Allegheny County Continuum of Care (PA 600)
Performance Management Plan
Overview
2019

Approved 11/13/2019

For questions about this report, please contact:

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Introduction

The Allegheny County Continuum of Care (CoC) Performance Management Plan details how performance of homeless housing programs is measured and outlines project and system performance goals for the CoC.

This plan should assist homeless service providers with their understanding of the various reports, including the NOFA Ranking Tool, Annual Performance Reports (APR's), CAPERs, HAP Reports, System Performance Measures (SPM's), and numerous other reports, by condensing and agreeing upon a common set of performance benchmarks.

Background

The Allegheny County Continuum of Care is the CoC serving Allegheny County, the City of Pittsburgh, the City of McKeesport and the Municipality of Penn Hills. The Homeless Advisory Board (HAB) is the working board of the CoC, responsible for planning, coordinating and operating a system within Allegheny County that meets the needs of individuals and families experiencing homelessness. Allegheny County Department of Human Services (DHS) has been designated as the Infrastructure Organization (IO)by the HAB. Within this designation, DHS has been delegated the day-to-day administrative and operational responsibilities that fulfill the core duties of the CoC, including serving as the HUD designated Collaborative Applicant and HMIS Lead. Learn more about the HAB at https://www.alleghenycounty.us/Human-Services/About/Advisory-Bodies/Homeless-Advisory-Board.aspx .

Four standing committees support the work of the HAB to supply advisory guidance and carry out its responsibilities. Of these committees, the Continuum of Care Analysis and Planning Committee (CoCAPC) provides ongoing analysis to support the planning of the CoC, at both the provider and system level. Within this role, the CoCAPC is tasked with the development and maintenance of this Plan.

Development and Purpose of Performance Management

The Allegheny County Continuum of Care recognized that with various funders contributing to our CoC, there were differing understandings of data collection and performance expectations. The Continuum of Care Analysis and Planning Committee (CoCAPC), a subcommittee of the HAB, took on the effort to consolidate common metrics found amongst the required reported, to streamline how each of those metrics are calculated, to propose and agree upon common performance benchmarks that would ensure consistent performance reporting an easy to track progress over periods of time.

Performance benchmarks have been identified on a project type level and a system level. Projects are measured both, individually and by project type, to better understand strengths of each provider and areas of improvement for the project type overall. The system performance measures enable a system level view, to assist in identifying funding needs, areas for technical assistance, and successes for our continuum overall.

Setting Performance Benchmarks

Performance benchmarks were determined by reviewing individual project level, project type level, and system level data from Calendar Year 2018. Based on the baseline data from Calendar Year 2018, the CoCAPC set forth realistic but competitive benchmarks for the system as well as project type level performance. These benchmarks were agreed upon by representatives from the following stakeholders: HAB members, HMIS/CoC Lead, Emergency Solutions Grant (ESG), VA, Homeless Service Providers, and City Officials.

Project Performance

In our continuum, we have a range of Street Outreach, Emergency Shelter, Rapid Rehousing, Transitional Housing, Permanent Supportive Housing, and Rental Assistance that are funded by various combinations HUD CoC, HUD ESG, HAP, VA, and numerous other funding sources that define each homeless project. We have grouped our projects into categories based on the HUD project type regardless of funding and will measure them individually against the commonly agreed upon benchmarks.

System Performance

Allegheny County CoC has defined the system in a similar way to the System Performance Measures. Each metric is measuring a specific group of projects in a similar way to the HUD System Performance Measures.

Monitoring Project and System Performance

The Allegheny County Continuum of Care has a Homeless and Housing Data Specialist who manages the ongoing monitoring and technical assistance of both project and system level performance on an ongoing basis. This monitoring includes progress on their performance against the agreed upon benchmarks and data quality and accuracy. The purpose of this ongoing monitoring is to ensure complete compliance and discover trends in the data as close to real-time as possible to highlight success or course correct when areas of improvement are identified.

Outlined below is the frequency that each project type receives monitoring.

Street Outreach projects receive an updated account on their performance and data quality bi-monthly.

Emergency Shelter projects receive an updated account on their performance and data quality monthly.

Transitional Housing projects receive an updated account on their performance and data quality quarterly.

Rapid Rehousing projects receive an updated account on their performance and data quality bi-monthly.

Permanent Supportive Housing projects receive an updated account on their performance and data quality quarterly.

Rental Assistance projects receive an updated account on their performance and data quality bi-monthly.

System performance is measured quarterly and pulled from the Tableau dashboard report within 15 days of the end of the quarter. The report is then presented and discussed at the CoCAPC meeting in the second month after the quarter. The quarters are as follows:

>1st Quarter = January 1 – March 31
>>Presented at the May CoCAPC meeting
>2nd Quarter = January 1 – June 30
>>Presented at the August CoCAPC meeting
>3rd Quarter = January 1 – September 30
>>Presented at the November CoCAPC meeting
>4th Quarter = January 1 – December 31
>>Presented at the February CoCAPC meeting

All projects should review their quarterly performance data in conjunction with the ongoing monitoring of their data and contact Allegheny County Department of Human Services with any questions or concerns.

Implementing and Maintaining the Performance Management Plan

Allegheny County Department of Human Services staff are responsible for implementing and maintaining this Performance Management Plan on behalf of the Allegheny County Continuum of Care. Implementation involves working with Allegheny County DHS – ATP staff to generate the plan and review all data, sharing project and system performance information with the CoC on a quarterly and annual basis. In reviewing this performance plan quarterly, Allegheny County staff, in conjunction with the CoCAPC, will work to review and adjust performance benchmarks at least annually.

Homeless Service Providers are responsible for keeping their HMIS data up to date and accurate, working closely with the Homeless and Housing Data Specialist to catch and correct any major or minor data entry errors, review the Quarterly Performance Report, and develop internal improvement plans as necessary.

Allegheny County Continuum of Care (PA 600)
Performance Management Plan
Calculations Guide
May 2019

For questions about this guide, please contact:

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Revision History

Date	Version	Revision
5/7/2019	1	Release of DRAFT Calculation Guide
11/13/2019	2	Approved Calculation Guide - CoCAPC

Street Outreach

Measure	Benchmark	Calculation
Total number of unduplicated persons served	*information only*	Total number of clients with: • an enrollment start date before the report end date; *and* • no enrollment end date *or* an enrollment end date after the report start date
Total number of unduplicated persons who exited	*information only*	Total number of clients with: • an enrollment end date between the report start and end date
Percentage of persons served that have been connected to Allegheny Link for housing assessment	≥ 50%	Total number of active clients who had a referral made in Allegheny Link with an associated VI-SPDAT score that is: • not voided or denied • not an emergency shelter or homeless prevention referral *(Client matching between HMIS and Link based on MCI)*
Percentage of persons who became housed* within 6 months of exiting street outreach program. *(including shelter, bridge/transitional housing, rapid rehousing, permanent supportive housing, or permanent housing outside of the homeless system)	≥ 50%	Total number of exited clients who: • had an exit destination designated as "permanent" by HUD (refer to listing in Appendix A); *or* • had an enrollment start date in a housing program (including emergency shelter) 180 days or less from their enrollment end date from street outreach project
Data Quality - Completeness # of data elements with 25% or less missing data rate	≥ 75%	For each data element, total number of client records that have null (missing) values on project entry assessment divided by the total number of clients served during reporting period. Overall data quality completeness metric is calculated by dividing the number of data elements where there is 25% or less missing value rate by 7. *(7 = number of data elements included)* Data element is considered as missing if there are no values on the project entry assessment; for Social Security Number, it is considered missing if value contains anything less than 9 digits Data elements included: Social Security Number, date of birth, name, gender, ethnicity, race, veteran status
Data Quality - Timeliness for project entries	≥ 85%	Total number of client records that had 3 or less days between their enrollment start date and their entry assessment start date divided by the number of clients that became enrolled in projects during the reporting period.
Data Quality - Timeliness for project exits	≥ 85%	Total number of client records that had 3 or less days between their exit date and their exit assessment start date divided by the number of clients that exited projects during the reporting period.

Emergency Shelter

Measure	Benchmark	Calculation
Maintain or Increase Income (Adults only)	information only	Population = all adult project leavers Clients determined to have maintained or increased income if: • they had no income reported on project entry assessment and had any income reported on project exit assessment; _or_ • they had some amount of income reported on project entry assessment and same or increased amount of income reported on project exit assessment • Clients are not counted as increasing or maintaining income if they had no income reported on both project entry and exit assessments Percentage maintaining or increasing income is calculated by dividing the number of adult project leavers that maintained or increased income by the total number of adult project leavers.
Maintain or Increase Employment (Adults only)	information only	Population = all adult project leavers Clients determined to have maintained or increased employment if: • they had no earned income reported on project entry assessment and had any earned income reported on project exit assessment; _or_ • they had some amount of earned income reported on project entry assessment and same or increased amount of earned income reported on project exit assessment • Clients are not counted as increasing or maintaining earned income if they had no earned income reported on both project entry and exit assessments Percentage maintaining or increasing employment is calculated by dividing the number of adult project leavers that maintained or increased earned income by the total number of adult project leavers.
Maintain or Increase Non-Cash Benefits (Adults only)	information only	Population = all adult project leavers Clients determined to have maintained or increased non-cash benefits if: • they had no non-cash benefits reported on project entry assessment and had any non-cash benefits reported on project exit assessment; _or_ • they had some amount of non-cash benefits reported on project entry assessment and same or increased amount of non-cash benefits reported on project exit assessment

		• Clients are not counted as increasing or maintaining non-cash benefits if they had no non-cash benefits reported on both project entry and exit assessments Percentage maintaining or increasing non-cash benefits is calculated by dividing the number of adult project leavers that maintained or increased non-cash benefits by the total number of adult project leavers.
Have Health Insurance (Adults and Children)	information only	Population = all adults and children project leavers Clients determined to have health insurance if having health insurance is reported on their project exit assessment. Percentage having health insurance is calculated by dividing the number of adult and child project leavers that had health insurance by the total number of adult and child project leavers.
Exits to Permanent Housing Destinations	≥60%	Population = all households that exited projects, excluding those that exited to location of "Deceased" Percentage exiting to permanent housing destinations is calculated by dividing the number of households that had an exit destination designated as "permanent" by HUD (refer to listing in Appendix A) by the total number of households exiting during reporting period.
Utilization	information only	Calculated as the average daily number of active households divided by the total number of units available.
Length of Time in Program - Average number of days	≤30	For project leavers: the number of days between a client's enrollment start date and enrollment end date; for night-by-night shelter (i.e. SWES), the sum of the number of individual bed nights during the reporting period. For project stayers: the number of days between enrollment start date and report end date; for night-by-night shelter (i.e. SWES), the sum of the number of individual bed nights during the reporting period. The average length of time in program is the average of all clients' lengths of stay in the reporting period.
Length of Time in Program - Median number of days	≤30	For project leavers: the number of days between a client's enrollment start date and enrollment end date; for night-by-night shelter (i.e. SWES), the sum of the number of individual bed nights during the reporting period. For project stayers: the number of days between enrollment start date and report end date; for night-by-night shelter (i.e. SWES), the sum of the number of individual bed nights during the reporting period. The median length of time in program is the median of all clients' lengths of stay in the reporting period.
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥90%	For each data element, total number of client records that have null (missing) values on HMIS assessment (as noted below) divided by the total number of clients served during reporting period.

		Overall data quality completeness metric is calculated by dividing the number of data elements where there is 5% or less missing value rate by 15. *(15 = number of data elements included)* Data elements included: annual income amount, annual income source, date of birth, has disabling condition, ethnicity, gender, income at entry amount, income at entry source, income at exit amount, income at exit source, name, race, Social Security Number, veteran status For date of birth, disabling condition, ethnicity, gender, name and race, the population = all clients, and they are counted if there is no recorded value on their assessment. For Social Security Number, the population = all clients, and they are counted if there is no value recorded or if this value is less than 9 digits. For veteran status, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at entry amount/source, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at exit amount/source, the population = all adult exited clients, and they are counted if there is no recorded value on their program exit assessment. For annual income amount/source, the population = all adult clients who have a length of time enrolled in the program of at least 365 days, and they are counted if there is no recorded value on their annual assessment *or* there are more than 60 days (+/-) between their anniversary date and their annual assessment start date.
Data Quality - Timeliness for program entries	≥75%	Total number of client records that had 3 or less days between their enrollment start date and their entry assessment start date divided by the number of clients that became enrolled in projects during the reporting period. Population = all clients that entered projects during report time period.
Data Quality - Timeliness for program exits	≥75%	Total number of client records that had 3 or less days between their exit date and their exit assessment start date divided by the number of clients that exited projects during the reporting period. Population = all clients that entered projects during report time period.
Involuntary Terminations	<5%	Total number of project leavers who were marked "No" as voluntarily terminated divided by the number of persons who exited projects to any destination (except "Deceased") during reporting period.

Bridge/Transitional Housing

Measure	Benchmark	Calculation
Maintain or Increase Income (Adults only)	≥65%	Population = all adult project leavers Clients determined to have maintained or increased income if: • they had no income reported on project entry assessment and had any income reported on project exit assessment; *or* • they had some amount of income reported on project entry assessment and same or increased amount of income reported on project exit assessment • Clients are not counted as increasing or maintaining income if they had no income reported on both project entry and exit assessments Percentage maintaining or increasing income is calculated by dividing the number of adult project leavers that maintained or increased income by the total number of adult project leavers.
Maintain or Increase Employment (Adults only)	≥25%	Population = all adult project leavers Clients determined to have maintained or increased employment if: • they had no earned income reported on project entry assessment and had any earned income reported on project exit assessment; *or* • they had some amount of earned income reported on project entry assessment and same or increased amount of earned income reported on project exit assessment • Clients are not counted as increasing or maintaining earned income if they had no earned income reported on both project entry and exit assessments Percentage maintaining or increasing employment is calculated by dividing the number of adult project leavers that maintained or increased earned income by the total number of adult project leavers.
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	Population = all adult project leavers Clients determined to have maintained or increased non-cash benefits if: • they had no non-cash benefits reported on project entry assessment and had any non-cash benefits reported on project exit assessment; *or* • they had some amount of non-cash benefits reported on project entry assessment and same or increased amount of non-cash benefits reported on project exit assessment

		• Clients are not counted as increasing or maintaining non-cash benefits if they had no non-cash benefits reported on both project entry and exit assessments Percentage maintaining or increasing non-cash benefits is calculated by dividing the number of adult project leavers that maintained or increased non-cash benefits by the total number of adult project leavers.
Have Health Insurance (Adults and Child)	≥85%	Population = all adults and children project leavers Clients determined to have health insurance if having health insurance is reported on their project exit assessment. Percentage having health insurance is calculated by dividing the number of adult and child project leavers that had health insurance by the total number of adult and child project leavers.
Exits to Permanent Housing Destinations	≥85%	Population = all households that exited projects, excluding those that exited to location of "Deceased" Percentage exiting to permanent housing destinations is calculated by dividing the number of households that had an exit destination designated as "permanent" by HUD (refer to listing in Appendix A) by the total number of households exiting during reporting period.
Utilization	≥85%	Calculated as the average daily number of active households divided by the total number of units available.
Length of Time in Program (Average Days)	≤270 days	For project leavers: the number of days between a client's enrollment start date and enrollment end date For project stayers: the number of days between enrollment start date and report end date. The average length of time in program is the average of all clients' lengths of stay in the reporting period.
Length of Time in Program (Median Days)	≤270 days	For project leavers: the number of days between a client's enrollment start date and enrollment end date For project stayers: the number of days between enrollment start date and report end date. The median length of time in program is the median of all clients' lengths of stay in the reporting period.
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	For each data element, total number of client records that have null (missing) values on HMIS assessment (as noted below) divided by the total number of clients served during reporting period. Overall data quality completeness metric is calculated by dividing the number of data elements where there is 5% or less missing value rate by 15. *(15 = number of data elements included)* Data elements included: annual income amount, annual income source, date of birth, has disabling condition, ethnicity, gender, income at entry amount, income at entry source, income at exit

		amount, income at exit source, name, race, Social Security Number, veteran status
		For date of birth, disabling condition, ethnicity, gender, name and race, the population = all clients, and they are counted if there is no recorded value on their assessment.
		For Social Security Number, the population = all clients, and they are counted if there is no value recorded or if this value is less than 9 digits.
		For veteran status, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment.
		For income at entry amount/source, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment.
		For income at exit amount/source, the population = all adult exited clients, and they are counted if there is no recorded value on their program exit assessment.
		For annual income amount/source, the population = all adult clients who have a length of time enrolled in the program of at least 365 days, and they are counted if there is no recorded value on their annual assessment _or_ there are more than 60 days (+/-) between their anniversary date and their annual assessment start date.
Data Quality - Timeliness for program entries	≥85%	Total number of client records that had 3 or less days between their enrollment start date and their entry assessment start date divided by the number of clients that became enrolled in projects during the reporting period. Population = all clients that entered projects during report time period.
Data Quality - Timeliness for program exits	≥75%	Total number of client records that had 3 or less days between their exit date and their exit assessment start date divided by the number of clients that exited projects during the reporting period. Population = all clients that entered projects during report time period.
Involuntary Terminations	<5%	Total number of project leavers who were marked "No" as voluntarily terminated divided by the number of persons who exited projects to any destination (except "Deceased") during reporting period.

Rapid Rehousing

Measure	Benchmark	Calculation
Maintain or Increase Income (Adults only)	≥85%	Population = all adult project leavers Clients determined to have maintained or increased income if: • they had no income reported on project entry assessment and had any income reported on project exit assessment; *or* • they had some amount of income reported on project entry assessment and same or increased amount of income reported on project exit assessment • Clients are not counted as increasing or maintaining income if they had no income reported on both project entry and exit assessments Percentage maintaining or increasing income is calculated by dividing the number of adult project leavers that maintained or increased income by the total number of adult project leavers.
Maintain or Increase Employment (Adults only)	≥25%	Population = all adult project leavers Clients determined to have maintained or increased employment if: • they had no earned income reported on project entry assessment and had any earned income reported on project exit assessment; *or* • they had some amount of earned income reported on project entry assessment and same or increased amount of earned income reported on project exit assessment • Clients are not counted as increasing or maintaining earned income if they had no earned income reported on both project entry and exit assessments Percentage maintaining or increasing employment is calculated by dividing the number of adult project leavers that maintained or increased earned income by the total number of adult project leavers.
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	Population = all adult project leavers Clients determined to have maintained or increased non-cash benefits if: • they had no non-cash benefits reported on project entry assessment and had any non-cash benefits reported on project exit assessment; *or* • they had some amount of non-cash benefits reported on project entry assessment and same or increased amount of non-cash benefits reported on project exit assessment

		• Clients are not counted as increasing or maintaining non-cash benefits if they had no non-cash benefits reported on both project entry and exit assessments Percentage maintaining or increasing non-cash benefits is calculated by dividing the number of adult project leavers that maintained or increased non-cash benefits by the total number of adult project leavers.
Have Health Insurance (Adults and Child)	≥95%	Population = all adults and children project leavers Clients determined to have health insurance if having health insurance is reported on their project exit assessment. Percentage having health insurance is calculated by dividing the number of adult and child project leavers that had health insurance by the total number of adult and child project leavers.
Exits to Permanent Housing Destinations	≥85%	Population = all households that exited projects, excluding those that exited to location of "Deceased" Percentage exiting to permanent housing destinations is calculated by dividing the number of households that had an exit destination designated as "permanent" by HUD (refer to listing in Appendix A) by the total number of households exiting during reporting period.
Utilization	≥85%	Calculated as the average daily number of active households divided by the total number of units available.
Length of Time in Program (Average Days)	≤270 days	For project leavers: the number of days between a client's enrollment start date and enrollment end date For project stayers: the number of days between enrollment start date and report end date. The average length of time in program is the average of all clients' lengths of stay in the reporting period.
Length of Time in Program (Median Days)	≤270 days	For project leavers: the number of days between a client's enrollment start date and enrollment end date For project stayers: the number of days between enrollment start date and report end date. The median length of time in program is the median of all clients' lengths of stay in the reporting period.
Time from Enrollment to Move-in Date (Average Days)	≤30 days	Population = all clients who entered projects during the reporting period. The average number of days from enrollment to move-in date is the average of all clients' difference, in days, between the enrollment start date and residential move in date (i.e. move in date minus enrollment start date).
Time from Enrollment to Move-in Date (Median Days)	≤30 days	Population = all clients who entered projects during the reporting period. The median number of days from enrollment to move-in date is the median of all clients' difference, in days, between the

		enrollment start date and residential move in date (i.e. move in date minus enrollment start date).
Data Quality - Completeness # of data elements with 5% or less missing data rate	100%	For each data element, total number of client records that have null (missing) values on HMIS assessment (as noted below) divided by the total number of clients served during reporting period. Overall data quality completeness metric is calculated by dividing the number of data elements where there is 5% or less missing value rate by 15. *(15 = number of data elements included)* Data elements included: annual income amount, annual income source, date of birth, has disabling condition, ethnicity, gender, income at entry amount, income at entry source, income at exit amount, income at exit source, name, race, Social Security Number, veteran status For date of birth, disabling condition, ethnicity, gender, name and race, the population = all clients, and they are counted if there is no recorded value on their assessment. For Social Security Number, the population = all clients, and they are counted if there is no value recorded or if this value is less than 9 digits. For veteran status, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at entry amount/source, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at exit amount/source, the population = all adult exited clients, and they are counted if there is no recorded value on their program exit assessment. For annual income amount/source, the population = all adult clients who have a length of time enrolled in the program of at least 365 days, and they are counted if there is no recorded value on their annual assessment <u>or</u> there are more than 60 days (+/-) between their anniversary date and their annual assessment start date.
Data Quality - Timeliness for program entries	≥90%	Total number of client records that had 3 or less days between their enrollment start date and their entry assessment start date divided by the number of clients that became enrolled in projects during the reporting period. Population = all clients that entered projects during report time period.
Data Quality - Timeliness for program exits	≥85%	Total number of client records that had 3 or less days between their exit date and their exit assessment start date divided by the number of clients that exited projects during the reporting period.

		Population = all clients that entered projects during report time period.
Involuntary Terminations	<5%	Total number of project leavers who were marked "No" as voluntarily terminated divided by the number of persons who exited projects to any destination (except "Deceased") during reporting period.

Permanent Supportive Housing

Measure	Benchmark	Calculation
Maintain or Increase Income (Adults only)	≥75%	Population = all adult clients Clients determined to have maintained or increased income if: • they had no income reported on project entry assessment and had any income reported on project update, annual or exit assessment; *or* • they had some amount of income reported on project entry assessment and same or increased amount of income reported on project update, annual or exit assessment • Clients are not counted as increasing or maintaining income if they had no income reported on both project entry and exit assessments Percentage maintaining or increasing income is calculated by dividing the number of adult project leavers that maintained or increased income by the total number of adult project leavers and stayers.
Maintain or Increase Employment (Adults only)	≥20%	Population = all adult clients Clients determined to have maintained or increased employment if: • they had no earned income reported on project entry assessment and had any earned income reported on project update, annual or exit assessment; *or* • they had some amount of earned income reported on project entry assessment and same or increased amount of earned income reported on project update, annual or exit assessment • Clients are not counted as increasing or maintaining earned income if they had no earned income reported on both project entry and exit assessments Percentage maintaining or increasing employment is calculated by dividing the number of adult project leavers that maintained or increased earned income by the total number of adult project leavers and stayers.
Maintain or Increase Non-Cash Benefits (Adults only)	≥85%	Population = all adult project leavers Clients determined to have maintained or increased non-cash benefits if: • they had no non-cash benefits reported on project entry assessment and had any non-cash benefits reported on project update, annual or exit assessment; *or* • they had some amount of non-cash benefits reported on project entry assessment and same or increased amount of non-cash benefits reported on project update, annual or exit assessment

		• Clients are not counted as increasing or maintaining non-cash benefits if they had no non-cash benefits reported on both project entry and exit assessments Percentage maintaining or increasing non-cash benefits is calculated by dividing the number of adult project leavers that maintained or increased non-cash benefits by the total number of adult project leavers and stayers.
Have Health Insurance (Adults and Children)	100%	Population = all adults and children clients Clients determined to have health insurance if having health insurance is reported on their project update, annual or exit assessment. Percentage having health insurance is calculated by dividing the number of adult and child project clients that had health insurance by the total number of adult and child clients served during reporting period.
Exits to Permanent Housing Destinations	Information only	Population = all households that exited projects, excluding those that exited to location of "Deceased" Percentage exiting to permanent housing destinations is calculated by dividing the number of households that had an exit destination designated as "permanent" by HUD (refer to listing in Appendix A) by the total number of households exiting during reporting period.
Exited to or Remained in Permanent Housing		Population = all households that exited remained in PSH projects, excluding those that exited to location of "Deceased" Percentage exiting to permanent housing destinations or remaining in PSH is calculated by summing the number of households that had an exit destination designated as "permanent" by HUD (refer to listing in Appendix A) + the number of households that remained in PSH (had enrollment end date after reporting period or have no enrollment end date) and dividing by the total number of households served during reporting period (excluding those who exited to "Deceased").
Utilization	≥95%	Calculated as the average daily number of active households divided by the total number of units available.
Time from Enrollment to Move-in Date (Average Days)	≤30 days	Population = all clients who were active during the reporting period. The average number of days from enrollment to move-in date is the average of all clients' difference, in days, between the enrollment start date and residential move in date (i.e. move in date minus enrollment start date).
Time from Enrollment to Move-in Date (Median Days)	≤30 days	Population = all clients who were active during the reporting period. The median number of days from enrollment to move-in date is the median of all clients' difference, in days, between the enrollment start date and residential move in date (i.e. move in date minus enrollment start date).
Data Quality - Completeness	100%	For each data element, total number of client records that have null (missing) values on HMIS assessment (as noted below)

# of data elements with 5% or less missing data rate		divided by the total number of clients served during reporting period. Overall data quality completeness metric is calculated by dividing the number of data elements where there is 5% or less missing value rate by 15. *(15 = number of data elements included)* Data elements included: annual income amount, annual income source, date of birth, has disabling condition, ethnicity, gender, income at entry amount, income at entry source, income at exit amount, income at exit source, name, race, Social Security Number, veteran status For date of birth, disabling condition, ethnicity, gender, name and race, the population = all clients, and they are counted if there is no recorded value on their assessment. For Social Security Number, the population = all clients, and they are counted if there is no value recorded or if this value is less than 9 digits. For veteran status, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at entry amount/source, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at exit amount/source, the population = all adult exited clients, and they are counted if there is no recorded value on their program exit assessment. For annual income amount/source, the population = all adult clients who have a length of time enrolled in the program of at least 365 days, and they are counted if there is no recorded value on their annual assessment *or* there are more than 60 days (+/-) between their anniversary date and their annual assessment start date.
Data Quality - Timeliness for program entries	≥85%	Total number of client records that had 3 or less days between their enrollment start date and their entry assessment start date divided by the number of clients that became enrolled in projects during the reporting period. Population = all clients that entered projects during report time period.
Data Quality - Timeliness for program exits	≥85%	Total number of client records that had 3 or less days between their exit date and their exit assessment start date divided by the number of clients that exited projects during the reporting period. Population = all clients that entered projects during report time period.

Involuntary Terminations	<5%	Total number of project leavers who were marked "No" as voluntarily terminated divided by the number of persons who exited projects to any destination (except "Deceased") during reporting period.

Rental Assistance and Homeless Prevention

Measure	Benchmark	Calculation
Maintain or Increase Income (Adults only)	Information only	Population = all adult project leavers Clients determined to have maintained or increased income if: • they had no income reported on project entry assessment and had any income reported on project exit assessment; *or* • they had some amount of income reported on project entry assessment and same or increased amount of income reported on project exit assessment • Clients are not counted as increasing or maintaining income if they had no income reported on both project entry and exit assessments Percentage maintaining or increasing income is calculated by dividing the number of adult project leavers that maintained or increased income by the total number of adult project leavers.
Maintain or Increase Employment (Adults only)	Information only	Population = all adult project leavers Clients determined to have maintained or increased employment if: • they had no earned income reported on project entry assessment and had any earned income reported on project exit assessment; *or* • they had some amount of earned income reported on project entry assessment and same or increased amount of earned income reported on project exit assessment • Clients are not counted as increasing or maintaining earned income if they had no earned income reported on both project entry and exit assessments Percentage maintaining or increasing employment is calculated by dividing the number of adult project leavers that maintained or increased earned income by the total number of adult project leavers.
Maintain or Increase Non-Cash Benefits (Adults only)	Information only	Population = all adult project leavers Clients determined to have maintained or increased non-cash benefits if: • they had no non-cash benefits reported on project entry assessment and had any non-cash benefits reported on project exit assessment; *or* • they had some amount of non-cash benefits reported on project entry assessment and same or increased amount of non-cash benefits reported on project exit assessment

		• Clients are not counted as increasing or maintaining non-cash benefits if they had no non-cash benefits reported on both project entry and exit assessments Percentage maintaining or increasing non-cash benefits is calculated by dividing the number of adult project leavers that maintained or increased non-cash benefits by the total number of adult project leavers.
Have Health Insurance (Adults and Child)	Information only	Population = all adults and children project leavers Clients determined to have health insurance if having health insurance is reported on their project exit assessment. Percentage having health insurance is calculated by dividing the number of adult and child project leavers that had health insurance by the total number of adult and child project leavers.
Exits to Permanent Housing Destinations	≥95%	Population = all households that exited projects, excluding those that exited to location of "Deceased" Percentage exiting to permanent housing destinations is calculated by dividing the number of households that had an exit destination designated as "permanent" by HUD (refer to listing in Appendix A) by the total number of households exiting during reporting period.
Length of Time in Program (Average Days) - Prevention	Information only	For project leavers: the number of days between a client's enrollment start date and enrollment end date For project stayers: the number of days between enrollment start date and report end date. The average length of time in program is the average of all clients' lengths of stay in the reporting period.
Length of Time in Program (Average Days) - Rental Assistance	≤3 days	For project leavers: the number of days between a client's enrollment start date and enrollment end date For project stayers: the number of days between enrollment start date and report end date. The average length of time in program is the average of all clients' lengths of stay in the reporting period.
Data Quality - Completeness # of data elements with 5% or less missing data rate	≥85%	For each data element, total number of client records that have null (missing) values on HMIS assessment (as noted below) divided by the total number of clients served during reporting period. Overall data quality completeness metric is calculated by dividing the number of data elements where there is 5% or less missing value rate by 15. *(15 = number of data elements included)* Data elements included: annual income amount, annual income source, date of birth, has disabling condition, ethnicity, gender, income at entry amount, income at entry source, income at exit amount, income at exit source, name, race, Social Security Number, veteran status

		For date of birth, disabling condition, ethnicity, gender, name and race, the population = all clients, and they are counted if there is no recorded value on their assessment. For Social Security Number, the population = all clients, and they are counted if there is no value recorded or if this value is less than 9 digits. For veteran status, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at entry amount/source, the population = all adult clients, and they are counted if there is no recorded value on their program entry assessment. For income at exit amount/source, the population = all adult exited clients, and they are counted if there is no recorded value on their program exit assessment. For annual income amount/source, the population = all adult clients who have a length of time enrolled in the program of at least 365 days, and they are counted if there is no recorded value on their annual assessment _or_ there are more than 60 days (+/-) between their anniversary date and their annual assessment start date.
Data Quality - Timeliness for program entries	≥95%	Total number of client records that had 3 or less days between their enrollment start date and their entry assessment start date divided by the number of clients that became enrolled in projects during the reporting period. Population = all clients that entered projects during report time period.
Data Quality - Timeliness for program exits	≥95%	Total number of client records that had 3 or less days between their exit date and their exit assessment start date divided by the number of clients that exited projects during the reporting period. Population = all clients that entered projects during report time period.
Persons entering homeless system within 12 months after exit (Prevention only)		Population = all households that exited projects, excluding those that exited to location of "Deceased" Total number of clients who had an enrollment start date into the homeless system within 12 months of their enrollment end date from a homeless prevention program divided by the total number of clients who exited a homeless prevention program.

Appendix A: Permanent housing destinations

HUD-defined Permanent Housing Destinations (as defined by HUD System Performance Measures and Annual Performance Report specifications):

- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Permanent housing (other than RRH) for formerly homeless persons
- Rental by client, no ongoing housing subsidy
- Rental by client, with RRH or equivalent subsidy
- Rental by client, with VASH housing subsidy
- Rental by client, with GPD TIP subsidy
- Rental by client, with other ongoing housing subsidy
- Staying or living with friends, permanent tenure
- Staying or living with family, permanent tenure