

SYSTEM PERFORMANCE MEASURES

Improving the efficiency and effectiveness of the local homeless assistance system is a crucial element of the Homeless Solutions Plan. Through the Homeless Management Information System (HMIS) database, the homeless system has extensive data on the community's shelter and housing projects. HMIS data are used to better understand how well we are meeting the Plan goals of preventing and ending homelessness, to evaluate our system, and to identify areas to improve performance.

HUD (the U.S. Department of Housing and Urban Development) has developed six system-level performance measures which provide a picture of a community's performance at the system level. It is important that the measures be examined in tandem and not individually. The Homeless Solutions Policy Board's System Performance & Evaluation Committee established Performance Targets for each of the System Measures. The targets were adopted by the Homeless Solutions Policy Board in May 2017.

The System Performance Measures include:

- Measure 1: Length of time persons remain homeless;
- Measure 2: Extent to which persons who exit homelessness to permanent housing return to homelessness;
- Measure 3: Number of homeless persons;
- Measure 4: Jobs and income growth for homeless persons in CoC (Continuum of Care)-funded projects;
- Measure 5: Number of persons who become homeless for the first time; and
- Measure 6: Successful housing placement.

The charts below show the community's performance for calendar year 2016 alongside the 2019 system target for each of the four measures considered to be a high priority by the Homeless Solutions Policy Board.



