

**ATTACHMENT B: OUTCOMES/PERFORMANCE BENCHMARKS FOR EHP PROGRAM**

The overriding directive of this NOFA and RFP is to fund services / programs that result in outcomes that lead to movement toward, or achievement of the following:

- Preventing homelessness;
- Diversion from emergency shelter;
- Rapidly moving households to permanent housing;
- Reducing the time spent homeless on streets, shelters, and transitional housing;
- Rapidly moving households to permanent housing;
- Stabilizing persons in housing with an emphasis on permanent housing; and
- Increasing self-sufficiency

With that in mind, the following performance will be tracked for the programs in the table below. Further information and specific benchmarks are described below the table. Some performance measures in the table below do not have specific benchmarks. In those cases, you do not need to respond. For example, for permanent supportive housing projects, you do not need to respond to your “exits to permanent housing.”

What Outputs/Outcomes to measure	Emergency Shelter	Transitional Housing	Permanent Supportive Housing
Numbers served	X	X	X
Average length of stay in program	X	X	X
Rate of exit to permanent housing	X	X	X
Exit with employment/earned income	NA	X	X
Exit with access to mainstream benefits	NA	X	X
Bed/Unit utilization rates	X	X	X
Increased self-sufficiency	X	X	X

**Emergency Shelter Programs (including motel/hotel vouchers):**

Performance Measure One: Reduce the time spent homeless in emergency shelters

Current system performance: On average, clients are staying 60 days in emergency shelter before exiting.

1<sup>st</sup> year benchmark: 45 days

2<sup>nd</sup> year target: 30 days

Performance Measure Two: Rapidly move homeless households to permanent housing.

Current system performance: On average, 26% of emergency shelter clients are exiting to permanent destinations.

1<sup>st</sup> year benchmark: 40% exit to permanent destinations

2<sup>nd</sup> year target: 50% exit to permanent destinations

Justification: Even though only 26% of shelter clients are exiting to permanent destinations, we believe this number to be higher in reality. Many are exiting to project based voucher transitional housing (TH). Many of those exits, previously recorded as exits to TH, will likely change to permanent destination exits with training and additional guidance.

Performance Measure Three: Bed/Unit utilization (also known as occupancy rate)

Current system performance: Our current daily bed/utilization rate for emergency shelter is 88% for individuals without children beds and 89% for households with children units.

1<sup>st</sup> year benchmark: ≥ 90% for individuals without children beds and for households with children units.

2<sup>nd</sup> year target: ≥ 90% for individuals without children beds and for households with children units.

### **Transitional Housing Programs:**

Performance Measure One: Reduce the time spent homeless in transitional housing

Current system performance: On average, clients are staying 284 days in non Project-Based-Voucher transitional housing before exiting.

1<sup>st</sup> year benchmark: 260 days for non-PBV TH

2<sup>nd</sup> year target: 230 days for non-PBV TH

Performance Measure Two: Rapidly move homeless households to permanent housing.

Current system performance: On average, 74% of transitional housing clients are exiting to permanent housing.

In PBV TH, 75% are exiting to permanent housing. In non-PBV TH, 62% are exiting to permanent housing.

1<sup>st</sup> year benchmark: 65% exit to permanent housing

2<sup>nd</sup> year target: 70% exit to permanent housing

Performance Measure Three: Bed/Unit utilization (also known as occupancy rate)

Current system performance: Our current daily bed/utilization rate for transitional housing is 94% for individuals without children beds and 95% for households with children

1<sup>st</sup> year benchmark: ≥ 90% for individuals without children beds and for households with children units.

2<sup>nd</sup> year target: ≥ 90% for individuals without children beds and for households with children units.

Performance Measure Four: Increase the percentage of employed adults (ages 18-61) at exit from transitional housing.

Current system performance: Our current percentage of employed adults at exit from transitional housing is 23%.

1<sup>st</sup> year benchmark: ≥ 25% exit from transitional employed

2<sup>nd</sup> year target: ≥ 27% exit from transitional employed

Performance Measure Five: Increase the percentage of households that obtained mainstream benefits at exit from transitional housing.

Current system performance: Our current percentage of households linked to mainstream benefits at exit from transitional housing is 71%.

1<sup>st</sup> year benchmark: ≥ 70% exit from transitional and are linked to mainstream benefits.

2<sup>nd</sup> year target: ≥ 70% exit from transitional and are linked to mainstream benefits.

## **Permanent Supportive Housing Programs:**

Performance Measure One: Increase the percentage of participants remaining in permanent supportive housing for at least six months or longer

Current system performance: Our current percentage of participants staying in permanent supportive housing for six months or longer 91%. We are exceeding HUD's goal of 80%.

1<sup>st</sup> year benchmark: ≥ 90% of those who have exited from permanent supportive housing stayed a year or longer

2<sup>nd</sup> year target: ≥ 90% of those who have exited from permanent supportive housing stayed a year or longer

Note – because we are exceeding HUD's goal of 80%, we have created a longer-term benchmark around stability in permanent supportive housing, shown below.

Performance Measure Two: Increase the percentage of participants remaining in permanent supportive housing for at least one year or longer.

Current system performance: Our current percentage of participants staying in permanent supportive housing for one year or longer is 68%

1<sup>st</sup> year benchmark: ≥ 70% of those who have exited from permanent supportive housing stayed a year or longer

2<sup>nd</sup> year target: ≥ 75% of those who have exited from permanent supportive housing stayed a year or longer

Performance Measure Three: Bed/Unit utilization (also known as occupancy rate)

Current system performance: Our current daily bed/utilization rate for permanent supportive housing is 97% for individuals without children beds and 96% for households with children

1<sup>st</sup> year benchmark: ≥ 95% for individuals without children beds and for households with children units.

2<sup>nd</sup> year target: ≥ 95% for individuals without children beds and for households with children units.

Performance Measure Four: Increase the percentage of employed adults (ages 18-61) at exit from permanent supportive housing.

Current system performance: Our current percentage of employed adults at exit from permanent supportive housing is 12%.

1<sup>st</sup> year benchmark: ≥ 14% exit from permanent supportive housing employed

2<sup>nd</sup> year target: ≥ 16% exit from permanent supportive housing employed

Performance Measure Five: Increase the percentage of households that obtained mainstream benefits at exit from permanent supportive housing.

Current system performance: Our current percentage of households linked to mainstream benefits at exit from permanent supportive housing is 60%.

1<sup>st</sup> year benchmark: ≥ 60% exit from permanent supportive housing and are linked to mainstream benefits.

2<sup>nd</sup> year target: ≥ 65% exit from permanent supportive housing and are linked to mainstream benefits.