



Provider Report Card Presentation

FY2021 Annual (7/1/2020 - 6/30/2021)

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What is the Provider Report Card?

- ▶ The Provider Report Card (PRC) is a tool used to measure...

Data Quality

Data Integrity

Program
Compliance

Project Performance

Gaps in Services

Resource & Housing Needs

Participating Providers & Projects

▶ Action in Community Through Service

- ▶ Emergency Shelter (*excludes DV shelter*)
- ▶ Rapid Rehousing

▶ Good Shepherd Housing Foundation

- ▶ Permanent Supportive Housing

▶ Northern Virginia Family Services

- ▶ Emergency Shelter
- ▶ Rapid Rehousing

▶ Operation Renewed Hope Foundation

- ▶ Rapid Rehousing

▶ Pathway Homes Incorporated

- ▶ Permanent Supportive Housing

▶ Prince William County DSS

- ▶ Coordinated Entry
- ▶ Emergency Shelter
 - ▶ Ferlazzo Shelter*
 - ▶ Hilda Barg Homeless Prevention Center
- ▶ Rapid Rehousing

▶ Streetlight Community Outreach Ministries

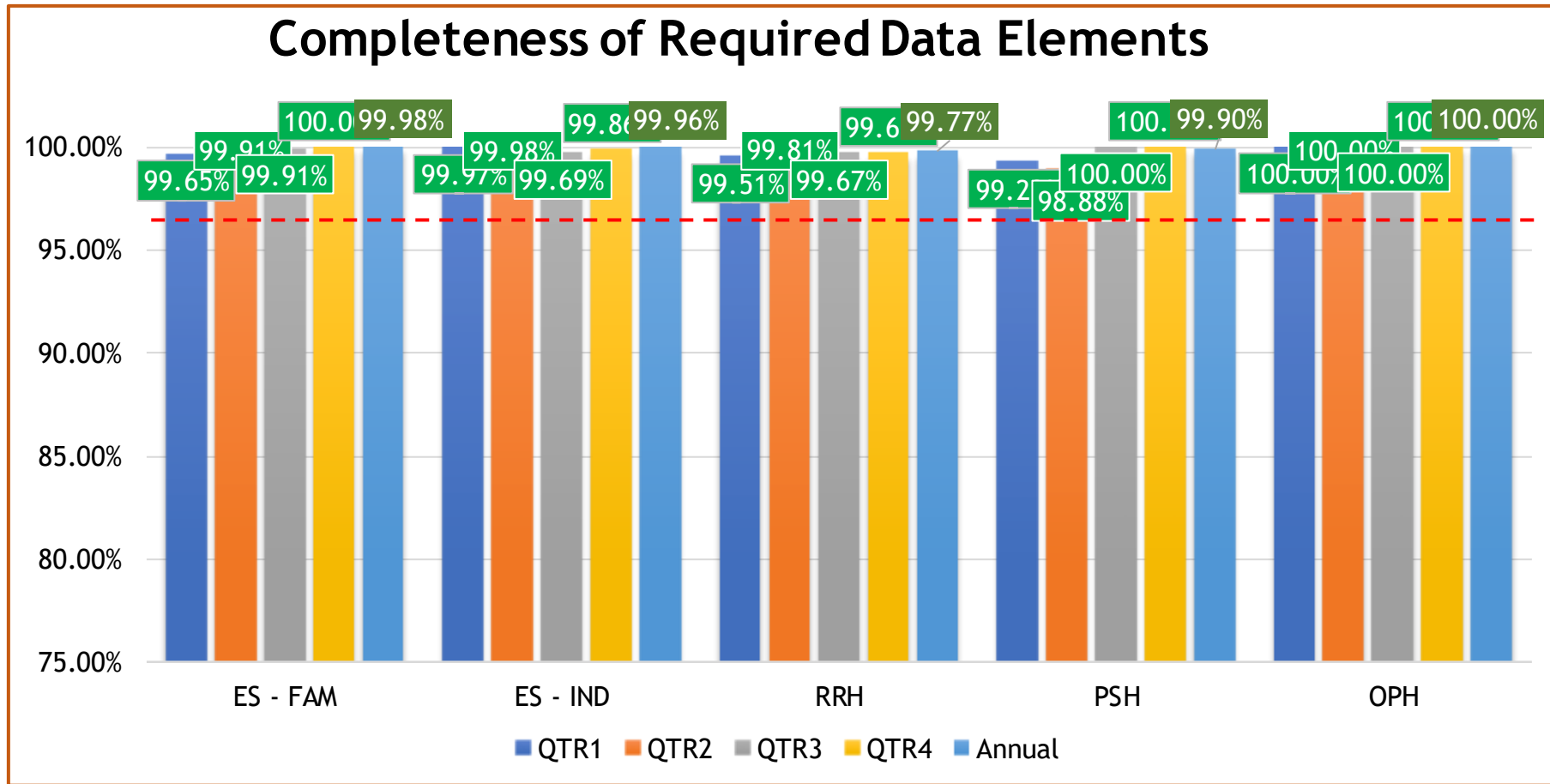
- ▶ Emergency Shelter
- ▶ “Other” Permanent Housing
- ▶ Permanent Supportive Housing

*The PWA Overnight Shelter was renamed to the Ferlazzo Shelter as of 10/1/2020; the shelter now operates 24/7.

Key Terms & Definitions

- ▶ **Chronically Homeless:** A category of homelessness where persons have a diagnosable disability and a long-term history of homelessness
- ▶ **CES - Coordinated Entry System:** A system developed to ensure all persons facing a housing crisis have fair, quick, and equal access to housing assistance based on their individual strengths and needs
- ▶ **ES - Emergency Shelter**
 - ▶ FAM - Shelter serving households with children
 - ▶ IND - Shelter serving adult-only households
- ▶ **Latest Status:** Data is based off the client's most recent annual assessment
- ▶ **Leavers:** Persons that leave the project during the report period, or that no longer require services from the project
- ▶ **LOS - Length of Stay:** The length of time persons receive services from a project
- ▶ **Literally Homeless:** A category of homelessness where a person's primary nighttime residence is shelter or places not meant for human habitation
- ▶ **OPH - "Other" Permanent Housing:** Permanent housing with supportive services for homeless persons with or without a disability
- ▶ **PSH - Permanent Supportive Housing:** Permanent housing with supportive services for persons meeting the definition of "chronic homelessness"
- ▶ **RRH - Rapid Rehousing:** Permanent housing designed for homeless persons that don't need intensive services or ongoing support to resolve their homelessness
- ▶ **Stayers:** Persons that remain enrolled in the project as of the last day of the reporting period

Data Quality Measures

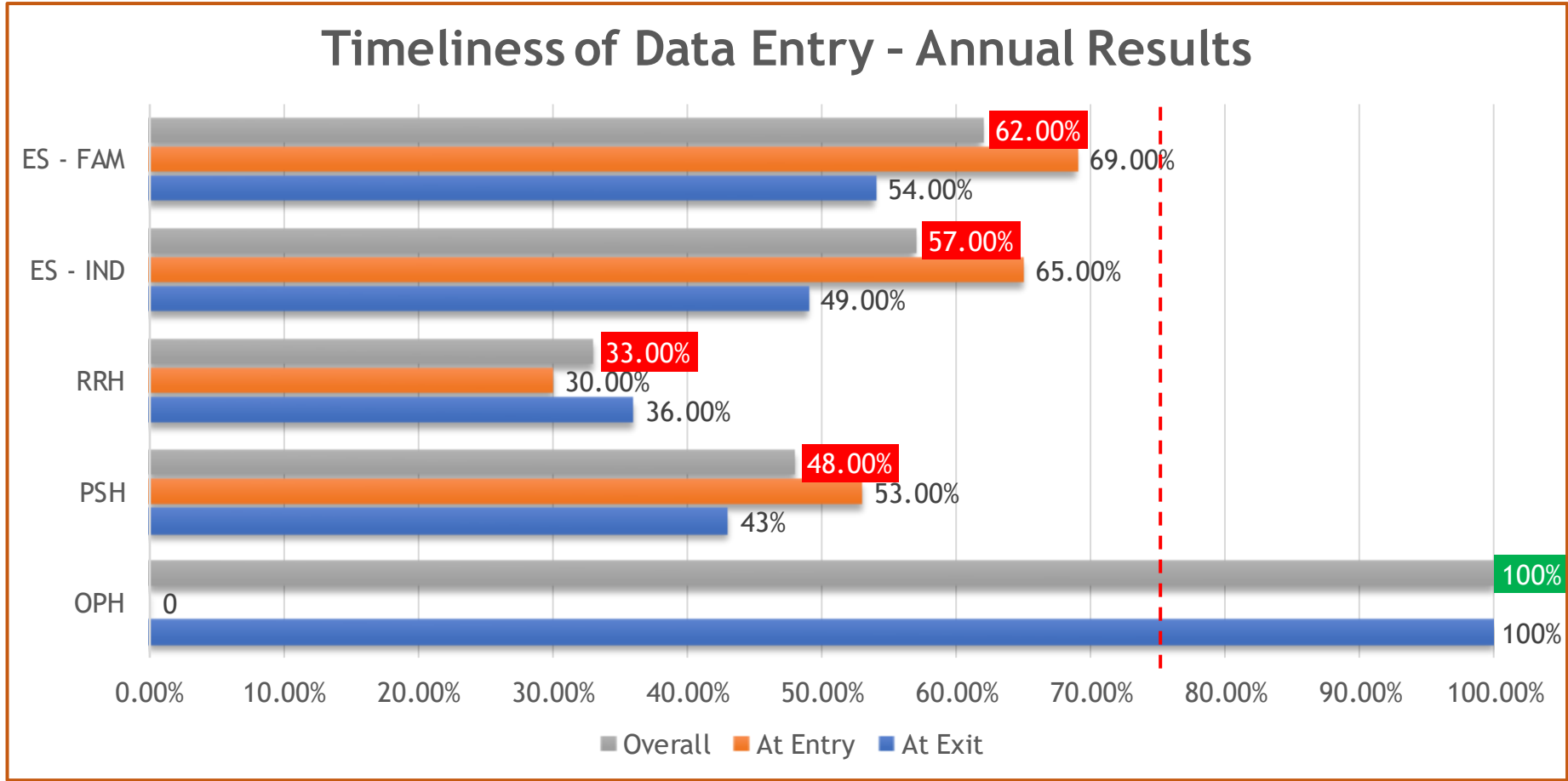


The goal for all projects is 95% completion

Data includes Ferlazzo Shelter

The required data elements we collect are determined by the Dept. of Housing & Urban Development (HUD)

Data Quality Measures



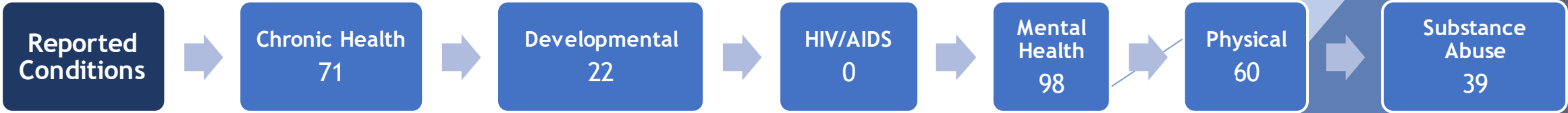
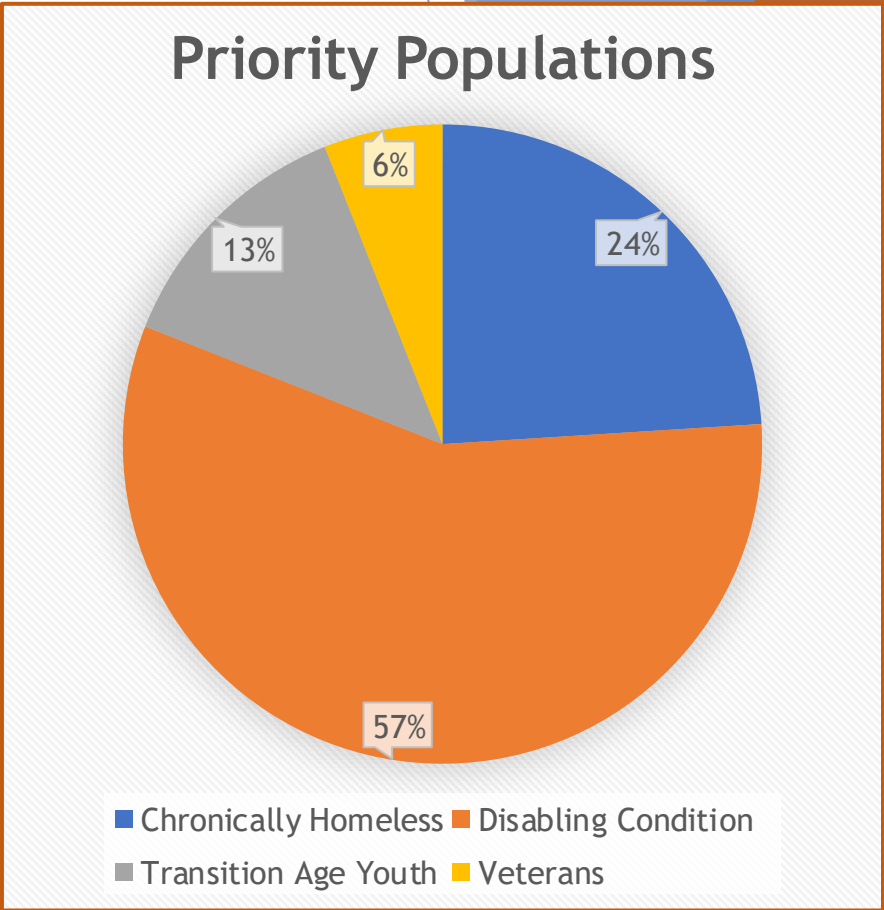
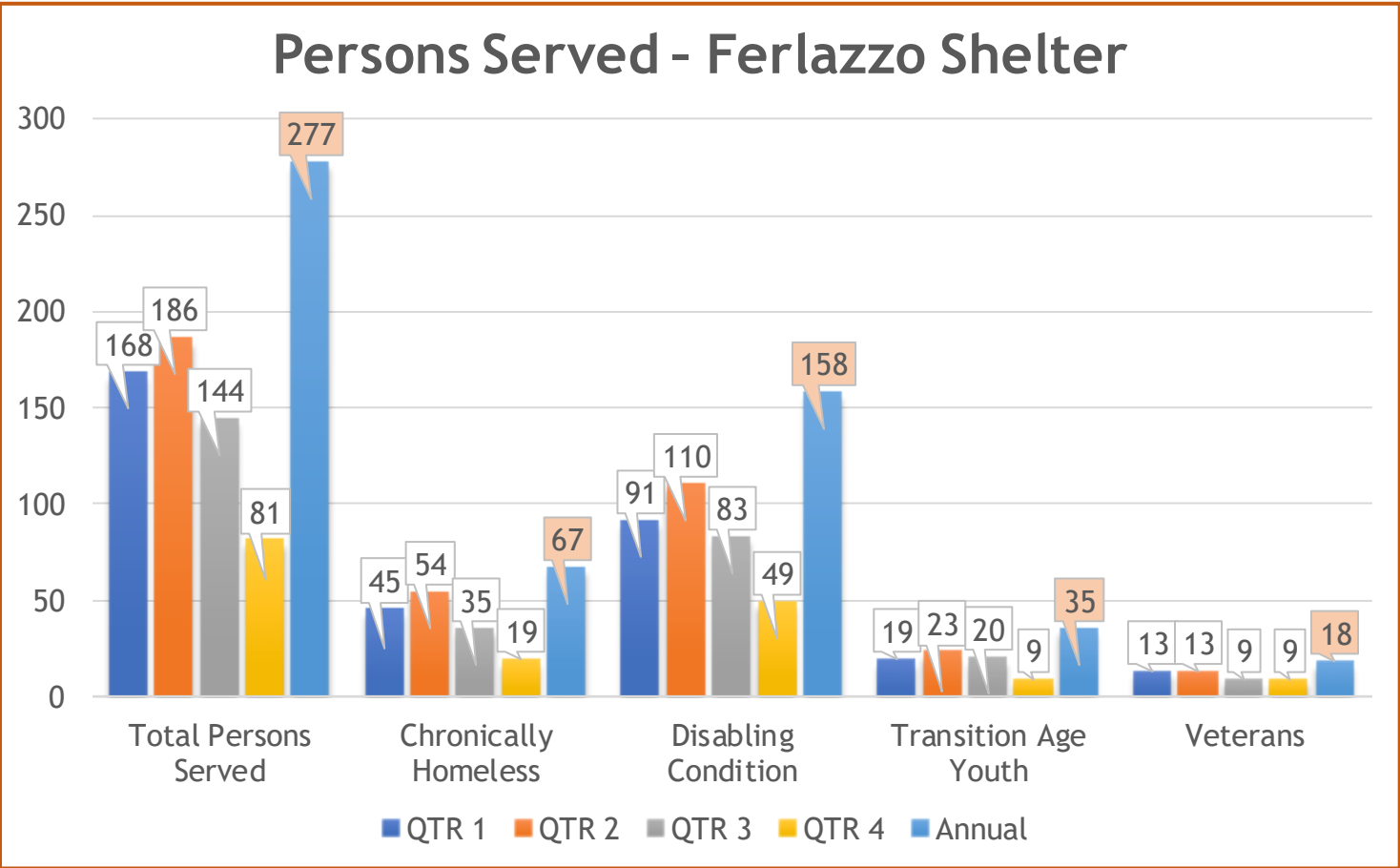
The goal for all projects is 75%

*Ferlazzo Shelter data excluded for FY21

Timeliness of data entry is measured by reviewing the number of project enrollments that were opened/closed within 3 days of project entry/exit for the reporting period. Timely data entry improves the accuracy and integrity of our data.

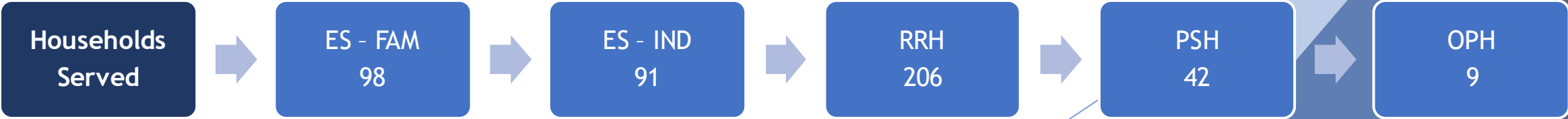
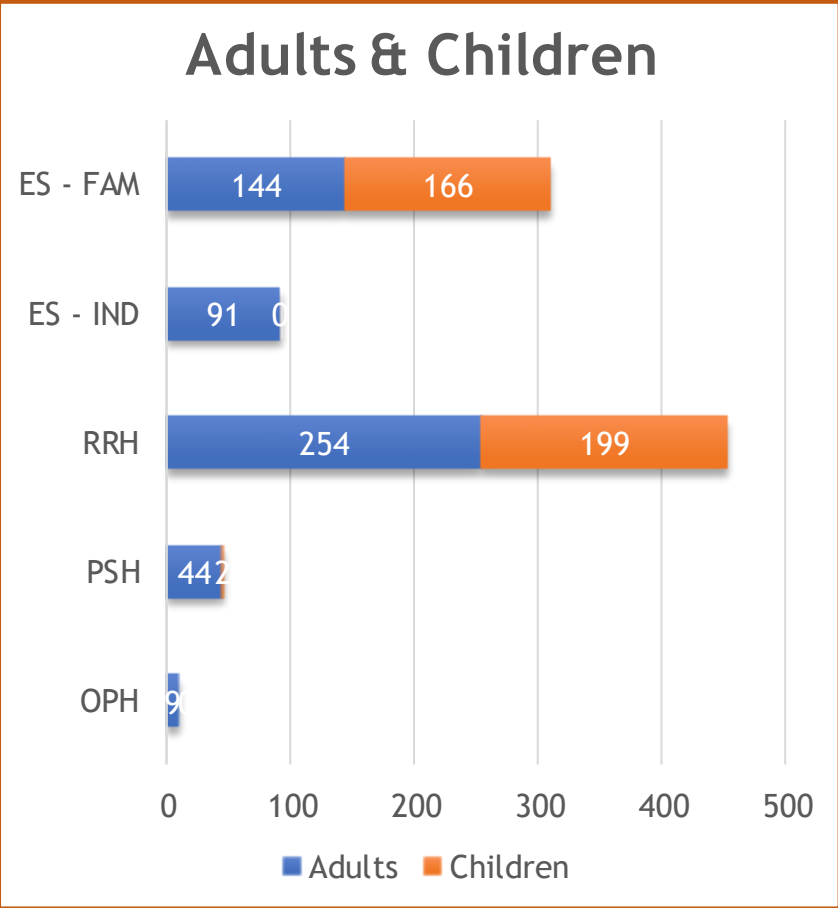
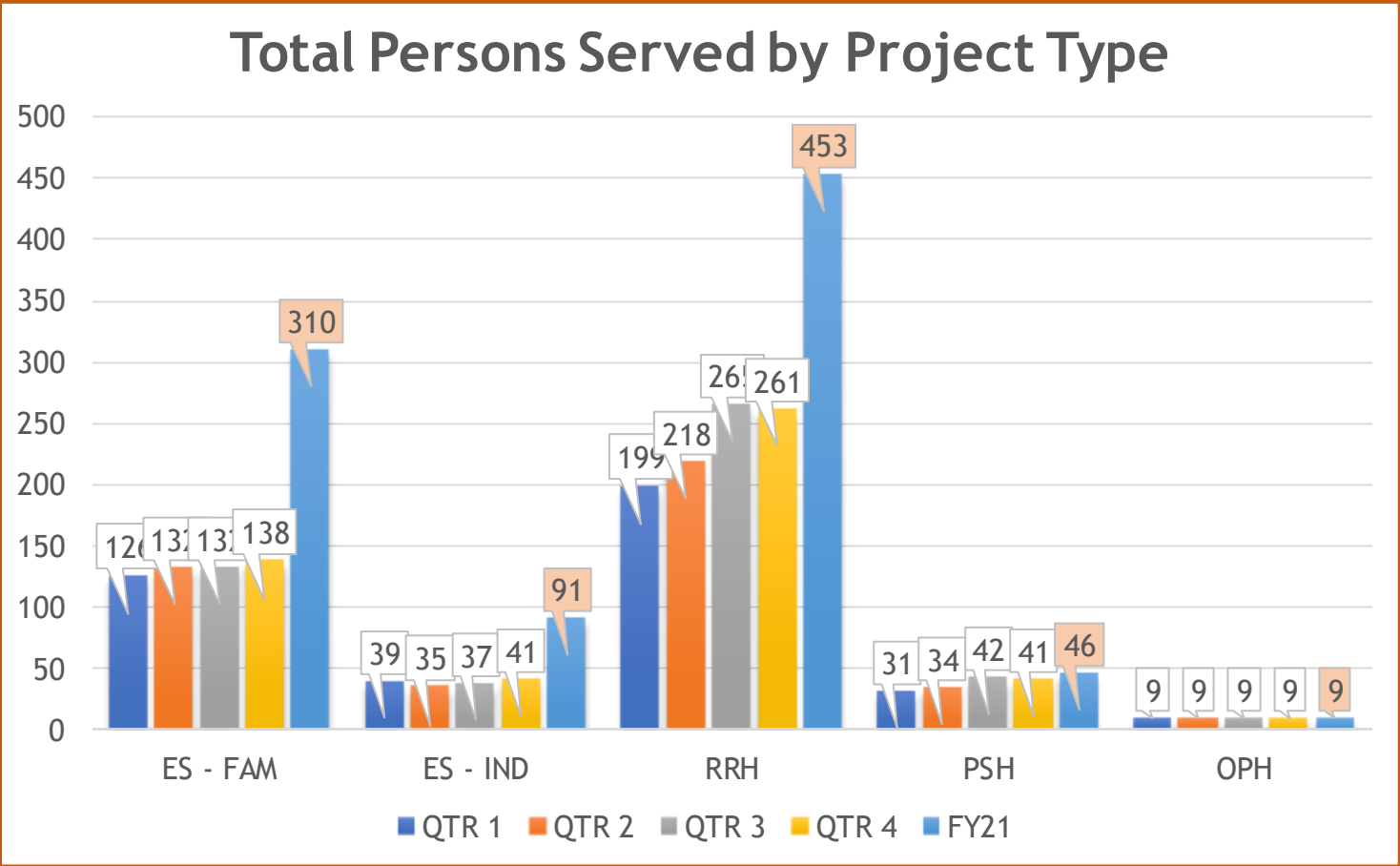
*See notes

Counts of Persons Served - Ferlazzo Shelter



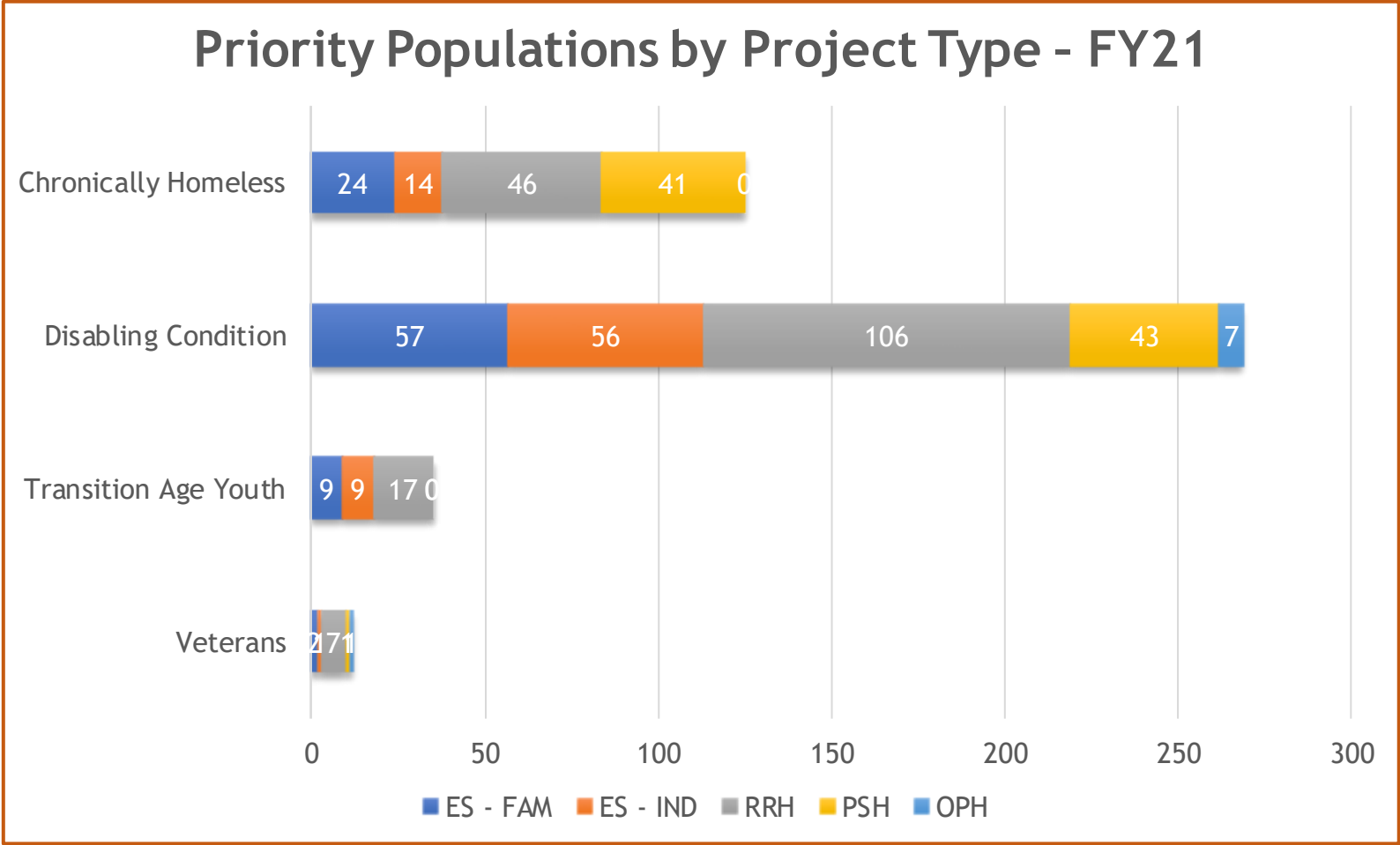
Persons may report more than one disabling condition

Counts of Persons Served - All Other Projects



*Data does not include Ferlazzo Shelter

Counts of Persons Served - All Other Projects



Chronically Homeless Persons are persons who have experienced homelessness for at least one year - or repeatedly - while struggling with a disabling condition

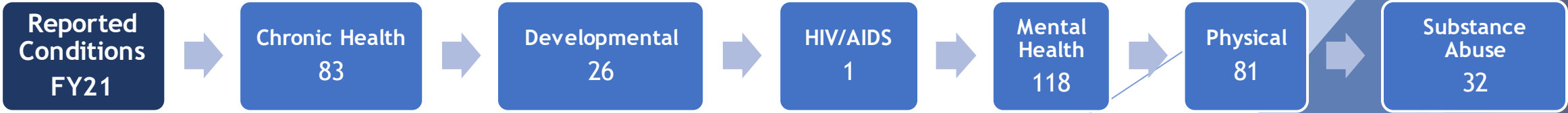
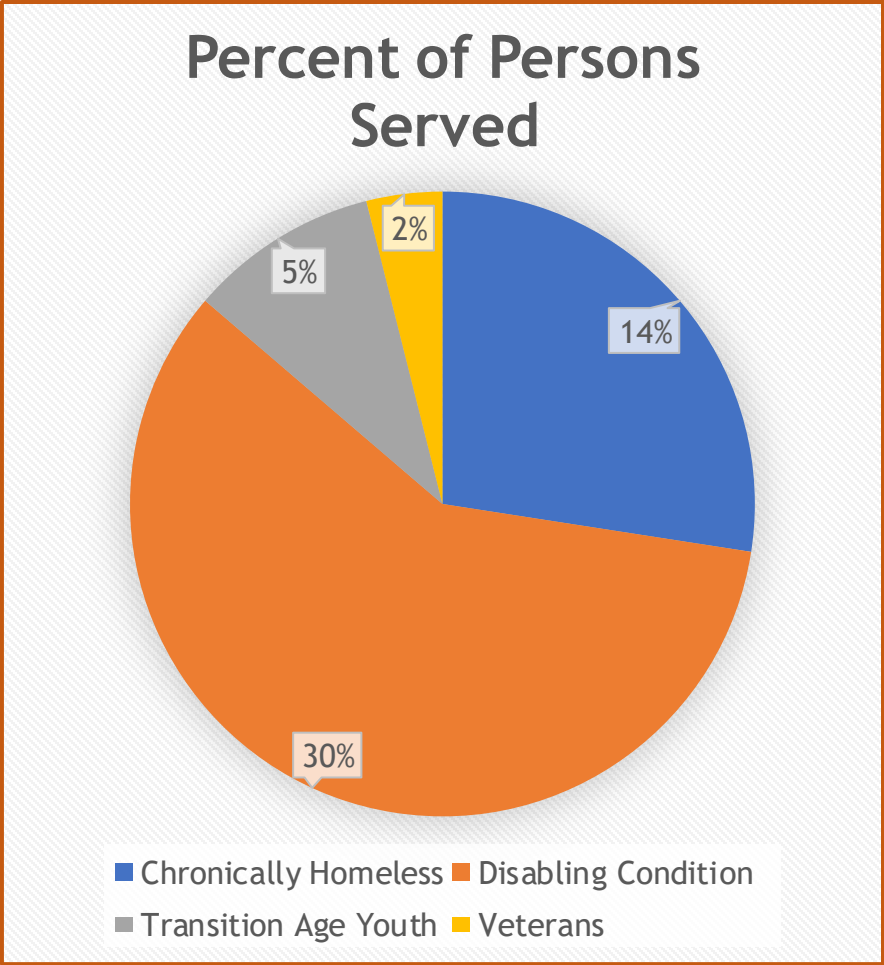
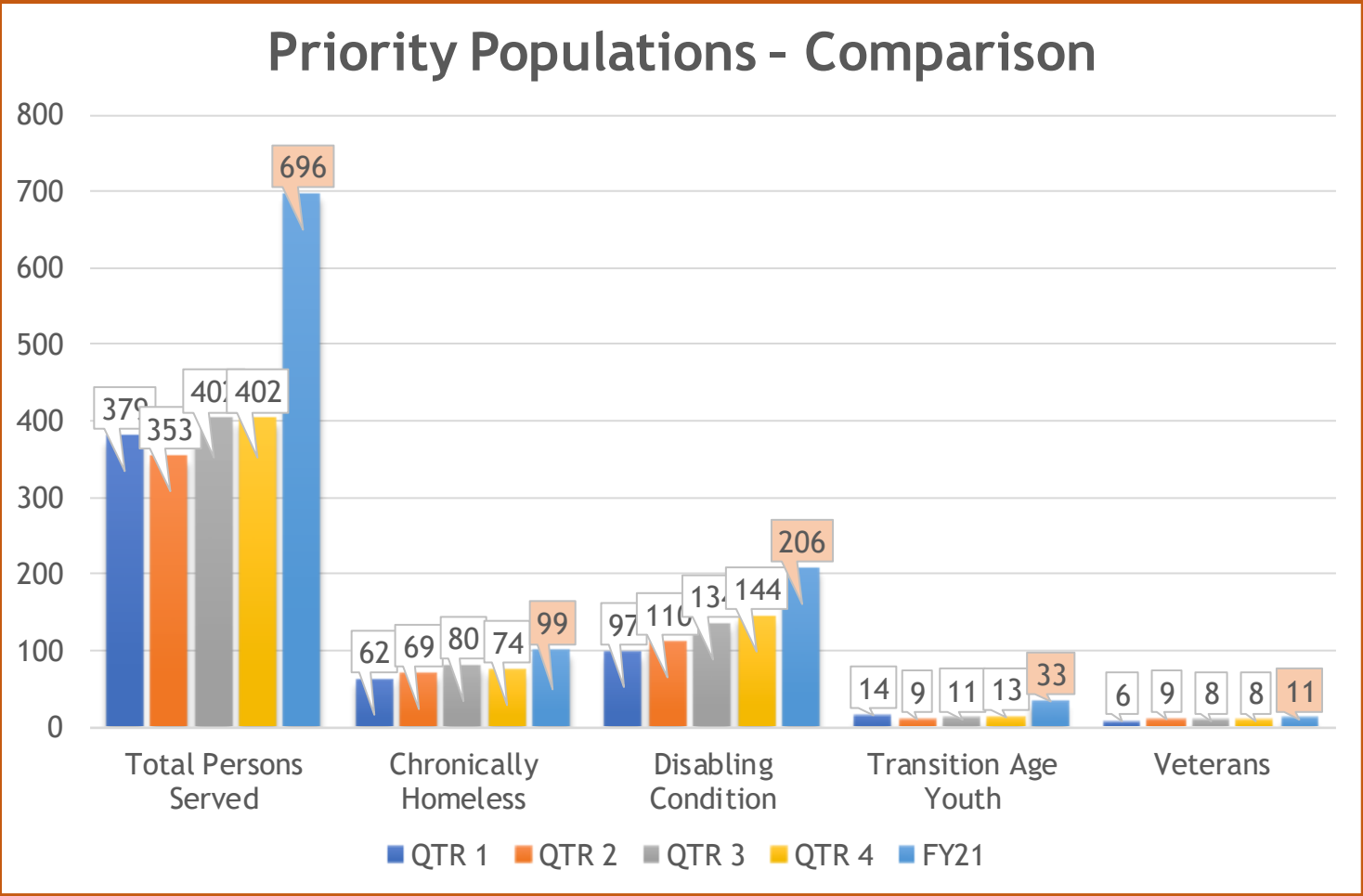
Transition Age Youth are young adults between the ages of 18 & 24

Disabling Conditions are any impairment of the body or mind that make it more difficult for persons to do certain activities or interact with the world around them



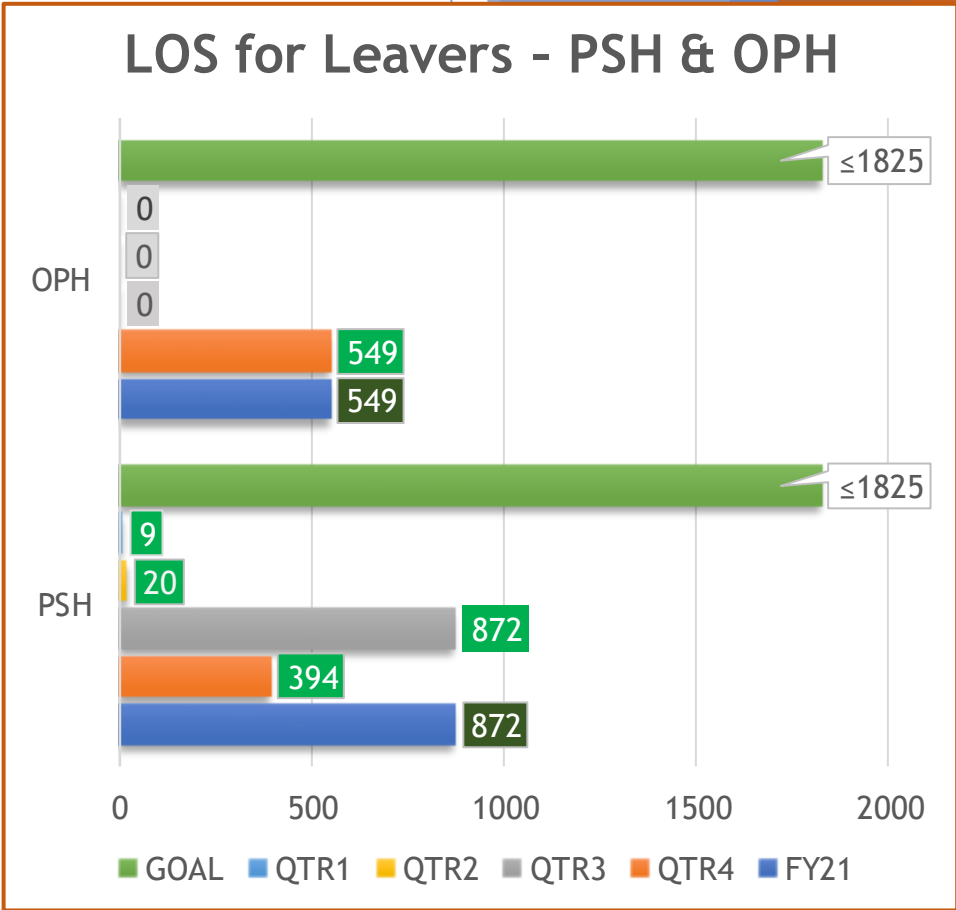
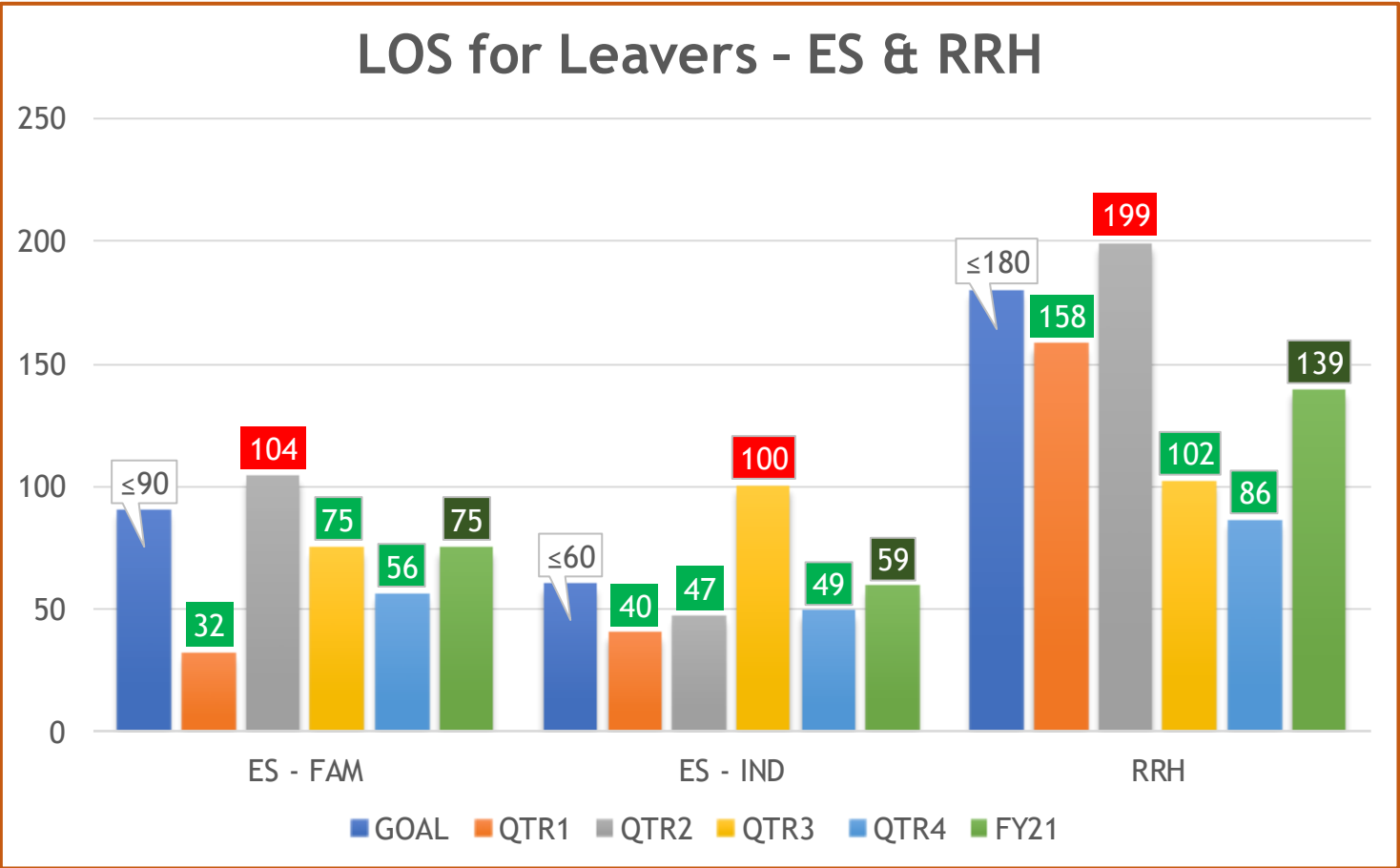
*Data does not include Ferlazzo Shelter

Counts of Persons Served - All Other Projects



Persons may report more than one disabling condition
*Data does not include Ferlazzo Shelter

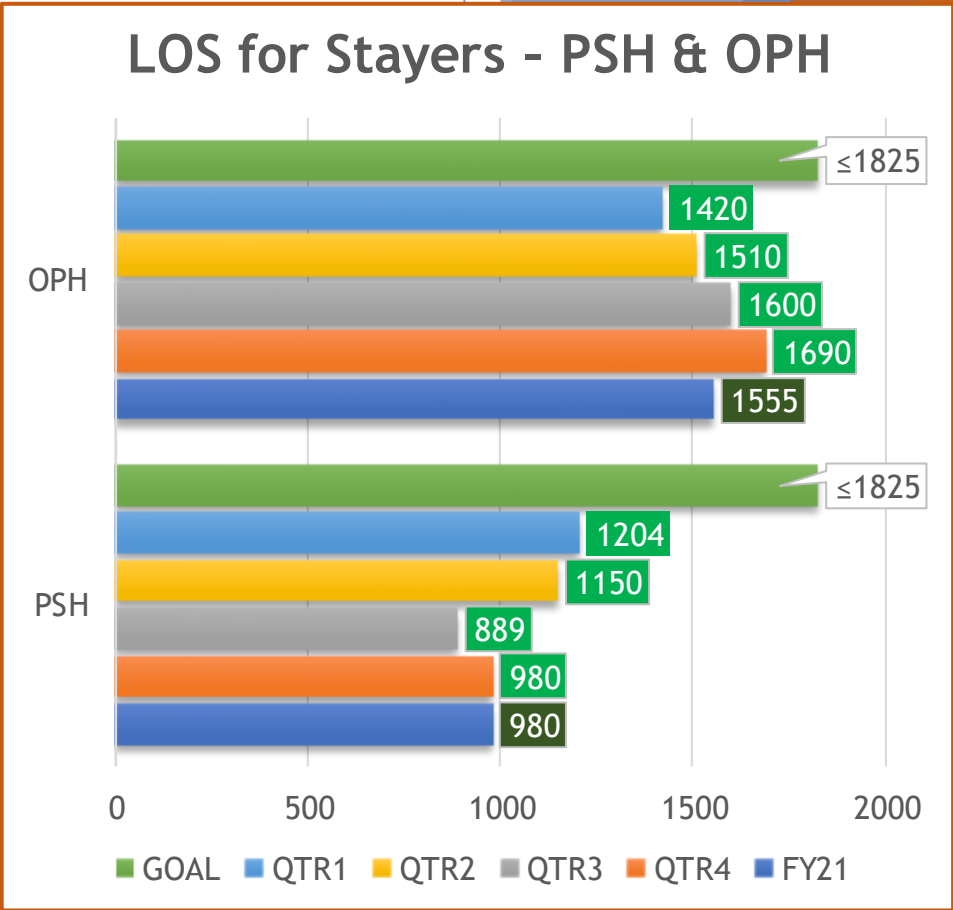
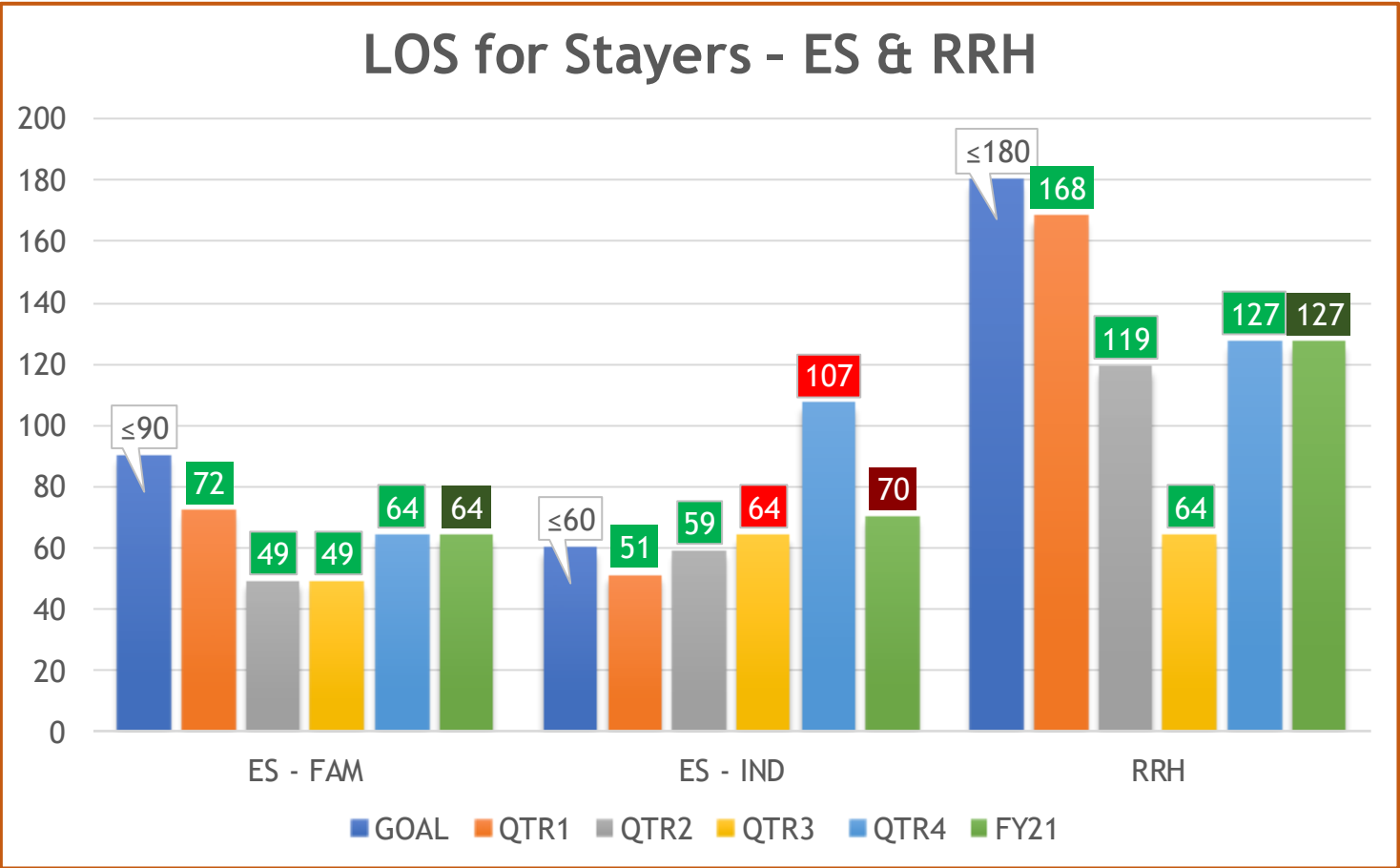
Lengths of Stay - Leavers



Length of stay for leavers is calculated by looking at the median number of days persons were enrolled in the project at the point of project exit. The goal is met if the LOS is less than or equal to the designated goal for the project type.

Data includes Ferlazzo Shelter

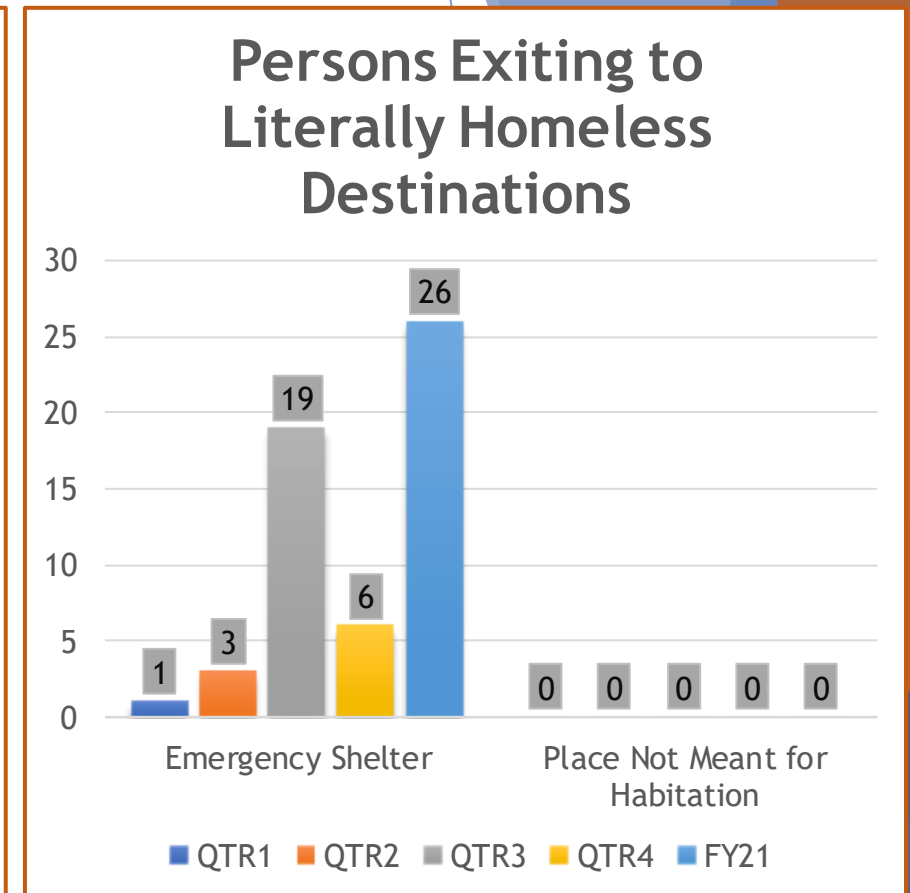
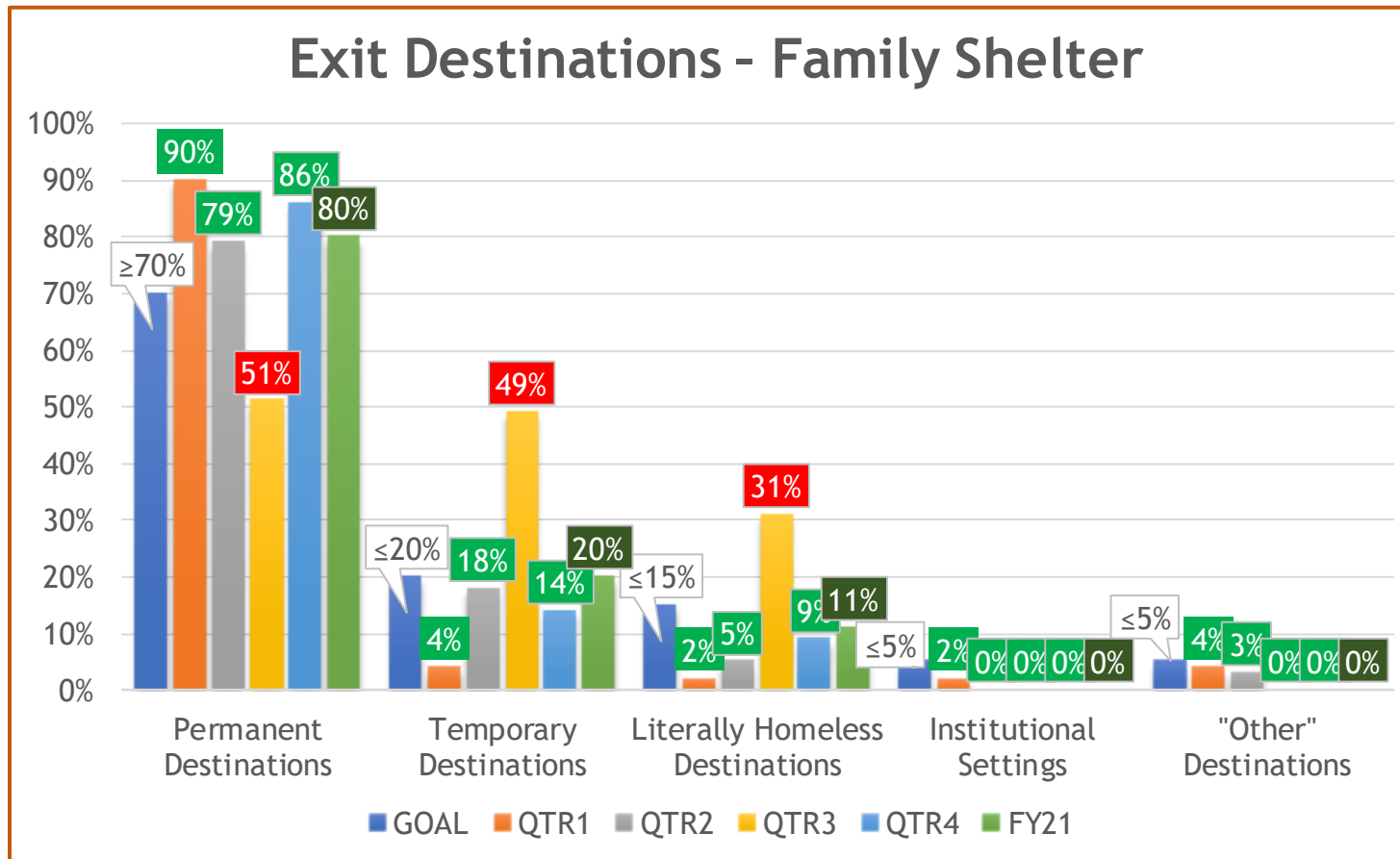
Lengths of Stay - Stayers



Length of stay for stayers is calculated by looking at the median number of days persons have remained in the project as of the last day of the reporting period. The goal is met if the LOS is less than or equal to the designated goal for the project type.

Data includes Ferlazzo Shelter

Exit Destinations - Family Shelter



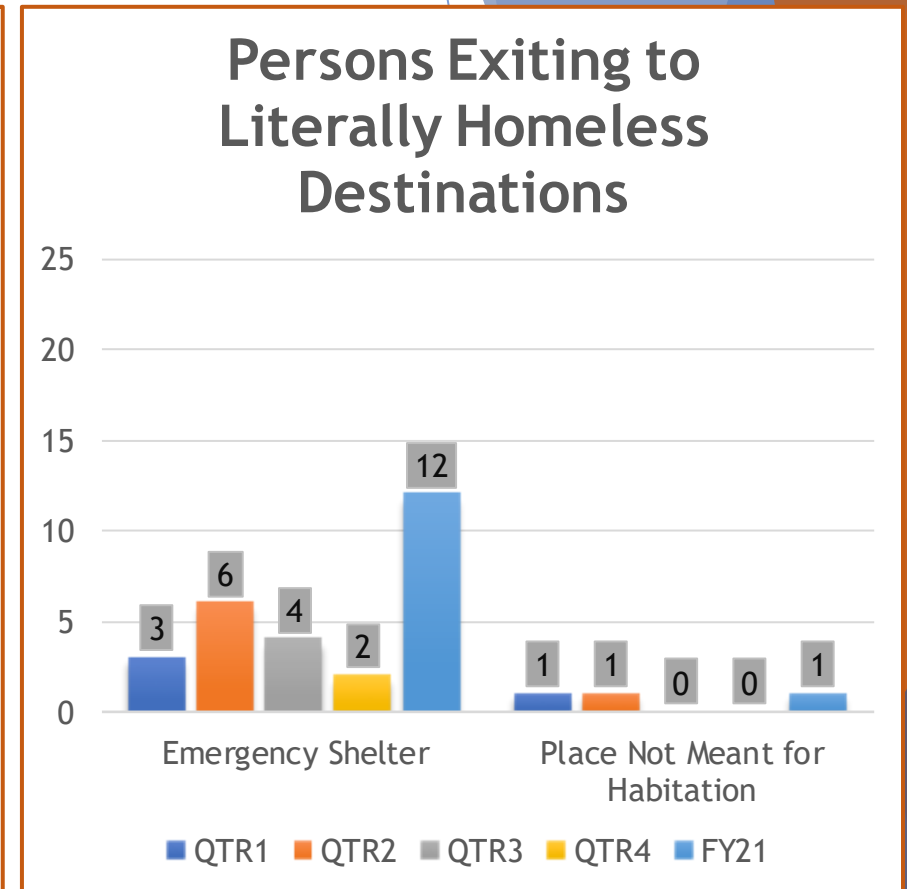
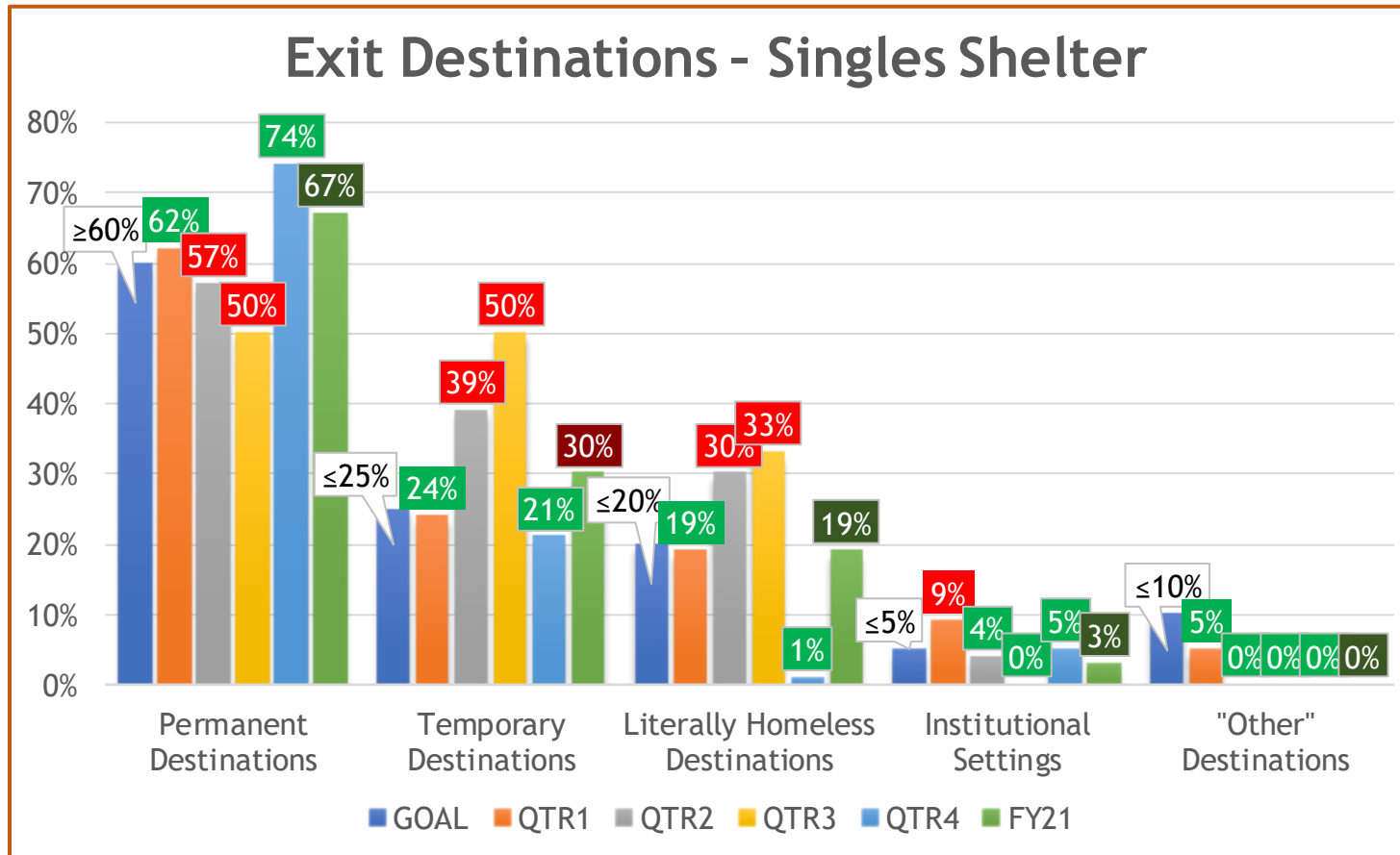
Data is based on all persons (adults & children) exiting projects during the report period. The goal for permanent destinations is met if the number of persons exiting is **greater than or equal to** the goal. The goal for all other exit destinations is met if the number of persons exiting is **less than or equal to** the goal.

Literally Homeless Destinations are a subset of the total Temporary Destinations

Measures highlighted in gray are excluded from calculations representing goal outcomes

**Data does not include Ferlazzo Shelter*

Exit Destinations - Singles Shelter

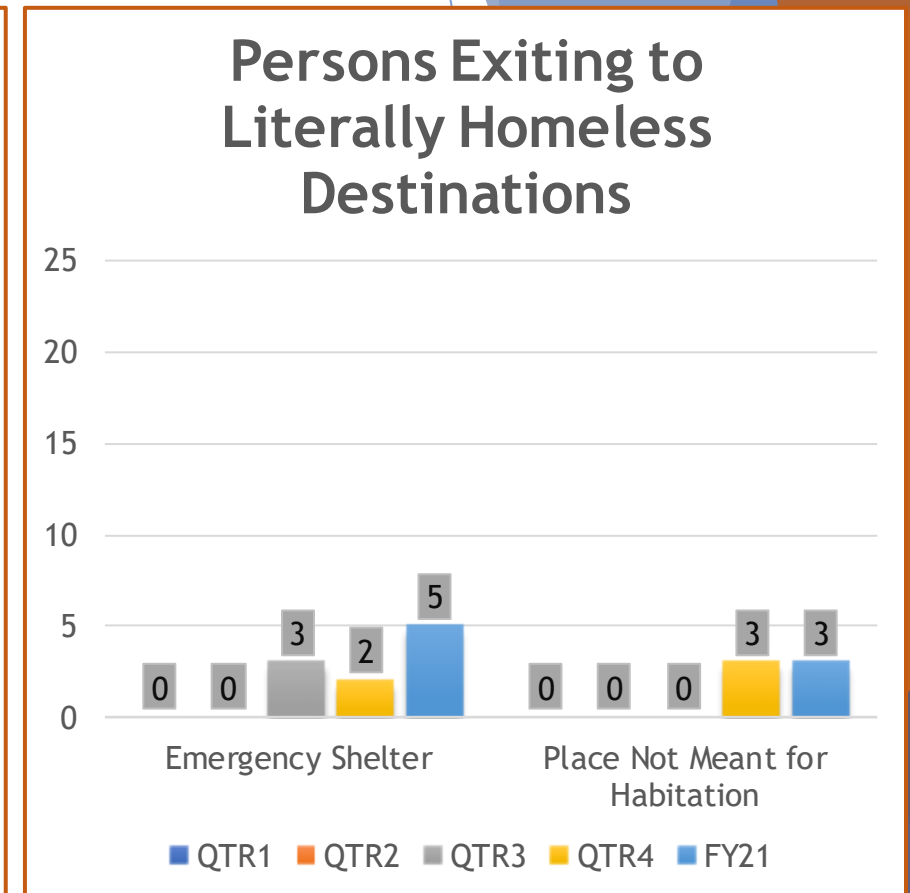
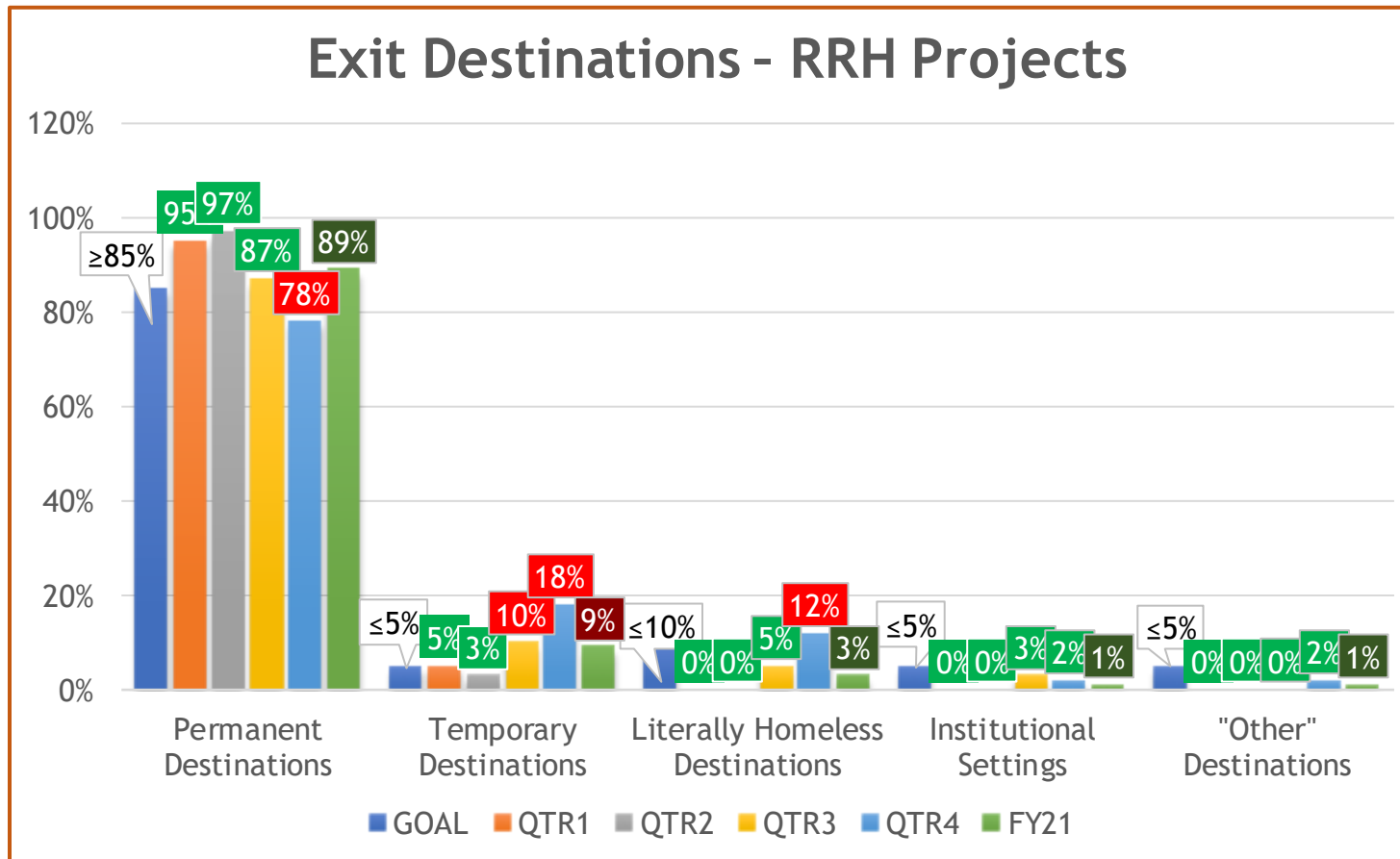


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Exit Destinations - RRH Projects

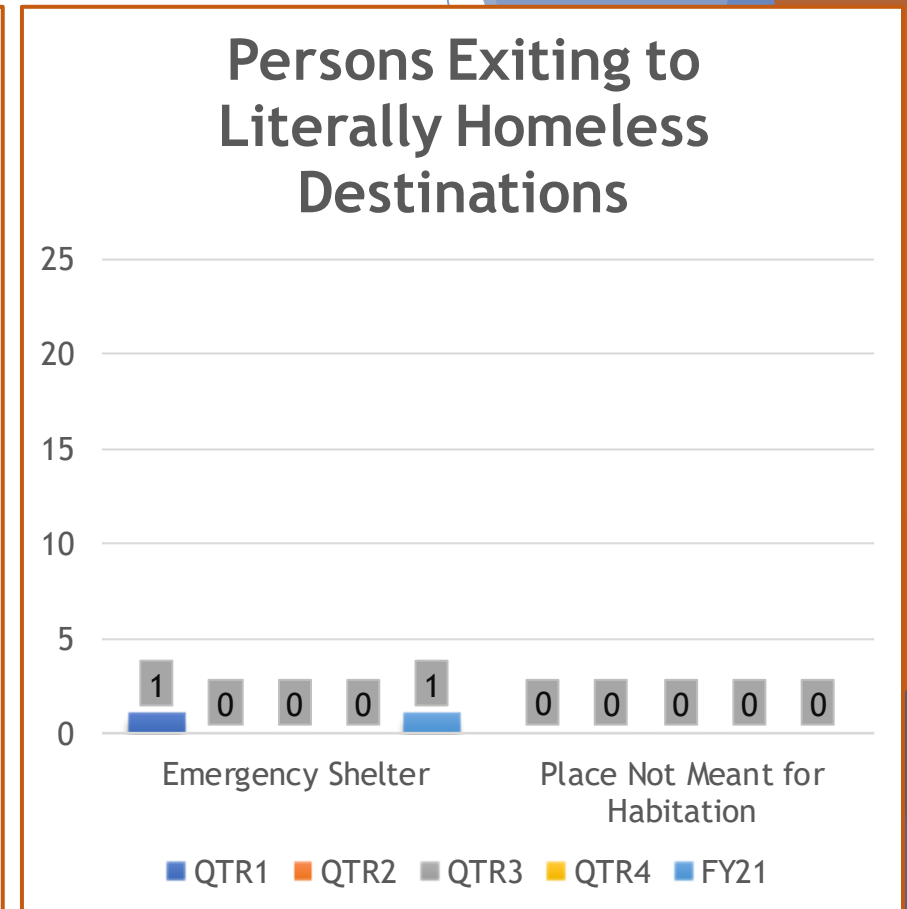
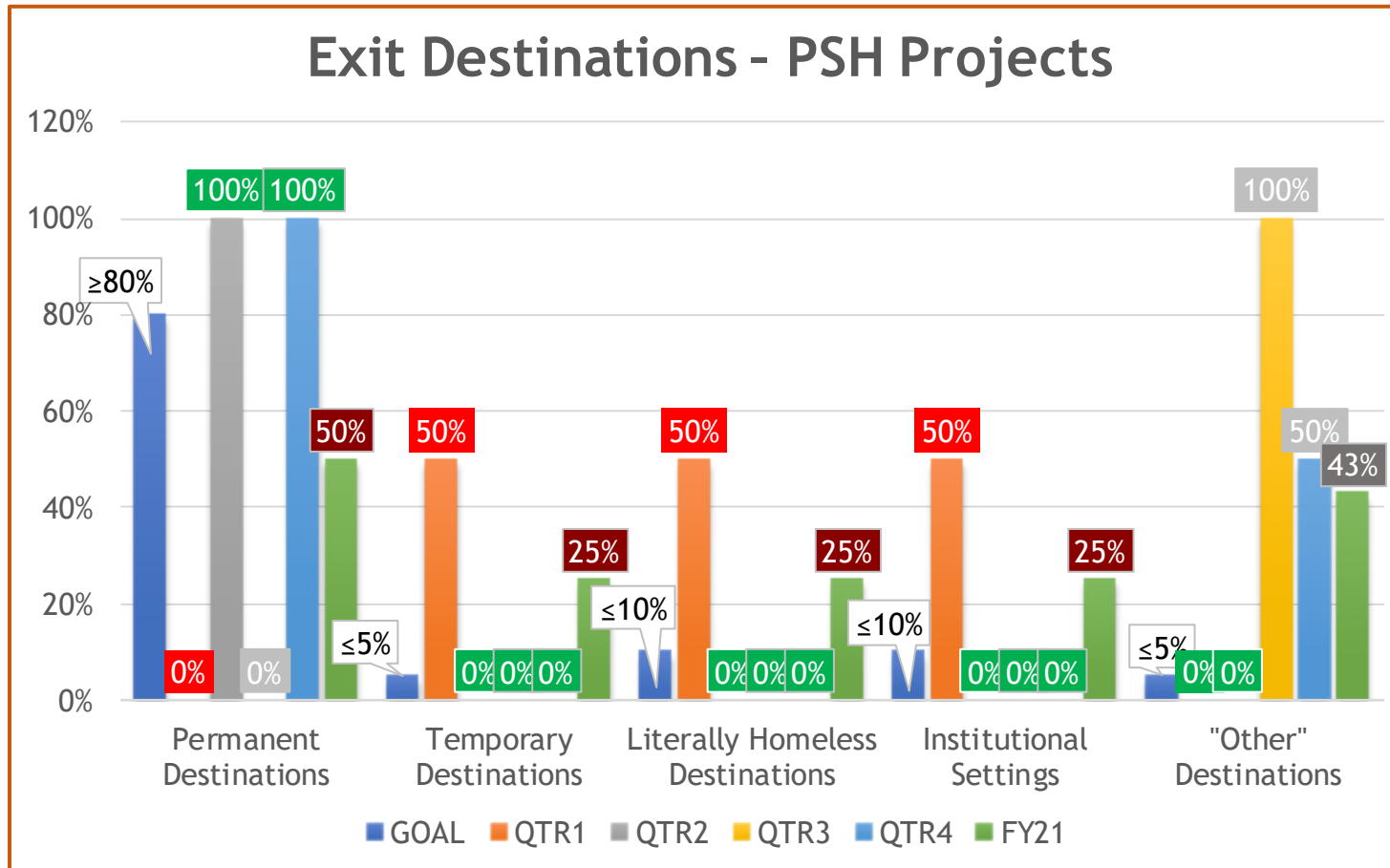


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*Measures highlighted in **gray** are excluded from calculations representing goal outcomes*

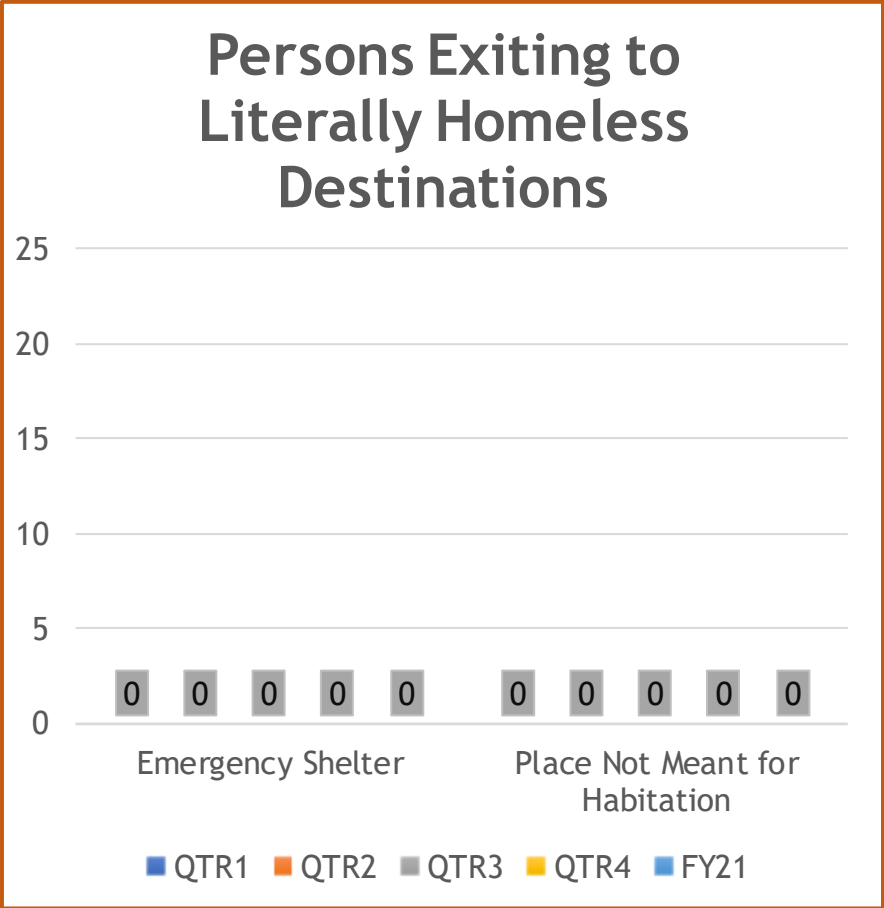
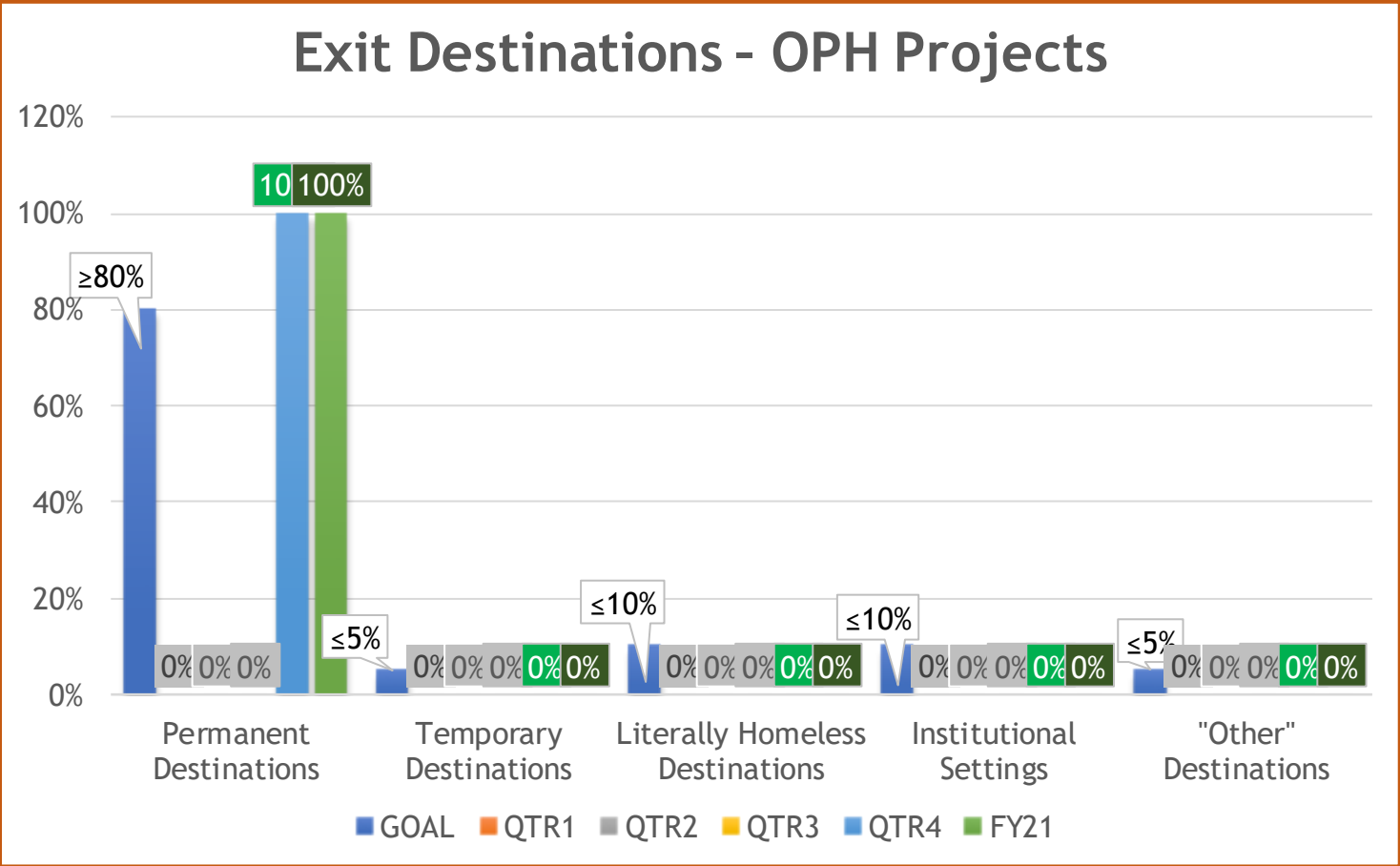
Exit Destinations - PSH Projects



Data is based on all persons (adults & children) exiting projects during the report period. The goal for permanent destinations is met if the number of persons exiting is **greater than or equal to** the goal. The goal for all other exit destinations is met if the number of persons exiting is **less than or equal to** the goal.

Literally Homeless Destinations are a subset of the total Temporary Destinations
Measures highlighted in gray are excluded from calculations representing goal outcomes

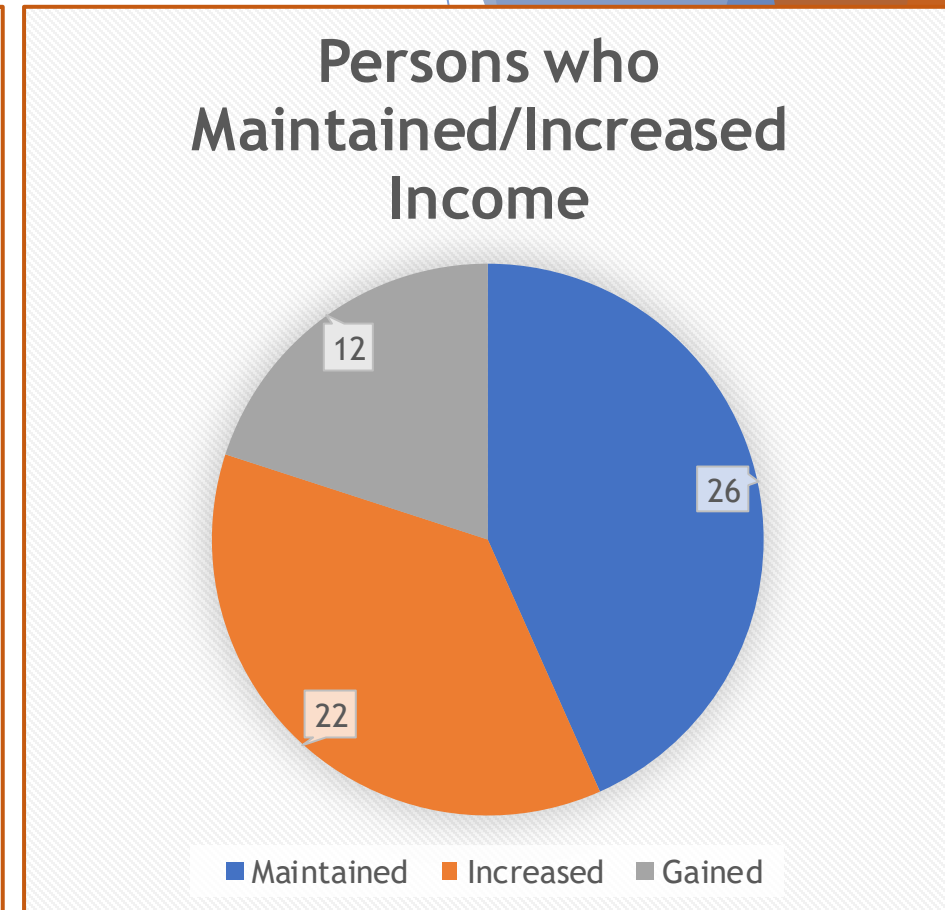
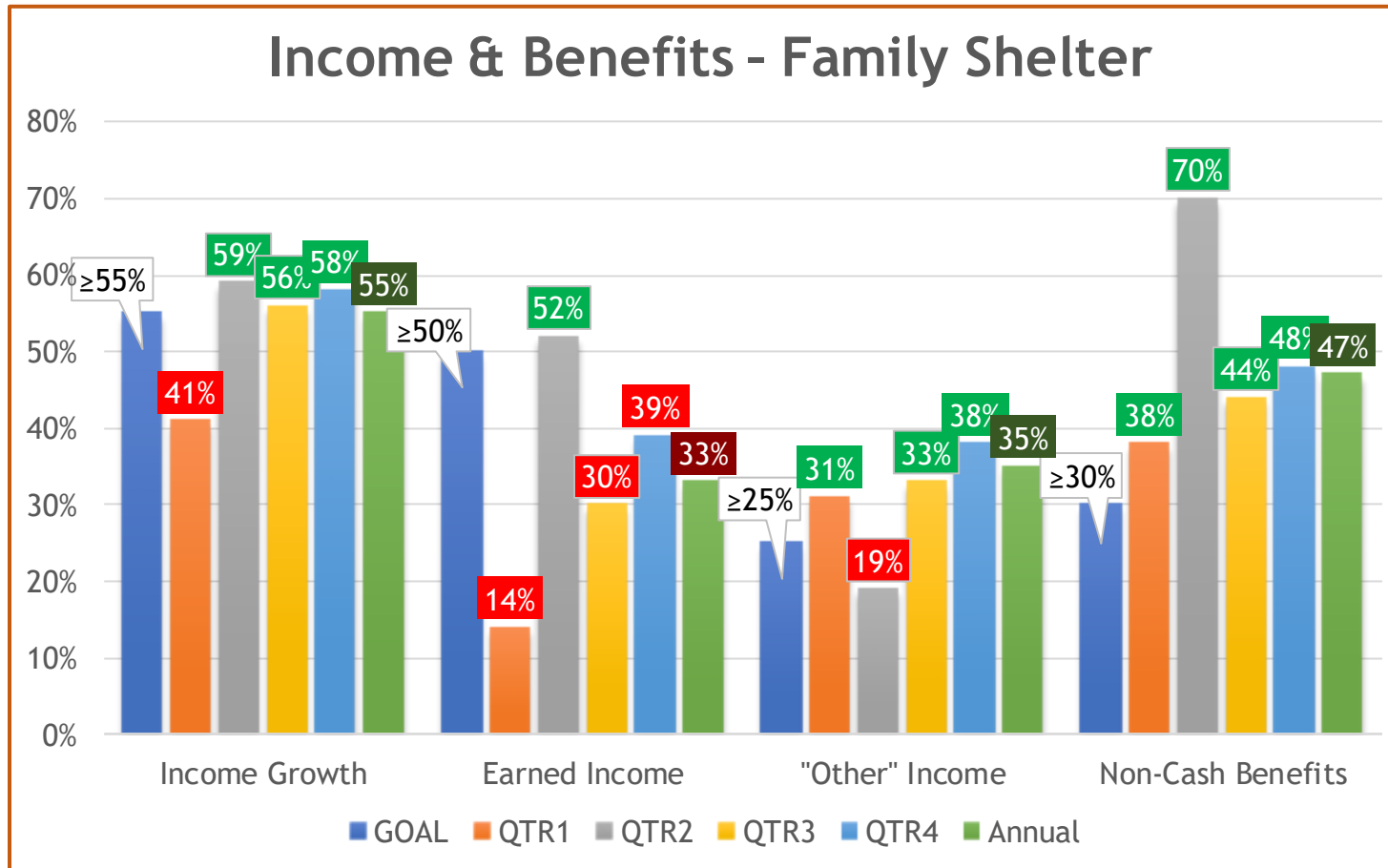
Exit Destinations - OPH Projects



Data is based on all persons (adults & children) exiting projects during the report period. The goal for permanent destinations is met if the number of persons exiting is **greater than or equal to** the goal. The goal for all other exit destinations is met if the number of persons exiting is **less than or equal to** the goal.

Literally Homeless Destinations are a subset of the total Temporary Destinations
Measures highlighted in gray are excluded from calculations representing goal outcomes

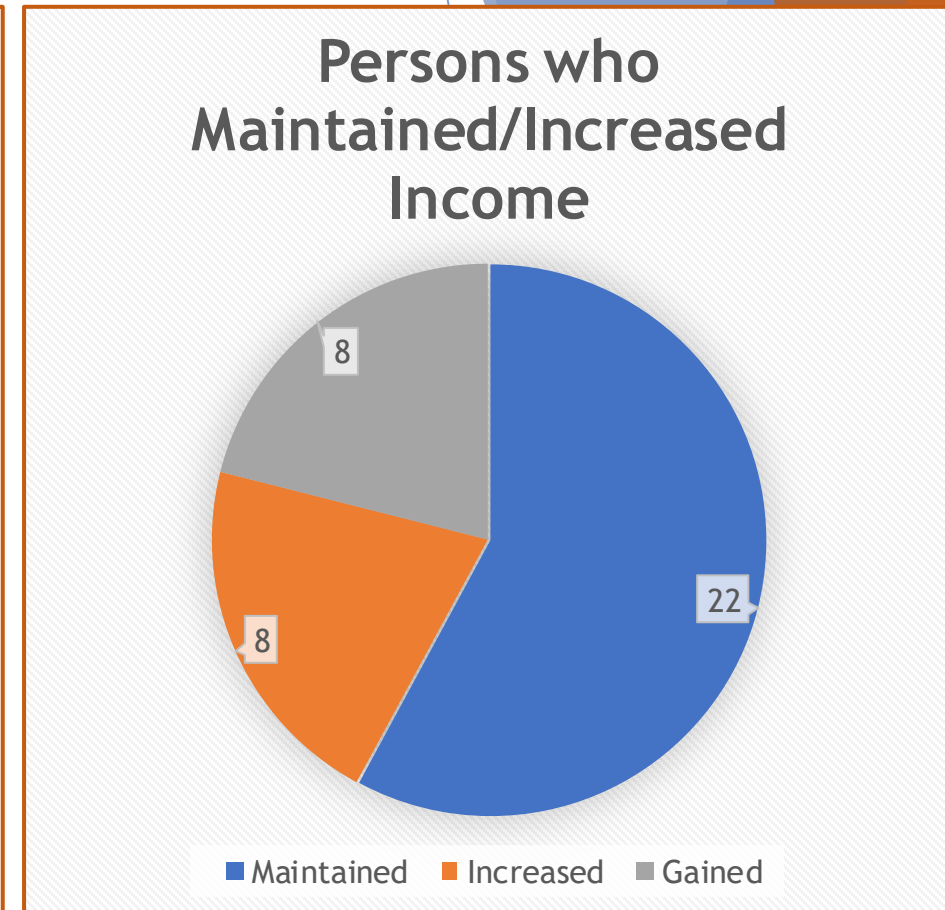
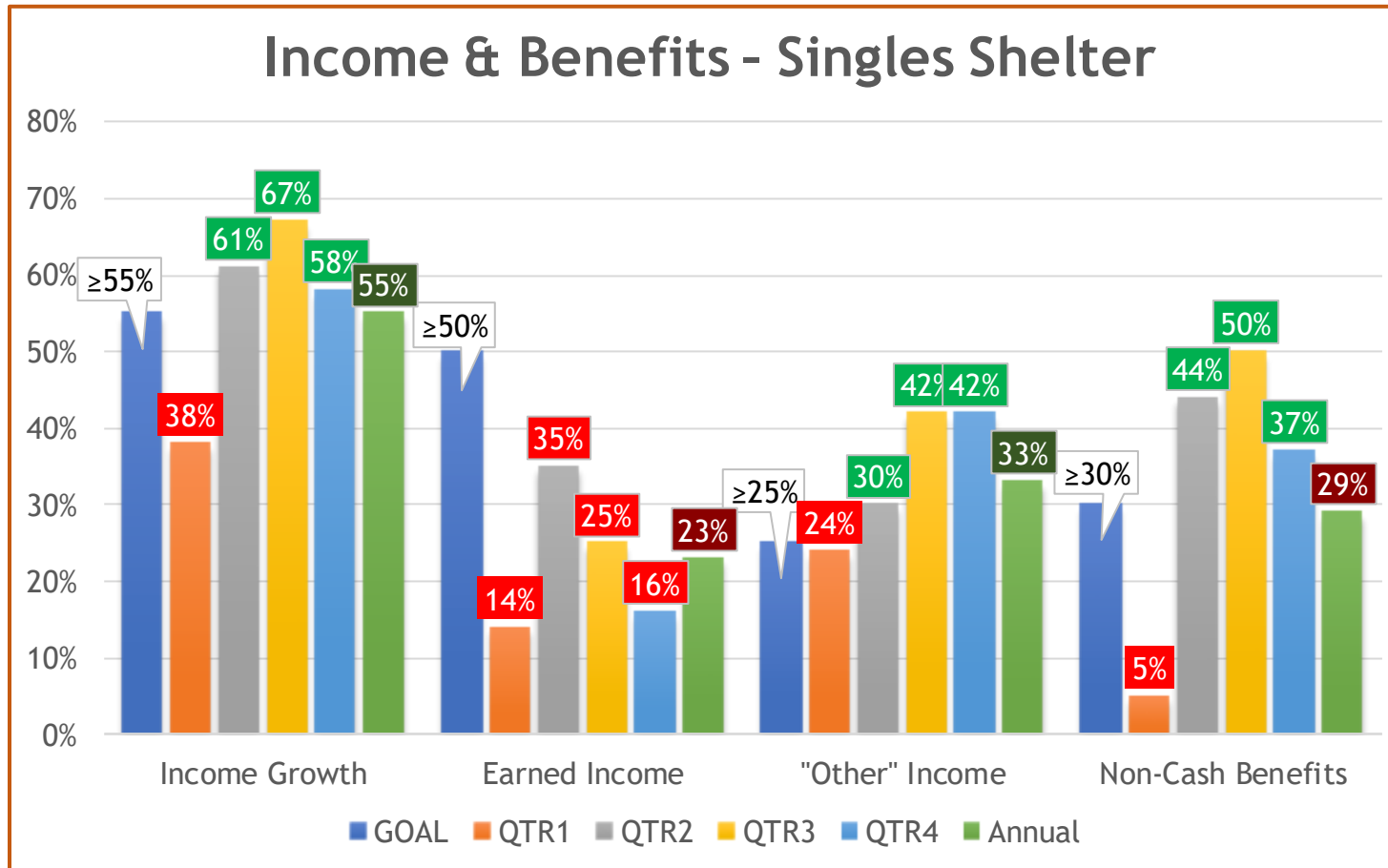
Income & Benefit Growth - Family Shelter



Data is based on all adults exiting projects during the report period. The goals for income & benefit growth are met if the number of adults at exit receiving income/benefits is **greater than or equal to the goal**.

**Data does not include Ferlazzo Shelter*

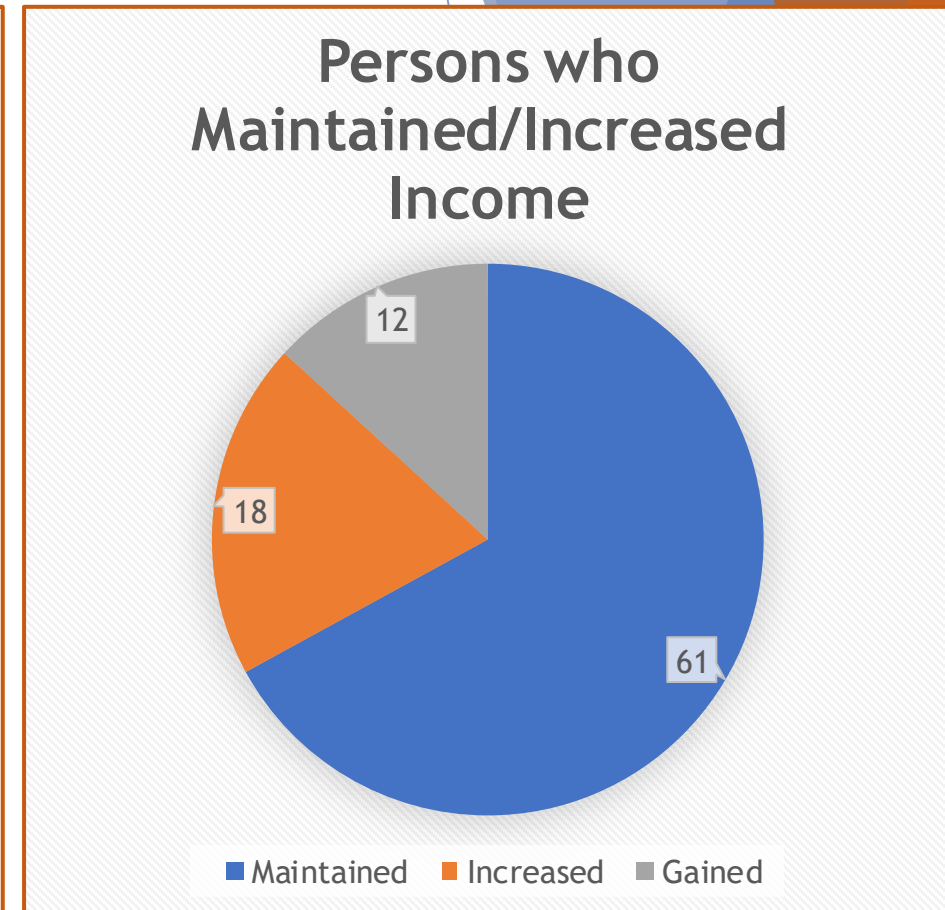
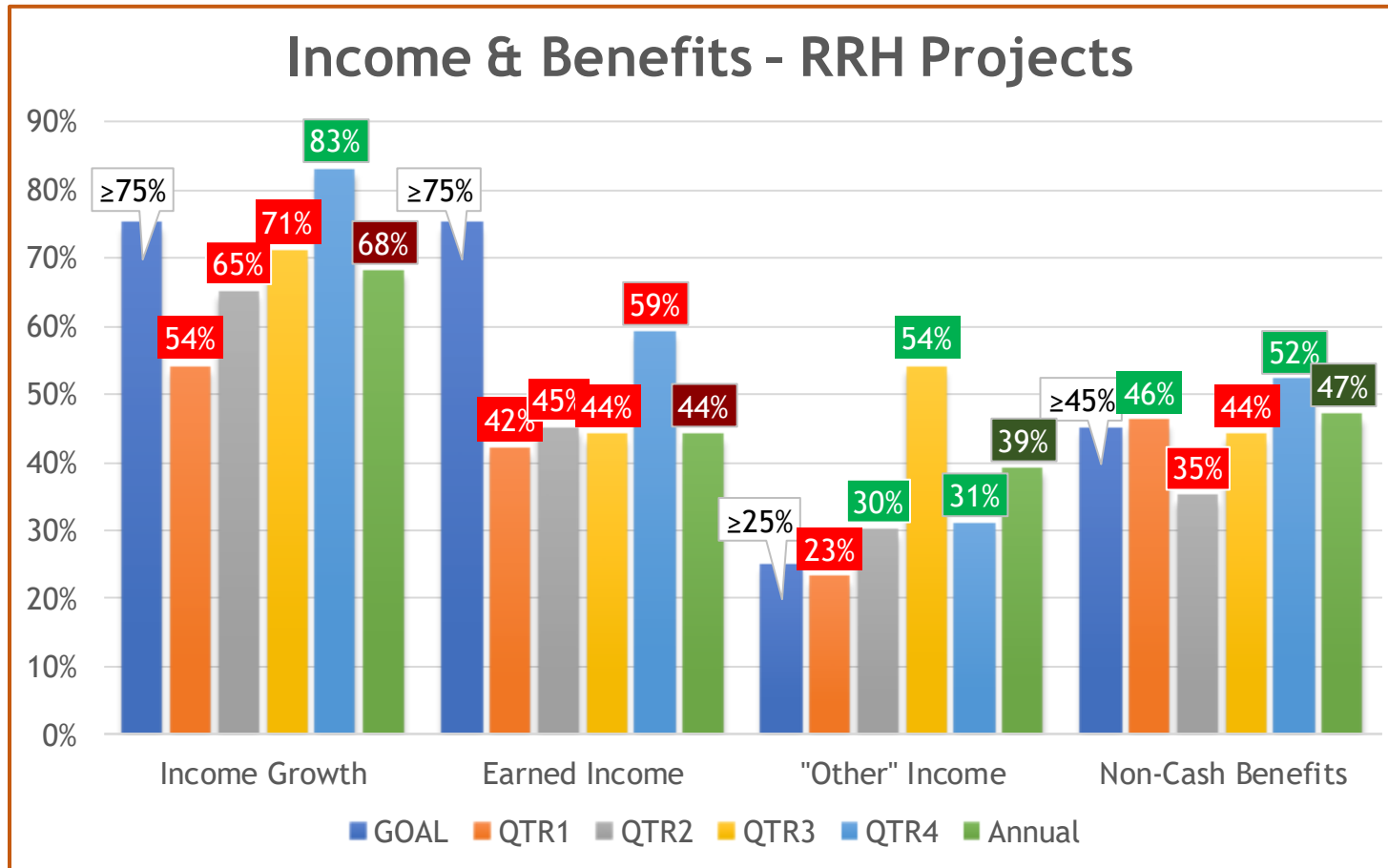
Income & Benefit Growth - Singles Shelter



Data is based on all adults exiting projects during the report period. The goals for income & benefit growth are met if the number of adults at exit receiving income/benefits is **greater than or equal to the goal**.

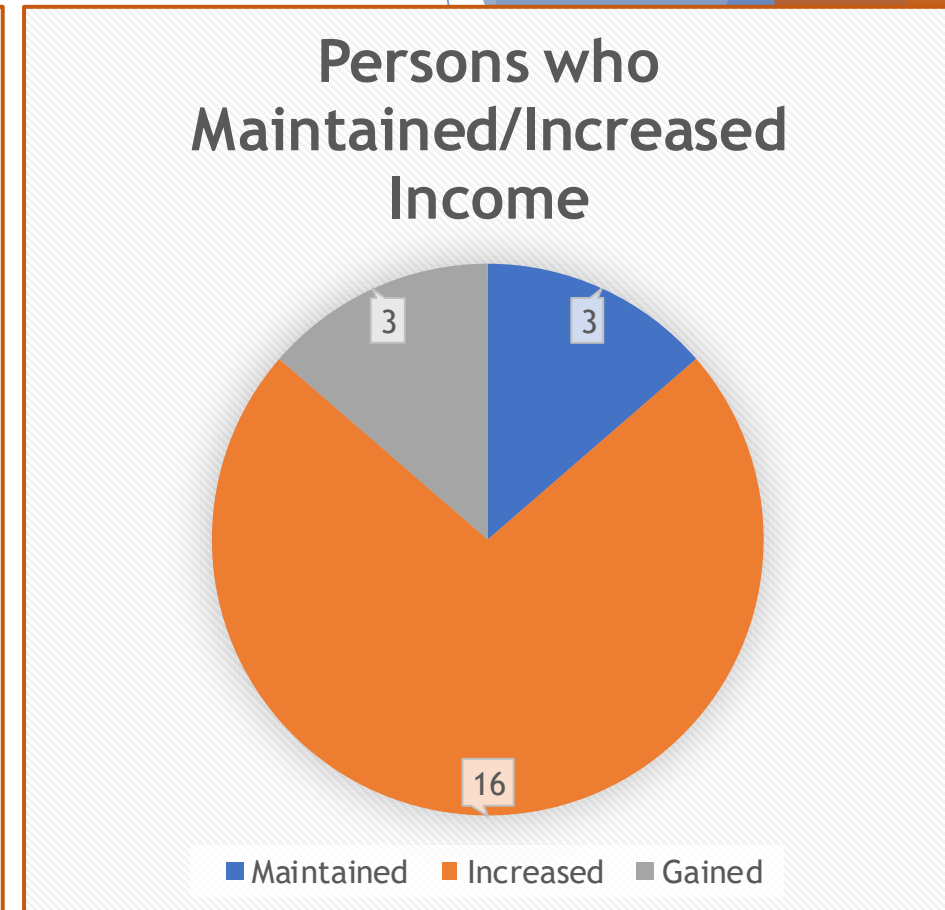
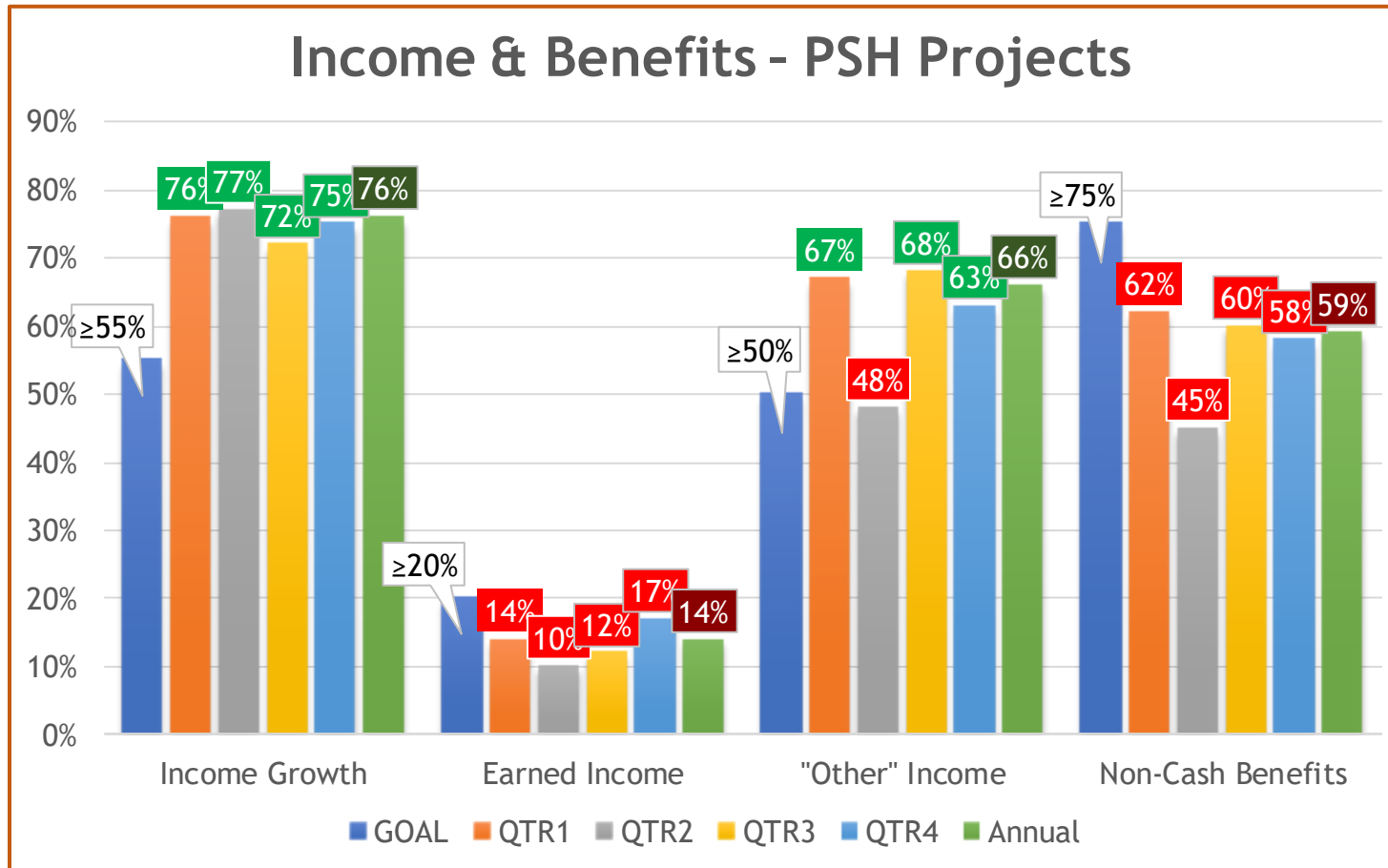
**Data does not include Ferlazzo Shelter*

Income & Benefit Growth - RRH Projects



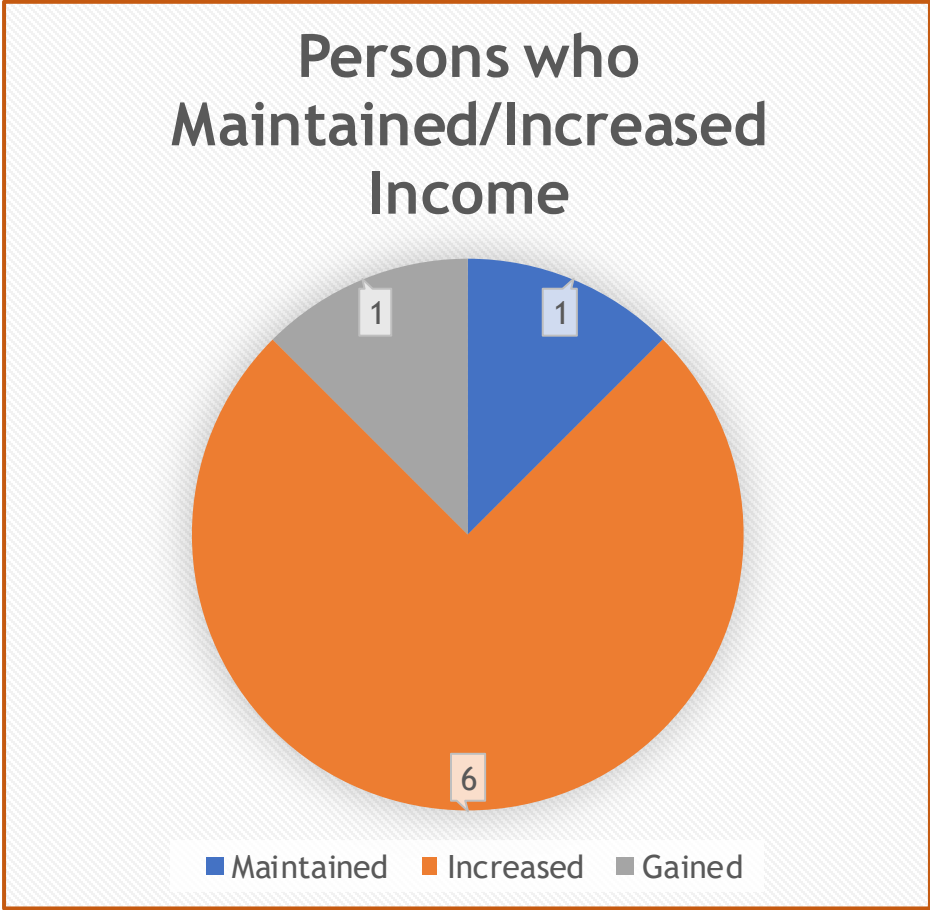
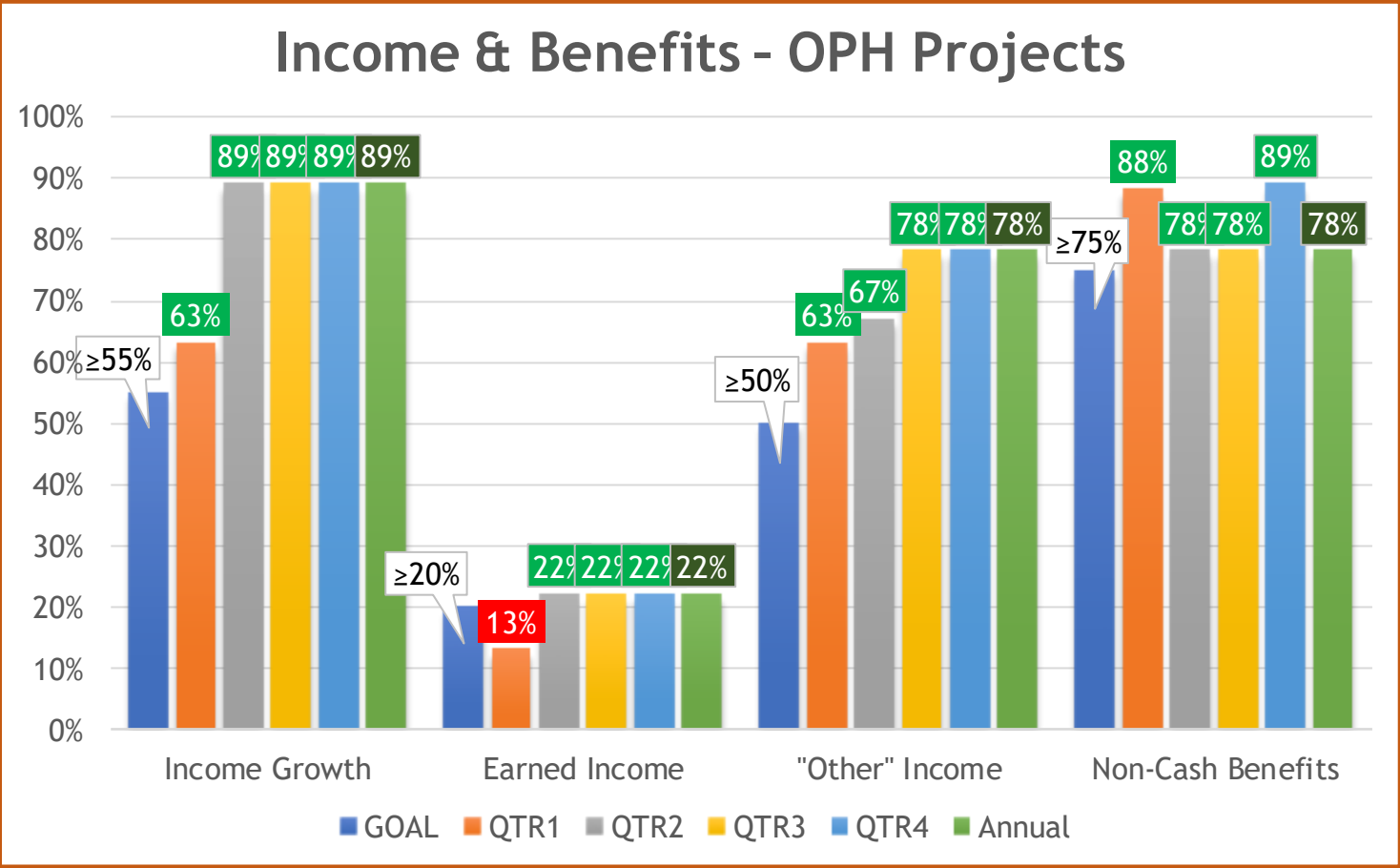
Data is based on all adults exiting projects during the report period. The goals for income & benefit growth are met if the number of adults at exit receiving income/benefits is **greater than or equal to the goal**.

Income & Benefit Growth - PSH Projects



For PSH Projects - Data is based on the “latest status” of all adults in the project. The goals for income & benefit growth are met if the number of adults receiving income/benefits as of their latest annual assessment is **greater than or equal** to the goal.

Income & Benefit Growth - OPH Projects



For OPH Projects - Data is based on the “latest status” of all adults in the project. The goals for income & benefit growth are met if the number of adults receiving income/benefits as of their latest annual assessment is **greater than or equal to** the goal.

FY21 Data Trends - ACTS

▶ Beverly Warren Shelter

- ▶ Provider reports an increase in positive housing exits despite a decrease in the average length of stay
 - ▶ FY20 data shows average LOS is 130 days with 51% of households exiting to a positive destination while in FY21 average LOS is 89 days with 74% of households exiting to a positive destination

▶ Housing Location Services

- ▶ Provider reports staff spent significantly more time housing clients in FY21 compared to FY20 due to challenges presented by the COVID pandemic such as landlord reluctance to rent during the eviction moratorium
 - ▶ FY20 data shows average length of time to housing was 39 days while this number has increased to 116 days in FY21

▶ Rapid Rehousing

- ▶ Provider reports an increase in exits from FY20 to FY21 despite similar number of persons being served
 - ▶ FY20 data shows 208 persons were served with 86 exiting to housing while in FY21 205 persons were served and 146 were exited to housing

FY21 Data Trends - Ferlazzo Shelter

▶ Emergency Shelter - Data Trend 1

- ▶ Provider reports an improvement in data quality and accuracy from FY20 to FY21
 - ▶ FY20 data shows 13 errors for client SSN while in FY21 that number is reduced to 8 errors

▶ Emergency Shelter - Data Trend 2

- ▶ Provider reports successfully placing 19 persons in housing in FY21
 - ▶ Although this is less than those housed in FY20 (23 persons), the shelter staff notes that those 19 persons were housed in a short time between 2/15/21 - 6/30/2021

▶ Emergency Shelter - Data Trend 3

- ▶ Provider reports a decline in the number of persons served and an increase in the LOS
 - ▶ FY20 data shows 392 persons served with 354 persons served in FY21. The shelter transitioned from a “night-by-night” facility to a “full-time” year-round shelter in FY21 which accounts for the decrease in persons and increased LOS

FY21 Data Trends - GSHF

- ▶ **Permanent Supportive Housing**

- ▶ Provider reports they maintained income and housing for all persons served

FY21 Data Trends - HBHPC

▶ Emergency Shelter - Data Trend 1

- ▶ Provider reports the number of persons qualifying as chronically homeless has increased in FY21 for families but has decreased for individuals
 - ▶ Families: 14% of persons in families were chronically homeless in FY20 while 17% meet this definition in FY21
 - ▶ Individuals: 35% of individuals were chronically homeless in FY20 while 28% meet this definition in FY21

▶ Emergency Shelter - Data Trend 2

- ▶ Provider reports exits to RRH increased for both families and individuals in FY21
 - ▶ FY21 data shows 89% of families exited to permanent housing destinations went to RRH while 37% of individuals exited to permanent housing destinations went to RRH

▶ Emergency Shelter - Data Trend 3

- ▶ Provider reports an increased LOS for leavers for both families and individuals in FY21
 - ▶ Families: FY20 LOS was 55 days compared to 89 days in FY21
 - ▶ Individuals: FY20 LOS was 141 days compared to 168 days in FY21

FY21 Data Trends - NVFS

▶ **SERVE Shelter - Families - Data Trend 1**

- ▶ Provider reports they saw an unusually high number of families return to shelter, hotel/motel, or places not meant for habitation during FY21. Provider reports this could be due to challenges presented by the COVID pandemic such as landlord hesitancy to rent units as well as households being empowered by the various sources of financial assistance available
 - ▶ FY21 data shows 22 persons returned to a shelter environment while 31 individuals chose places not meant for habitation at the point of shelter exit
 - ▶ 10 individuals left shelter for a hotel/motel environment citing they felt more comfortable being isolated due to the pandemic

▶ **SERVE Shelter - Families - Data Trend 2**

- ▶ Provider reports success in serving the 101 children (40% of all shelter guests) that resided at shelter in FY21 by providing a comprehensive virtual learning environment. The provider managed this program by utilizing Remote Learning Instructors as well as their COVID-19 Special Projects Manager. The program included summer learning, outdoor excursions, and STEM-related activities
 - ▶ 100% of students served remained connected to their school of origin and had uninterrupted educational opportunities

FY21 Data Trends - NVFS (continued)

▶ SERVE Shelter - All Populations

- ▶ Provider reports an increase in adults gaining or increasing income during their shelter stay due to improved training efforts for HMIS data entry as well as the incorporation of employment counseling services into their shelter model
 - ▶ FY20 data shows 30% of adults increased or gained income, which is a significant increase from FY19 where only 7% of adults increased or gained income

FY21 Data Trends - ORHF

▶ Rapid Rehousing - Data Trend 1

- ▶ Provider reports serving fewer households in FY21 when compared to FY20. Provider reports this could be due to challenges from the COVID-19 pandemic such as the eviction moratorium and increased resources through other funding such as the provider's SSVF program
 - ▶ FY20 data shows the provider served 7 households while only 4 were served in FY21

▶ Rapid Rehousing - Data Trend 2

- ▶ Provider reports seeing less households with income in FY21
 - ▶ FY20 income data shows 25% without income at entry, 12.5% had monthly income between \$1500 - \$2000, 37.5% had monthly income greater than \$2000 at entry and 57% had this amount at exit
 - ▶ FY21 income data shows 50% without income at entry and 25% with monthly income greater than \$2000 at entry

FY21 Data Trends - Pathway Homes

▶ Permanent Supportive Housing - Data Trend 1

- ▶ Provider reports a trend in persons entering their PSH projects that may not meet the definition of chronically homeless
 - ▶ FY21 data shows 3 of the 4 persons entering their “SHP2018” PSH project meet the definition and 10 out of the 12 persons entering their “SHP2019” PSH project also meet the definition

▶ Permanent Supportive Housing - Data Trend 2

- ▶ Provider reports an increase in the number of persons per household referred to their PSH projects for services
 - ▶ There were 3 multi-person households entering their programs in FY21

FY21 Data Trends - Streetlight

▶ **Emergency Shelter**

- ▶ Provider reports success in their role developing and launching the new “Supportive Shelter” project in collaboration with PWC DSS
 - ▶ Data from the former Overnight Shelter revealed more support was needed for persons that have higher barriers to housing as well as those considered medically fragile

▶ **Permanent Supportive Housing - Data Trend 1**

- ▶ Provider reports an increase in life threatening health conditions among their clients
 - ▶ The provider unfortunately lost some of these persons in FY21

▶ **Permanent Supportive Housing - Data Trend 2**

- ▶ Provider reports an increase in the number of persons willing to see healthcare and/or mental health providers to address concerns in FY21 as a result of supportive and ongoing case management

Coordinated Entry System

Crisis Intervention

- Persons experiencing a health crisis due to COVID-19, domestic violence, or that pose as a suicide risk at the time of the call

Diversion

- Persons seeking assistance who do not qualify for services based on their housing status at the time of the call

General Information

- Persons seeking information on available services

Homeless Intervention

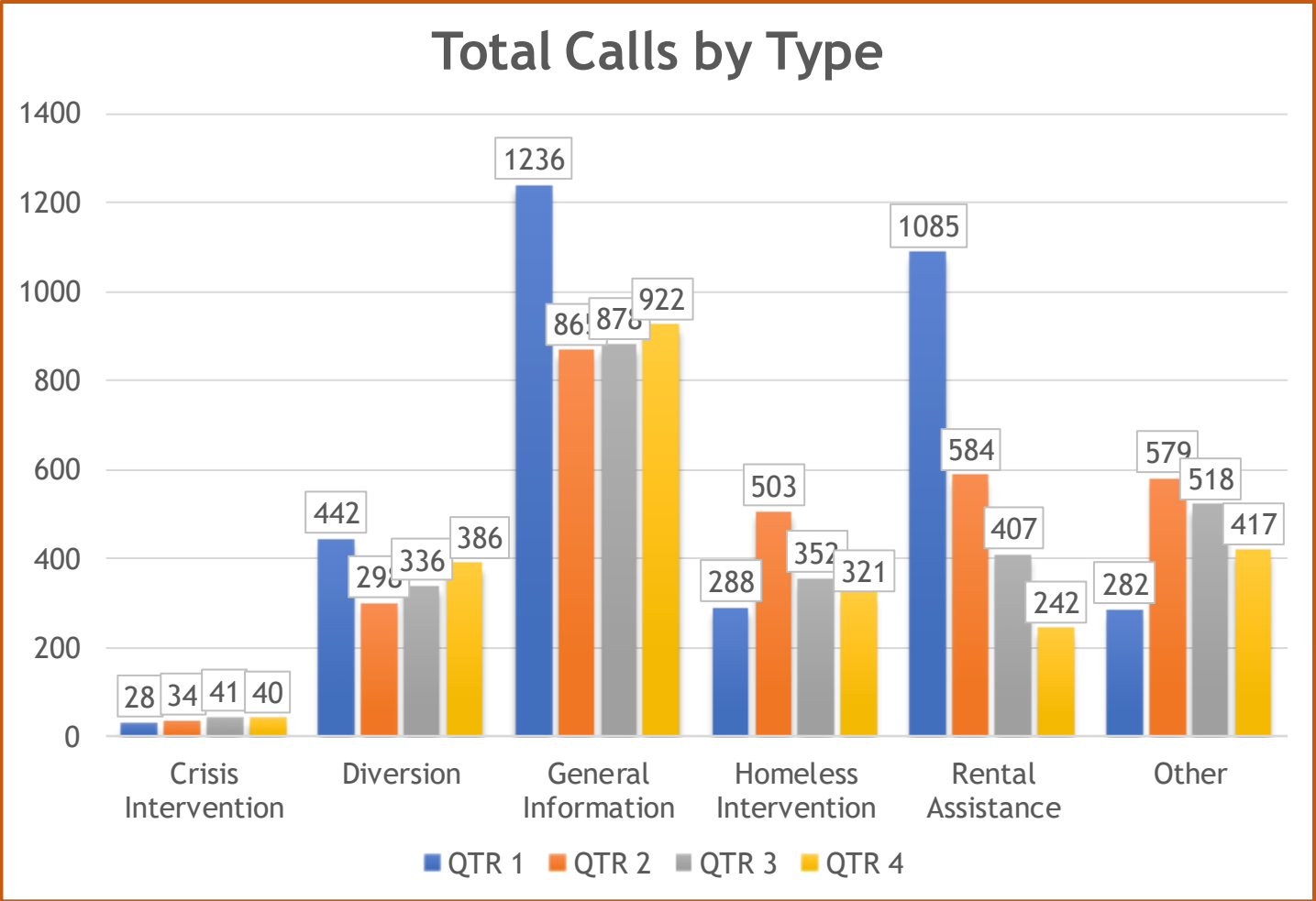
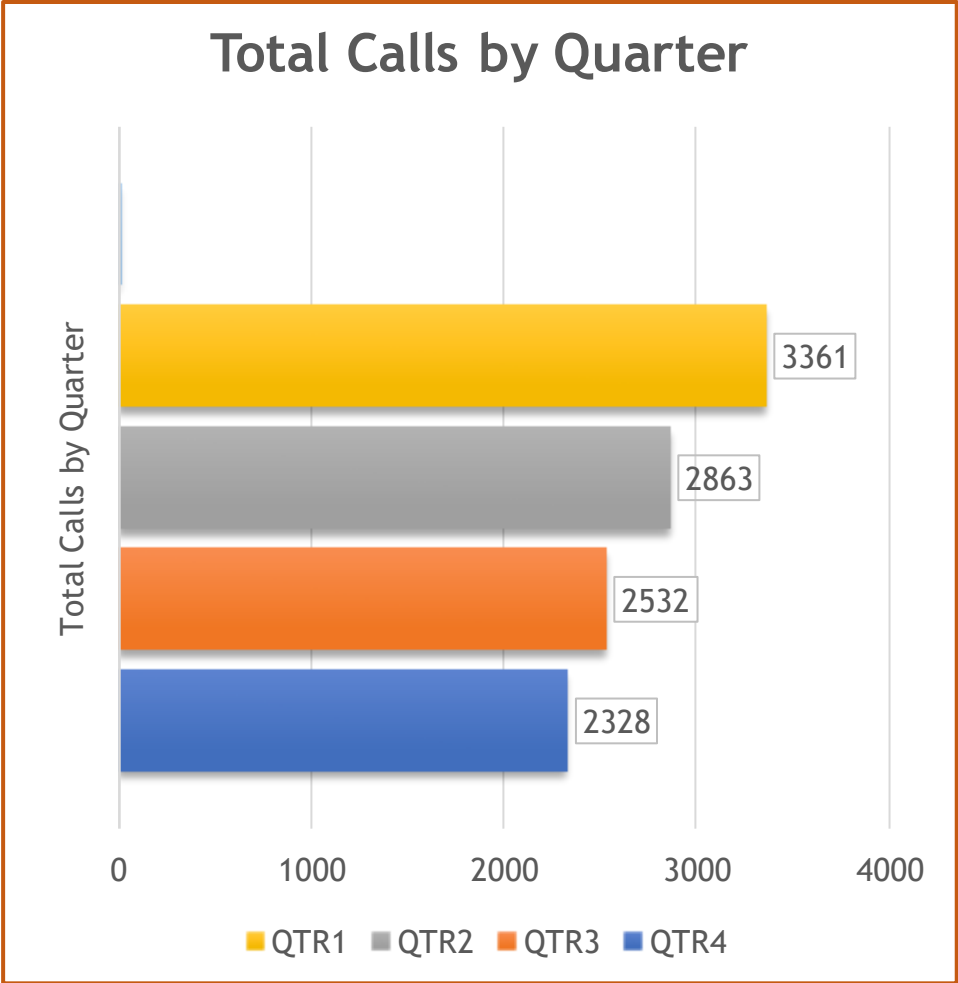
- Persons actively experiencing homelessness who are in need of shelter or other services

Rental Assistance

- Persons at risk of eviction who are seeking financial assistance for rent and/or utilities

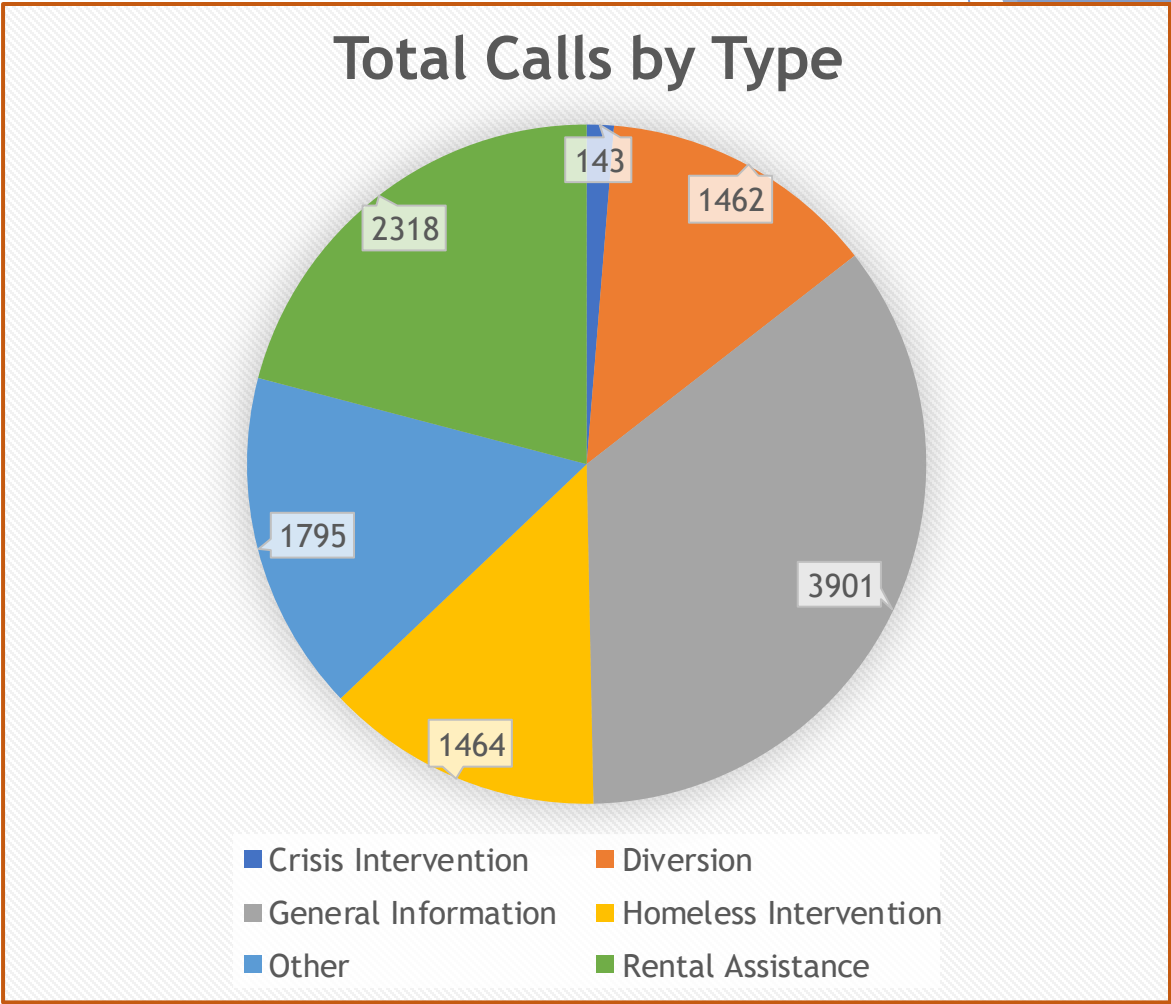
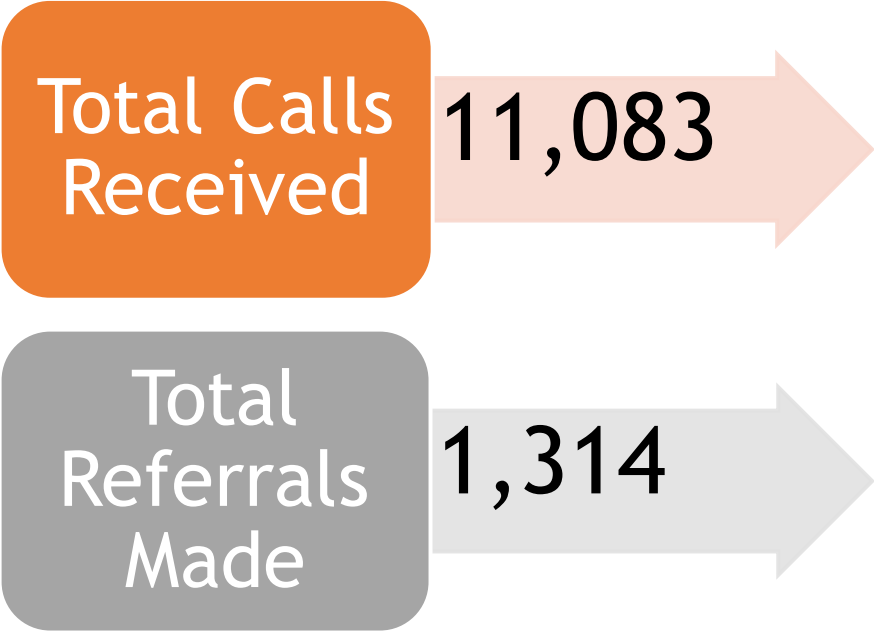
“Other” calls include follow-ups from clients, returned voice messages, and disconnections

Coordinated Entry System - QTR4



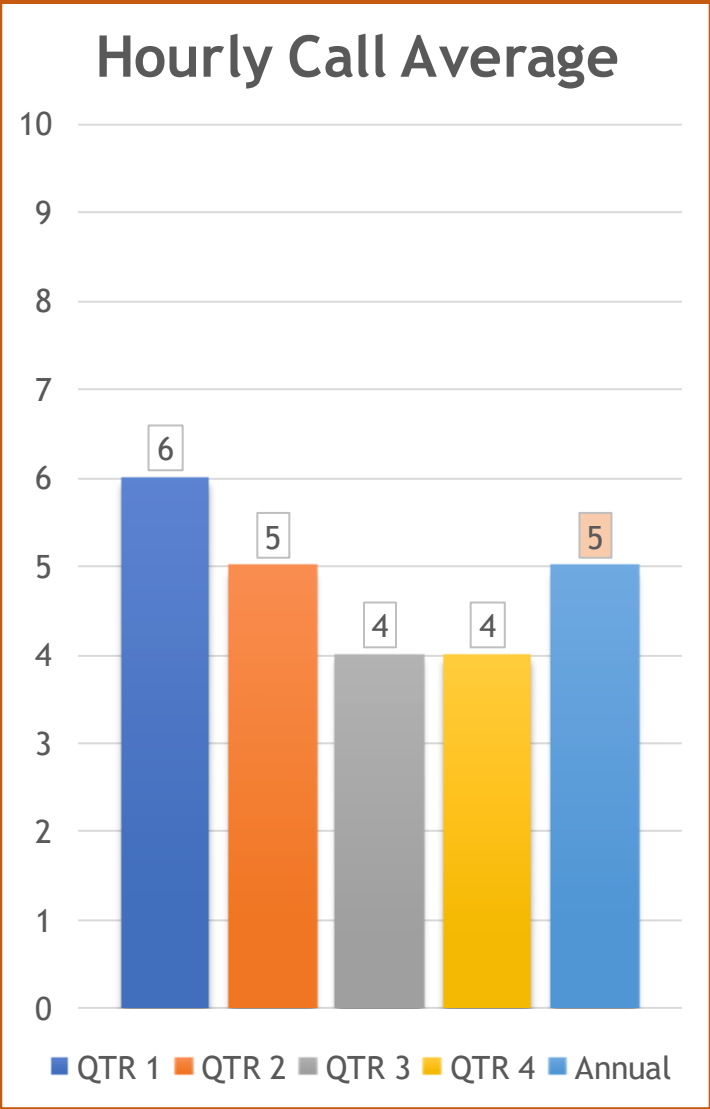
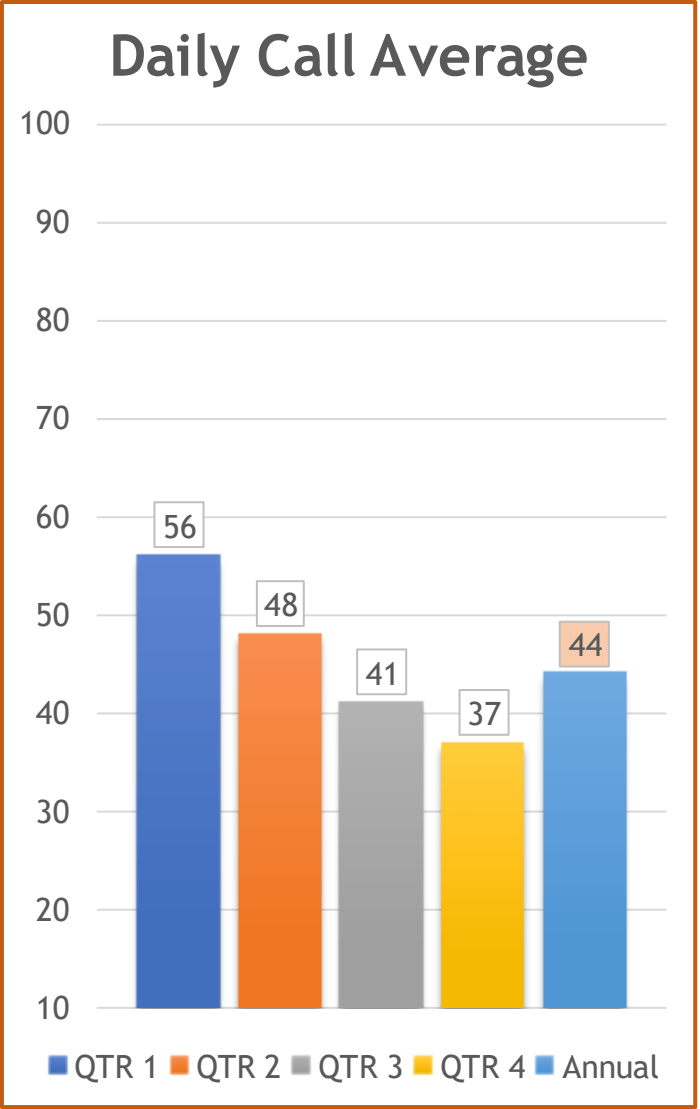
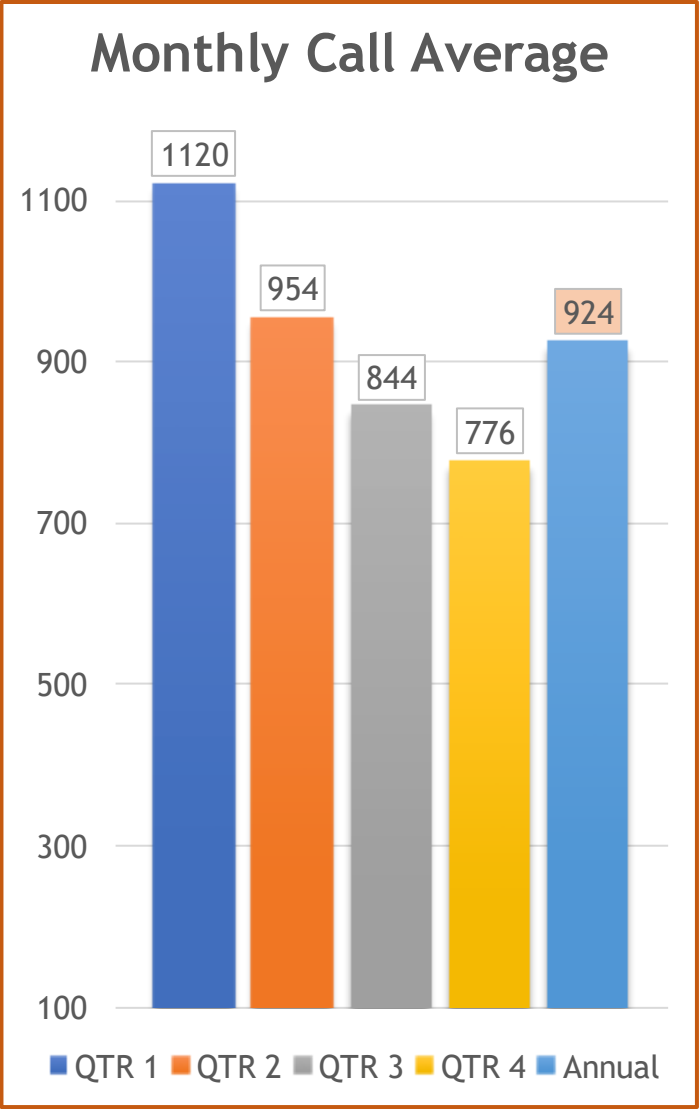
Data is based on the total number of calls received during the report period. This data does not reflect an unduplicated count of persons served.

Coordinated Entry System - Annual

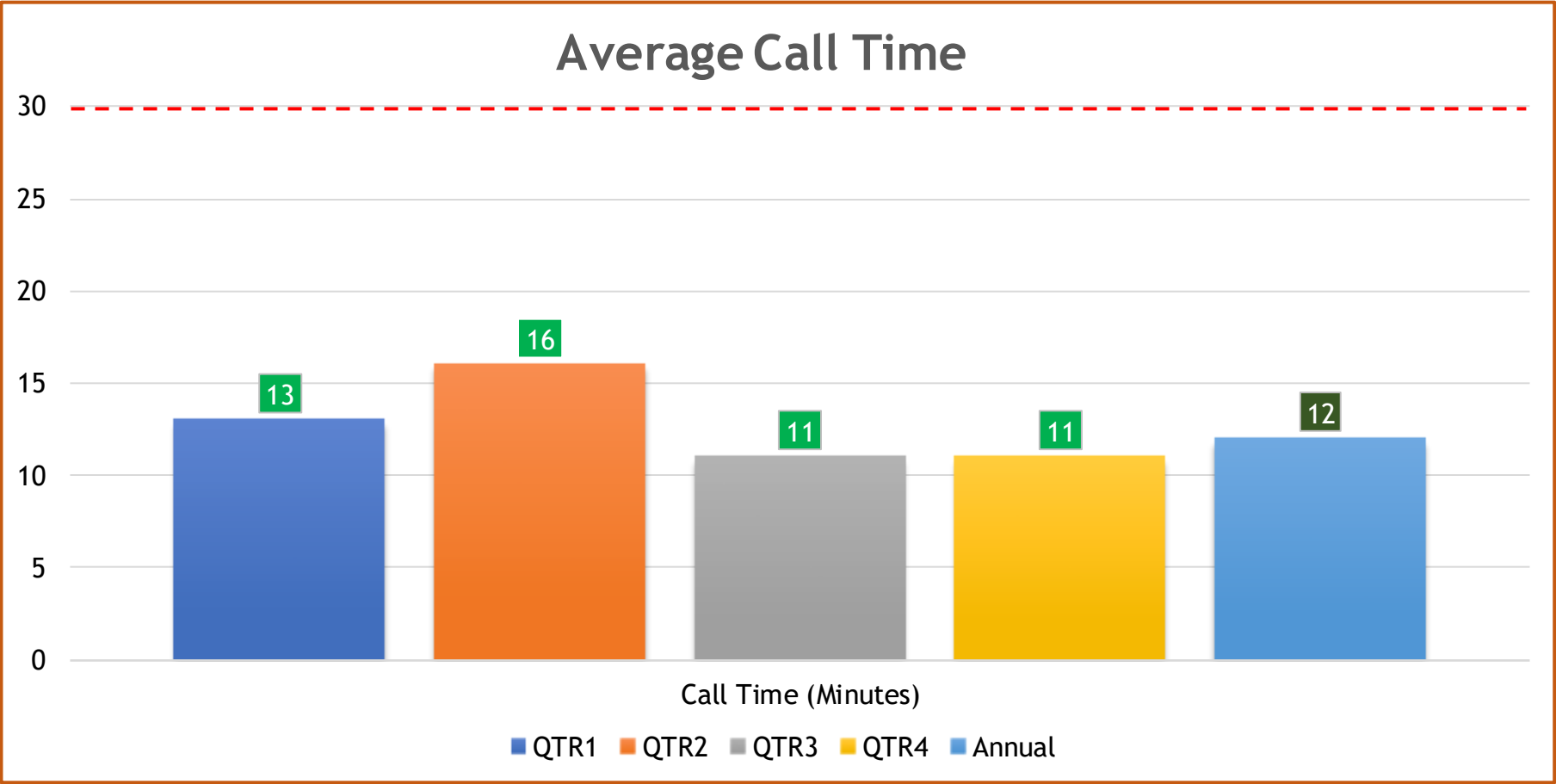


Data is based on the total number of calls received during the report period. This data does not reflect an unduplicated count of persons served.

Coordinated Entry System



Coordinated Entry System



The goal for CES call time is 30 minutes or less

Based on all calls during the quarter

The goal is met if the call time is less than or equal to the goal.

Contact Information



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alapatra@pwcgov.org

Prince William County Government

Department of Social Services | Homeless Services Division

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Mail Stop EA730

[Click here for our website](#)