

Section 1 Ending Chronic Homelessness

1.1 Capacity Rate

- a) **Purpose:** Indicates efficient use of community resources. High occupancy indicates system efficiency and community demand for service.
- b) **System:** All
- c) **Methodology of Metric:** Maintains threshold of at least 90-100% of proposed capacity each quarterly point in time as stated in the most recent project application.
- d) **Reporting Methodology:** Household units each quarter at a point in time as reported on APR Q9 and compared to stated capacity in application Q4B.2.
 - a. Calculated by APR Q9 quarterly number (for January, April, July, and October) / Application Q4B.2
 - b. Example: Q4B.2 states maximum number of units available is 5 units. Q9 show quarter 1, 3, and 4 is at 5 units (100% capacity) and quarter 2 is at 3 units (60% capacity). Agency would score 5 points for 3 quarters between 90-100% capacity

1.2 Chronically Homeless Percentage

- a) **Purpose:** To measure projects contribution towards the national goal of ending chronic homelessness. Also correlates with local objective of increasing progress towards ending chronic homelessness in our community.
- b) **System:** Permanent Supportive Housing only
- c) **Methodology of Metric:** Minimum threshold goal for this measure is 85% of participants in a project identified as chronically homeless. Projects serving 90-100% chronically homeless would be considered as exceeding the threshold for this measure.
- d) **Reporting Methodology:** Number of Chronically Homeless will be determined by totaling the number of persons who were active during the reporting period identified as chronically homeless at time of entry into program and dividing that number by the total number of project participants as stated in APR Q7. The number of Chronically Homeless will be identified as those who were prioritized through Coordinated Assessment as P1-P4 and will be identified through ETO Reporting.

Section 2 Housing Stability

2.1 Housing Retention

- a) **Purpose:** Indicates project's success in ending homelessness by measuring length of time that project participants retain permanent housing.
- b) **System:** Permanent Supportive Housing only
- c) **Methodology of Metric:** Meets or exceeds prior performance average for all PSH projects across the continuum. Minimum threshold based on prior performance standard is 88% of all

participants maintaining housing for 6 months or longer. Projects achieving 90-100% of participants maintaining housing 6 months or longer would be considered as exceeding the threshold for this measure.

- d) **Reporting Methodology:** Measured using the total client lengths of stay (from intake to exit date or end of period, if still a resident).
 - a. Calculated by the number of clients reported in APR Q27 as staying 181 days or longer. Total number of clients meeting threshold of 6 months (181 days) or longer will be added and then divided by the number of total participants for the reporting period in order to find the percentage.
 - b. Example: APR Q27 states that there are 25 individuals who have stayed in the project for 181 or more days and 28 total participants during the reporting period. $25/28=89\%$.

2.2 Housing Stability upon exit

- a) **Purpose:** Indicates project success in ending homelessness by measuring number of participants achieving independent permanent housing upon exit compared to number of participants returning to homelessness or other unstable living situations.
- b) **System:** All
- c) **Methodology of Metric:** Meets or exceeds prior performance average for all projects across the continuum. Minimum threshold based on prior performance standard of 88% of all participants exiting to permanent housing from PSH and 80% of all participants exiting to permanent housing from TH and RR. Projects achieving 90-100% of participants exiting to permanent housing would be considered as exceeding the threshold for this measure.
- d) **Reporting Methodology:** Measured using the number of leavers to permanent destinations (including successful completion of rapid re-housing project) compared to all other leavers, with the exception of those who left for reason of “deceased”.
 - a. Calculated by the number of clients reported in APR Q29. Participants exiting to permanent destinations in APR Q29 will be added and then divided by the total number of participants exiting in all other categories in APR Q29 except for the category of “deceased.”
 - b. Example: APR Q29 states that there are 6 participants who have exited to permanent housing, 1 additional participant who went to shelter, and one participant who died. $6/(8-1)=86\%$.

Section 3 Increased Income / Employment

3.1 Employment Status at exit

- a) **Purpose:** Indicates that the project is assisting household to increase self-sufficiency and stabilize housing by becoming employed.
- b) **System:** All
- c) **Methodology of Metric:** Meets or exceeds prior performance average for all projects across the continuum. Minimum threshold based on prior performance standard is 27% of all participants exiting with employment. Projects achieving 50-100% of participants exiting with employment would be considered as exceeding the threshold for this measure.
- d) **Reporting Methodology:** Determined by the number of exited participants who had earned income from employment as a source of income at time of exit as reported on APR Q24a line

“Adults with Only Earned Income” and line “Adults with Both Earned Income and Other Income.”

- a. Calculated by adding APRQ24a line one and line three and dividing that number by the total number of adult leavers for the reporting period.
- b. Example: Q24a states 2 adult leavers with earned income and 3 adult leavers with earned income and other income. Total leavers reported are 14 adults. Project would score 15 points. $(2+3)/14=36\%$

3.2 Increased Income during Program Participation

- a) **Purpose:** Indicates that the project is assisting participants towards self-sufficiency through increased income utilizing all possible resources available to participants.
- b) **System:** All
- c) **Methodology of Metric:** The metric is a new reporting function in APR reporting and has no prior performance to act as a comparison. Therefore, no minimum threshold is set for this measurement at this time.
- d) **Reporting Methodology:** Number of participants with increased income is determined by adding the number of adults with increased income from entry to exit compared to the total number of adult leavers for the reporting period.
 - a. Total adults with increased income is calculated by the addition of APR Q24b.2 line five “number of adults with any income” (column four and five) and divided by the total number of adults who exited during the reporting period.
 - b. Example: APR Q24b.2 states that 4 participants retained and increased an existing income source from entry and 3 additional participants gained a new income source prior to exit. There were a total of 16 adult leavers. Project would score 15 points. $(4+3)/16=44\%$

Section 4 Increased Mainstream Benefits

4.1 Utilization of Mainstream Cash Benefits: Leavers

- a) **Purpose:** To review project’s contribution towards the CoC’s compliance with HUD stated goal of increasing mainstream benefit utilization.
- b) **System:** All
- c) **Methodology of Metric:** Meets or exceeds prior performance average for all projects across the continuum. Minimum threshold based on prior performance standard is 57% of all participants exiting with mainstream benefits. Projects achieving 77-100% of participants exiting with mainstream benefits would be considered as exceeding the threshold for this measure.
- d) **Reporting Methodology:** Determined by the number of exited participants who were connected to cash benefits at time of exit as reported on APR Q24a line “Adults with Only Other Income” and line “Adults with Both Earned Income and Other Income.” Cash Benefits included in these lines are unemployment insurance, SSI, SSDI, Veteran’s and Private Disability, Worker’s Compensation, TANF, General Assistance, SS retirement, Veteran’s or other Pension, Child Support, and Spousal Support.
 - a. Calculated by adding APRQ24a line two and line three and dividing that number by the total number of adult leavers for the reporting period.
 - b. Example: Q24a states 5 adult leavers with other income and 3 adult leavers with earned income and other income. Total leavers reported are 14 adults. Project would score 10 points. $(5+3)/14=57\%$

4.2 Utilization of Mainstream Cash Benefits: Stayers

- a) **Purpose:** To review project's contribution towards the CoC's compliance with HUD stated goal of increasing mainstream benefit utilization. Monitoring current participants captures project's success at connecting participants to benefits during project participation but allows for the fact that some participants may no longer be on benefits at time of exit due to increased self-sufficiency upon program completion.
- b) **System:** All
- c) **Methodology of Metric:** Prior performance standard for leavers was set at 57% of all participants exiting being connected with mainstream benefits. Minimum threshold for stayers will be set at 47% to allow for new participants not yet connected at time of report. Projects achieving 77-100% of current participants connected to mainstream benefits would be considered as exceeding the threshold for this measure.
- d) **Reporting Methodology:** Determined by the number of current participants who are connected to cash benefits at time of report as reported on APR Q24a line "Adults with Only Other Income" and line "Adults with Both Earned Income and Other Income." Cash Benefits included in these lines are unemployment insurance, SSI, SSDI, Veteran's and Private Disability, Worker's Compensation, TANF, General Assistance, SS retirement, Veteran's or other Pension, Child Support, and Spousal Support.
 - a. Calculated by adding APRQ24a line two and line three and dividing that number by the total number of adult stayers for the reporting period.
 - b. Example: Q24a states 4 adult stayers with other income and 3 adult stayers with earned income and other income. Total stayers reported are 14 adults. Project would score 10 points. $(4+3)/14=50\%$

4.3 Utilization of Non Cash Benefits: Leavers

- a) **Purpose:** To review project's contribution towards the CoC's compliance with HUD stated goal of increasing mainstream benefit utilization.
- b) **System:** All
- c) **Methodology of Metric:** Prior performance standard for leavers was set at 57% of all participants exiting being connected with mainstream benefits. Projects achieving 77-100% of current participants connected to mainstream benefits would be considered as exceeding the threshold for this measure.
- d) **Reporting Methodology:** Determined by the number of adult leavers that have one or more sources of non-cash benefits as reported on APR Q26a2 divided by the number of total adult leavers for the reporting period.
 - a. Calculated by the number of adults who exited the program with 1+ source(s) of non-cash benefits on line two of Q26a2 divided by the total number of adult leavers on line 5 of Q26a2.
 - b. Example: Q26a2 states 10 adults exiting with non-cash benefits and 17 total leavers. Project would score 10 points. $10/17=58\%$

4.4 Utilization of Non Cash Benefits: Stayers

- a) **Purpose:** To review project's contribution towards the CoC's compliance with HUD stated goal of increasing mainstream benefit utilization. Monitoring current participants captures project's success at connecting participants to benefits during project participation but allows for the fact that some participants may no longer be on benefits at time of exit due to increased self-sufficiency upon program completion
- b) **System:** All
- c) **Methodology of Metric:** Prior performance standard for leavers was set at 57% of all participants exiting being connected with mainstream benefits. Minimum threshold for stayers will be set at 47% to allow for new participants not yet connected at time of report.

Projects achieving 77-100% of current participants connected to mainstream benefits would be considered as exceeding the threshold for this measure.

- d) Reporting Methodology:** Determined by the number of adult stayers that have one or more sources of non-cash benefits as reported on APR Q26b2 divided by the number of total adult leavers for the reporting period.
- a. Calculated by the number of adults who exited the program with 1+ source(s) of non-cash benefits on line two of Q26b2 divided by the total number of adult leavers on line 5 of Q26b2.
 - b. Example: Q26b2 states 10 current participants with non-cash benefits and 17 total stayers. Project would score 10 points. $10/17=58\%$

Section 5 HMIS Participation

5.1 Accuracy and Completeness of Data Entry

- a) **Purpose:** In order to achieve accurate data collection projects must ensure that data entered into the local HMIS system is complete.
- b) **System:** All
- c) **Methodology of Metric:** Local CoC goal is to maintain less than 2% null or missing data in the HMIS system. Projects missing 2% or more data elements will fail to meet threshold for this measurement and have points deducted.
- d) **Reporting Methodology:** Data quality will be evaluated based on the number of clients multiplied by the total number of data elements per participant, which is 24 data elements, to get the total number of possible data elements for the reporting period. This number will then be divided by number of missing data elements listed in APR Q7 missing data column to get the total percentage of data missing.
 - a. Example: Total participants listed for all clients on Q7 is 50 participants. There are a total of 20 missing data elements listed in Q7 for the missing data column. $50 \times 24 = 1,200$ data elements. $20/1,200 = 1.6\%$ missing data elements. 1.6% is less than the 2% limit on number of data elements missing and would not result in points being deducted.

Section 6 Financial Management

6.1 Current Funds Recaptured

- a) **Purpose:** It is important to HUD that programs show agency capacity to spend funds allocated in a timely manner and in full.
- b) **System:** All
- c) **Methodology of Metric:** Less than 2% recapture rate from any single program is the local CoC goal. Agencies with no funds recaptured will be considered as exceeding the minimum requirement.
- d) **Reporting Methodology:** Agency's most recent closeout letter (or LOCCS information in the absent of a closeout letter from HUD for most recently closed grant year). Amount unspent for most recently closed grant year will be divided by the total grant funds allocated for that same grant period to get the percentage of funds to be recaptured.

Section 7 Organizational Participation with CoC

7.1 Participation in CoC Meetings

- a) **Purpose:** To support collaboration between agencies and knowledge of local resources at the CoC will provide at least 22 CoC wide meetings with varying topics related to homelessness and housing services. To be successful in this goal attendance from all participating agencies must be consistent.
- b) **System:** All
- c) **Methodology of Metric:** Attendance at each meeting is achieved by at least one staff member from each agency being present and signing in. Meetings that will count for this metric are the round table and general meetings held monthly every third Tuesday at 10:00 and 12:00 respectively.
- d) **Reporting Methodology:** Sign in sheets will be collected at each meeting and maintained at the TCHC offices. Agencies that were signed in will be input into an excel document for each attended meeting to keep a running tally of participation rate per agency. For final score determination the excel sheet will be sorted by agency and total agency attendance will be calculated and divided by the total number of meetings held that period. 75% or higher rate of attendance is considered meeting threshold for participation in CoC Meetings.

7.2 Participation in Active Workgroups and Committees

- a) **Purpose:** To support collaboration between agencies, inform CoC of arising needs of specific populations and discuss possible solutions to community problems. To be successful experts in agencies working with specific client populations must actively participate.
- b) **System:** All
- c) **Methodology of Metric:** CoC workgroup participation is achieved by agency expert being present for at least ½ of workgroup or committee assigned to. This is NOT required but will gain agencies 10 bonus points.
- d) **Reporting Methodology:** Sign in sheets will be collected at each workgroup meeting and maintained in a binder at the TCHC offices. Agencies that were signed in will be input into an excel document for each attended training to keep a running tally of participation rate per agency. For final score determination the excel sheet will be sorted by agency and total agency attendance will be calculated and divided by the total number of meetings held that period. 50% or higher rate of attendance is considered threshold for participation in a CoC workgroup or committee.

7.3 Participation in CoC Coordinated Assessment

- a) **Purpose:** To review project participation with the local CoC Coordinated Assessment and prioritization system.
- b) **System:** All
- c) **Methodology of Metric:** HUD requires that each Continuum of Care to develop a Coordinated Assessment System (CAS) and local priorities for CoC-funded housing. Participation in the local CAS can be determined by the number of newly enrolled clients that have matriculated through the prioritization process and whose priority status is consistent with the local policy on prioritization.
- d) **Reporting Methodology:** The number of clients with a priority status will be determined by totaling the number of clients that were newly enrolled during the reporting period and have an assigned priority status divided by the total number of newly enrolled clients during the same time frame as reported in ETO