

Measure 1: Length of time individuals and families remain homeless

Target for High Performing Communities:

- a) Is less than 20 days; or
- b) For individuals and families in similar circumstances in the preceding year was at least 10 percent less than in the year before

Purpose: A reasonably short length of time homeless indicates system and program success in rapidly re-housing persons who are homeless. It can also indicate efficiency related to turnover of beds which is essential to meet system demand for emergency shelter.

Programs: Emergency Shelter, Transitional Housing

Definition: The average cumulative number of days households receive emergency shelter and transitional housing as measured by their sum total days of program participation (or housing services for emergency shelter). For transitional housing, this is measured from their first program entry to exit or last day of report period (comparison model). For emergency shelter, this is measured by adding all of their housing services during the report period (service model).

Reporting methodology:

- Transitional housing – Sum (per enrollment: household exit date or report end date – entry date)/ the number of total distinct households served within the report period
- Emergency shelter – Sum of number of housing services in report period/ the number of total distinct households served within the report period
- If someone is served by multiple program types (i.e. emergency shelter & transitional housing), should all of those be added up or should it be broken out by program type or both (see diagram below)?

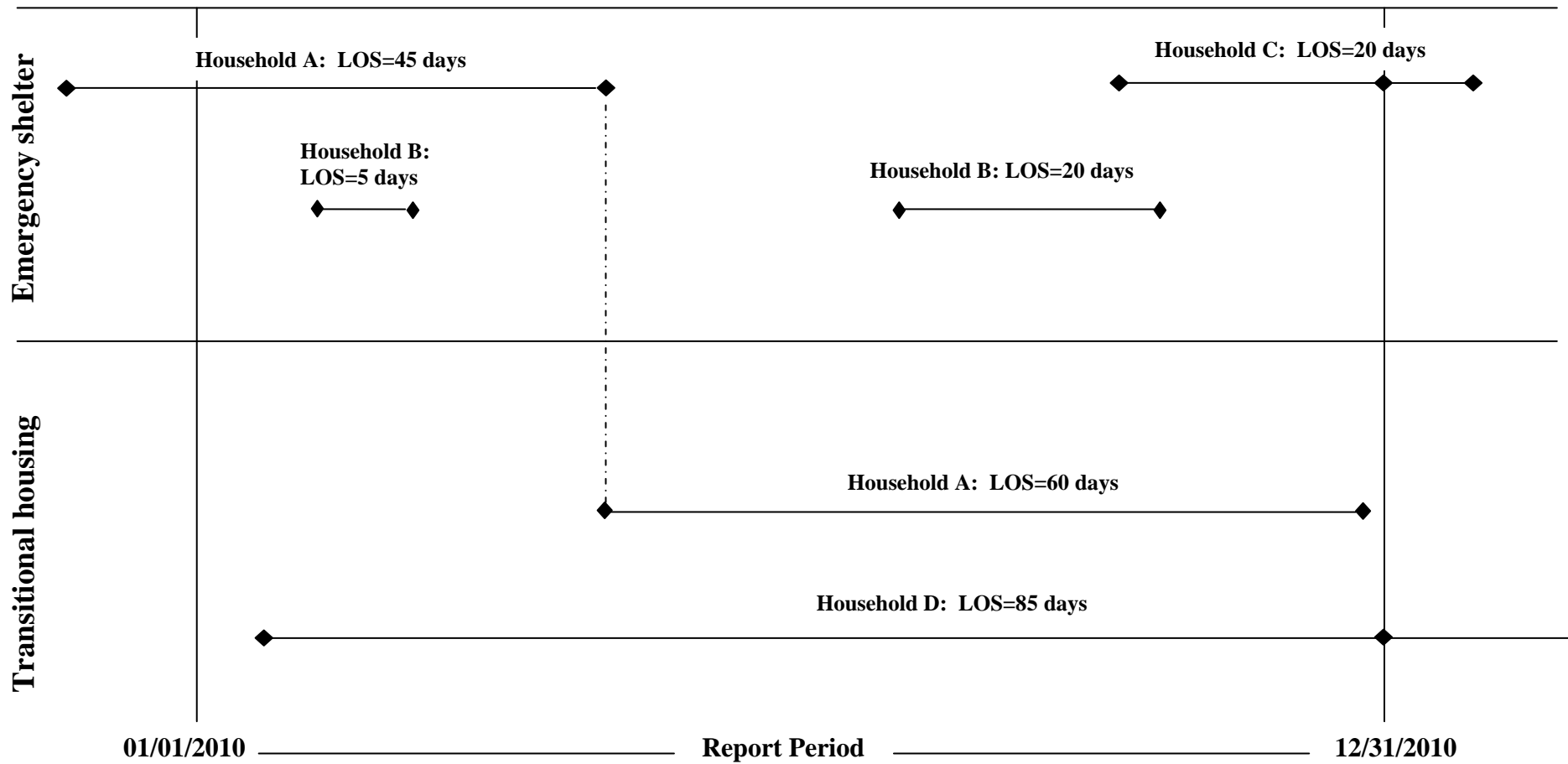
Timeframe: Monthly? Quarterly? Annually?

Data Elements:

- MasterID, Program entry and exit dates, service dates

Data limitations/considerations:

- Unidentified data: Difficulty in unduplicating. If a person who is unidentified in the database is served by multiple programs during the report period, we would not know because we can't unduplicate unidentified data.
- Exits: Programs not reporting timely exit data would increase our average length of stay
- Inconsistency in shelter data: Shelters are not using consistent policies/procedures for data entry. Need to create common policies and definitions of program stay, exit...



Options for calculating LOS (by program type or at system level):

- Emergency shelter: Average LOS=30 days (Household A=45 days, Household B=25 days, Household C=20 days)
- Transitional Housing: Average LOS=73 days (Household A=60 days, Household D=85 days)
- Emergency shelter & Transitional Housing: Average LOS=59 days (Household A=105 days, Household B=25 days, Household C=20 days, Household D=85 days)

Measure 2: The extent to which individuals and families who leave homelessness experience additional spells of homelessness

Target for High Performing Communities – Of individuals and families:

- a) Who leave homelessness, fewer than 5 percent of such individuals and families become homeless again at any time within the next 2 years; or
- b) In similar circumstances who leave homelessness, the percentage of such individuals and families who become homeless again within the next 2 years has decreased by at least 20 percent from the preceding year.

Purpose: A low percentage of individuals and families experiencing additional spells of homelessness indicates system and program success in preparing individuals and families for permanent housing and providing follow-up and prevention services to divert people from re-entering the system.

Programs: All programs

Definition: The percentage of distinct households that leave any program type to a permanent housing situation and return to emergency shelter or transitional housing within one to two years following exit.

Reporting methodology: A percentage rate reflecting the number of recidivist households in a system relative to the number of households that exited the system with a successful housing outcome (specific to that program type). Should successful outcome be different for shelter vs. transitional and permanent supportive housing?

Option 1: This could be measured on a monthly basis by creating cohorts of households who exit to permanent housing and comparing it to a list of people who entered emergency shelter or transitional housing in the following 12 months. Currently we would only look at 12 months post exit due to data quality before this time. (See diagram on the next page)

Option 2: This could be measured on an annual basis by creating a cohort of households who exited in the six months before the start of the report period (i.e. last 6 months of 2010 for a 2011 report). This cohort would then be compared to a list of people who entered emergency shelter or transitional housing in the following 12 to 18 months.

Timeframe: Monthly? Quarterly? Annually?

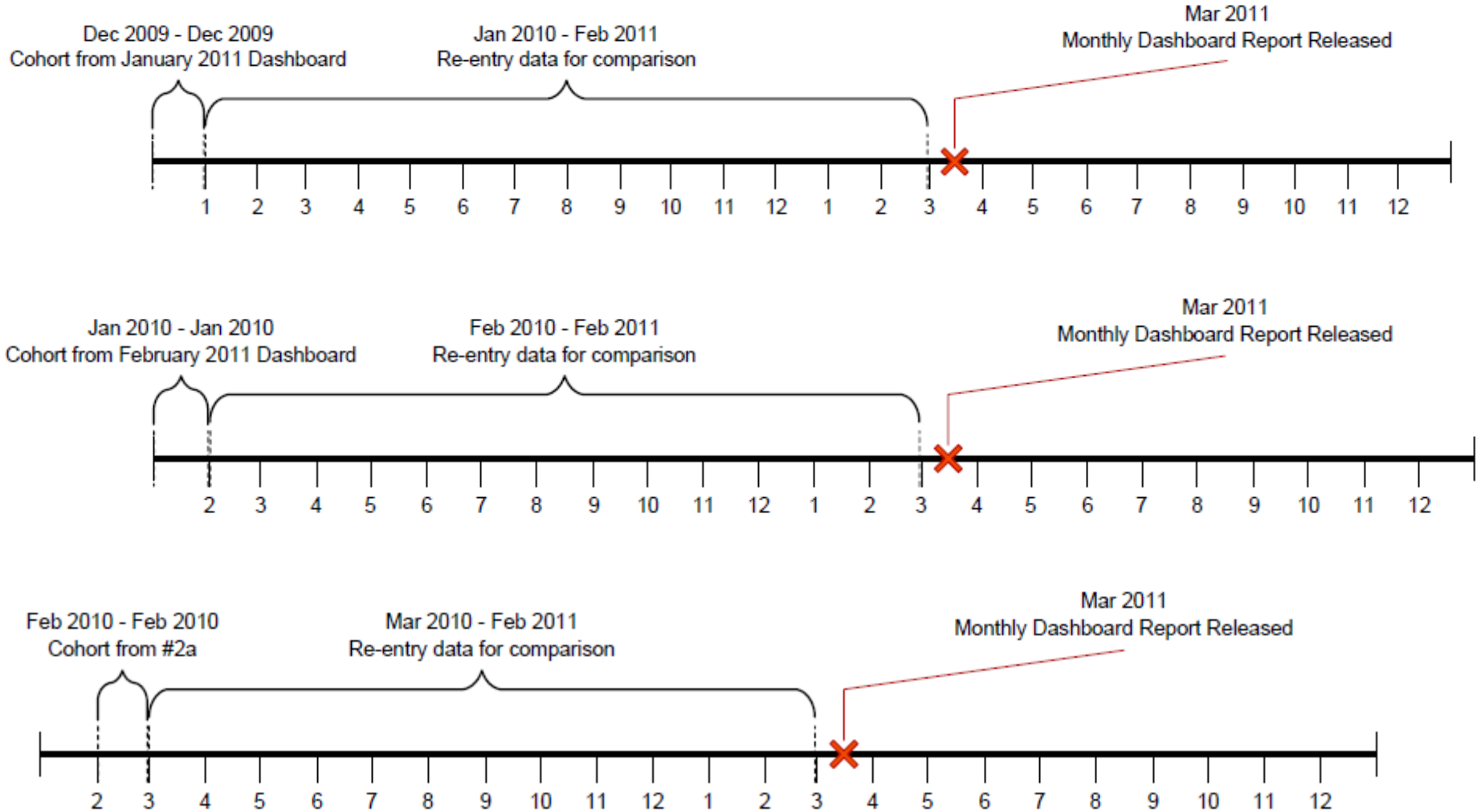
Data Elements:

- Master ID, Household ID, Program Entry Date, Program Exit Date, Destination

Data limitations/considerations:

- Unidentified data: Difficulty in unduplicating. If a person who is unidentified in the database leaves for permanent housing and returns, we have no way to identify this. This measure will only work for people who are identified.
- Exits: Not getting destination at exit for individual emergency shelter programs.
- Inconsistency in shelter data: Shelters are not using consistent policies/procedures for data entry. Need to create common policies and definitions of program stay, exit...

This is the methodology Commerce is using for this measure:



Measure 3: The thoroughness of grantees in the geographic area in reaching homeless individuals and families

Purpose:

Programs: All program types

Definition: The average cumulative number of days households receive emergency shelter and transitional housing as measured by their sum total days of program participation (or housing services for emergency shelter). For transitional housing, this is measured from their first program entry to exit or last day of report period (comparison model). For emergency shelter, this is measured by adding all of their housing services during the report period (service model).

Reporting methodology: Using GIS mapping, we will overlay program zip code data with Household zip code (of last permanent address) data to show where individuals and families lived before being served in comparison to where programs are located.

Timeframe: Monthly? Quarterly? Annually?

Data Elements:

- MasterID, Household ID, Program zip code, Household zip code of Last Known Permanent Address

Data limitations/considerations:

- Unidentified data: Difficulty in unduplicating. If a person who is unidentified in the database is served by multiple programs during the report period, we would not know because we can't unduplicate unidentified data.
- Client Zip Codes: We have a high rate of missing zip code data and programs sometimes put their zip code in that field instead of the client's zip code. We are currently educating programs on zip code.
- Program Zip Codes: Confidential shelters would not be included in this measure.

Measure 4: Overall reduction in the number of homeless individuals and families

Purpose: A reduction in the number of homeless individuals and families indicates programs' ability to move people into permanent housing. It also shows system success in diverting people from becoming homeless.

Programs: Emergency Shelter, Transitional Housing, Permanent Supportive Housing

Definition: The number of distinct households that exit to successful housing as defined by their program type. For emergency shelter programs, this would be transitional housing or permanent housing. For transitional housing or permanent supportive housing, this would be permanent housing.

Reporting methodology:

Calculate the total number of exits and the total number of destinations that are considered successful housing outcomes. Divide the number of successful housing outcomes by the number of total exits for each program type. If a household has multiple exits during a report period, data from the last exit is used.

Timeframe: Monthly? Quarterly? Annually?

Data Elements:

- Master ID, Household ID, Destination, Program Exit Date

Data limitations/considerations:

- Unidentified data: Difficulty in unduplicating. If a person who is unidentified in the database is served by multiple programs during the report period, we would not know because we can't unduplicate unidentified data.
- Exits: Programs not reporting timely exit data.
- Inconsistency in shelter data: Shelters are not using consistent policies/procedures for data entry. Need to create common policies and definitions of program stay, exit... Many overnight (high volume) shelters do not report exit data.

Measure 5: Jobs and income growth for homeless individuals and families

Purpose: An increase in income and job attainment while in programs indicates program and system success in connecting clients with jobs and increasing families' ability to become self-sufficient. A positive average increase and a higher rate of earned income are considered positive.

Programs: Emergency Shelter, Transitional Housing, Permanent Supportive Housing, HPRP

Definition: The average increase in income by program type. The percentage of clients who have "Earned Income" as a source of income at program exit.

Reporting methodology: The average increase in income is calculated by subtracting the household income at entry by the household income at exit (Household Income at exit - Household Income at Entry) for each distinct household and then averaged across the system. The percentage employment is calculated by determining the number of exited households by program type who have "earned income" from employment as their source of income and dividing by the total number of households that exited during the report period.

Timeframe: Monthly? Quarterly? Annually?

Data Elements:

- MasterID, Program entry and exit dates, service dates, household income at entry, income source at exit

Data limitations/considerations:

- Unidentified data: Difficulty in unduplicating. If a person who is unidentified in the database is served by multiple programs during the report period, we would not know because we can't unduplicate unidentified data.
- Income: System issues with the way income is being reported (defaulting to \$0 if no income is entered)
- Inconsistency in shelter data: Shelters are not using consistent policies/procedures for data entry. Need to create common policies and definitions of program stay, exit...

*** Client Monthly Cash Income Amount: Number of Adult Leavers**

| Program Entry | Income at Entry | Income at Exit | Less Income at Exit | Same Income at Exit | More Income at Exit | Unknown Income at Exit | Average Change(\$) Monthly Income per Adult |
|----------------------|------------------------|-----------------------|----------------------------|----------------------------|----------------------------|-------------------------------|--|
| No income | Sue | | | | Sue | | Sue's \$300 |
| \$1 - \$150 | | | | | | | |
| \$151 - \$250 | Jordon | | | | | | blank - info missing |
| \$251 - \$500 | | Sue | | | | | |
| \$501 - \$750 | | Pete | | | | | |
| \$751 - \$1000 | Pete | | Pete | | | | Pete (\$200) |
| \$1,001 - \$1,250 | | | | | | | |
| \$1,251 - \$1,500 | Kennetha | Kennetha | | Kennetha | | | Kennetha \$0 |
| \$1,501 - \$1,750 | | | | | | | |
| \$1,751 - \$2,000 | | | | | | | |
| \$2,001 + | | | | | | | |
| Don't Know/Refused | | | | | | | |
| Missing/No Follow-up | | | | | | Jordon | |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | \$33 |

The number at the bottom right of this table represents the figure that would be reported for average change in income. The rest of the table would not be used.

Measure 6: Success at reducing the number of individuals and families who become homeless

Purpose: A reduction in the number of individuals and families who become homeless indicates that the system is effective in diverting people from homelessness by providing supportive services to help stabilize those at risk of becoming homeless.

Programs: Homeless Prevention and Rapid Rehousing (HPRP) programs, Prevention programs

Definition: Decrease in the number (or percentage) of “new” clients in the system. New clients are defined as individuals who do not have a service record in the system at the time of enrollment.

Reporting methodology: All clients who entered a program during the report period are compared to all clients who have a program date before the report period (i.e. have a matching record in the system). The number of clients who do not have a matching record are considered new. This could be reported as a number or a percentage.

Timeframe: Monthly? Quarterly? Annually?

Data Elements:

- MasterID, Program Entry Date, Program Exit Date

Data limitations/considerations:

- Unidentified data: Difficulty in unduplicating. If a person who is unidentified in the database was previously served, we cannot tell because we are not able to unduplicate unidentified data.
- Program changes: How do we account for new programs being added to the system?