

# HPRP HMIS Tip of the Week 1

## Exit Data: How Your QPR is Affected by Your Exit Data

Where do your clients end up going? In your reporting, some of the most important conclusions about the success of your program are drawn from your client destinations, or your exit data. Your exit data gets reported on your Quarterly Progress Report (QPR) on pages 2 and 3. This report goes to the state and to HUD. Following is an example of how a typical (but busy) agency's exit data (Page 2 of the QPR) will look.

**Homelessness Prevention Housing Outcomes**

**Reporting Quarter (Q): 1/1/10 - 3/31/10**  
**Grant to Date (GTD): 9/15/09 - 3/31/10**

What is a "leaver"???? A "leaver" is a client with an entry date and an exit date. A "stayer" is a client with an entry date but no exit date.

**Homelessness Prevention**  
**Housing Outcomes of Persons Served (All Leavers Only)**

Destinations	Q			GTD		
	N	%	% of Total	N	%	% of Total
<b>Permanent Destinations</b>						
Permanent supportive housing for formerly homeless	3	0.2%	0.2%	3	0.2%	0.2%
Rental by client, no housing subsidy	1,546	84.3%	80.1%	1,546	84.3%	80.1%
Rental by client, VASH housing subsidy	8	0.4%	0.4%	8	0.4%	0.4%
Rental by client, other (non-VASH) housing subsidy	224	12.2%	11.6%	224	12.2%	11.6%
Owned by client, no housing subsidy	45	2.5%	2.3%	45	2.5%	2.3%
Owned by client, with housing subsidy	3	0.2%	0.2%	3	0.2%	0.2%
Staying or living with family, permanent tenure	1	0.1%	0.1%	1	0.1%	0.1%
Staying or living with friend, permanent tenure	3	0.2%	0.2%	3	0.2%	0.2%
<b>Total Persons Leaving for Permanent Destinations</b>	<b>1,243</b>	<b>100.0%</b>	<b>95.5%</b>	<b>1,243</b>	<b>100.0%</b>	<b>95.5%</b>
<b>Temporary Destinations</b>						
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	2	0.1%	0.1%	2	0.1%	0.1%
Transitional housing for homeless persons (including homeless youth)	4	0.2%	0.2%	4	0.2%	0.2%
Staying or living with family, temporary tenure	8	0.4%	0.4%	8	0.4%	0.4%
Staying or living with friend, temporary tenure	0	0.0%	0.0%	0	0.0%	0.0%
Hotel or motel paid for without emergency shelter voucher	0	0.0%	0.0%	0	0.0%	0.0%
Place not meant for human habitation	0	0.0%	0.0%	0	0.0%	0.0%
Safe Haven	0	0.0%	0.0%	0	0.0%	0.0%
<b>Total Persons Leaving for Temporary Destinations</b>	<b>8</b>	<b>100.0%</b>	<b>0.7%</b>	<b>8</b>	<b>100.0%</b>	<b>0.7%</b>
<b>Institutional Destinations</b>						
Psychiatric hospital or other psychiatric facility	0	0.0%	0.0%	0	0.0%	0.0%
Substance abuse treatment facility or detox center	0	0.0%	0.0%	0	0.0%	0.0%
Hospital (non-psychiatric)	0	0.0%	0.0%	0	0.0%	0.0%
Jail, prison or juvenile detention facility	1	0.1%	0.1%	1	0.1%	0.1%
Foster care home or foster care group home	0	0.0%	0.0%	0	0.0%	0.0%
<b>Total Persons Leaving for Institutional Destinations</b>	<b>1</b>	<b>100.0%</b>	<b>0.1%</b>	<b>1</b>	<b>100.0%</b>	<b>0.1%</b>
Other	30	2.3%	2.3%	30	2.3%	2.3%
Deceased	0	0.0%	0.0%	0	0.0%	0.0%
Don't know / refused	20	1.5%	1.2%	20	1.5%	1.2%
Missing this information	0	0.0%	0.0%	0	0.0%	0.0%
<b>TOTAL PERSONS WHO LEFT THE PROGRAM</b>	<b>1,302</b>	<b>100.0%</b>	<b>100.0%</b>	<b>1,302</b>	<b>100.0%</b>	<b>100.0%</b>

These are great numbers! All these leavers are in permanent destinations after having been at imminent risk of losing housing. Yay HPRP!

These are bad outcomes. What happened?

This might be questioned.

This is only about 1% of this agency's leavers. Not bad.

Total # of Leavers between the Grant Start and the End of the Quarter: 1,930!

Figure 1: Leaver Page of the QPR

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Notice in Figure 1 that the first section of numbers refers to permanent destinations. Since the aim of the HPRP program is to place clients into permanent destinations, most of your numbers should be in this section.

The second section refers to temporary destinations and is considered to include mostly bad outcomes, so if you have clients who land in this section, be sure you can explain the circumstances.

Institutional destinations are inevitable, so just like anything else, be sure you have selected the correct answer for that particular client.

The last section includes "Other" and "Don't Know/Refused" destinations. Grant managers are expecting to see low percentages here. Obviously some clients will simply not come back and be unreachable by phone. "Other" should only be used when there is another destination not listed in the very extensive list of destinations. This 57 you are seeing in Figure 1 would likely be questioned to make sure there isn't another destination that should be listed or there isn't a misunderstanding about some of the destinations and what they include.

Notice that the total number of leavers in the image is 1,930. There is no set percentage of total unduplicated clients from the first page of your QPR that this number should be, but the number should be accurate for your agency. If your agency tends to enter and exit clients quickly, then most of the clients on your QPR's first page will also be here on the Leavers page and the numbers will be close. But if you tend to help people for longer durations, you will see a greater difference between your number of leavers vs your total number of clients.

Your agency will have all zeroes on your Leavers page if you have not been exiting your clients from your program in HMIS. One of the problems many agencies run into is that while we know *how* to exit a client in ServicePoint, it is trickier to pinpoint which clients need exiting and when. So the next Tip of the Week will address how to identify those clients who possibly need exiting.

Because this is an issue that is necessary to fully discuss sooner rather than later, the next "Tip of the Week" will actually be sent out right behind this one. The topic is too big to compile into one document, so first digest the concepts in this one then read the next one when you are feeling ready!

*Comments, questions, and feedback are welcome. If you would like to not receive HPRP HMIS Topic of the Week anymore or would like to be included, please email [genelledenzin@cohhio.org](mailto:genelledenzin@cohhio.org).*