

FY2024 Program Performance Standards for Youth *(in alpha order)*

Based on CSB Governance Ends Policies, HUD standards, –Continuum of Care (CoC) local standards and best practices program performance.

Emergency Shelter – Coordinated Access and Rapid Resolution

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on prior year attainment and funds available.
	New households served (#)	Set based on prior year attainment and funds available.
	Average length of participation	Not to exceed 90 days.
Access to resources to address immediate housing need	Successful outcome (%)	At least 50% successful housing/shelter outcomes.
	Successful outcome (#)	Calculated based on the Successful outcomes % measurement.
	Average time to TAY program referrals	The average time to a successful referral not to exceed 20 days (calculated from CARR program entry to next step program referral).
Not re-enter the emergency shelter system	Recidivism (%)	Less than 10% of those who obtain housing will return to homelessness within 180 days of exit.
Efficient and effective use of a pool of community resources	Pass program certification	Provide access to and coordination with community resources and services to prevent homelessness.
	Cost per household	Cost per youth will be consistent with budget. Evaluated annually and presented to the CoC.

Emergency Shelter

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on prior year(s) attainment and facility capacity.
Access to resources to address immediate housing need	Successful housing outcomes (%)	At least 80% successful housing outcomes.
	Successful housing outcomes (#)	Calculated based on the Successful housing outcomes % measurement.
Basic needs met in secure, decent environment	Pass program certification	Provide secure, decent shelter.
Temporary, short-term stay	Average length of stay	Not to exceed 10 days
Not re-enter the emergency shelter system	Recidivism	Less than 10% of those who obtain housing will return to homelessness within 180 days of exit.
	Movement (%)	Less than 15% of those who exit the emergency shelter will immediately re-enter another shelter. (Monitored only.)

Supportive Housing

PSH – Permanent Supportive Housing; TH = Transitional Housing;

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on prior year(s) attainment and program capacity.
Access to resources/services to move to and stabilize housing	Housing Stability	At least 24 months for PSH. Not to exceed 10 months for TH.
	Housing Affordability at Exit (%) (PSH only)	At least 50% of successful youth have their housing affordability ratio, measured as cost of housing (rent and utilities) divided by the household's income at exit, lower than 50%. (Monitored only.)
	Usage of CSB Direct Client Assistance (%) (TH only)	% of youth that receive CSB DCA will be consistent with prior performance and/or program design.
Basic needs met in a non-congregate environment	Successful housing outcomes (%)	At least 90% successful housing outcomes for PSH and 75% successful housing outcomes for TH.
	Successful housing outcomes (#)	Calculated based on the Successful housing outcomes % measurement.
	Successful housing exits (%) (PSH only)	At least 50% of exits are successful housing outcomes.
Not re-enter the emergency shelter system	Exit to Homelessness (%)	Less than 10% of those who exit housing will return to homelessness within 180 days of exit.
Efficient and effective use of a pool of community resources	Cost per household	Cost per youth will be consistent with budget. Evaluated annually and presented to the CoC.
	Cost per unit	Cost per unit will be consistent with budget. Evaluated annually and presented to the CoC.
	Average Engagement Time (TH only)	For TH, the engagement time from shelter or CARR Team referral to program entry not to exceed 20 days.
	Program Occupancy Rate (%)	Full occupancy, at least 95%.
	Turnover Rate (%) (PSH only)	An annual 20% turnover rate is desirable. (Monitored only.)
	Pass program certification	Provide access to resources and services to end homelessness.
CoC or HUD Standards	Negative Reason for leaving (%)	Less than 20% leave for non-compliance or disagreement with rules.
	Increase in cash income, other than employment, from entry to exit or end of reporting period (%)	At least 30% of youth adults will increase income from other sources than employment from entry to exit or end of reporting period.
	Increase in income from employment, from entry to exit or end of reporting period (%)	At least 15% of youth adults will have increased employment income from entry to exit or end of reporting period.
	Income growth	At least 30% of youth adults increase their income from entry to exit or end of reporting period. (Monitored only)
	Improved physical health status	At least 30% of youth self-report improved physical health from entry to exit or end of reporting period.
	Improved substance use status	At least 30% of youth self-report decreased substance use from entry to exit or end of reporting period.

Ends	Measurement	Annual Metrics
	Improved mental health status	At least 30% of youth self-report improved mental health from entry to exit or end of reporting period.
	Education goal met	At least 30% of youth self-report meeting their education goal from entry to exit or end of reporting period.
	Employment goal met	At least 30% of youth self-report meeting their employment goal from entry to exit or end of reporting period.

Rapid Re-housing Program

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on program capacity, prior year(s) attainment and funds available.
	New households served (#)	Set based on program capacity, prior year(s) attainment and funds available.
	Program Occupancy rate (%)	At least 80% to ensure efficient use of available capacity. (Monitored only.)
	Average length of participation	Not to exceed 180 days .
Access to resources/services to move to and stabilize housing	Usage of CSB Direct Client Assistance (%)	% of youth that receive CSB DCA will be consistent with prior performance and/or program design.
	Average length of shelter stay	Not to exceed 35 days (calculated from the date of program entry to shelter exit).
	Average Engagement Time	The engagement time from shelter, transitional housing or CARR Team referral to program entry not to exceed 20 days.
	Increase in cash income, other than employment, from entry to exit or end of reporting period (%) (J2H only)	At least 30% of youth adults will increase income from other sources than employment from entry to exit or end of reporting period.
	Increase in income from employment, from entry to exit or end of reporting period (%) (J2H only)	At least 15% of youth adults will have increased employment income from entry to exit or end of reporting period.
	Income growth	At least 30% of youth increase their income from entry to exit or end of reporting period. (Monitored only)
Basic needs met in a non-congregate environment	Successful housing outcome (%)	At least 60% successful housing outcomes for youth exiting the RRH program.
	Successful housing outcome (#)	Calculated based on the Successful housing outcomes % measurement.
Not re-enter the emergency shelter system	Recidivism (%)	Less than 10% of those who obtain housing will return to homelessness within 180 days of program exit.
Efficient and effective use of a pool of community resources	Cost per household	Cost per youth will be consistent with budget. Evaluated annually and presented to the CoC.
	Pass program certification	Provide resources and services to end homelessness.
CoC or HUD Standards	Improved physical health status	At least 25% of youth self-report improved physical health from entry to exit or end of reporting period.

Ends	Measurement	Annual Metrics
	Improved substance use status	At least 25% of youth self-report decreased substance use from entry to exit or end of reporting period.
	Improved mental health status	At least 25% of youth self-report improved mental health from entry to exit or end of reporting period.
	Education goal met	At least 25% of youth self-report meeting their education goal from entry to exit or end of reporting period.
	Employment goal met	At least 25% of youth self-report meeting their employment goal from entry to exit or end of reporting period.

As directed by the CoC, this document was created by CSB, the CoC Lead.
 Last reviewed and approved by the continuum of care on January 4, 2023.