

SPM

System Performance Measures Improvement TIP document

Prepared by the System Performance Measure Committee

SPM- Measure 1 – Length of Time Homeless

How to improve measure 1 by looking at length of time clients remain in Emergency Shelters (more than 30 days) and reducing the average & median length of time person's remain homeless

Tip: Remember to exit those that are not there anymore. Not exiting people when they leave can make it look like the average length of homelessness is much longer than it actually is

Q. What are some of the barriers to getting people housed quickly?

Barrier 1: Lack of landlords willing to accept vouchers

Barrier 2: Lack of affordable housing

Barrier 3: Poor client rental history

Barrier 4: Poor Criminal Records

Barrier 5: Client social customs, norms, personality barriers or educational barriers (not understanding what they need to do etc.)

Q: What are some tips to overcome these barriers?

Tip 1: Positive landlord call list-in which you provide contact information to new perspective landlords of current landlords that you have worked well with, will help answer questions and set mind at ease.

Tip 2: Increase security deposits (not to exceed 2 months' rent)

Tip 3: Engage clients right away and let them know what you can do for them, and how your programs work, giving them all the information up front.

Tip 4: Evaluate clients with a need's assessment, will help gage what each individual client needs help with the most and give you a starting point

Tip 5: Set achievable goals within a 30-day window

Q. What are some successes agencies have had in rapid placement for clients or families? Assess coordinated entry, this new process was designed to help the homeless obtain housing quicker and is supposed to be low barrier. How's it going so far? What are some successes agencies have had with CE?

Tip 1: Once you get to know your client, your able to gage their desire for housing and use that to fuel your pace in getting the client housed.

- If you have a client with a high desire to get housing, they will be more motivated to gather the necessary documents you need etc.

Tip 2: Negotiate higher security deposits with landlords, that will help put them at ease (knowing that if damages occur the higher security deposit will cover it etc.).

Tip 3: Identifying the most vulnerable and at-risk individuals and families

Q. What are some issues agencies are facing and what can we do to overcome these?

Issue 1: Keeping in contact with clients

Tip 1: At the first point of contact, establish a means to get in touch with client (email, text, mail, cellphone, friend's house, place they hang out a lot etc.)

Issue 2: Getting clients paperwork ready

Tip 2: Let the clients know at first point of contact, what paperwork is needed so that they can be working towards getting those things prior to being selected from the CE list.

Issue 3: Affordable housing search once client is selected from CE list

Tip 3: Use of social media/web-based methods to locate housing units (Facebook, Zillow) as well as word of mouth and contacting current list of landlords to see if they know of anything available.

SPM-Measure 2 – Returns to Homelessness

How to improve measure 2 based on the data in looking at returns to homelessness and reducing the percentage of people returning to homelessness

This affects CoC scoring on individual agency basis as well as the BOS CoC Application

Q. What are some of the reasons people return to homelessness?

Reason 1: Income loss, evicted due to non-payment of rent

Reason 2: Criminal activity, evicted due to lease violations etc.

Reason 3: Loss of Community

Reason 4: Money and Housing Management Issues

Q. What are some tips for case managers/outreach workers/housing navigators to overcome this barrier?

Tip 1. Follow up with clients 3 months after exit-see how they are doing

Tip 2. Re-evaluate and connect to needed resources

Tip 3: Connect client to mainstream case management services that will work with clients on at least a monthly basis

Tip 4: Increase services to help them manage money and their lives

Tip 5: Increase incentives to come for case management

- Christmas in December and July
- Come in for Toilet Paper and other Household necessities
- Gift Cards
- Canned Food/Food Pantry
- Door Prize, come to get your name added to a drawing
- Birthday Celebrations
- Picnics/Wow Wheel (spin the wheel and win something)

Tip 6: Help give them back their community

- Helping them with groceries
- Increasing positive support system for them

Q: What are some tips for case managers/outreach workers/housing navigators to keep in contact with clients?

Tip 1: Christmas in December and July (or something similar) to update contact info

Tip 2: Running email/phone # lists

Tip 3: WhatsApp, apps that people can use to communicate without a phone plan – they just need Wi-Fi

Tip 4: Bi-Weekly or Monthly home visits (feel free to bring something as well)

SPM-Measure 3- Change in the Number of Sheltered and Unsheltered Homeless Persons

How to improve measure 3 by looking at the change in the PIT count year to year

Q. What can the BOS do to improve PIT count numbers? (Ultimately, we want to see less sheltered and unsheltered homeless persons)

Tip: Might be helpful with the coordinated entry list if agencies were specifically asked to review the individuals that they have posted to see if the information is still current and correct

**Not something we can fix overnight, or even in a few years, but here are some tips and strategic goals to improve the way we serve homeless.*

The work that is done on all of the other measurements ultimately informs SPM 3.

Tip 1: Remember to always check your data to make sure folks that are showing as staying in your shelter on the night of the PIT are indeed still there. Forgetting to exit people just falsely increases our numbers on the night of the count and we don't want to do that.

Tip 2: Think as a community-not just about the folks in your shelter. The K-Count (PIT) sheltered count is comprised of numerous shelters that don't receive HUD funding. Many of these are currently not participating in Coordinated Entry. You can help reduce their shelter numbers by making sure their clients are connected to permanent housing opportunities through CE.

Tip 3: Get people into shelter while pursuing permanent solutions – spend time talking to people who are unsheltered. Ask them why they don't come into shelter.

- Are there barriers to shelter such as requiring IDs? Can you change any policies that prevent access and result in folks returning to the streets? Are you shelters limited to one gender or just families leaving some folks with no options for shelter? If so, change your shelter make-up or create a hotel voucher program.

Tip 4: Prevention and Family Reunification: Understand where people who are experiencing unsheltered homelessness in your community were staying before sleeping outside. Were they discharged from jail? Evicted? Kicked out of a home shared with family? Work with institutions (hospitals, jails, etc.) on appropriate discharge planning. Help people reunite with family by helping to mediate between the two parties to come up with an agreeable solution.

SPM-Measure 4 – Change in Income

How to improve measure 4 based on the data in looking at increasing income

Remember: all HMIS data is self-report, so you do not necessarily have to collect check stubs, or other types of proof of income at exit. But if you can collect this basic information during an exit assessment, it would be greatly beneficial for improving SPM as well as other system-wide reporting.

Q. How can we increase earned income for adult stayers?

Tip 1: Capture any increased income via “Interims” by clicking on the “Update” in the drop-down menu (see below) HMIS users can add ‘Updates’ in the Interims at ANY time if a client has a change in income, non-cash benefits, insurance or disability’. It is highly recommended that all projects use this function to record these changes, as it will affect SPM 4.

Reminder: Household members must be established on Households tab before creating Entry / Exit

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
Kentucky Housing Corporation - Dummy Project Eligibility (2234)	HUD	04/09/2021				
Kentucky Housing Corporation - Dummy Project Eligibility (2234)	HUD	12/09/2020				
Kentucky Housi (2234)						
Kentucky Housi (2234)						

Step 1: In EDA, go to entry/exit tab and click on icon shown below for 'Interims'

Interim Reviews

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
No matches.		

Add Interim Review

Step 2: Click on 'Add Interim Review'

Add Interim Review - (302951) Geller, Monica

Interim Review Data

Entry / Exit Provider: Kentucky Housing Corporation - Dummy Project Eligibility (2234)

Entry / Exit Type: HUD

Interim Review Type*: -Select-

Review Date*: -Select-

Annual Assessment

Update

Step 3: For the Interim Review Type click on the "Update"

Tip 2: Capture any increased income at time of exit in HMIS, as Case Managers/Outreach workers, shelter staff or even HMIS users, collect income amount at exit via some type of exit assessment (you can use the HMIS intake forms located on the Help Desk if you do not have anything).

Note 1: If you are not able to perform an exit assessment with the client, then you can also use the HMIS intake forms to report what you know from recent conversation with the client. (*This is also relevant for SPM 7*)

Note 2: Having these continual conversations with the clients while they are in your shelter or other project, will help bridge the gaps in data needed for improving SPM and other systematic reporting.

Tip 3: Connect eligible clients to benefits (SOAR, CIS, KTAP, etc.)

- Here is a link to the KHC Help Desk: [Here are some great resources on benefits](#)

Q. How can case managers/outreach workers help clients increase and retain income?

Tip 1: Connect to SOAR (SSI/SSDI)

- soar@prainc.com
- (518) 439-7415 x2
- <https://soarworks.prainc.com/>

Tip 2: Community Integration Supplementation Payments (CIS)

- In person at a DCBS office; or through their Call Center 855-306-8959
- State Supplementation, including CIS, cannot be applied for through their self-service portal at kynect.ky.gov

Tip 3: Kentucky Transitional Assistance Program (KTAP)

- <https://chfs.ky.gov/agencies/dcbs/dfs/fssb/Pages/ktap.aspx>

Tip 4: Assist clients with creating a budget and sticking to it

Tip 5: Assist clients with completing necessary certification requirements for benefits and work with them throughout the application and acquisition process.

Tip 6: Try to work with them as quickly as possible when they come in.

Tip 7: Immediately evaluate them coming in.

Tip 8: Work with them on creating a budget that works for them.

Tip 9: If an agency is interested in becoming a SOAR advocate, there is a [training course](#)

SPM-Measure 5 – Entering in ES, TH, RRH, PSH No prior Enrollments in HMIS – Number of Persons who Become Homeless for the First Time

Q. How can we better prevent clients from needing to enter ES, TH or PH in the first place? And how can we improve our prevention and diversion process?

Tip 1: Helping clients with costs that might be getting them evicted.

Tip 2: Create some kind of flexible funding to use for things that might not be typically thought of. Donations, Fundraisers, etc. are great ways to collect this.

- Court Costs
- Car Repairs
- Security Deposits
- Past Due Rent

Tip 3: Asking why someone is about to become homeless and trying to remove as much of that obstacle as possible.

Tip 4: A prevention/diversion tactic would be to buy bus/plane tickets to reunite people with family so they can live with them etc.

- LIHEAP funding

Tip 5: There is a Diversion project set up in HMIS Service Point that should be utilized to help prevent and divert someone from entering homelessness. You can request access to this project by submitting a Help Desk ticket.

The intent of diversion is to give someone who has become homeless a positive alternative to entering emergency shelter or being unsheltered. Diversion strategies can include:

- engaging in creative problem-solving conversations with clients
- Connecting them with community resources and family supports
- Providing housing search and placement services
- Securing flexible financial assistance to help people resolve their immediate housing crisis.


You are encouraged to enter clients into the Diversion project in HMIS if you have a client(s) that you have identified as couch surfing or precariously housed or are housed but may lose that housing due to things such as eviction, rental/utility arrears etc.

Being able to track these clients in the Diversion project will allow the agency to be more vigilant with those seeking assistance but are not quite homeless yet. While in the diversion project, services should be provided, and these clients should be 'checked on' regularly so they remain housed. Diversion is an intensive service intervention. Through an interactive problem-solving conversation with the client, staff seek to:

- understand what caused a person's housing crisis;
- explore what immediate solutions to the crisis may be possible; and
- help them pursue a solution(s).

Tip 6: Work on decreasing the number of duplicate clients in the system by using the client search feature in HMIS. The last four of their SSN, First and Last Name, DOB etc. Make sure **not** to add an anonymous client as those create duplicate clients and Data Quality issues.

Client Search

 Please Search the System before

Name	First	Middle	Last
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Name Data Quality</i>	-Select- ▼		
Alias	<input type="text"/>		
Social Security Number	<input type="text"/> - <input type="text"/> - <input type="text"/>		
<i>Social Security Number Data Quality</i>	-Select- ▼		
<i>U.S. Military Veteran?</i>	-Select- ▼		
Exact Match	<input type="checkbox"/>		
Search ACTIVE Clients	<input checked="" type="radio"/>		
Search INACTIVE / DELETED Clients	<input type="radio"/>		
Search ALL Clients	<input type="radio"/>		

Client Number

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID #

Tip 7: Prevention and Family Reunification: Understand where people who are experiencing homelessness in your community were staying beforehand. Were they discharged from jail? Evicted? Kicked out of a home shared with family? Work with institutions (hospitals, jails, etc.) on appropriate discharge planning. Help people reunite with family by helping to mediate between the two parties to come up with an agreeable solution.

SPM-7-Measure 7- % of successful exits or retention to/in Permanent Housing

How to improve measure 7 by increasing successful placement from Street Outreach & successful placement in or retention of Permanent Housing

Q. What are some reasons that people are not exiting to Permanent Housing?

Reason 1: Once clients get a referral, sometimes they disappear and it's hard to keep in contact.

- a. There can be instances in which the person is just not ready to move into housing yet.
- b. A lot of people will 'leave before they get left'
- c. Mental health issues can present a barrier

Reason 2: Sometimes it is hard to get in contact with the people you are working with.

- a. Sometimes this could be because they don't have any minutes, or they may not have a phone.
- b. Tip: Instead of calling them or using a landline, try to use a cellphone to text them. Even if they don't initially have service, once they have service again the text will come through.
- c. Tip: WhatsApp, apps that people can use to communicate without a phone plan – they just need Wi-Fi
- d. Tip: All shelter staff should have access to the same information/resources about the available programs so that they can distribute it to all clients and address any concerns/questions. As clients may not talk to only one person, make sure to have good communication with other staff members to keep everyone in the loop on any potential issues/concerns clients may have etc.

Reason 3: A lot of people don't have a safe place to save their money so it can be hard for them to save up for security deposits and rent.

- a. Prepaid visa cards
- b. Green Dot
- c. Going with them to the bank to set up accounts if they want to,

Q. How can we increase the number of clients who are successfully placed in and retain Permanent Housing?

Tip 1: Start getting their documents processed sooner in Street Outreach projects to avoid possible lags.

Tip 2: Try to increase services offered:

- Case Management
 - Monitoring and Evaluating Client Progress
 - Providing information and referrals
 - Assessing Housing and Service Needs
 - Transportation
- Career education and training
- Life skills training and assistance
 - Budgeting
 - Managing Money
 - Managing a Household
 - Resolving Conflict
 - Shopping for Food and Other Needed Items
 - Improving nutrition
 - How to use public transportation

Tip 3: Working on staying in contact with clients. (See previous measures for tips on this)

Tip 4: Work on increasing consistency and building stronger relationships with the people you work with. A lot of people need to build trust before they will work with you/accept help.

- Going grocery shopping together
- Take them to their appointments
- Community Support
 - Non-clinical but therapeutic behavioral intervention, support, and skills training.
 - Assistance in accessing and utilizing community resources.
 - Emotional regulation skills.
 - Crisis coping skills; and
 - Developing and enhancing interpersonal skills.

Tip 5: Try to be flexible with things like punctuality and regularity as there can be more barriers for them than you might realize.

- a. Offering to pick them up when they have an appointment and take them there etc. might help
- b. Appointment cards that they can stick on their fridge for the next appointment as a reminder
- c. Calendars that they can stick on their fridge or walls

Note 1: If you are not able to perform an exit assessment with the client, then you can also use the HMIS intake forms to report what you know from recent conversation with the client.