



MDHA Homeless Response System Community Dashboard

A quarterly report on the effectiveness of the system of care for the homeless

This Homeless Response System Community Dashboard provides a snapshot of the core system metrics that inform us on achievements in moving individuals from homelessness to permanent housing. The report is based on data that comes directly from agencies reporting into MDHA’s Homeless Management Information System (HMIS). For questions, contact Cindy J. Crain at cindy.crain@mdhadallas.org.

Dashboard Reporting Period: July 1, 2017 through September 30, 2017

Housing Demand/Need						
1. Overall demand for housing	2016 Q4	2017 Q1	2017 Q3	Change #	Change %	
a. Number of persons on the Housing Priority List on last day of quarter:	248	272	670	398	+146%	
b. Number of persons permanently housed from the Housing Priority List:	67	53	76	23	+43%	
c. Number of new persons added to the Housing Priority List:	198	123	278	155	+126%	
d. Number of persons removed from the Housing Priority List other than housed	0	15	29	14	+93%	
2. Progress in ending chronic homelessness						
a. Total number of chronically homeless persons on the Housing Priority List on last day of quarter:	107	100	210	110	+110%	
b. Total number of chronically homeless persons permanently housed from the Housing Priority List:	30	35	38	3	+9%	
c. Total number of new chronically homeless persons added to the Housing Priority List Baseline:	97	50	92	42	+84%	
d. Total number of chronically homeless persons removed from the Housing Priority List with no known exit:	0	11	0	0	-	
e. Total number of chronically homeless persons removed from the Housing Priority List due to death:	0	3	0	-3	-	
3. Progress in ending veteran homelessness	2016 Q4	2017 Q1	2017 Q3	Change #	Change %	
a. Total number of homeless veterans:	370	278	244	-34	-12%	
b. Total number of homeless veterans permanently housed:	42	49	38	-11	-22%	
c. Total number of new homeless veterans:	120	128	219	91	+71%	
d. Total number of homeless veterans no longer in the system of care with no known exit:	37	15	35	20	+133%	

4. Progress in ending unaccompanied youth homelessness	2016 Q4	2017 Q1	2017 Q3	Change #	Change %	
a. Total number of unaccompanied homeless youth aged 17 or under during the quarter:	25	80	104	+24	+23%	
b. Total number of unaccompanied homeless youth aged 17 or under permanently housed:	8	31	30	-1	-3%	
c. *Total number of transitional aged youth 18-24:	81	84	92	+8	+9%	
d. Total number of transitional aged youth 18-24 permanently housed:	1	7	0	-7	-	
5. Progress in ending family homelessness	2016 Q4	2017 Q1	2017 Q3	Change #	Change %	
a. Total number of persons in homeless families with children:	71 HHLD/197 persons	122 HHLD/362 persons	90 HHLD/287 persons	-32 HHLD/75 persons	-26% HHLD	
b. Total number of persons in homeless families with children permanently housed:	25 HHLD/62 persons	19 HHLD/52 persons	18 HHLD/53 persons	-1 HHLD/+1 person	-5.3 % HHLD	
c. Total number of new persons in homeless families with children:	29 HHLD/77 persons	49 HHLD/150 persons	36 HHLD/105 persons	-13 HHLD/ -45 persons	-27% HHLD	
d. Total number of families with children no longer in the system of care with no known exit:	4 HHLD/8 persons	5 HLD/13 persons	1 HHLD/5 persons	-4 HHLD/-8 persons	-	
Housing Supply						
6. Permanent Supportive Housing Occupancy	Q4 2016	%	Q1 2017	%	Q3 2017	%
a. Average occupancy rate of permanent supportive housing:	1,854/2,056	90%	1,942/2,158	90%	1,831/2,050	89%
b. Average occupancy rate of Veterans VASH permanent supportive housing:	619 vouchers/ 724 leases	85%	629 vouchers/ 724 leases	85%	607 vouchers/ 724 leases	84%
c. Positive exits from permanent supportive housing to a permanent housing destination:	121 of 151	80%	149 of 221	67%	70 of 103	68%
d. Negative exits from permanent supportive housing to unknown destination or return to homelessness:	30 of 151	20%	64 of 221	29%	33 of 103 (4 deaths)	32%
i. Don't Know/Refused or Missing Info:	2 of 30		23 of 64		7 of 33	

	Q4 2016		Q1 2017		Q3 2017	Change/Avg.
e. Average length of stay of persons leaving permanent supportive housing:	812 days		1,032 days		1,081 days	+49 days/2.96 years
f. Total new permanent supportive housing beds/units added to the inventory:	50/50		102/102		0/0	-
g. Total permanent supportive housing beds/units removed from the inventory:	0/0		289/289		108/48	-
7. Rapid Rehousing Occupancy: (does not include domestic violence)	Q4 2016	%	Q1 2017	%	Q3 2017	Change
a. Number of Persons in RRH rapid rehousing:	602		537		727	+35%
b. Positive exits from rapid rehousing to a permanent housing destination:	182 of 241	76%	146 of 173	84%	151 of 197 77%	-7%
c. Negative exits from rapid rehousing to unknown destination or return to homelessness	59 of 241	24%	24 of 173	14%	46 of 197 23%	+9%
i. Don't Know/Refused or Missing Information:	12 of 59		4 of 24		13 of 46	
d. Average length of stay of persons leaving RRH:	168 days		129 days		218 days	+89 days
8. Transitional and Safe Haven Housing Occupancy (does not include domestic violence programs)	Q4 2016	%	Q1 2017	%	Q3 2017	Change
a. Average occupancy rate of transitional and safe haven housing:	232 persons /284 beds	82%	221 persons /243 beds	91%	227 persons /240 beds 95%	+4%
b. Positive exits from transitional and safe haven housing to a permanent housing destination:	72 of 100	72%	31 of 55	56%	28 of 49 57%	+1%
c. Negative exits from transitional and safe haven housing to unknown destination or return to homelessness:	28 of 100	28%	12 of 55	22%	21 of 49 43% (1 death)	+21%
i. Don't Know/Refused or Missing Information:	7 of 28		0 of 12		11 of 21	
d. Average length of stay of persons leaving transitional and safe haven housing:	216 days		250 days		234 days 7.8 months	-16 days

9. Emergency Shelter Occupancy (data does not include domestic violence ES)	Q4 2016	%	Q1 2017	%	Q3 2017	Change
a. Average occupancy rate of emergency shelter beds:	779 persons /857 beds	91%	866 persons /902 beds	96%	926 persons /912 beds 102%	+6%
b. Positive exits from emergency shelter to a permanent housing destination:	105 of 680	15%	126 of 740	17%	177 of 732 24%	+7%
c. Positive exits from emergency shelter to transitional housing destination:	17 of 680	3%	33 of 740	4%	15 of 732 2%	-2%
d. Negative exits (including no exit interview) from emergency shelter:	537 of 680	79%	526 of 740	71%	495 of 732 68% (3 deaths)	-3%
i. Don't Know/Refused or Missing Information:	474 of 537		251 of 526		60 of 495	
e. Average length of stay of persons leaving emergency shelter:		72 days		50 days		53 days

Analysis of Dashboard Findings:

Between Quarter 1 and Quarter 3 2017, the Continuum of Care transitioned to a new homeless management information system software platform. This process involved both migration of data, updating records, new data entry, and substantial reporting updates, fixes and verifications. The new system and data quality continue to be improved to provide a more comprehensive and accurate picture of the nature and extent of homelessness, evidence of performance and resource utilization from the organizations that conduct the housing and services serving persons experiencing homelessness. Because of these changes, performance and data were not examined for the Quarter 2 period for the purposes of the dashboard.

Measure 1: During the HMIS transition, the process of documentation of priority status was interrupted in May through June creating a backlog of requests. These were caught up by end of August. The volume of prioritizations reflects an increased number of users of the Coordinated Assessment Process by emergency shelters and increased engagement by street outreach workers of the unsheltered. Q3 reported the highest number of persons housed in a quarter at 76. The accompanying Housing Priority List Tracker attached to this dashboard, which goes through November 13, further details the trends in the priority levels (vulnerability) of homeless persons seeking housing assistance within the CoC. There is a leveling off in recent weeks, meaning that persons are coming off the list, at a similar rate to that of persons being added to the list.

Measure 2: As more shelters and street outreach complete the Documentation of Priority Status (DOPS) process as the formal entry point in the Coordinated Assessment System housing priority list, the total number from Q1 to Q3 more than doubled. As more persons complete the DOPS process, the CoC continues to improve the knowledge of the chronic homeless compared to the annual self-report during the point in time count.

Measure 3: Number of homeless veterans continues to decrease. The North Texas VA has dramatically improved utilization of and data collecting within HMIS. The CoC Assembly Veterans Leadership Committee is preparing for a significant veteran housing challenge surge in February-March 2018 and is working closely with USICH to achieve 'functional zero' status in our CoC in 2018. This status is a performance metric where the number of homeless veterans in a month is less than or equal to the number of veterans housed each month, and this ratio is sustained over a reasonable period. Most homeless veterans are attached to a veteran homeless program. Family Endeavors invested in a full-time staff member specifically to manage the veteran by-name list in conjunction with the Coordinated Assessment System to improve housing rates.

Measure 4: Q4 16 & Q1 17 total number of transitional aged youth updated – consistent with Q3 to clarify that unaccompanied youth are counted as 17 and under, and transitional aged youth are aged 18-24. There was a 23% increase in the number of unaccompanied youth which is not uncommon during summer months. There was a slight increase in transitional aged youth. Dedicated rapid rehousing funds for transitional youth have been challenging to use because of lack of rental history and identifying affordable units.

Measure 5: Progress in ending homelessness among families with children continues to show significant quarter to quarter changes. Family Gateway has implemented an aggressive assessment and diversion program in the summer of 2017 to directly address family needs even when their shelter is full and coordinating with the other shelter. Family Gateway has also begun more DOPS of families to more quickly identify housing, especially rapid rehousing. There is increased participation in DOPS processes by Dallas Life Center and Samaritan Inn in Collin County. Subsequent data on lengths of stay in homelessness by families that will be reported through the Annual Homeless Assessment Report (AHAR) will be a key performance measure. The AHAR will be submitted to HUD in December.

Measure 6: PSH occupancy is holding at 90%. There was a significant decrease in number of exits from PSH and a slight improvement in exits to permanent housing. This is also reflected in the increased average length of stay of participants by over one month (2.96 years). There was a loss of 108 beds in the quarter due to close out of some ABC Behavior Health programs, consolidation of CoC programs and the closing of the Family Gateway PSH 30 project. The CoC Housing Resource Director is working directly with the CoC PSH providers to more quickly lease up beds to achieve as 100% occupancy. VASH lease rates are steady and MDHA is working more closely with the VASH Team to identify more landlords to participate.

Measure 7: Decrease in rate of positive exits to permanent housing. The CoC still has unutilized RRH capacity from Emergency Solutions Grant funding that must be activated to continue the positive impact of RRH programs. MDHA continues to receive and provide training in rapid rehousing implementation. City Square RRH program as 'bridge' housing for chronically homeless funding through the City of Dallas Health

Community Collaborative was reduced from 75 beds to 30 beds. RRH programs work to reduce and remove the rental subsidy within six months. The average length of stay for the period increased by nearly three months to an average of nine months. This is an indicator of the difficulty for households to be able to fully afford rents. Stabilization is taking slightly longer.

Measure 8: Most TH beds are for special youth and transitional youth populations. Occupancy moderately improved and housing stability consistent. The Metrocare Services safe haven program has had six beds out of service of the 25 in their inventory due to location changes.

Measure 9: Note: This measure includes only HMIS participating shelters. There are currently 2,220 non-domestic violence shelter beds and the measure reflects only 45% of actual data. Additional shelters are now participating in the HMIS. Overage in persons over beds falls within HUD acceptable range. Improved occupancy, improvements to documentation of exits needed for HMIS data quality. Length of stay remained steady.

Housing Priority List Tracker November 13, 2017

