System Performance Network  
7/11/2017

For PSH providers: what are YOUR goals for your project?  What does success look like?

* Get chronically homeless clients to reside in their units
* Help tenants meet obligations of tenancy
* Help them maintain daily living skills inside of units
* Lease up units
* Increase income and mainstream benefits
* In unit, comfortable, living on their own
* Medical attention
* Simple goals – more self-sufficient, signed up for low income housing
* Get hooked up with other resources
* Keeping our people housed (evicted by landlords, finding other landlords that will take them)
* Keeping other people out of the unit when they are not on the lease
* Keeping them permanently housed

For clients: what does success look like for a client in PSH? Are there multiple kinds of success?

* More mainstream services that they may not already utilize
* Definitely looks different for each client
* Some may be working, some might be trying to maintain home
* Thinking beyond keeping a roof over their head is difficult, graduating is far from their mind

Moving up successes?

* Preference for homelessness on housing authority list (rare)
* Subsidized apartment complex
* Some ineligible w/ low income because of felonies on record
* Transition in place w/ more income, hooked up with VASH,
* Some make enough income to move out on their own, others need subsidies
* Moving up with income
  + Income was beyond what we were paying for rent, didn’t really need CM anymore
  + Has a job and can afford it, stability
  + Everyone is a different case; so many in PSH have disabilities that prevent work, lack of education
  + Client went to school in first year of PSH
  + Case management – everyone is a little different
    - Can’t make clients do anything
    - Meet with them weekly, try to set goals, try to make long-term plans
* Transition to other projects
  + Opportunity-based: if there is an opening

Could we track attempts to increase income AND actually increasing income?

* Our folks already have a job, food stamps, etc.

Purposes of CoC Funding

* End Homelessness
* Make homelessness
  + Rare
  + Brief
  + Non-Recurring
* Improving System Performance Measures
  + Reduce length of homelessness
  + Reduce returns to homelessness
  + Reduce # of homeless
  + Increase income
  + Reduce number of new clients
  + increase exits to PH/retention of PH

How PSH Fits in

* End Homelessness (for clients who’ve been homeless the longest, for clients who couldn’t be well served in any other projects)
* Make homelessness
  + ~~Rare~~
  + ~~Brief~~
  + Non-Recurring
* Decrease System Performance Measures
  + Reduce length of homelessness – take clients who are chronically homeless/ have been homeless for a long time. If they don’t exist in your community, house clients from neighboring communities?
    - People don’t want to move, don’t want to move to certain areas
    - Combined priority list – clients in one CoC don’t want to move to another where they have no family/supports
  + Reduce returns to homelessness
  + Reduce # of homeless – make sure you are housing clients experiencing homelessness
    - Verification- depends who you can get to verify it
  + Increase income
    - Attempts to increase income v. actually increasing income?, maybe both?
  + ~~Reduce number of new clients~~
  + increase exits to PH/retention of PH
* Moving up, moving out???

Possible idea:

* What 3 decisions will you make based on these data? (quarterly)/ actions will you take?
* Hold you accountable to doing these 3 things, not the result of them