### 1. The Length of Time Individuals and Families Remain Homeless

**Metric 1.1 - Average and median length of time in ES and SH**
- HUD
- 3% decline in length of time from prior year
- **2019-20 Goal**: AVG: 45 Days, MEDIAN: 16 Days
- **2019-20 Benchmarks**: AVG: 135 Days, MEDIAN: 41 Days
- **Methodology**: 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.

**Metric 1.2 - Average and median length of time in ES, SH, and TH**
- HUD
- 3% decline in length of time from prior year
- **2019-20 Goal**: AVG: 135 Days, MEDIAN: 41 Days
- **2019-20 Benchmarks**: MEDIAN: 203 Days
- **Methodology**: Number of days from first VI-SPDAT with score of 4+ until housed via coordinated assessment referral. No benchmark for 18-19.

**Metric 1.3 - Average and median length of time from coordinated assessment survey to permanent housing**
- Local
- Reduce CY 2018 median number of days by 10%.
- **2019-20 Goal**: MEDIAN: 203 Days
- **2019-20 Benchmarks**: Same as above including TH.

### 2. The extent to which individuals and families who leave homelessness experience additional spells of homelessness

**Metric 2a.1: Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations.**
- HUD
- SO 12% (13% 18-19 goal)
- ES 10% (no change)
- SH n/a (no change)
- TH 8% (4% 18-19 goal)
- CoC System 10% (12% 18-19 goal)
- **2019-20 Goal**: 12% 10% n/a 8% 10%
- **2019-20 Benchmarks**: 15% 18% n/a 8% 5% 10%
- **Methodology**: 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, all those who were also recorded in ES, SH, and TH at both 6 & 12 months after exiting 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. 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
- SO 12% (13% 18-19 goal)
- ES 10% (no change)
- SH n/a (no change)
- TH 8% (4% 18-19 goal)
- RRH 8% (2% 18-19 goal)
- PSH 5% (2% 18-19 goal)
- CoC System 10% (12% 18-19 goal)
- **2019-20 Goal**: 15% 18% n/a 8% 8% 5% 10%
- **2019-20 Benchmarks**: Same as above, including PH projects in returns to homelessness. NOTE: Benchmarks are for all returns within 12 months.

**Metric 2b.1: Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations.**
- HUD
- SO 15% (20% 18-19 goal)
- ES 18% (15% 18-19 goal)
- SH n/a (no change)
- TH 8% (6% 18-19 goal)
- CoC System 10% (no change)
- **2019-20 Goal**: 15% 18% n/a 8% 14%
- **2019-20 Benchmarks**: Same as above, including TH.
- **Methodology**: 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 exiting permanent housing. Divide the total from step 2 by the total from step 1 to calculate the % who returned to homelessness w/i 6 months. NOTE: Benchmarks are for all returns within 12 months.

### 3. Other Indicators

- **3% decline in length of time from prior year**

### Methodology

For all benchmarks, ensure that data is collected and reported consistently across all measures. This includes ensuring that data is collected in a manner that accurately reflects the population of interest and that the methods used for data collection and analysis are transparent and reproducible. Additionally, ensure that data is reported in a format that is accessible to all stakeholders, including those who may not be familiar with the specific methodologies used. This may involve the use of visualizations, such as charts and graphs, to help illustrate trends and patterns in the data.
<table>
<thead>
<tr>
<th>Measures</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>HP SO ES SH TH RRH PSH CoC System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metric 2b.2: Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations.</td>
<td>HUD</td>
<td>SO 15% (20% 18-19 goal) ES 18% (15% 18-19 goal) SH n/a (no change) TH 8% (6% 18-19 goal) RRH 8% (2% 18-19 goal) PSH 5% (2% 18-19 goal) CoC System 10% (no change)</td>
<td>15% 18% n/a 8% 8% 5% 14%</td>
<td>Same as above, including PH projects in returns to homelessness.</td>
</tr>
<tr>
<td>Metric 3.1: Change in PIT counts of sheltered and unsheltered homeless persons.</td>
<td>HUD</td>
<td>10% decline in unsheltered population</td>
<td></td>
<td>Sheltered: 1,929 Unsheltered: 4,126</td>
</tr>
<tr>
<td>Metric 3.2: Change in annual counts of sheltered homeless persons in HMIS.</td>
<td>HUD</td>
<td>Serve at same capacity</td>
<td></td>
<td>6,893</td>
</tr>
<tr>
<td>Metric 4.1: Change in employment income during the reporting period for system stayers.</td>
<td>HUD</td>
<td>SH n/a (no change) TH 20% (new goal) RRH 20% (new goal) PSH 5% (new goal) CoC System 6% (5% 18-19 goal)</td>
<td></td>
<td>N/A 20% 20% 5% 6%</td>
</tr>
<tr>
<td>Metric 4.2: Change in non-employment cash income during the reporting period for system stayers.</td>
<td>HUD</td>
<td>SH n/a (no change) TH 5% (new goal) RRH 5% (new goal) PSH 15% (new goal) CoC System 14% (20% 18-19 goal)</td>
<td></td>
<td>N/A 5% 5% 15% 14%</td>
</tr>
<tr>
<td>Metric 4.3: Change in total cash income during the reporting period for system stayers.</td>
<td>HUD</td>
<td>Keep 2018-19 goal for all project types</td>
<td></td>
<td>N/A 20% 20% 20% 20%</td>
</tr>
<tr>
<td>Metric 4.4: Change in employment income from entry to exit for system leavers.</td>
<td>HUD</td>
<td>SH n/a (no change) TH 40% (new goal) RRH 40% (new goal) PSH 10% (new goal) CoC System 18% (35% 18-19 goal)</td>
<td></td>
<td>N/A 40% 40% 10% 18%</td>
</tr>
</tbody>
</table>

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.

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.
### Methodology

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>Metric 4.5: Change in non-employment cash income from entry to exit for system leavers.</td>
<td>HUD</td>
<td>N/A</td>
<td>N/A 5% 10% 35% 28%</td>
<td>Same as above for non-employment cash income.</td>
</tr>
<tr>
<td>Metric 4.6: Change in total cash income during the reporting period for system leavers.</td>
<td>HUD</td>
<td>N/A</td>
<td>N/A 40% 40% 40% 40%</td>
<td>Same as above for all cash income (employment and non-employment).</td>
</tr>
<tr>
<td>b) Housed clients will have access to sufficient resources to meet their basic needs.</td>
<td>Local</td>
<td>No goal 2019-2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Housed clients’ monthly income is greater than or equal to $850.</td>
<td>Local</td>
<td>Keep 2018-19 goal</td>
<td>70%</td>
<td>HMIS income for all housed households recorded at entry or in status updates.</td>
</tr>
<tr>
<td>d) Housed households’ monthly income is greater than or equal to SCC living wage (approx $3036)</td>
<td>Local</td>
<td>Keep 2018-19 goal</td>
<td>18%</td>
<td>HMIS income for all housed households recorded at exit. Based on total household income.</td>
</tr>
<tr>
<td>d) Housed adults’ monthly income is greater than or equal to SCC living wage (approx $3036)</td>
<td>Local</td>
<td>RRH 14% (10% 18-19 goal)</td>
<td>14%</td>
<td>HMIS income for all household adults recorded at exit.</td>
</tr>
</tbody>
</table>

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

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. |
| 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. |
| Metric 5.3: Change in the number of homeless persons in all projects with no prior enrollments in HMIS. | Local      | n/a                               | 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        | SO 35% (20% 18-19 goal)           | 35%                 | Add the number of persons in the client universe (exits from SU 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. |

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 7a.2: 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        | SO 35% (20% 18-19 goal)           | 35%                 | Add the number of persons in the client universe (exits from SU 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. |
### Measures

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Metric 7b.1: Change in exits to permanent housing destinations</td>
<td>HUD</td>
<td>ES 30% (no change) SH n/a (no change) TH 75% (no change) RRH 75% (95% 18-19 goal) CoC System 40% (no change)</td>
<td>30% n/a 75% 75% 40%</td>
<td>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.</td>
</tr>
<tr>
<td>Metric 7b.2: Change in exit or retention of permanent housing.</td>
<td>HUD</td>
<td>PSH 96% (95% 18-19 goal)</td>
<td>96%</td>
<td>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. In future consider adding 12-month and 3-year retention reports.</td>
</tr>
</tbody>
</table>

### 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 future 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
  - No 2019-2020 goal
  - 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
  - 1982 individuals
  - Community wide goal for people obtaining permanent housing (includes placement in PH programs and exiting to permanent housing destinations). In future consider adding a household benchmark.

- **e) Diversion placeholder**
  - Local
  - No 2019-2020 goal
  - Consider adding local goal next year.

- **f) Safe Parking placeholder**
  - Local
  - No 2019-2020 goal
  - Consider adding local goal next year.

### Process Measures

- **a) Exit to Known Destinations**
  - Local
  - HMIS Standard
  - 95% 70% 70% 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%
  - 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%
  - Percent “don’t know/refused” answers for all HUD universal data elements excluding SSN, Race, and Exit Destination.