

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	
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%	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.