ESG-CV: Street Outreach

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ESG-CV funded project types

- Rapid Re-housing
- Homelessness Prevention
- Street Outreach
- Emergency Shelter

- If your agency was funded for a specific project type, you will have EDA modes set up for each project type you received. Data entry must be completed according to the requirements HUD has laid out for that project type.
- All project types should be set up and data collection is live!

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What is Street Outreach?

- Offers services necessary to reach out to people experiencing unsheltered homelessness

- Connect them with emergency shelter, housing, or critical services
  - provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility

- Only persons who are "street homeless" should be entered into a street outreach project

- Eligible costs include engagement, case management, emergency health and mental health services, and transportation (rfp)

- Street Outreach and Coordinated Entry

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HUD System Performance Measures

Each year, the HMIS Lead Agency is required to submit our HMIS's System Performance Measures (SPM) to HUD. The reported metrics include:

Metric 1: Length of Time Homeless

Metric 2: Exits to Permanent Housing with Return to Homelessness

Metric 3: Number of Homeless Persons

Metric 4: Employment and Income Growth for CoC Funded Projects

Metric 5: Number of Persons Homeless for the First Time

Metric 7: Permanent Housing Placement

Using these metrics, HUD looks at and evaluates Nashville's performance on a system level—across our CoC's, ES, TH, PSH, SO, PH, SH, and RRH projects – **using only data that is entered into HMIS.**

Specifically, metrics **2** and **7** are calculated using HMIS data entered into **Street Outreach programs.**

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HUD System Performance Measures

		SYSTEM PERFORMANCE MEASURE QUESTIONS	1	2	3	4	5	6	7
HMIS PROJECT TYPES	1	Emergency Shelter	x	x	x		x		x
	2	Transitional Housing	x	x	x	x	x		x
	3	PH - Permanent Supportive Housing (disability required for entry)	x	x		x	x		x
	4	Street Outreach		x					x
	5	RETIRED							
	6	Services Only							
	7	Other							
	8	Safe Haven	x	x	x	x	x		x
	9	PH – Housing Only	x	x		x	x		x
	10	PH – Housing with Services (no disability required for entry)	x	x		x	x		x
	11	Day Shelter							
	12	Homelessness Prevention							
	13	PH - Rapid Re-Housing	x	x		x	x		x
	14	Coordinated Assessment							

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Metric 2:
The extent to which persons who exit homelessness <u>from street outreach</u> to permanent housing destinations return to homelessness

System performance measure two evaluates recidivism, measuring the percent of returns to homelessness in people who **exited from street outreach to permanent housing**.

Specifically, this measure looks at returns over three time periods, as well as the overall number of returns over two years:

> Number returning to homelessness in less than 6 months
>
> Number returning to homelessness from 6 to 12 months
>
> Number returning to homelessness from 13 to 24 months
>
> Total number of returns to homelessness over 2 years

The SPM reports submitted to HUD only capture the outcomes for clients who are entered into SO programs in HMIS.

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Metric 2:
The extent to which persons who exit homelessness <u>from street outreach</u> to permanent housing destinations return to homelessness

2019 SPM:

	Total # of persons who exited to a permanent housing destination (2 years prior)	Returns to homelessness in less than 6 months		Returns to homelessness from 6-12 months		Returns to homelessness from 13-24 months		Number of returns in 2 years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	58	3	5%	4	7%	4	7%	11	19%
Exit was from ES	179	38	21%	26	15%	16	9%	80	45%
Exit was from TH	458	44	10%	25	5%	25	5%	94	21%
Exit was from SH	447	19	4%	7	2%	18	4%	44	10%
Exit was from PH	1142	104	9%	62	5%	63	6%	229	20%
Total Returns to Homelessness	2284	208	9%	124	5%	126	6%	458	20%

likely incomplete #s

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Metric 7:
Successful placements <u>from street outreach</u> to acceptable destinations

System performance measure seven focuses on how successful street outreach projects are at helping people move off the "street" and toward permanent housing, recognizing this process may be direct or may involve other temporary situations along the way. This is important because people living on the street and in places not meant for human habitation are at an increased risk of death.

This measure calculates the **percent of street outreach clients who had a positive exit as recorded in HMIS during the report period.** Most destinations that move a client off the street are considered positive exits, with some minor exceptions, like jail or prison, and other places not meant for human habitation. **The measure is looking for an increase in the percentage of people who exit to positive destinations from a street outreach project during the reporting period.**

The SPM reports submitted to HUD only capture the outcomes for the clients who are entered into SO programs in HMIS.

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Metric 7:
Successful placements from street outreach to acceptable destinations

2019 SPM:

	FY 2018	FY 2019	Difference
Persons who exited SO	497	412	-85
Of those, those who exited to temporary and some intitutional destinations	267	62	-205
Of those, those who exited to permanent housing destinations	61	43	-18
% of successful exits	66%	25%	-41%

likely incomplete #s

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Dual entries in HMIS is ok!

- Clients will frequently be entered into multiple project types at the same time.

- Entries into ES/SO, CE and RRH is appropriate.
  - Clients should be exited from projects only when they are no longer receiving services from them.

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Project Start date

- Date of first contact with the client

- At project start, you may only have partial information. You will build the client HMIS record over time as you continue to work with the person and build rapport.
  - EX. Partial or code name
  - Make sure to select the correct data quality answer

- Always working to add to the client record

- De-duplicate records in HMIS

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Date of Engagement

- Record the date a client became engaged by a street outreach project in the development of a plan to address their situation. Only one date of engagement is allowed between project start and exit.

- Reporting on data quality for street outreach projects is limited to clients with a Date of Engagement.

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Required data elements by project

Number	Element	ES entry/ exit	ES Night-by-night	Homelessness Prevention	RRH	Street Outreach
4.02	Income and Sources	x		x	x	x
4.03	Non-Cash Benefits	x		x	x	x
4.04	Health Insurance	x		x	x	x
4.05	Physical Disability	x	x	x	x	x
4.06	Developmental Disability	x	x	x	x	x
4.07	Chronic Health Condition	x	x	x	x	x
4.08	HIV/AIDS	x	x	x	x	x
4.09	Mental Health Problem	x	x	x	x	x
4.10	Substance Abuse	x	x	x	x	x
4.11	Domestic Violence	x	x	x	x	x
4.12	Current Living Situation		x			x
4.13	Date of Engagement		x			x
4.14	Bed Night		x			
4.19	Coordinated Entry Assessment	X*	X*	X*	X*	X*
4.20	Coordinated Entry Event	X*	X*	X*	X*	X*
W5	Housing Assessment at Exit			x		

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Contacts

- Contacts will be recorded after each interaction with a client by updating "currently living situation" in HMIS

- All street outreach projects are expected to record every contact made with each client by recording their Current Living Situation.

- A contact is defined as an interaction between a worker and a client designed to engage the client. Can be a conversation about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service.
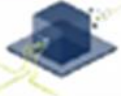
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Project Exit Date and Destination

- In a street outreach project, clients may be exited when the outreach worker has been unable to locate the client for 90 days and there are no recorded contacts.

- May be exited upon entering another project type, finding housing, engaging with another outreach project, or passing away. In those cases, the client would be exited as of the date of the last contact recorded in "Current Living Situation".

Reporting calendar

This ESG-CV Quarterly Reporting Calendar provides a general outline of when each entity should generally be performing key reporting tasks—exact dates will be outlined in the Sage-generated email.

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
2020	S																															
	O																															
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Sequence of Events

● **Recipients**: Contact your HMIS Lead(s) to determine the contact person for each HMIS implementation in your geography. Contact any VSP(s) funded to ensure they can generate a report from their system. HMIS Leads and VSPs can test their reports at www.Sagehmis.info to ensure they can meet the CSV upload requirements. Determine your reporting start date and enter all projects into Sage and send the bundle emails to the HMIS Lead(s) and VSP(s) on or soon after the first day of the reporting period.
Timing: Begin outreach one to two weeks before the reporting period begins and send bundles when the reporting period begins.

● **HMIS Leads/VSPs**: Review the projects within 24 hours. Make sure all projects funded with ESG-CV are there and they are set up with the correct project type in HMIS.
Timing: Around the date the reporting period begins, depending on when the recipient sets up the bundles in Sage.

● **Subrecipients/Sub-subrecipients who are Direct Service Providers**: Review of data for completeness and data quality. No reporting to Sage required.
Timing: Within the first week or two after the reporting period begins, as well as regularly reviewing data quality throughout the year.

● **HMIS Leads/VSPs**: About a week after the reporting period opens—when the organizations in the previous step have confirmed the data is accurate—upload required quarterly CSV bundles by deadline specified in Sage-generated emails. Generate the ESG Consolidated Annual Performance and Evaluation Report (CAPER) for each bundle (same component, same date range).
Timing: About one or two weeks after the reporting period opens—when the organizations in the previous step have confirmed the data is accurate, but no later than the date requested by the recipient.

● **Recipients**: Review data as received from HMIS Lead(s) and VSP(s) and complete all required forms in Sage (financial information, activities, contact, etc.). Then submit to HUD.
Timing: About two to three weeks (but no later than 30 days) after the reporting period begins.