Annual System Performance Measures

System Performance Measures (SPM) are one of the primary ways in which federal funders assess the success of Lancaster County's homeless response system. They are submitted after the end of each HUD fiscal year, which begins October 1 and ends September 30. The table below lists these measures, or "metrics", along with the types of homeless service programs that are used to generate each measure. All non-DV homeless service projects included in the Empower Lancaster HMIS of these types will be included in the SPM regardless of funding source (unless specified).

Lancaster County strives to progress its annual SPM performance year after year through continuous quality improvement in partnership with service providers. Goals for specific SPM metrics may be set by HUD as part of its regular grant renewal process. Performance standards found in this document for different homeless service project types will correspond with one or more of these metrics.

Key
SO: Street Outreach - ES: Emergency Shelter - TH: Transitional Housing (incl. Crisis Housing) – PH-RRH: Rapid Rehousing (Pathways) - PH-PSH: Permanent Supportive Housing

Metric name and description	Includes project type
• Metric 1. Length of time persons remain homeless (expressed as an average, Metric 1.1. and as a median, Metric 1.2);	
○ Metric 1a. This measure is of the client's entry, exit, and bed night dates strictly as entered in HMIS system.	ES, TH
○ Metric 1b. This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-in.	ES, TH, PH-RRH, PH-PSH
• Metric 2. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness (measured at 6 months, 12 months, and 24 months after exit);	SO, ES, TH, PH-RRH, PH-PSH
▪ Rates of return to homelessness are calculated separately for each project type and also as a total return rate for all projects	
• Metric 3. Number of homeless persons;	
○ Metric 3.1. Change in PIT Counts	
▪ Metric 3.1 compares the number of people on each year's January Point-in-Time Count with the previous year, including sheltered, unsheltered, and total people	ES, TH
○ Metric 3.2 - Change in Annual Counts	ES, TH
▪ Metric 3.2 compares the total number of people enrolled in these projects for the year with the previous year	

• Metric 4. Employment and income growth for homeless persons in CoC Program-funded projects;	CoC-funded TH, PH-RRH, PH-PSH
○ Metric 4.1 - Change in earned income for adult system stayers during the reporting period	
○ Metric 4.2 - Change in non-employment cash income for adult system stayers during the reporting period	
○ Metric 4.3 - Change in total income for adult system stayers during the reporting period	
○ Metric 4.4 - Change in earned income for adult system leavers	
○ Metric 4.5 - Change in non-employment cash income for adult system leavers	
○ Metric 4.6 - Change in total income for adult system leavers	
• Metric 5. Number of persons who become homeless for the first time;	
○ Metric 5.1 - Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS	ES, TH
○ Metric 5.2 - Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS	ES, TH, PH-RRH, PH-PSH
• Metric 6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects;	
○ NOTE: Metric 6 is not currently in use by any CoC due to requirement of High Performing status	N/A
• Metric 7. Successful housing placement;	
○ Metric 7a.1 - Change in SO exits to temporary destinations, some institutional destinations, and permanent housing destinations	SO
○ Metric 7b.1 - Change in ES, SH, TH, and PH-RRH exits to permanent housing destinations	ES, TH, PH-RRH
○ Metric 7b.2 - Change in PH exits to permanent housing destinations or retention of permanent housing	PH-PSH
• Data Quality	
○ Data Quality calculates an error rate of missing exit destinations	SO, ES, TH, PH-RRH, PH-PSH