

Summary

In 2014 the Journey Home Data and Evaluation Workgroup developed the first set of local System and Project Performance Measures. The goal of the workgroup was to create high level measures to evaluate performance in a way that was east to share with the public and policy makers. Since the development of these measures, HUD has issued their own System Performance Measures that CoCs are now required to report on annually. Additionally, the Baltimore City CoC has increasingly included performance evaluation results in funding decisions. Project performance has been used to inform award decisions in the 2015 and 2016 CoC funding program process as well as the 2017 ESG, State and HOPWA programs funding process. With new federal guidance, and the lessons learned from the funding processes, there were several clear adjustments needed for the 2014 Journey Home Performance Measures. For this reason, the Data and Performance Committee (the current version of the Data and Evaluation Workgroup) readdressed the local performance measures and developed the proposed measures in this document.

Process

The 2014 Journey Home Performance Measures were reviewed and revised through two committee working sessions. The Data and Performance Committee invited representatives from all HMIS participating organizations and encouraged Executive Directors from all providers in the CoC to send a representative to participate in the process. The Performance measure process wound up including participants from several different community partners in discussions:

- University of Baltimore
- MOHS
- United Ministries
- St. Vincent de Paul of Baltimore
- United Way of Central Maryland
- Healthcare Access Maryland
- House of Ruth Maryland
- Catholic Charities
- Health Care for the Homeless
- Women’s Housing Coalition
- YES

General Format

1. All measures will have drill down capability to the following levels:

System
Project Type
Organization
Project
Client

1. All measures should be tracked for the following population groups:

- a. All households / All persons
- b. Households without minor children

- i. Single male households without minor children
- ii. Single female households without minor children
- iii. Households with multiple adults and no minor children
- c. Households with only minor children (No household members are over 18)
- d. Households with at least one adult and one minor child
- e. Unaccompanied Youth households (Under age 24)
- f. Veteran households
- g. Chronic households based on self-report
- h. Domestic violence victim households

System-wide Measures

1. Number of homeless persons

- a. Universe: Number of persons in ES, TH, SH and Street Outreach during reporting period
- b. Metric: Number of persons in ES, TH, and SH during reporting period (**HUD metric 3.2**)
- c. Metric: Number of persons in Street Outreach during reporting period

2. Persons Served

- a. Total Number of persons in ES, TH, SH, PSH, RRH, Eviction Prevention, Street Outreach and Drop ins during reporting period
- b. Number of persons with one enrollment into ES, TH, SH, PSH, RRH, Eviction Prevention, Street Outreach and Drop ins during reporting period
- c. Number of persons with two enrollments into ES, TH, SH, PSH, RRH, Eviction Prevention, Street Outreach and Drop ins during reporting period
- d. Number of persons with three enrollments into ES, TH, SH, PSH, RRH, Eviction Prevention, Street Outreach and Drop ins during reporting period
- e. Number of persons with four enrollments into ES, TH, SH, PSH, RRH, Eviction Prevention, Street Outreach and Drop ins during reporting period
- f. Number of persons with five or more enrollments into ES, TH, SH, PSH, RRH, Eviction Prevention, Street Outreach and Drop ins during reporting period

3. Length of time persons remain homeless or unstably housed

- a. Metric: Average total length of time that persons are homeless in ES, SH, TH and RRH (until move in date) projects during the report period(**HUD metric 1.2**)
- b. Metric: Average total length of time that category 1 persons are homeless in Street Outreach and Drop ins.
- c. Metric: Average total length of time that unstably housed persons are served in Street Outreach and Drop ins.

4. Successful placement in/ retention of permanent housing

- a. Metric: Percent of persons exiting ES, SH, TH, and PH-RRH projects who exited to permanent housing destinations during the reporting period **(HUD metric 7b.1)**
- b. Metric: Percent of persons exiting ES, SH, TH, and PH- RRH projects who exited to a non - permanent housing destination during the reporting period.
- c. Metric: Percent of persons exiting ES, SH, TH and PH- RRH projects who exited with unknown housing destinations during the reporting period.
- d. Metric: Percent of persons exiting PSH to permanent housing or that remained in PSH project during the reporting period **(HUD metric 7b.2)**
- e. Metric: Percent of persons exiting PSH who exited to a non -permanent housing destination during the reporting period.
- f. Metric: Percent of persons exiting PSH who exited with unknown housing destinations during the reporting period.
- g. Support data to display with metric:
 - i. Number of clients exiting the system during the reporting period

5. Returns to homelessness from permanent housing within 2 years

- a. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 6 months after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**
- b. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 12 months after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**
- c. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 18 months after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**
- d. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 2 years after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**

6. Employment Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain earned income during the reporting period for system stayers **(Based on HUD metric 4.1)**
- b. Metric: Percent of clients that increase earned income during the reporting period for system stayers **(Based on HUD metric 4.1)**
- c. Metric: Percent of clients that maintain earned income during the reporting period for system leavers **(Based on HUD metric 4.1)**
- d. Metric: Percent of clients that increase earned income during the reporting period for system leavers **(Based on HUD metric 4.1)**

- e. Metric: Percent of clients that maintain earned income during the reporting period for system total **(Based on HUD metric 4.1)**
- f. Metric: Percent of clients that increase earned income during the reporting period for system total **(Based on HUD metric 4.1)**
- g. Metric: Percent of clients exiting ES, TH, SH, RRH, or PSH with earned income

7. Non Employment Cash Income Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain non-employment cash income during the reporting period for system stayers **(Based on HUD metric 4.2)**
- b. Metric: Percent of clients that increase non-employment cash income during the reporting period for system stayers **(Based on HUD metric 4.2)**
- c. Metric: Percent of clients that maintain non-employment cash income during the reporting period for system leavers **(Based on HUD metric 4.2)**
- d. Metric: Percent of clients that increase non-employment cash income during the reporting period for system leavers **(Based on HUD metric 4.2)**
- e. Metric: Percent of clients that maintain non-employment cash income during the reporting period for system total **(Based on HUD metric 4.2)**
- f. Metric: Percent of clients that increase non-employment cash income during the reporting period for system total **(Based on HUD metric 4.2)**

8. Total Cash Income Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain total cash income during the reporting period for system stayers **(Based on HUD metric 4.3)**
- b. Metric: Percent of clients that increase total cash income during the reporting period for system stayers **(Based on HUD metric 4.3)**
- c. Metric: Percent of clients that maintain total cash income during the reporting period for system leavers **(Based on HUD metric 4.3)**
- d. Metric: Percent of clients that increase total cash income during the reporting period for system leavers **(Based on HUD metric 4.3)**
- e. Metric: Percent of clients that maintain total cash income during the reporting period for system total **(Based on HUD metric 4.3)**
- f. Metric: Percent of clients that increase total cash income during the reporting period for system total **(Based on HUD metric 4.3)**

9. Benefits Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain total benefits income during the reporting period for system stayers **(Based on HUD metric 4.3)**
- b. Metric: Percent of clients that increase total benefits income during the reporting period for system stayers **(Based on HUD metric 4.3)**

- c. Metric: Percent of clients that maintain total benefits income during the reporting period for system leavers **(Based on HUD metric 4.3)**
- d. Metric: Percent of clients that increase total benefits income during the reporting period for system leavers **(Based on HUD metric 4.3)**
- e. Metric: Percent of clients that maintain total benefits income during the reporting period for system total **(Based on HUD metric 4.3)**
- f. Metric: Percent of clients that increase total benefits income during the reporting period for system total **(Based on HUD metric 4.3)**

10. Number of persons who become homeless

- a. Metric: Number of persons in Drop ins, Street Outreach, ES, SH, TH, RRH and PSH projects during the reporting period who were not recorded in a Street Outreach, ES, SH, TH, RRH and PSH project in HMIS in the 2 years prior to their entry in the reporting year **(HUD metric 5.1)**
- b. Metric: Number of persons in Drop ins, Street Outreach, ES, SH, TH, RRH and PSH projects during the reporting period who were not recorded in a Street Outreach, ES, SH, TH, RRH and PSH project in HMIS in at any point in time

11. Successful placement from Street Outreach and Drop Ins

- a. Metric : Number persons who exit from a drop in or street outreach project to a permanent housing destination **(HUD metric 7a.1)**
- b. Metric : Number persons who exit from a drop in or street outreach project to a temporary housing destination **(HUD metric 7a.1)**
- c. Metric: Percentage of persons who exit from a drop in or street outreach project to a successful destination **(HUD metric 7a.1)**
- d. Metric: Percentage of persons who exit from a drop in or street outreach project to an unsuccessful destination
- e. Metric: Percentage of persons who exit from a drop in or street outreach project to an unknown destination

12. Average Number of Turn Aways

- a. Metric: Average number of nightly Turn Aways from Emergency Shelters
- b. Metric: Average number of nightly Turn Aways from Transitional Housing projects
- c. Metric: Average number of daily Turn Aways from Drop in Centers
- d. Metric: Average number of daily Turn Aways from Eviction Prevention Projects

13. Utilization rate of units/beds for homeless or formerly homeless persons

- a. Percent of housing nights utilized from total housing nights available in reporting period.

Project-level measures

1. Length of Stay

- a. Metric: Average and median length of time persons are enrolled in an ES, SH, or TH project **(based on HUD metric 1.2)**
- b. Metric: Average and median length of time persons are enrolled in RRH **(based on HUD metric 1.2)**
- c. Metric: Average and median length of time persons are enrolled in PSH project **(based on HUD metric 1.2)**

2. Successful placement in/ retention of permanent housing

- a. Metric: Percent of persons exiting ES, SH, TH, and PH-RRH projects who exited to permanent housing destinations during the reporting period **(HUD metric 7b.1)**
- b. Metric: Percent of persons exiting ES, SH, TH, and PH- RRH projects who exited to a non - permanent housing destination during the reporting period.
- c. Metric: Percent of persons exiting ES, SH, TH and PH- RRH projects who exited with unknown housing destinations during the reporting period.
- d. Metric: Percent of persons exiting PSH to permanent housing or that remained in PSH project during the reporting period **(HUD metric 7b.2)**
- e. Metric: Percent of persons exiting PSH who exited to a non -permanent housing destination during the reporting period.
- f. Metric: Percent of persons exiting PSH who exited with unknown housing destinations during the reporting period.
- g. Support data to display with metric:
 - i. Number of clients exiting the project during the reporting period

3. Returns to homelessness from permanent housing within 2 years

- a. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 6 months after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**
- b. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 12 months after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**
- c. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 18 months after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**
- d. Metric: Percent of persons that return to Drop in centers (Category 1 only), Street Outreach, ES, SH, TH, RRH and PSH within 2 years after exits to permanent housing destinations from Drop in, Street Outreach, ES, SH, TH, RRH and PSH **(HUD metric 2b.2)**

4. Employment Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain earned income during the reporting period for project stayers **(Based on HUD metric 4.1)**
- b. Metric: Percent of clients that increase earned income during the reporting period for project stayers **(Based on HUD metric 4.1)**
- c. Metric: Percent of clients that maintain earned income during the reporting period for project leavers **(Based on HUD metric 4.1)**
- d. Metric: Percent of clients that increase earned income during the reporting period for project leavers **(Based on HUD metric 4.1)**
- e. Metric: Percent of clients that maintain earned income during the reporting period for project total **(Based on HUD metric 4.1)**
- f. Metric: Percent of clients that increase earned income during the reporting period for project total **(Based on HUD metric 4.1)**
- g. Metric: Percent of clients exiting ES, TH, SH, RRH, or PSH with earned income

5. Non Employment Cash Income Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain non-employment cash income during the reporting period for project stayers **(Based on HUD metric 4.2)**
- b. Metric: Percent of clients that increase non-employment cash income during the reporting period for project stayers **(Based on HUD metric 4.2)**
- c. Metric: Percent of clients that maintain non-employment cash income during the reporting period for project leavers **(Based on HUD metric 4.2)**
- d. Metric: Percent of clients that increase non-employment cash income during the reporting period for project leavers **(Based on HUD metric 4.2)**
- e. Metric: Percent of clients that maintain non-employment cash income during the reporting period for project total **(Based on HUD metric 4.2)**
- f. Metric: Percent of clients that increase non-employment cash income during the reporting period for project total **(Based on HUD metric 4.2)**

6. Total Cash Income Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain total cash income during the reporting period for project stayers **(Based on HUD metric 4.3)**
- b. Metric: Percent of clients that increase total cash income during the reporting period for project stayers **(Based on HUD metric 4.3)**
- c. Metric: Percent of clients that maintain total cash income during the reporting period for project leavers **(Based on HUD metric 4.3)**
- d. Metric: Percent of clients that increase total cash income during the reporting period for project leavers **(Based on HUD metric 4.3)**
- e. Metric: Percent of clients that maintain total cash income during the reporting period for project total **(Based on HUD metric 4.3)**

- f. Metric: Percent of clients that increase total cash income during the reporting period for project total **(Based on HUD metric 4.3)**

7. Benefits Stability and Growth- ES, TH, SH, RRH, and PSH

- a. Metric: Percent of clients that maintain total benefits income during the reporting period for project stayers **(Based on HUD metric 4.3)**
- b. Metric: Percent of clients that increase total benefits income during the reporting period for project stayers **(Based on HUD metric 4.3)**
- c. Metric: Percent of clients that maintain total benefits income during the reporting period for project leavers **(Based on HUD metric 4.3)**
- d. Metric: Percent of clients that increase total benefits income during the reporting period for project leavers **(Based on HUD metric 4.3)**
- e. Metric: Percent of clients that maintain total benefits income during the reporting period for project total **(Based on HUD metric 4.3)**
- f. Metric: Percent of clients that increase total benefits income during the reporting period for project total **(Based on HUD metric 4.3)**

8. Number of attempted and successful Street Outreach Contacts

- a. Metric: Total number of attempted Street Outreach Contacts recorded during the report period
- b. Metric: Total number of households with attempted Street Outreach Contacts
- c. Metric: Total number of Street Outreach Contacts recorded during the report period
- d. Metric: Total number of households with successful Street Outreach Contacts
- e. Metric: Total number of engaged households
- f. Metric: Percentage of contacted households that engaged

9. Successful placement from Street Outreach

- a. Metric : Number persons who exit from a street outreach project to a permanent housing destination **(HUD metric 7a.1)**
- b. Metric : Number persons who exit from a street outreach project to a temporary housing destination **(HUD metric 7a.1)**
- c. Metric: Percentage of persons who exit from a street outreach project to a successful destination **(HUD metric 7a.1)**

10. Utilization rate of units/beds for homeless or formerly homeless persons

- a. Percent of housing nights utilized from total housing nights available in reporting period.