



## Define - Measure - Analyze - Improve - Control

<b>Project or Program:</b> Homeless Leadership Alliance of Pinellas <b>Goal:</b> Design and coordinate local system to assist sheltered and unsheltered individuals experiencing homelessness and provide the services necessary to help them access housing and obtain long-term stability.						
INPUTS	Partners	ACTIVITIES		OUTCOMES		
What we invest		What they do	Who they reach	Short-term results	Intermediate results	Long-term results
\$288,330 (HLA Staff, Operations, Direct Services Agreement)  \$134,000.00 (Diversion Agreement)	Providers Council Members: see HLA Website – pinellashomeless.org	Provide leadership in the governance, development and management of the homeless CoC* and the HMIS** in Pinellas County.  Develop recommendations of best practices for homeless street outreach teams, emergency shelter, PSH, RRH funding and other housing and housing supportive services  Convene and coordinate Funders' council, Providers' Council, Executive Team and other committees and task forces for needs of homeless  Review CoC and provider performance and oversee improvements  Manage the coordinated entry process, which includes homelessness diversion and targeted prevention  Maintain strategic plan for addressing homelessness  Conduct annual 'Point in Time' homeless survey and submits to HUD.  Develop and approve the CoC application for HUD funding  Advocacy at local, state, and federal levels (CEO)  Coordinate Cold Night Shelter Program  Provide homeless youth advocacy and support and special initiatives	Homeless Providers in Pinellas County  Sheltered and unsheltered individuals experiencing homelessness in Pinellas County  Continuum projects*** within Pinellas County	Share NOFA Ranking and Review, CoC Funding distribution, and FY23 organizational budget (submit annually)  Update FY23 Strategic Plan, (System Redesign Plan to include Prevention, Diversion, Transitional Housing, Safe Haven, Street Outreach, HMIS, Rapid Rehousing, PSH, ES and other related shelter, housing or services – submit annually).  Monthly Data approved by HLA to be submitted monthly.  Per Amy - Related to approved CoC Benchmarks? (data report shows how performing against coc benchmarks)	<u>HUD System Measures</u> *** Measure 2a: Reduction in the percent of persons who return to homelessness within 6-12 months.  <u>Measure 6a:</u> Reduction in % homeless who return to homelessness w/ in 6-12 months.  <u>Data Sources:</u> HLA Dashboard Monthly Reports and Trend Analysis  Amy suggested to add approved CoC benchmarks to long-term results? (they are split out by intervention type) – Diversion and Prevention  Amy described Long-term outcomes are the objectives and CoC benchmarks help get to LT outcomes	<u>HUD System Measures</u> *** <u>1:</u> Reduction in the average and median length of time persons remain homelessness.  <u>2b:</u> Reduction in the percent of persons who return to homelessness within 2 years.  <u>3:</u> Reduction in the number of persons who are homeless  <u>4:</u> Increase in the % of adults who gain or increase employment or non-employment cash income over time.  <u>5:</u> Reduction in the number of persons who become homeless for the 1 <sup>st</sup> time.  <u>6b:</u> Reduction in % homeless who return to homelessness w/ in 2 years.  <u>6c:</u> Increase in the percent of persons who exit to or retain permanent housing.  <u>Measure 7a:</u> Increase in the percent of persons who exit to ES, SH, TH or PH destination  <u>Measure 7b:</u> Increase in the % who exit to or retain permanent housing.

\*The Continuum of Care (CoC) Program is designed to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

[Source: <https://www.hudexchange.info/programs/coc/>]

\*\*Homeless Management Information System. Database of all homeless entries and exits for CoC.

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**2021/2022 Pinellas Continuum of Care Proposed Benchmarks**  
**Approved by Pinellas Continuum of Care Data and System Performance Committee October 21, 2021**  
 (Red text are new or updated benchmarks)

System Benchmarks		
CoC Benchmark	Current Status	Proposed Updated Benchmark
Persons in FL-502 will have an average combined length of time homeless of no more than 75 days.	FY2020 – 97 FY2019 – 77	Persons in FL-502 will have an average combined length of time homeless of no more than 75 days.
Persons in FL-502 will have a median combined length of time homeless of no more than 40 days.	FY2020 – 57 FY2019 – 41	Persons in FL-502 will have a median combined length of time homeless of no more than 40 days.
FL-502 will have no more than 20% of adults who exited to PH return to ES, SH, TH or SO within six months of exit.	FY2020 – 15% FY2019 – 17%	FL-502 will have no more than 20% of adults who exited to PH return to ES, SH, TH or SO within six months of exit.
FL-502 will have no more than 30% of adults who exited to permanent housing return to ES, SH, TH or SO within two years of exit.	FY2020 – 28% FY2019 – 29%	FL-502 will have no more than 30% of adults who exited to permanent housing return to ES, SH, TH or SO within two years of exit.
At least 40% of participants housed in FL-502 ES, SH, TH and RRH project will move into PH at exit.	FY2020 – 26% FY2019 – 30%	At least 40% of participants housed in FL-502 ES, SH, TH and RRH project will move into PH at exit.
At least 90% of participants remained housed in FL-502, PSH or exit to PH.	FY2020 – 94% FY2019 – 89%	At least 90% of participants remained housed in FL-502, PSH or exit to PH.
	FY2020 - 3,393 FY2019 – 4,710	There will be a 30% decrease in the number of persons who enter ES, SH, and TH with no prior enrollments in HMIS. (HUD definition no prior enrollments in homeless serving projects 24 months.)

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Programmatic Benchmarks: Exits from Homeless Prevention/Crisis Response System		
CoC Benchmark	Current Status	Proposed Updated Benchmark
<b>Prevention</b>		
At least 90% of individuals in HP projects remain in permanent housing (PH) or exit to PH at program exit.	FY2020 – 98% FY2019 – 94%	At least 90% of individuals in HP projects remain in permanent housing (PH) or exit to PH at program exit.
<b>Street Outreach</b>		
At least 95% of individuals in SO projects will move from unsheltered locations to temporary housing in 21 days from project entry.	Measure to be monitored for six months to collect baseline data to establish new target.	At least 95% of individuals in SO projects will move from unsheltered locations to temporary housing in 91 days from project entry.
<b>Emergency Shelter</b>		
At least 30% of individuals in ES projects will exit anywhere other than homelessness.	FY2020 –34% FY2019 –36%	At least 30% of individuals in ES projects will exit anywhere other than homelessness.
<b>Transitional Housing</b>		
At least 50% of individuals in TH projects will move to permanent housing at exit.	FY2020 – 45% FY2019 – 55%	At least 50% of individuals in TH projects will move to permanent housing at exit.
<b>Safe Haven</b>		
At least 75% of individuals in SH projects will move to permanent housing at exit.	FY2020 – 49% FY2019 – 58%	At least 75% of individuals in SH projects will move to permanent housing at exit.
<b>Permanent Supportive Housing</b>		
At least 90% of participants remained housed in PSH or exit to PH.	FY2020 – 94% FY2019 – 89%	At least 90% of participants remained housed in PSH or exit to PH.

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Programmatic Benchmarks: Returns to Homeless Prevention/Crisis Response System After Exiting to Permanent Housing		
CoC Benchmark	Current Status	Proposed Updated Benchmark
<b>Prevention</b>		
25% of Individuals will remain in Housing 12 months after Project Exit.	FY2020 – 94% FY2019 – 96%	75% of individuals will remain in Housing 12 months after Project Exit.
<b>Diversion</b>		
	FY2021 20%	80% or more of individuals that received diversion assistance will have a positive exit destination.
<b>Emergency Shelter</b>		
ES projects will have no more than 23% of individuals who exited to permanent housing return to ES, SH, TH or SO within 6 months of exit (based off SPM, clean data).	FY2020 – 16% FY2019 – 15%	ES projects will have no more than 23% of individuals who exited to permanent housing return to ES, SH, TH or SO within 6 months of exit (based off SPM, clean data).
ES projects will have no more than 37% of individuals who exited to permanent housing return to ES, SH, TH or SO within two years of exit (based off SPM, clean data).	FY2020 – 34% FY2019 – 34%	ES projects will have no more than 37% of individuals who exited to permanent housing return to ES, SH, TH or SO within two years of exit (based off SPM, clean data).
<b>Transitional Housing</b>		
TH projects will have no more than 15% of adults who exited to permanent housing return to ES, SH, TH or SO within 6 months of exit.	FY2020 – 11.28% FY2019 – 13.39%	TH projects will have no more than 15% of adults who exited to permanent housing return to ES, SH, TH or SO within 6 months of exit.
TH projects will have no more than 30% of adults who exited to permanent housing return to ES, SH, TH or SO within two years of exit.	FY2020 – 26.11% FY2019 – 27.71%	TH projects will have no more than 30% of adults who exited to permanent housing return to ES, SH, TH or SO within two years of exit.
<b>Safe Haven</b>		
SH projects will have no more than 10% of adults who exited to permanent housing return to ES, SH, TH or SO within 6 months of exit.	FY2020 – 20% FY2019 – 15%	SH projects will have no more than 10% of adults who exited to permanent housing return to ES, SH, TH or SO within 6 months of exit.

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SH projects will have no more than 20% of adults who exited to permanent housing return to ES, SH, TH or SO within two years of exit.	FY2020 – 37% FY2019 – 38%	SH projects will have no more than 20% of adults who exited to permanent housing return to ES, SH, TH or SO within two years of exit.
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Programmatic Benchmarks: Returns to Homeless Prevention/Crisis Response System After Exiting to Permanent Housing		
CoC Benchmark	CoC Benchmark	CoC Benchmark
<b>Permanent Supportive Housing</b>		
PSH projects will have no more than 10% of adults who exited to permanent housing that return to ES, SH, TH, or SO within 6 months of exit.	FY2020 – 12% FY2019 – 9%	PSH projects will have no more than 10% of adults who exited to permanent housing that return to ES, SH, TH, or SO within 6 months of exit.
PSH projects will have no more than 20% of adults who exited to permanent housing that return to ES, SH, TH or SO within two years of exit.	FY2020 – 19% FY2019 – 18%	PSH projects will have no more than 20% of adults who exited to permanent housing that return to ES, SH, TH or SO within two years of exit.
<b>Diversion</b>		
	FY2020-86%	95% of individuals that received diversion assistance will maintain their resolution for 90 days and not enter the Homeless Crisis Response System
<b>Rapid Re-Housing</b>		
RRH projects will have no more than 10% of adults who exited to permanent housing that return to ES, SH, TH, or SO within 6 months of exit.	FY2020 – 7% FY2019 – 9%	RRH projects will have no more than 10% of adults who exited to permanent housing that return to ES, SH, TH, or SO within 6 months of exit.
RRH projects will have no more than 20% of adults who exited to permanent housing that return to ES, SH, TH or SO within two years of exit.	FY2020 – 18% FY2019 – 19%	RRH projects will have no more than 20% of adults who exited to permanent housing that return to ES, SH, TH or SO within two years of exit.

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Programmatic Benchmarks for Income for Homeless Crisis Response System		
CoC Benchmark	Current Status	Proposed Updated Benchmark
<b>Transitional Housing</b>		
At least 35% of individuals in TH projects will increase earned income during the reporting period or at exit.	FY2020 – 1% FY2019 – 2%	At least 35% of individuals in TH projects will increase earned income during the reporting period or at exit.
At least 35% of individuals in TH projects will maintain earned income during the reporting period or at exit.	FY2020 – 14% FY2019 – 13%	At least 35% of individuals in TH projects will maintain earned income during the reporting period or at exit.
At least 35% of individuals in TH projects will increase unearned income during the reporting period or at exit.	FY2020 – 27% FY2019 – 26%	At least 35% of individuals in TH projects will increase unearned income during the reporting period or at exit.
At least 35% of individuals in TH projects will maintain unearned income during the reporting period or at exit.	FY2020 – 18% FY2019 – 23%	At least 35% of individuals in TH projects will maintain unearned income during the reporting period or at exit.
<b>Safe Haven</b>		
At least 75% of individuals in SH projects will increase earned income during the reporting period or at exit.	FY2020 – 5% FY2019 – 1%	At least <b>10%</b> of individuals in SH projects will increase earned income during the reporting period or at exit.
At least 75% of individuals in SH projects will maintain earned income during the reporting period or at exit.	FY2020 – 9% FY2019 – 11%	At least <b>25%</b> of individuals in SH projects will maintain earned income during the reporting period or at exit.
At least 75% of individuals in SH projects will increase unearned income during the reporting period or at exit.	FY2020 – 21% FY2019 – 15%	At least <b>35%</b> of individuals in SH projects will increase unearned income during the reporting period or at exit.
At least 75% of individuals in SH projects will maintain unearned income during the reporting period or at exit.	FY2020 – 44% FY2019 – 47%	At least <b>60%</b> of individuals in SH projects will maintain unearned income during the reporting period or at exit.

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Programmatic Benchmarks for Income for Homeless Crisis Response System		
CoC Benchmark	CoC Benchmark	CoC Benchmark
<b>Permanent Supportive Housing</b>		
At least 10% of individuals in PSH projects will increase earned income during the reporting period or at exit.	FY2020 – 6% FY2019 – 6%	At least 10% of individuals in PSH projects will increase earned income during the reporting period or at exit.
At least 10% of individuals in PSH projects will maintain earned income during the reporting period or at exit.	FY2020 – 3% FY2019 – 2%	At least 10% of individuals in PSH projects will maintain earned income during the reporting period or at exit.
At least 30% of individuals in PSH projects will increase unearned income during the reporting period or at exit.	FY2020 – 24% FY2019 – 23%	At least 30% of individuals in PSH projects will increase unearned income during the reporting period or at exit.
At least 30% of individuals in PSH projects will maintain unearned income during the reporting period or at exit.	FY2020 – 5% FY2019 – 4%	At least 30% of individuals in PSH projects will maintain unearned income during the reporting period or at exit.
<b>Rapid Re-Housing</b>		
At least 5% of individuals in RRH projects will increase earned income during the reporting period or at exit.	FY2020 – 8% FY2019 – 5%	At least <b>15%</b> of individuals in RRH projects will increase earned income during the reporting period or at exit.
At least 5% of individuals in RRH projects will maintain earned income during the reporting period or at exit.	FY2020 – 18% FY2019 – 21%	At least <b>20%</b> of individuals in RRH projects will maintain earned income during the reporting period or at exit.
At least 20% of individuals in RRH projects will increase unearned income during the reporting period or at exit.	FY2020 – 12% FY2019 – 11%	At least 20% of individuals in RRH projects will increase unearned income during the reporting period or at exit.
At least 20% of individuals in RRH projects will maintain unearned income during the reporting period or at exit.	FY2020 – 40% FY2019 – 35%	At least <b>15%</b> of individuals in RRH projects will maintain unearned income during the reporting period or at exit.

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	Measure to be monitored for six months to collect baseline data to establish new target.	RRH entry dates within HMIS will be no less than 8 business days from the Coordinated Entry referral date.
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<b>Moving On</b>		
	Measure to be monitored for six months to collect baseline data to establish new target.	At least XX% of participants will exit PSH to move into PH.
	Measure to be monitored for six months to collect baseline data to establish new target.	#Households will be assisted with applications for vouchers or other housing resources.
	Measure to be monitored for six months to collect baseline data to establish new target.	#Households will be connected to vouchers or affordable housing.

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### COC DATA QUALITY BENCHMARKS

Approved by the Data and System Performance Committee October 21, 2021

<p>All UDE's must be obtained from each adult and unaccompanied youth who applies for services through the homeless assistance system. Most UDEs are also required for children aged 17 years and under.</p>					
<p>The target for all Data Elements is 100%. The acceptable Null/Missing target is 0%.</p>					
Universal Data Element	Permanent Housing (includes Permanent Supportive Housing, Rapid Rehousing, and PH)	Support Services Only and Transitional Housing	Emergency Shelter (Includes Bridging Families)	Street Outreach	Diversion/Prevention Services, Housing Navigation, and Workforce Development
	Acceptable "Client Doesn't Know", Client Refused"				
Name	0%	0%	0%	5%	0%
Social Security Number	5%	10%	10%	50%	5%
Date of Birth	0%	0%	2%	5%	0%
Race	0%	5%	5%	5%	0%
Ethnicity	0%	5%	5%	5%	0%
Gender	0%	0%	0%	5%	0%
Veteran Status	0%	0%	0%	5%	0%
Disabling Condition	0%	0%	0%	5%	0%
Project Start Date	0%	0%	0%	0%	0%
Project Exit Date	0%	0%	0%	0%	0%
Destination	2%	2%	30%	30%	2%
Relationship to Head of Household	0%	0%	0%	0%	0%

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Client Location	0%	0%	0%	0%	0%
Housing Move-in Date	0%				
Prior Living Situation	0%	0%	0%	0%	0%
Measure to be monitored for six months to collect baseline data to establish new target.					
Project Specific Data Element	Permanent Housing (includes Permanent Supportive Housing, Rapid Rehousing, and PH)	Support Services Only and Transitional Housing	Emergency Shelter (Includes Bridging Families)	Street Outreach	Diversion/Prevention Services, Housing Navigation, and Workforce Development
Length of Stay in Previous Place	0%	0%	5%	10%	0%
Approximate Date Homelessness Started	0%	0%	5%	10%	0%
Number of Times Homeless	0%	0%	5%	10%	0%
Number of Months Homeless	0%	0%	5%	10%	0%
Monthly Income and Sources	0%	0%	5%	5%	0%
Annual Assessment Income Update	0%				
Non-Cash Benefits	0%	0%	5%	5%	0%
Health Insurance	0%	0%	2%	5%	0%
Disabilities	0%	0%	0%	2%	0%
Relationship to Head of Household	0%	0%	2%	5%	0%
Last Permanent Residence	0%	2%	2%	5%	0%

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Living in Pinellas County	0%	0%	0%	0%	0%
Housing Status	0%	0%	0%	0%	0%
Clients Information/Last Permanent Address	0%	5%	30%	30%	0%
Landlord Contact Information	0%				0%
Emergency Contacts	0%	5%	30%	30%	0%

Measure to be monitored for six months to collect baseline data to establish new target.

System Data Quality	Permanent Housing (includes Permanent Supportive Housing, Rapid Rehousing, and PH)	Support Services Only and Transitional Housing	Emergency Shelter	Street Outreach	Diversion/Prevention Services, Housing Navigation, and Workforce Development
HUD Verification Data Elements	0%	0%	0%	0%	0%
Project Entry Matches Services Entered into HMIS	0%	0%	0%	0%	0%
CE Assessments Entered into HMIS 72 Hours After Assessment Completed			0%	0%	0%
Coordinated Entry Assessment data for Each VI-SPDAT			0%	0%	0%
Current Living Situation data for Each VI-SPDAT			0%	0%	0%

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