

FY2021 Program Performance Standards for Youth¹ *(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 system demand.
Access to resources to address immediate housing need	Successful diversion outcome (%)	At least XX% of youth contacting the CARR Team will be diverted to other community resources.
	Pass program certification	Provide access to and coordination with community resources and services to prevent homelessness.
	Successful Referral to Resources	At least XX% of youth contacting the CARR Team will be successfully referred and linked to other community resources.
Not re-enter the emergency shelter system	Diversion Recidivism (%)	<XX% of those diverted will enter shelter within 30 days of diversion.
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.
	Occupancy rate (%)	Average of 95% occupancy.
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	<10% of those who obtain housing will return to homelessness within 180 days of exit.
	Movement (%)	<15% of those who exit the emergency shelter will immediately re-enter another shelter. (Monitored only.)

¹ Additional system performance measures will be calculated based on HUD guidance. Not sufficient experience to establish a benchmark yet. CSB may issue POPs with benchmarks mid-year.

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 standard below or greater if prior year(s) achievement was greater <ul style="list-style-type: none"> At least 12 months for PSH (goal to be set not to exceed 24 months, actual attainment may be greater than goal) Up to 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)	Average DCA amount will be consistent with prior performance and/or program design.
	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 77% 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 (%)	<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.
	Program Occupancy Rate (%)	Full occupancy (>95%) for PSH and 98% for TH.
	Turnover Rate (%) (PSH only)	Set based on prior year(s) attainment, 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.

Ends	Measurement	Annual Metrics
	Income growth	At least XX% of youth adults increase their income from entry to exit or end of reporting period.
	Improved physical health status	At least XX% of youth self-report improved physical health from entry to exit or end of reporting period.
	Improved substance use status	At least XX% of youth self-report decreased substance use from entry to exit or end of reporting period.
	Improved mental health status	At least XX% of youth self-report improved mental health from entry to exit or end of reporting period.
	Education goal met	At least XX% of youth self-report meeting their education goal from entry to exit or end of reporting period.
	Employment goal met	At least XX% 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.
	Average length of participation	XX days for all youth participants
Access to resources/services to move to and stabilize housing	Usage of CSB Direct Client assistance (\$)	Average DCA amount will be consistent with prior performance and/or program design.
	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	Average stay in Emergency Shelter not to exceed: <ul style="list-style-type: none"> XX days for youth families XX days for youth single adults (calculated from the date of program entry to shelter exit).
	Housing Affordability at Exit (%) (Family programs 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).
	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 XX% of youth increase their income from entry to exit or end of reporting period.
Basic needs met in a non-congregate environment	Successful housing outcome (%)	At least XX% successful housing outcomes for youth exiting the RRH

Ends	Measurement	Annual Metrics
		program.
	Successful housing outcome (#)	Calculated based on the Successful housing outcomes % measurement.
Not re-enter the emergency shelter system	Recidivism (%)	<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 XX% of youth self-report improved physical health from entry to exit or end of reporting period.
	Improved substance use status	At least XX% of youth self-report decreased substance use from entry to exit or end of reporting period.
	Improved mental health status	At least XX% of youth self-report improved mental health from entry to exit or end of reporting period.
	Education goal met	At least XX% of youth self-report meeting their education goal from entry to exit or end of reporting period.
	Employment goal met	At least XX% 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 December 10, 2019.