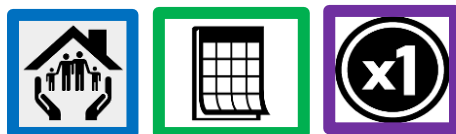


OH-505 CoC Performance Measurement – 2021

Performance measurement is essential for evaluating the effectiveness and efficiency of our Continuum of Care (CoC) in meeting its goal of ensuring that homelessness is **rare**, **brief**, and **one-time**.



While Project Performance Measures can indicate how well individual projects are working, System Performance Measures help our CoC understand how the overall system is functioning and whether the right *set* of strategies and resources have been implemented. Analysis of performance data can identify opportunities to develop high-impact strategies to improve system performance.

The COVID-19 pandemic caused tremendous disruptions in our society – from stay-at-home orders to the closure of many parts of the economy to the eviction moratorium – all of which impacted the homeless assistance system. In recognition of that impact, the overall goal for 2021 performance is a return to the pre-pandemic performance levels of 2019. The exceptions to this are where the 2019 and 2020 outcomes were substantially different or where there are significant new resources.

SYSTEM PERFORMANCE MEASURES

MEASURE	2021 Target
Homeless HOUSEHOLDS	3,272
First Time Homeless Persons	2,117
Chronically Homeless Persons	3
Length of Time Homeless AVERAGE	56 days
Length of Time Homeless MEDIAN	19 days
Length of Time Prioritization List to Project Referral	TBD
Length of Time Project Referral to Housing Move-In	TBD
Exits to Permanent Housing	41%
Increase in TOTAL Cash Income LEAVERS	29%
Receipt of Non-Cash Benefits LEAVERS	47%
Return to Homelessness within 6 months	8%
Return to Homelessness within 12 months	16%

PROJECT PERFORMANCE MEASURES

MEASURE	2021 Target
PREVENTION/DIVERSION	
Exit to Permanent Housing	94%
Entry to Shelter in 6 Months after Assistance	3%
STREET OUTREACH	
Length of Time on Street AVERAGE	134 days
Successful Placement	62%
EMERGENCY SHELTER – ADULTS	
Length of Time Homeless AVERAGE	44 days
Exit to Permanent Housing	29%
Return to Homelessness within 6 months	17%
EMERGENCY SHELTER – UNACCOMPANIED MINORS	
Length of Time Homeless AVERAGE	3 days
Exit to Permanent Housing	83%
Return to Homelessness within 6 months	22%
COORDINATED ENTRY (CE) ASSESSMENT IN SHELTER	
Average Days CE Entry to Initial Assessment	3 days
Average Days CE Entry to Comprehensive Assessment	7-14 days
Average Days Initial Assessment to RRH Referral for Prioritization List	TBD
Average Days Comprehensive Assessment to Referral for Prioritization List	TBD
Average Days Referral to Placement on Prioritization List	TBD
% of HH with an Initial Assessment	TBD
% of HH with a Comprehensive Assessment	TBD
COORDINATED ENTRY (CE) ASSESSMENT IN STREET OUTREACH	
Average Days CE Entry to Verification of Disability	TBD
Average Days CE Entry to Comprehensive Assessment	TBD
Average Days Comprehensive Assessment to Referral for Prioritization List	TBD
Average Days Referral to Placement on Prioritization List	TBD
% of HH with a Comprehensive Assessment	TBD
TRANSITIONAL HOUSING – ADULTS	
Length of Time in Project AVERAGE	89 days
Exit to Permanent Housing	57%
Increase in TOTAL Cash Income LEAVERS	24%
Increase in Employment Income LEAVERS	9%
Non-Cash Benefits at Exit	25%
Return to Homelessness within 6 Months	7%

MEASURE	2021 Target
TRANSITIONAL HOUSING – YOUNG ADULTS	
Length of Time in Project AVERAGE	254 days
Exit to Permanent Housing	74%
Increase in TOTAL Cash Income LEAVERS	42%
Increase in Employment Income LEAVERS	28%
Non-Cash Benefits at Exit	65%
Return to Homelessness within 6 Months	5%
SAFE HAVEN	
Exit to Permanent Housing	70%
Increase in TOTAL Cash Income LEAVERS	35%
Non-Cash Benefits at Exit	53%
RAPID REHOUSING – ADULTS	
Length of Time Referral to Move-In AVERAGE	TBD
Exit to Permanent Housing	89%
Increase in TOTAL Cash Income LEAVERS	26%
Increase in Employment Income LEAVERS	16%
Non-Cash Benefits at Exit	42%
Return to Homelessness within 6 Months	7%
RAPID REHOUSING – YOUNG ADULTS	
Length of Time Referral to Move-In AVERAGE	TBD
Exit to Permanent Housing	67%
Increase in TOTAL Cash Income LEAVERS	31%
Increase in Employment Income LEAVERS	23%
Non-Cash Benefits at Exit	69%
Return to Homelessness within 6 Months	7%
PERMANENT SUPPORTIVE HOUSING	
Length of Time Referral to Move-In AVERAGE	TBD
Retention in PSH or Exit to Permanent Housing	95%
Increase in TOTAL Cash Income STAYERS	55%
Non-Cash Benefits STAYERS	76%
Return to Homelessness within 6 Months	7%

Project measurements also include HMIS Data Completeness (95%) and occupancy based on project size.