



NWCEH System Performance Measures Greater Grand Traverse Area Continuum of Care Quarter 4: 10/01/23-9/30/24

What are the HUD System Performance Measures:

The SPM report is a summary and year-to-year comparison of system wide counts, averages, and medians related to seven areas of performance. The Department of Housing and Urban Development (HUD) developed seven System Performance Measures to help communities gauge their progress toward the goal of ending homelessness. Each Continuum of Care (CoC) is expected to use these measures to evaluate how well homeless systems are functioning and where improvements are necessary. These two System Performance Improvement briefs highlight different aspects to help CoCs better understand and improve their homeless system.

HUD uses the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

The Northwest Michigan Coalition to End Homelessness uses these measures across the Greater Grand Traverse Area Continuum of Care (5 county region) to measure system performance. The Michigan Balance of State Continuum of Care reviews these measures for counties covered under the MIBOSCOC.

Each quarter the NWCEH will release SPM data and will also provide a written overview of the data.

Data Links:

- SPM Graphs Attached to Email

Data Overview:

1. Length of Time Homeless (0700):
 - a. This measure shows the average and median length of time homeless (in days) per HUD's definition. HUD only looks at Emergency Shelter, Safe Haven, and Transitional Housing stays to calculate these numbers, so I prefer to think of this as average and median length of shelter stays.
 - i. 2019 Baseline - 133 days
 - ii. Proposed Goal - 45 days
 - iii. National Average - 193 days
 - iv. National Median - 103 days
 - v. GGTA Ave. 10/1/23-9/30/24 = 125 days**
 - vi. GGTA Med. 10/1/23-9/30/24 = 84 days**
 - vii. There was a decrease from 126 day to 125 day average, but an increase from 75 day to 84 day median from Q3 to Q4.
2. Recidivism - Exits to Permanent Housing with Return to Homelessness (0701)
 - a. This Measure shows the percentage of clients who exited homelessness to a positive destination, but then returned within 2 years.
 - i. 2019 Baseline - 27%
 - ii. Proposed Goal - 20%
 - iii. 10/1/23-9/30/24 = 16.9%.**
 - iv. This is the 7th consecutive quarter where recidivism was 20% or less.
 1. SO = 8.93% (15 clients)
 2. ES = 25.44% (29 clients)
 3. PH = 19.85% (26 clients)
 - v. This has been a CoC point of emphasis at Steering Committee & Data and Standards this past year.
3. Number of Homeless Persons Served in Shelters & Transitional Housing (0702):

- a. This report only looks at clients in Emergency Shelters & Transitional Housing Programs. If they are in a Street Outreach program but never a shelter they aren't included in this number.
 - i. 2023 Q2 - 623
 - ii. Proposed Goal - 600
 - iii. 10/1/23-9/30/24- 567**
 - 1. Current quarter has seen a 4 client decrease compared to last quarter.
 - 2. Comparing last year to this year same quarter:
 - a. 10/1/2022 - 9/30/2023 was 596 (29 clients less than current year covering the same months)
- 4. Employment and Income Growth for CoC Funded Projects (0703):
 - a. This report looks at clients in RRH and PSH programs for employment or income growth from time of project entry on an annual basis and at project exit.
 - i. 2019 Baseline - 3.03%
 - ii. Proposed Goal - 29%
 - iii. System /Stayers = 10/1/23-9/30/24 = 44%**
 - iv. System Leavers = 10/1/23-9/30/24 = 34%**
 - v. National Average = 14.2%
 - vi. We have seen a 3% increase from last quarter to this quarter for System Stayers, and an 8% decrease for System Leavers.
- 5. Number of Persons First Time Homeless (0704):
 - a. This only counts clients if they are enrolled into a Shelter/TH/PSH/RRH program. If a client is diverted before reaching Shelter they will not be counted in this metric.
 - i. 2019 Baseline - 323 clients
 - ii. Proposed Goal - 315
 - iii. 10/1/23-9/30/24 = 306**
 - iv. We had a 2020 Q4 high of 407, we are now at 306 for 2024 Q4
We've seen a 50 person decrease compared to last quarter.

- v. We've invested in Diversion/Rapid Exit Services. Because this metric only looks at enrolled clients in shelter/TH/PSH/RRH/SH, any client who calls the call center, gets a CE enrollment and referral to Diversion, and Diversion is successful in rehousing them before they enter a shelter they will be excluded from this number. We are seeing both some Diversion success and the results of COVID-related motel response policies coming back to normal.

6. Permanent Housing Exits from Street Outreach (0706.1)

- a. This looks at clients who exit from Street Outreach to a Permanent Housing Destination.
 - i. 2019 Baseline - 71%
 - ii. Proposed Goal - 65%
 - iii. 10/1/23-9/30/24 = 76%**
 - iv. National Ave. = 33%
 - v. For 9 consecutive quarters we have been over 70% for positive SO exits, and 16 out of last 17 quarters.

7. Permanent Housing Exits from ES/RRH

- a. This looks at clients who exit from Emergency Shelter or RRH to a Permanent Housing Destination.
 - i. 10/1/23-9/30/24 = 23.9% (Including NbN Shelter)**
 - ii. 10/1/23-9/30/24 = 40.1% (Not Including NbN Shelter)**

8. Permanent Housing Retention (PSH) (0706.2)

- a. This report looks at clients in PSH programs who exit to a positive destination, or retain their PSH housing in the current year.
 - i. 2019 Baseline - 97%
 - ii. Proposed Goal - 98%
 - iii. 10/1/23-9/30/24 = 96%**
 - iv. National Ave. = 96%