
SYSTEM PERFORMANCE MEASURES

This document is meant to highlight how each measure is generated from HMIS and which data elements are pulled into each measure.

MEASURE 1: LENGTH OF TIME PERSONS REMAIN HOMELESS

Measure 1 looks at the length of time clients are homeless. The goal of this measure is to show that your CoC is helping to reduce the average and median length of time that clients remain homeless. To be included in Measure 1, a client must have spent at least one night in an Emergency Shelter (ES), Safe Haven (SH), Transitional Housing (TH), Permanent Housing (PH), or Rapid Rehousing (RRH) project during the reporting period.

This measure is split into two parts, each with an identical table. The first row of each table counts the clients enrolled in ES and SH projects, while the second row counts clients enrolled in ES, SH, and TH (Measure 1a) or ES, SH, TH, PSH, and RRH (Measure 1b) projects. In regard to columns, the first shows the total number of clients counted in each row, the next shows the average length of time homeless, and the final shows the median length of time homeless.

- **Metric 1a** looks only at the client's *admission dates and discharge dates* to determine the average and median length of time homeless across the relevant universe of projects
- **Metric 1b** looks at the client's *admission date and discharge date, as well as data from his/her "Approximate Date Started" field and "Permanent Housing Move-In Date*. If "Approximate Date Started" is available, this becomes the client's "Adjusted Entry Date," which is then used in the calculations just as if it were the client's actual entry date. The Permanent Housing Move-In Date is used to calculate the amount of time a client enrolled in PH or RRH spent homeless prior to moving into Permanent Housing.

MEASURE 2: THE EXTENT TO WHICH PERSONS WHO EXIT HOMELESSNESS TO PERMANENT HOUSING DESTINATIONS RETURN TO HOMELESSNESS

Measure 2 looks at clients who exited Street Outreach (SO), Emergency Shelter (ES), Transitional Housing (TH), Safe Haven (SH), Permanent Housing (PH,) pr Rapid Rehousing (RRH) projects with a *permanent housing destination in the date range two years prior to the report date range*, to see how many returned to homelessness within 6 months, 12 months, and 24 months. This measure is sometimes referred to as the "recidivism rate" for homelessness.

This measure is broken down into two tables.

- **Metric 2a** looks at how many of the clients returned to homelessness up to 12 months after their initial exit. The second table
- **Metric 2b** looks at how many of the clients returned to homelessness up to 24 months after their initial exit.

Each table contains a separate row for each project type, as well as a "Total" row that looks at all clients who exited to permanent housing. (Keep in mind that the Total row is not a sum of the other rows because one client may have been served by more than one type of project.)

The first column of each table shows the "Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)." For example, if the date range for the report is 10/1/2021 to 9/30/2022, the report will look at discharges that happened between 10/1/2019 and 9/30/2020 to find clients with a *"Destination" that was classified as a Permanent Housing destination*. If a client has more than one discharge during the two years prior to the reporting period, the report will use the earliest discharge that had a Permanent Housing destination.

Permanent Housing destinations include the following options found in the "Destination" drop-down at discharge:

- Moved from one HOPWA funded project to HOPWA PH
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Permanent housing (other than RRH) for formerly homeless persons
- Rental by client, no ongoing housing subsidy
- Rental by client, with GPD TIP housing subsidy
- Rental by client, with other ongoing housing subsidy
- Rental by client, with VASH housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Rental by client, with RRH or equivalent subsidy
- Safe Haven (this is a positive outcome for Street Outreach projects only)

The second column of each table looks at the "Number Returning to Homelessness in Less than 6 Months (0 - 180 days)." When determining returns to homelessness, the report looks for any new enrollments in SO, ES, TH, SH, or PH that come after the client's chosen discharge date. The client does not have to return to the same type of project. Returns to PH are still considered returns to homelessness since PH projects require the client to be homeless in order to be admitted.

Additional columns count the "Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)" and (in table 2b) the "Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)." A total column at the end of table 1a shows the total "Number of Returns in 1 Year" as well as the percentage of all applicable clients who returned to homelessness within 1 year. Table 1b shows the total and percentage of "Returns in 2 Years." *! Note that returns to TH and PH must be more than 14 days after the client's chosen discharge date. Returns to PH must also be more than 14 days after any other PH project stays. This makes sure that the client is not just proceeding through the continuum of care or moving from one PH project to another.*

MEASURE 3: NUMBER OF HOMELESS PERSONS

Measure 3 looks at the total number of homeless persons in your CoC.

This measure is broken down into two tables.

- **Metric 3.1** looks at the change in PIT Counts from the previous year. This data comes from the Annual Point-In-Time Count that was submitted in HDX, this data does not come from HMIS.
- **Metric 3.2** looks at the unduplicated count of clients who spent at least one night in Emergency Shelter (ES), Safe Haven (SH), or Transitional Housing (TH) during the reporting period using the client's *admission date* compared to the previous year.

The top line in Metric 3.2 gives the total unduplicated count of sheltered homeless persons from all three project types. The total line is not a sum of the other three rows because one client may have been served by more than one project type.

MEASURE 4: EMPLOYMENT AND INCOME GROWTH FOR PERSONS IN COC PROGRAM-FUNDED PROJECTS

Measure 4 looks at the income changes of clients in CoC Funded Projects.

This measure is broken up into six tables:

- **Metric 4.1: Change in earned income for adult stayers**
- **Metric 4.2: Change in non-employment cash income for adult stayers**
- **Metric 4.3: Change in total income for adult stayers**
- **Metric 4.4: Change in earned income for adult leavers**
- **Metric 4.5: Change in non-employment cash income for adult leavers**
- **Metric 4.6: Change in total income for adult leavers**

Each table has one row showing the total applicable universe of clients, a second row showing the number of clients who increased that type of income, and a third row showing the percentage of clients who increased their income.

- **Metrics 4.1, 4.2, and 4.3** relate to "stayers." A stayer is a client who was active in one or more CoC funded projects on the last day of the reporting period. To be included in the counts the client must have been 18 years old on the report start date (using a person's *Date of Birth*), and they must have been enrolled in the project for more than 365 days by the end of the reporting period. The first row in each of these three tables gives the total "Number of adults (system stayers)."
- **Metrics 4.1, 4.2, and 4.3** rely on "Annual Assessment" data for comparison purposes. An *Annual Assessment is an HMIS Info record that has an effective date within 30 days of the client's anniversary of admission (up to 30 days before or 30 days after)*. For example, if a client was admitted on June 15th of last year, then an annual update would need to be recorded (under HMIS Info on the client's face sheet) with an effective date between May 16th and July 15th of the current year in order to be considered an "Annual Assessment." Clients with no valid annual assessment will not be counted as having succeeded on any of these metrics. Clients who have been in a project for more than two years, and who have more than one Annual Assessment, will use the last two Annual Assessments for comparison purposes. Clients with only one Annual Assessment will compare that Annual Assessment to the client's income at admission.
- **Metrics 4.4, 4.5, and 4.6** relate to "leavers." A leaver is an adult client who was *discharged* from one or more CoC funded projects during the reporting period. If a client was discharged from more than one applicable project during the report period, each stay will be evaluated separately. These metrics compare the client's income at admission with the client's income at discharge.
- **Metrics 4.1 and 4.4** look at *income* with the source "Earned Income."
- **Metrics 4.2 and 4.5** look at all *income* sources *except for* "Earned Income."
- **Metrics 4.3 and 4.6** look at the total *income* amount for *all* sources.

! Please note that if a client is missing their income at admission they will not be included in the universe of clients for any of these metrics. To be considered missing the "Income from Any Source" option needs to either be blank, or set to "Client Doesn't Know," "Client Refused," or "Data Not Collected."

MEASURE 5: NUMBER OF PERSONS WHO BECAME HOMELESS FOR THE FIRST TIME

Measure 5 is a simplified look at the number of clients who became homeless for the first time. This is not intended to be a comprehensive look at first-time homelessness. This measure looks at Emergency Shelter (ES), Safe Haven (SH), Transitional Housing (TH), Permanent Housing (PH), and Rapid Rehousing (RRH). The report also only looks back up to two years before the start date of the report. This measure is divided into two tables:

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

For **Metric 5.1** the report finds each client's earliest enrollment in any ES, SH, or TH projects with an *admission date that falls within the report range*. This is the Universe of clients reported in the first row of the table. The report then looks to see if the client has any history in ES, SH, TH or PH over the two years preceding the client's admission date. If they do not, then they are counted as becoming newly homeless (row 3). If they do have previous history, they are counted in row 2.

Metric 5.2 is the same as Metric 5.1, but it also includes clients who entered a PH or RRH project during the report range. The numbers in Metric 5.2 should always be bigger than Metric 5.1.

MEASURE 7: SUCCESSFUL PLACEMENT FROM STREET OUTREACH AND SUCCESSFUL PLACEMENT IN OR RETENTION OF PERMANENT HOUSING

Measure 7 looks at the number of clients who were *discharged to Permanent Housing destinations* during the reporting period. This measure is split up into three different tables, each looking at different project types:

Metric 7a.1 - This metric looks at Street Outreach (SO) projects. The first row records all the clients who were discharged from Street Outreach projects. (Yes, you are expected to discharge clients from Street Outreach projects once your outreach team has helped place a client, or when a client disappears.) The second row records all the clients with a *discharge to a temporary or institutional setting* (as defined below). The third row records all the clients with a discharge to a permanent housing destination. The fourth row gives the percentage of successful exits. Clients counted in rows 2 and 3 are all counted as having successful exits from street outreach.

Metric 7b.1 - This metric looks at Emergency Shelter (ES), Safe Haven (SH), Transitional Housing (TH), and Rapid Re-Housing (PH-RRH) projects, as well as Permanent Housing (PH) clients who were discharged before being housed in the project (*discharged without a Permanent Housing Move-In Date recorded in HMIS*). The first row records all the clients who were discharged from these projects. The second row records all the clients with a discharge to a permanent housing destination. The third row gives the percentage of successful exits. For Rapid Re-Housing projects, all exits are used, not just the ones where there was a Housing Move In Date.

Metric 7b.2 - This metric looks at all Permanent Housing (PH) projects except for Rapid Re-Housing, and *includes only clients with a Housing Move In Date*. The first row records all the clients who were active in these projects, including both leavers and stayers. The second row records all the clients who were still present in the project on the last day of the reporting period (stayers) *OR clients who discharged to a permanent housing destination*. The third row gives the percentage of successful exits and retentions. Staying in a permanent housing project is considered just as successful as exiting to a different permanent housing destination.

The Temporary or Institution destinations which are counted as positive outcomes in Metric 7a.1 include:

- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- Foster care home or foster care group home
- Safe Haven
- Hotel or motel paid for without emergency shelter voucher
- Moved from one HOPWA funded project to HOPWA TH
- Psychiatric hospital or other psychiatric facility
- Staying or living with family, temporary tenure (e.g., room, apartment or house)
- Staying or living with friends, temporary tenure (e.g., room apartment or house)
- Substance abuse treatment facility or detox center
- Transitional housing for homeless persons (including homeless youth)
- Long-term care facility or nursing home

The Permanent Housing destinations which are counted as positive outcomes in all metrics include:

- Moved from one HOPWA funded project to HOPWA PH
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Permanent housing (other than RRH) for formerly homeless persons
- Rental by client, no ongoing housing subsidy
- Rental by client, with GPD TIP housing subsidy
- Rental by client, with other ongoing housing subsidy
- Rental by client, with VASH housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Rental by client, with RRH or equivalent subsidy
- Rental by client, with HCV voucher (tenant or project based)
- Rental by client in a public housing unit