

System Performance Measures

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System Performance Measures

- Complete picture of preventing and ending homelessness
- Looking for our system to:
 - **Divert** people from entering homelessness
 - Quickly **engage and provide a suitable intervention** for every households' homelessness
 - Have **short lengths of stay** in programs
 - Have **high rates of permanent housing exits**
 - Use data to achieve continuous improvement

Performance Data Analysis

Analysis of performance data can tell us:

- Extent to which homelessness is rare, brief and a one time experience
- Where to target efforts to become more effective
- How to prioritize system and program resources
- How to achieve continuous improvement

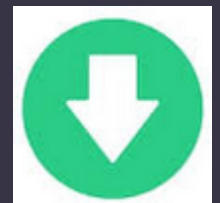
HUD System Performance Measures

- Looks at Federal Fiscal Year
(October 1st – September 30th)
- 4 years of data gathered
- Dane County, all programs in HMIS
- Compare communities to themselves
- 7 measures

Measure 1: Length of Time Persons Remain Homeless

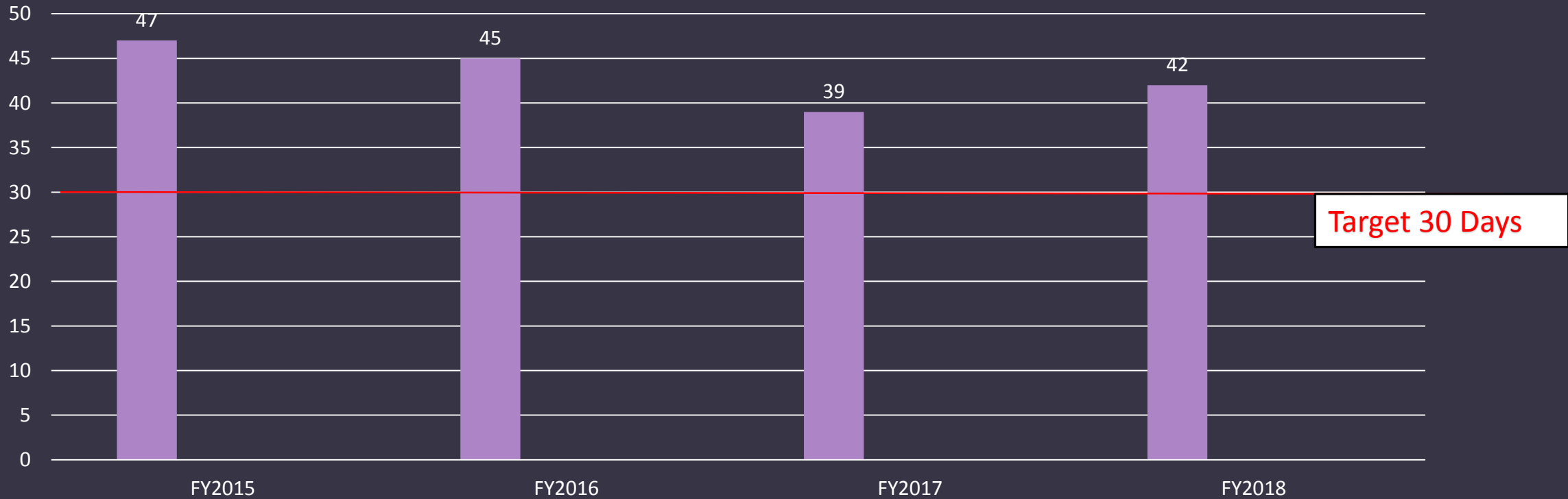
- Looks at average and median length of time people remain in homeless situations
- Days spent in emergency shelter, safe haven and transitional housing

GOAL: Reduce Length of Time Persons Remain Homeless



Metric 1a: Average Length of Time Homeless in HMIS

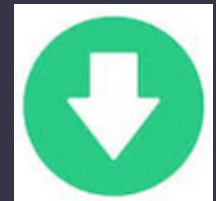
Persons in Emergency Shelter(ES) and Safe Haven(SH)



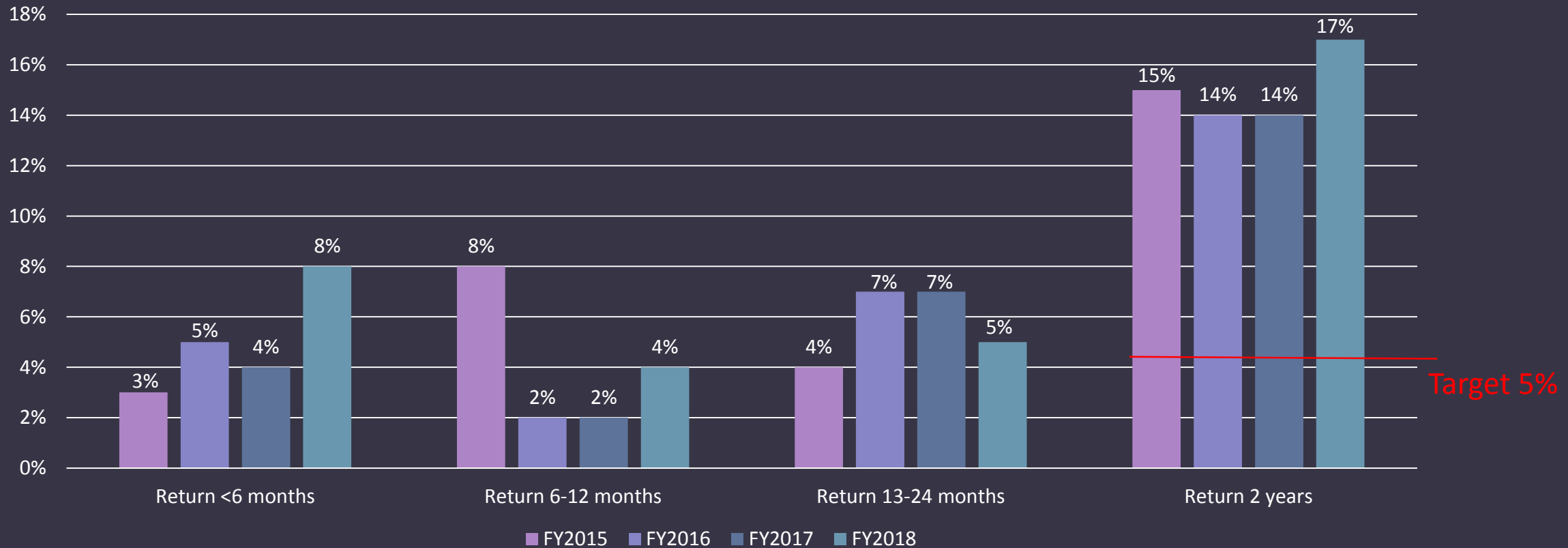
Measure 2: Extent to Which Persons Exit Homelessness Return to Homelessness

- People who exited into permanent housing returning to shelter, safe haven, or transitional housing
- Rates of return at 6, 12 and 24 months

GOAL: Reduce Percentage of Persons Returning to Homelessness



Metric 2: Returns to Homelessness among Exiters to Permanent Housing



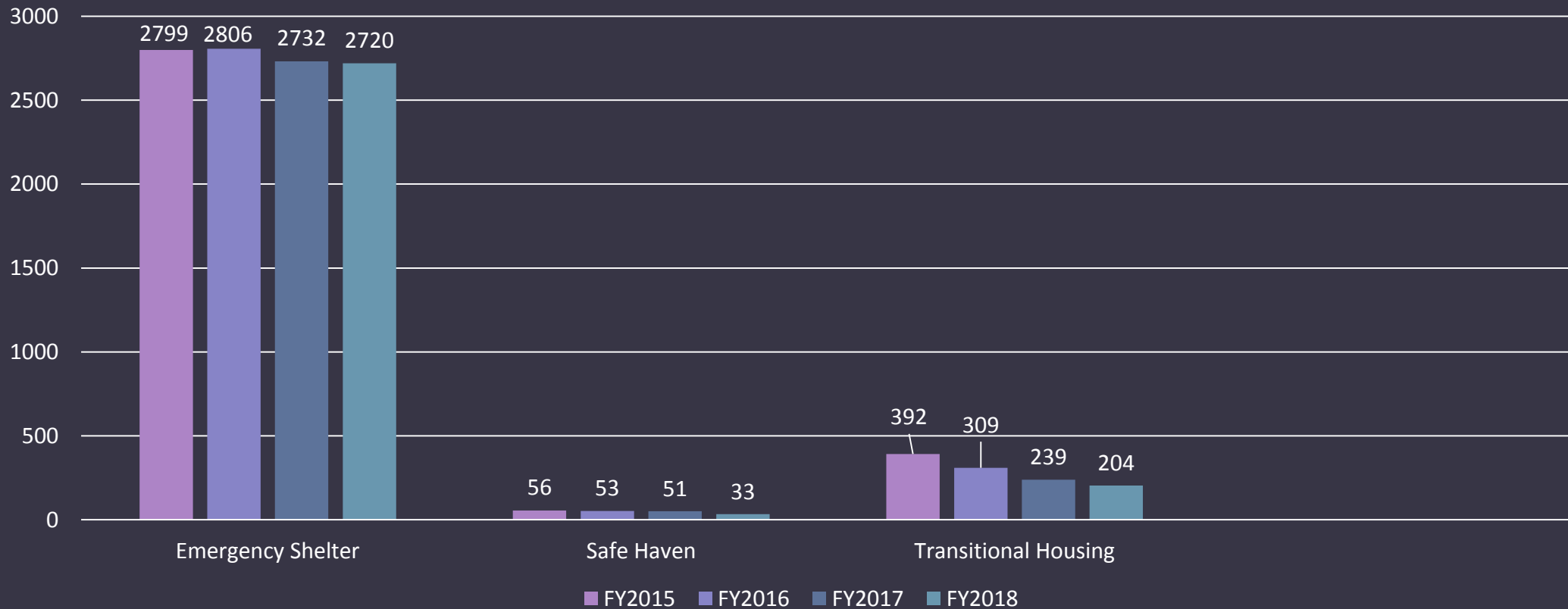
Measure 3: Number of Homeless Persons

- Basic info on how big the problem is and if it is going down
- Two Measures
 - Point in Time: # homeless on a single date
 - Annual Count: # homeless over the course of a year

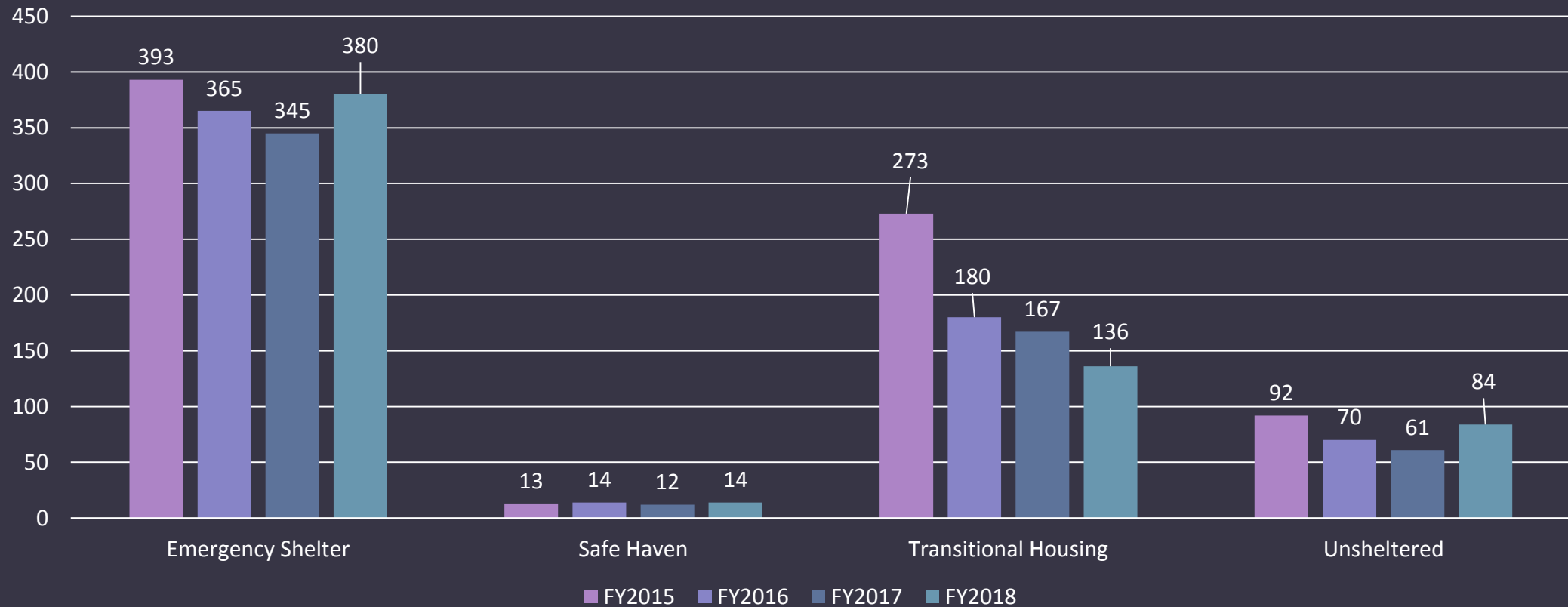
GOAL: Reduce the Total Number of People Experiencing Homelessness



Metric 3: Number of People Experiencing Homelessness – Annual Count

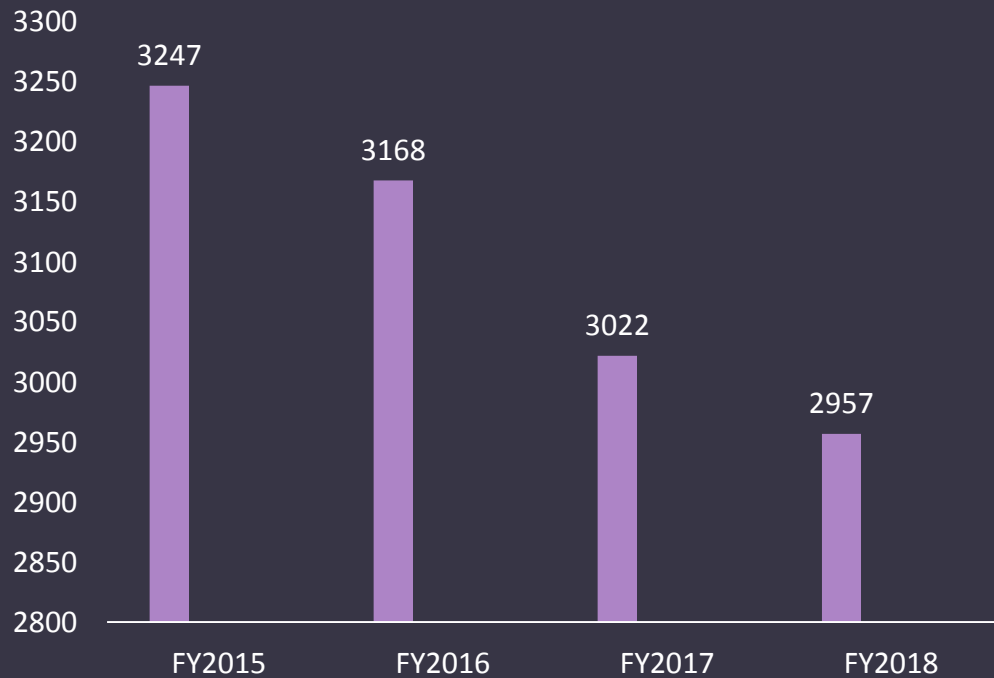


Metric 3: Number of People Experiencing Homelessness – Point in Time

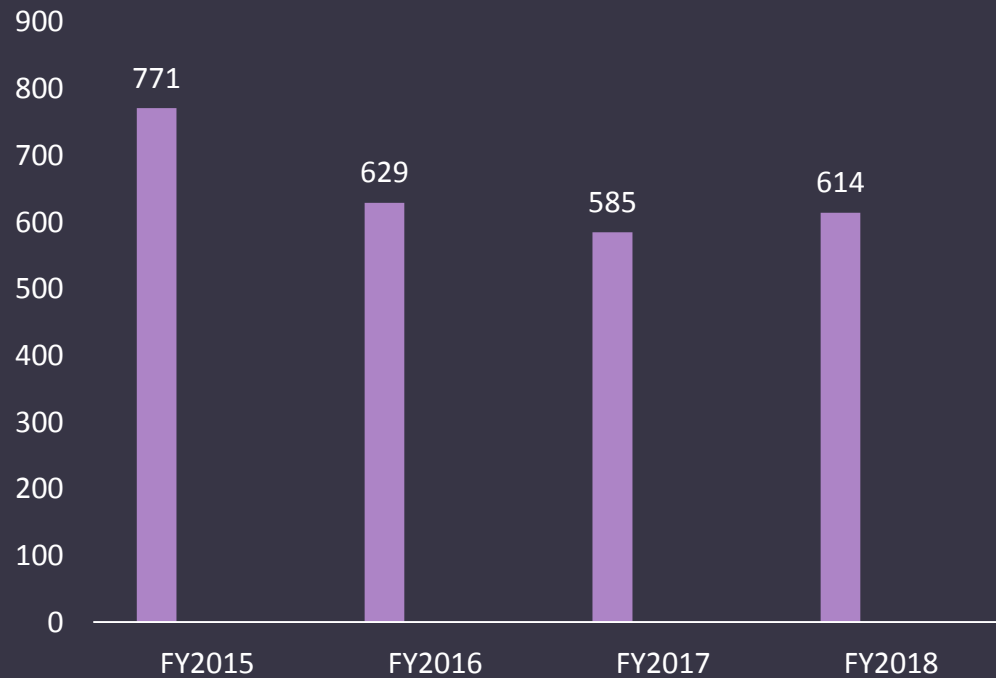


Totals: Annual Count & PIT

ANNUAL COUNT



POINT IN TIME COUNT



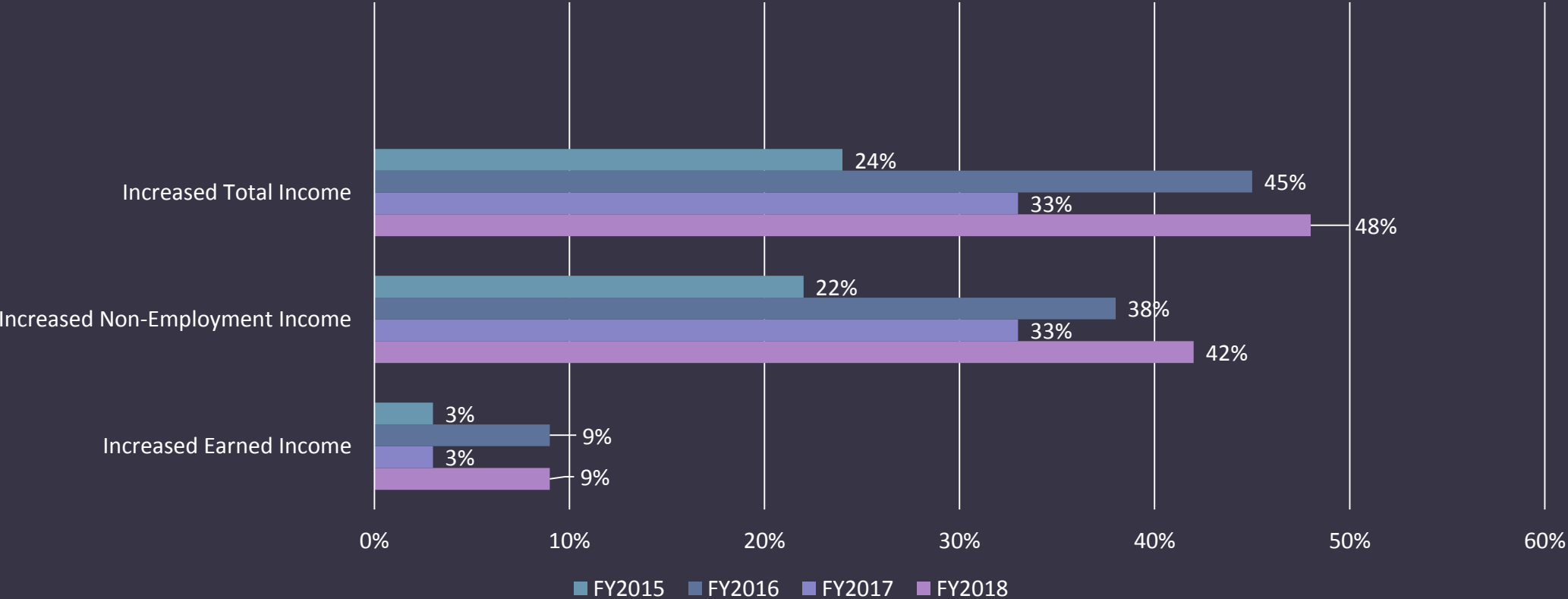
Measure 4: Employment and Income Growth for Homeless Persons

- Only measured for CoC funded programs
- Employment income and other cash income
- Compare income at entry and annual assessment or exit
- Two measures
 - Changes in income for stayers over the course of the year
 - Changes in income from project entry to exit for leavers

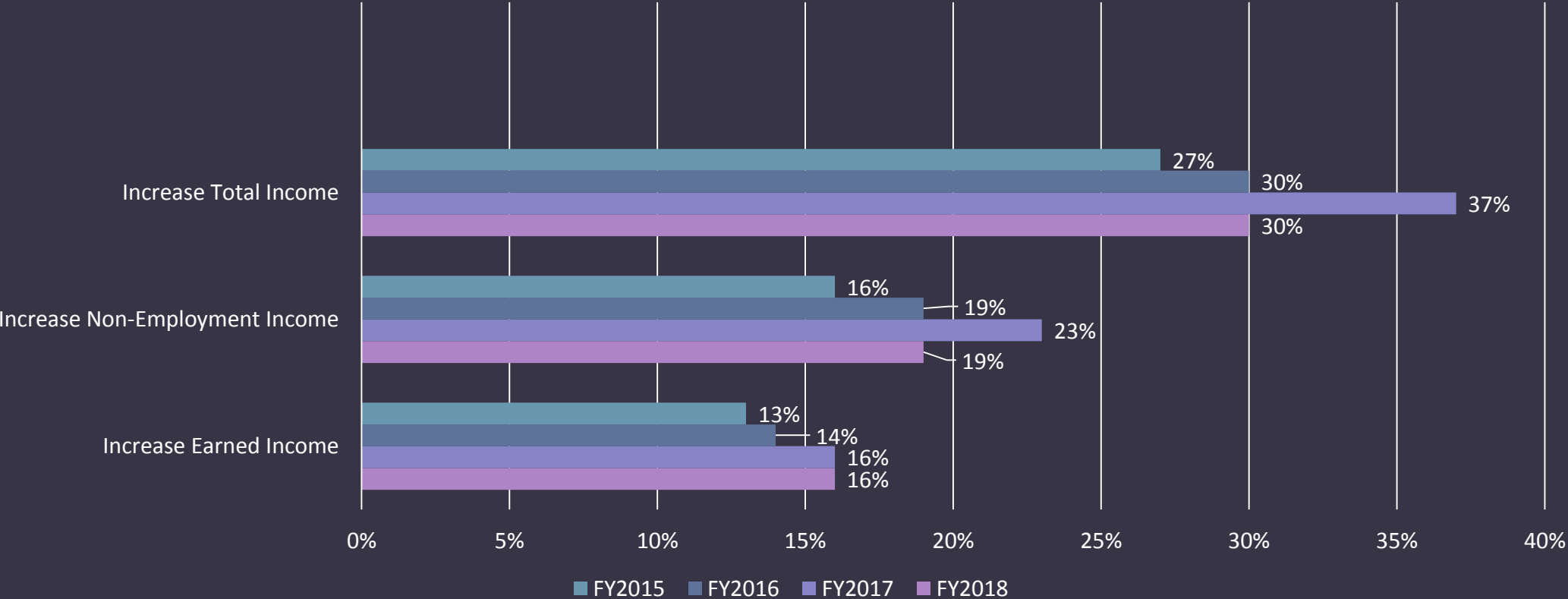
GOAL: Increase Earned and other Income for All Clients



Increase in Income for Stayers



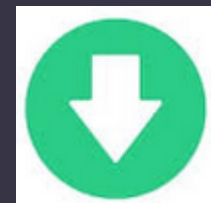
Increase in Income for Leavers



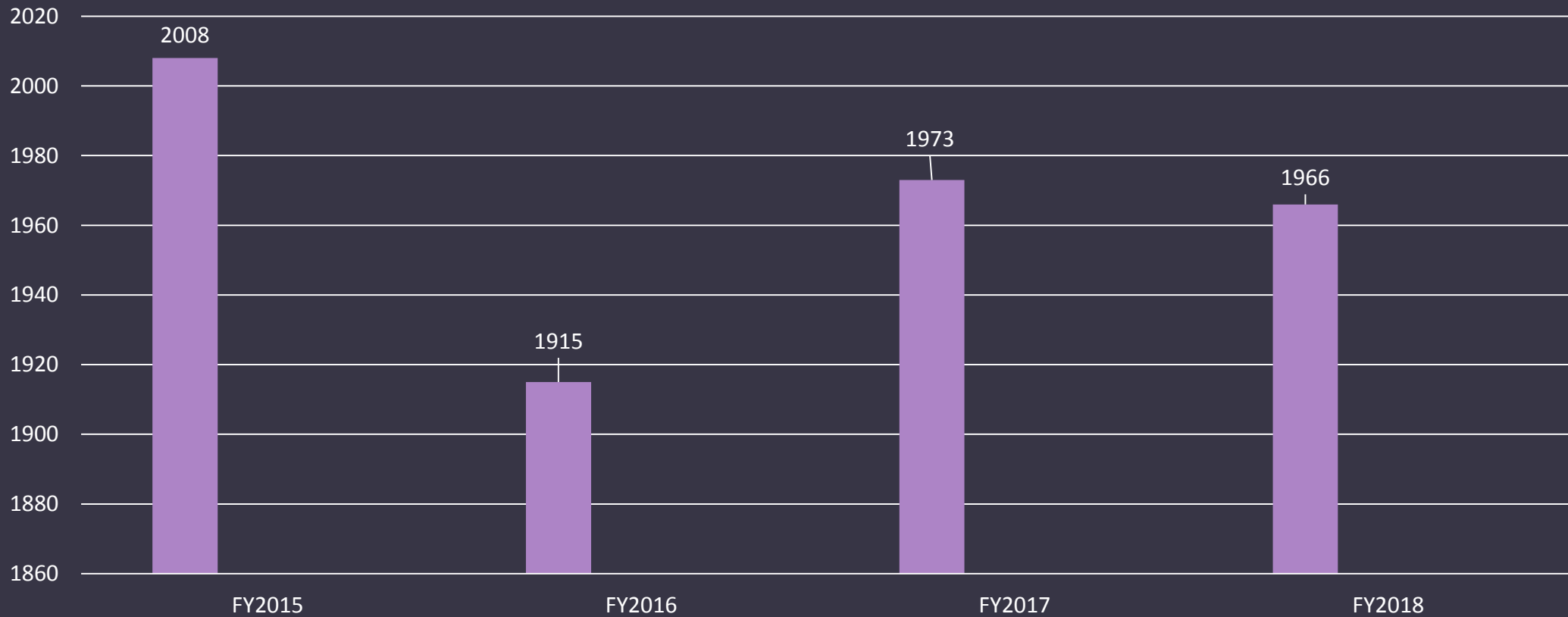
Measure 5: Number of Persons who Become Homeless for the First Time

- A person who has not been served by the community's homeless system in the two years prior to an entry into that homeless system
- Entries into emergency shelter, safe haven, transitional housing or permanent housing projects

GOAL: Decrease the Number of New Clients Entering Homelessness



Metric 5b: Newly homeless persons entering ES, TH, SH and PH projects



Measure 6: Homeless Prevention and Housing Placement of those in Category 3 of Homeless Definition

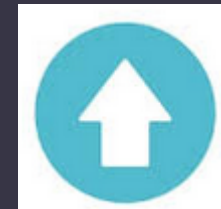
- Category 3: families with children or youth under the age of 25 who are considered homeless under other federal statutes because of their living situation but are not literally homeless
- Only measured in High Performing Communities
- Currently there are no HPC's in the country

Measure 7: Placement into Permanent Housing

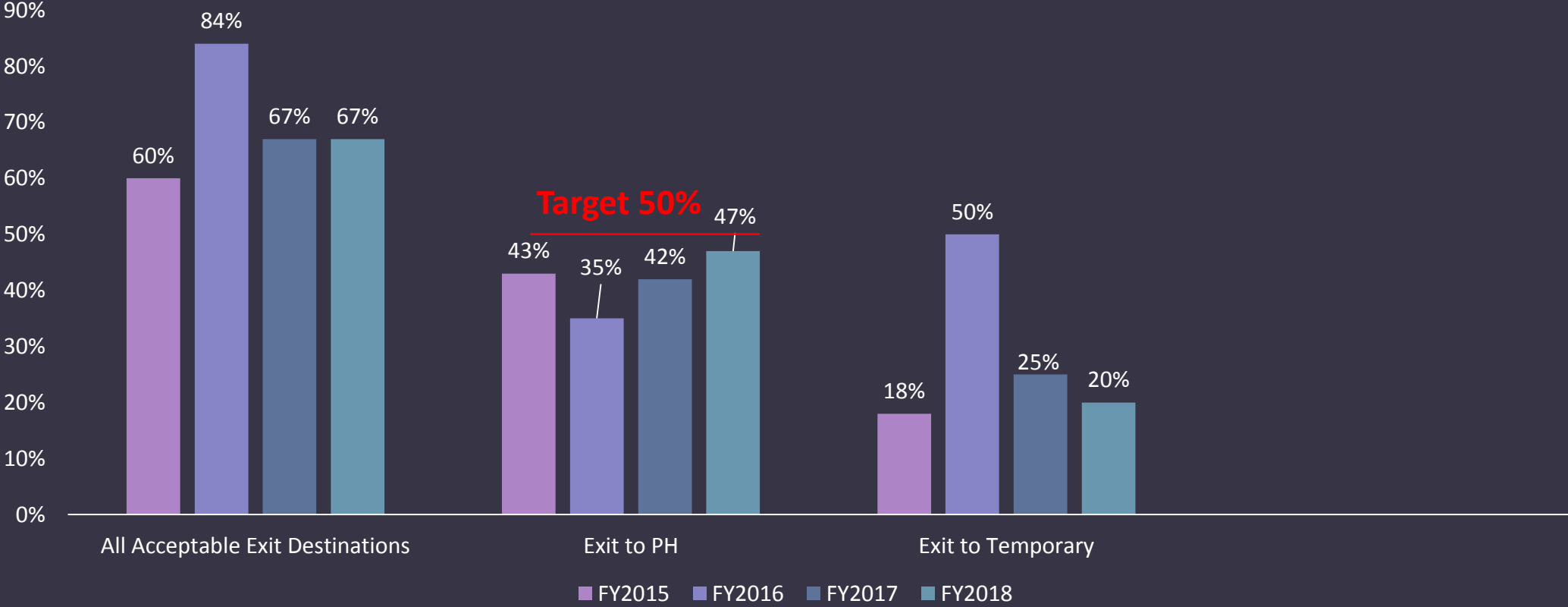
Two measures

- Housing placement for people served in street outreach projects (Moving inside is considered successful)
- Housing placement and retention for people in various sheltered or housed situations within the homeless system

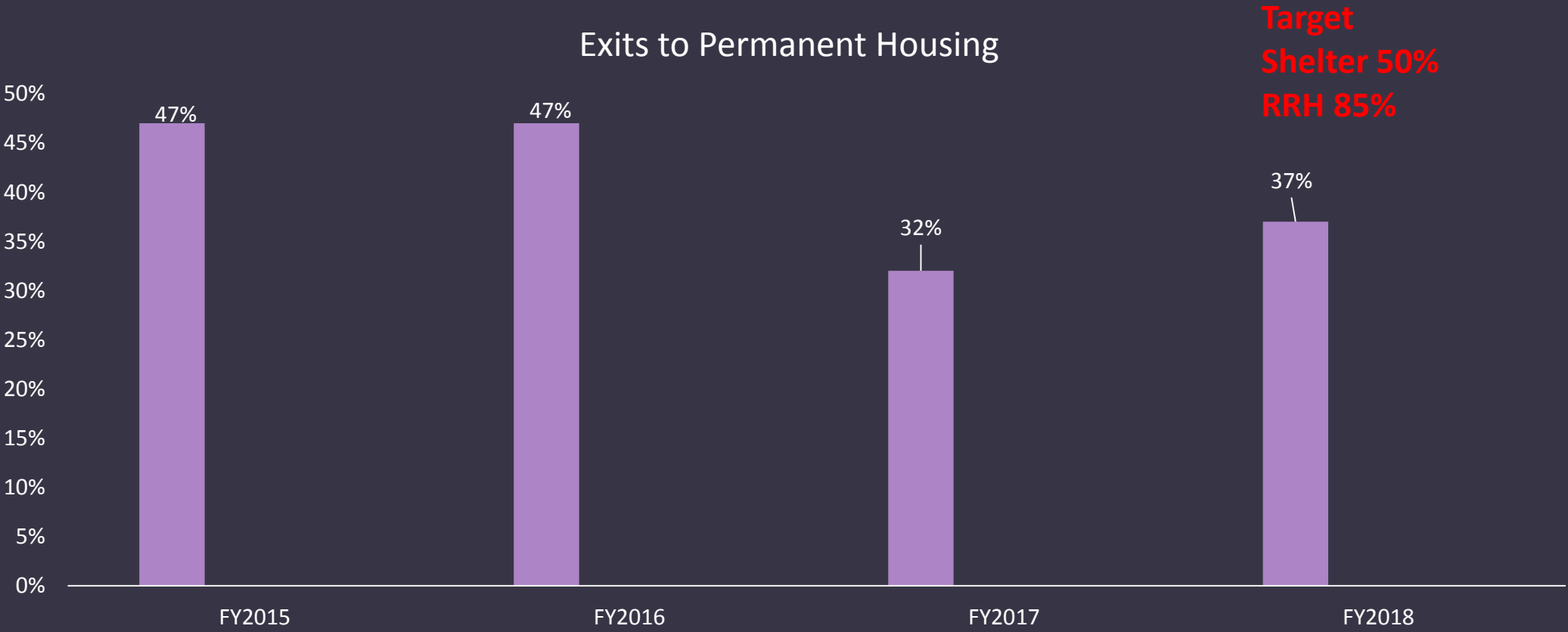
GOAL: Increase the Total Percentage of Clients Exiting to Permanent Destinations



Metric 7a: Exits from Street Outreach

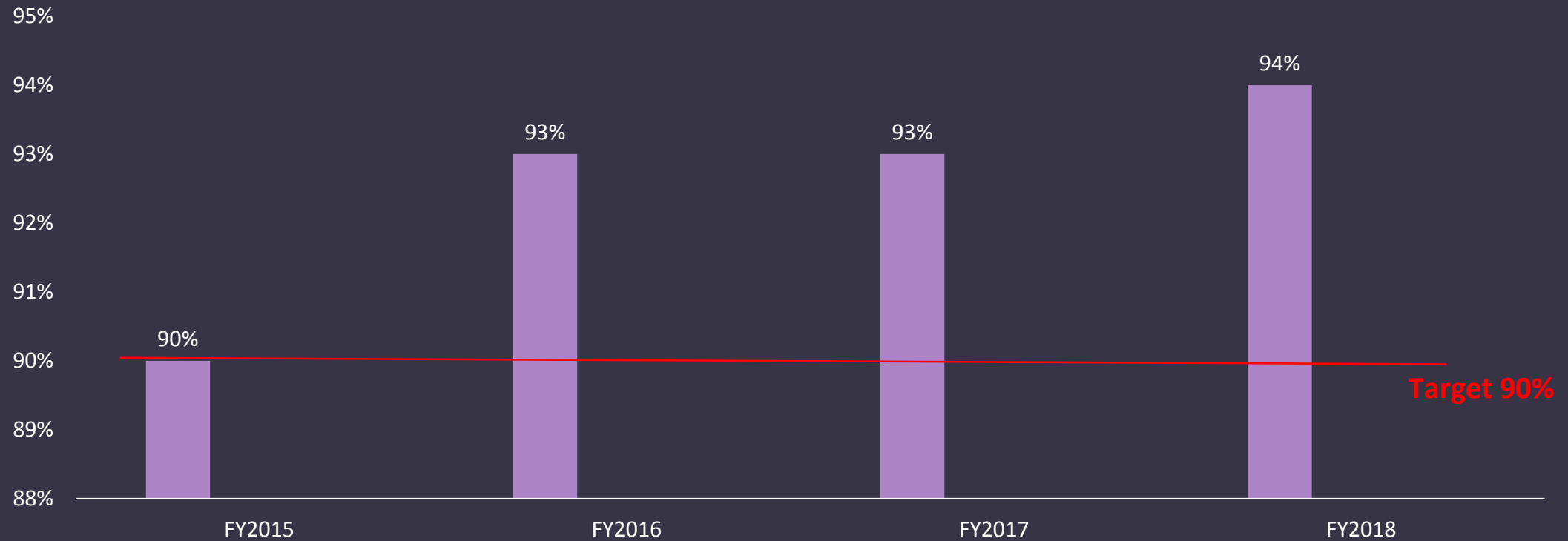


Metric 7b1: Exits from Residential Settings



Metric 7b2: Retention of Permanent Housing

Retained or Exited to other PH



Other Resources to Check Out

[Institute for Community Alliances](#)

[System Performance Comparison](#)

So, Now What???

- Need to make improvements
- Look at what is going well
- Make a plan for the system