

2019-20 Santa Clara County Performance Measures - Updated 8-27-19											July 1, 2019 - June 30, 2020	
Measures	Where From	2019-20 Goal	2019-20 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.
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.
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%.									MEDIAN: 203 Days	Number of days from first VI-SPDAT with score of 4+ until housed via coordinated assessment referral. No benchmark for 18-19.
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	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)		12%	10%	n/a	8%				10%	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. 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)		12%	10%	n/a	8%	8%	5%		10%	Same as above, including PH projects in returns to homelessness. 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	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)		15%	18%	n/a	8%				14%	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).

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<i>Metric 2b.2: Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations.</i>	HUD	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)										15%	18%	n/a	8%	8%	5%	14%	Same as above, including PH projects in returns to homelessness.
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.																			
<i>Metric 3.1: Change in PIT counts of sheltered and unsheltered homeless persons.</i>	HUD	10% decline in unsheltered population																Sheltered: 1,929 Unsheltered: 4,126	Add the number of persons counted as sheltered and unsheltered in the PIT count during the report period. NOTE: Goal was originally set for 2017 PIT Count.
<i>Metric 3.2: Change in annual counts of sheltered homeless persons in HMIS.</i>	HUD	Serve at same capacity																6,893	Add the overall unduplicated number of persons in ES, SH, and TH project types.
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.																			
<i>Metric 4.1: Change in employment income during the reporting period for system stayers.</i>	HUD	SH n/a (no change) TH 20% (new goal) RRH 20% (new goal) PSH 5% (new goal) CoC System 6% (5% 18-19 goal)																	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.
<i>Metric 4.2: Change in non-employment cash income during the reporting period for system stayers.</i>	HUD	SH n/a (no change) TH 5% (new goal) RRH 5% (new goal) PSH 15% (new goal) CoC System 14% (20% 18-19 goal)																	Same as above for non-employment cash income.
<i>Metric 4.3: Change in total cash income during the reporting period for system stayers.</i>	HUD	Keep 2018-19 goal for all project types																	Same as above for all cash income (employment and non-employment).
<i>Metric 4.4: Change in employment income from entry to exit for system leavers.</i>	HUD	SH n/a (no change) TH 40% (new goal) RRH 40% (new goal) PSH 10% (new goal) CoC System 18% (35% 18-19 goal)																	Same as 4.1 for system leavers during the reporting period measuring change from system entry to system exit.

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<i>Metric 4.5: Change in non-employment cash income from entry to exit for system leavers.</i>	HUD	SH n/a (no change) TH 5% (new goal) RRH 10% (new goal) PSH 35% (new goal) CoC System 28% (10% 18-19 goal)				N/A	5%	10%	35%	28%	Same as above for non-employment cash income.
<i>Metric 4.6: Change in total cash income during the reporting period for system leavers.</i>	HUD	Keep 2018-19 goal for all project types				N/A	40%	40%	40%	40%	Same as above for all cash income (employment and non-employment).
b) Housed clients will have access to sufficient resources to meet their basic needs.	Local	No goal 2019-2020									
c) Housed clients' monthly income is greater than or equal to \$850.	Local	Keep 2018-19 goal							70%		HMIS income for all housed households recorded at entry or in status updates.
d) Housed households' monthly income is greater than or equal to SCC living wage (approx \$3036)	Local	Keep 2018-19 goal						18%			HMIS income for all housed households recorded at exit. Based on total household income.
d) Housed adults' monthly income is greater than or equal to SCC living wage (approx \$3036)	Local	RRH 14% (10% 18-19 goal)						14%			HMIS income for all household adults recorded at exit.
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.											
<i>Metric 5.1: Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS</i>	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.
<i>Metric 5.2: Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS.</i>	HUD	5% decline from prior year								4,500	Same as above including PH in client universe.
<i>Metric 5.3: Change in the number of homeless persons in all projects with no prior enrollments in HMIS.</i>	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.											
<i>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).</i>	HUD	SO 35% (20% 18-19 goal)		35%							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.
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.											

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Metric 7b.1: Change in exits to permanent housing destinations	HUD	ES 30% (no change) SH n/a (no change) TH 75% (no change) RRH 75% (95% 18-19 goal) CoC System 40% (no change)			30%	n/a	75%	75%		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.
Metric 7b.2: Change in exit or retention of permanent housing.	HUD	PSH 96% (95% 18-19 goal)								96%	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.
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.