



KCRHA

King County Regional Homelessness Authority

System Performance Measures

Intent, Overview, and Current Data

Acronyms and Terms

Acronym	Project Type
ES	Emergency Shelter
TH	Transitional Housing
SH	Safe Haven
RRH	Rapid Re-Housing
PSH	Permanent Supportive Housing (disability requirement)
PH	Permanent Housing – Housing Only
	Permanent Housing – Housing with Services (<i>no</i> disability requirement)
SO	Street Outreach
HMIS	Homeless Management Information System
Term	Explanation
PIT Count	Point-in-Time Count of <i>Sheltered/ Unsheltered</i> Persons
Client Universe	All Clients belonging the <i>group of interest</i> for the current metric
HUD	Housing and Urban Development (Federal Proponent)



Background and Intent

- CoCs consolidated redesign requires *system-based* thinking, planning and **evaluation**
- *System Performance Measures* **standardize guidance** for measuring how each CoC performs as a *system*
- Accurately assessing performance requires quality data from Projects/ Providers
- Data helps CoCs identify gaps in services and outcomes



Measure 1:

Length of Time Persons Remain Homeless

- Assesses goal of achieving quick and stable housing for Participants
- Encourages communities to quickly re-house Participants
- Helps to discover Participants who have been homeless for long periods of time (detecting outliers)



Measure 1:

Length of Time Persons Remain Homeless

1. Add up time spent in *ES* and/or *SH* by each Participants during reporting period (days)
2. Divide total from **step 1** by total days to obtain *Average*
3. Calculate Median of days for all persons included (*50th percentile value*)



Measure 1(a):

Length of Time Persons Remain Homeless

- Separated into *Measures 1.1* and *1.2*
 - *1.1* does **not** include time spent in *TH*
 - *1.2* includes time spent in *TH*
- *Median* indicates *anticipated* time for any given person
- *Average* detects *very long* or *very short* times (outliers)
- *Unsheltered* time not required by HUD, but... (next slide)



Measure 1(b):

Length of Time Persons Remain Homeless

- Includes *Unsheltered* time (estimates where available)
- Length of time reported directly by the Participants
- Collected *in addition to M1a* (not required by HUD)
- Incorporates Participants' stories (*self-reporting*) into estimates



KCRHA System Performance (M1)

Length of Time Persons Remain Homeless

Median LoT (from HMIS)			
Project(s)	FY 2022	FY 2023	Change
ES, SH	97	114	17
ES, SH, TH	118	133	15

Median LoT (from Assessment)			
Project(s)	FY 2022	FY 2023	Change
ES, SH	379	336	-43
ES, SH, TH	429	377	-52

- On average, there was an increase in the length of time individuals spent in shelters from FY 2022 to FY 2023 by 13 days.

- There was decrease in the average days individuals *reported* spending (**M1b**) experiencing homelessness, prior to their housing move-in. This could suggest improvements aimed at reducing homelessness the duration overall may be working despite an increase in the time spent in shelters.



Measure 2:

Returns to Homelessness in 6, 12, 24 mos.

- Assesses housing *solidity*
- Encourages community to pay attention to quality and fit, as well as volume
- Can help identify Programs and Projects needing special attention by flagging high rates of return
- Provides information about *positive* and *negative* exits



Measure 2(a):

Returns to Homelessness in 6, 12 mos.

1. Count total Participants who *exited* to *PH* in the prior period
2. Count total Participants who were *also* recorded in any of *SO*, *ES*, *SH*, or *TH* projects at 6 *and* 12 months *post-exit* to *PH*
3. Divide **step 2** by **step 1** to obtain fraction (percent) of Participants who return to homelessness

Note: *Measure 2a* is divided into *2a.1* and *2a.2*, where *2a.1* does NOT include *PH*, but *2a.2* does (at **step 2**)



Measure 2(b):

Returns to Homelessness within 24 mos.

1. Count total Clients who exited to *PH* \geq 24 months ago
2. Count total Clients who were *also* recorded in any of *SO*, *ES*, *SH*, or *TH* projects within 24 months *post-exit* to *PH*
3. Divide **step 2** by **step 1** to obtain fraction (percent) of Clients who return to homelessness

Note: *Measure 2b* is divided into *2b.1* and *2b.2*, where *2b.1* does NOT include *PH*, but *2b.2* does (at **step 2**)



KCRHA System Performance (M2)

Returns to Homelessness in 6, 12, 24 mos.

Project Exited	Returns in Less than 6 Mos		
	FY 2022	FY 2023	% of Returns
SO	66	66	5.64%
ES	364	274	11.55%
TH	33	36	6.03%
SH	2	3	9.68%
PH	65	54	2.75%
TOTALS	530	433	7.06%

Returns in 6 to 12 Mos		
FY 2022	FY 2023	% of Returns
51	53	4.53%
70	129	5.44%
10	24	4.02%
1	0	0.00%
40	45	2.29%
172	251	4.09%

Returns in 24 Mos		
FY 2022	FY 2023	% of Returns
204	180	15.37%
623	522	22.01%
81	92	15.41%
4	6	19.35%
159	172	8.77%
1,071	972	15.85%



KCRHA System Performance (M2)

Returns to Homelessness in 6, 12, 24 mos.

- The number of returns to homelessness within two years varied across different categories, with percentages ranging from 9% to 22%.
- The percentages varied between intervention types but the count was overall down by 10% from the previous year's returns.



Measure 3:

Number of People Exp. Homelessness

- Measures overall reduction in the number of homeless individuals and families
- Directly assesses CoC's progress toward eliminating homelessness
- Utilizes PIT Count *in combination* with Annual Counts



Measure 3:

Number of People Exp. Homelessness

- 3.1 estimates number based on change in *PIT* count
 - Sheltered counts conducted annually
 - Unsheltered counts added on *odd-numbered years*
- 3.2 estimates number based on *Annual* count
 - Add total Clients in HMIS, by project type
 - *Unduplicated* records are counted



KCRHA System Performance (M3)

Number of People Exp. Homelessness

Change in PIT Count(s)			
Project Category	January 2022	January 2023	Change
ES	4141	4885	744
TH	1487	1525	38
SH	55	54	-1
Sheltered Total	5683	6464	781
Unsheltered Total	7685	0	-7685
Total	13368	6464	-6904

- There was a significant decrease in the Point-in-Time Count of total persons from FY 2022 to FY 2023, with a decrease of 6,904 individuals ***but that is attributed to the absence of the unsheltered count*** in 2023. The sheltered count had an increase of 13%.



KCRHA System Performance (M3)

Number of People Exp. Homelessness

Change in Annual Count(s)			
Project Category	FY 2022	FY 2023	Change
ES	13,880	14,443	563
TH	12,514	13,098	584
SH	106	146	40
Total	1,750	1,696	-54

- The Annual Count of total persons showed a slight increase from FY 2022 to FY 2023, with 563 more individuals counted.



Measure 4:

Employment and Income Growth

- Demonstrates whether the percent of adults served have increased their income between enrollment and exit (or follow-up assessment)
- Closely associated with housing placement stability



Measure 4:

Employment and Income Growth

1. Add total *adult* Participants ('leavers' or 'stayers' as required)
2. Add total *adults* who have increased:
 - *Employment* income (4.1, 4.4)
 - *Non-Employment* income (4.2, 4.5)
 - *Combined Total* income (4.3, 4.6)
3. Divide **step 2** by **step 1** for % with *increased* income



Measure 4:

Employment and Income Growth

- Assesses for increase in income during reporting period
 - 4.1, 4.2, 4.3 measure change for 'stayers' during annual assessments
 - 4.4, 4.5, 4.6 measure change for 'leavers' upon system exit (to *PH*)
 - Includes *Adults* in *SH*, *TH*, *PH* (*RRH* and *PSH*)
- Each subset of measures accounts for *employment*, *non-employment*, and *combined (total)* income



KCRHA System Performance (M4)

Employment and Income Growth

'Stayers'	FY 2022	FY 2023	Change
Total	1,817	1,794	-23
# Increased	714	778	64
% Increased	39%	38%	4%

'Leavers'	FY 2022	FY 2023	Change
Total	701	645	-56
# Increased	272	242	-30
% Increased	39%	38%	-1%

- Overall, for stayers and leaver in CoC funded programs, an increase of income remained flat for stayers with no growth whatsoever and a 1% decrease for leavers.
- This suggests that while maintaining income is good, there's a challenge in enhancing income levels for individuals in the system and those transitioning out of the system.
- Figures shown reflect changes in Total Income (*Employment + Non-Employment*)



Measure 5:

Number of Persons Homeless for 1st Time

- Additional important measure for assessing overall reduction in levels of homelessness
- Measures *total numbers* rather than *percentages* to highlight volume (increase awareness)
- Viewed in context with *M2* and *M3*, it shows how people *enter* and *exit* system over time



Measure 5:

Number of Persons Homeless for 1st Time

1. Add total number of Participants in the system
2. Calculate number of Participants who were *also* in any of *ES*, *SH*, *TH*, or *PH* within the past 24 months
3. Subtract number from **step 2** from that in **step 1** to get total experiencing homelessness for first time



Measure 5:

Number of Persons Homeless for 1st Time

- 5.1 measures total Participants as those in *ES, SH, TH* currently
- 5.2 measures total Participants as those in *PH* (in addition to 5.1)
- '*Experiencing homelessness for the first time*' defined as not having engaged with the system for > 24 months



KCRHA System Performance (M5)

Number of Persons Homeless for 1st Time

<i>ES, SH, and TH</i>	FY 2022	FY 2023	Change
Total	10,171	10,178	7
Recorded w/ in 24 mos.	2,501	2,331	-170
No Record for >24 mos.	7,670	7,847	177

<i>ES, SH, TH, and PH</i>	FY 2022	FY 2023	Change
Total	14,185	13,911	-274
Recorded w/ in 24 mos.	4,187	3,370	-817
No Record for >24 mos.	9,998	10,541	543

- In *Metric 5.1* and *5.2* there was an increase in the number of persons entering *ES, SH, TH* and *PH* projects with no prior enrollments from both categories in HMIS from *FY 2022* to *FY 2023*.
- This could indicate a small rise in first-time homelessness in our system during the reporting period.



Measure 6:

Preventing Returns to Homelessness (Cat.3)

- Addresses homelessness prevention and housing placement for people who are *unstably* housed
- Special criteria for *youth* and *families with children* who are at higher risk of homelessness



Measure 6:

Preventing Returns to Homelessness (Cat.3)

- **Category 3** defines *unaccompanied youth* under 25 years of age, or *families with children*, who do not otherwise qualify as homeless, who:
 - Are defined as homeless under the other listed federal statutes;
 - Have not had a lease, ownership interest in permanent housing during the 60 days prior to the homeless assistance application;
 - Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
 - Can be expected to continue in such status for an extended period of time due to special needs or barriers



Measure 6:

Preventing Returns to Homelessness (Cat.3)

1. Add all Participants meeting the category criteria
2. Add persons in this group who *also* entered any of *SO*, *ES*, *SH*, *TH*, or *PH* projects, subdivided into:
 - reentry within 6 and 12 months of exit to *PH* (6.1)
 - reentry within 24 months of exit to *PH* (6.2)
3. Divide **step 2** total by **step 1** total *for each* time-window



KCRHA System Performance (M6)

Preventing Returns to Homelessness (Cat.3)

- This Measure is not applicable to CoCs in the FY2021 or FY2022 reporting periods



Measure 7:

Successful Housing Placements

- Viewed with **M1** and **M2** to assess *solidity* of placements
- Measures *positive* exits, rather than *all* exits
- Measures movement through the continuum to *PH*, as well as placements from *street outreach*
- *Continuously collected* data is an important tool for assessing system effectiveness



Measure 7:

Successful Housing Placements

1. Add Participants currently in *ES*, *SH*, *TH*, and *PH-RRH* who exited in the current period
2. Add all Participants in *ES*, *SH*, *TH*, and *PH-RRH* who then *exited to PH*
3. Divide **step 2** by **step 1** for percent of *successful exits to PH*

Note: *7b.1* calculation shown, and *7b.2* further includes percent who *retained PH*, while *7a* focuses on *SO*



KCRHA System Performance (M7)

Successful Housing Placements

Exits to <i>PH</i>	FY 2022	FY 2023	Change
Total	8,392	8,891	499
Positive Exits	3,277	4,036	759
% Successful	39%	45%	6%

Retained <i>PH</i>	FY 2022	FY 2023	Change
Total	7,874	8,141	267
Positive Exits	7,556	7,842	286
% Successful	96%	96%	0%

- For *Metric 7b.1*, the percentage of successful exits to *PH* destinations from emergency shelters, *TH*, and *PSH* increased by 6%.
- For *Metric 7b.2*, the percentage of successful exits or retention in permanent housing remained consistent at 96%.



KCRHA System Performance (M7)

Successful Housing Placements

Exits from SO	FY 2022	FY 2023	Change
Total	3,623	4,551	928
Negative Exits	1,092	724	-368
Positive Exits	1,481	2,932	1,451
% Successful	71%	80%	9%

- *Metric 7a.1*, the percentage of successful exits from *SO* to *PH* destinations increased by 9%.
- **Data quality is extremely important** for this measure to be accurate and that exits and exit destinations are recorded accurately in the HMIS.



Questions?





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