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# System Performance Measures

An introductory guide to understanding system-level performance measurement



Version 2

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## Guidebook changes

Version	Date	Change
1	July 2014	Initial Release
2	May 2015	Updates to the Appendix, including: <ol style="list-style-type: none"><li>1. expanding Measure 4 to include two additional metrics that reflects total income change, and</li><li>2. Clarifying that Measure 5's client universe is limited to those <b>entering</b> the applicable project types during the reporting period</li></ol>

## I. Introduction

In 2009, the McKinney-Vento Homeless Assistance Act (Act) was amended by the [Homeless Emergency Assistance and Rapid Transition to Housing Act \(HEARTH Act\)](#). Among other changes, the amended Act consolidated three separate HUD homeless assistance programs (Supportive Housing Program, Shelter Plus Care program, and Section 8 Moderate Rehabilitation Single Room Occupancy program) into a single grant program, known as the Continuum of Care (CoC) Program. Additionally, the Emergency Shelter Grants program was revised and renamed the Emergency Solutions Grants (ESG) Program. The amended Act also codified into law the CoC planning process, a longstanding part of HUD's CoC application process to assist persons experiencing homelessness by providing greater coordination in responding to their needs.

CoCs are charged with designing a local “system” to assist sheltered and unsheltered people experiencing homelessness and providing the services necessary to help them access housing and obtain long-term stability. More broadly, CoCs are to promote community-wide planning and strategic use of resources to address homelessness; enhance coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness; and improve data collection and performance measurement.

A critical aspect of the amended Act is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. To facilitate this perspective the Act now requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types. Section 427 of the Act established selection criteria for HUD to use in awarding CoC funding that require CoCs to report to HUD their system-level performance. The intent of these selection criteria are to encourage CoCs, in coordination with ESG Program recipients and all other homeless assistance stakeholders in the community, to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD. CoCs also play an integral role in jurisdictions' Consolidated Plan (Con Plan) process. CoCs are required to provide the jurisdictions with the information necessary to complete the section in the Con Plan(s) on homeless assistance provided to persons within the Con Plan jurisdictions' geographic area, including data on performance measures. HUD will use the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

The purpose of this introductory guide is to help CoCs understand how HUD expects CoCs to calculate and use these system-level performance measures as the established selection criteria for awarding CoC Program projects and to evaluate system performance. This introductory guide will be supplemented by detailed programming specifications to assist HMIS administrators and vendors program these measures for both the CoC Program Competition and Con Plan jurisdiction reporting purposes. HUD does not expect communities to fully implement these measures until such detailed specifications are issued.

## Key Terms

The following key terms are used throughout this introductory guide.

**Continuum of Care (CoC)** means the group organized to carry out the responsibilities of the CoC established under 24 CFR part 578 and that is composed of representatives of organizations including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons.

**Continuum projects** are projects, which may or may not be funded by HUD, that provide services and/or lodging, and whose primary purpose is to meet the specific needs of people who are homeless or at risk of homelessness within the CoC's geography. All ESG and CoC Program-funded projects are continuum projects, but the system should also include all non-ESG Program and non-CoC Program funded projects dedicated to serving people who are homeless.

**Consolidated Plan (Con Plan) Jurisdictions** include States, local governments, and territories that receive one or more of the following HUD formula grants: ESG, Community Development Block Grants (CDBG), HOME Investment Partnership (HOME), and/or Housing Opportunities for People With AIDS (HOPWA) formula funding.

**Independent living destination** means **permanent housing destination**.

**Permanent housing destination** comprises the following response categories that may be selected at client project exit for the HMIS data element "Destination:"

- 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 for formerly homeless persons (such as: CoC project; or HUD legacy programs; or HOPWA PH)
- Rental by client, no ongoing housing subsidy
- Rental by client, with VASH housing subsidy
- Rental by client, with GPD TIP housing subsidy
- Rental by client, with other ongoing housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure

## II. The McKinney-Vento Act Selection Criteria

### A. Performance-Based Selection Criteria

The following selection criteria are outlined in Section 427 of the Act to measure the performance of applicants' homeless assistance systems:

- **The length of time individuals and families remain homeless.** Meeting this criterion will be based on demonstrating a reduction of the average and median length of time persons enrolled in emergency shelter, transitional housing, or safe haven projects experience homelessness.

- **The extent to which individuals and families who leave homelessness experience additional spells of homelessness.** Meeting this criterion will be based on demonstrating a reduction in the percent of persons who have left homelessness (i.e., exited continuum projects into permanent housing destinations) who return to homelessness (i.e., return to continuum projects for which homelessness is an eligibility criterion).
- **The thoroughness of grantees in reaching homeless individuals and families.** Meeting this criterion will be based on narrative question(s) about the community’s coordinated entry system, the geographic coverage of continuum projects, and the community’s street outreach efforts. This introductory guide does not include any quantitative measures for this criterion, but HUD may establish measures in the future.
- **Overall reduction in the number of homeless individuals and families.** Meeting this criterion will be based on demonstrating a reduction in the number of homeless individuals and families identified in the Point-in-Time (PIT) sheltered and unsheltered counts and annual sheltered data within the CoC over time.
- **Jobs and income growth for homeless individuals and families.** Meeting this criterion will be based on demonstrating that the percent of homeless adults being served in CoC Program projects increase their earned (i.e., employment) income and/or other income between their enrollment in the system and their exit (or follow-up assessment).
- **Success at reducing the number of individuals and families who become homeless.** Meeting this criterion will be based on demonstrating a reduction in the number of persons experiencing homelessness for the first time.
- For CoCs that have been approved by HUD to serve families with children and youth defined as homeless under paragraph (3) of HUD’s homeless definition, as found in [\*Homeless Emergency Assistance and Rapid Transition to Housing: Defining “Homeless,”\*](#) success in:
  - a. **Preventing homelessness among this subset of families and youth;** or
  - b. **Achieving independent living in permanent housing among this subset.**

Meeting these criteria will be based on demonstrating an increase in the percent of persons served in continuum projects that exit to or retain permanent housing destinations; and, a reduction in the percent of persons who have left homelessness who returned to continuum projects for which homelessness is an eligibility criterion.

In addition, HUD supplemented the statutory performance measures with two additional criteria:

- **Successful placement from street outreach.** Meeting this criterion will be based on demonstrating an increase in the percent of persons served in street outreach projects who exit to emergency shelter, safe haven, transitional housing, or permanent housing destinations.
- **Successful housing placement to or retention in a permanent housing destination.** Meeting this criterion will be based on demonstrating an increase in the percent of persons served in emergency shelter, safe haven, transitional housing, or rapid re-housing projects exit to permanent housing destinations and persons served in permanent housing projects who retain permanent housing or exit to permanent housing destinations.

Con Plan jurisdictions are also required to report on several of the system performance measures as part of their Con Plan Homeless Needs Assessment and Consolidated Annual Performance and Evaluation Reports (CAPER). Specific requirements will be provided in supplementary guidance for Con Plan jurisdictions.

An overview of how each performance measure is calculated is provided in the appendix of this introductory guide.

## **B. Developing and Implementing Performance Measures**

HUD recognizes that communities are interested in further developing system-level performance measures, and using the statutory selection criteria as a basis for establishing metrics. The measures will be reported to HUD through various vehicles, including the CoC Program Competition and the Con Plan (for Con Plan jurisdictions). HUD will continuously evaluate the way to measure performance over time and will consider making changes if reevaluation shows that there are better ways of understanding performance. For instance, when coordinated entry is more fully implemented, HUD will consider how better to incorporate the coordinated entry data into the performance measures.

In further defining and operationalizing the performance-based selection criteria, HUD sought to find a balance between developing meaningful, comprehensive performance measures and limiting additional burden for CoCs, continuum projects, and HMIS Lead agencies. Accordingly, each measure detailed in this introductory guide has been crafted to maximize the information available through universal data elements established in HUD's HMIS Data Standards, which all continuum projects in HMIS should be collecting as HMIS participants. HUD believes these measures best reflect the performance measures as stated in the Act, while limiting additional data collection and reporting burdens at the local level.

## **C. Implementation Timeline**

The Act requires HUD to use data from the performance measures as part of its selection criteria for awarding grants under the CoC Program. HUD's annual Notice of Funding Availability (NOFA) for its CoC Program Competition will provide more detail regarding how CoCs will report performance measures data to HUD. In cases where more than one measurement approach is provided (e.g., an average and a median) or multiple metrics, HUD will specify which approach and which metric(s) it will use for scoring purposes in the CoC Program NOFA. HUD may also establish performance targets (e.g., 80 percent of transitional housing leavers exit to permanent housing) as part of a specific CoC Program NOFA. Narrative questions addressing these selection criteria may be included as part of the annual CoC Program Competition until HUD believes it can request communities to provide numerical data on system-level performance measures.

Con Plan regulations, at 24 CFR 91.205(c)(1)(i) and 91.305(c)(1)(i), already require Con Plan jurisdictions to provide an estimate of some of these performance measures. HUD will provide updated instructions for developing and reporting these estimates for the Con Plan Homeless Needs Assessments and CAPER as the data from these performance measures become available in HMIS.

HUD does not expect or anticipate that CoCs will implement these measures without appropriate programming specifications for calculating CoC- or Con Plan jurisdiction-level measures. These specifications are anticipated to be released in the Spring of 2015. CoC stakeholders, including

HMIS Leads, service providers, and Con Plan jurisdictions, should use this introductory guide to become familiar with the performance measures in the time period between the release of this introductory guide and the specifications.

In the period leading up to the submission of system-level performance data, CoCs, together with their collaborative applicant and HMIS Lead, should begin the process of evaluating their system readiness for measuring system-level data. HUD recommends that CoCs take the following key action steps:

1. Become familiar with the selection criteria and process for measuring them outlined in this introductory guide;
2. Discuss the selection criteria and measurement process with the CoC Board (or current equivalent) and appropriate committees;
3. Work with the HMIS Lead and software provider to ensure they are familiar with the selection criteria and have established a plan for implementation of the performance measures consistent with the programming specifications when released;
4. Review the [HUD HMIS Data Standards](#) (updated in 2014) and work with the HMIS Lead and HMIS software provider to ensure the new requirements are implemented per HUD direction;
5. Upon release, review the programming specifications and ensure the HMIS Lead and software provider are implementing their plan to program the new measures;
6. Review and test preliminary performance measure output to ensure the results are accurate and share the results with the CoC.

#### **D. High Performing Communities**

The Act provides specific targets for some of the performance measures for CoCs seeking designation as High Performing Communities (HPCs). This introductory guide provides the building blocks necessary for CoCs interested in becoming HPCs to calculate the data for applying for HPC status. HUD will publish a Notice that will address the specific performance measure requirements for HPCs.



### III. System Performance Measurement Parameters

#### A. Data Sources

There are two primary data sources CoCs will use to collect system-level performance measures:

1. Sheltered and unsheltered PIT count data reported through HUD’s Homelessness Data Exchange (HDX).
2. Client-level outcome information based on data collected in HMIS and unduplicated across all continuum projects that contribute data to HMIS within the CoC.

#### B. Project Type Applicability

Each of the system performance measures applies to persons served in continuum projects, depending on the federal funding source (e.g., CoC Program) and provider project type. Measures applicable to the sheltered homeless population, for example, only apply to persons in emergency shelter, safe haven, and transitional housing projects because the definition of sheltered homelessness is limited to persons in these project types. Residents of permanent housing projects are, by definition, formerly homeless. All permanent housing project types (i.e., project types with the PH prefix) included are expected to have “homelessness” as a criterion for admission. If the CoC uses the permanent housing project types to also include non-homeless housing those projects serving non-homeless clients must be excluded from all measures which identify permanent housing as the project type.

The table below lists all HMIS project types included in the [2014 HMIS Data Dictionary](#). The tables in the appendix identify the specific project types included in each measure, using the abbreviations in the table below.

Abbreviation	Project Types
ES	Emergency Shelter
TH	Transitional Housing
SH	Safe Haven
PH-RRH	PH - Rapid Re-housing
PH-PSH	PH - Permanent Supportive Housing (disability required for entry)
PH	PH – Housing Only
	PH – Housing with Services (no disability required for entry)
SO	Street Outreach
SSO	Services Only
HP	Homelessness Prevention
<b>Non Applicable Project Types for Performance Measurement</b>	
	Day Shelter
	Coordinated Assessment
	Other

#### C. Reporting Period

HUD has established the reporting period for system performance measures to be consistent with the federal fiscal year (October 1 through September 30), with the exception of PIT count data collected according to HUD specifications during the fiscal year (or the prior year for

communities conducting their unsheltered counts biennially). The reporting period establishes the universe of clients for which the measures are calculated, but often the data collection period extends beyond the reporting period, depending on the measure. For example, to report on persons who become homeless for the first time, CoCs need to look back in the system to determine if a person was in the HMIS prior to the reporting period.

#### **D. Client Universe**

Measuring performance at a system level requires communities to look at patterns of project use differently than when measuring performance at the project level. At the project level we refer to the unduplicated number of persons who exit the project during the operating period (i.e., leavers) and the unduplicated number of persons who remain in the project at the end of the reporting period (i.e., stayers). For system-level performance measures it is helpful to continue to use the concept of leavers and stayers; however, CoCs must look at data from the entire system or across all continuum projects of a specific project type, as opposed to individual projects, to determine the unduplicated number of system leavers and system stayers. System leavers are persons who were in the system during the operating year but had exited from all applicable continuum project types being measured at the end of the reporting period. System stayers are persons who were in one of the applicable continuum project types being measured at the end of the reporting period, including persons who were continuously enrolled (i.e., had an open HMIS record during the entire reporting period).

The universe of clients is determined by looking at the continuum projects for project types specified in the measure and the time period the CoC must use to determine who is included in the measure. Project types will vary depending on the measure (please see the appendix to reference which project types are included in each measure). CoCs should include homeless persons in all of the projects of the project types identified for each measure unless the measure narrows the project types further by funding source. Similarly, CoCs should assume that when HUD refers to “persons” or “adults” in a measure that both system stayers and system leavers should be included in the calculation unless there is language that clearly limits the measure to only system stayers or system leavers.

#### **E. Setting Local Performance Targets**

HUD will require CoCs to report their data on the performance measures as part of the annual CoC Program Competition. HUD intends to use the performance measures data to establish national targets and for other national comparative purposes. System performance targets are intended to reflect performance across multiple projects of a given type (e.g., ES) or across a range of projects and project types (e.g., length of time homeless) and subpopulations. CoCs should be mindful that performance targets for the overall system represent performance of all applicable projects for all populations. HUD traditionally sets targets by averaging data for all projects, which generally accounts for differences in performance between different project types and subpopulations.

HUD expects CoCs to also establish appropriate local targets. HUD encourages CoCs to use the national performance targets as benchmarks for which the entire CoC, as a coordinated system, should aspire to achieve, while setting local targets that account for the unique needs of the homeless population and subpopulations and other circumstances within their communities. HUD recognizes, for example, that projects that serve homeless youth may have permanent housing placement rates that are lower than projects serving other populations. Similarly,

projects specifically focusing on persons who are chronically homeless may have lower employment or income performance than the system as a whole. Therefore, CoCs are encouraged to consider these types of factors when setting local performance targets so that projects serving certain populations are not penalized but still have performance targets that they should be striving to meet. HUD will not be measuring performance by subpopulations or subsystems, so it is important that as CoCs target these components, they carefully consider whether the performance is appropriate within that context or can be improved over time.

## **F. HMIS Bed Coverage and Data Quality**

The effectiveness and usefulness of local data is very dependent on both HMIS project type coverage and data quality. It is critical that a CoC include as many of the homeless service providers in the community in their HMIS as possible. To the extent homeless service providers are not contributing data to HMIS, there are critical information gaps regarding who is being served, the nature of the services, the performance of individual projects, and the performance of the overall system.

It is also important that the data submitted to CoCs (both in the PIT and HIC process as well as in HMIS) is high quality. Data quality refers to timeliness, completeness, and accuracy of the data. Collecting and entering high quality data are necessary to produce reports with reliable performance measures. In some cases, data collection consistent with HUD's previous HMIS Data Standards (updated March 2010) is adequate to produce benchmarks for the performance measures. In other cases, the calculation requires data be consistent with the most recent HMIS Data Standards (updated 2014).

CoCs should work with their HMIS Lead to ensure that data quality is regularly monitored and assessed, including evaluating that:

1. Project staff collects required information at entry, exit and any applicable interim data collection points for each client;
2. Project staff records information into the HMIS in a timely fashion following client entry into the project and client exit from the project;
3. Projects and CoCs have clear policies and procedures related to data quality and the project staff consistently applies the policies; and
4. HMIS Leads understand how to perform deduplication procedures within their system and utilize those procedures on a regular basis and always before system measurement report generation.

More broadly, high data quality is critical to producing performance data that accurately reflect the work of the entire CoC. HUD will require CoCs to submit information on HMIS bed coverage and data quality as part of the process for collecting performance measures. HUD expects all communities to collect and submit data as requested through the CoC application regardless of data quality or bed coverage. However, data that do not meet certain thresholds for HMIS bed coverage and data quality, as determined by HUD, may not be considered accurate representations of CoC performance and may affect a CoC's competitiveness in the annual CoC Program Competition.

## **Appendix: Performance Measures Descriptions**

The purpose of this appendix is to take an in-depth look at each performance measure by identifying HUD's desired outcome, the client universe, and the basic calculation for each of them. HUD recognizes that the information in this introductory guide is insufficient for communities or HMIS vendors to program the measures in their HMIS. HUD's intent is to use this document to describe the performance measures and then to release programming specifications for HMIS administrators and vendors to create HMIS reports that will allow CoCs to consistently and accurately retrieve data from HMIS and report it to HUD. For some of the performance measures, HUD plans to calculate the data in a few different ways. This appendix does not necessarily reflect the variations, but HUD will provide that level of information with the programming specifications.

Each measure will have a specific timeframe associated with it. As stated earlier in this document, HUD will use the federal fiscal year (October 1 to September 30) for its reporting periods. HUD recognizes that CoCs' HMIS and data collection systems vary in terms of development and capacity. To create a uniform standard for CoCs and their HMIS, HUD has established a baseline year during and after which all CoCs are expected to be able to report data consistently. The baseline year is October 1, 2012 through September 30, 2013. In other words, for measures that require CoCs to look at past client records in HMIS, HUD will not require CoCs to report data on persons who were in their systems before October 1, 2012. For example, to determine which persons are experiencing homelessness for the first time, HUD will only require CoCs to look at persons who were in the system on October 1, 2012 or later, even if the HMIS contains valid and reliable data from prior periods. HUD encourages communities with longer histories of reliable HMIS data to use data prior to the October 1, 2012 for their own internal analysis, but HUD will not request that data to be submitted as part of its official performance measures submission to HUD.

For certain measures, CoCs will simply provide HUD data for the report period as a benchmark with no comparison to prior periods. In subsequent years, HUD will generally compare data from year-to-year as well as data from past years. HUD intends to bring forward data reported in the past so that CoC's will not have to recalculate data from the past each year. While HUD plans to continue to use the federal fiscal year (i.e., October 1 through September 30) as its annual period, HUD may change the baseline in the future to ensure the measurement best reflects the efforts of the homeless system.

## Measure 1: Length of Time Persons Remain Homeless

Desired Outcome		Reduction in the average and median length of time persons remain homeless
<b>Metrics</b>	<p><b>Metric 1.1:</b> Change in the average and median length of time persons are homeless in ES and SH projects</p>	<p><b>Metric 1.2:</b> Change in the average and median length of time persons are homeless in ES, SH, and TH projects</p>
<b>Client Universe</b>	<p>Persons . . .</p> <ul style="list-style-type: none"> <li>• in ES and SH project types</li> <li>• during the current reporting period</li> </ul>	<p>Persons . . .</p> <ul style="list-style-type: none"> <li>• in ES, SH, and TH project types</li> <li>• during the current reporting period</li> </ul>
<b>Calculation</b>	<p>1. Using HMIS data, calculate the number of days each person in the client universe (i.e., persons in <b>ES and SH</b>) during the reporting period was homeless</p> <p>2. Calculate average and median of the client universe</p> <p>Average = Total days divided by the total persons homeless during the reporting period</p>	<p>1. Using HMIS data, calculate the number of days each person in the client universe (i.e., persons in <b>ES, SH, and TH</b>) during the reporting period was homeless</p> <p>2. Calculate average and median of the client universe</p> <p>Average = Total days divided by the total persons homeless during the reporting period</p>

**Measure 2a: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 Months**

Desired Outcome	Reduction in the percent of persons who return to homelessness	
<b>Metrics</b>	<b>Metric 2a.1:</b> Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations	<b>Metric 2a.2:</b> Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations
<b>Client Universe</b>	Persons . . . <ul style="list-style-type: none"> <li>• in SO, ES, SH, TH, and any PH project type</li> <li>• who exited (i.e., system leavers) to permanent housing destinations</li> <li>• during the previous reporting period</li> </ul>	
<b>Calculation</b>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons in the client universe</li> <li>2. Of this client universe, add those persons who were also recorded in <b>SO, ES, SH, and TH</b> projects in HMIS at both 6 and 12 months after their date of exit to permanent housing destinations</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 6 and 12 months, respectively</li> </ol>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons in the client universe</li> <li>2. Of this client universe, add those persons who were also recorded in <b>SO, ES, SH, TH, and all PH</b> projects in HMIS at both 6 and 12 months after their date of exit to permanent housing destinations</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 6 and 12 months, respectively</li> </ol>

## Measure 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 2 Years

Desired Outcome		Reduction in the percent of persons who return to homelessness	
<b>Metrics</b>		<b>Metric 2b.1:</b> Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations	<b>Metric 2b.2:</b> Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations
<b>Client Universe</b>	Persons . . . <ul style="list-style-type: none"> <li>• in SO, ES, SH, TH, and any PH project type</li> <li>• who exited (i.e., system leavers) to permanent housing destinations</li> <li>• during the fiscal year two years prior to the current reporting period (e.g., if the current reporting period is FY 2015 then look back to persons who exited to permanent housing destinations in FY 2013)</li> </ul>		
<b>Calculation</b>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons in the client universe</li> <li>2. Of this client universe, add those persons who were also recorded in <b>SO, ES, SH, and TH</b> projects in HMIS within 24 months after their date of exit to permanent housing destinations</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 24 months</li> </ol>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons in the client universe</li> <li>2. Of this client universe, add those persons who were also recorded in <b>SO, ES, SH, TH, and all PH</b> projects in HMIS within 24 months after their date of exit to permanent housing destinations</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 24 months</li> </ol>	

### Measure 3: Number of Homeless Persons

Desired Outcome		
Reduction in the number of persons who are homeless		
<b>Metrics</b>	<b>Metric 3.1:</b> Change in PIT counts of sheltered and unsheltered homeless persons	<b>Metric 3.2:</b> Change in annual counts of sheltered homeless persons in HMIS
<b>Client Universe</b>	Persons . . . <ul style="list-style-type: none"> <li>• counted as sheltered and unsheltered in the PIT count</li> <li>• conducted during the reporting period</li> </ul>	Persons . . . <ul style="list-style-type: none"> <li>• in ES, SH, and TH project types</li> <li>• during the reporting period</li> </ul>
<b>Calculation</b>	Using PIT data, add the number of persons in the client universe	Using HMIS data, <ul style="list-style-type: none"> <li>• add the number of persons in the client universe by project type</li> <li>• add the overall unduplicated number of people in the client universe</li> </ul>



## Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Desired Outcome		Increase in the percent of adults who gain or increase employment or non-employment cash income over time				
Metrics	Metric 4.1:	Metric 4.2:	Metric 4.3:	Metric 4.4:	Metric 4.5:	Metric 4.6:
	Change in employment income during the reporting period for system stayers	Change in non-employment cash income during the reporting period for system stayers	Change in total cash income during the reporting period for system stayers	Change in employment income from entry to exit for system leavers	Change in non-employment cash income from entry to exit for system leavers	Change in total cash income from entry to exit for system leavers
Client Universe	Adults . . . <ul style="list-style-type: none"> <li>in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types</li> <li>who have been in HMIS for at least a year and are still in the system at the end of the reporting period</li> </ul> during the reporting period			Adults . . . <ul style="list-style-type: none"> <li>in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types</li> <li>who exited (i.e., system leavers) during the reporting period</li> </ul>		
Calculation	1. Using HMIS data, add the number of adults in the client universe  2. Of this client universe, add the number of adults who gained or increased earned (i.e., employment) income during the reporting period  3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the	1. Using HMIS data, add the number of adults in the client universe  2. Of this client universe, add the number of adults who gained or increased non-employment cash income during the reporting period  3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who increase or	1. Using HMIS data, add the number of adults in the client universe  2. Of this client universe, add the number of adults who gained or increased total cash income during the reporting period  3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the	1. Using HMIS data, add the number of adults in the client universe  2. Of this client universe, add the number of adults who gained or increased earned (i.e., employment) income from system entry to system exit  3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who	1. Using HMIS data, add the number of adults in the client universe  2. Of this client universe, add the number of adults who gained or increased non-employment cash income from system entry to system exit  3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who increase or	1. Using HMIS data, add the number of adults in the client universe  2. Of this client universe, add the number of adults who gained or increased total cash income from system entry to system exit  3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of

	percent of persons who increase or gain in employment income	gain in non-employment cash income	percent of persons who increase or gain in total cash income	increase or gain in employment income from system entry to system exit	gain in non-employment cash income from system entry to system exit	persons who increase or gain in total cash income from system entry to system exit
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### Measure 5: Number of Persons who Become Homeless for the First Time

Desired Outcome		Reduction in the number of persons who become homeless for the first time	
<b>Metric</b>	<b>Metric 5.1:</b> Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS	<b>Metric 5.2:</b> Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS	
<b>Client Universe</b>	Persons . . . <ul style="list-style-type: none"> <li>• in ES, SH, and TH project types</li> <li>• who entered during the current reporting period</li> </ul>	Persons . . . <ul style="list-style-type: none"> <li>• in ES, SH, TH, and any PH project types</li> <li>• who entered during the current reporting period</li> </ul>	
<b>Calculation</b>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons in the client universe</li> <li>2. Using HMIS data, calculate the number of persons who were also recorded in <b>ES, SH, TH, and all PH</b> projects in HMIS 24 months prior to their entry during the reporting year (i.e., those who were homeless)</li> <li>3. Subtract the total from step 2 by the total from step 1 (i.e., client universe) to calculate the number of persons experiencing homelessness for the first time</li> </ol>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons in the client universe</li> <li>2. Using HMIS data, calculate the number of persons who were also recorded in <b>ES, SH, TH, and all PH</b> projects in HMIS 24 months prior to their entry during the reporting year (i.e., those who were homeless)</li> <li>3. Subtract the total from step 2 by the total from step 1 (i.e., client universe) to calculate the number of persons experiencing homelessness for the first time</li> </ol>	

## Measure 6: Homelessness Prevention and Housing Placement of Persons Defined by Category 3 of HUD’s Homeless Definition in CoC Program-funded Projects

Only CoC applicants that have exercised the authority and been approved by HUD to serve families with children and youth defined as homeless under other federal laws are required to complete Measures 6a, 6b, and 6c.

### Measure 6a: Preventing Returns to Homelessness within 6 and 12 Months Among This Subset of Families and Youth

<b>Desired Outcome</b>	Reduction in the percent of persons defined as homeless under Category 3 of HUD’s homeless definition who return to homelessness
<b>Metric</b>	<p><b>Metric 6a.1:</b> Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations</p>
<b>Client Universe</b>	<p>Persons . . .</p> <ul style="list-style-type: none"> <li>• defined as Category 3 under HUD’s homeless definition</li> <li>• in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types</li> <li>• who exited (i.e., system leavers) to permanent housing destinations</li> <li>• during the previous reporting period</li> </ul>
<b>Calculation</b>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons from the client universe</li> <li>2. Of this client universe, add those persons who were also recorded in <b>SO, ES, SH, TH, and all PH</b> projects in HMIS at both 6 and 12 months after their date of exit to permanent housing destinations</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 6 and 12 months, respectively</li> </ol>

**Measure 6b: Preventing Returns to Homelessness within 24 Months Among This Subset of Families and Youth**

<b>Desired Outcome</b>	Reduction in the percent of persons defined as homeless under Category 3 of HUD’s homeless definition who return to homelessness
<b>Metric</b>	<b>Metric 6b.1:</b> Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations
<b>Client Universe</b>	Persons . . . <ul style="list-style-type: none"> <li>• defined as Category 3 under HUD’s homeless definition</li> <li>• in CoC Program-funded SH, TH, PH-RRH, and PH-PSH project types</li> <li>• who exited (i.e., system leavers) to permanent housing destinations</li> <li>• during the fiscal year two years prior to the current reporting period (e.g., if the current reporting period is FY 2015 then look back to persons who exited to permanent housing destinations in FY 2013)</li> </ul>
<b>Calculation</b>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons from the client universe</li> <li>2. Of this client universe, add those persons who were also recorded in <b>SO, ES, SH, TH, and all PH</b> projects in HMIS within 24 months after their date of exit to permanent housing destinations</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of persons who return to homelessness within 24 months</li> </ol>

## Measure 6c: Successful Housing Placement Among This Subset of Families and Youth

Desired Outcome		Increase in the percent of persons who exit to or retain permanent housing	
<b>Metrics</b>		<b>Metric 6c.1:</b> Change in exits to permanent housing destinations	<b>Metric 6c.2:</b> Change in exit to or retention of permanent housing
<b>Client Universe</b>		Persons . . . <ul style="list-style-type: none"> <li>• defined as Category 3 under HUD’s homeless definition</li> <li>• in CoC Program-funded SH, TH, and PH-RRH project types</li> <li>• who exited (i.e., system leavers)</li> <li>• during the current reporting period</li> </ul>	Persons . . . <ul style="list-style-type: none"> <li>• defined as Category 3 under HUD’s homeless definition</li> <li>• in a CoC-funded PH-PSH project type</li> <li>• during the current reporting period</li> </ul>
<b>Calculation</b>		<ol style="list-style-type: none"> <li>1. Using HMIS data, add the client universe</li> <li>2. Of the client universe, add up those persons in CoC Program-funded <b>SH, TH, and PH-RRH</b> projects who exited to permanent housing destinations during the current reporting period</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to permanent housing destinations</li> </ol>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the client universe</li> <li>2. Of the client universe, add up those persons who:               <ul style="list-style-type: none"> <li>• Remained in CoC Program-funded <b>PH-PSH</b> projects (i.e., system stayers) and</li> <li>• exited to permanent housing destinations (i.e., system leavers) during the current reporting period</li> </ul> </li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to or retention of permanent housing</li> </ol>

## Measure 7a: Successful Placement from Street Outreach

<b>Desired Outcome</b>	<b>Increase in the percent of persons who exit to an ES, SH, TH, or permanent housing destination</b>
<b>Metric</b>	<p><b>Metric 7a.1:</b> Change in placements to permanent housing destinations, temporary destinations (except for a place not meant for human habitation), and some institutional destinations</p>
<b>Client Universe</b>	<p>Persons . . .</p> <ul style="list-style-type: none"> <li>• in SO project types</li> <li>• who exited from SO</li> <li>• during the current reporting period</li> </ul>
<b>Calculation</b>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the number of persons in the client universe (i.e., persons who exited from an SO project during the current reporting period)</li> <li>2. Of the client universe, add the number of persons who exited to permanent housing destinations, temporary destinations (except for a place not meant for human habitation), and some institutional destinations during the reporting period</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits from SO</li> </ol>

## Measure 7b: Successful Placement in or Retention of Permanent Housing

Desired Outcome: Increase in the percent of persons who exit to or retain permanent housing		
<b>Metrics</b>	<b>Metric 7b.1:</b> Change in exits to permanent housing destinations	<b>Metric 7b.2:</b> Change in exit to or retention of permanent housing
<b>Client Universe</b>	Persons . . . <ul style="list-style-type: none"> <li>• in ES, SH, TH, and PH-RRH project types</li> <li>• who exited (i.e., system leavers)</li> <li>• during the current reporting period</li> </ul>	Persons . . . <ul style="list-style-type: none"> <li>• in all PH project types except PH-RRH</li> <li>• during the current reporting period</li> </ul>
<b>Calculation</b>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the client universe</li> <li>2. Of the client universe, add up those persons in <b>ES, SH, TH, and PH-RRH</b> projects who exited to permanent housing destinations during the current reporting period</li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to permanent housing destinations</li> </ol>	<ol style="list-style-type: none"> <li>1. Using HMIS data, add the client universe</li> <li>2. Of the client universe, add up those persons who:               <ul style="list-style-type: none"> <li>• Remained in <b>all PH projects except PH-RRH</b> projects (i.e., system stayers) and</li> <li>• exited to permanent housing destinations (i.e., system leavers) during the current reporting period</li> </ul> </li> <li>3. Divide the total from step 2 by the total from step 1 (i.e., client universe) to calculate the percent of successful exits to or retention of permanent housing</li> </ol>