Ice-breaker on Establishing a CMT Brand

Purpose: get your feedback while we gather and settle in. Create engaging materials that help orient new members to system-level planning and coordination. Recognize that we do our work of system-level planning and coordination in committees and workgroups with roles, responsibilities, and a reporting structure.

Background/Context: Strategic Planning is responsible for

- **Homeward DC Performance Management,** including review of system-wide performance data, tracking investments toward the plan, and input/approval of annual update
- **Oversight of CAHP system implementation,** including developing dashboards & reviewing CAHP system performance, development of annual prioritization criteria (singles/families/Veterans), monitoring quality control & system efficiency, recommending corrections as needed (note: several Homeward DC 2.0 strategies related to paperwork, inspections, etc. fall into this category)
- **Input/approval of HUD CoC competition process and recommendations**
- **Input/approval of annual, community-wide needs assessment (PIT)**
- Serve as forum for providing updates and soliciting feedback on **Family System reforms,** including monitoring STFH sites, shelter program models, FRSP reforms, system flow through PSH/TAH, etc.
- **Monitor capacity building needs** to help improve network of CoC providers; serve as forum to coordinate with Partnership to End Homelessness (PTEH) on provider capacity building efforts.
- **Track and share procurement updates** relevant to the homeless services system.
- Ground all work of the Strategic Planning Committee and its Workgroups in **racial equity.**
- Ensure meaningful and equitable participation by individuals with lived experience in Committee and Workgroup workplans and priorities; ensure diversity of participating individuals with lived experience.

Icon goes here

WE ARE WASHINGTON DC

Convention for Recording ICH Committee Meetings:

- ❖ Recording for purposes of complying with the open meeting act requirements
- ❖ Available for anyone who requests a copy at ich.info@dc.gov.

Agenda Review

I. **Welcome & Agenda Review (5 mins)**
   a) Intros & Call for Announcements
   b) Adopting Prior Meeting Notes & Managing the Listserv

II. **Discussion Items (60 mins)**
   a) System Performance (30 mins)
   b) Evaluating Progress on Homeward DC 2.0 (30 mins)

III. **Updates (20 mins)**
   a) HUD CoC Updates (10 mins)
   b) Follow-up on Encampment Related Concerns (10 mins)

IV. **Announcements & Reminders (as needed)**

V. **Summary & Adjournment (5 mins)**
   a) Next Meeting: 03/28 from 2:30pm – 4pm

Intro & Call for Announcements

❖ **Intros:**

➢ Chat intros for attendees: name, pronouns, org, title/role

➢ Quick round of hellos from Co-Chairs and ICH staff with formal roles leading or supporting meeting

❖ **Call for Partner Announcements/Reminders:**

➢ Please "chat" any significant partner announcements, especially those changes/updates that impact the system

➢ We will make time on the agenda, as appropriate, or include in the notes

Adopting Notes & Managing the Listserv

❖ **Adopting Prior Meeting Notes:**

  ➢ Automatically adopted unless meeting attendees flag issues

  ➢ Generally, ICH team sends out meeting notes within a week

  ➢ Please review as soon as possible and flag any errors/issues

  ➢ If we don't hear back within a week, assuming good to adopt

❖ **Managing the Listserv:**

  ➢ Meeting materials are only distributed to listserv members

  ➢ If you are **not** on the listserv, you will **not** receive materials

  ➢ To join the listserv, email ich.info@dc.gov

Meeting Agenda

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System Performance – The CoC's Key Performance Indicators (KPIs)

- To monitor performance on the District's goals for the CoC, the ICH, DHS, and TCP established the CoC's KPIs – system-wide performance metrics that track progress made toward Homeward DC's vision of making homelessness *rare, brief, and non-recurring.*

- Most KPIs focus on programs that serve persons currently experiencing homelessness – *outreach, emergency shelter, transitional housing* – but information on the housing portions of the CoC is available as well.

- The CoC's KPIs are:
  - Number of households (families and single persons) served throughout the fiscal year/at PIT
  - Number of households exiting the CoC for permanent destinations
  - **Number of households returning to the CoC after an exit (with 6-12 mos)**
  - Number of households experiencing homelessness for the first time
  - Average length of time households experience homelessness

- The following information will show annualized (fiscal year) performance on each KPI since FY16 and will highlight how performance on each impacts the number of families and individuals served by the CoC. TCP has reported on system-level performance annually to the ICH Strategic Planning Committee since the implementation of Homeward DC.

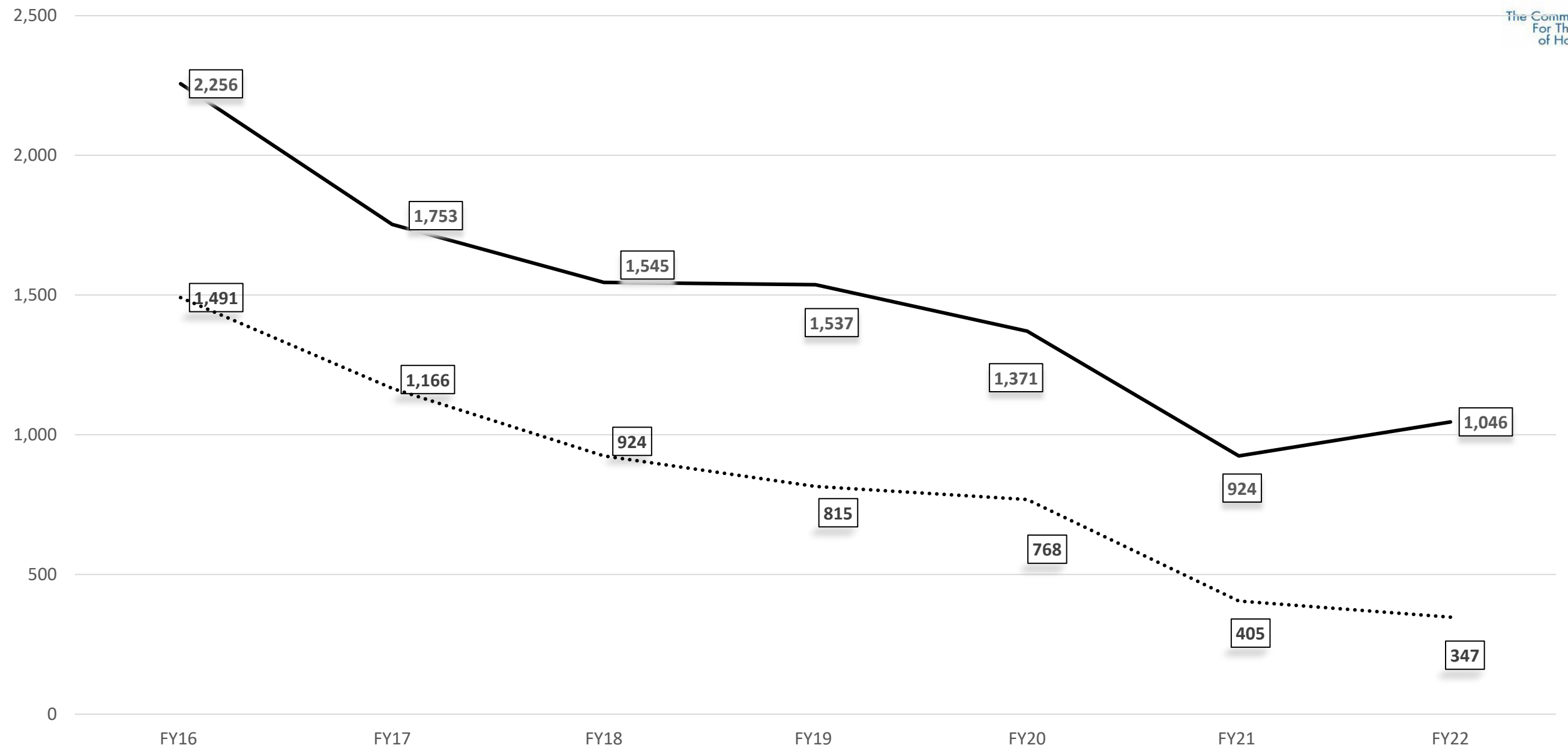| Families Served by Program Type, FY22	
PEP/ISO	70
Emergency Shelter (STFH, Temporary Shelter)	896
Transitional Housing	155
Unduplicated Count of Families Experiencing Homelessness	**1,046**
Virginia Williams	2,525
Homelessness Prevention (HPP)	1,955
Rapid Rehousing	3,687
Targeted Affordable Housing	840
Permanent Supportive Housing	2,599
Unduplicated Count Across All Program Types	**7,773**

In the table, each row shows the unduplicated count of families served by the various program types that comprise the District's CoC.

While 1,046 unique families were served in Emergency Shelter & Transitional Housing in FY22, almost 7,800 families were served across the CoC programs that use HMIS.

Families served in a particular program type at any point during the fiscal year are counted here.

The Community Partnership
For The Prevention
of Homelessness

Family System
Families Served Throughout Year & at PIT, Fiscal Years 16-22

The Community Partnership
For The Prevention
of Homelessness

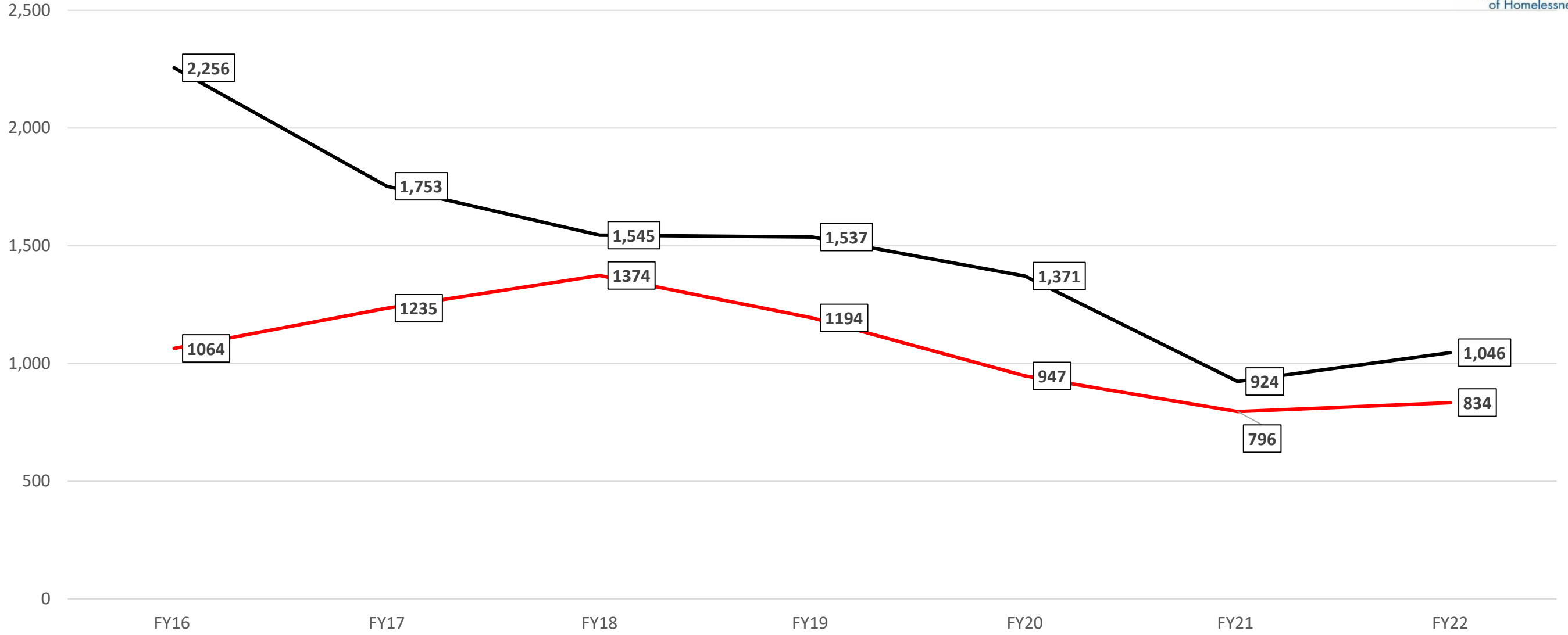|						
2,256	1,753	1,545	1,537	1,371	924	1,046
1,491	1,166	924	815	768	405	347

····· Families served at Point in Time (single day count)　　　——— Families served throughout fiscal year (365 day count)

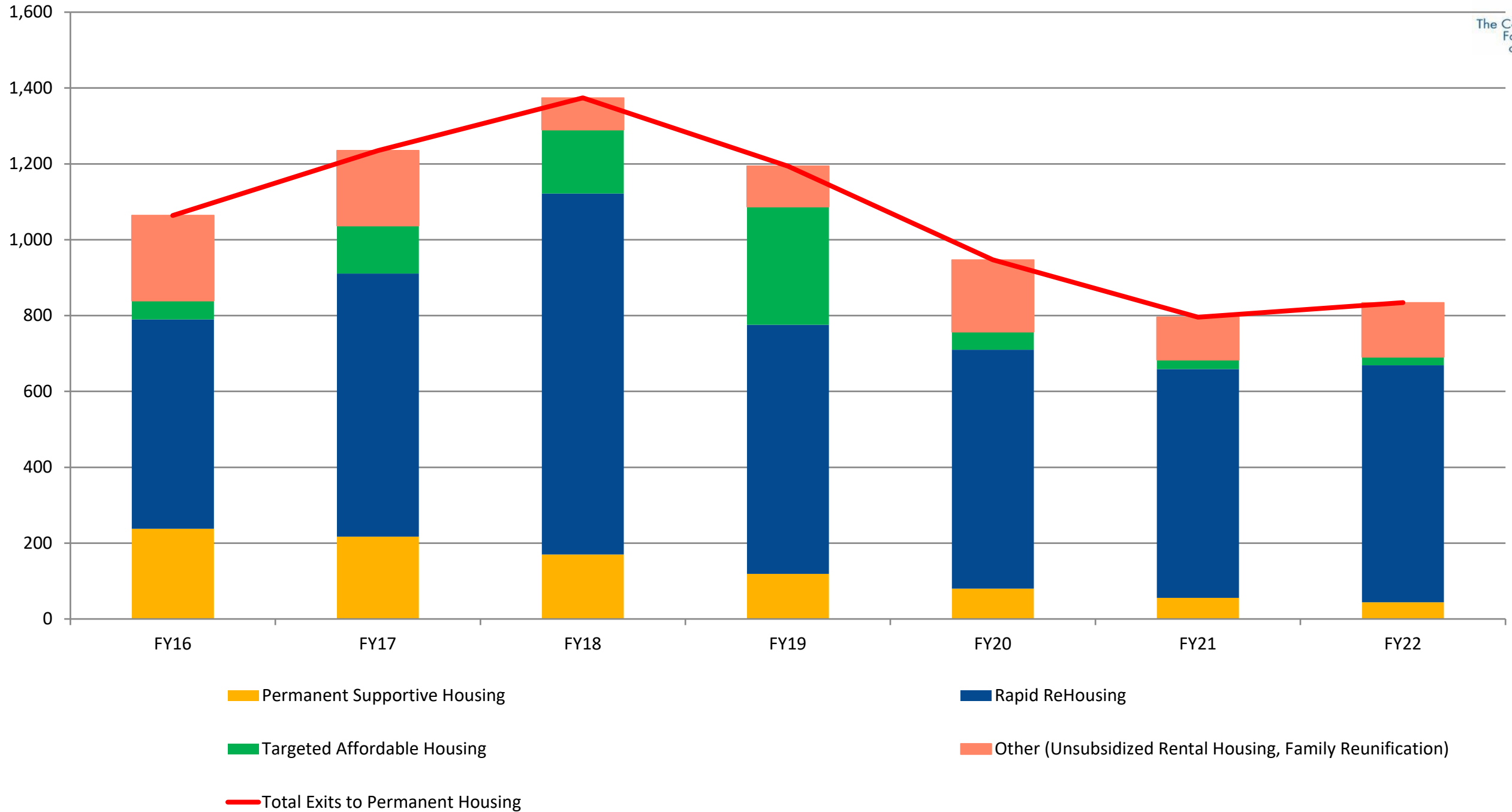Family System: Families Served Throughout Fiscal Year & Number of Families Exiting to Permanent Destinations

Families served throughout fiscal year (365 day count)
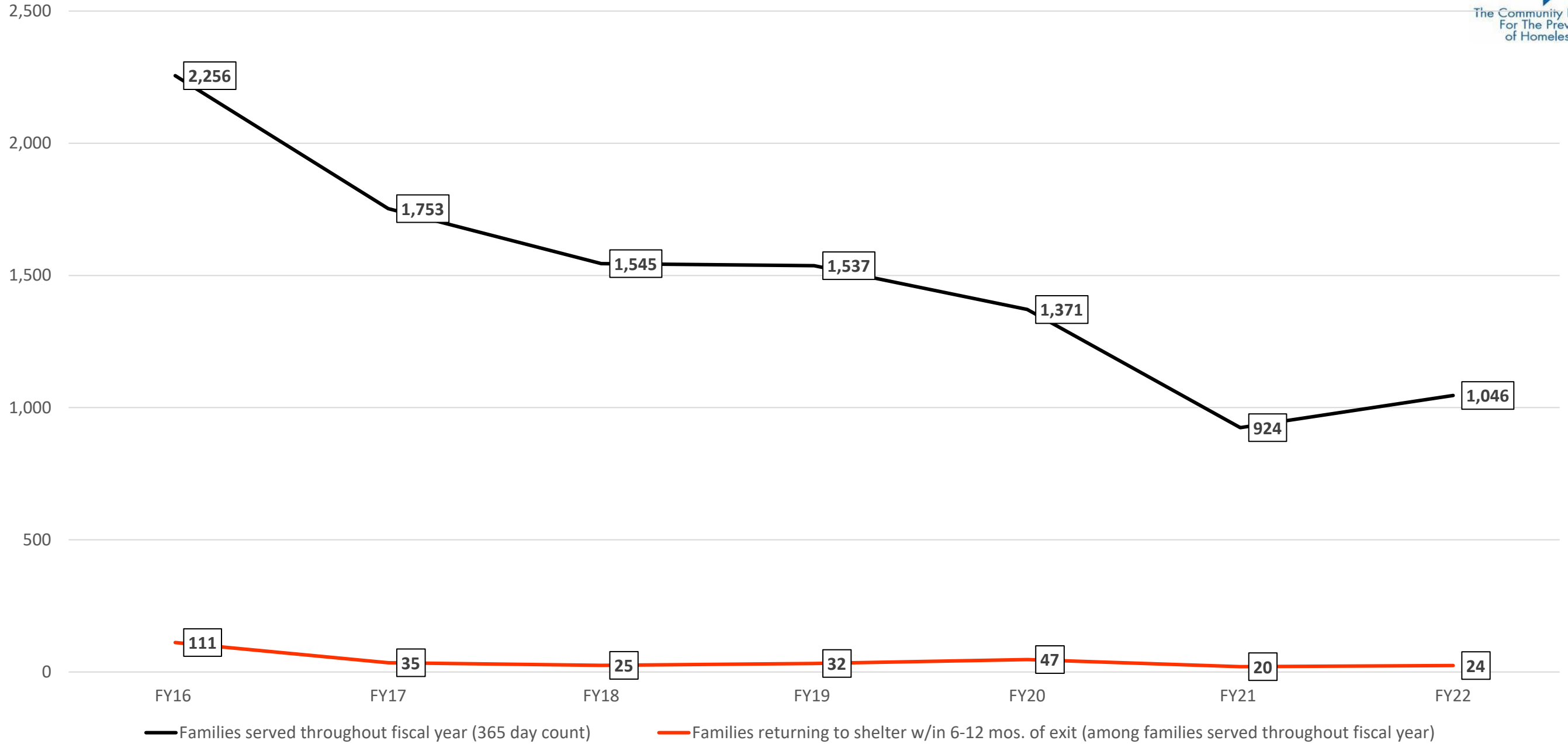- FY16: 2,256
- FY17: 1,753
- FY18: 1,545
- FY19: 1,537
- FY20: 1,371
- FY21: 924
- FY22: 1,046

Families exiting to permanent destinations (among families served throughout fiscal year)
- FY16: 1064
- FY17: 1235
- FY18: 1374
- FY19: 1194
- FY20: 947
- FY21: 796
- FY22: 834

Family System
Additional Context: Families' Exits to Permanent Destinations, by Destination

Legend:
- Permanent Supportive Housing
- Rapid ReHousing
- Targeted Affordable Housing
- Other (Unsubsidized Rental Housing, Family Reunification)
- Total Exits to Permanent Housing

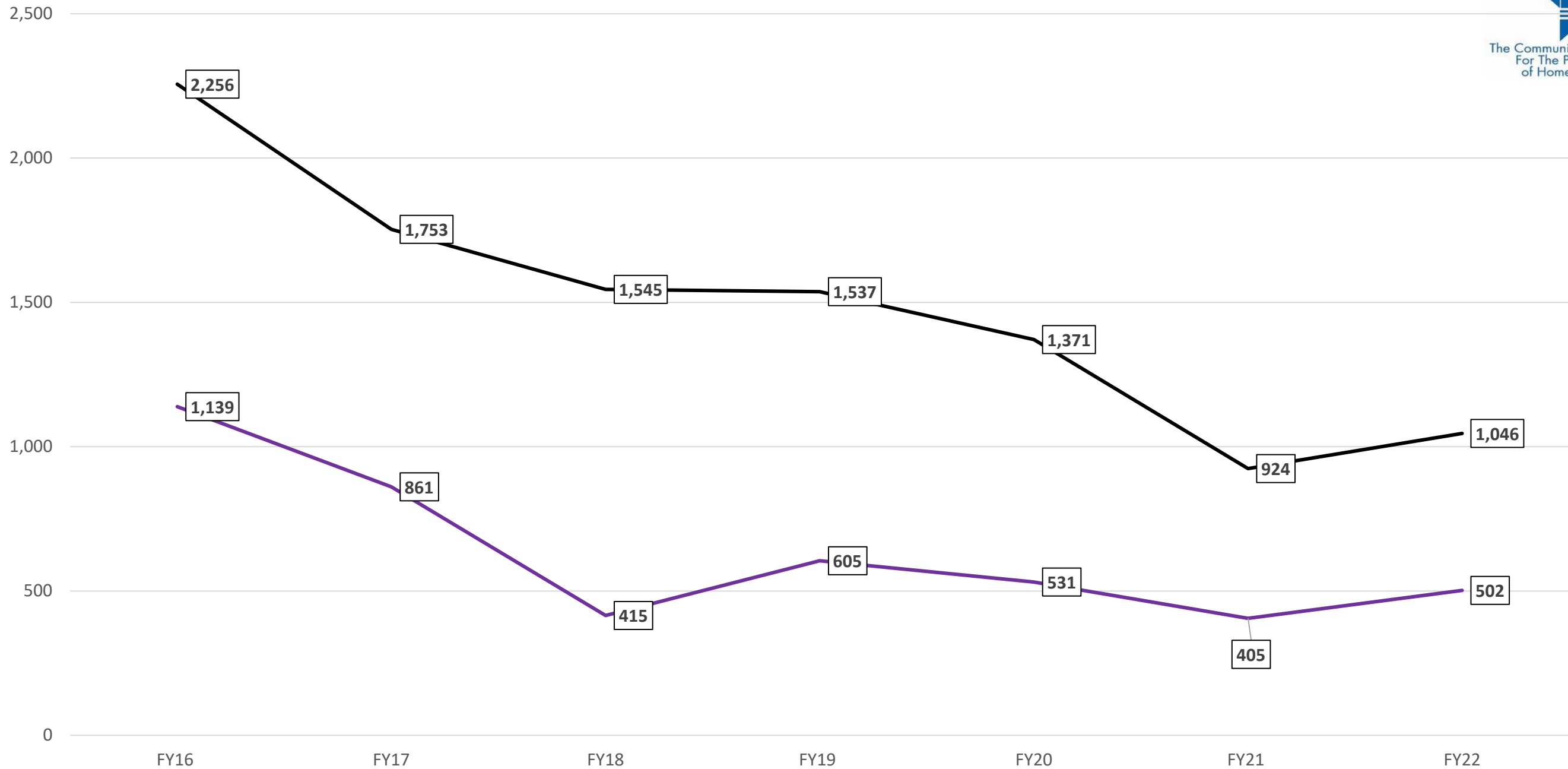**Family System: Families Served Throughout Fiscal Year & Number of Families Returning to Shelter after CoC Exit**

— Families served throughout fiscal year (365 day count)
— Families returning to shelter w/in 6-12 mos. of exit (among families served throughout fiscal year)

Family System: Families Served Throughout Fiscal Year & Number of Families Experiencing Homelessness for the First Time

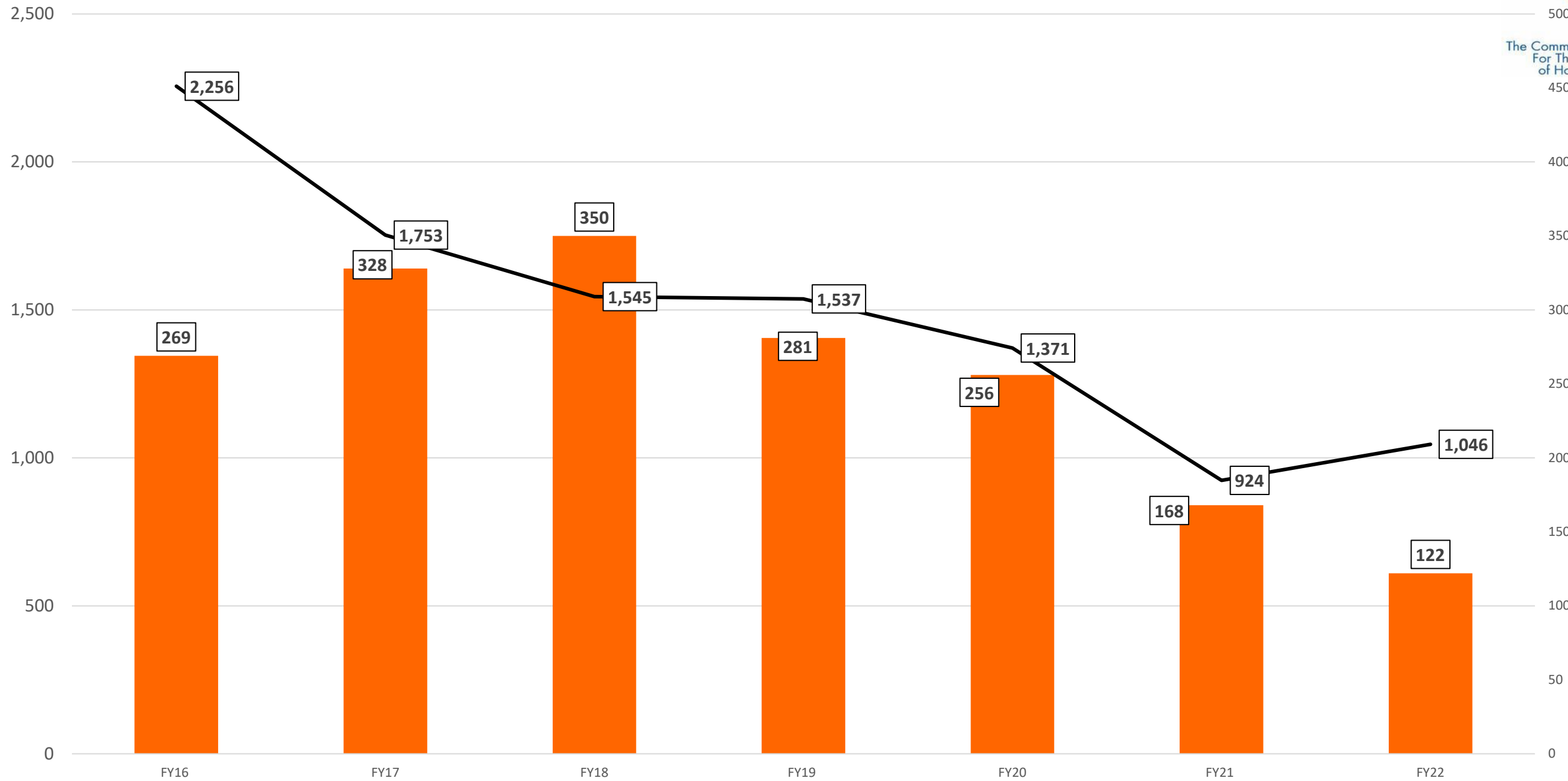Families served throughout fiscal year (365 day count)
- FY16: 2,256
- FY17: 1,753
- FY18: 1,545
- FY19: 1,537
- FY20: 1,371
- FY21: 924
- FY22: 1,046

Families in their first episode of homelessness (throughout fiscal year)
- FY16: 1,139
- FY17: 861
- FY18: 415
- FY19: 605
- FY20: 531
- FY21: 405
- FY22: 502

Family System: Families Served Throughout Fiscal Year vs. Families' Avg. Length of Time Experiencing Homelessness (Days)

The Community Partnership
For The Prevention
of Homelessness

Legend:
- Average length of an epsiode of homelessness (days) (among families served throughout fiscal year)
- Families served throughout fiscal year (365 day count)

Data values:
- FY16: 269 (bar), 2,256 (line)
- FY17: 328 (bar), 1,753 (line)
- FY18: 350 (bar), 1,545 (line)
- FY19: 281 (bar), 1,537 (line)
- FY20: 256 (bar), 1,371 (line)
- FY21: 168 (bar), 924 (line)
- FY22: 122 (bar), 1,046 (line)

Individuals Served by Program Type, FY22	
Outreach/Supportive Services	2,907
PEP/ISO	2,072
Emergency Shelter (Low Barrier, Hypo, Temporary)	6,872
Transitional Housing (incl. ETH)	1,367
Unduplicated Count of Individuals Experiencing Homelessness	**7,834**
Homelessness Prevention	657
Rapid Rehousing	1,552
Targeted Affordable Housing	374
Permanent Supportive Housing	6,033
Unduplicated Count Across All Program Types	**17,523**

Like the similar table for families, each row in this table shows the unduplicated count of families served by the various program types that comprise the District's CoC.

The CoC served 7,834 unique unaccompanied persons throughout the year in Emergency Shelter, Transitional Housing, Drop in Centers, Meal Programs, and during Outreach engagements.

That said, more than 17,500 individuals were served across the CoC programs that use HMIS.

Note: persons served in a particular program type at any point during the fiscal year are counted here.

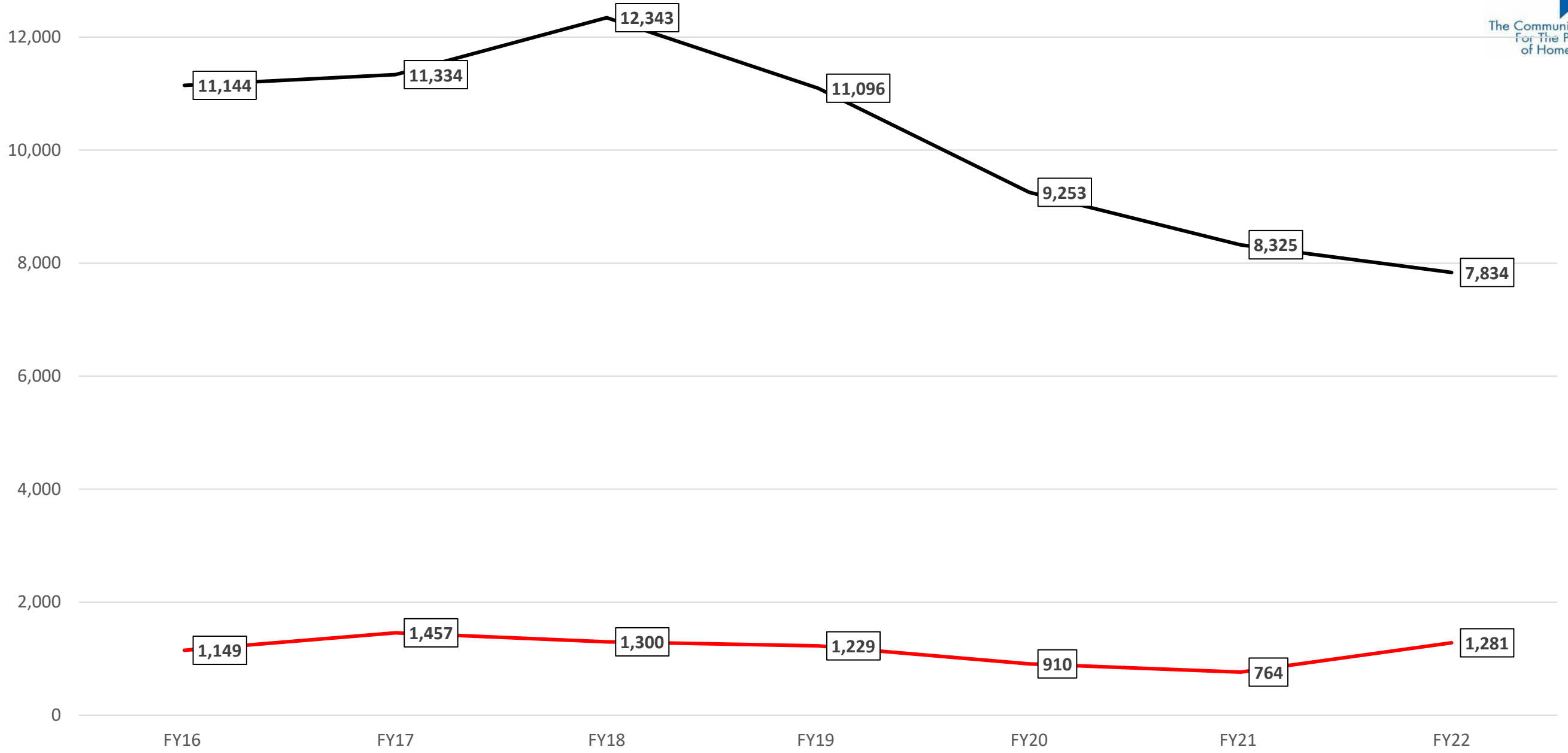# Singles System: Individuals Served Throughout the Year & at PIT, Fiscal Years 16-22
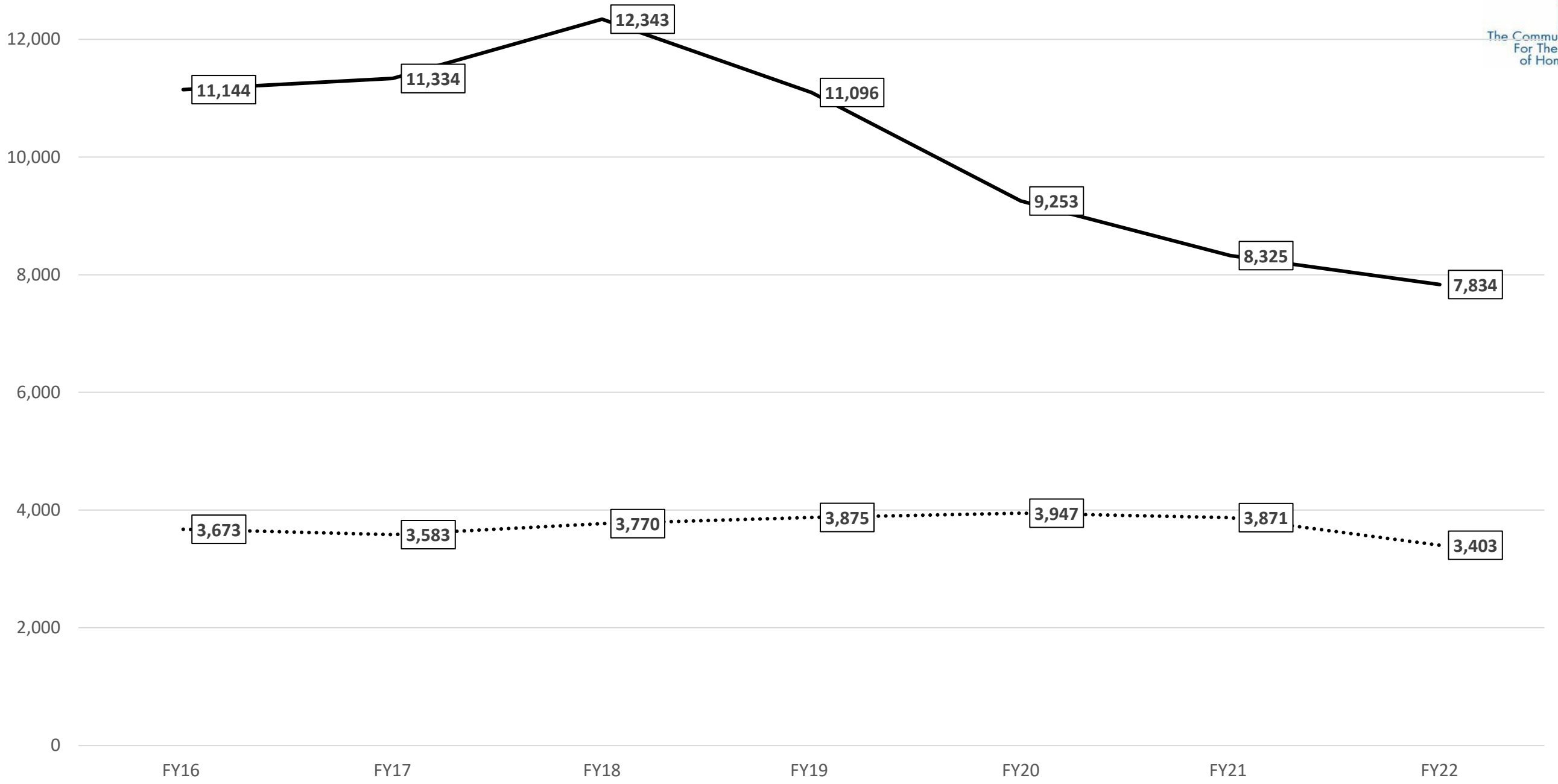
Legend:
- ······ Singles served at Point in Time (single day count)
- —— Singles served throughout fiscal year (365 day count)

Singles served throughout fiscal year (365 day count):
- FY16: 11,144
- FY17: 11,334
- FY18: 12,343
- FY19: 11,096
- FY20: 9,253
- FY21: 8,325
- FY22: 7,834

Singles served at Point in Time (single day count):
- FY16: 3,673
- FY17: 3,583
- FY18: 3,770
- FY19: 3,875
- FY20: 3,947
- FY21: 3,871
- FY22: 3,403

Singles System: Individuals Served Throughout Fiscal Year & Number of Individuals Exiting to Permanent Destinations

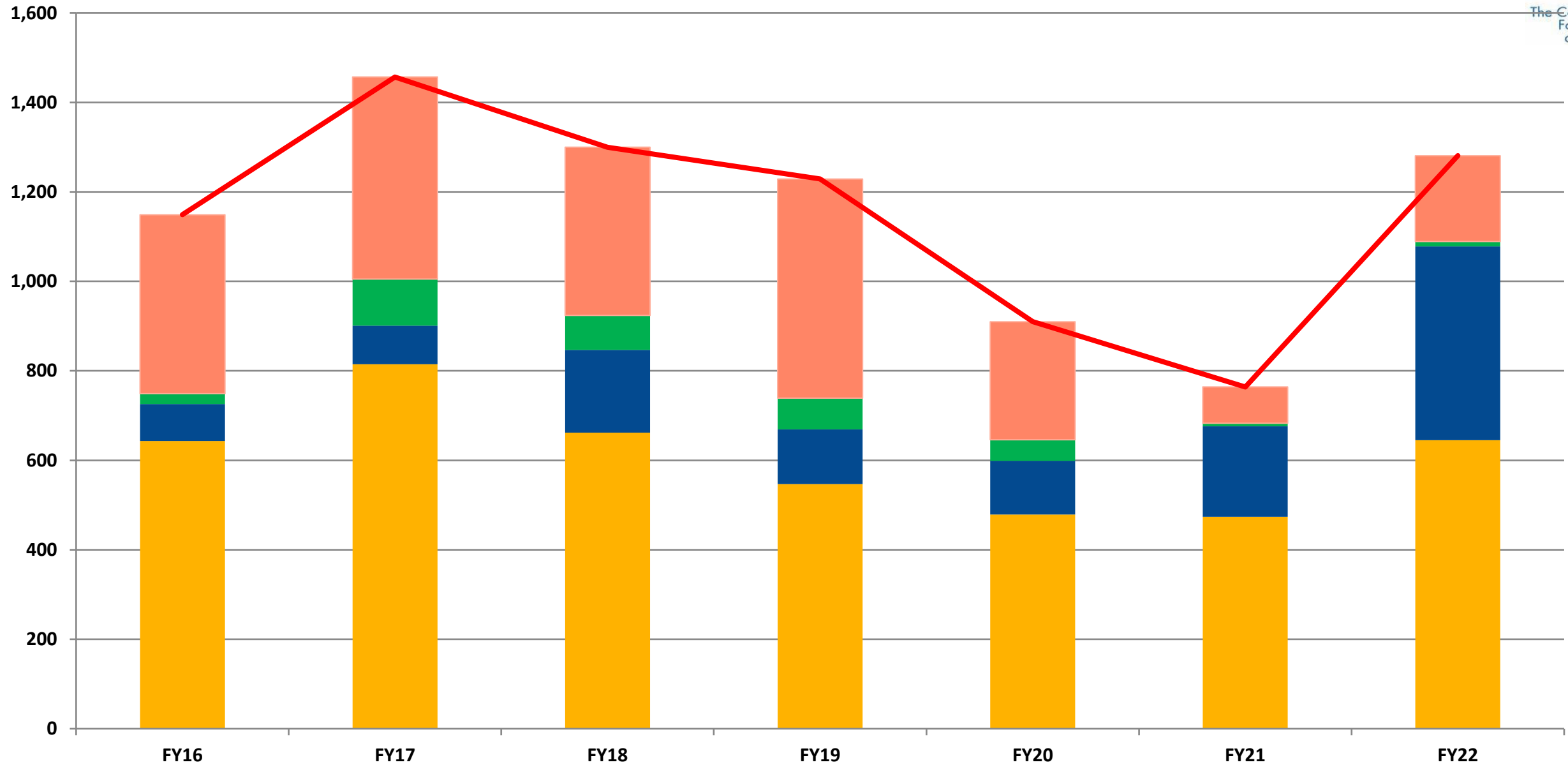Singles served throughout fiscal year (365 day count):
- FY16: 11,144
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- FY18: 12,343
- FY19: 11,096
- FY20: 9,253
- FY21: 8,325
- FY22: 7,834

singles exiting to permanent destinations (among singles served throughout fiscal year):
- FY16: 1,149
- FY17: 1,457
- FY18: 1,300
- FY19: 1,229
- FY20: 910
- FY21: 764
- FY22: 1,281

Singles System
Additional Context: Individuals' Exits to Permanent Destinations, by Destination

Legend: Permanent Supportive Housing, Rapid ReHousing, Targeted Affordable Housing, Other (Unsubsidized Rental Housing, Family Reunification)

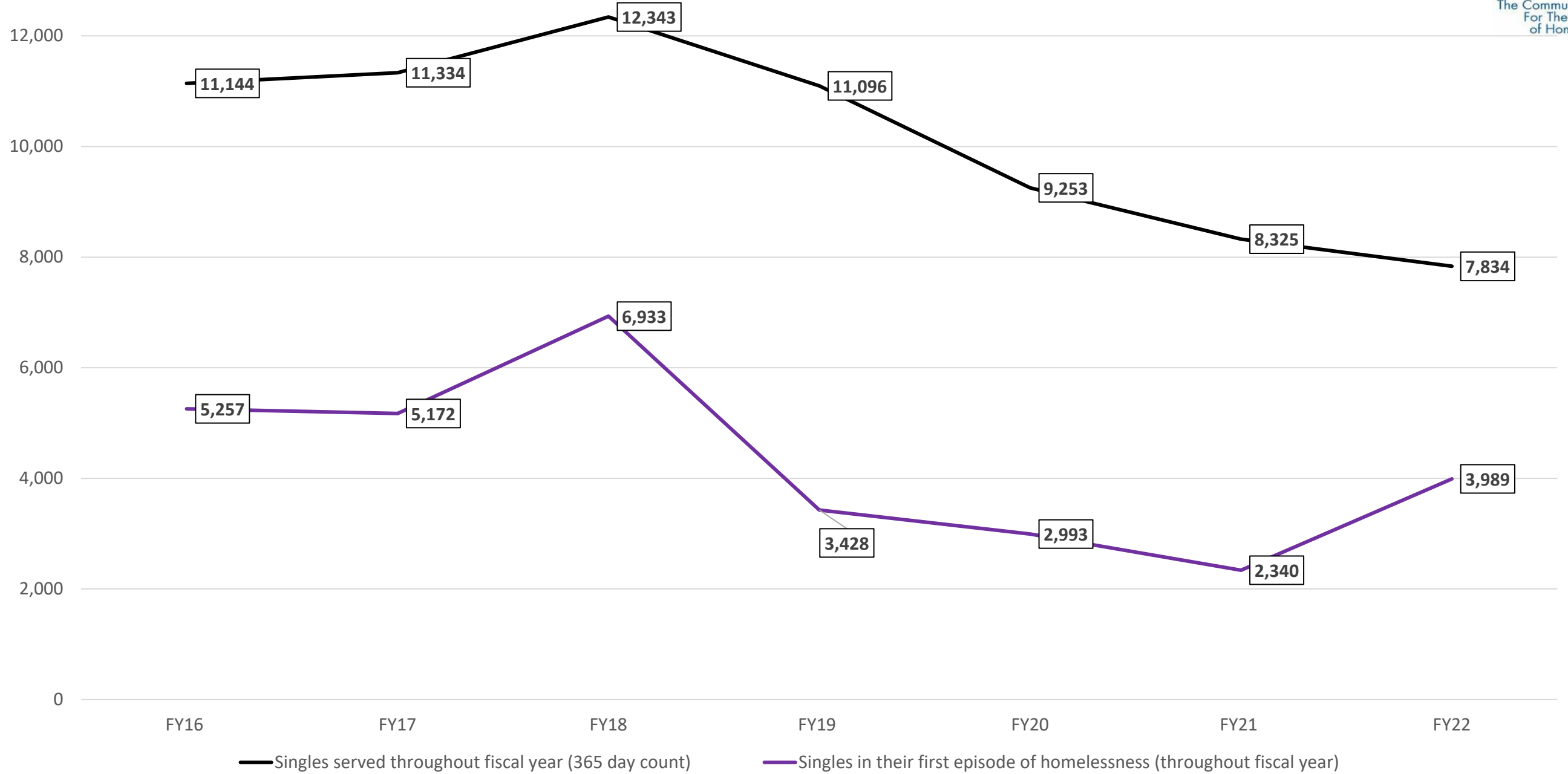Singles System: Households Served Throughout Fiscal Year & Number of Individuals Returning to Shelter after CoC Exit

— Singles served throughout fiscal year (365 day count)
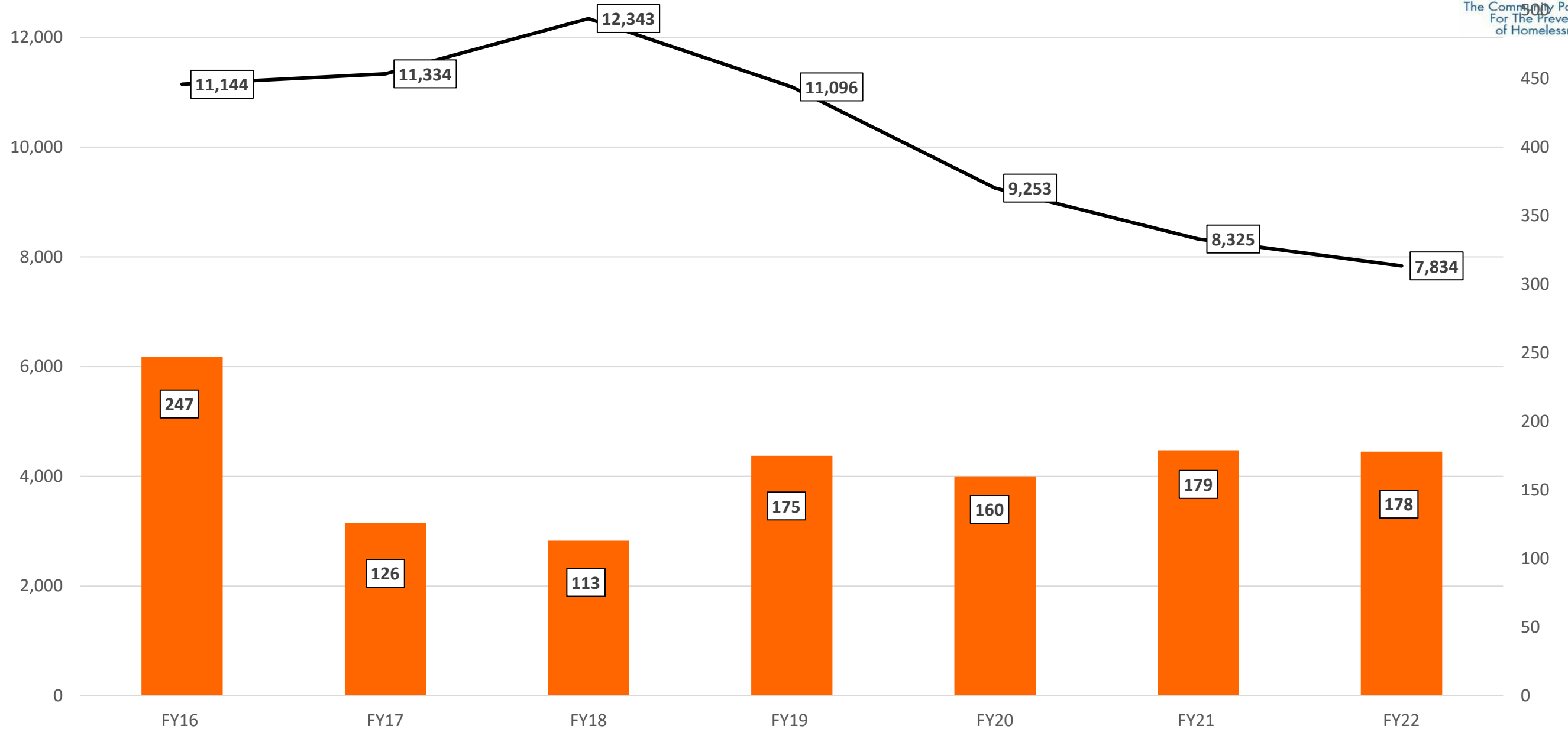— Singles returning to shelter w/in 6-12 mos. of exit (among singles served throughout fiscal year)

Singles System: Households Served Throughout Fiscal Year & Number of Individuals Experiencing Homelessness for the First Time
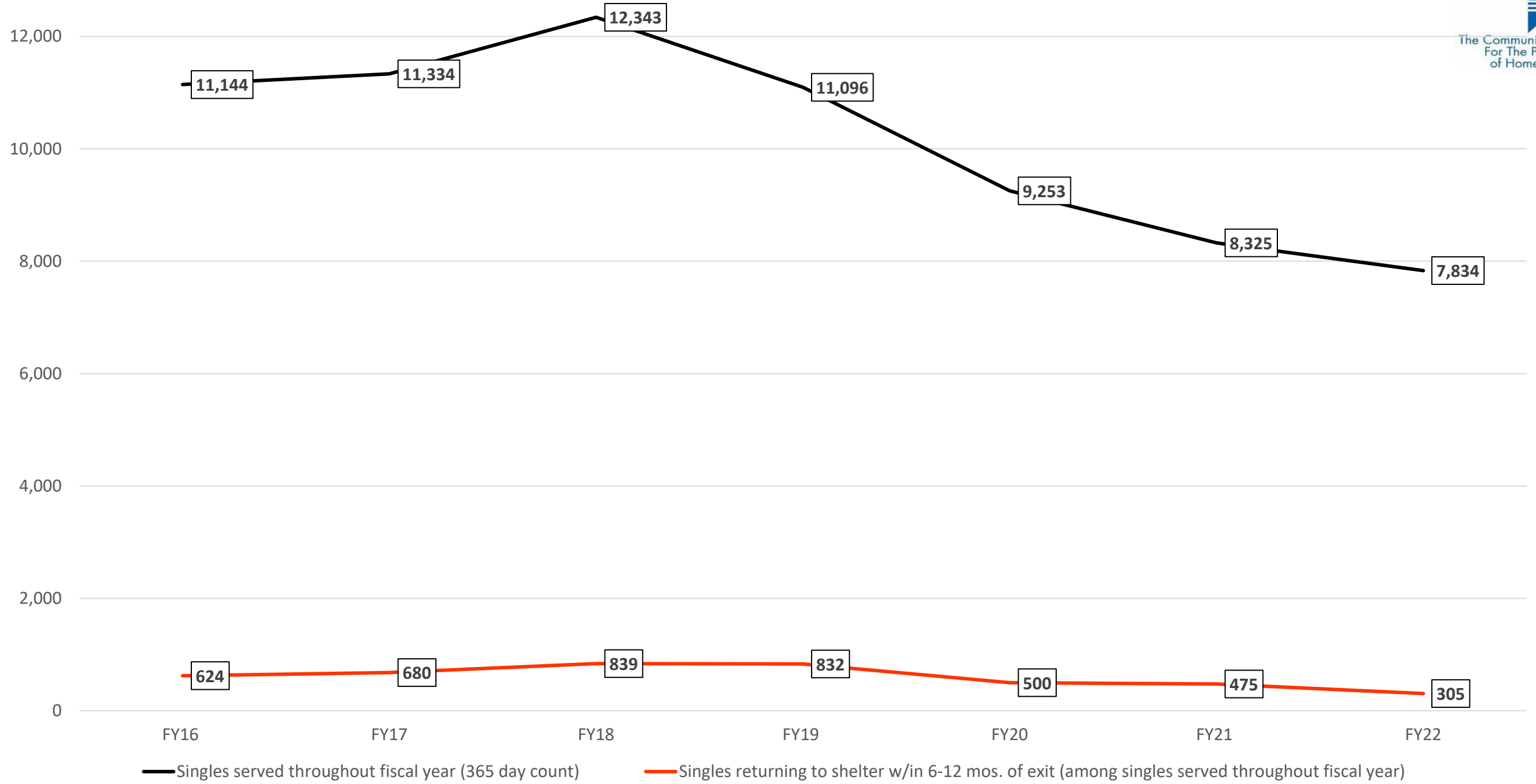
— Singles served throughout fiscal year (365 day count)   — Singles in their first episode of homelessness (throughout fiscal year)

Singles System: Households Served Throughout Fiscal Year vs. Individuals' Avg. Length of Time Experiencing Homelessness (Days)

- Average length of an epsiode of homelessness (days) (among singles served throughout fiscal year)
- Singles served throughout fiscal year (365 day count)

	FY16	FY17	FY18	FY19	FY20	FY21	FY22
Singles served	11,144	11,334	12,343	11,096	9,253	8,325	7,834
Avg length (days)	247	126	113	175	160	179	178

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Evaluating Progress on Homeward DC 2.0

- ❖ ICH is required* to prepare and submit to the Mayor an annual update based on existing data and community input that:
  - ➢ reviews the strategic plan, changes in the landscape, and an assessment of the need for services among subpopulations, and
  - ➢ details the resources and strategies needed to support the implementation of Homeward DC 2.0 (HWDC2.0)

*DC Code (§ 4–752.02)

Goal for Our Approach

- ❖ Simple but effective
- ❖ Immediately available vs. longer term approach/solution
- ❖ Comprehensive but within reason, meaning
  - ➢ Limited to activities underway or priorities/projects we can advance
  - ➢ Requires us to be honest about what we can do vs. what we would like to do
  - ➢ Requires us to account for what we are budgeted to accomplish
- ❖ Concrete, meaning specific
  - ➢ Key performance indicators or milestones and benchmarks
- ❖ Challenge:
  - ➢ It's such a heavy list that if we don't make it as easy as possible, we just give up, and it never gets done.
  - ➢ Not taking resources away from doing the work
- ❖ How do we leverage the workplans or priorities/projects that the Committees and Workgroups are advancing?
 - ➢ Might be a way of simplifying.

Resources Available to Support Us

Immediately available:
- ❖ System Level KPIs
- ❖ What else?
  - ➢ Priorities and Projects identified by Committees and Workgroups
  - ➢ Let's leverage reports/dashboards from DHS, so we're not re-creating any of the existing reports/dashboards
  - ➢ Let's look to other agencies around the table as well!
  - ➢ What got highlighted in the public testimonies as part of Performance Oversight Hearings.
    - ✓ Does that tell us about the shifting landscape of homeless services?
    - ✓ The burning questions from the public that help guide the testimony of the ICH and DHS Directors?
    - ✓ Can we adapt those testimonies for the report!
  - ➢ Work with the ORE to ensure that we're coordinating with them
  - ➢ Highlight racial equity-related work
  - ➢ Making sure we're including Goal 12

Resources Available to Support Us
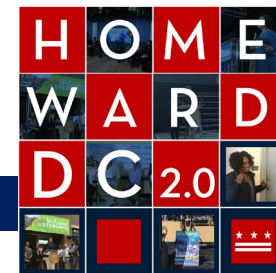
Longer term approach:
- ❖ Office of the City Administrator (OCA) is interested in exploring feasibility of leveraging the District's existing infrastructure for performance plans
- ❖ Would allow ICH to integrate key performance indicators, milestones, and benchmarks for each lead agency
- ❖ Likely timeline:
  - ➢ Since we're in FY23, depending on how fast we can propose and vet KPIs, milestones, and benchmarks, maybe able to request that agencies collect the data in FY23
  - ➢ Currently planning OCA and District Agencies are planning for FY24, so we should prioritize and work towards realizing this goal
- ❖ Good idea to leverage existing infrastructure
  - ➢ Text bullets and updates for key strategies and activities, more so than KPIs
  - ➢ Can the ICH become an agency? What is the ICH coordinating versus where is the data coming from?
    - ✓ DMHHS
  - ➢ Is there additional benefit to engaging agencies that are not actively participating in the ICH and are more upstream!
- ❖ Push back/practicality:
  - ➢ if we had known that we had to report on this annually, would we have adopted 160 activities/strategies?
  - ➢ Let's do what we need to do to meet an obligation?
  - ➢ What are the top 10 things OCA wants to know that would end homelessness?

Proposed Process for Identifying KPIs

	Notes & Considerations	Key Questions
Review of Proposed Metrics	• Committees and WGs likely only have capacity to review metrics for 2-3 priorities/projects and advance on these goals each year • Baseline data exists for some measures, but not all. • E.g., CoC KPIs suffice for proposed overall system metrics – rare, brief, non-recurring, though no current qualitative measures.	• Is it appropriate for agencies to work through this in Committees and Workgroups? • Should there be separate/concurrent effort that reports back to Strategic Planning Committee? • Which goals should be assigned to which Committee and/or Workgroups?
Timeline	**Remainder of FY23** • Q3 04/01 – 06/30, data due 07/17 • Q4 07/01 – 09/30, data due 10/17 **Planning for FY24** • 07/29 - Draft FY24 strategic initiatives & plans due • 09/08 – Revisions to FY24 initiatives & plans due	• What is doable for agencies to report on for the remainder of FY23 (Q3 and Q4)? • Recognizing that capacity may be limited to implement new measures, can use existing measures to establish baselines

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HUD CoC Updates

❖ Applied for 2 different funding streams:
  ➢ Regular HUD CoC NOFO and
  ➢ Supplemental NOFO
❖ DC was not selected for the Supplemental NOFO
  ➢ We have requested a debrief and are waiting to hear!
❖ Have not heard back about regular HUD CoC NOFO

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Follow-up on Encampment Related Concerns
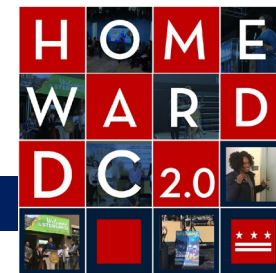
- ❖ Relevant committees and workgroups:
    - ➢ **ERSO** is currently focused on Hypothermia Planning
        - ✓ Will need to pivot to Hyperthermia Season and
        - ✓ Tackle planning for next Hypothermia Season
        - ✓ Shelter Capacity

    - ➢ **Single Adult System workgroup** just wrapped up CAHP Prioritization & Case Conferencing Criteria and is looking for the next priority/project
        - ✓ ICH Director recommends advancing Strategic Planning for Ending and Preventing Unsheltered Homelessness with a focus on Encampments in the SAS WG
        - ✓ ICH Team will propose an initial approach to tackling this strategic planning effort at the 03/07 SAS WG meeting

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Announcements & Reminders, as needed

- ❖ Everyone Home DC is hiring a Director of Family Programs.
  - ➢ Posting is available online at https://everyonehomedc.org/wp-content/uploads/2023/02/Director-of-Family-Programs-.pdf

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