

2017-18 Santa Clara County Performance Measures - Updated 8.23.17

July 1, 2017 - June 30, 2018

Measures	Where From	2017-18 Goal	2017-18 Benchmarks								Methodology
			HP	SO	ES	SH	TH	RRH	PSH	COC System	
1. The Length of Time Individuals and Families Remain Homeless											
a) Demonstrate a reduction of average and median length of time persons enrolled in ES, TH, or SH projects experience homelessness.											
Metric 1.1 - Average and median length of time in ES and SH	HUD	3% decline in length of time from prior year.								AVG: 45 Days MEDIAN: 16 Days	Calculate the # of days each person in the client universe (ES and SH during the current reporting period) was homeless. Calculate the average and median of the universe (HUD 2014)
Metric 1.2 - Average and median length of time in ES, SH, and TH	HUD	3% decline in length of time from prior year.								AVG: 135 Days MEDIAN: 41 Days	Same as above including TH (HUD 2014)
Metric 1.3 - Average and median length of time from coordinated assessment survey to permanent housing	Local	No goal for 2016-17.								N/A	Number of days from first VI-SPDAT with score of 4+ until housed via coordinated assessment referral. No benchmark for 16-17 (first year of coordinated assesment). This will be the baseline year.
2. The extent to which individuals and families who leave homelessness experience additional spells of homelessness											
a) The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 6 to 12 months.											
Metric 2a.1: Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations.	HUD	5% decline in returns from prior year.		13%	10%	n/a	4%			12%	Add the number of persons in the client universe (system leavers from SO, ES, SH, TH, and PH during the previous reporting period). Of this universe, add those who were also recorded in ES, SH, and TH at both 6 & 12 months after exit to permanent housing. Divide the total from step 2 by the total from step 1 to calculate the % who returned to homelessness w/i 6 and 12 months (HUD 2014). NOTE: Benchmarks are for all returns within 12 months.
Metric 2a.2: Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations.	HUD	5% decline in returns from prior year.		13%	10%	n/a	4%	2%	2%	12%	Same as above, including PH projects in returns to homelessness (HUD 2014). NOTE: Benchmarks are for all returns within 12 months.
b) The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 2 years.											
Metric 2b.1: Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations.	HUD	5% decline in returns from prior year.		20%	15%	n/a	6%			12%	Add the number of persons in the client universe (system leavers from SO, ES, SH, TH, and PH during the reporting period 2 years prior). Of this universe, add those who were also recorded in ES, SH, and TH within 24 months after exit to permanent housing. Divide the total from step 2 by the total from step 1 to calculate the % who returned to homelessness w/i 24 months (HUD 2014).
Metric 2b.2: Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations.	HUD	5% decline in returns from prior year.		20%	15%	n/a	6%	2%	2%	14%	Same as above, including PH projects in returns to homelessness (HUD 2014).
3. Overall reduction in the number of homeless individuals and families											
a) Demonstrate a reduction in the number of homeless individuals and families identified in the PIT sheltered and unsheltered counts and annual sheltered data over time.											

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Metric 3.1: Change in PIT counts of sheltered and unsheltered homeless persons.	HUD	10% decline in unsheltered population.									Add the number of persons counted as sheltered and unsheltered in the PIT count during the report period (HUD 2014). NOTE: Goal is for 2017 PIT Count.
Metric 3.2: Change in annual counts of sheltered homeless persons in HMIS.	HUD	No change from prior year.									Add the overall unduplicated number of persons in ES, SH, and TH project types (HUD 2014).

4. Employment and Income Growth for homeless individuals and families

a) Demonstrate an increase in the percent of homeless adults who gain or increase employment or non-employment cash income over time.

Metric 4.1: Change in employment income during the reporting period for system stayers.	HUD	5%				N/A	N/A	N/A	N/A	N/A	Add the number of adults in the client universe (SH, TH, PSH, RRH, and SSO participants who have been in HMIS for at least a year and are still in the system at the end of the reporting period). Of this universe, add the number who gained or increased employment income during the reporting period. Divide the total from step 2 by the total from step 1 to calculate the percent increase (HUD 2014). No benchmark for 16-17 due to small sample size. 16-17 will be baseline year.
Metric 4.2: Change in non-employment cash income during the reporting period for system stayers.	HUD	20%				N/A	N/A	N/A	N/A	N/A	Same as above for non-employment cash income (HUD 2014). No benchmark for 16-17 due to small sample size. 16-17 will be baseline year.
Metric 4.3: Change in total cash income during the reporting period for system stayers.	HUD	20%				N/A	N/A	N/A	N/A	N/A	Same as above for all cash income (employment and non-employment) (HUD 2014). No benchmark for 16-17 due to small sample size. 16-17 will be baseline year.
Metric 4.4: Change in employment income from entry to exit for system leavers.	HUD	35%				N/A	N/A	N/A	N/A	N/A	Same as 4.1 for system leavers during the reporting period measuring change from system entry to system exit (HUD 2014). No benchmark for 16-17 due to small sample size. 16-17 will be baseline year.
Metric 4.5: Change in non-employment cash income from entry to exit for system leavers.	HUD	10%				N/A	N/A	N/A	N/A	N/A	Same as above for non-employment cash income (HUD 2014). No benchmark for 16-17 due to small sample size. 16-17 will be baseline year.
Metric 4.6: Change in total cash income during the reporting period for system leavers.	HUD	40%				N/A	N/A	N/A	N/A	N/A	Same as above for all cash income (employment and non-employment) (HUD 2014). No benchmark for 16-17 due to small sample size. 16-17 will be baseline year.
b) Housed clients will have access to sufficient resources to meet their basic needs.	Local										Removed for 2016-17. Consider adding back next year and measuring with SPDAT.
c) Housed clients' monthly income is greater than or equal to \$850.	Local	5% increase from CCP results.								70%	HMIS income for all housed households recorded at entry or in status updates. In 17-18 consider adding this metric for TH and RRH with appropriate \$\$ thresholds.

5. Success at reducing the number of people who become homeless

Measures	Where From	2017-18 Goal	2017-18 Benchmarks								Methodology
			HP	SO	ES	SH	TH	RRH	PSH	COC System	
a) Demonstrate a reduction in the number of persons experiencing homelessness for the first time.											
Metric 5.1: Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS	HUD	5% decline from prior year.								3,700	Add the number of persons in the client universe (ES, SH, and TH projects during the current reporting period). Calculate the number who were also recorded in ES, SH, TH, and all PH projects 24 months prior to their entry. Subtract the total from step 2 by the total from step 1 to calculate the number experiencing homelessness for the first time (HUD 2014).
Metric 5.2: Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS.	HUD	5% decline from prior year.								4,500	Same as above including PH in client universe (HUD 2014).
Metric 5.3: Change in the number of homeless persons in all projects with no prior enrollments in HMIS.	Local	No goal in 2016-17								N/A	Same as above including all HMIS programs in the client universe. Benchmarks pending completion of HUD SPM report by program type.
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition											
7. Successful Housing Placement											
a) Demonstrate an increase in the % of people served in street outreach who exit to ES, SH, TH, or PH destinations.											
Metric 7a.1: Change in placements to permanent housing destinations, temporary destinations (ES or TH), and some institutional destinations (e.g. foster care, long-term care facility).	HUD	Maintain HEARTH goal.		20%							Add the number of persons in the client universe (exits from SO during current reporting period). Of the client universe, add the number who exited to permanent housing destinations, temporary destinations (Except for place not meant for human habitation) and some institutional destinations during the reporting period. Divide the total from step 2 by the total from step 1 to calculate the % of successful exits (HUD 2014).
b) Demonstrate an increase in the % of people served in ES, SH, TH, or RRH who exit to permanent housing destinations and people served in PH who retain permanent housing or exit to permanent housing.											
Metric 7b.1: Change in exits to permanent housing destinations	HUD	Improve system outcome by 5% over prior year.			30%	n/a	75%	95%		40%	Add client universe (system leavers from ES, SH, TH, and PH-RRH during the current reporting period). Of the universe, add up those in ES, SH, TH, and PH-RRH who exited to permanent housing destinations. Divide the total from step 2 by the total from step 1 (HUD 2014).

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Metric 7b.2: Change in exit or retention of permanent housing.	HUD	Increase HEARTH goal based on actual results.								95%		Add client universe (people in PH during the current reporting period). Of the universe, add up those who remained in PH projects, except PH-RRH (system stayers) and those who exited to permanent housing destinations. Divide the total from step 2 by the total from step 1 (HUD 2014). In 17-18 consider adding 12-month and 3-year retention reports.	
Local Measures													
a) Housed clients are enrolled in health insurance.	Local	Maintain current RRH results.								90%	90%		Health insurance for all housed households recorded in HMIS at entry or in status updates. In 17-18 consider adding this metric for TH.
b) Housed clients will be connected to behavioral health services within 90 days of being housed.	Local	Maintain CCP goal.									75%		Changed back to original CCP measure and only measured for CCP programs. Next year, consider adding a broader measure related to behavioral health services - may require additional data collection. Only CCP records this in HMIS at this time.
c) Percent of issued housing subsidies that are leased up and number of days from issuing housing subsidy until it is leased up.	Local												Removed for 2016-17. Not currently tracked in HMIS. Consider adding back if methodology can be worked out in HMIS.
d) Number of people exiting homelessness to permanent housing.	Local	10% improvement over prior year										2,010 individuals	Community wide goal for people obtaining permanent housing (includes placement in PH programs and exiting to permanent housing destinations). In 17-18 consider adding a household benchmark.
Process Measures													
a) Exit to Known Destinations	Local	HMIS Standard	95%	70%	70%	95%	95%	95%	95%	95%	95%		Exit destination is not don't know/refused, data not collected, or missing.
b) Average Nightly Occupancy	Local												Removed - will be measured via Utilization Dashboard.
c1) Data Quality - % Missing Values	Local	HMIS Standard	0%	0%	0%	0%	0%	0%	0%	0%	0%		Percent missing values for all HUD universal data elements.
c2) Data Quality - % of Don't Know/Refused Answers	Local	HMIS Standard	5%	5%	5%	5%	5%	5%	5%	5%	5%		Percent "don't know/refused" answers for all HUD universal data elements excluding SSN, Race, and Exit Destination.