System Performance Measures Guide
Institute for Community Alliances

CONTENTS

INTRODUCTION

This document is designed to help agencies better understand System Performance Measures (SPM) by explaining what each measure is looking at, where the data comes from in the Homeless Management Information System (HMIS), and how agencies can review this data.

About System Performance Measures

System Performance Measures are a set of 7 measures that a Continuum of Care (CoC) submits to the Department of Housing and Urban Development (HUD) annually. The reporting period is for the federal fiscal year from October 1st to September 30th. These measures help a CoC understand the state of homelessness in their Continuum of Care, identify areas for improvement, and track progress toward ending homelessness. Additionally, System Performance Measures are used in the NOFO competition for CoC award determinations.

SYSTEM PERFORMANCE MEASURES OVERVIEW

The System Performance Measures are as follows:
- **Measure 1** – Length of Time Clients Experience Homelessness
- **Measure 2** – Returns to Homelessness
- **Measure 3** – Total Persons Experiencing Homelessness
- **Measure 4** – Clients Increasing Income in CoC Program-funded Projects
- **Measure 5** – Clients Experiencing Homlessness for the First Time
- *Measure 6 – Homelessness Prevention and Housing Placement of Persons Defined by Category 3 of HUD's Homeless Definition in CoC Program-Funded Projects**
- **Measure 7** – Retention of and Successful Exits to Permanent Housing

*CoCs are not authorized to serve Category 3 clients in CoC-Program funded Projects. Therefore, Measure 6 will not be included in the guide.

The remainder of this document will provide an overview of each measure, including information about where the data comes from in HMIS and reports that can be generated to review the data.

> ➤ **What is this measure looking at?**

Metric 1a.1 is looking at the change in average and median length of time clients are homeless in Emergency Shelter and Safe Haven projects.

Metric 1a.2 is looking at the change in average and median length of time clients are homeless in Emergency Shelter, Safe Haven, and Transitional Housing projects.

Metric 1b is looking at the change in average and median length of time clients are homeless in Emergency Shelter, Safe Haven, Transitional Housing, Rapid Rehousing, and all Permanent Housing projects.

The goal is to reduce the average and median length of time clients remain homeless.

> ➤ **Where does this data come from?**

Metric 1a.1 and Metric 1a.2 calculates length of time homeless by looking at the client's project start date (for Entry Exit shelters) or bed nights (for Night-by-Night shelters) to the client's project exit date **or** the reporting end date if the client is still enrolled in the program.

Example 1:

Minnie Mouse enrolls in ICA Training Shelter on 6/10/2025 and exits ICA Training Shelter on 7/10/2025. She returns to ICA Training Shelter on 8/1/2025 and exits ICA Training Shelter on 9/5/2025. Her length of time homeless in ICA Training Shelter is 65 days (6/10/2025-7/10/2025 = 30 and 8/1/2025-9/15/2025 = 35).

PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	08/01/2025	09/05/2025	Individual
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	06/10/2025	07/10/2025	Individual

Example 2:

Minnie Mouse enrolls in ICA Training Shelter on 6/10/2025 and is still enrolled in the program at the end of the reporting period on 9/30/2025. Her length of time homeless in ICA Training Shelter is 112 days (6/10/2025-9/30/2025 = 112).

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	06/10/2025	**Active**	Individual

Metric 1b for Emergency Shelter, Safe Haven, and Transitional Housing calculates length of time homeless by looking at the client's approximate date homelessness started to project exit **or** the reporting end date if the client is still enrolled in the program.

Example 1:

Minnie Mouse enrolls in ICA Training Shelter on 6/10/2025 and exits ICA Training Shelter on 7/10/2025. She reports her approximate date homelessness started as 5/1/2025. Her length of time homeless in ICA Training Shelter is 70 days (5/1/2025-7/10/2025 = 70).

PROGRAM: ICA TRAINING SHELTER

| Enrollment | History | Provide Services | Assessments | Goals | Notes | Files | Chart | Forms |

Enroll Program for client Minnie Mouse

Project Start Date	06/10/2025
Translation Assistance Needed	No
In which county is the client being housed or service being provided?	Columbia

PRIOR LIVING SITUATION

Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...
Length of Stay in Prior Living Situation	One month or more, but less than 90 days
Approximate date this episode of homelessness started	05/01/2025
Number of times on the streets, in ES, or Safe Haven in the past three years	Two Times
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	Four Months

PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	06/10/2025	07/10/2025	Individual

Example 2:

Minnie Mouse enrolls in ICA Training Shelter and is still actively enrolled in the program at the end of the reporting period on 9/30/2025. She reports her approximate date homelessness started as 5/1/2025. Her length of time homeless in ICA Training Shelter is 152 days (5/1/2025-9/30/2025 = 152).

PROGRAM: ICA TRAINING SHELTER

| Enrollment | History | Provide Services | Assessments | Goals | Notes | Files | Chart | Forms |

Enroll Program for client Minnie Mouse

Project Start Date	06/10/2025 📅
Translation Assistance Needed	No
In which county is the client being housed or service being provided?	Columbia

PRIOR LIVING SITUATION

Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...
Length of Stay in Prior Living Situation	One month or more, but less than 90 days
Approximate date this episode of homelessness started	05/01/2025 📅
Number of times on the streets, in ES, or Safe Haven in the past three years	Two Times
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	Four Months

PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	06/10/2025	**Active**	Individual

Metric 1b for Rapid Rehousing and all Permanent Housing calculates length of time homeless by looking at the client's approximate date homelessness started to housing move-in date **or** the reporting end date if the client is still enrolled in the program and does not have a housing move-in date.

Example 1:

Minnie Mouse enrolls in ICA Rapid Rehousing. She reports her approximate date homelessness started as 5/1/2025. She moves into housing on 8/1/2025. Her length of time homeless in ICA Rapid Rehousing is 92 days (5/1/2025-8/1/2025 = 92).

Enroll Program for client Minnie Mouse

Project Start Date	06/01/2025

TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed	No
In which county is the client being housed or service being provided?	Kenosha

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date	08/01/2025
Total Monthly Rent Amount listed on Lease (not client subsidy)	800.00
Zip Code of Rental Unit	53140

PRIOR LIVING SITUATION

Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...
Length of Stay in Prior Living Situation	One month or more, but less than 90 days
Approximate Date This Episode of Homelessness Started	05/01/2025
Number of times on the streets, in ES, or Safe Haven in the past three years	Two Times
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	Two Months

Example 2:

Minnie Mouse enrolls in ICA Rapid Rehousing and is still actively enrolled in the program at the end of the reporting period on 9/30/2025. She reports her approximate date homelessness started as 5/1/2025. She has not moved into housing yet. Her length of time homeless in ICA Rapid Rehousing is 152 days (5/1/2025-9/30/2025 = 152).

Enroll Program for client Minnie Mouse

Project Start Date   06/01/2025

TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed   No

In which county is the client being housed or service being provided?   Kenosha

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date   __/__/____

PRIOR LIVING SITUATION

Type of Residence   Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...

Length of Stay in Prior Living Situation   One month or more, but less than 90 days

Approximate Date This Episode of Homelessness Started   05/01/2025

Number of times on the streets, in ES, or Safe Haven in the past three years   Two Times

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years   Two Months

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PROGRAM HISTORY

Program Name	Start Date	End Date	Type
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	06/10/2025	**Active**	Individual

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> ➢ How can agencies review this data?

[HUDX-227] Annual Performance Report – click **here** for more information on this report.

- **Metric 1a.1 and 1a.2**
    - Q22a1. Length of Participation – CoC Projects – Review the length of time clients were enrolled in your program and check for accuracy.
    - Q22b. Average and Median Length of Participation in Days – Review the average and median length of time clients were enrolled in your program and check for accuracy.

- **Metric 1b for Emergency Shelter, Safe Haven, and Transitional Housing**
  - Q22e. Length of Time Prior to Housing – based on 3.917 Date Homelessness Started – Review the length of time clients were enrolled in your program and check for accuracy. This table includes the Approximate Date Homelessness Started field on the program enrollment screen in its calculation.

- **Metric 1b for Rapid Rehousing and all Permanent Housing**
  - Q22c. Length of Time between Project Start Date and Housing Move-in Date – Review the length of time clients were enrolled in your program until a housing move-in date was added and check for accuracy. Review clients in the count for "Persons who were exited without move-in." If there are clients included in this count that moved into housing, be sure to update the Housing Move-In Date field on their program enrollment to indicate they were housed.

Q22c. Length of Time between Project Start Date and Housing Move-in Date

Program Applicability: PH - Rapid Re-Housing; PH - Permanent Supportive Housing

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	5	1	4	0	0
8 to 14 days	8	5	3	0	0
15 to 21 days	16	8	8	0	0
22 to 30 days	8	5	3	0	0
31 to 60 days	17	7	10	0	0
61 to 90 days	5	5	0	0	0
91 to 180 days	3	3	0	0	0
181 to 365 days	0	0	0	0	0
366 to 730 days (1-2 Yrs)	5	0	5	0	0
Total (persons moved into housing)	67	34	33	0	0
Average length of time to housing	71	40	104	0	0
Persons who were exited without move-in	12	7	5	0	0
Total persons	79	41	38	0	0

  - Q22e. Length of Time Prior to Housing – based on 3.917 Date Homelessness Started – Review the length of time clients were enrolled in your program and check for accuracy. This table includes the Approximate Date Homelessness Started field on the program enrollment screen in its calculation. Review clients in the count for "Not yet moved into housing." If there are clients included in this count that moved into housing, be sure to update the Housing Move-In Date field on their program enrollment to indicate they were housed.

Q22e. Length of Time Prior to Housing - based on 3.917 Date Homelessness Started

Program Applicability: ES-EE, ES-NbN, TH, PSH, SH, PH & RRH

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	0	0	0	0	0
8 to 14 days	0	0	0	0	0
15 to 21 days	3	0	3	0	0
22 to 30 days	0	0	0	0	0
31 to 60 days	16	11	5	0	0
61 to 90 days	10	6	4	0	0
91 to 180 days	41	13	28	0	0
181 to 365 days	27	16	11	0	0
366 to 730 days (1-2 Yrs)	25	14	11	0	0
731 days or more	24	19	5	0	0
Total (persons moved into housing)	146	79	67	0	0
Not yet moved into housing	18	11	7	0	0
Data Not Collected	29	2	27	0	0
Total persons	193	92	101	0	0

Measure 2: Returns to Homelessness

➢ What is this measure looking at?

Measure 2 is looking at clients who return to Street Outreach, Emergency Shelter, Safe Haven, Transitional Housing, and all Permanent Housing* projects after exiting to permanent housing within 6 months, 6-12 months, and within 2 years.

*Entries into Permanent Housing only count as returns to homelessness if they:
  a. are more than 14 days after clients exit to permanent housing, and
  b. do not overlap with any other permanent housing enrollment, or the 14 days after exit

The goal is to reduce the percentage of clients who return to homelessness.

➢ Where does this data come from?

Measure 2 counts clients who exit from Street Outreach, Emergency Shelter, Safe Haven, Transitional Housing, and any Permanent Housing project to a permanent housing destination two years prior to the reporting period and subsequently enroll in Street Outreach, Emergency Shelter, Transitional Housing, or any Permanent Housing project within 6 months, 6-12 months, or within 2 years after having been housed.

Permanent Housing Destinations are as follows:
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Moved from one HOPWA funded project to HOPWA PH
- Rental by client, no ongoing housing subsidy
- Rental by client, with ongoing housing subsidy
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy

Example 1:

The current reporting period is 10/1/2024 to 9/30/2025. In this instance, this measure is looking at clients who exited to a permanent housing destination two years prior (10/1/2022 to 9/30/2023).

Minnie Mouse is exited from ICA Permanent Supportive Housing (PSH) on 10/1/2022 to a destination of rental by client, no ongoing housing subsidy. On 12/1/2022, she is enrolled in ICA Training Shelter. Minnie would be counted as a return to homelessness within 6 months for ICA Permanent Supportive Housing. This is because she exited the PSH program to a permanent housing destination and subsequently enrolled in an emergency shelter program 2 months later.

Example 2:

The current reporting period is 10/1/2024 to 9/30/2025. In this instance, this measure is looking at clients who exited to a permanent housing destination two years prior (10/1/2022 to 9/30/2023).

Minnie Mouse is exited from ICA Training Shelter on 1/1/2023 to a destination of rental by client, with ongoing housing subsidy. On 8/1/2023, she is enrolled in ICA Street Outreach. Minnie would be counted as a return to homelessness within 6-12 months for ICA Training Shelter. This is because she exited the emergency shelter program to a permanent housing destination and subsequently enrolled in a street outreach program 7 months later.

Example 3:

The current reporting period is 10/1/2024 to 9/30/2025. In this instance, this measure is looking at clients who exited to a permanent housing destination two years prior (10/1/2022 to 9/30/2023).

Minnie Mouse is exited from ICA Street Outreach on 9/1/2023 to a destination of staying or living with family, permanent tenure. On 11/1/2024, she is enrolled in ICA Transitional Housing. Minnie would be counted as a return to homelessness within 2 years for ICA Street Outreach. This is because she exited the street outreach program to a permanent housing destination and subsequently enrolled in a transitional housing program 14 months later.

[OUTS-205-AD] Program Recidivism – click **here** for more information on this report.

- Choose a report date range two years prior to the current reporting period. For example, if the current reporting period is 10/1/2024 to 9/30/2025, you would run this report from 10/1/2022 to 9/30/2023.
- The report shows the following:
  - o Number of clients who exited within the reporting period
  - o Number of clients who exited to permanent destinations
  - o Number of clients returning to homelessness
  - o Average number of days from program exit to re-entry
- If you run the report in Web Page format, you can drill down into the data to see which clients returned to homelessness.

Emergency Shelter – Entry Exit	# of Clients
Number of clients who exited within date range	312
Number of clients who exited to permanent destinations	16
Number of clients returning to homelessness	6
Average number of days from program exit to re-entry	223

Measure 3: **Total Persons Experiencing Homelessness**

➢   What is this measure looking at?

Metric 3.1 is looking at the change in Point in Time (PIT) counts of sheltered and unsheltered clients during the reporting period.

Metric 3.2 is looking at the change in annual counts of clients served in Emergency Shelter, Safe Haven, and Transitional Housing projects in HMIS during the reporting period.

The goal is to reduce the number of individuals who are homeless.

➢   Where does this data come from?

Metric 3.1 is official PIT data that is submitted by the CoC.

Metric 3.2 is an unduplicated count of the number of clients served in Emergency Shelter, Safe Haven, and Transitional Housing projects during the reporting period.

Example:

The current reporting period is 10/1/2024 to 9/30/2025. ICA Training Shelter enrolled 250 clients during this time. Their total for Metric 3.2 is 250.

> ➢ How can agencies review this data?

Metric 3.1 – Review the data on the monthly Google Housing Inventory Chart (HIC) for your agency's program(s). You can also run the following reports in HMIS:

- **[HUDX-123] Housing Inventory (HIC) Supplemental** – click **here** for more information on this report.
- **[HUDX-230] Shelter Count PIT** – click **here** for more information on this report.

Metric 3.2
- **[HUDX-227] Annual Performance Report** – click **here** for more information on this report.
    - Q5a. Report Validations Table – Look at the "Total number of persons served" in the table and check for accuracy.

Q5a. Report Validations Table
Program Applicability: All Projects

Category	Count of Clients for DQ	Count of Clients
Total number of persons served	193	193
Number of adults (age 18 or over)	124	124
Number of children (under age 18)	69	69
Number of persons with unknown age	0	0
Number of leavers	54	54
Number of adult leavers	35	35
Number of adult and head of household leavers	35	35
Number of stayers	139	139
Number of adult stayers	89	89
Number of veterans	0	0
Number of chronically homeless persons	58	58
Number of youth under age 25	29	29
Number of parenting youth under age 25 with children	10	10
Number of adult heads of household	117	117
Number of child and unknown-age heads of household	0	0
Heads of households and adult stayers in the project 365 days or more	41	41

Measure 4: Clients Increasing Income in CoC Program-funded Projects

> ➢ **What is this measure looking at?**

This measure looks at changes in employment, non-employment income, and total income for adults in **CoC funded** Safe Haven, Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing projects.

Metrics 4.1-4.3 are looking at stayers who have been in the program for at least one year, have an Annual Assessment completed, and have not exited during the reporting period.

Metrics 4.4-4.6 are looking at leavers who exited the program during the reporting period.

The goal is to increase the percentage of adults who gain or increase employment or non-employment cash income over time.

> ➢ **Where does this data come from?**

Metrics 4.1-4.3 use income data from the client's latest Annual Assessment within the reporting period and compare it to their most recent assessment prior to that. This could be either another Annual Assessment or project start data, whichever is more recent.

Example:

Minnie Mouse has been enrolled in ICA Rapid Rehousing for one year. She completes an Annual Assessment on 1/1/2025, at which time she reports having earned income. Prior to that, her most recent assessment data was collected when she was enrolled in the program on 1/1/2024. At that time, she did not have income. A change in income would be compared between her Annual Assessment data and project start data. This comparison would show that she increased her employment income in ICA Rapid Rehousing.

Metrics 4.4-4.6 use income data at project exit and compare it to the client's income at project start.

Example:

Minnie Mouse is exited from ICA Rapid Rehousing on 5/10/2025, at which time she reports having earned income. She did not have income when she was enrolled in the program on 1/1/2024. A change in income would be compared between project exit and project start. This comparison would show that she increased her employment income in ICA Rapid Rehousing.

[HUDX-227] Annual Performance Report – click **here** for more information on this report.

- **Metrics 4.1-4.3**
  - Q6c. Data Quality: Income and Housing Data Quality – If there are any clients in the "Information Missing" column for the "Income and Sources (4.02) at Annual Assessment" data element, be sure to review those enrollments. This indicates the client is missing an Annual Assessment record during the reporting period.

Q6c. Data Quality: Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	2	43		45	16.07%
Income and Sources (4.02) at Start	1	13	1	15	4.09%
Income and Sources (4.02) at Annual Assessment	0	23	0	23	50.00%
Income and Sources (4.02) at Exit	0	7	0	7	3.50%

  - Q19a1. Client Cash Income Change – Income Source – by Start and Latest Status – This will show the change in income for clients who have been enrolled in the program for 365 days or longer and have not exited the program as of the end of the reporting period. Review the data to confirm it is accurate. If any clients' income changes are not accurately reflected, be sure to update the client's Annual Assessment screen with the correct information.

- **Metrics 4.4-4.6**
  - Q6c. Data Quality: Income and Housing Data Quality – If there are any clients in the "Information Missing" column for the "Income and Sources (4.02) at Start" and "Income and Sources (4.02) at Exit" data elements, be sure to review those enrollments. This indicates the client is missing income information at program enrollment (start) or program exit.

Q6c. Data Quality: Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	2	43		45	16.07%
Income and Sources (4.02) at Start	1	13	1	15	4.09%
Income and Sources (4.02) at Annual Assessment	0	23	0	23	50.00%
Income and Sources (4.02) at Exit	0	7	0	7	3.50%

o Q19a2. Client Cash Income Change – Income Source – by Start and Exit – This will show the change in income for clients who have exited the program during the reporting period. Review the data to confirm it is accurate. If any clients' income changes are not accurately reflected, be sure to update the client's Exit screen with the correct information.

Measure 5: Clients Experiencing Homlessness for the First Time

➢ What is this measure looking at?

Metric 5.1 is looking at the change in the number of clients in Emergency Shelter, Safe Haven, and Transitional Housing projects with no prior enrollments in HMIS in the past 2 fiscal years.

Metric 5.2 is looking at the change in the number of clients in Emergency Shelter, Safe Haven, Transitional Housing, and all Permanent Housing projects with no prior enrollments in HMIS in the past 2 fiscal years.

The goal is to reduce the number of individuals who become homeless for the first time.

➢ Where does this data come from?

Metric 5.1 takes the client's earliest start date in Emergency Shelter, Safe Haven, and Transitional Housing projects within the reporting period and looks to see if the client was active in any Emergency Shelter, Safe Haven, Transitional Housing, or Permanent Housing projects in the 24 months prior to that date. If they were active in another program, they are not considered first time homeless. If they were not active in another program, they are considered first time homeless.

Example:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse has two enrollments during the reporting period: ICA Training Transitional Housing Program on 2/1/2025 and ICA Training Shelter on 11/1/2024. Minnie's earliest start date during the reporting period was in ICA Training Shelter on 11/1/2024. This measure will look to see if she was enrolled in any other program(s) in the two years prior (11/1/2022 to 11/1/2024). Before enrolling in ICA Training Shelter, Minnie's most recent enrollment was in ICA Training Rapid Rehousing Program on 7/1/2022. Since Minnie was not active in another program in the previous two years, she **is** considered first time homeless for ICA Training Shelter.

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
ICA Training Transitional Housing Program Transitional Housing ICA Training Agency ⓘ	02/01/2025	07/31/2025	Individual
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	11/01/2024	01/31/2025	Individual
ICA Training Rapid Rehousing Program PH – Rapid Re-Housing ICA Training Agency ⓘ	07/01/2022	10/01/2022	Individual

Metric 5.2 takes the client's earliest start date in Emergency Shelter, Safe Haven, Transitional Housing, and all Permanent Housing projects within the reporting period and looks to see if the client was active in any Emergency Shelter, Safe Haven, Transitional Housing, or Permanent Housing projects in the 24 months prior to that date. If they were active in another program, they are not considered first time homeless. If they were not active in another program, they are considered first time homeless.

Example:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse has two enrollments during the reporting period: ICA Training Transitional Housing Program on 2/1/2025 and ICA Training Rapid Rehousing Program on 10/15/2024. Minnie's earliest start date during the reporting period was in ICA Training Rapid Rehousing Program on 10/15/2024. This measure will look to see if she was enrolled in any other program(s) in the two years prior (10/15/2022 to 10/15/2024). Before enrolling in ICA Training Rapid Rehousing Program, Minnie's most recent enrollment was in ICA Training Shelter on 12/1/2022. Since Minnie was active in another program in the previous two years, she is **not** considered first time homeless for ICA Training Rapid Rehousing Program.

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
ICA Training Transitional Housing Program Transitional Housing ICA Training Agency ⓘ	02/01/2025	07/31/2025	Individual
ICA Training Rapid Rehousing Program PH – Rapid Re-Housing ICA Training Agency ⓘ	10/15/2024	01/31/2025	Individual
ICA Training Shelter Emergency Shelter – Entry Exit ICA Training Agency ⓘ	12/01/2022	04/01/2024	Individual

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> ## ➢ How can agencies review this data?

There are no reports that agencies can generate to review Measure 5. If agencies are interested in reviewing this data, they should contact their HMIS System Administrator for assistance.

Measure 7: **Retention of and Successful Exits to Permanent Housing**

> ## ➢ What is this measure looking at?

Metric 7a.1 is looking at the change in exits to permanent housing destinations, temporary destinations (except for place not meant for human habitation), and some institutional settings from Street Outreach projects during the reporting period.

Metric 7b.1 is looking at the change in exits to permanent housing destinations from Emergency Shelter, Safe Haven, Transitional Housing, Rapid Rehousing, and other Permanent Housing projects where no housing move-in date was recorded during the reporting period.

Metric 7b.2 is looking at the change in exits to or retention of permanent housing in all Permanent Housing project types <u>except</u> Rapid Rehousing during the reporting period.

The goal for Metric 7a is to increase the percentage of clients who exit to an Emergency Shelter, Safe Haven, Transitional Housing, or permanent housing destination.

The goal for Metric 7b is to increase the percentage of clients who exit to or retain permanent housing.

> ## ➢ Where does this data come from?

Metric 7a.1 includes clients who exited Street Outreach during the reporting period to any of the following destinations:
- <u>Homeless Situations</u> – Emergency shelter or Safe Haven
- <u>Institutional Situations</u> – Foster care home or foster care group home, Psychiatric hospital or other psychiatric facility, Substance abuse treatment facility or detox center, or Long-term care facility or nursing home
- <u>Temporary Housing Situations</u> – Hotel or motel paid for without emergency shelter voucher, Staying or living with family (temporary tenure), Staying or living with friends (temporary tenure), Transitional housing for homeless persons, Moved from one HOPWA funded project to HOPWA TH, or Host Home (non-crisis)
- <u>Permanent Housing Situations</u> – Staying or living with family (permanent tenure), Staying or living with friends (permanent tenure), Moved from one HOPWA funded project to HOPWA PH, Rental by client (no ongoing housing subsidy), Rental by client (with ongoing housing subsidy), Owned by client (no ongoing housing subsidy), or Owned by client (with ongoing housing

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subsidy)

Example 1:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse exits ICA Street Outreach on 3/1/2025 to a destination of emergency shelter. This would be considered a successful exit for the ICA Street Outreach Program.

Example 2:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse exits ICA Street Outreach on 3/1/2025 to a destination of place not meant for human habitation. This would **not** be considered a successful exit for the ICA Street Outreach Program.

Metric 7b.1 includes clients who exited Emergency Shelter, Safe Haven, Transitional Housing, and Rapid Rehousing, and other Permanent Housing projects where no housing move-in date was recorded during the reporting period to any of the following permanent housing destinations:

- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Moved from one HOPWA funded project to HOPWA PH
- Rental by client, no ongoing housing subsidy
- Rental by client, with ongoing housing subsidy
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy

Example 1:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse exits ICA Training Shelter on 4/1/2025 to a destination of staying or living with family, permanent tenure. This would be considered a successful exit for ICA Training Shelter.

Example 2:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse exits ICA Training Transitional Housing Program on 7/1/2025 to a destination of staying or living with friends, temporary tenure. This would **not** be considered a successful exit for the ICA Training Transitional Housing Program.

Metric 7b.2 has two components:

- Clients Who Exit to Permanent Housing includes clients with a housing move-in date who exited Permanent Supportive Housing, Permanent Housing-Housing only, and Permanent Housing-Housing services only projects during the reporting period to a permanent housing destination.
- Clients Who Retain Permanent Housing includes clients with a housing move-in date before the end of the reporting period who were still enrolled in the Permanent Supportive Housing, Permanent Housing-Housing only, and Permanent Housing-Housing services only project at the end of the reporting period.

Example 1:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse was housed in ICA Training Permanent Housing Program with a move-in date of 12/1/2024. She exits the program on 5/1/2025 to a destination of rental by client, no ongoing housing subsidy. This would be considered a successful exit for the ICA Training Permanent Housing Program.

Example 2:

The current reporting period is 10/1/2024 to 9/30/2025. Minnie Mouse was housed in ICA Training Permanent Housing Program with a move-in date of 12/1/2024. She is still enrolled in the program at the end of reporting period on 9/30/2025. This would be considered retention of permanent housing for the ICA Training Permanent Housing Program.

> ➢ How can agencies review this data?

[HUDX-227] Annual Performance Report – click **here** for more information on this report.

- **Metrics 7a.1 and 7b.1**
    - o <u>Q23c. Exit Destination</u> – Review the exit destinations to ensure clients were exited to the correct destinations.

- **Metric 7b.2**
    - o <u>Q22c. Length of Time between Project Start Date and Housing Move-in Date</u> – Review the length of time clients were enrolled in your program until a housing move-in date was added and check for accuracy. Review clients in the count for "Persons who were exited without move-in." If there are clients included in this count that moved into housing, be sure to update the Housing Move-In Date field on their program enrollment to indicate they were housed.
    - o <u>Q23c. Exit Destination</u> – Review the exit destinations to ensure clients were exited to the correct destinations.