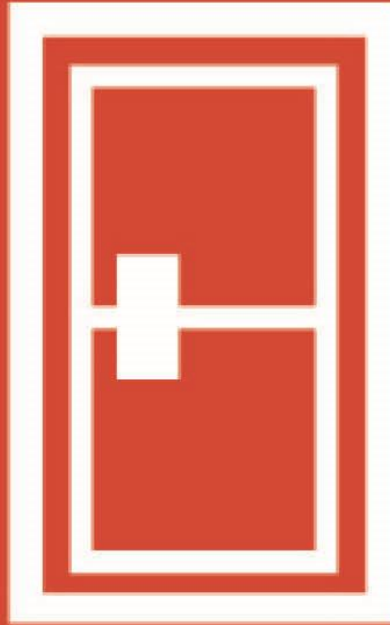




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# **PAY FOR PERFORMANCE REPORTS: WHAT THEY TELL US**

JESICA VAIL  
MICHELLE EDWARDS  
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# PAY FOR PERFORMANCE OVERVIEW

# A LITTLE HISTORY...



MSHDA began developing Pay for Performance before HUD released the national System Performance Measures, but as the national conversation on best practices was turning to rewarding positive outcomes.

As a balance, MSHDA also invests in training and technical assistance opportunities to assist communities falling behind in performance.

MSHDA and MCAH worked together to develop the initial round of measures that highlighted areas of importance to MSHDA.

There have been changes each year, but generally are split between data quality outputs and outcomes for RRH and Prevention.

Either P4P or PfP work as abbreviations, neither is currently trademarked.

# CURRENT MEASURE OVERVIEW



PM1: Percentage of households entering rapid rehousing projects from streets or shelter

PM2: Now defunct Veteran measure

PM3: Percentage of Prevention households exiting to permanent housing

PM4: Percentage of RRH households exiting to permanent housing

PM5: Percentage of RRH households with a VI-SPDAT (or TAY-SPDAT) completed

PM6: Percentage of Emergency Shelter households with a VI-SPDAT (or TAY-SPDAT) completed

PM7: Decrease in Length of Time Homeless or maintaining a LOTH under 40 days each year

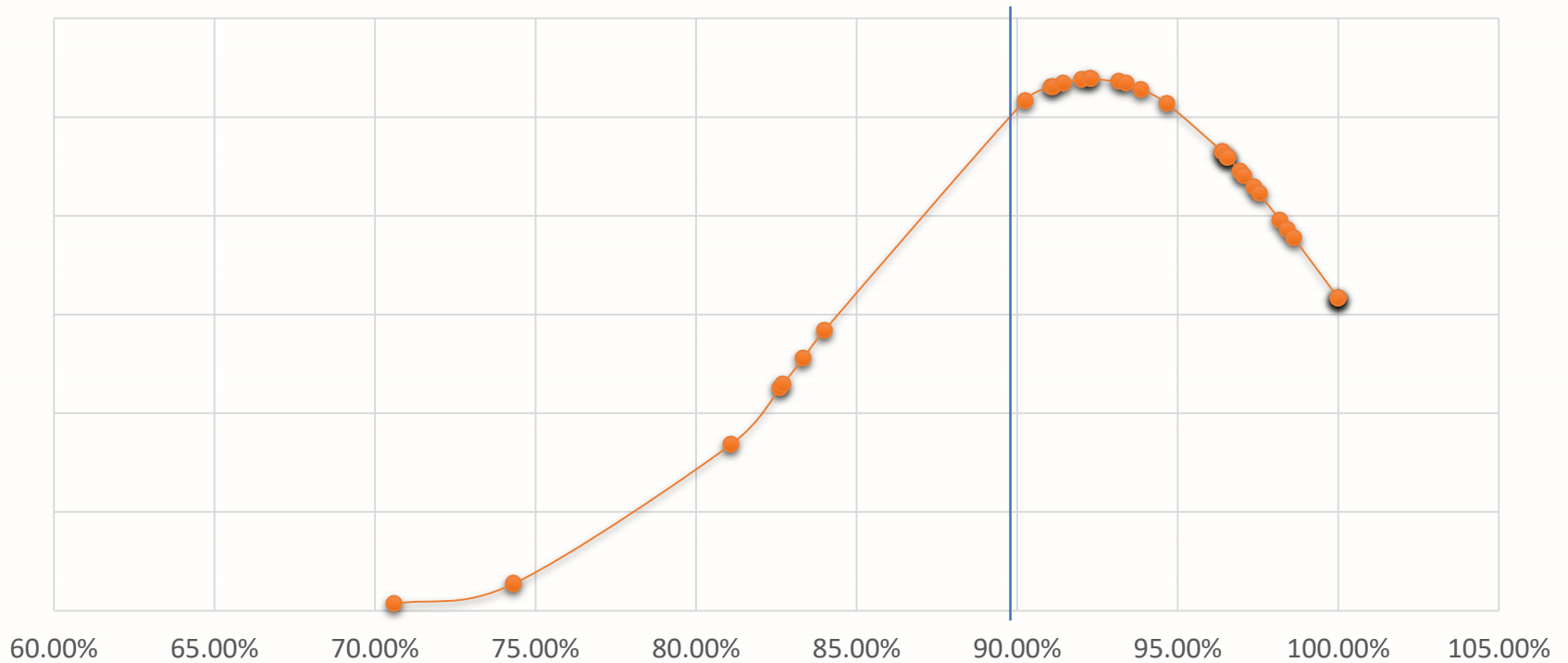
PM8: Expenditure of CoC Program funding, verified by a letter from the Chairperson



GRAPHING FUN!

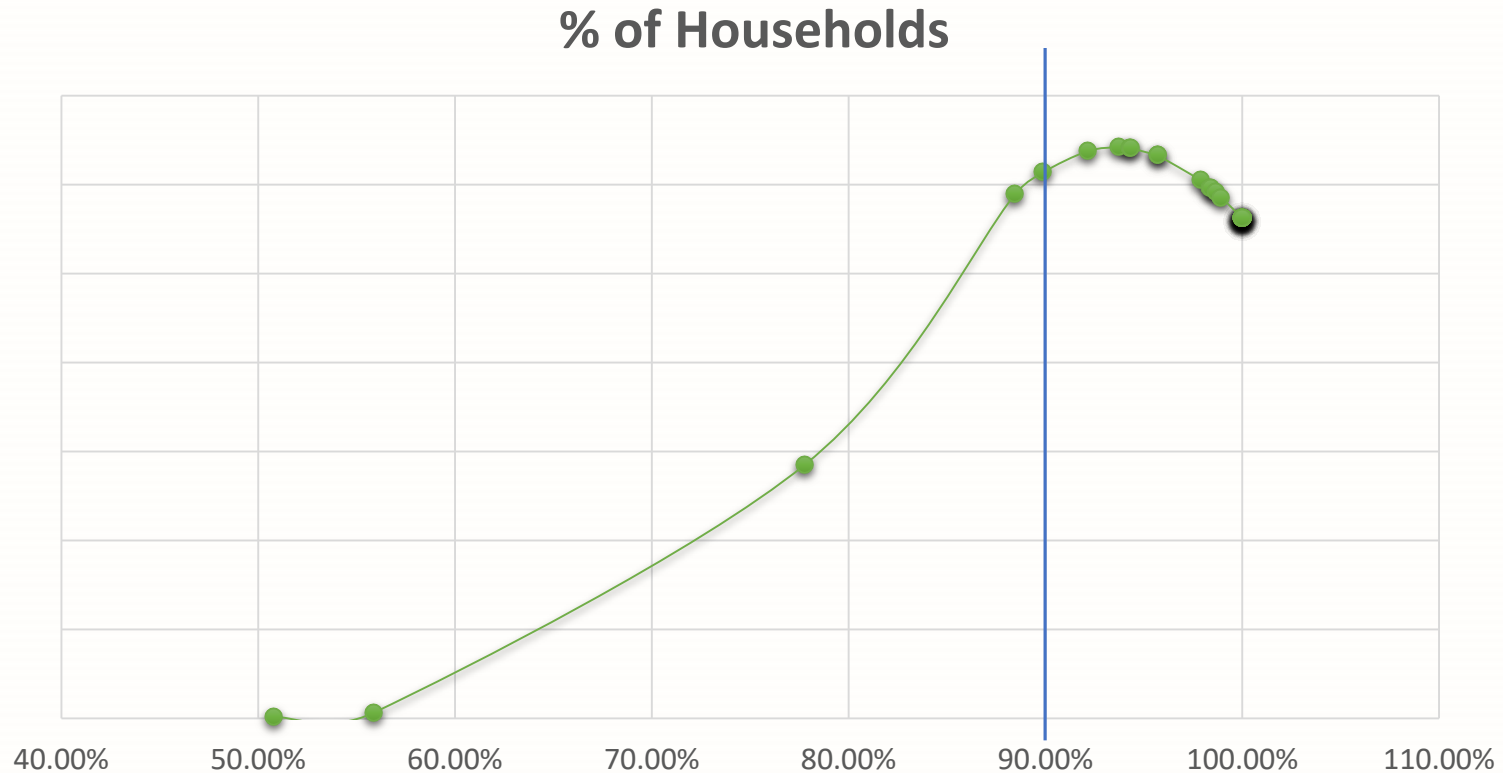
# 1: % of HHs Entering RRH from Category 1 Locations

## % of Households



Goal for Credit: 90%, Average: 92.37%, # Below Target: 7, # Above Target: 27, # at 100%: 4

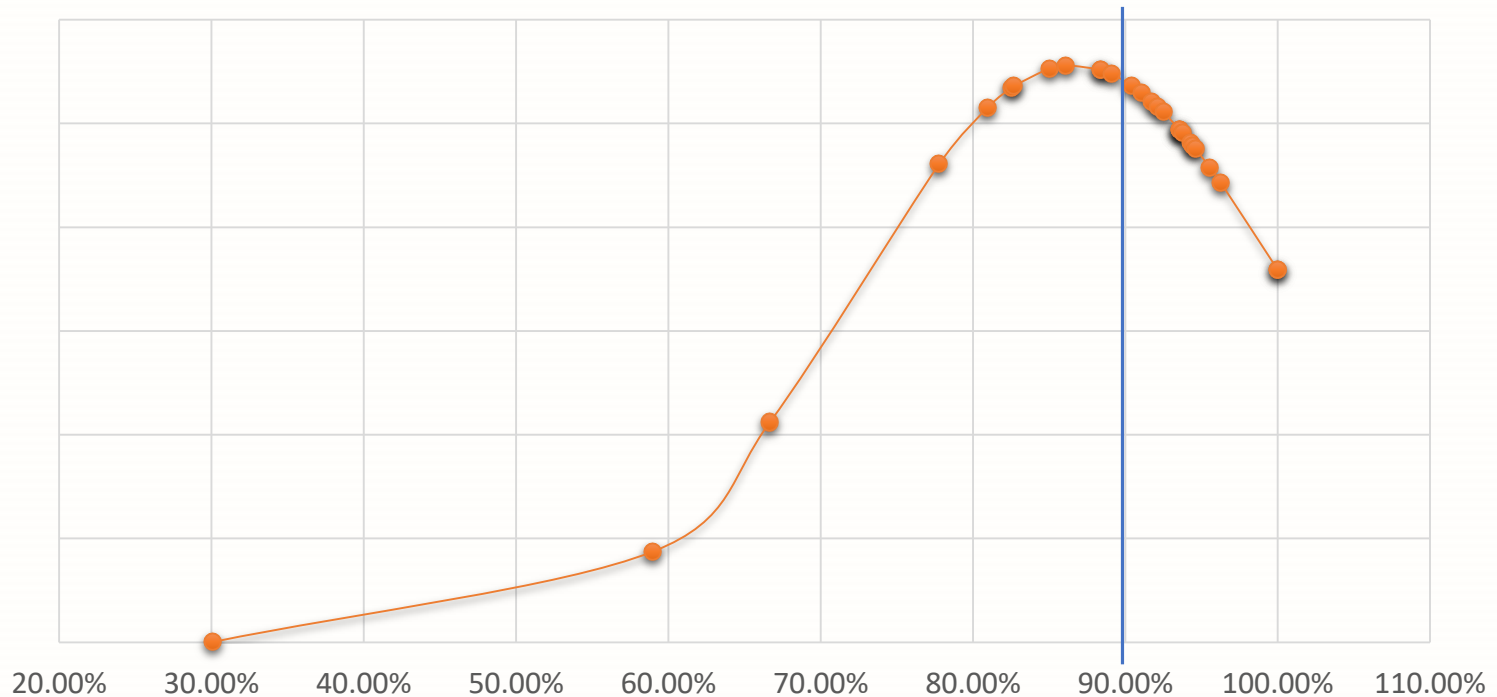
# 3: % of Prevention HHs Exiting to Permanent Housing



Goal for Credit: 90%, Average: 93.61%, # Below Target: 5, # Above Target: 23, # at 100%: 12

# 4: % of RRH HHs Exiting to Permanent Housing

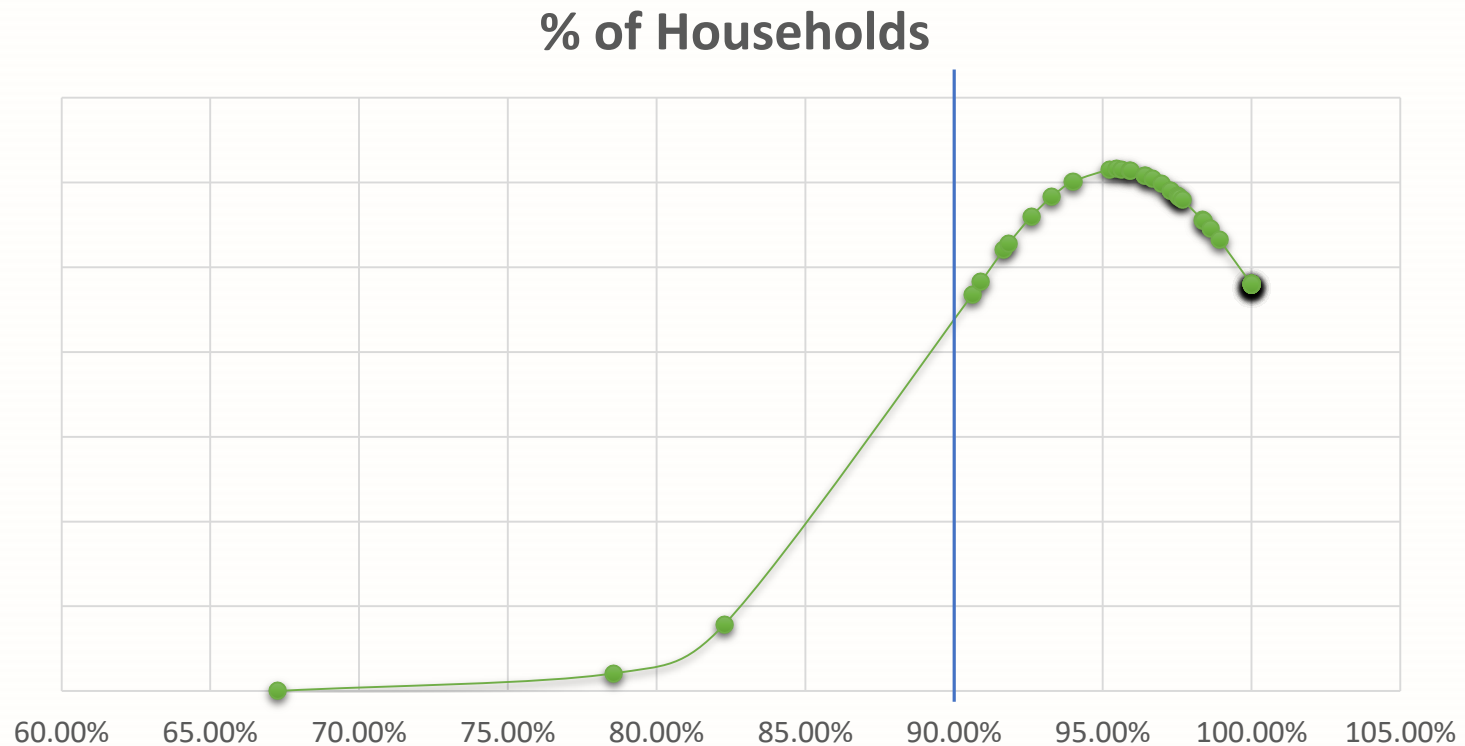
### % of Households



Goal for Credit: 90%, Average: 86.58%, # Below Target: 12, # Above Target: 16, # at 100%: 2



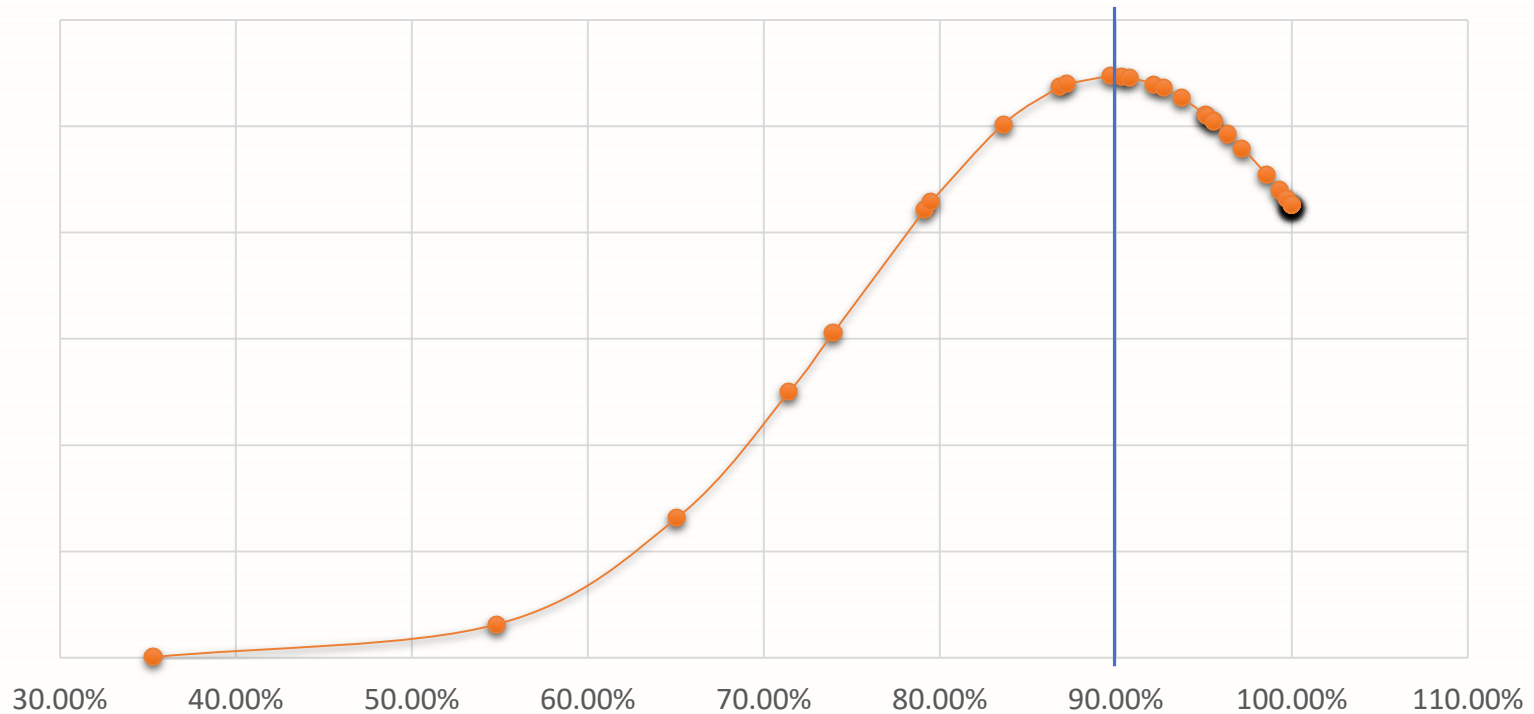
# 5: % of RRH HHs with VI-SPDAT or TAY-SPDAT Completed



Goal for Credit: 90%, Average: 95.42%, # Below Target: 3, # Above Target: 37, # at 100%: 11

# 6: % of ES HHs with VI-SPDAT or TAY-SPDAT Completed

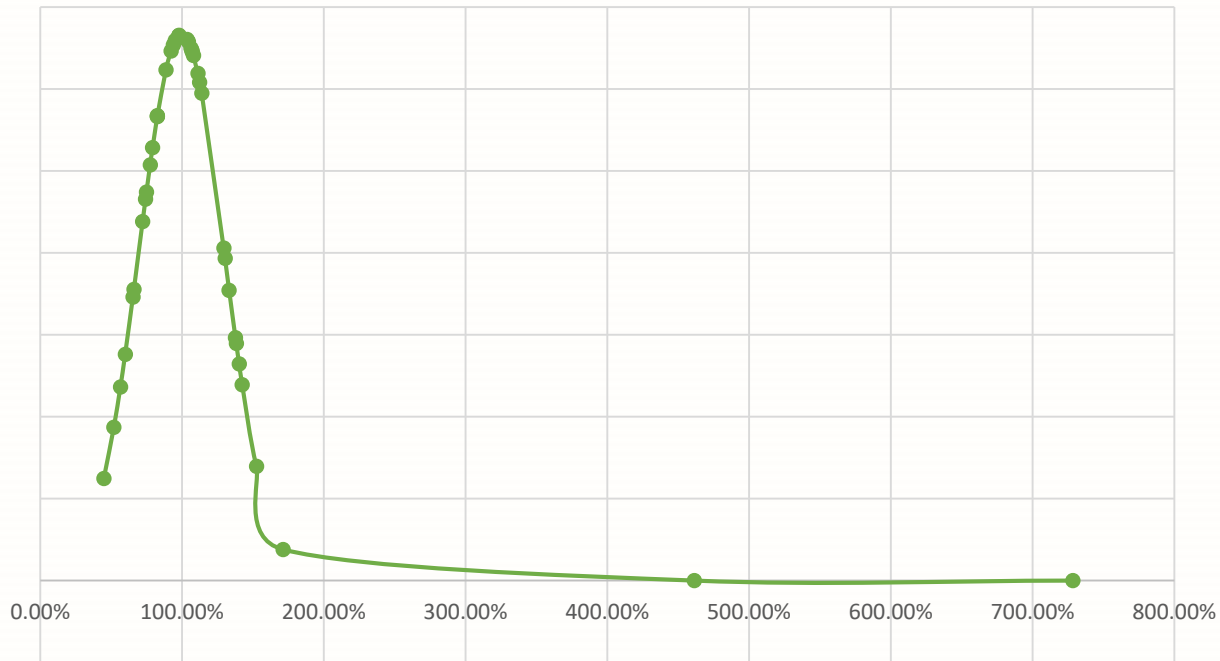
## % of Households



Goal for Credit: 90%, Average: 89.68%, # Below Target: 11, # Above Target: 24, # at 100%: 10

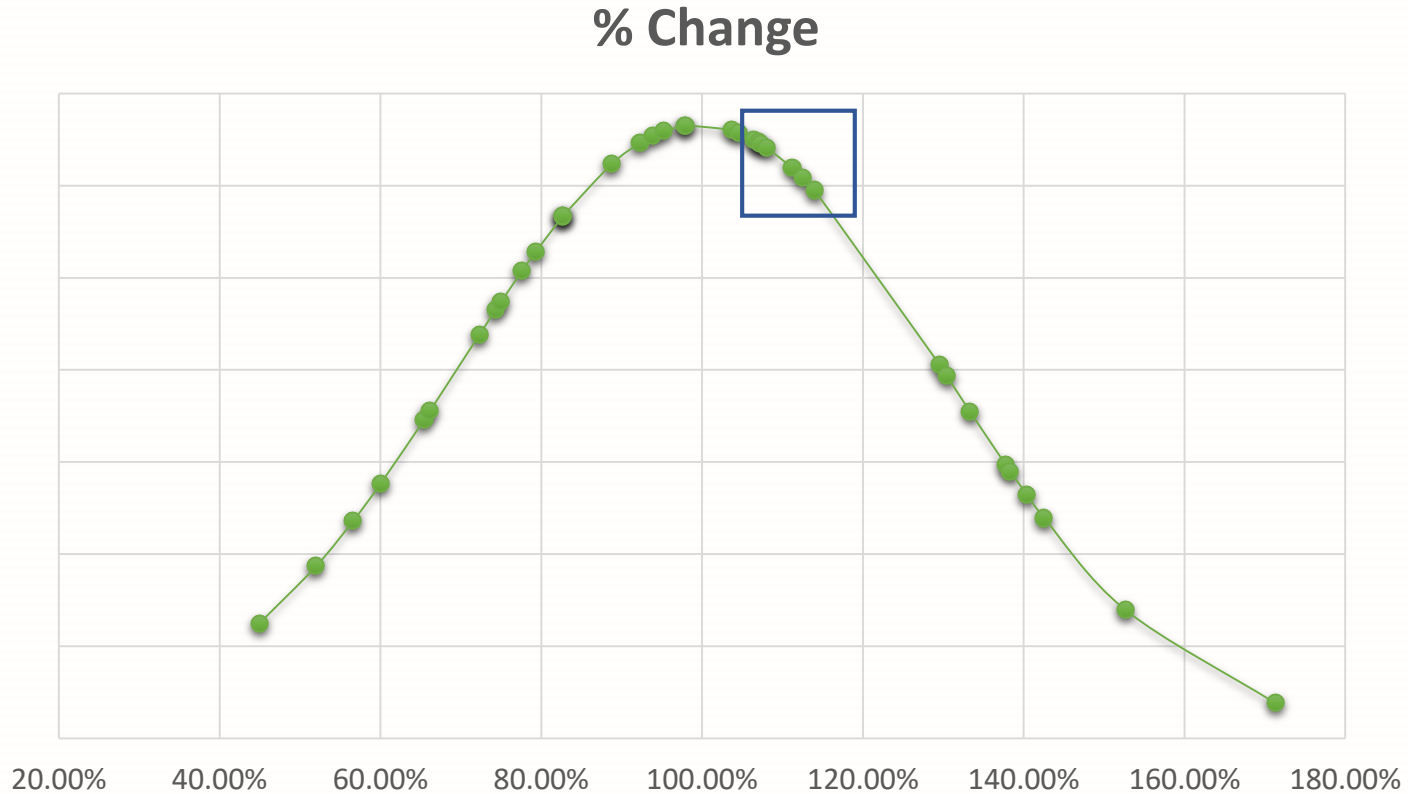
# 7: % Change in Length of Time Homeless

% Change



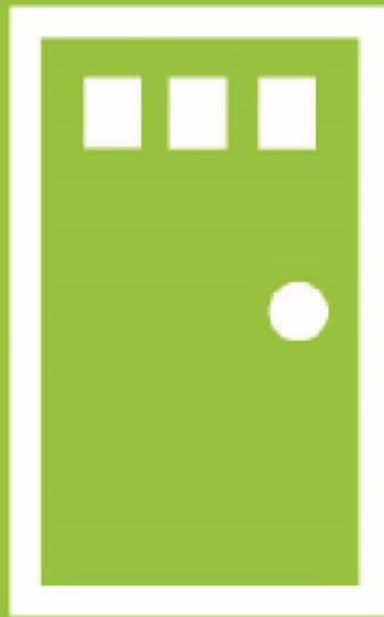
Average: 24% Decrease, # Hitting 5% Target: 11, # Hitting 10% Target: 6, # Below 40 Days Both Years: 1

# 7: % Change in Length of Time Homeless



Increased ← → Decreased

Average: 0.3% Increase



# INSIGHTS

# Data Quality!

Many of the measures would more accurately reflect the great work you are all doing if entered in HMIS correctly.

- Especially M7: Length of Time Homeless

Easy win for next year: If you don't do regular record checks, start them now.

Run reports to look at who has been in your system/project the longest– especially shelter.

- Talk to MCAH or your HMIS System Admin if you need help

Most likely Measures suffering from poor DQ:

PM1: Percentage of households entering rapid rehousing projects from streets or shelter

PM3: Percentage of Prevention households exiting to permanent housing

PM4: Percentage of RRH households exiting to permanent housing

PM7: Decrease in Length of Time Homeless or maintaining a LOTH under 40 days each year

## Check Your Workflow

Other measures might be reflecting issues in your system's workflow.

- Who is responsible for each step?
- Who is entering the information?
- When are they entering information?
- What might be better ways to accomplish tasks?

Most likely Measures suffering from workflow issues:

PM1: Percentage of households entering rapid rehousing projects from streets or shelter  
PM3: Percentage of Prevention households exiting to permanent housing  
PM4: Percentage of RRH households exiting to permanent housing  
PM5: Percentage of RRH households with a VI-SPDAT (or TAY-SPDAT) completed  
PM6: Percentage of Emergency Shelter households with a VI-SPDAT (or TAY-SPDAT) completed

## Final Presenter Thoughts

Most of you are earning the bonus. This year 45 communities (out of 58 total, 78%) got it.

Of 13 not getting P4P, 6 communities missed 5 or more measures.

Some of the measures are significant system **red flags** if you aren't getting them (e.g. if less than 100% of RRH participants were literally homeless at entry, you are most likely out of compliance with your funder).

Ensuring that the Data Quality is good on these measures will help you with your HUD System Performance Measure improvements.

If you consistently miss P4P YOY, ask if it is a capacity issue. If you are a smaller IJ (CoC) start considering a merger.





YOUR TURN TO TELL US

## What Do You Think?

What could be causing communities to miss the following measures?

- M1: Percentage of households entering rapid rehousing projects from streets or shelter
- M3: Percentage of Prevention households exiting to permanent housing
- M4: Percentage of RRH households exiting to permanent housing

What direction would you suggest these measures take in the future?

- How can they be the best help to you in your system improvement discussions?
- Would you prefer alignment with HUD SPMs?
  - Why? Why not?

Is there any specific help you would want throughout the year to improve in these areas?