



Achieving an End to Homelessness:
Performance in Delaware's Homeless Response System

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Produced by:

Delaware Continuum of Care System Performance Committee *In
partnership with*
Housing Alliance Delaware, Inc.

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I. Introduction

System performance measures are community-wide measures that allow us to better understand the extent of homelessness in our communities and how we are doing in our shared work to end homelessness. These measures help us to identify areas where we can improve and develop strategic and coordinated ways to implement change where needed.

In Delaware we are working to achieve an effective end to homelessness. When a community has achieved an effective end to homelessness, homelessness is:

- **RARE:** Very few people will experience homelessness. Homelessness is no longer commonplace.
- **BRIEF:** If people do experience homelessness, they do so for a very short period of time before being connected to permanent housing and supportive services.
- **AND, NON-RECURRING:** Once someone is re-stabilized in permanent housing, our community provides the support and assistance necessary to prevent them from returning to homelessness again.

In 2009 the McKinney-Vento Homeless Assistance Act was amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, which introduced the provision for communities to submit system-level performance reports to the US Department of Housing and Urban Development (HUD) on an annual basis. The Act included selection criteria for HUD to use when awarding funding to Continuums of Care (CoCs), which includes the submission of these system performance reports. Additionally, these reports allow HUD to assess progress towards ending homelessness nationally.

The performance data in this report was submitted to the US Department of Housing and Urban Development in February 2020 by Housing Alliance Delaware on behalf of the Delaware Continuum of Care. All performance data come from the data entered into CMIS (Community Management Information System) by homeless assistance providers in Delaware.

System performance measures include:

1. Length of Time Homeless
2. Returns to Homelessness
3. Change in Point in Time Counts
4. Total Number of People who Experience Sheltered Homelessness
5. Number of People who Experience Homelessness for the First Time
6. Rate of Permanent Housing Exits
7. Housing Stability in Permanent Supportive Housing
8. Income Growth in Continuum of Care funded Projects

II. Reporting Period

The data presented in this report compare 3 reporting periods following the federal fiscal year:

- October 1, 2016 to September 30, 2017 (FY17)
- October 1, 2017 to September 30, 2018 (FY18)
- October 1, 2018 to September 30, 2019 (FY19)

III. Highlights

From October 1, 2018 – September 30, 2019:

- 2,090 people, including adults and children, slept in an emergency shelter or transitional housing facility
- People experienced homelessness for an average of 113 days. This is an 11 day, or 11%, increase from the previous year.
- 19% of people who moved from homelessness to housing returned to homelessness. This is a decrease of 4% from the previous year.
- 72% of people who experienced homelessness were homeless for the first time. This is a 4% increase from the previous year.
- 45% of people that experienced homelessness moved from homelessness to permanent housing.
- 98% of clients served by permanent supportive housing (PSH) remained stably housed. This remained stable from FY18 to FY19.
- 30% of adults increased their income while being served by a Continuum of Care funded project. This remained stable from FY18 to FY19.

IV. Homeless Response System Resource Inventory

The beds and housing units reported here are those dedicated to serving people who are experiencing homelessness. Beds in institutional settings that are not specifically dedicated for use by persons who are experiencing homelessness (such as detox facilities, treatment centers, emergency rooms, and Oxford houses for example) are not included. Similarly, mainstream subsidized housing resources that are not dedicated to serving people experiencing homelessness are not included (such as Housing Choice Vouchers, Low Income Housing Tax Credit Units, State Rental Assistance Program Vouchers, etc.).

Homeless Response Project Types		
Temporary Shelter	Emergency Shelter (ES)	ES provides temporary, short-term sleeping accommodations to persons experiencing homelessness. This category includes year-round ES, weather-related or seasonal ES (such as Code Purple sanctuary), and vouchers for hotels and motels paid for by the state or local charitable organization.
	Transitional Housing (TH)	TH is a medium-term temporary accommodation where a person experiencing homelessness can typically stay for no more than 24 months.
Permanent Housing	Rapid Re-Housing (RRH)	RRH is a permanent housing intervention for homeless households. RRH provides short to medium term financial assistance to help the household quickly access permanent rental housing (such as security deposit, utility assistance, rental assistance, etc.), and access to supportive services to help the household stabilize and retain housing.
	Permanent Supportive Housing (PSH)	PSH is a long-term housing intervention that includes a permanent housing subsidy and ongoing access to intensive supportive services. PSH is provided to homeless households with the highest needs, many of whom have disabling conditions and meet the HUD definition of chronically homeless ¹ upon entry. PSH includes beds that are funded by the HUD and the VA through HUD-VASH program for Veterans.
	Other Permanent Housing (OPH)	PH for people who were homeless without the disabling condition entry condition. These projects may or may not have supportive services for residents.

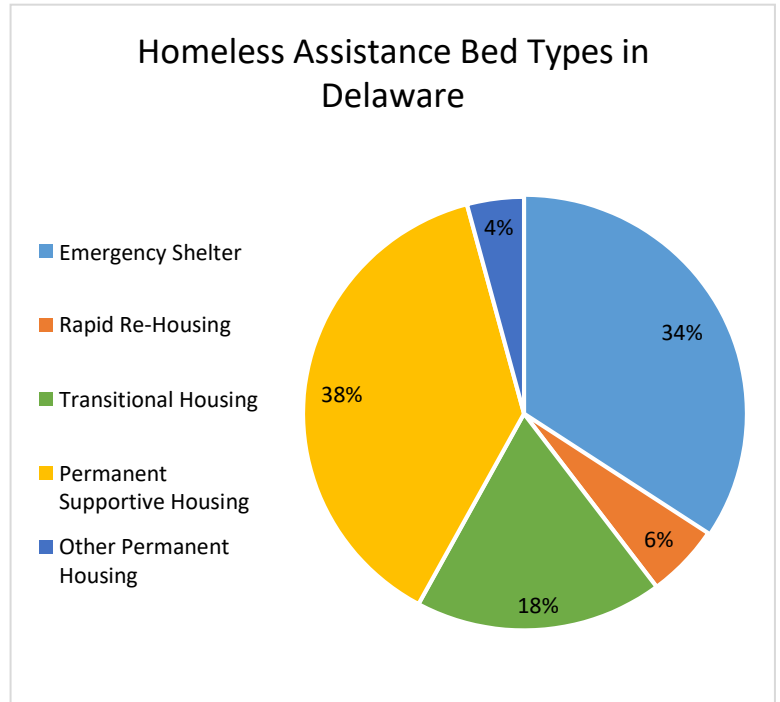
Bed Counts: There are a total of 2,403 beds in Delaware’s homeless response system in the 2019. Of those beds, 1,261 (52%) are temporary shelter beds, such as emergency shelter, transitional housing, hotel/ motel vouchers, domestic violence shelters, or weather-related beds such as a Code Purple sanctuary. There are 1,142 (48%) permanent housing beds for households experiencing homelessness through Rapid Re-housing, Permanent Supportive Housing, and Other Permanent Housing.

¹An individual who (a) i. Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and ii. Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years for a cumulative total of 12 months or more; and iii. Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability. (b) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

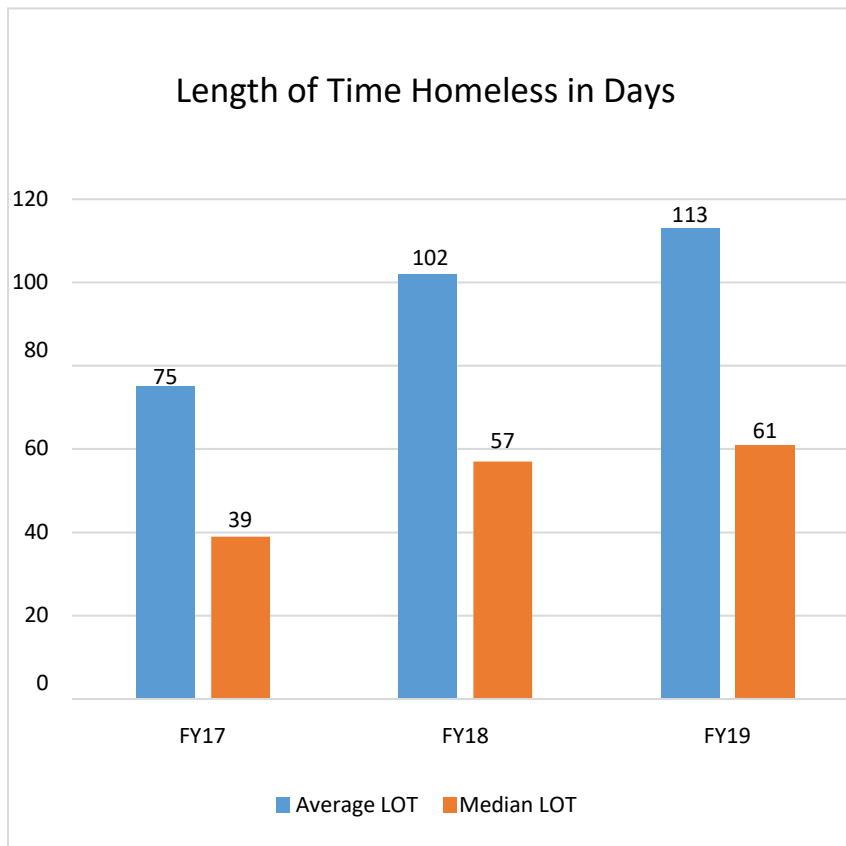
Bed Types: There are 824 Emergency Shelter beds (including 92 for people fleeing domestic violence), 437 Transitional Housing beds, 131 Rapid Re-Housing beds, 911 Permanent Supportive Housing beds, and 100 Other Permanent Housing beds in Delaware in 2019.

Of the 911 PSH beds in Delaware, 744 (82%) provide housing to the chronically homeless population. The other 18% are HUD-VASH beds for homeless veterans. These housing vouchers are administered by local housing authorities in partnership with the Wilmington VA Medical Center.

Of the 1,261 emergency beds, 36% are in New Castle County, 21% are in Kent County, and 11% are in Sussex County.



VI. System Performance Measures



Length of Time Homeless

This measure tells us how quickly people who are experiencing homelessness move back into permanent housing in our community. The longer someone is homeless the more likely they are to have deteriorating mental and/or physical health, aggravated substance abuse problems, or the loss of familial or other community supports. As a community we are working to decrease the average length of time that an individual or family is homeless in Delaware.

In FY19 people in Delaware experienced homelessness for an average of 113 days. This shows an increase of about 11%. This increase in length of time is contributed largely in part to large PSH

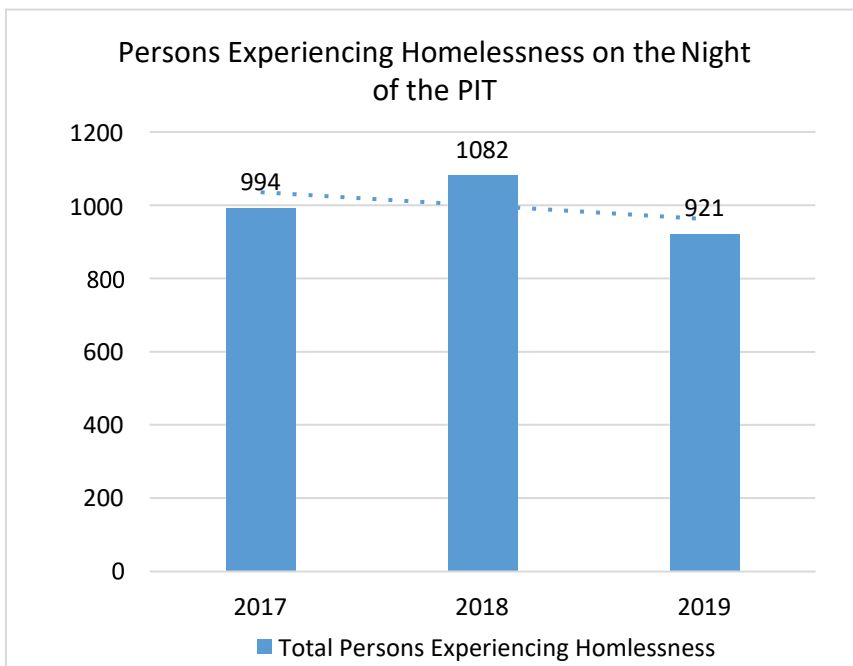
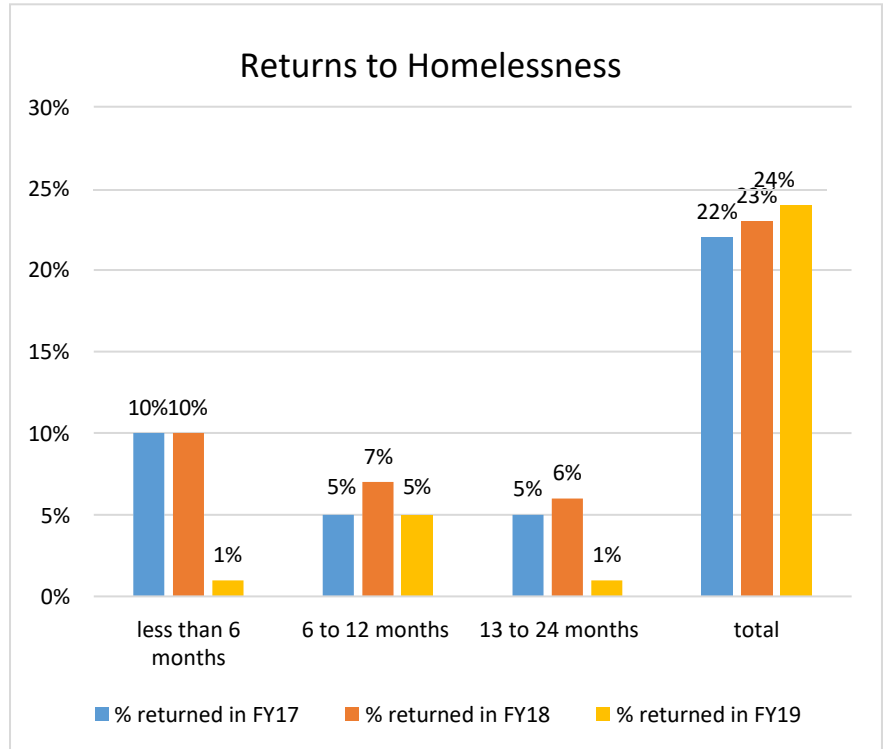
and RRH priority wait lists and lack of permanent housing inventory. On average, only 3 PSH referrals were requested and sent each month in FY19 (25 households totaling 32 individuals). There are 75 clients on the PSH priority wait list.

Returns to Homelessness

This measure tells us the rate at which people who move from homelessness to permanent housing are returning to homelessness again in our communities.

This measure includes all clients who exited to a permanent housing destination from emergency shelter (ES), transitional housing (TH), rapid re-housing (RRH) or permanent supportive housing (PSH). Of those clients, it calculates how many returned to homelessness within 2 years, and how quickly they returned.

In FY19, 24% of people returned to homelessness within 2 years.



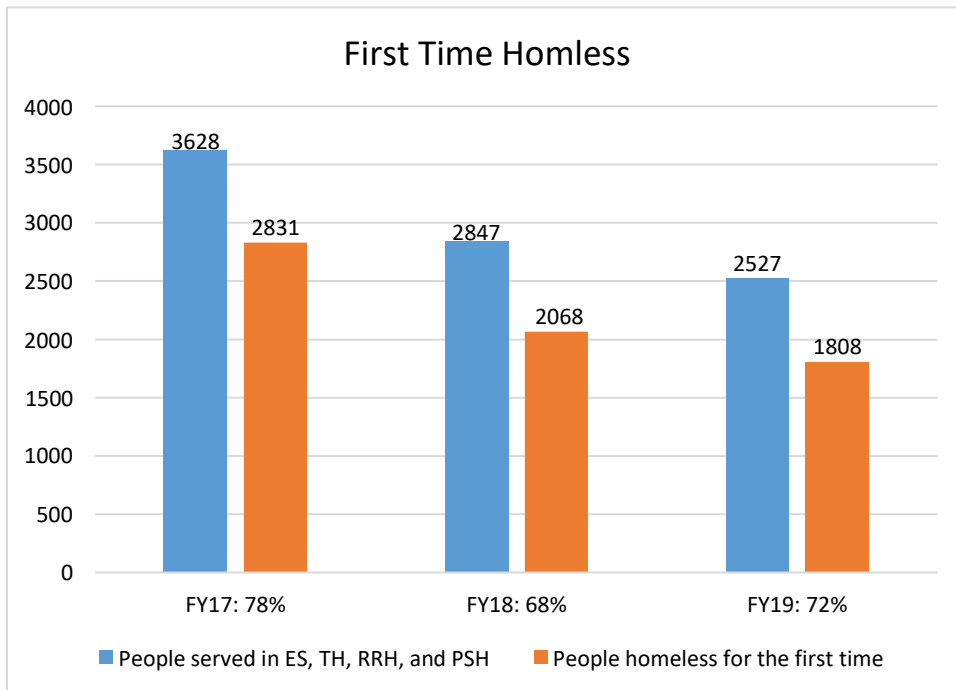
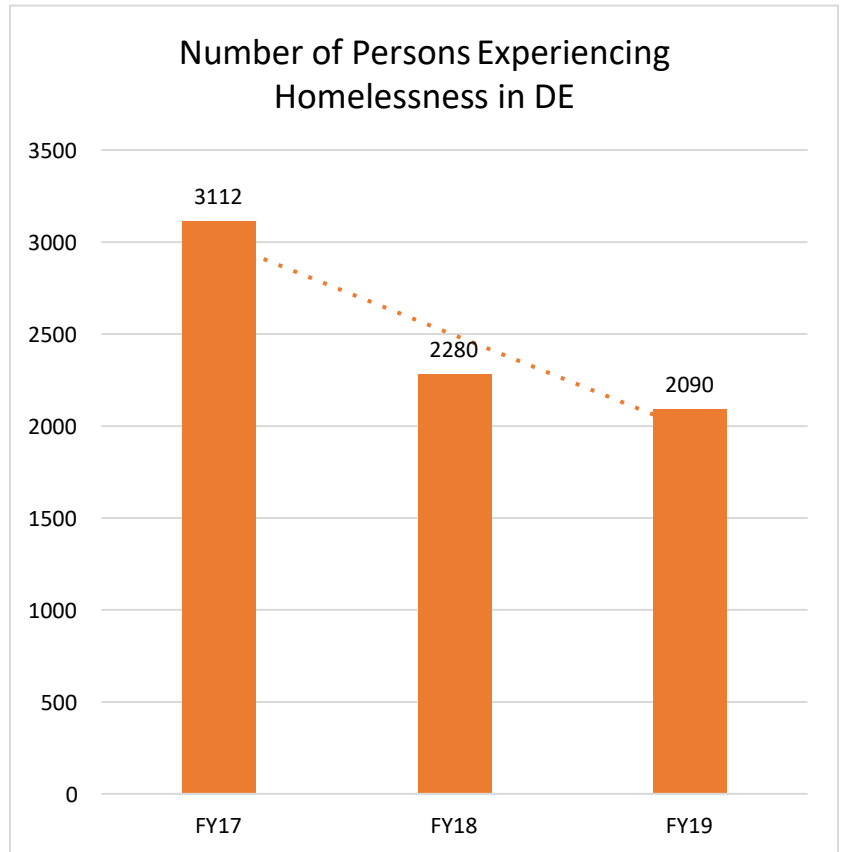
Change in Point-in-Time (PIT) Counts

This measure compares number of sheltered and unsheltered individuals in Delaware’s annual Point in Time (PIT) count. Tracking the PIT count helps our community determine if we are decreasing incidents of homelessness in our community over time. The PIT includes all people sleeping in emergency shelter, transitional housing, and places not meant for human habitation on one given night during the last 10 days of January each year.

Total Number of People who Experience (Sheltered) Homelessness in Delaware

2,090 people were homeless and served by a shelter or transitional housing program from October 2018 – September 2019. This is a decrease of 8.33%.

Since FY18 an emergency shelter project in NCC was partially closed due to renovations. This resulted in a reduction of 164 unduplicated clients served from FY17 to FY18. In addition, a second shelter in NCC was shut down during FY18; the same shelter that added 700 unduplicated clients served to the system in FY17, reduced the system by 700 unduplicated clients served in FY18. The temporary reduction of beds in one shelter and the closing of another, accounts for the total drop in sheltered homelessness in FY18 – FY19.



First Time Homeless

In FY19, 72% of people who experienced homelessness in Delaware were homeless for the first time.

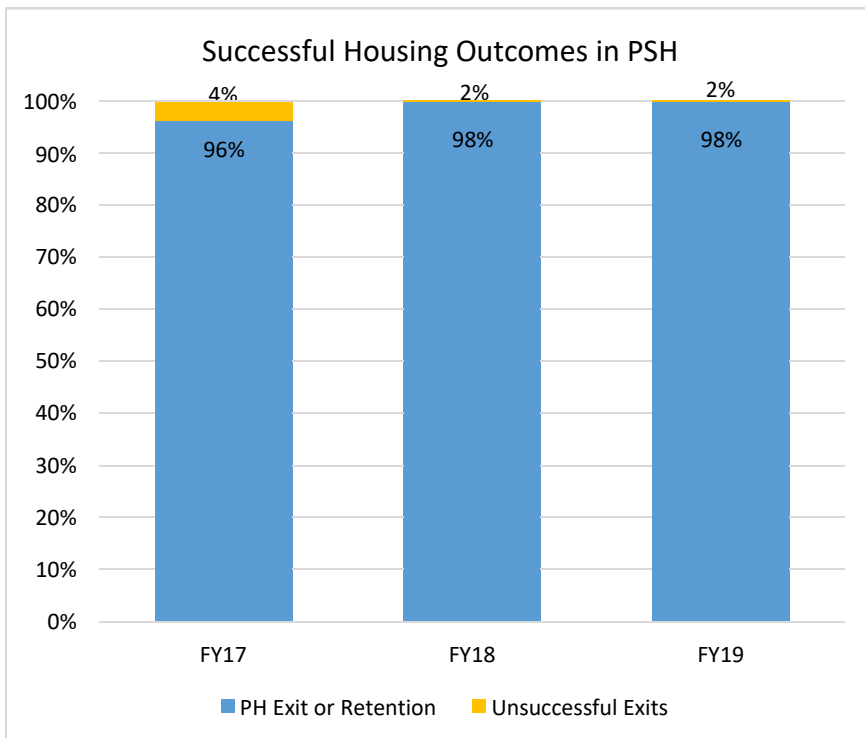
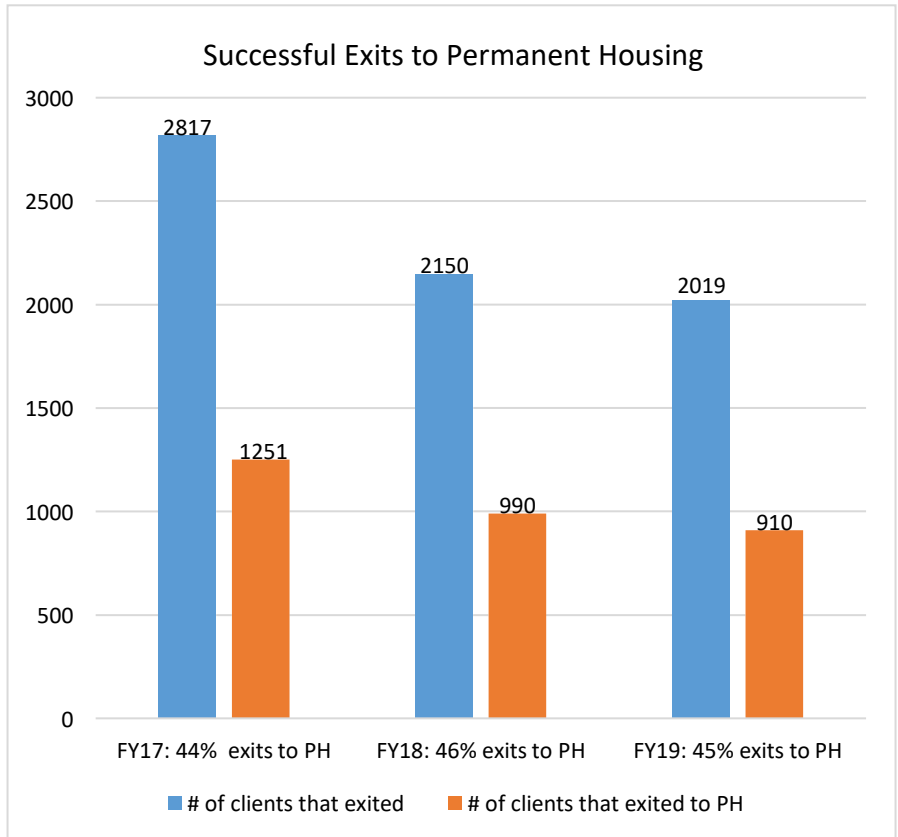
Though 260 less people experienced homelessness for the first time in FY19 than in FY18, the rate of first time homelessness increased by 4%. This is due to a decrease in the overall homeless population in FY19.

Successful Permanent Housing Outcomes (for ES, TH, and RRH Projects)

This measure tells us how effective our community is at helping homeless households access permanent housing.

In FY19, 45% of people (adults and children) served by a homeless assistance project in Delaware moved from homelessness to permanent housing.

The Delaware CoC previously set a goal to increase this performance outcome to 60%. This year, the CoC will continue to implement strategies to increase this performance outcome.



Successful Housing Outcomes in Permanent Supportive Housing

Permanent Supportive Housing (PSH) provides a permanent housing subsidy to people experiencing homelessness who have a disability, including those who are chronically homeless. Additionally, supportive services are provided to each client to help them maintain stable housing.

People who experience chronic homelessness have been homeless on the streets or in emergency shelters for more than 1 year and have a diagnosed disability that makes it hard for them to live independently

In Delaware, 98% of people served by PSH either remain in PSH or leave for another permanent housing option. This remained the same from FY18 to FY19.

Income Growth in Continuum of Care Funded Projects

This performance measure is only calculated for homeless assistance projects that receive federal CoC funding from the U.S. Department of Housing and Urban Development.

It measures the rate of adults served whose incomes increase from the time they enter a project to the time that they exit the project.

In FY19, 30% of adults served increased their household incomes. This remained the same from FY18 to FY19.

