
Proposed PSH & RRH Scorecard Performance Metric Thresholds

Presentation to Leadership Council • 11.6.23

Claire Burrus, ECHO (on behalf of the Scorecard Workgroup)

Today's Objective

Three-fold:

1. Propose definition of “Returns to Homelessness” metric for Leadership Council approval
 2. Propose Scorecard performance metric thresholds for Leadership Council approval
 3. Propose removal of one PSH Scorecard metric for Leadership Council approval
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Request to Leadership Council

Motion to Approve:

- **Definition of “Returns” metric**
- **Specific thresholds for each performance metric**
- **Removal of previously proposed PSH metric**

Decided Separately:

- How the scorecards will be used in the rank & review process
- PIP process

Future Consideration and Discussion

- Applying the scorecard to non-CoC-funded projects

Already Approved by LC (8/7/23):

- Proposed revisions to the PSH & RRH scorecards
- Maintaining quarterly completion of the scorecards
- Section & per-item point allocation (including specific thresholds for equity, client feedback and data quality metrics)
- Official launch date of January 1

Returns to Homelessness

In System Performance Measures (SPMs) reported to HUD, returns to homelessness are measured in the following time periods following a client's exit to a permanent housing destination:

- Within 6 months
- Within 12 months
- Within 24 months

Please note: Clients who exit from a program to homelessness or any other destination other than permanent housing are not considered returns, but are rather considered “negative exits” (measured elsewhere)

The Scorecard Workgroup is proposing that “Returns to Homelessness” in the CoC Scorecard is measured ***within 6 months*** of a household's exit to a permanent housing destination.

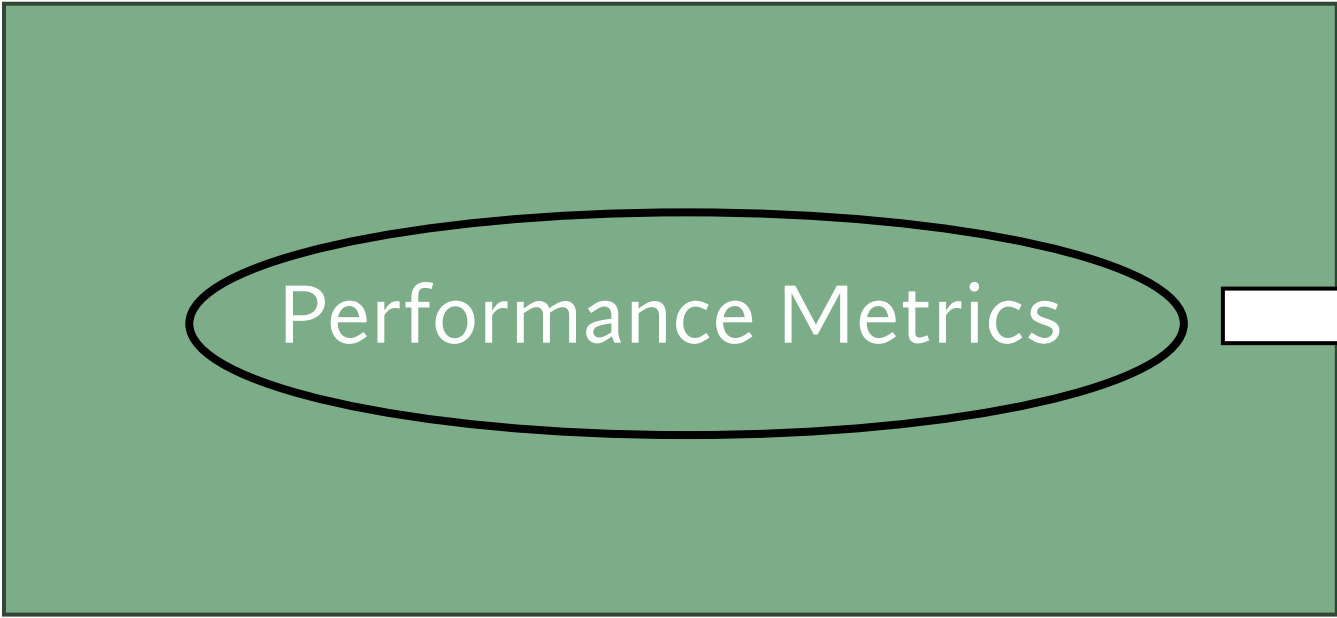
Returns to Homelessness

Rationale for using the 6 months threshold:

- Upon review of historical data of CoC projects: 60% of returns within 24 months occur within 6 months
- Returns within 6 months are more attributable to the performance of the project itself, as opposed to external factors
- Examining returns within a shorter period allows for the lookback period to be more recent, and therefore more relevant to current project performance

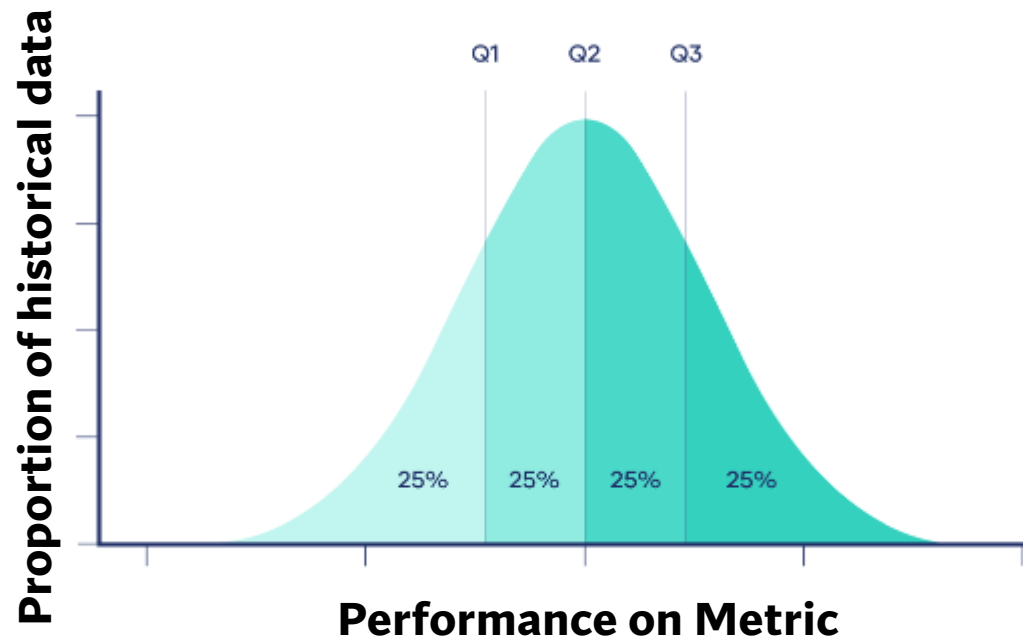
Proposed Scorecard Performance Metric Thresholds

CoC Quarterly Performance Scorecard



Threshold Framework:

Quartiles



The Scorecard Workgroup reviewed data across all CoC projects between 2020-2023 to find quartile thresholds for project performance on each performance metric

PSH Performance Metrics

1. Referral to Move-In Time
2. Successful Retentions or Exits
3. Income Maintenance or Growth
4. Returns to Homelessness
5. Healthcare Benefits Access

Proposing Removal: Move-Ons

PSH Performance Metrics

1. Referral to Move-In Time

Benchmark	Point Allocation
<=90 days	10
91-180 days	6
181-270 days	2
>270 days	0

PSH Performance Metrics

2. Successful Retentions or Exits

Benchmark	Point Allocation
$\geq 96\%$	15
93-95%	10
90-92%	5
$< 90\%$	0

PSH Performance Metrics

3. Income Maintenance or Growth

New Proposed Benchmarks

Benchmark	Point Allocation
>60%	10
35-60%	5
<35%	0

Originally Proposed (8/7/23)

Benchmark	Point Allocation
>75%	10
50-75%	5
<50%	0

PSH Performance Metrics

4. Returns to Homelessness

New Proposed Benchmarks

Benchmark	Point Allocation
0 returns	15
>0 returns	0

Originally Proposed (8/7/23)

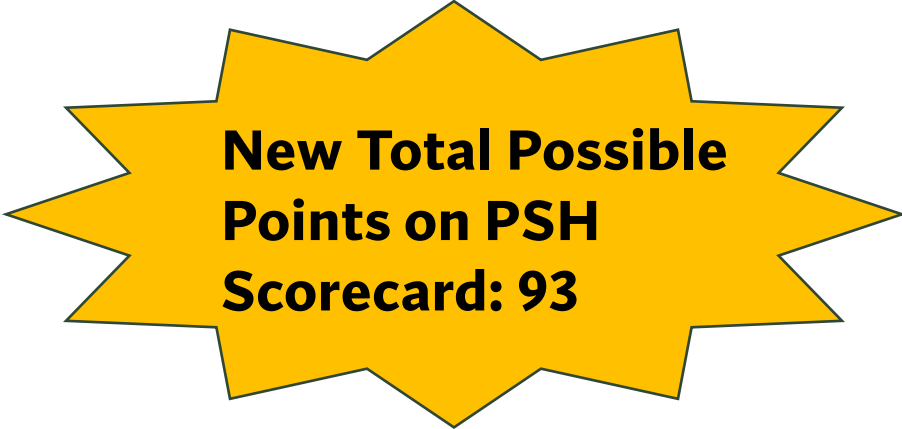
Benchmark	Point Allocation
0-4%	15
5-9%	10
10-15%	5
>15%	0

PSH Performance Metrics

5. Healthcare Benefits Access

Benchmark	Point Allocation
91-100%	5
81-90%	3
71-80%	1
<=70%	0

Proposed Removal



**New Total Possible
Points on PSH
Scorecard: 93**

PSH Performance Metric: Move-Ons

- Defined as the proportion of exits from PSH to permanent housing destinations that were NOT transfers into a different PSH program
 - Originally proposed for 5 points on the PSH Scorecard
 - Historical data shows that all PSH projects would be likely to receive full points on this metric every quarter
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RRH Performance Metrics

1. Referral to Enrollment Time
 2. Enrollment to Move-In Time
 3. Successful Exits
 4. Returns to Homelessness
 5. Income Growth
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RRH Performance Metrics

1. Referral to Enrollment Time

Benchmark	Point Allocation
<=14 days	12
14-20 days	8
21-28 days	4
>28 days	0

RRH Performance Metrics

2. Enrollment to Move-In Time

Benchmark	Point Allocation
<=60 days	6
60-90 days	4
91-120 days	2
>120 days	0

RRH Performance Metrics

3. Successful Exits

Benchmark	Point Allocation
$\geq 85\%$	15
71-84%	10
60-70%	5
$< 60\%$	0

RRH Performance Metrics

4. Returns to Homelessness

New Proposed Benchmarks

Benchmark	Point Allocation
0%	12
1-10%	8
>10%	0

Originally Proposed (8/7/23)

Benchmark	Point Allocation
0-4%	15
5-9%	10
10-15%	5
>15%	0

RRH Performance Metrics

5. Income Growth

Benchmark	Point Allocation
>50% increase income	15
>50% either increase income or maintain non-zero income	10
<50% either increase or maintain non-zero income	0

Questions?

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THANK YOU!
