

***MDHA Homeless Response System Community Dashboard  
A quarterly report on the effectiveness of the system of care for the homeless***

In February, the [**Metro Dallas Homeless Alliance**](http://www.mdhadallas.org) (MDHA) will begin to publish quarterly reports tracking our community’s progress in making homelessness rare, brief and non-recurring in Dallas and Collin Counties[[1]](#endnote-1). This **Homeless Response System Community Dashboard** will provide a snapshot of the core system metrics that inform us on achievements in moving individuals to permanent housing.

**Simply put, it will capture who is homeless and in need of housing, and inform the community on how well we are utilizing the housing resources we have. The dashboard is purposely centered on housing as the primary solution to homelessness.**

The core system metrics conform to **U.S. Department of Housing and Urban Development** (HUD) performance indicators. The data comes directly from agencies reporting into MDHA’s **Homeless Management Information System** (HMIS). As more emergency shelters begin reporting into the HMIS system, the more valuable this report becomes to the community.

The dashboard will be organized across ten measures, five on the ‘demand/need’ side, and five on the ‘supply’ side.

**Housing Demand/Need**

1. **Overall demand for housing**
   1. Total number of persons on the Housing Priority List
   2. Total number of persons housed from the Housing Priority List
   3. Total number of new persons added to the Housing Priority List
   4. Total number of persons removed from the Housing Priority List and no longer in the system of care
2. **Progress in ending chronic homelessness**
   1. Total number of chronically homeless persons on the Housing Priority List
   2. Total number of chronically homeless persons permanently housed from the Housing Priority List
   3. Total number of new chronically homeless persons added to the Housing Priority List
   4. Total number of chronically homeless persons removed from the Housing Priority List and no longer in the system of care
3. **Progress in ending veteran homelessness**
   1. Total number of homeless veterans
   2. Total number of homeless veterans permanently housed
   3. Total number of new homeless veterans
   4. Total number of homeless veterans no longer in the system of care
4. **Progress in ending unaccompanied youth homelessness**
   1. Total number of unaccompanied homeless youth
   2. Total number of unaccompanied homeless youth permanently housed
   3. Total number of new unaccompanied homeless youth
   4. Total number of unaccompanied homeless youth no longer in the system of care
5. **Progress in ending family homelessness**
   1. Total number of homeless families with children
   2. Total number of homeless families with children permanently housed
   3. Total number of new families entering the system of care
   4. Total number of families no longer in the system of care

**Housing Supply**

1. **Permanent Supportive Housing Occupancy**
   1. Occupancy rate of permanent supportive housing
   2. Positive exits from permanent supportive housing to a permanent housing destination
   3. Negative exits from permanent supportive housing to an unknown destination or returning to homelessness
   4. Average length of stay
2. **Rapid Rehousing Occupancy**
3. Occupancy rate of rapid rehousing
4. Positive exits from rapid housing to a permanent housing destination
5. Negative exits from rapid housing to an unknown destination or returning to homelessness
6. Average length of stay
7. **Transitional and Safe Haven Housing Occupancy**
8. Occupancy rate of transitional and safe haven housing
9. Positive exits from transitional and safe haven housing to a permanent housing destination
10. Negative exits from transitional and safe haven housing to an unknown destination or returning to homelessness
11. Average length of stay
12. **Emergency Shelter Occupancy**
13. Occupancy rate of emergency shelter beds
14. Positive exits from emergency shelter to a permanent housing destination
15. Positive exits from emergency shelter to a transitional housing destination
16. Average length of stay
17. **Dallas Housing Authority Housing Choice Voucher – Homeless Preference Occupancy[[2]](#endnote-2)**
18. Total number of HCV-HP applications submitted to the Dallas Housing Authority by Authorized Referral Agencies serving the homeless as recorded in the HMIS
19. Total number of HCV-HP applications approved and vouchers issued
20. Total number of HCV-HP recipients successfully housed
21. Total number of HCV-HP vouchers unused

The first report, scheduled to be published on February 13, 2017, will cover activity between October 1 through December 31, 2016. This first dashboard will establish a baseline to which we can compare future performance.

**With each Homeless Response System Community Dashboard, MDHA will provide a brief executive review of what the data tells us, methods for systemic improvement, and other impacts to the system of care.**

1. For clarification of terms and concepts in this document, you may wish to consult:

   Building Dallas’ Homeless Response System - A Glossary of Basic Terms - <http://endinghomelessnessmdha.blogspot.com/2016/06/building-dallas-homeless-response.html>;

   Ending Homelessness, Homeless Response Systems and MDHA – a Link “Primer” - <http://endinghomelessnessmdha.blogspot.com/2016/06/ending-homelessness-homeless-response.html>;

   Will Housing First Work in Dallas? It Already Does! –

   <http://endinghomelessnessmdha.blogspot.com/2016/09/will-housing-first-work-in-dallas-it.html> [↑](#endnote-ref-1)
2. The Housing Choice Voucher performance metric will not be reported out until the third quarter of 2017, as agencies will begin recording this information in the first and second quarters. [↑](#endnote-ref-2)