

Beyond the Research

Outcome Measures in Housing First

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Objectives

- ❖ Participants will get an introduction of the utilization of dashboards in a Housing First setting.
- ❖ Participants will understand the benefits of implementing dashboards
- ❖ Participants will be able to identify their key outcome areas and related performance indicators in creating their own specialized dashboard(s).




Rise of the Dashboard Movement

- ❖ What is a dashboard?
- ❖ Why a dashboard now?
- ❖ How can dashboards improve outcomes for consumers and improve the overall health of the organization?




Dashboards and Housing First

Benefits Of Dashboards

- ❖ Allows Board of Directors to monitor and evaluate program outcomes
 - ❖ Ease of retrieving and tracking data on a monthly basis.
 - ❖ Identification of trends and bottlenecks
 - ❖ Use as a management tool for supervisors
 - ❖ Improve outcomes for consumers (housing and health)
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Test Your Knowledge

How Many of You Know...

- ❖ your program's outcomes with a certain level of accuracy
 - ❖ the average number of days it takes your agency to house an individual
 - ❖ your current percentage of homeless individuals
 - ❖ the housing success rate of your agency
 - ❖ the current percentage of your consumers seeing their PCPs annually
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How did PTHDC get started

- ❖ What were the key outcome areas and related performance indicators most important to us?
 - ❖ Home (Housing 1st- How efficient are we in our housing process?)
 - ❖ Health (Are consumers' health improving and experiencing fewer MH symptoms?)
 - ❖ Hope (How do we define and measure hope)



At A Glance...HOME dashboard

- ❖ Number of consumers who are still homeless
- ❖ Length of time from intake to house (by program and by voucher type).
- ❖ Housing success rate



	MHRS												
	T1	T2	T3	T4	T5	CS	Total MHRS	PSH	VA	VA/ACTor VA/CSP	Housing First Total	Housing success rate	% of Homeless
# of new clients this month	1	0	0	0	4	0	5	11	2	0	18	95.65%	16.61%
# of total clients at end of month	77	63	75	73	36	58	382	214	43	7	632		
# of clients in Housing at beginning of month (including CRO, CRF and nursing home)	56	47	53	58	13	57	284	195	34	8	505		
# of people homeless (NEVER BEEN HOUSED by PTHDC)	7	9	14	7	19	2	58	18	5	1	80		
# of Homeless clients (including never been housed) and in transitional housing	18	16	7	15	20	3	79	19	7	1	104		
# of people in institutions. (Unknown discharge date)	6	6	16	7	3	1	39	6	1	0	46		
# of homeless saying YES to apartment.	13	10	2	4	14	1	44	19	8	1	70		
# of clients 1st time HOUSED this Month	0	1	1	1	3	0	6	7	0	0	13		
# of people lost their apartment and not re-housed	0	0	0	0	0	0	0	1	0	0	1		
# of clients re-housed this month	0	1	0	0	0	0	1	0	0	0	1		


By the Housing Department and PSH Manager		HUD 27 (streets to home)	HUD 36 (seria Inebria tes)	HUD HHH	MHRS LRSP	PSHP LRSP	Vouchers Totals
	Vouchers per program	32	38	65	130	50	315
	Numbers of used vouchers	32	38	17	100	44	231
	Vacancy Rate	0.00%	0.00%	73.85%	23.08%	12.00%	26.67%
	Number of assigned matched to housing (waiting for inspections)	0	0	1	1	2	4
	Number assigned & homeless	0	1	18	20	0	39
	Number assigned (housed or homeless)	32	39	35	120	44	270
	Number of vacant Vouchers	0	-1	20	35	6	60

Housing Department		LRSP	HUD 36	HUD 27	HUD 65	Total
	# of new intakes	2	1	0	2	5
	# of new inspections completed	2	0	2	2	6
	# of annual inspections scheduled.	21	0	0	0	21
	# of annual Re-inspections completed.	3	0	0	0	3
PSHP		DHS LRSP	LRSP	PSHP	HCVP	Total
	# of new housing intakes	10	0	1	0	11
	# of new inspections completed	2	0	3	0	5
	# of Re-inspections completed.	1	0	0	0	1

Date Assigned to Pathways	Transtion meeting date with consumer and Pathways	Housing Intake/Assessment mtg date	Subsidy Type	Voucher App Submitted	Voucher Approved	Matched to Apartment	Inspection Requested	Passed Inspection	Lease-Up	Team Notes
02/23/2018		03/14/2018	LRSP							

At A Glance...Mental Health & Health

Talk Is Cheap

- ❖ ACT Fidelity scales as a guide
 - ❖ Decreased number of ED visits and inpatient hospitalizations
 - ❖ Decreased number of psych admissions
 - ❖ Lessened frequency and severity of mental health symptoms
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	Psychiatric Services							Physical Health Services						
	Census Size	Psychiatrist Visit Once A Month	Psychiatric Attendance Success Rate %	Engaged With Team At Least Twice A Week	Team Engagement Success Rate %	Inpatient Psych Admissions		Weight and Blood Pressure Checked Once A Month	Weight & Blood Pressure Success %	PCP Visits Once A Year	PCP Visits Once A Year Success %	A1C and BMP Checked At Least Once every 6 Months	A1C & BMP Success Rate %	Inpatient Medical Admissions
Team I														
Team II														
Team III														
Team IV														
Team V														
CSP														
MHRS Total	0	0	#DIV/0!	0	#DIV/0!	0		0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0

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Team I	76	21	27.63%	70	92.11%			36	47.37%	32	42.11%	36	47.37%					
Team II	66	10	15.15%	63	95.45%			5	7.58%	9	13.64%	5	7.58%					
Team III	77	10	12.99%	65	84.42%			50	64.94%	34	44.16%	50	64.94%					
Team IV	78	22	28.21%	62	79.49%			16	20.51%	15	19.23%	16	20.51%					
Team V	36	10	27.78%	33	91.67%			36	100.00%	19	52.78%	36	100.00%					
CSP	59	16	27.12%	49	83.05%			55	93.22%	40	67.80%	55	93.22%					
MHRS Total	392	89	22.70	342	87.24%	0		198	50.51%	149	38.01%	198	50.51%	0				

Where are we stuck?

How to measure HOPE? Community integration. We put a pin in that and are considering partnering up with a university on how to identify the related indicators to let us know that our consumers are experiencing hope in their lives as a result of our interventions.



Beyond the research. What's Next?

For Pathways to Housing DC



Creating Your Own Monster

The grid below can help an agency start thinking about the program areas that are important for them to measure.

Program Outcome Model



Questions and Answers

