



## HPRP Year 1 Annual Performance Report (APR) Data Analysis Synopsis and Impact

### Synopsis

Developing the HPRP Year 1 APR was a learning experience. The late release of HMIS APR formats, the short time frame to complete the APR, understanding and using a new report format, the lack of a statewide data collection and reporting system, and the additional data elements contained in the APR that are not contained in the QPR created challenges to producing the report. Despite the obstacles, subrecipients and the Department submitted an APR to HUD by the deadline, and the APR provides a substantive picture of the state's HPRP program to date.

The Department appreciates the time and effort given by the subrecipients to the APR. HUD and TDHCA staff members have conducted analyses of the APR data and are providing this information to assist subgrantees with preparing for the Year 2 APR, due to HUD November 30, 2011.

Four documents comprise the full analysis conducted by TDHCA:

- *HPRP Year 1 Annual Performance Report (APR) Data Analysis Document 1--Synopsis*
- *HPRP Year 1 APR Data Analysis Document 2--Impact of HPRP on Program Participants*
- *HPRP Year 1 APR Data Analysis Document 3--Guide to Individual Data Analysis (Document 4)*
- *HPRP Year 1 APR Data Analysis Document 4--Individual Data Analysis*

### Data Highlights

- Total served: approximately 22,000 persons in 11,000 households
- Number of records for all clients: 22,235
- Number of records for Adults Only: 15,594
- Number of records for Unaccompanied Youth: 109
- Number of records for Leavers: 12,276
- Percentage exited = Leavers/All Clients = 55%
- Exits to permanent housing (PH):
  - 86% of HP persons with length of stay more than 90 days
  - 75% of HP persons with length of stay 90 days or less
  - 85% of HA persons with length of stay more than 90 days
  - 70% of HA persons with length of stay 90 days or less
    - Average = 79%
    - Higher outcomes to PH with longer length of stay
- Persons served by victim services providers: 3,754
- Veterans served: 406 (< 2% of total served)
- Much data missing for Income at Entry, Non-Cash Benefits at Entry, Income and Exit, and Non-Cash Benefits at Exit

- Leavers' cash income sources (top three)
  - 2,746 Earned Income
  - 670 SSI
  - 629 SSDI
- Leavers' non-cash benefits sources (top three)
  - 2,994 SNAP
  - 2,272 Medicaid
  - 1,149 WIC
- In 11 of the 12 income ranges, clients' incomes from entry date to exit date increased; average increases for the various income ranges were \$30 to \$197.
- Length of Participation for Leavers
  - 6,241 (48%) participated 61-180 days (2-6 months)
  - 2,979 (23%) participated less than 30 days

### **Data Analysis—HUD's Concerns**

- H1. Question 4: The percentage of missing data appears high.
- H2. Question 7: Many persons were reported as *stably housed at entry*, raising the concern that ineligible people were served in the program.
- H3. Question 19: High numbers of program participants are reported as *imminently losing their housing* at exit, and a significant number of participants are reported as entering the program *stably housed*. Some households were even reported *stably housed* at entry but *literally homeless, imminently losing housing, or unstably housed* at exit. This raises significant questions about the impact that the program is having, or data quality.
- TDHCA comment: The HPRP guidance states that persons must retain their housing status throughout the duration of their service participation. This guidance may have led some subgrantees to believe that even at exit, the persons' or households' housing status must remain the same as it was when the persons or households entered the program. Also, the chart used for recording this data element may have been confusing for some subgrantees.
- H4. Question 19: There are also very high numbers of persons with *missing* housing information at exit. Again, this raises significant questions about data quality.
- H5. Question 20a1-20b2: Significant numbers of people are leaving to *Temporary destinations*, especially Emergency Shelters, Transitional Housing for Homeless Persons, and places not meant for human habitation. Temporary destinations are not the ideal outcome for HPRP.
- H6. A 7,000 person difference exists in the Total Served data reported in the Quarter 5 QPR (Section B.3.) as compared to data reported in the Year 1 APR (Question 8.c.).

### **Suggestions from TDHCA's Analysis**

- T1. Data in Questions 4, 5a, and 5b are used to verify data in subsequent sections of the APR. Consequently, incorrect data reported in any of those questions leads to errors in other parts of the report. Check for consistency among these sets of numbers:

- a. Question 4
    - i. Total number of persons served, as reported in Questions 4, 5a and 5b, 7, 8c, 9c (Total row), 10, 11a, and 11b
    - ii. Total number of adults served, as reported in Questions 4, 9a, 10, 11a, 11b, and 14
    - iii. Total number of youth served, as reported in Questions 4 and 10
    - iv. Total number of leavers, as reported in Questions 4, 16, 17, 18, 19, and 20a1-20b2
  - b. Question 5a—Persons served in Homelessness Prevention and Question 7—Housing Status at Entry as “imminently at risk of losing housing,” “unstably housed,” and “stably housed”
  - c. Question 5b—Persons served in Homeless Assistance and Question 7—Housing Status at Entry as “literally homeless”
- T2. The chart in Question 4-Don’t Know/Refused and Missing data, needs to be completely filled out with the data that was reported from your HMIS or comparable database.
- a. Missing data for “income at entry” and “non-cash benefits at entry:” If the data is correct, then persons entering the program might not be eligible for HPRP assistance. This raises questions about eligibility determination or about data quality.
  - b. Missing data for “income at exit” and “non-cash benefits at exit:” Those data elements are vital to understanding the change in clients’ income and benefits while they were enrolled in the program and, ideally, to provide evidence of the program’s success.
- T3. Compare the number of persons who have entered the program with the number of persons who have exited the program to see the rate of exit for the program and to determine whether more persons need to be exited from the program.
- T4. Compare the lengths of participation in the program with the percentage of persons exiting to permanent destinations.
- T5. Every adult served should be reported in one of the response categories in *Veteran Status* (Question 14).
- T6. Evaluate the effectiveness of the program and determine “what works” by reviewing:
- a. Question 15--Average Change in Client Income per Adult
  - b. Question 16--Cash Income Sources and Question 17—Non-cash Benefits Sources
  - c. Question 18—Length of Participation

**Quick Data Quality Checks**

- D1. In Questions 8a-8c, make sure each “Total” row has data.
- D2. In Questions 8a-8c and Question 21, the columns for “Reporting Period” and “Grant to Date” should have identical data in the Year 1 APR because both of those reporting periods represent the exact same time period: 09/01/2009 through 09/30/2010.
- D3. If the answer to a question is 0, place a 0 in the cell. Do not leave any cells blank.
- D4. Break down HPRP expenditures by FA activity and by HRSS activity.
- D5. Use the QPR validations to analyze APR data in Questions 8a-8c.

- D6. Check to ensure that no children are listed as receiving benefits available only to adults, such as Social Security (retirement), and that no adults are listed as receiving benefits available only to children, such as SCHIP.

### ***Impact of Programs***

In addition to hard data, the effectiveness of programs can be proved with anecdotal evidence of the changes that the programs have made in the participants' lives. Subrecipients submitted narratives that describe the meaningful impact the programs are having. See the stories in the *HPRP Year 1 APR Data Analysis Document 2--Impact of HPRP on Program Participants*.

#### On Participants

- Stabilized participants' housing
- Provided comprehensive case management
- Aided participants in completing education/training
- Assisted participants to obtain employment
- Allowed participants to clear rental and utility debt
- Increased participants' financial literacy
- Increased participants' enrollment in benefits
- Built foundation for participants' long-term success

#### On Agencies/Service Systems

- Enhanced partnerships among agencies/providers
- Changed agencies' service delivery models to ones that go beyond providing emergency assistance
- Established relationships with landlords in the community
- Educated community members and legal systems about tenants' rights
- Enhanced focus on system-wide service delivery and evaluation

### ***Subrecipient-Specific Data Analyses***

TDHCA staff members have conducted limited data analyses on each subrecipient's APR data. The Department's analysis should be useful in verifying data in the Year 1 APR and preparing for the Year 2 APR. The Department will mail each subrecipient the data analysis, entitled *HPRP Year 1 APR Data Analysis Document 4--Individual Data Analysis*.

### ***Moving Forward***

For the HPRP APR, the Department staff aggregated data submitted by the 58 subrecipients. For statewide data, the current data system involves 17 different Continua of Care (CoCs) using five different HMIS systems and reporting most of their data to HUD via their CoCs, not TDHCA.

HPRP has offered the first opportunity for TDHCA to coordinate with CoCs and HMIS System Administrators from around the state on HMIS data collection and reporting. In response to the Department's experiences with HMIS and HPRP, and in preparation for the administration of the new Emergency Solutions Grant program and implementation of the HEARTH Act, the Department has requested technical assistance from HUD to develop data collaboration solutions. HUD has approved the request, and planning has begun.

The Department recognizes and appreciates the work done by the subrecipients to help Texans to remain housed and to exit homelessness. The Department and the subrecipients continue to refine the HPRP programs, improve data quality, and plan for a successful completion of the grant. All HPRP entities will use what has been learned to continue the development of a statewide data system, the administration of the ESG program, and the implementation of the HEARTH Act.

## **Impact of HPRP—Selected Anecdotal Data from HPRP Subgrantees**

### **Abilene Regional MHMR Center dba Betty Hardwick Center:**

The HPRP program in Betty Hardwick Center's program is focused on those with mental illness, intellectual or developmental disabilities or families in our early childhood intervention program. Absent the HPRP program resources, many of these families and individuals would likely still be struggling to obtain and maintain safe and affordable housing.

### **Any Baby Can:**

The case management provided by our program allowed families with children with special health care needs to maintain or obtain stable and safe housing. This safe and stable housing helps to decrease familial stress and support the health of the child with the special health care need.

### **Catholic Charities of Central Texas:**

Two clients who successfully completed the HPRP program now have the option to purchase the home they currently reside in. At the same agency, 90% of clients currently enrolled have opened savings accounts. This program has allowed families to be stabilized, and also provide the educational tools and resources to make the changes for individuals and families successful in the long-term.

On a macro level, a significant accomplishment was the partnership that was established between Catholic Charities of Central Texas, Bastrop County Emergency Food Pantry and Support Center, and Williamson-Burnet County Opportunities, Inc. that did not exist before. With this partnership, we were able to serve homeless and at-risk of homeless families in a nine county (mainly rural) region. Through this partnership other networks and relationships were formed as other agencies began referring clients to the HPRP agencies.

### **East Texas Crisis Center:**

Ann, a client with 3 children, lived in an abusive marriage of isolation in a rural area who on a weekly basis endured repeated assaults of strangulation and beatings. She was living in her car with her children when she presented for services and assistance. With rental and utility assistance Ann moved into a home, obtained employment at a local retail store, has received a Pell Grant at the local community college to return to nursing school and will graduate in 2012.

### **Families in Crisis:**

Due to overwhelming response at the onset of this program, this agency was able to serve more clients than anticipated. We were also able to expend the funds faster than expected and served more veterans, who demonstrated a strong need for services.

### **Loaves and Fishes of the Rio Grande Valley:**

The HPRP funding allowed LFRGV to assist clients with more than one month of rent to give them time to get "back on their feet" and catch up with their bills. Many applicants were looking for work and needed time to find employment, HPRP funds allowed for this. Also the assistance with late fees and back rent was very valuable as it provided a clean slate for clients to start on their own after the case was closed. For those clients who were under the eviction process, most were unable to make the utility payments and faced lease violations.

HPRP funds were crucial in preventing more people in this county from becoming homeless.

All HPRP clients had financial management classes to provide them with financial knowledge and skills to help them become better decision-makers and learn to prioritize their financial responsibilities. Clients were exposed to resources and information that they normally would not acquire on their own i.e., credit counseling agencies, credit reports, and fraud information. Basically, these classes focused on financial responsibility and accountability to prevent a cycle of future homelessness. Many other services of

referral to other community agencies, Child Support Division, Food Stamps, Texas Legal Aid, handicapped services, nutrition programs and food banks were an integral part of case management.

Some clients were able to complete their college training or vocational training courses because HPRP assisted with several months of rental payments. Some clients were several months away from completing courses such as RN, Cosmetology, Certified Nurse Assistant, etc., did not have to quit because these funds helped them stay in their apartments and complete school. Overall, these HPRP funds changed client's lives for the better and gave them that temporary boost they needed.

#### **Randy Sams' Outreach Shelter:**

Through our Homelessness Assistance program we have helped numerous clients who have been homeless for years move into apartments. To date we are only aware of one client that has left his housing thus giving our program an overwhelming success rate. Each day clients we have assisted call or come by to thank us for our help. Recently a client let us know this program saved his life.

#### **The Salvation Army—Tyler:**

In February 2009 Sharon came into The Center of Hope after getting out of jail on a drug charge. She had lost her home, her car, her clothes and most importantly her 11-year-old daughter. Within two weeks of placement in The Salvation Army in Tyler's work program, she had found full time employment and was seeing a therapist. When Sharon completed the 90-day work program and was having weekly visits with her daughter, Sharon entered the HPRP program and TSA was able to re-house her. Sharon worked with her Re-housing coordinator to budget her money and repair her credit. Today she has full custody of her daughter, she is working full time and she is almost off probation. She even was able to buy a car that she saved up for. Her self-esteem and her confidence have improved 100%.

#### **The Salvation Army—Waco:**

Through the HPRP program we have been able to increase the quantity and quality of the social services we provide to the community. The program has allowed us to change our model which has allowed us to go beyond just providing emergency assistance. The families that have received aid have been able to work with a case manager to address not only their housing instability but also some of the root causes of that instability. That has been one of the most significant accomplishments we have achieved through the HPRP program. We have also been able to build new collaborations and expand existing relationships with community agencies. We are still an emergency/crisis center but we are now known by the community for providing quality services and collaborating with other agencies to provide the best care possible for our clients. We have been able to see the end result of the assistance we are providing. Through the HPRP program we have been able to help clients obtain and maintain housing stability.

#### **Texas RioGrande Legal Services:**

We have provided legal services that include the following. Detailed legal advice has been given to tenants who do not have a legal defense or who do not wish to pursue it. We have negotiated with landlords who had committed legal error or who were unwilling to wait for HPRP rental assistance. The negotiations have resulted in the prevention of homelessness either because the tenancy was not interrupted or because tenant had more time to find other housing, often with HPRP rapid re-housing assistance. We have also litigated many cases successfully in Justice of the Peace Court, as well as County Court. This has helped prevent homelessness, while allowing us more opportunities to inform the local judiciary and landlords about tenants' rights. We have also helped tenants prepare and file pro se appeals, which have delayed their evictions. Such delays allow more time for negotiations or for acquiring HPRP rapid re-housing assistance.

#### **Youth and Family Alliance dba LifeWorks:**

The LifeWorks HPRP program was the first HPRP agency in Central Texas to begin accepting clients, with our first prevention client being served on Sept. 9<sup>th</sup> and our first homeless assistance client on the 12<sup>th</sup>. The program was able to begin so rapidly due to the experience of the staff involved in the program and the sophistication of our finance systems. With the extensive network of community linkages we already had established, we were ordinarily able to re-house people within 24 hours.