

Indianapolis Continuum of Care Systems and Project Performance Monitoring Policy and Procedure

Effective Date: 7/19/16
Revision Date:

Purpose

The Indianapolis Continuum of Care (CoC) Charter tasks the Planning and Investment (P&I) Committee with establishing system and project-level performance targets appropriate for population and program type, monitoring grant performance, developing a fair process for performance improvement, recommending action per that process, and coordinating efforts to expand resources available to the continuum.

This policy will establish who will be responsible for monitoring, how often monitoring will occur, what data sources will be used to report performance, how outcomes will be measured, and resources provided to poor performing projects.

Background

The Federal Department of Housing and Urban Development (HUD) Continuum of Care Program Interim Rule 24 CFR Part 578 requires that the local CoC consult with recipients and subrecipients to establish performance targets appropriate for population and program type, monitor recipient and subrecipient performance evaluate outcomes, and take action against poor performance.

There are three types of monitoring:

- **System Performance Monitoring** – The Planning & Investment committee approved system wide performance measures which include the following:
 - Length of Time Persons Remain Homeless
 - Returns to Homelessness
 - Number of Homeless Persons
 - Employment and Income Growth for Homeless Persons in CoC projects
 - Number of Persons who Become Homeless for the First Time
 - Successful Placement from Street Outreach and successful Placement in or Retention of Permanent Housing

- **Project Performance Monitoring** – Project level monitoring will be performed by the Planning & Investment committee using the following measures established by the Program Application and Technical Assistance (PATA) Committee. This policy will establish procedures for this monitoring.
 - Housing Results: Increasing housing stability
 - Increasing participant employment income
 - Increasing participant non-employment income
 - Draw down rate
 - Connecting program participants to mainstream benefits
 - Priority populations served
 - Housing First approach
 - HMIS data quantity and quality
 - Utilization rates

- **Compliance Monitoring** – Project monitoring which includes participant eligibility, agency program policies and procedures, agency fiscal management and compliance with grant agreements is conducted by the Sole Grantee/Collaborative Applicant, the City of Indianapolis, directly with each agency.

Procedures

WHO

- The Planning & Investment committee is responsible for reviewing the performance of each project.
- The Program Application and Technical Assistance committee is responsible for establishing the project performance measures.
- Program agencies are responsible for timely and accurate entry of data in the HMIS, or compliant HMIS, and assisting the HMIS lead with the compilation of the data.
- The HMIS lead is responsible for producing the Project Performance Measures report.
- The Sole Grantee will provide draw down rate information for the Project Performance Measures report.

WHEN

- The Project Performance Measures and Ranking and Scoring Tool, established collaboratively with the PATA committee, is a quarterly report and includes data from all completed Annual Progress Reports submitted to HUD for the prior year after a cut-off date supplied by HUD.
- The Project Performance Measures report will be produced from HMIS data for the prior 3 months in order to give the P&I committee a more current report on performance.
- The Project Performance Measures report will be a quarterly and year-to-date cumulative report produced on a quarterly basis by the end of the following month.
 - Jan – Mar produced by Apr 30, reviewed at May P&I meeting
 - Apr – Jun produced by Jul 31, reviewed at Aug P&I meeting
 - Jul – Sep produced by Oct 31, reviewed at Nov P&I meeting
 - Oct – Dec produced by Jan 31, reviewed at Feb P&I meeting
- The Project Performance Measures report will be reviewed at the Performance & Investment (P&I) Committee meeting in May, August, November and February of every year.

DATA

- Agencies are responsible for entering accurate and timely information into the HMIS or compliant HMIS.
- The descriptions of performance measures, scoring elements and explanation of where the data is stored or calculated is attached as an Appendix to this document.

OUTCOME MEASURES

- HUD standards will be used where available.
- Standards will be reviewed and established by the PATA committee as necessary.
- Systems Performance standards and measures will be reviewed by the P&I committee on an annual basis and adjustments made if necessary.

RESULTS

- The Project Performance Measures report will be provided by the HMIS lead to all projects and the P&I committee prior to the P&I monitoring meetings in May, Aug, Nov and Feb.
- The Project Performance Measures report will be posted on the indycoc.org website after the P&I monitoring meetings.
- The P&I committee will make recommendations for technical assistance, peer mentoring and increased oversight based on performance monitoring results to the CoC Blueprint Council on a quarterly basis.
- The HMIS lead will communicate results of projects falling below the established standards in any category directly to the agencies.

Scoring Tool**Approved by the Blueprint Council: March 20, 2017****APR AND OTHER REPORTS – RENEWAL ONLY****Permanent Housing: Permanent Supportive Housing (PSH)/Rapid Re-Housing (RRH) Project Based and Scattered Site Rental Assistance**

NOTE: The last complete calendar year will be used for scoring for all categories with the exception of draw down rate, which we be scored based on the last completed grant year.

Scoring Element	Points	Comment
Housing Stability 97-100% = 20 points 93-96.9% = 17 points 90-92.9% = 14 points 87-89.9% = 11 points 84-86.9% = 8 points 80-83.9% = 5 points <80% = 0 points	20	The percent of persons who remained in the permanent housing program or exited to permanent housing as reported on the APR.
Non-Employment Income 55-100% = 10 points 45-54.9% = 8 points 35-44.9% = 6 points 25-34.9% = 4 points 15-24.9% = 2 points ≤14.9% = 0 points	10	The percent of persons age 18 or older who maintained or increased their non-employment income as reported on the APR.
Employment Income 30-100% = 8 points 20-29.9% = 6 points 10-19.9% = 4 points 5-9.9% = 2 points ≤4.9% = 0 points	8	The percent of persons age 18 through 61 who maintained or increased their earned income as reported on the APR.
Non-cash Benefits (Mainstream Benefits) 100% = 8 points 95-99.9% = 6 points 90-94.9% = 4 points 85-89.9 = 2 points ≤84.9% = 0 points	8	The percent of households receiving benefits as reported on the APR.
Draw Down Rate 97-100% = 10 points 91-96.9% = 8 points	10	Percent of draw down against total project budget reported on last completed grant year as reported by the grant manager.

Scoring Element	Points	Comment
85-90.9% = 6 points 80-84.9% = 4 points 75-79.9% = 2 points ≤74.9% = 0 points		Note: the scoring for this category is based on the last completed grant year, not on the last calendar year.
Priority Populations ≥50% = 4 points <50% = 0 points	4	Number of priority populations served with 50% or more of the households having a member in any priority population (Youth 18-24, Chronically Homeless, Families, DV, and Veterans) for full points, as reported on the APR and the Chronic Homelessness Report.
Harder to Serve 3 conditions = 4 points 2 conditions = 3 points 1 condition = 2 points	4	Number of harder to serve clients served with 50% or more of the clients having one, two, or three conditions as reported on the APR.
Returns to Homelessness 0-10.9% = 13 points 11-19.9% = 10 points 20-29.9% = 7 points 30-39.9% = 4 points >39.9% = 0 points	13	The number of people who exited to permanent housing two years prior who returned to homelessness within the last two years, reported on the System Performance Measures.
HMIS Data Quality & Quantity 0-15 points (see comment)	15	Data Quality: 0 to 6 points 0% Missing 0% Don't Know/ Refused 6 points 0% Missing < 3% Don't Know/ Refused 4 points < 3% Missing < 3% Don't know/ Refused 2 points ≥ 3% Missing ≥ 3% Don't know/ Refused 0 points Entry Timing: 0 to 3 points < 4 days 3 points From 4 days up to 8 2 points From 8 days up to 14 1 point ≥ 14 days 0 points Exit Timing: 0 to 3 points (same as Entry Timing) Services Entry: Yes (3 points) No (0 points) Based on the Data Quality Report, Data Entry Timing Report, and Services Summary Report
Program/Bed Utilization 100% = 8 points 95-99.9% = 6 points 90-94.9% = 4 points 85-89.9% = 2 points 84.9% = 0 points	8	Percent of clients in the project each quarter compared to project capacity. Average for the year as reported on the APR compared to the number the project is intended to serve form the project contract.