

2018-19 Santa Clara County Performance Measures - Updated 12-10-18

July 1, 2018 - June 30, 2019

| Measures | Where From | 2018-19 Goal | 2018-19 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 | Keep 2017-18 goal | | | | | | | | AVG: 45 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. |
| | | | | | | | | | | MEDIAN: 16 Days | |
| Metric 1.2 - Average and median length of time in ES, SH, and TH | HUD | Keep 2017-18 goal | | | | | | | | AVG: 135 Days | Same as above including TH. |
| | | | | | | | | | | MEDIAN: 41 Days | |
| Metric 1.3 - Average and median length of time from coordinated assessment survey to permanent housing | Local | No goal for 2018-19 | | | | | | | | N/A | 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 | Keep 2017-18 goal | | 13% | 10% | n/a | 4% | | | 12% | 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 | Keep 2017-18 goal | | 13% | 10% | n/a | 4% | 2% | 2% | 12% | 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. | | | | | | | | | | | |

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| <i>Metric 2b.1:</i> Returns to SO, ES, SH, and TH projects after exits to permanent housing destinations. | HUD | Keep 2017-18 goal | | 20% | 15% | n/a | 6% | | | 12% | 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). |
| <i>Metric 2b.2:</i> Returns to SO, ES, SH, TH, and PH projects after exits to permanent housing destinations. | HUD | Keep 2017-18 goal | | 20% | 15% | n/a | 6% | 2% | 2% | 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:</i> Change in PIT counts of sheltered and unsheltered homeless persons. | HUD | Keep 2017-18 goal | | | | | | | | 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:</i> Change in annual counts of sheltered homeless persons in HMIS. | HUD | Keep 2017-18 goal | | | | | | | | 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:</i> Change in employment income during the reporting period for system stayers. | HUD | Keep 2017-18 goal | | | | N/A | N/A | N/A | N/A | 5% | 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. |

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| Metric 4.2: Change in non-employment cash income during the reporting period for system stayers. | HUD | Keep 2017-18 goal | | | | N/A | N/A | N/A | N/A | 20% | Same as above for non-employment cash income. |
| Metric 4.3: Change in total cash income during the reporting period for system stayers. | HUD | Keep 2017-18 goal | | | | N/A | N/A | N/A | N/A | 20% | Same as above for all cash income (employment and non-employment). |
| Metric 4.4: Change in employment income from entry to exit for system leavers. | HUD | Keep 2017-18 goal | | | | N/A | N/A | N/A | N/A | 35% | Same as 4.1 for system leavers during the reporting period measuring change from system entry to system exit. |
| Metric 4.5: Change in non-employment cash income from entry to exit for system leavers. | HUD | Keep 2017-18 goal | | | | N/A | N/A | N/A | N/A | 10% | Same as above for non-employment cash income. |
| Metric 4.6: Change in total cash income during the reporting period for system leavers. | HUD | Keep 2017-18 goal | | | | N/A | N/A | N/A | N/A | 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 | | | | | | | | | | Removed for 2016-17. Consider adding back and measuring with SPDAT. |
| c) Housed clients' monthly income is greater than or equal to \$850. | Local | Keep 2017-18 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 | New for 2018-19 | | | | | | 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 | New for 2018-19 | | | | | | 10% | | | 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.

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| <i>Metric 5.1:</i> Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS | HUD | Keep 2017-18 goal | | | | | | | | | 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:</i> Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS. | HUD | Keep 2017-18 goal | | | | | | | | | 4,500 | Same as above including PH in client universe. |
| <i>Metric 5.3:</i> Change in the number of homeless persons in all projects with no prior enrollments in HMIS. | Local | No goal for 2018-19 | | | | | | | | | 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:</i> 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. |
| 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 | Keep 2017-18 goal | | | 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. |
| Metric 7b.2: Change in exit or retention of permanent housing. | HUD | Keep 2017-18 goal | | | | | | | 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. In future consider adding 12-month and 3-year retention reports. |
| Local Measures | | | | | | | | | | | |
| a) Housed clients are enrolled in health insurance. | Local | Keep 2017-18 goal | | | | | | 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 | | | | | | | | | | 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 | Keep 2017-18 goal | | | | | | | | 2,010 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. |

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| 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. |