



Department of Housing Services



Fiscal Year 2023-2024 HUD System Performance Measures

What are the System Performance Measures (SPM)?

The SPM or *System Performance Measures* aims to assess the outcomes of a community's system of homeless services and assistance. The SPM is required by HUD through the McKenny-Vento Homeless Assistance Act and specifically section 427 for CoC funding. The SPM assess system performance through a series of metrics regarding services accessed, and individual outcomes between October 1st through September 30th of the reporting year to gauge how successfully and cohesively the system of services in our CoC is serving our community.

What are the Measures Included?

Measure 1: Length of Time Persons Remain Homeless

- Measure the number of active participants in the reporting period engaged with specific programs with their average and median Length of Time Homeless
- Aims to understand how long individuals experience homelessness in our system.
- Includes several sub-metrics, most notably:
 - Metric 1.2a: average length of time homeless for those entering Emergency Shelter and Transitional Housing based on the time between project entry and housing move-in date
 - Metric 1.2b: average length of time homeless for those entering Emergency Shelter, Transitional Housing, or Permanent Housing based on the approximate date homelessness started until housing move-in date

Measure 2: Exits to Permanent Housing with Returns to Homelessness

- Measures the number of participants who have exited to a permanent destination up to 2 years prior to the reporting period and their returns to homelessness.
- Aims to understand recidivism; those who exit to permanent housing options returning to homelessness in our community.

Measure 3: Total Number of Homeless Persons

- Measures unduplicated annual count of homeless persons in shelter
- Aims to understand the extent at which our community is experiencing homelessness.

Measure 4: Employment and Income Growth for CoC Funded Projects

- Measures the percentage change in different types of income for those engaged in CoC funded projects in the reporting period.
- Aims to understand how engagement with homeless services in the CoC impacts upward mobility proxied through employment and other income changes.
- Metric is broken into two subsets:
 - System Stayers – those who remained in their CoC funded program during the reporting period
 - System Leavers - those who exited from their CoC funded program during the reporting period

Measures 5: Number of First Time Homeless

- Measure number of individuals who enter a program with no prior enrollments.
- Aims to understand rate of at which individuals in our CoC experience homelessness for the first time.
- This has two sub-metrics:
 - Metric 5.1: Number of individuals entering Emergency Shelter and Transitional Housing broken into those who did not have any prior system entries in the last two years and those that had prior system entries
 - Metric 5.2: Number of individuals entering Emergency Shelter, Transitional Housing, or Permanent Housing broken into those who did not have any prior system entries in the last two years and those that had prior system entries

Note Measure 6 is not included as it is not relevant to our CoC.

Measure 7: Permanent Housing and Retention Outcomes

- Measures the number of individuals who exit to permanent housing destinations from program enrollments during the period.
- Aims to understand success at which our CoC is making housing placements for those engaged in homeless services.
- This has three sub-metrics:
 - Metric 7a.1: Percentage of people exiting from Street Outreach to temporary, some institutional, or permanent housing destinations
 - Metric 7b.1: Percentage of people exiting from Emergency Shelter, Transitional Housing, or Rapid Re-Housing programs to permanent housing destinations
 - Metric 7b.2: Percentage of people in Permanent Housing programs who remained in applicable PH projects and those who exited to permanent housing destinations

What are some Factors Impacting our FY 23-24 SPM?

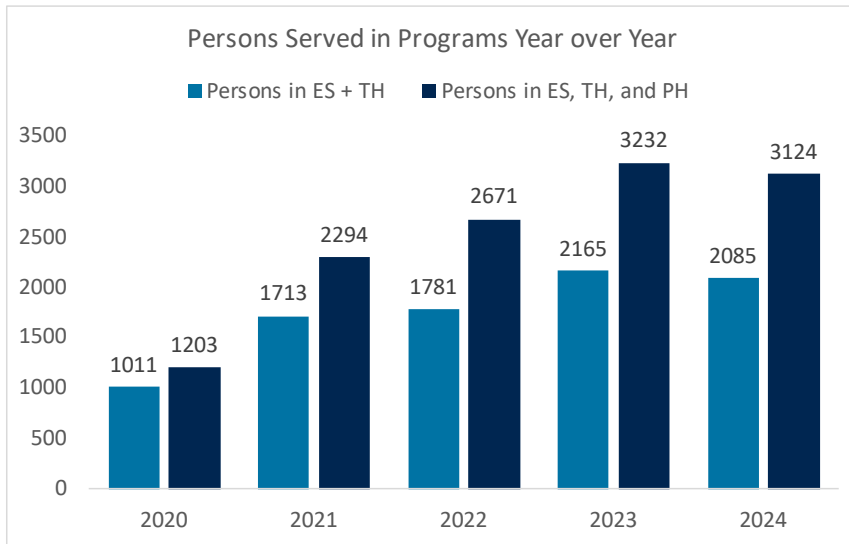
There are a few predominate and recurring factors which impact our CoCs performance on the SPM.

1. *Increased data entry and quality.* In the past 3-4 years we have had a significant growth in data management and oversight. These adjustments have increased the quantity and quality of the data being inputted in our CoCs HMIS database. There are now more users entering data, clearer direction and process for data entry, increased training, and further monitoring for data quality and accuracy. We introduced the Quality Assurance Program during this SPM report period, which even further increased our Data Quality. This informs some of the changes that have been seen in our CoCs SPM metrics in comparison to historical trends. As quality and quantity of data entered in the HMIS database has expanded, the SPM expands its representation of the CoCs system performance.
2. *Increased programs and services.* Our CoC has grown exponentially with the number of services and programs offered since July 2021. While growth slowed in the last Fiscal Year, we still added around 100 units of housing capacity to our system (not including ES) from October 2023 to September 2024. Additionally, we are still working to fully enroll capacity that was added in prior fiscal years. This is noticeable and impactful in the scale of our SPM outcomes. Populations previously under-served by our system due to capacity are now being reached. We are starting to see the impact of the slowdown of capacity building in our SPM outcomes.
3. *Shelter System Expansion.* Multiple Measures refer to program entry/exits into ES programs. 2023 was the first year for our CoC to have year-round shelter capacity maintained. We added even more shelter capacity in 2024. This increase in shelter capacity and usage has a significant impact on our SPM outcomes and metrics.
4. *Increased focus on Street Outreach.* With the start of our LC3 Street Outreach case conferencing in spring 2023, we saw an increased focus on Street Outreach enrollments, outcomes, and data quality. This focus continued in Fiscal Year 23-24, impacting the data for Street Outreach in our SPM.

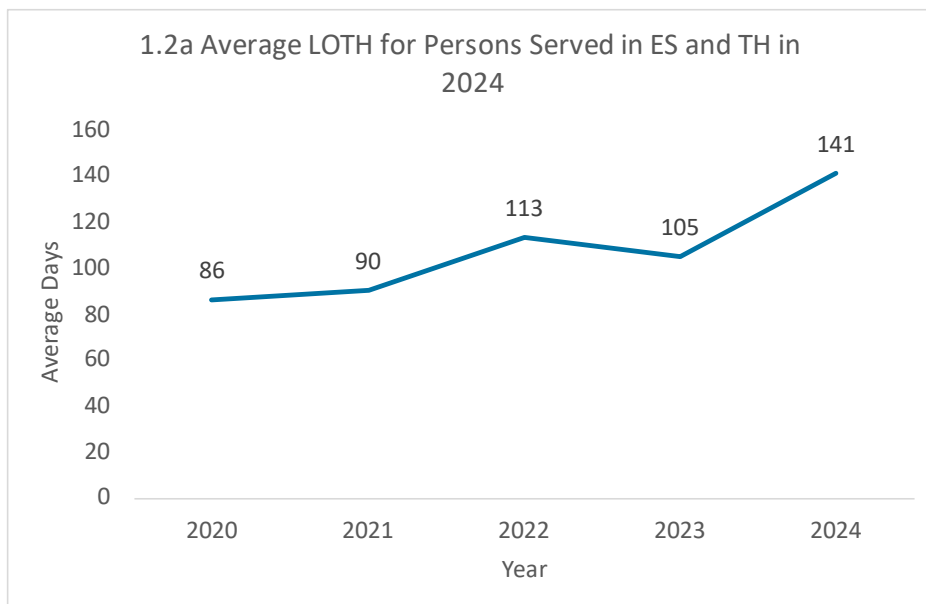
FY 23-24 Performance & Analysis

Measure 1: Length of Time Persons Remain Homeless

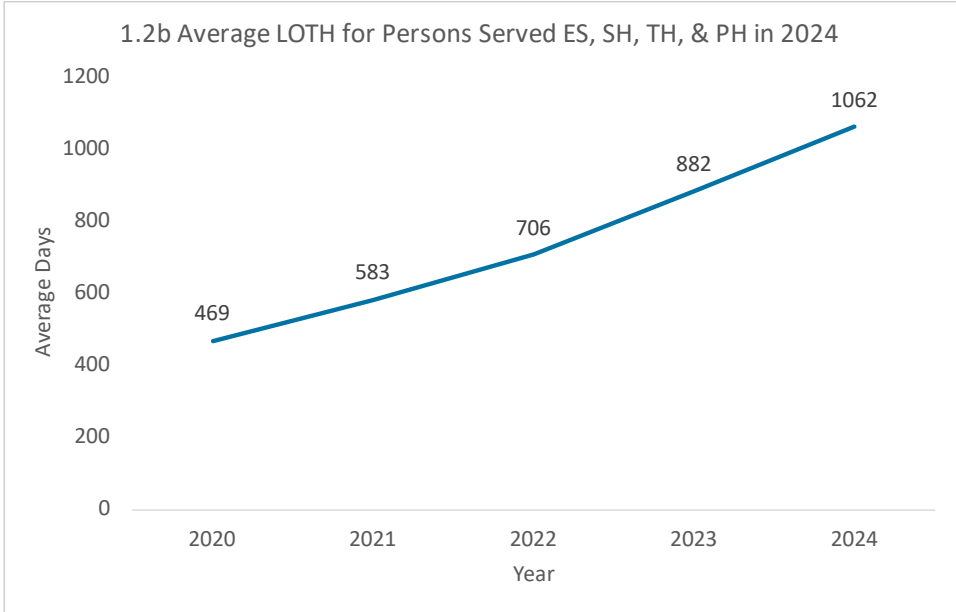
Overall, there was a very slight decrease in the number of individuals served through our Emergency Shelters (ES), Transitional Housing (TH), and Permanent Housing (PH) programs in 2024. This reflects how our system is beginning to level out in terms of capacity after 3 years of rapid growth.



For those served by only our ES and TH programs we saw a 35% increase in the in the Average Length of Time Homeless (LOTH), increasing from 105 days to 141 days. This metric has been generally trending upward since 2020 and this year was the biggest jump. The increase is another indicator of our system beginning to level off as there has been less throughput in our shelters with limited open slots available.

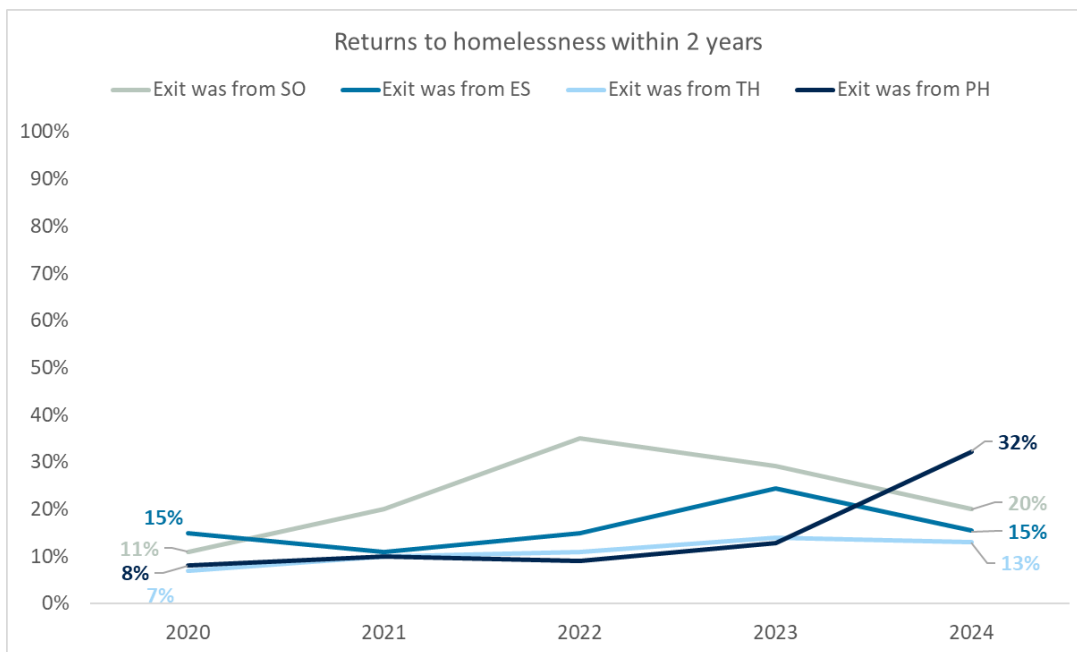
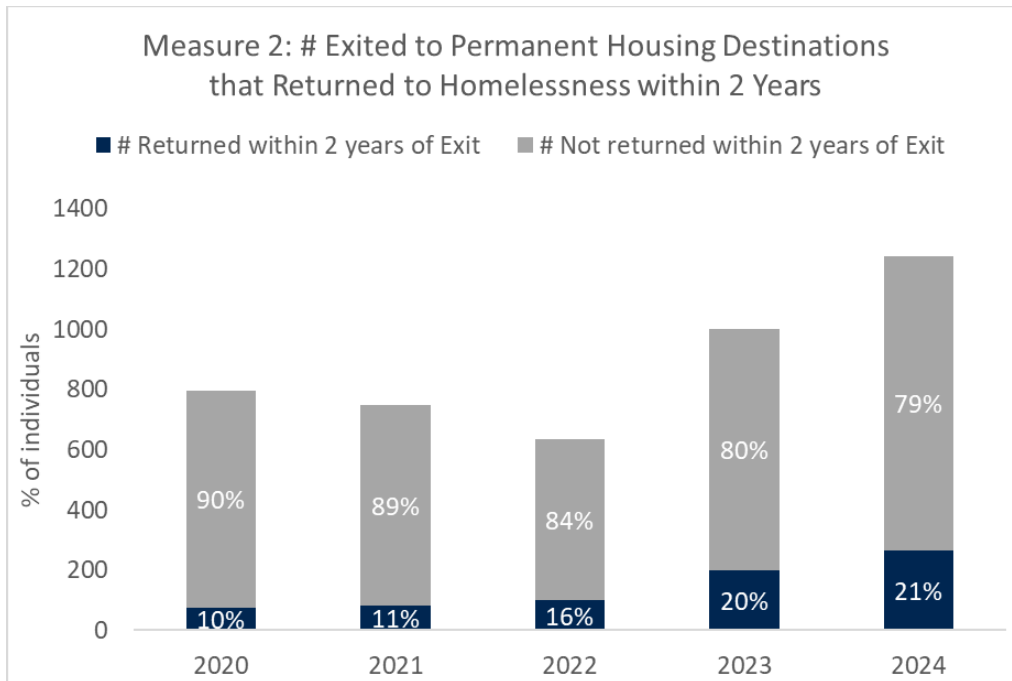


When including permanent housing, ES, TH, and PH has an average LOTH of 1062 days which is a 20% increase from the prior year. This increase is likely due to several factors. First, is our increased focus on data quality since this version includes the approximate date homelessness started. Since we have increased efforts at ensuring this field along with other data points that determine a person chronic homeless status are correct, we are likely seeing increases in this number. Second, we have increased our efforts with Street Outreach to get chronically homeless individuals connected to housing. Third, as our capacity levels off, people are spending more time waiting to get into housing programs.



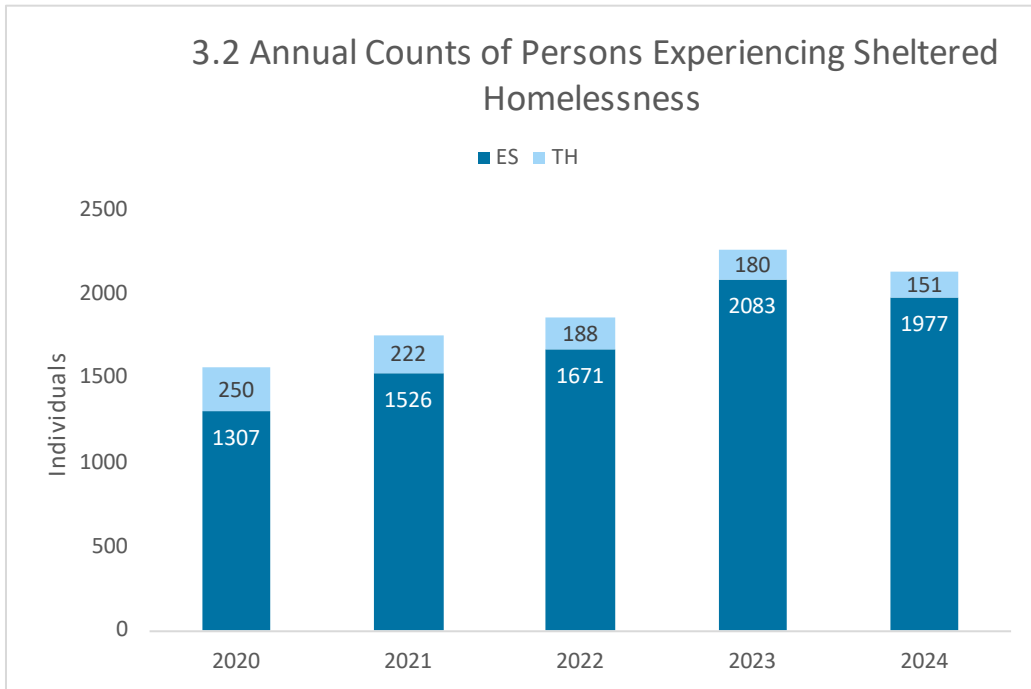
Measure 2: Exits to Permanent Housing with Returns to Homelessness

1,243 individuals exited from SO, ES, TH, or PH into permanent housing in the 2 years prior to 2024 and 21% of those have returned to homelessness in the subsequent 2 years. This continues the upward trend in total returns to homelessness for our CoC. Most of the increase this year was driven by returns from those who exited from Permanent Housing programs. This is likely due to exits from Rapid Re-Housing, which is what we saw in our FY23-24 Annual Report. We did see a reduction in the percentage who exit from Outreach, Shelter, and Transitional Housing and return to homelessness within 2 years.



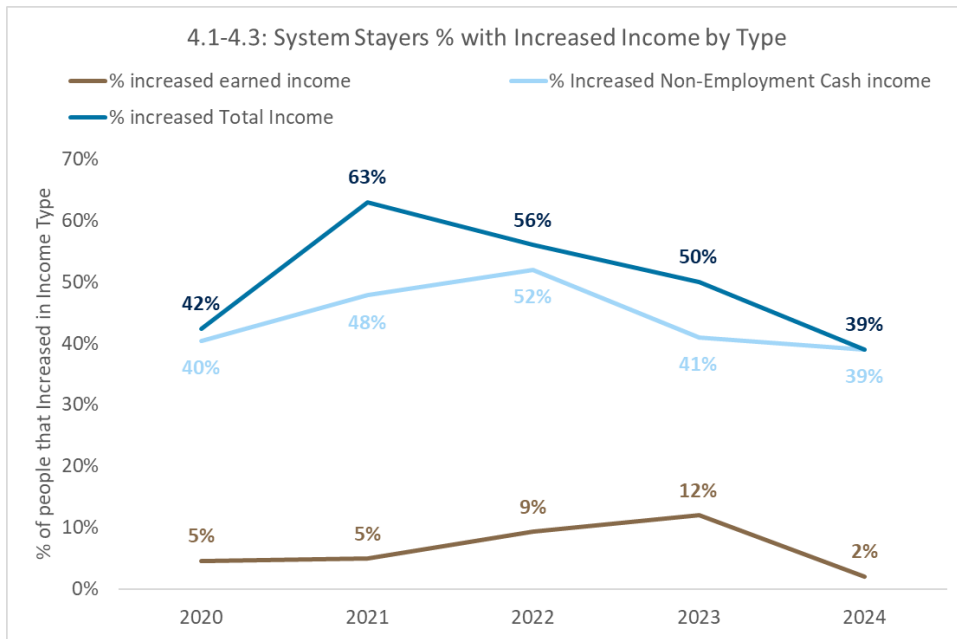
Measure 3: Total Number of Homeless Persons

In 2024, we saw a 6% decrease in the number of sheltered individuals, going down from 2261 people served in 2023 to 2125 served in 2024.

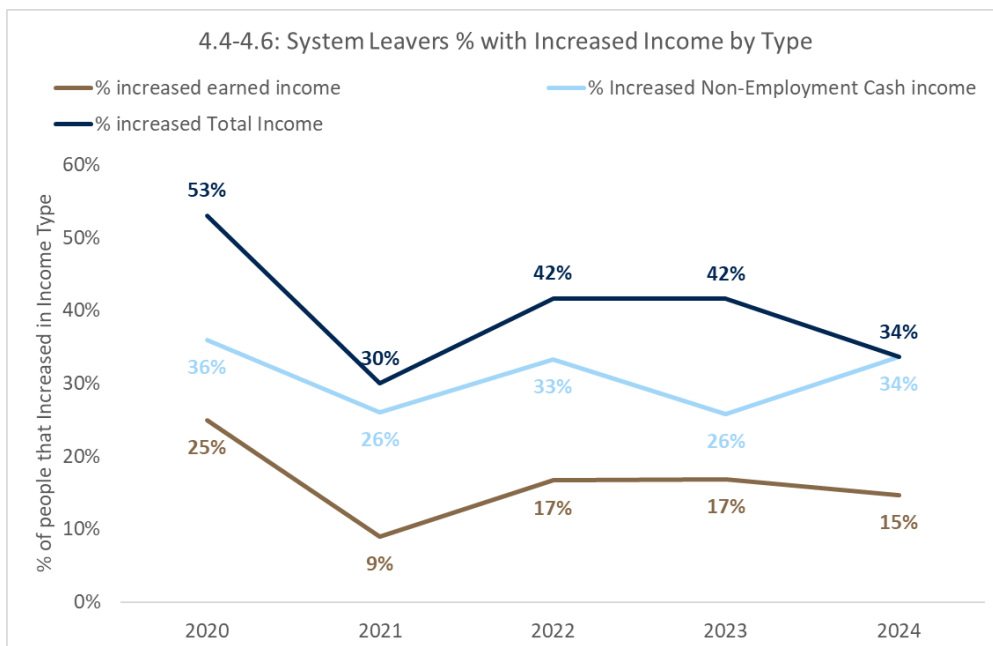


Measure 4: Employment and Income Growth for CoC Funded Projects

Since this measure only looks at CoC funded projects, there is a very low number of people included. It is also one where we have not focused efforts on data quality yet and these numbers could improve with more focus on data entry, especially for our Shelter plus Care programs. In 2024, we had 194 system stayers and 39% had an increase in Total Income through either earned income or non-cash benefits. This continued a decline in this metric. For 2024, Earned Income drove most of the decline, with only 2% of system stayers seeing an increase. This was down from 12% in 2023.

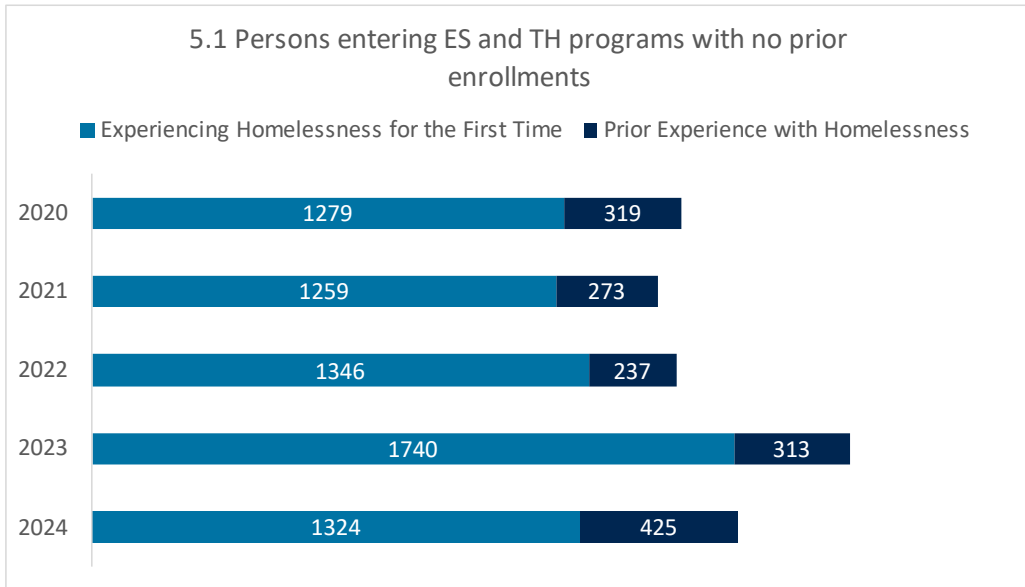


We had 116 System Leavers and saw a decline in the percentage increasing their total income. In 2024, 34% saw an increase in Total Income which was down from 42% in 2023.

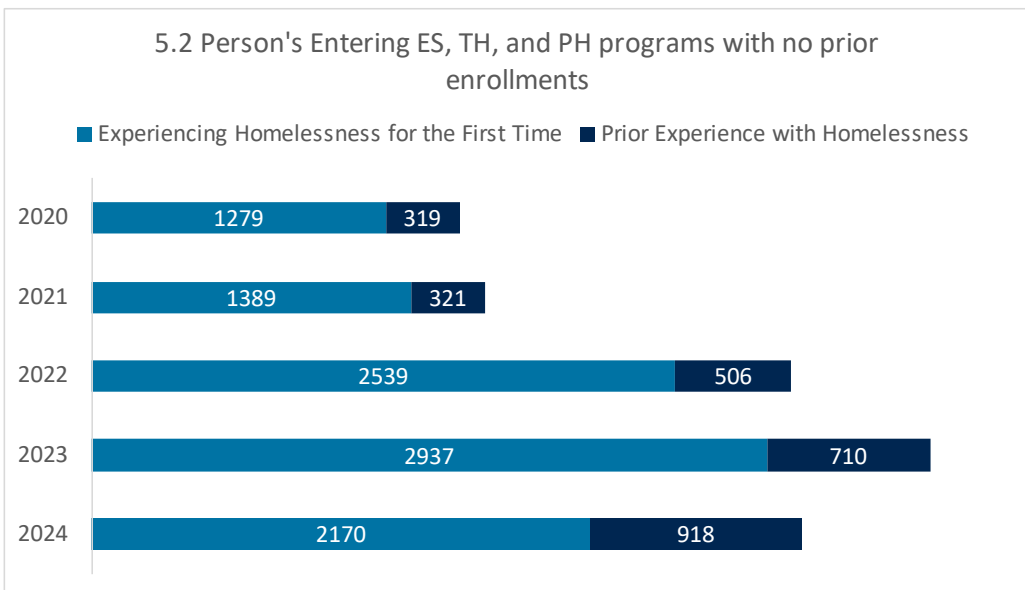


Measure 5: Number of First Time Homeless

The number of individuals who entered ES and TH projects in our CoC in 2024 who were experiencing homelessness for the first time saw a noticeable decrease from 1740 in 2023 to 1324 in 2024, making up 76% of those entering ES or TH. We did see a noticeable decline in the number of people entering these programs overall, going down from 2053 in 2023 to 1750 in 2024. This indicates that our system has been effective at moving people into housing and we may be starting to see fewer people entering homelessness.

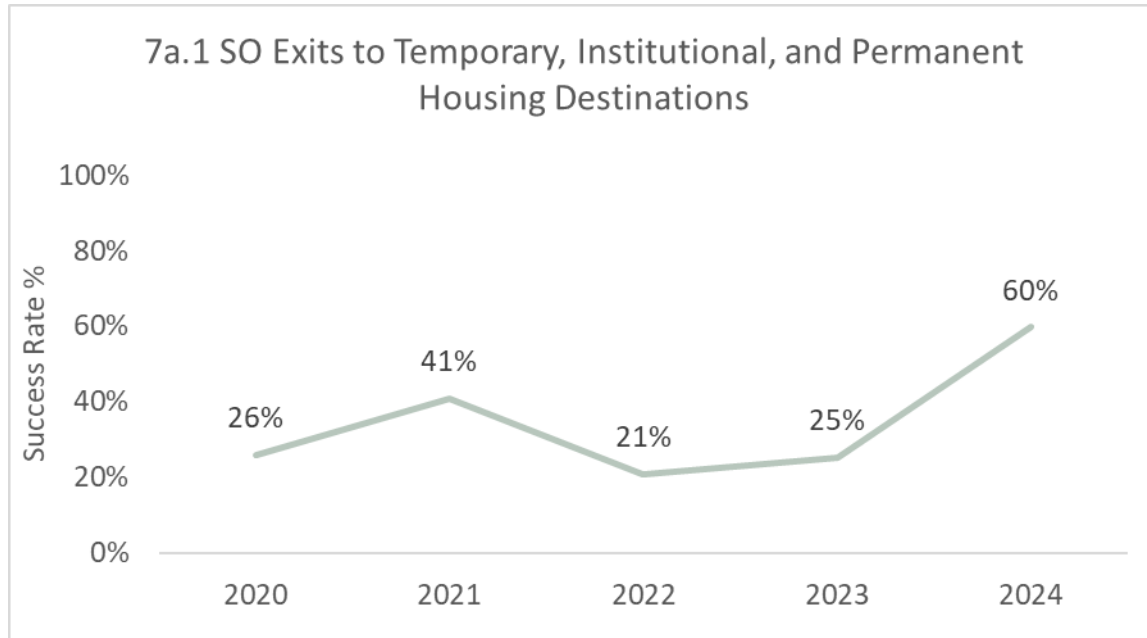


Of those who entered ES, TH, or PH in 2024, 70% of them were experiencing homelessness for the first time, a reduction from 81% in 2023. Since PH projects usually serve those who experience chronic homelessness, it makes sense this percentage would be lower when including those program entries.

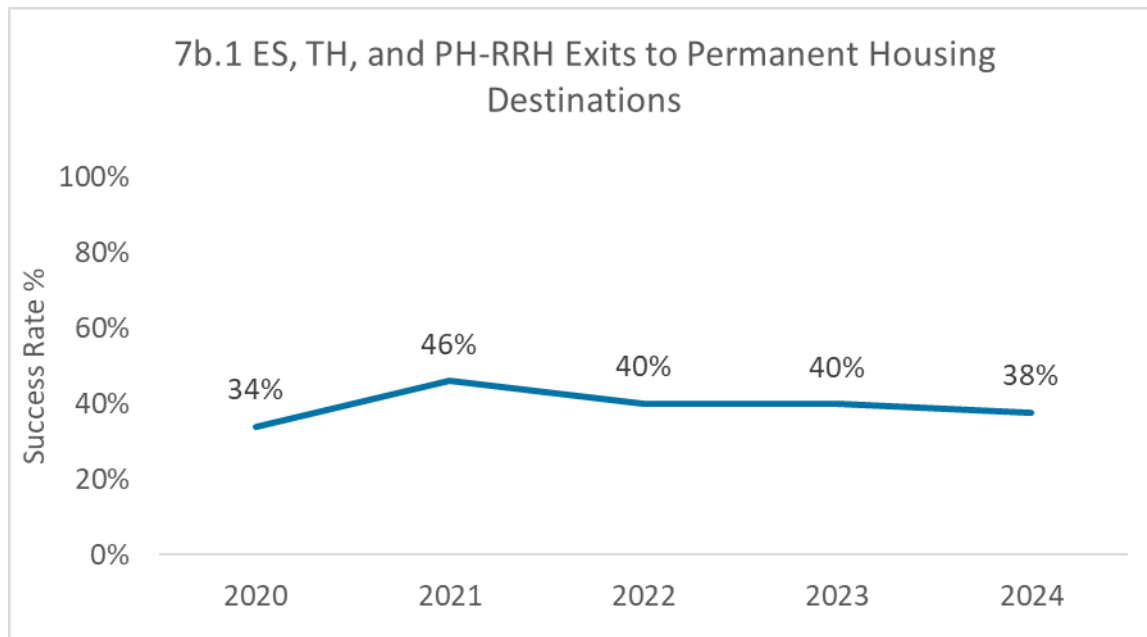


Measure 7: Permanent Housing and Retention Outcomes

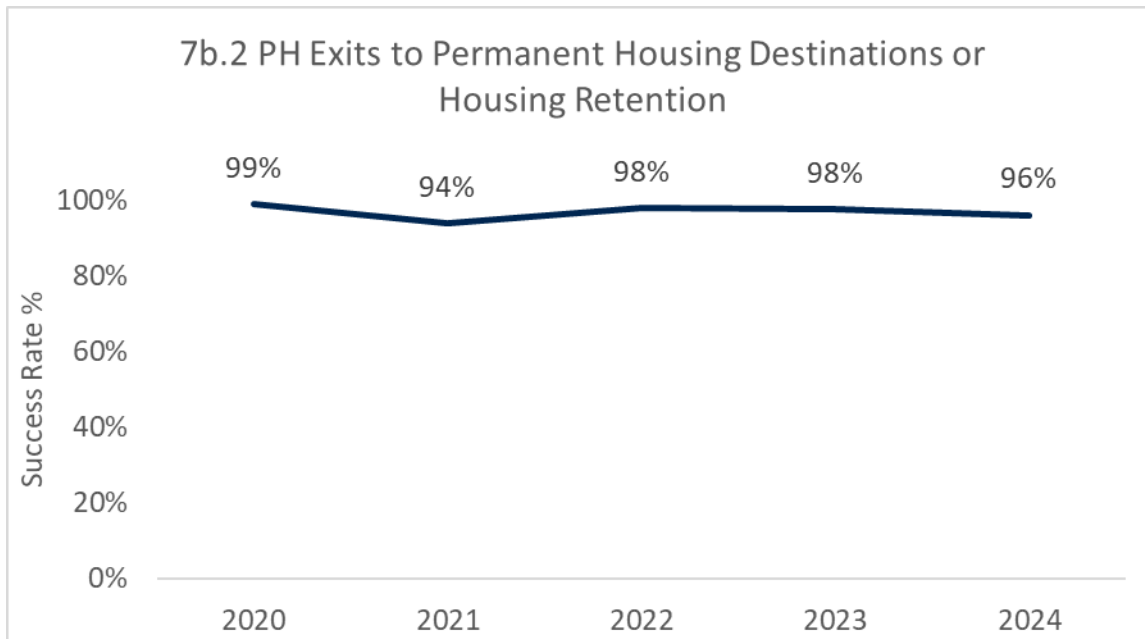
In 2024, the total number of those who exited SO to permanent or temporary destinations increased significantly from 25% to 60%. This is due to our increased focus on Outreach and increased shelter capacity.



For those exiting Emergency Shelter, Transitional Housing, and Rapid Re-Housing programs, we saw a minimal decrease in those exiting to permanent housing destinations, decreasing from 40% to 38%.



When looking at longer term permanent housing retention, we also saw a minimal decrease in the metric, declining from 98% to 96%.



Key Acronyms Used in this Document

Acronym	Full Name	Description
SPM	System Performance Measures	HUD required report outlining system outcomes
HUD	Housing & Urban Development	Federal department responsible for Homeless Services
FY	Fiscal Year	10/1/2023-9/30/2024 for these reports (HUD FY)
CoC	Continuum of Care	
ES	Emergency Shelter	
TH	Transitional Housing	
PH	Permanent Housing	
LOTH	Length of Time Homeless	