communityshelterboard

FY2019 Program[1] Evaluation Methodology

The Evaluation Methodology document establishes the purpose, definition, goal-setting, and reporting methodology for each of the indicators that CSB and the CoC currently track for their reporting needs.

Purpose: identifies the reason for the indicator
Projects: identifies the projects for which an indicator applies
Definition: CSB or CoC/HUD definition for the indicator
Goal-setting methodology: used by each agency to set goals around the indicator
Reporting methodology: detailed description on how CSB is calculating the indicator

Reporting Conventions

1) Measures apply only to heads of household with the exception of income-related measures.
2) A family is defined as a household consisting of at least one adult and at least one minor child.
3) The term "head of household" applies both to families and to single adult clients. Each family unit must have a head of household. A household may not have more than one head of household.
4) The term "household" describes a unit consisting of either a family or a single adult.
5) Emergency shelter reporting methodology includes overflow numbers. Goals do not include overflow.

Purpose, Definition, Goal-setting & Reporting Methodologies *(in alphabetical order)*

1) ***Average Length of Participation (Days):***
   a) **Purpose:** A reasonably short length of participation indicates that the project is assisting households to achieve independence without long term reliance on the project.
   b) **Projects:** Rapid Re-housing, Homelessness Prevention, and SSVF projects
   c) **Definition:** The average number of days that exited distinct households received services as measured from the point of entry to the exit date from the project.
   d) **Goal-setting methodology*:*** Based on project design and anticipated performance. Meet or below CSB Board Ends Policy.
   e) **Reporting methodology:** Σ(exit date – entry/enrollment/engagement date) / the number of total distinct households served and exited from project during the report period.

2) ***Average Length of (shelter) Stay (LOS)(Days):***
   a) **Purpose:** A reasonably short LOS indicates the project's success in rapid re-housing. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelter. A lower rate is considered positive.
   b) **Projects:** Emergency Shelter and Rapid Re-housing

[1] As of 10/1/2014, the term, "Program" is replaced by "Project" per HUD's guidance.

c) **Definition:**
   i) Emergency Shelter: The average cumulative number of days households receive shelter as measured from shelter entry to exit or last day of report period.
   ii) Rapid Re-housing/SSVF Projects: The average number of days households receive services as measured from the point of entry in the rapid re-housing project to the exit date from the emergency shelter (includes prior overlapping veteran/transitional project stay's exit date for SSVF projects). Measure applies only to households that had an entry date in the rapid re-housing project within the report period. *Note: Households who had a rapid re-housing entry date after their emergency shelter exit date are excluded from this calculation.*

d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy. An average LOS less than Ends goal is considered to be the desired direction.

e) **Reporting methodology:**
   i) Emergency Shelter: Σ(exit date or report end date – entry date) / the number of total distinct households served within the report period.
   ii) Rapid Re-housing/SSVF Projects: Σ(shelter exit date – rapid re-housing entry date) / the number of total distinct households served with an entry date in the rapid re-housing project within the report period that also exited shelter.

3) *Average Number of Service Instances (#)*

a) **Purpose:** A low number of service instances indicates the project's efficiency in rapid re-housing and long-term stability.

b) **Projects**: YMCA Rapid Re-housing Project

c) **Definition:** Average number of shelter stays per distinct client served within 12 months.

d) **Goal-setting methodology:** Meet or below CSB Boards Ends Policy.

e) **Reporting methodology:** Total number of shelter stays provided within the past 12 months / Total number of distinct clients served during the report period.

4) *Carryover Households (#):*

a) **Purpose:** Indicates volume of households served by the project which do not exit prior to the first day of the report period. This measure is monitored, but not evaluated.

b) **Projects:** Rapid Re-housing, Homelessness Prevention, SSVF Projects, Benefits Partnership, and Outreach Programs

c) **Definition:** Distinct households that entered the project prior to the first day of the report period.

d) **Goal-setting methodology:** Based on prior performance. If new project, the project must provide the rationale for planned goal.

e) **Reporting methodology:** The number of distinct households with an entry date before 7/1/XX for annual number; before 7/1/XX and 1/1/XX for semi-annual; before 7/1/XX, 10/1/XX, 1/1/XX, and 4/1/XX for quarterly; and no corresponding exit date before the start of the reporting period.

5) *Detox Exits (#):*
   a) **Purpose:** Indicates that the project is assisting households to enter detox and/or treatment. A higher rate is considered positive.
   b) **Projects:** Maryhaven Engagement Center - Safety
   c) **Definition:** The number of households served that exit to an inpatient drug or alcohol treatment facility.
   d) **Goal-setting methodology:** Meet or exceed CSB standards.
   e) **Reporting methodology:** The number of distinct households that were exited with a detox destination divided by the total number of distinct households that exited the project during the report period. (Measure is based on the latest exit for households with multiple stays during the report period.)

6) *Diversion Recidivism (%):*
   a) **Purpose:** Indicates the project's success in ending homelessness as measured by the number of households that are successfully diverted to other community resources instead of entering emergency shelter and do not subsequently return or enter shelter after the successful diversion. A lower rate is considered positive.
   b) **Projects:** Coordinated Point of Access (phone and face-to-face diversion)
   c) **Definition:** The total number of households that were successfully diverted during the report period with a successful diversion outcome (as defined for that project) and that subsequently enter shelter within 30 days of the successful diversion outcome. This measure is expressed as a percentage of total households with a successful diversion outcome.
   d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
   e) **Reporting methodology:** A percentage rate reflecting the number of diversion recidivist households relative to the number of households that were successfully diverted. Diversion recidivism rate is measured only for semi-annual and annual report periods.
      i) Rate = (numerator/denominator) x 100
      ii) Denominator: Cohort of households which attained a successful diversion outcome during the report period.
         (1) Semi-annual cohort: Calculate the number of households with successful diversion outcome within the first 90 days of the semi-annual report period.
         (2) Annual cohort: Calculate the number of households with successful diversion outcome within the first 270 days of the annual report period.
      iii) Numerator: Number of diversion recidivists from the above cohort
         (1) A diversion recidivist household is defined as a household that has a successful diversion outcome and enters the emergency shelter system (excludes Maryhaven-Safety, Maryhaven-Shelter2Housing, and Huck House Emergency Shelter) within 0 to 30 days after that outcome.
         (2) Using the above definition, calculate the number of households that enter the shelter system within 0 to 30 days after a successful diversion outcome.

7) *Exited Households (#):*
   a) **Purpose:** Indicates volume of households served by the project which exit during the report period. This measure is monitored, but not evaluated.
   b) **Projects:** Rapid Re-housing, Homelessness Prevention, SSVF Projects, Transitional Housing and Outreach Programs
   c) **Definition:** Number of distinct households that *exited* the project during the report period.
   d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal. Monitored but not evaluated.
   e) **Reporting methodology:** The number of distinct households with an exit date within the report period that are also not currently in the project at the end of the report period.

8) *Exited Households to PSH (#):*
   a) **Purpose:** Indicates volume of households served by the project which exit to Permanent Supportive Housing during the report period. This measure is monitored but not evaluated.
   b) **Projects:** Outreach Programs
   c) **Definition:** Number of distinct households that *exited* the project to permanent supportive housing during the report period.
   d) **Goal-setting methodology:** Meet or exceed prior performance. Monitored, but not evaluated.
   e) **Reporting methodology:** The number of distinct households with an exit date within the report period that are also not currently in the project at the end of the report period and that have an entry date into a permanent supportive housing project.

9) *Exit to Homelessness (%):*
   a) **Purpose:** Indicates the project's success in ending homelessness as measured by those who return to emergency shelter or the streets. A lower rate is considered positive.
   b) **Projects:** Permanent Supportive Housing and Transitional Housing
   c) **Definition:** The percent of households who do not maintain their housing, whether or not as part of the Permanent Supportive Housing or Transitional Housing project, and return to emergency shelter or the streets within 180 days of exit from the project.
   d) **Goal-setting methodology:** At or below CSB Board Ends Policy or local CoC standards. Based on historical trends or anticipated performance.
   e) **Reporting methodology:** The number of households who exit the project and enter shelter or street outreach within 180 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period: Σ(Households that exited project and entered shelter or street outreach within 180 days) / total distinct households served.
      i) Numerator

1) Semi-annual cohort: Calculate the number of distinct households that exited within the previous semi-annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
2) Annual cohort: Calculate the number of distinct households that exited within the first 180 days of the annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.

ii) Denominator

1) Semi-annual cohort: Calculate the number of distinct households served within the previous semi-annual report period.
2) Annual cohort: Calculate the number of distinct households served within the first 180 days of the annual report period.

10) *Financial Stability at Exit*

a) **Purpose:** Indicates that the project is assisting households to become financially stable in order to maintain housing. A higher rate is considered positive.
b) **Projects:** Stable Families Homelessness Prevention
c) **Definition:** The percent of households that increase their financial stability from entry into the project to exit from the project.
d) **Goal Setting:** At or above CSB Board Ends Policy or local CoC standards.
e) **Reporting Methodology:** The number of households that exit the project with increased financial stability, as measured by the self-sufficiency assessment at entry and exit from the project, divided by the number of households that exit the project.

11) *Households Served (#):*

a) **Purpose:** Indicates volume of households served by the project. For emergency shelters, this number indicates the extent to which the project serves a proportional share of system demand. For supportive housing, the number correlates to capacity and unit turnover rates. For all other projects, the number measures project efficiency.
b) **Projects:** All
c) **Definition:** The number of distinct households served by the project (including new and carryover) during the report period.
d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal.

i) Rapid Re-housing, Homelessness Prevention, Benefits Partnership and Outreach Programs:

(1) Annual projections: based on historical trends and/or anticipated performance.

(a) Carryover households are those enrolled prior to 7/1/XX and anticipated to be active in the project as of 7/1/XX.
(b) New project entrants are those households enrolled on or after 7/1/XX.
(c) Total households are the sum of carryover plus new project entrants.

(2) Semi-annual and quarterly projections.

(a) Carryover households are those anticipated to be active in the project as of end of report period. For Rapid Re-housing, this should be seasonally adjusted.

(b) New project entrants are those households enrolled after start of report period. For Rapid Re-housing, this should be seasonally adjusted.

(c) Total households are the sum of carryover plus new project entrants.

ii) Emergency Shelter and Coordinated Point of Access:

(1) Annual projections: based on historical trends and/or anticipated performance.

(2) Semi-annual and quarterly projections: based on annual projections and adjusted for duplication (carryovers and recidivists). Carryover is based on capacity. Recidivism is based on historical system trends. Adjust for seasonality if appropriate.

iii) Permanent Supportive Housing:

(1) Annual projection: Multiply the project capacity by the projected annual turnover rate. In most cases, this percentage will be 20%. For example, if project capacity is 20, then annual projected households served would be 24 (20 x 1.2 = 24).

(2) Semi-annual projection: Multiply the project capacity by the projected semi-annual turnover rate. In most cases, this percentage will be 10%. For example, if project capacity is 20, then semi-annual projected households served would be 22 (20 x 1.1 = 22).

(3) Quarterly projection: Multiply the project capacity by the projected quarterly turnover rate. In most cases, this percentage will be 5%. For example, if project capacity is 20, then quarterly projected households served would be 21 (20 x 1.05 = 21).

iv) Transition Project and Transitional Housing:

(1) Annual projections: based on historical trends, anticipated performance, and/or available funds.

(2) Semi-annual and quarterly projections: one-half and one-quarter of the annual projection, respectively. Alternatively, the projection may be based on historical trends for the semi-annual and quarterly report periods.

e) **Reporting methodology:** The number of distinct households served by the project during the report period. Distinct households served are identified by their last service record for the project entered into CSP as of the end of the report period. *Note that clients served equals households served for Permanent Supportive Housing (with the exception of projects that serve families).*

12) ***Housing Affordability at Exit (%):***

a) **Purpose:** Indicates that the project is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.

b) **Projects:** Rapid Re-housing (Family projects only), Permanent Supportive Housing, and Homelessness Prevention

c) **Definition:** The percentage of distinct households that *exited* the project successfully during the report period with a housing cost that doesn't exceed 50% of the household's income.

d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy. Monitored but not evaluated for Permanent Supportive Housing.

e) **Reporting methodology:**

Step 1: Determine the number of households that exited the project with a successful housing outcome during the reporting period.

Step 2: For each household, calculate the percent of household income spent on housing (and utilities, if relevant) by dividing the household's cost of rent (and utilities for Prevention and Rapid Re-housing) at exit with the household's income at exit.

Step 3: Count the number of households that spend 50% or less of their income on housing and utilities.

Step 4: Divide the number in Step 3 by the number of successful housing exits in Step 1.

13) ***Housing Stability (Months):***

a) **Purpose:** Indicates the project's success in ending homelessness as measured by length of time that project participants retain permanent supportive housing or transitional housing. A longer rate is generally considered positive for permanent supportive housing.

b) **Projects:** Permanent Supportive Housing and Transitional Housing

c) **Definition:** The average length of time, measured in months, that distinct households reside in the Permanent Supportive Housing or the Transitional Housing unit from entry to exit or end of report period.

d) **Goal-setting methodology:**

i) Permanent Supportive Housing: Meet or exceed CSB Board Ends Policy or local CoC standards; based on historical trends or anticipated performance.

ii) Transitional Housing: Meet or exceed local CoC standards; based on historical trends, anticipated performance, and project design.

e) **Reporting methodology:** Measured using the average household length of stay in days (from entry to exit date or end of report period, if still a resident) divided by the average days per month (30.5 days). Measure is not calculated for those projects undergoing initial or expansion lease up.

Step 1: Calculate the total days that each household was housed by subtracting the Entry Date from the Exit Date or end of report period for all records.

Step 2: Determine the average length of stay for all the households by dividing the sum of total days housed by the number of distinct households served.

Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

14) ***Increase in income from employment, from entry to exit or end of reporting period (%):***

a) **Purpose:** Indicates the project's success in assisting households to obtain employment income. A higher rate is considered positive.

b) **Projects:** Permanent Supportive Housing, Transitional Housing, and TSA Job2Housing

c) **Definition:** The percentage of adults who increase income from employment from entry to exit or at the end of reporting period if not exited.

d) **Goal-setting methodology:** Meet or exceed local CoC standards.

e) **Reporting methodology:**

i) Permanent Supportive Housing: The number of adults served during the report period who had an increase in their employment income amount from entry to exit (or at the end of reporting period, if not exited from the project) divided by the total number of adults served during the report period. Income sources include only employment income.

ii) Transitional Housing and TSA Job2Housing: The number of adults exited during the report period who had an increase in their employment income amount from entry to exit divided by the total number of adults exited during the report period. Income sources include only employment income.

Note: Deceased households are not included in the count of households served.

15) ***Increase in cash income, other than employment, from entry to exit or end of reporting period (%):***

a) **Purpose:** Indicates project's success in assisting households to obtain income. A higher rate is considered positive.

b) **Projects:** Permanent Supportive Housing, Transitional Housing, and TSA Job2Housing

c) **Definition:** The percentage of adults who increase income from sources other than employment from entry to exit or at the end of reporting period if not exited.

d) **Goal-setting methodology:** Meet or exceed local CoC standards.

e) **Reporting methodology:**

i) Permanent Supportive Housing: The number of adults served during the report period who had an increase in their total income amount from entry to exit (or at the end of reporting period, if not exited from the project), excluding employment income, divided by the total number of adults served during the report period. Income sources exclude employment, but may include cash benefits and/or other sources.

ii) Transitional Housing and TSA Job2Housing: The number of adults exited during the report period who had an increase in their total income amount from entry to exit, excluding employment income, divided by the total number of adults exited during the report period. Income sources exclude employment, but may include cash benefits and/or other sources.

Note: Deceased households are not included in the count of households served.

17) ***Movement (%):***

a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter project to another. A lower rate is considered positive.

b) **Projects:** Family Shelters and Tier 2 Shelters

c) **Definition:** Movement measures distinct households that exit a Tier 2 or family shelter during the evaluation period and then have contact with another shelter within seven days of exit. The movement rate is measured by dividing the total distinct households that experience movement by the total distinct household exits during the evaluation period (relative to the project that served them).

d) **Goal-setting methodology:** At or below CSB Board Ends Policy. Monitored but not evaluated.

e) **Reporting methodology:** The number of total distinct households that experience movement within 7 days / the number of total distinct household exits for the respective project during the report period. *Note: Measure excludes exit from Maryhaven-Safety and Overflow shelters, and exit to Maryhaven-Safety from Tier 2 shelters.*

18) ***Negative Reason for Leaving (%):***

a) **Purpose:** A low rate of negative reasons indicates the project's success in stabilizing a household in housing.

b) **Projects:** Permanent Supportive Housing and Transitional Housing.

c) **Definition:** The percentage of households that leave housing due to non-compliance or disagreement with the housing rules.

d) **Goal-setting methodology:** Meet or below local CoC standards.

e) **Reporting methodology:** The number of exited households during the report period who have "non-compliance with project" or "disagreement with rules/person" as their Reason for Leaving the project divided by the total number of households that exited during the report period. *Note: Deceased households are not included in the count of households exited.*

19) ***New Households Served (#):***

a) **Purpose:** Indicates the volume of new households served by the project, which is considered to measure project efficiency.

b) **Projects:** Rapid Re-housing, Homelessness Prevention, SSVF Projects, Benefits Partnership, and Outreach Programs

c) **Definition:** Number of distinct households that *entered* the project during the report period that were not receiving services on the last day of the prior report period.

d) **Goal-setting methodology:** Meet or exceed prior performance. If new project, the project must provide the rationale for planned goal.

e) **Reporting methodology:** The number of distinct households with an entry date that occurs between the start and end dates of the report period and that were not also in the project as of the start day of the reporting period.

20) ***Passed Project Certification:***

a) **Purpose:** Indicates the project's success in ending homelessness, ability to provide resources and services to homeless persons, and access and coordination to community resources and services, as needed.
b) **Projects:** All
c) **Definition:** Project adheres to all applicable standards, as described in the CSB Administrative and Project Standards.
d) **Goal-setting methodology:** N/A
e) **Reporting methodology:** Current Project Review and Certification Report.

21) ***Project Occupancy Rate (%):***

a) **Purpose:** Indicates efficient use of community resources. A high occupancy rate indicates project efficiency at turning over units and providing a project that is in demand.
b) **Projects:** Tier 2 Shelters, Permanent Supportive Housing, and Transitional Housing. Not measured for Maryhaven Engagement Center - Safety, Overflow Shelters, and Family Shelters.
c) **Definition:**
   i) Emergency Shelter: A percentage that reflects the average number of households that stayed in each emergency shelter per night during the report period relative to the emergency shelter's project capacity. *Note: cumulative total is used for households with multiple instances of service during the report period*.
   ii) Permanent Supportive Housing and Transitional Housing: A percentage that reflects the average number of households residing in a project per night relative to the project capacity.
d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, local CoC standards, or prior performance. If new project, the project must provide the rationale for planned goal, including start-up.
e) **Reporting methodology:** Total household units of service provided during the report period divided by the total days within the report period divided by the total project capacity. Measure is monitored, but not evaluated, for new projects during start-up.
   i) Emergency Shelter:
      (1) *Project Occupancy Number:* Total bedlist shelter units from the Bedlist Report or Outcomes Report for the report period / total days during the report period.
      (2) *Rate:* Project occupancy number divided by the project capacity.
   ii) Permanent Supportive Housing and Transitional Housing:
      (1) *Project Occupancy Number*: ∑((exit date or end of report period – entry date or beginning of report period) + 1) / days in report period.
      (2) *Rate:* Project occupancy number (rounded to nearest whole number) divided by the project capacity.

22) ***Recidivism (%):***

a) **Purpose:** Indicates the project's success in ending homelessness as measured by number of households who attain housing and do not return to homelessness subsequent to the successful housing outcome. A lower rate is considered positive.

b) **Projects:** All except Overflow Shelters, Permanent Supportive Housing, and Transitional Housing

c) **Definition:**

i) For all projects except Homelessness Prevention, the total number of distinct households that were exited during the relevant report period with a successful housing outcome (as defined for that project) and had any shelter or street outreach contact within 180 days of the successful housing outcome. This measure is expressed as a percentage of total distinct households with an exit to housing (as defined for that project).

ii) For the Homelessness Prevention projects, the number of exited households with a successful housing outcome (as defined for that project) that have any shelter or street outreach contact within 365 days of a successful housing outcome, expressed as a percentage of total distinct households with an exit to housing (as defined for that project).

d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy or prior performance.

e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a project relative to the number of households that exited the project with a successful housing outcome (specific to that project). For Outreach Programs households with exits to emergency shelter are excluded from the calculation. Recidivism rate is calculated quarterly only for emergency shelters.

i) Rate = (numerator/denominator) x 100

ii) Denominator: Cohort of households which attained a successful housing outcome.

(1) Semi-annual cohort: Calculate the number of distinct households with a successful housing outcome within the previous semi-annual report period.

(2) Annual cohort: Calculate the number of distinct households with a successful housing outcome within the first 180 days of the annual report period.

iii) Numerator: Number of recidivists from the above cohort

(1) A recidivist household is defined as a distinct household from the cohort defined in (ii) that enters the emergency shelter or street outreach systems within 180 days after exit from the project.

(2) For the Homelessness Prevention projects the time range above is replaced by 365 days.

23) ***Shelter Linkage (%):***

a) **Purpose:** Indicates the project's success in referring households to appropriate emergency shelters and admitting them into shelter. A higher rate is considered positive.

b) **Projects:** Coordinated Point of Access (phone and face-to-face)

c) **Definition:** The percentage of households that were referred for intake into emergency shelter that enter the emergency shelter within 24 hours of reservation.

d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.

e) **Reporting methodology:** Calculate the total number of households that received a referral for intake into emergency shelter. Calculate the total number of households from the referral pool that entered the respective emergency shelter (excludes Maryhaven-Safety, Maryhaven Safety2Housing, and Huck House Emergency Shelter) within 24 hours of reservation. Divide the number of those that entered by the number of those that were put on the reservation list (i.e. received a referral).

24) ***Successful Diversion Outcome (# and %):***

a) **Purpose:** Indicates the project's success in ending homelessness by linking households to appropriate community resources and not admitting them into shelter. A higher number and rate are considered positive.

b) **Projects:** Coordinated Point of Access (phone and face-to-face)

c) **Definition:** The number of distinct household contact resolutions from the Coordinated Point of Access during the report period that are classified as diverted to other community resources, and the percentage of the total distinct household contact resolutions from the Coordinated Point of Access this number represents.

d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.

e) **Reporting methodology:** Calculate the total number of distinct household contact resolutions that the Coordinated Point of Access recorded during the report period and the total number of these that are considered successful diversions. When a household has multiple contacts, each distinct resolution type will be counted once. Divide the number of distinct successful diversion outcomes by the number of total distinct household contact resolutions recorded by the Coordinated Point of Access during the report period. *Note: Interrupted/incomplete calls are not included in the count of household contact resolutions.*

25) ***Successful Housing Exit (%):*** Refer to Table 1 and Table 2 for a complete list of housing outcomes.

a) **Purpose:** Indicates the project's success in ending homelessness as measured by those who attain permanent, independent housing. A higher number and rate are considered positive.

b) **Projects:** Permanent Supportive Housing

c) **Definition:** Among distinct household exits, the percentage of that exit the project for other permanent housing (as defined in Table 1).

d) **Goal-setting methodology:** Meet or exceed prior performance.

e) **Reporting methodology:** The total number of distinct household exits during the report period with destinations that are considered successful housing outcomes divided by the total number of distinct households exited during the report period. *Note: Deceased households are not included in the count of households exited.*

26) ***Successful Housing Outcome/Successful Outcome (# and %):*** Refer to Table 1 and Table 2 for a complete list of housing outcomes.

a) **Purpose:** Indicates the project's success in ending homelessness. A higher number and rate are considered positive.

i) Permanent Supportive Housing: Indicates the project's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.

ii) Outreach Programs: Indicates the project's success in linking households to appropriate next step housing which includes shelter, transitional, and permanent housing for successful outcomes and transitional and permanent housing only for the successful housing outcomes.

iii) Emergency Shelter: Indicates the project's success in linking households to appropriate next step housing which includes rapid re-housing, transitional, and permanent housing.

iv) Safety Shelter: Indicates the project's success in linking households to appropriate services as measured by exiting clients to Tier 2 shelters or other permanent destinations for successful outcomes.

v) All other: Indicates the project's success in ending homelessness as measured by households that attain permanent housing.

b) **Projects:** All except Overflow Shelters

c) **Definition:**

i) Successful Outcomes for Maryhaven - Safety: The number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to Tier 2 Shelters or permanent housing, as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents. Successful Outcomes/Successful Housing Outcomes for Outreach Programs:

(1) Successful Outcomes are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to shelter, transitional, or permanent housing as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents.

(2) Successful Housing Outcomes are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) to successful housing as defined in Table 1 and the percentage of total distinct households with a successful outcome this number represents.

ii) Successful Housing Outcomes for Permanent Supportive Housing project: the number of distinct households that remain in the Permanent Supportive Housing project or that exit the project during the report period for other permanent housing (as defined in Table 1) and the percentage of total distinct households served this number represents.

iii) Successful Housing Outcomes for YMCA Rapid-rehousing (evaluated at two levels):

(1) Successful Housing Outcomes for YMCA Rapid-rehousing are the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to permanent housing as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents.

(2) Successful Housing Outcomes at shelter exit are the number of distinct households served by the YMCA Rapid-rehousing project that exit from single adult Tier 2 emergency shelters during the report period (i.e., latest exit for households with multiple stays during the report period) to successful housing as defined in Table 1 and the percentage of total distinct households exited this number represents.

iv) Successful Housing Outcomes for all other: The number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) to successful housing as defined in Table 1 and the percentage of total distinct households exited this number represents.

d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, HUD Standards, or prior performance.

i) Rapid Re-housing, Homelessness Prevention, and Transitional Housing: Multiply the percentage goal by the projected number of exited households.

ii) Maryhaven - Safety: Successful Outcomes: Multiply the percentage goal by the projected number of exited households to each destination defined in Table 1 and 2.

iii) Outreach Programs:

(1) Successful Outcomes: Multiply the percentage goal by the projected number of exited households with each destination defined in Table 1 and 2.

(2) Successful Housing Outcomes: Multiply the percentage goal by the projected number of Successful Outcomes.

iv) Emergency Shelter: Multiply the rate by the number of exits to obtain the number of Successful Housing Outcomes.

v) Permanent Supportive Housing and Transition Project: Multiply the percentage goal by the projected number of households served.

e) **Reporting methodology:**

i) Successful Outcomes for Maryhaven - Safety: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful shelter and housing outcomes per Table 1 and Table 2. For the rate, divide this number of Successful Outcomes by the number of total exits during the report period.

ii) For Outreach Programs:

(1) Successful Outcomes: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful shelter and housing outcomes per Table 1 and Table 2. For the rate, divide this number of Successful Outcomes by the number of total exits during the report period.

(2) Successful Housing Outcome (%): Calculate the total number of Successful Outcomes (above) and the total number of destinations that are considered Successful Housing Outcomes (as per Table 1). Divide the number of Successful Housing Outcomes by the number of total Successful Outcomes.

iii) For Permanent Supportive Housing: Sum the total number of distinct household exits during the report period with destinations that are considered successful

housing outcomes and the number residing in Permanent Supportive Housing at the end of the report period. For the rate, divide this number of Successful Housing Outcomes by the total number of distinct households served during the report period. *Note: Deceased households are not included in the count of households served.*

iv) Successful Housing Outcomes for all other projects: Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful housing outcomes for that project. For the rate, divide this number of Successful Housing Outcomes by the number of total exits during the report period.

27) *Turnover Rate (%):*

a) **Purpose:** Turnover rate indicates the project's effectiveness in providing stable housing. Rate is monitored, but not evaluated.

b) **Projects:** Permanent Supportive Housing

c) **Definition:** The rate at which units become vacant relative to the project capacity.

d) **Goal-setting methodology:** Set based on prior performance. For new projects, CSB estimates the following turnover rates: Annual rate: 20%; Semi-annual rate: 10%; Quarterly rate: 5%. Monitored, but not evaluated.

e) **Reporting methodology:** The total number of distinct household exited during a report period divided by the project capacity during the same report period.

28) *Usage of CSB Direct Client Assistance (DCA) (# and %):*

a) **Purpose:** Indicates that the project is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.

b) **Projects:** Outreach Programs, Family Shelters, Rapid Re-housing, SSVF projects, Homelessness Prevention, and Transition Project.

c) **Definition:** The number of exited distinct households receiving either Transition DCA during the report period or rapid re-housing/prevention DCA during and/or for up to 90 days prior to or after the report period, and the percentage of total distinct household exits during the report period this number represents.

d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy; based on historical trends, anticipated performance, and/or project design.

e) **Reporting methodology:**

i) The total number of exited distinct households that received CSB DCA during the report period. For rapid re-housing/prevention, the number of households that received DCA up to 90 days prior to or after the report period are also included.

ii) To obtain usage rate, the above number is divided by the total number of distinct households served that exited the system during the report period. Households that exited successfully without accessing DCA are excluded from the denominator.

29) *Usage of CSB Direct Client Assistance (DCA) (Average $ Amount per Household):*

a) **Purpose:** Indicates that the project is cost-efficient in accessing DCA. A lower average amount per household indicates that the project has leveraged other community resources.

b) **Projects:** Rapid Re-housing, Homelessness Prevention, and Transition Project.

c) **Definition:** The average dollar amount of total CSB direct client assistance received per distinct household during the report period.

d) **Goal-setting methodology:** Based on historical trends, anticipated performance, available resources, and project design.

e) **Reporting methodology:** Total monetary assistance awarded to all households during report period / total number of distinct households served that received assistance.

Table 1: Successful Housing Outcomes *(see above item 25 and 26)*

HUD Destination	Does Head of household Control Housing?[1]	Successful Housing Outcome?
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher (including a youth shelter, or campground paid for with emergency shelter voucher)	No	No
2 = Transitional housing for homeless persons (including homeless youth) - Huckleberry House – Transitional Living Program, Maryhaven - Women's program, VOAGO Veterans Program[2]	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent housing (other than RRH) for formerly homeless persons - all PSH and CoC projects, HOME, HUD, CSB subsidized	Yes	Yes
4 = Psychiatric hospital or other psychiatric facility[2]	No	No
5 = Substance abuse treatment facility or detox center[2]	No	No
6 = Hospital or other residential non-psychiatric medical facility[2]	No	No
7 = Jail, prison or juvenile detention facility	No	No
8 = Rental by client, no ongoing housing subsidy - privately owned, market rent housing	Yes	Yes
9 = Owned by client, no ongoing housing subsidy	Yes	Yes
10 = Staying or living with family, temporary tenure (e.g., room, apartment or house)[2]	No	No
11 = Staying or living with friends, temporary tenure (e.g., room, apartment or house)[2]	No	No
12 = Hotel or motel paid for without emergency shelter voucher	No	No
13 = Foster care home or foster care group home[2]	No	No
14 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	No	No
15 = Safe Haven	No	No
16 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
17 = Rental by client, with RRH or equivalent subsidy	Yes	Yes
18 = Rental by client, with VASH subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
19 = Rental by client, with other ongoing housing subsidy	Yes	Yes
20 = Owned by client, with ongoing housing subsidy	Yes	Yes
21 = Staying or living with family, permanent tenure	Yes[1]	Yes
22 = Staying or living with friends, permanent tenure[2]	No	No
23 = Deceased	No	No
24 = Long-term care facility or nursing home	No	No
25 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
26 = Moved from one HOPWA funded project to HOPWA TH	No	No
27 = Residential project or halfway house with no homeless criteria	No	No
28 = No Exit Interview Completed	No	No
29 = Other	No	No
30 = Client Doesn't Know	No	No
31 = Client Refused	No	No

[1] Heads of household are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.
[2] A successful housing outcome for Huckleberry House Emergency Shelter.

HUD Destination	Does Head of household Control Housing?[1]	Successful Housing Outcome?
32 = Data Not Collected	No	No

In addition to the outcomes specified in Table 1 for successful housing outcomes, the outcome listed in Table 2 is considered successful for the Successful Outcome indicator.

Table 2: Successful Outcomes (applies only to Safety Shelter and Outreach Programs)

HUD Destination	Successful Outcome? (Safety Shelter)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher	Yes

HUD Destination	Successful Outcome? (Outreach programs)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher	Yes
2 = Transitional housing for homeless persons (including homeless youth) –VOAGO Veterans	Yes
4 = Psychiatric hospital or other psychiatric facility	Yes
5 = Substance abuse treatment facility or detox center	Yes
10 = Staying or living with family, temporary tenure (e.g., room, apartment or house)	Yes
11 = Staying or living with friends, temporary tenure (e.g., room, apartment or house)	Yes
13 = Foster care home or foster care group home	Yes
15 = Safe Haven	Yes
22 = Staying or living with friends, permanent tenure	Yes
24 = Long-term care facility or nursing home	Yes
26 = Moved from one HOPWA funded project to HOPWA TH	Yes
27 = Residential project or halfway house with no homeless criteria	Yes