communityshelterboard
Until everyone has a place to call home

FY2023 System Evaluation Methodology

Overview

A. Purpose

Each year CSB establishes a performance plan for the men's emergency shelter system, women's emergency shelter system, family emergency shelter system, permanent supportive housing system, the entire emergency shelter system, emergency shelter/transitional housing system, prevention system, and for the rapid re-housing system for the purpose of program planning and monitoring system performance measured against CSB Ends Policies and anticipated performance.

B. Monitoring

System performance measures are monitored on a quarterly, semi-annual, and annual basis. System Indicators Reports are published quarterly and furnished to CSB trustees, the Continuum of Care Board, and the Continuum of Care. Annual program evaluations are published based on the first semi-annual partnership period performance and shared with the aforementioned entities. All reports are posted to www.csb.org. Results are also shared with CSB funders consistent with funding contracts and agreements.

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

1) ***Average Daily Waitlist Number (#):***
   a) **Purpose:** A reasonably low waitlist number indicates the system is meeting the demand for emergency shelter.
   b) **Systems:** Single Adult Emergency Shelter
   c) **Definition:** The average number of waitlisted clients reported on the Daily Bedlist Report.
   d) **Goal-setting methodology*:*** N/A
   e) **Reporting methodology:** Total number of waitlisted clients reported on the Daily Bedlist Report / total number of days in the report period.

2) ***Average Engagement Time (AET) (Days):***
   a) **Purpose:** A reasonably short AET indicates the system's success in rapid re-housing engagement. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelters.
   b) **Projects:** Rapid Re-housing
   c) **Definition:** The average number of days that households receive shelter services as measured from shelter entry to entry/enrollment into a rapid re-housing project. Measure applies only to households that had an entry date in a rapid re-housing project within the report period.
   d) **Goal-setting methodology:** Based on prior performance.

e) **Reporting methodology:** Σ(RRH entry date – shelter entry date) / the number of total distinct households served with an entry date in an RRH project within the report period.

3) *Average Length of Participation (Days):*
   a) **Purpose:** A reasonably short length of participation indicates that the system is assisting households to achieve independence without long-term reliance on the system.
   b) **Systems:** Rapid Re-housing and Homelessness Prevention
   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 system.
   d) **Goal-setting methodology***:* Meet or below CSB Board Ends Policy.
   e) **Reporting methodology:** Σ(Exit date – Entry/Enrollment date) / the number of total distinct households served and exited from the system during the report period.

4) *Average Length of (Shelter) Stay (LOS) (Days):*
   a) **Purpose:** A reasonably short LOS indicates the system'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.
   b) **Systems:** Emergency Shelter, Rapid Re-housing, and Emergency Shelter and Transitional Housing
   c) **Definition:**
      i) Emergency Shelter and Transitional Housing: 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: The average number of days households receive services as measured from the point of entry in the rapid re-housing system to the exit date from the emergency shelter. Measure applies only to households that had an entry date in the rapid re-housing system 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: 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 system within the report period.

5) *Average Monthly Household Income ($):*
   a) **Purpose:** Indicates the economic status of households served by the system and shows whether the system is targeting an appropriate population.
   b) **Systems:** Emergency Shelter, Transitional Housing, Rapid Re-housing, Homeless Prevention, and Permanent Supportive Housing
   c) **Definition:** The average income from all income sources for the household at system entry.
   d) **Goal-setting methodology:** N/A
   e) **Reporting methodology:** Total amount of all income sources at system entry (latest entry for households with multiple stays during report period) / the number of total distinct households served within the report period. *Note: Income entered by and clients served only by Maryhaven-Safety and Veteran Shelters are excluded from calculation.*

6) *Average Rapid re-housing Referral Time (Days):*
   a) **Purpose:** A reasonably short Average RRH Referral Time indicates the shelter system's success in quick referral to rapid re-housing programs.
   b) **Projects:** Rapid Re-housing
   c) **Definition:** The average number of days that clients wait before receiving a rapid re-housing referral, measured from shelter entry to referral date.
   d) **Goal-setting methodology:** Based on prior performance.
   e) **Reporting methodology**: Σ(RRH Pool Entry Date – Shelter Entry Date) / the number of total distinct households with an RRH Pool Entry Date within the report period.

7) *Average Rapid Re-housing Wait Time:*
   a) **Purpose:** A reasonable wait time indicates the system's success in rapid re-housing turnover.
   b) **Systems:** Rapid Re-housing
   c) **Definition:** The average number of days a client is in the RRH pool before intake into a rapid re-housing program.
   d) **Goal-setting methodology:** Based on prior performance.
   e) **Reporting methodology:** Σ(RRH Entry Date – RRH Pool Entry Date) / the number of total distinct clients served with an entry date in a RRH project within the report period.

8) *Carryover Households (#):*
   a) **Purpose:** Indicates the volume of households served by the system which do not exit prior to the first day of the report period. This measure is monitored but not evaluated.
   b) **Systems:** Rapid Re-housing, Homelessness Prevention

c) **Definition:** Distinct households that entered the system prior to the first day of the report period. Monitored but not evaluated.
d) **Goal-setting methodology:** Based on prior performance.
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.

9) *Employment Status at Entry (%)*
a) **Purpose:** Indicates the percent of households employed at the time of system entry.
b) **Programs:** Emergency Shelter, Permanent Supportive Housing, Prevention, Rapid Re-housing, and Transitional Housing
c) **Definition:** The percent of households that have employment at entry as indicated by their reported earned income at entry into the system.
d) **Goal-setting methodology:** N/A
e) **Reporting methodology:** Calculated by determining the number of unique households that have "earned income" from employment as a source of income at system entry (any member of the household), and dividing this number by the total number of unique households that were served during the report period. *Note: Earned income entered by and clients served only by Maryhaven-Safety and Veteran Shelters are excluded from this calculation.*

10) *Exit to Homelessness (%):*
a) **Purpose:** Indicates the system's success in ending homelessness as measured by those who return to emergency shelter or the streets. A lower rate is considered positive.
b) **Systems:** Permanent Supportive Housing
c) **Definition:** The percent of households who do not maintain their housing and return to emergency shelter or the streets within 180 days of exit from the system.
d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
e) **Reporting methodology:** The number of households who exit the system 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 system and entered shelter or street outreach within 180 days) / total distinct households served.
   i) Numerator
      1) Quarterly cohort: Calculate the number of distinct households that exited within the quarterly report period two quarters prior and entered shelter or street outreach within 180 days after exit or as of date of report.

2) Semi-annual cohort: Calculate the number of distinct households that exited within the prior semi-annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
3) 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) Quarterly cohort: Calculate the number of distinct households served within the quarterly report period two quarters prior.
2) Semi-annual cohort: Calculate the number of distinct households served within the prior semi-annual report period.
3) Annual cohort: Calculate the number of distinct households served within the first 180 days of the annual report period.

11) ***Exited Households (#):***

a) **Purpose:** Indicates the volume of households served by the system which exit during the report period. This measure is monitored, but not evaluated.
b) **Systems:** Emergency Shelter, Rapid Re-housing, Homelessness Prevention, and Transitional Housing
c) **Definition:** The number of distinct households that exited the system during the report period. Monitored but not evaluated.
d) **Goal-setting methodology:** Meet or exceed prior performance.
e) **Reporting methodology:** The number of distinct households with an exit date within the report period that are also not currently in the system at the end of the report period.

12) ***Households Served (#):***

a) **Purpose:** Indicates the volume of households served by the system.
b) **Systems:** All
c) **Definition:** The number of distinct households served by the system (including new and carryover) during the report period.
d) **Goal-setting methodology:** Meet or exceed prior performance.
i) Rapid Re-housing and Homelessness Prevention:
(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 system as of 7/1/XX.
(b) New system entrants are those households enrolled on or after 7/1/XX.
(c) Total households are the sum of carryover plus new system entrants.
(2) Semi-annual and quarterly projections.

(a) Carryover households are those anticipated to be active in the system as of end of report period. For rapid re-housing, this should be seasonally adjusted.
(b) New system 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 system entrants.

ii) Emergency Shelter and Transitional Housing
(1) Annual projections: based on historical trends and/or anticipated performance.
(a) Use prior year trend data to determine average annual demand.
(b) If demand is relatively stable, predict the same annual demand number for the current fiscal year.
(c) If demand trend shows a steady increase or a steady decrease, predict the current fiscal year demand based on average annual rate of change.
(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 system capacity by the projected annual turnover rate. In most cases, this percentage will be 20%. For example, if system capacity is 20, then annual projected households served would be 24 (20 x 1.2 = 24).
(2) Semi-annual projection: Multiply the system capacity by the projected semi-annual turnover rate. In most cases, this percentage will be 10%. For example, if system capacity is 20, then semi-annual projected households served would be 22 (20 x 1.1 = 22).
(3) Quarterly projection: Multiply the system capacity by the projected quarterly turnover rate. In most cases, this percentage will be 5%. For example, if system capacity is 20, then quarterly projected households served would be 21 (20 x 1.05 = 21).

e) **Reporting methodology:** The number of distinct households served by the system during the report period. Distinct households served are identified by their last service record for the system entered into HMIS as of the end of the report period.

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

a) **Purpose:** Indicates that the system is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.
b) **Systems:** Rapid Re-housing, Permanent Supportive Housing, and Prevention.
c) **Definition:** The percentage of distinct households that exited the system successfully during the report period with a housing cost that doesn't exceed 50% of the income.

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

e) **Reporting methodology:**

Step 1: Determine the number of households that exited the system 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 Rapid Re-housing and Prevention) 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. *Note: Households with successful housing outcome that are missing the income and cost of rent are excluded from calculation.*

14) ***Housing Stability (Months):***

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

b) **Systems:** Permanent Supportive Housing

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

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

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).

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.

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

a) **Purpose:** Indicates that the system is assisting households to obtain employment income. A higher rate is considered positive.

b) **Systems:** Permanent Supportive Housing

c) **Definition:** The percentage of adults that increase income from employment from entry to exit or the most recent annual review if not exited.

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

e) **Reporting methodology:** The number of adults served during the report period who had an increase in their employment income amount from entry to exit (or the most recent annual review, if not exited from the system), divided by the total number of adults served during the report period. Annual reviews must be conducted within 30 days before or 30 days after the client's entry anniversary for income to be counted. Income sources include only employment income. *Note: Deceased households are not included in the count of households served. Adults that stayed in the project less than 365 days are excluded from the calculation.*

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

a) **Purpose:** Indicates that the system is assisting households to obtain non-employment income. A higher rate is considered positive.

b) **Systems:** Permanent Supportive Housing

c) **Definition:** The percentage of adults that increase income from sources other than employment from entry to exit or the most recent annual review if not exited.

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

e) **Reporting methodology:** The number of adults served during the report period who had an increase in their total income amount from entry to exit (or the most recent annual review, if not exited from the system), excluding employment income, divided by the total number of adults served during the report period. Annual reviews must be conducted within 30 days before or 30 days after the client's entry anniversary for income to be counted. 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. Adults that stayed in the project less than 365 days are excluded from the calculation.*

17) ***Long-Term (Two-Year) Recidivism (%):***

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

b) **Programs:** All except Permanent Supportive Housing

c) **Definition:** The total number of distinct households that were exited two years prior to the reporting period with a successful housing outcome (as defined for that system) and return to shelter or street outreach within two years after exiting the system. This measure is expressed as a percentage of total distinct households with an exit to permanent housing (as defined for that system) two years prior to the reporting period.

d) **Goal-setting methodology:** Meet or below prior performance. Monitored but not evaluated.

e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a system relative to the number of households that exited the system with a successful housing outcome (specific to that system). Calculated only for annual reporting periods.
   i) Rate = (numerator/denominator) x 100
   ii) Denominator: Cohort of households which attained a successful housing outcome.
      (1) Calculate the number of distinct households with a successful housing outcome 730 to 1095 (731 to 1096 for a leap year) days prior to the end of the current report period.
   iii) Numerator: Number of recidivists from the above cohort
      (1) A recidivist household is defined as a distinct household that exits a system with a successful outcome (specific to that system) and enters the emergency shelter or street outreach systems within 730 (731 for a leap year) days after exit from the system.

18) ***Movement (%):***
   a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter to another. A lower rate is considered positive.
   b) **Systems:** Emergency Shelter Systems
   c) **Definition:** All distinct households that exit a single adult or family emergency shelter during the report 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 system that served them). Monitored but not evaluated.
   d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
   e) **Reporting methodology:** The number of total distinct households that experience movement within 7 days / the number of total distinct household exits during the report period. *Note: Measure excludes exits from Maryhaven-Safety, Overflow, and Overnight shelters and exits to Maryhaven-Safety from Single Adult shelters).*

19) ***Negative Reason for Leaving (%):***
   a) **Purpose:** A low rate of negative reasons indicates the system's success in stabilizing a household in housing.
   b) **Systems:** Permanent Supportive 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 system 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.*

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

a) **Purpose:** Indicates the volume of new households served by the system, which is considered to measure system efficiency.
b) **Systems:** Rapid Re-housing and Homelessness Prevention
c) **Definition:** Number of distinct households that entered the system 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.
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 date of the reporting period.

21) ***Newly Homeless* (# and %):**

a) **Purpose:** Indicates the volume of newly homeless households served by emergency shelters.
b) **Systems:** Emergency Shelter
c) **Definition:** The number of distinct households that entered emergency shelter during the report period and were not previously served in emergency shelters or the outreach program during the previous two years, and the percentage of total distinct households that entered a shelter this number represents.
d) **Goal-setting methodology:** N/A
e) **Reporting methodology:**
    i) *Number:* The number of distinct households that entered the emergency shelters during the report period that did not access emergency shelters or the outreach program during the previous 730 days. For this calculation, the first HMIS entry record entered during the report period by an emergency shelter is used.
    ii) *Rate:* The number of newly homeless households from (i) divided by the number of distinct households that entered a shelter during the reporting period.

22) ***Rapid Re-housing Capacity Gap***

a) **Purpose:** Indicates the Rapid Re-housing system's ability to meet client demand for its services.
b) **Systems:** Single Adult Rapid Re-housing
c) **Definition:** Number of clients who exit the RRH Pool during the period without being served by the RRH program,
d) **Goal-setting methodology:** Based on prior performance.
e) **Reporting methodology:** The number of clients with an RRH Pool Exit Date during the report period who exit with a disposition of "Prioritized / Not Served."

23) ***Recidivism (%):***

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

b) **Systems:** All except Permanent Supportive Housing

c) **Definition:**

i) For all systems 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 system) 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 system).

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

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 system relative to the number of households that exited the system with a successful housing outcome (specific to that system).

i) Rate = (numerator/denominator) x 100

ii) Denominator: Cohort of households which attained a successful housing outcome prior to the end of the report period.

(1) Quarterly cohort: Calculate the number of distinct households with a successful housing outcome within the quarterly report period two quarters prior. *Note: for Prevention system, the cohort is the number of distinct households with a successful housing outcome within the same reporting period of the previous year.*

(2) Semi-annual cohort: Calculate the number of distinct households with a successful housing outcome within the previous semi-annual report period. *Note: for Prevention system, the cohort is the number of distinct households with a successful housing outcome within the same semi-annual reporting period of the previous year.*

(3) Annual cohort: Calculate the number of distinct households with a successful housing outcome within the first 180 days of the annual report period. *Note: for Prevention system, the cohort is the number of distinct households with successful a housing outcome within the previous year's annual reporting 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 a successful housing exit.

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

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

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

b) **Systems:** Permanent Supportive Housing

c) **Definition:** Among distinct household exits, the percentage that exit the system during the report period 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.*

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

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

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

ii) All other: Indicates the system's success in ending homelessness as measured by those who attain other transitional or permanent housing.

b) **Systems:** All

c) **Definition:**

i) For all systems except Permanent Supportive Housing and Homelessness Prevention: 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.

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

iii) For Homelessness Prevention: the number of distinct households that attain stable housing at exit from the system and the percentage of total distinct households exited this number represents.

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

i) For all systems except Permanent Supportive Housing: Multiply the percentage goal (set by Ends Policy) by the projected number of exited households.

ii) Permanent Supportive Housing: Multiply the percentage goal by the projected number of households served.

e) **Reporting methodology:**

i) For all systems except Permanent Supportive Housing: 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 system. For the rate, divide this number of Successful Housing Outcomes by the number of total exits during the report period.

ii) 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.*

26) *System Occupancy Rate (%):*

a) **Purpose:** Indicates efficient use of community resources. A high occupancy rate indicates system efficiency at turning over units and providing a system that is in demand.

b) **Systems:** Permanent Supportive Housing

c) **Definition:** A percentage that reflects the average number of clients residing in supportive housing per night relative to the overall system capacity.

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

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 system capacity. *Note: the cumulative total is used for households with multiple instances of service during the period*.

(1) *Number*: $\sum$((exit date or end of report period – entry date or beginning of report period) + 1) / days in report period.

(2) *Rate:* System occupancy number (rounded to nearest whole number) divided by the system capacity.

27) *Turnover Rate (%):*

a) **Purpose:** Indicates the system's effectiveness in providing stable housing. Rate is monitored, but not evaluated.
b) **Systems**: Permanent Supportive Housing
c) **Definition:** The rate at which units become vacant relative to the system capacity.
d) **Goal-setting methodology:** Set based on prior performance. Monitored, but not evaluated.
e) **Reporting methodology:** The total number of distinct household exited during a report period divided by the system capacity during the same report period.

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

a) **Purpose:** Indicates that the system is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.
b) **Systems:** Rapid Re-housing and Homelessness Prevention
c) **Definition:** The number of exited distinct households receiving CSB provided DCA during their project participation, 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.
e) **Reporting methodology:**
    i) The total number of distinct households that received DCA while in the project and exited during the report period.
    ii) To obtain usage rate, divide the number obtained in (i) by the total number of distinct households that exited the system during the report period. Households that exited successfully without accessing CSB DCA are excluded from the denominator.

Table 1: Successful Housing Outcomes *(see above items 24 and 25)*

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, or RHY-funded Host Home shelter	No	No
2 = Transitional housing for homeless persons (including homeless youth) - Huckleberry House – Transitional Living 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 that DO NOT have a CMHA voucher, includes Rental Assistance projects (former SPC) – TRA or SRA	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 = Client Doesn't Know	No	No
9 = Client Refused	No	No
10 = Rental by client, no ongoing housing subsidy - privately owned, market rent housing	Yes	Yes
11 = Owned by client, no ongoing housing subsidy	Yes	Yes
12 = Staying or living with family, temporary tenure (e.g., room, apartment or house)[2]	No	No
13 = Staying or living with friends, temporary tenure (e.g., room, apartment or house)[2]	No	No
14 = Hotel or motel paid for without emergency shelter voucher	No	No
15 = Foster care home or foster care group home[2]	No	No
16 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	No	No
17 = Other	No	No
18 = Safe Haven	No	No
19 = Rental by client, with VASH subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
20 = Rental by client, with other ongoing housing subsidy	Yes	Yes
21 = Owned by client, with ongoing housing subsidy	Yes	Yes
22 = Staying or living with family, permanent tenure	Yes[1]	Yes
23 = Staying or living with friends, permanent tenure	Yes[1]	Yes
24 = Deceased	No	No
25 = Long-term care facility or nursing home	No	No
26 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
27 = Moved from one HOPWA funded project to HOPWA TH	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?
28 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
29 = Residential project or halfway house with no homeless criteria	No	No
30 = No Exit Interview Completed	No	No
31 = Rental by client, with RRH or equivalent subsidy	Yes	Yes
32 = Host home (non-crisis)	Yes	Yes
33 = Rental by client, with HCV voucher (tenant or project based) - all PSH and CoC projects that have CMHA vouchers, except Rental Assistance projects (former SPC) – TRA or SRA	Yes	Yes
34 = Rental by client in a public housing unit	Yes	Yes
99 = 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, or RHY-funded Host Home shelter	Yes

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