

For Your Information

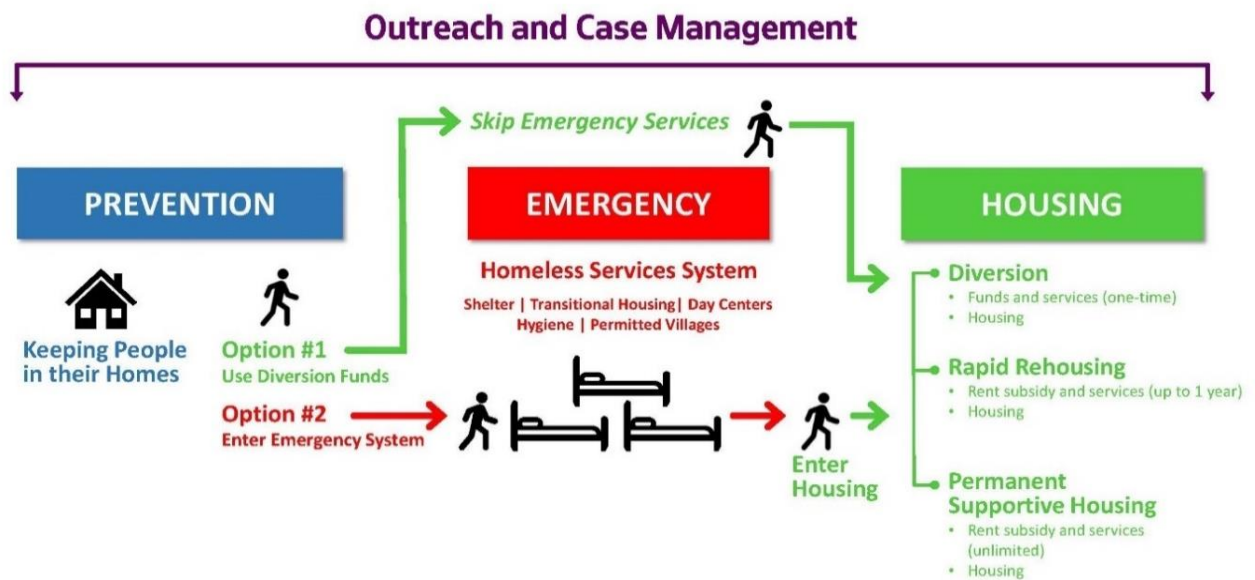
To: Members of the Seattle City Council
From: Meg Olberding, Director of External Affairs, Human Services Department
Date: May 22, 2018
Subject: 2017 HSD Homeless Services Funding and System Performance Outcomes

The purpose of this memo to discuss the Human Services Department (HSD) 2017 homeless services funding and the performance outcomes for the projects that received funding from the department in 2017.

Key Takeaways from 2017:

- The primary purpose of the homeless services response system is to help people end their experience of homelessness through a connection to permanent housing.
- There were 5,058 people permanently housed because of city-funded projects in 2017.
- Housing and Prevention projects had the highest rates of success in helping clients move to housing (success rates of 66%-94%) and the lowest rates of their clients returning to homelessness after living in housing.
- Emergency Services (i.e. shelters, hygiene services) received the largest budget allocation and had a 6% rate of moving people into housing,
- HSD uses 5 performance measures, in accordance with national standards established by the federal department of Housing and Urban Development (HUD), to measure the effectiveness of our investments in homeless services.
- With increased investments in housing, prevention and enhanced emergency services in 2018, HSD expects that the city’s funded programs will have an improved rate of success in 2018.

The Homeless Services System: Seattle invests in three primary categories for homeless services; prevention, emergency and housing. Together, these create the homeless services system.



2017 Performance Outcomes for Project Types Receiving HSD Funds:

HSD looks at five performance measures when analyzing the effectiveness of our investments. HSD focuses on two areas to evaluate how many people are being housed with HSD funds, “Exit Rate to Permanent Housing” and “Total Exits to Permanent Housing/Maintained Permanent Housing”. These performance measures, which are also used by King County, United Way, work together to ensure accountability and results for the public dollars that are supporting homeless response projects.

- **Exit Rate to Permanent Housing:**

To determine which project type is most effective in connecting clients to housing, HSD looks at the rate of exits to permanent housing. A higher rate means that a project is more effective at connecting clients to permanent housing than projects with lower rates. HSD calculates this measure, in accordance with national standards set by HUD.

- **Total Exits to or Maintained Permanent Housing:**

Success is defined as a person leaving the homeless services system and moving into permanent housing (an “exit to permanent housing”). In 2017, city-supported projects helped 5,058 people in the homeless services system to either move to permanent housing or maintain their permanent housing.

National standards count remaining in housing a success for people who have been chronically homeless and are now living in permanent supportive housing (maintenance of permanent housing).

The remaining four performance measures help HSD determine whether the system is efficient, providing good services, and helping the most in need.

Performance Measure (by Project Type)	What does it tell us about the Project Type?
Average Length of Stay in Days	Length of time it takes clients to exit the project type
Return Rate to Homeless System	Do people need assistance from the homeless services system within six months of obtaining permanent housing?
Entries from Homelessness	Are the people entering the homeless service system from unsheltered places or a shelter?
Utilization Rate	Are all beds/housing units/service slots being used every day to help people exit homelessness?

For 2017, the results for the performance measures are as follows:

Project Type	2017 Performance Measures					
	*includes all programs receiving some funding from HSD					
	Total Exits to or maintained PH	Exit Rate to PH	Average Length of Stay (days)	Return Rate to Homeless System	Entries from Homelessness	Utilization Rate
Diversion	644	66%	29.84	8%	96%	
Emergency Services	1331	6%	202.13	19%	73%	92%
Encampment	98	23%	144.27	15%	79%	102%
Outreach and Engagement	230	35%	419.47	15%	66%	
Prevention	859	92%	221.39	10%	7%	
Permanent Supportive Housing	1063	94%	1109.06	9%	88%	96%
Rapid Rehousing	551	71%	235.26	8%	91%	
Transitional Housing	282	45%	358.07	11%	77%	93%
	5,058					

2017 HSD Homeless Services Funding:

In 2017, HSD invested almost \$54 million in prevention, emergency and housing services for people experiencing homelessness. CBO identifies \$61M in spending for homelessness, and this includes items such as Domestic Violence and Sexual assault services and Healthcare for the Homeless through King County that takes the \$54M to \$61M in 2017.

Project Type	Total
Diversion	\$1M
Emergency Services (i.e. shelter, day and hygiene centers)	\$19.9M
Encampment	\$1.5M
Outreach and Engagement	\$4.5M
Prevention	\$3M
Permanent Supportive Housing	\$9.4M
Rapid Rehousing	\$4.3M
Transitional Housing	\$3M
Access to Services (i.e.: Referral, Healthcare for the Homeless)	\$7M
Total Services	\$53.6M

Cc: Jason Johnson, Interim Director, Human Services Department
 Audrey Buehring, Deputy Director, Human Services Department
 Anthony Auriemma, Mayor’s Office

