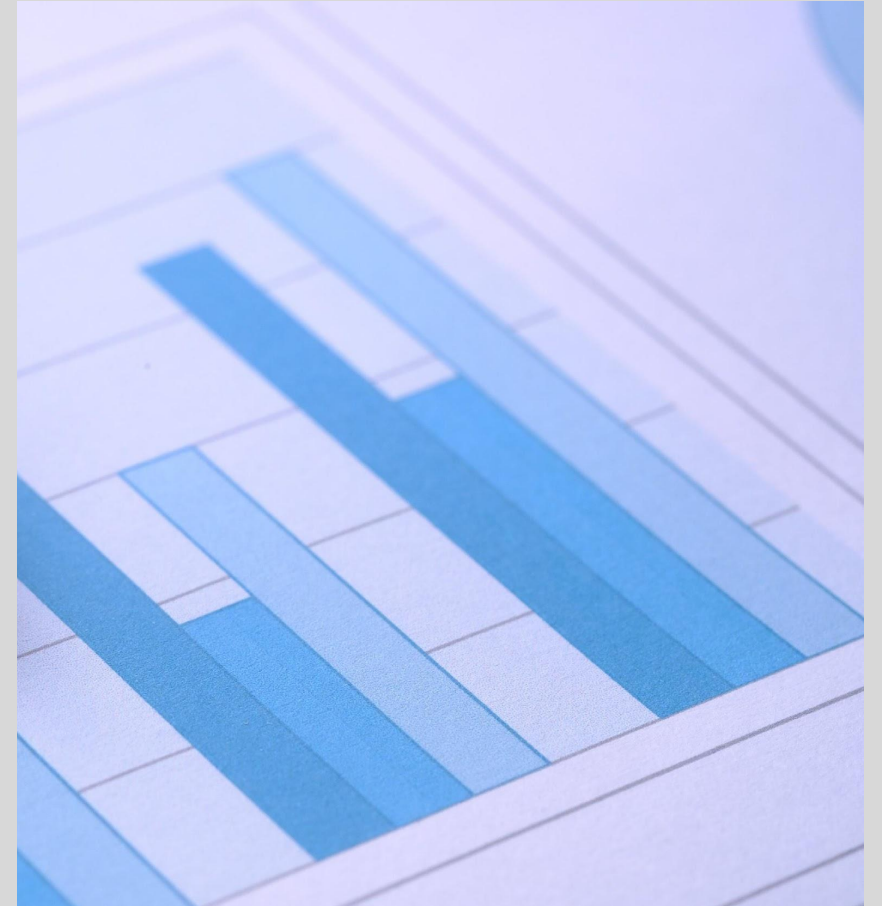
Point-in-Time Count



- Purpose: To understand the number, characteristics, and subpopulations of people experiencing homelessness in Austin/Travis County so that funding and services may be targeted appropriately
- HUD provides regulations as to how the PIT Count must be conducted and what data must be collected, however the details of the event are determined by the local Homelessness Response Systems

Homelessness Response System Dashboard

- Provides regularly updated in-depth homelessness data on housing programs, the population experiencing homelessness, and the overall flow of people into and out of homelessness in our community
- **Goals:**
 - Track progress
 - Measure system performance,
 - Identify areas for system improvement



Community Reports

- ECHO currently publishes the following reports annually:
 - Needs & Gaps Report
 - Provides an overview of who the Homelessness Response System serves, how they use the different services in the system, and what the system needs to end homelessness in Austin and Travis County. Describes what the HRS would need in order to have a system where homelessness in our community is a rare, brief, and non-recurring experience for everyone.
 - Racial Disparities Report
 - Provides an analysis of racial and ethnic disparities in the Homelessness Response System and describes the steps that the System is taking to reach equity in homeless services.

Other Annual Reports to HUD

- **Housing Inventory Count (HIC)**
 - Bed count and bed utilization by program on a single given night
- **System Performance Measures (SPMs)**
 - Standardized metrics of performance on the Homelessness Response System level
- **Longitudinal Systems Analysis (LSA)**
 - Analysis of the various pathways people experiencing homelessness utilize to move through the Homelessness Response System
- **Annual Performance Report (APR)**
 - Programs report standardized data quality and performance metrics to HUD

Learn More

- Performance Monitoring webpage
(Quarterly Performance Scorecards, HRS Dashboard):
www.austinecho.org/leading-system-change/performance-monitoring
- Data & Reports webpage
(PIT Count Report, Needs & Gaps Report, Racial Disparities Report):
www.austinecho.org/leading-system-change/data-and-reports
- Read the blog post and watch the intro video for the Dashboard:
www.austinecho.org/blog/2021/10/21/11800/

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Questions?