

# BFZ Reporting Manual

BFZ Monthly Metrics | August 2023

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## Introduction

Welcome to the BFZ Community Data Reporting Manual, a comprehensive tool designed to facilitate accurate and timely monthly data reporting from BFZ communities.

This manual is structured into four distinct sections, each offering in-depth explanations and instructions about various aspects of data reporting.

1. **[BFZ Population and Reporting Category Definitions](#)**: This section demystifies the terminology used to categorize the homeless population within BFZ metrics, splitting them into broader 'populations' and specific 'subpopulations.' Understanding these terms is vital for accurate data classification and reporting.
2. **[BFZ Measurement Framework Definitions](#)**: This section delves into key metrics that communities need to track and report every month. Definitions of key terms and additional guidance are provided for clarity.
3. **[Reporting Matrix](#)**: Here, you'll find population-specific reporting matrices for Single Adults, Families, and Youth. These matrices will assist in capturing and organizing the necessary data.
4. **[Reporting Tools and Updates](#)**: This final section provides links to the monthly reporting form and instructions for building a By-Name List using your community's HMIS software.

This manual is not only a step-by-step guide for monthly data reporting but also a reference document for terms and definitions. Regular updates will be made to ensure it remains a current and valuable resource. For additional support, the System Infrastructure team at [BFZ Data Support](#) is always available to assist.

# BFZ Population and Reporting Category Definitions

Built for Zero utilizes two categories in our measurement framework: broader '*Populations*' and more specific '*Reporting Categories*.' These categories allow us and communities to understand the extent of the homelessness issue at both a general and a more specific level within communities. Our guiding principle is that if a community can end homelessness for one subpopulation, such as Veterans, it can then apply the same framework to address other subpopulations and broader populations. Note, some communities are even reporting on the total number of persons experiencing homelessness at a systemwide level - this is the overall goal. We also understand that system change takes time and shrinking the change is essential to get to the grander outcome.

Communities provide aggregate data for these categories monthly. This data is then fed back to them through the Performance Management Tracker (PMT), a dashboard offering detailed insights into trends in homelessness. This platform enables communities to spot patterns in homelessness, identify key factors driving people into and out of homelessness, and adjust their programs and interventions accordingly - all in real time.

Our definitions align closely with those of the federal government and are consistent with Homeless Management Information System (HMIS) reporting definitions. Consequently, By-Name Lists can be directly sourced from the HMIS, provided all data on individuals experiencing homelessness, both sheltered and unsheltered, is entered into the system.

## Populations

BFZ measures improvements based on three populations:

1. **All Single Adults:** All single adults and/or adult only households age 25 and older who are experiencing homelessness in the community. This population includes single adults who are veterans; those who meet HUD's definition of chronic homelessness; and those who do not meet the definition of veteran or chronic homelessness (i.e. non-veteran/non-chronic adults over the age of 25). This population also includes households with all members over 18 and at least one adult 25 and older.

- a. **For Veterans:** To align with USICH's Federal Criteria and Benchmarks for Ending Veteran Homelessness, a veteran who is also the head of a household, or any actively homeless adult member of a household, should be included in the All Single Adults - Veteran subpopulation, as well as the family population<sup>1</sup>.
2. **Families:** Households of more than one person that includes minor children under the age of 18 experiencing homelessness.
  - a. **For Veterans:** To align with USICH's Federal Criteria and Benchmarks for Ending Veteran Homelessness, if a veteran is also a head of household of a family, they would be counted in the Family category and the All Single Adults - Veteran subpopulation<sup>2</sup>.
    - i. Please note that the Head of Household would be counted within the All Single Adults - Veteran population and the family population. The additional family members in the Veteran's household would only be accounted for in the community's family data.
3. **Youth:** Unaccompanied minors and young adults up to age 24 or younger experiencing homelessness. This population category is inclusive of all unaccompanied minors and youth age 24 or younger who are pregnant and/or parenting minor children; unaccompanied minors and youth age 24 or younger experiencing homelessness who meet HUD's chronic homeless (CH) definition; unaccompanied minors and youth age 24 or younger experiencing homelessness who do not meet HUD's chronic homeless (CH) definition; and unaccompanied minors and youth age 24 or younger experiencing homelessness who meets HUD's Veteran definition.
  - a. **For Veterans:** To align with USICH's Federal Criteria and Benchmarks for Ending Veteran Homelessness, if an unaccompanied youth is age 18-24 and an identified Veteran,

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<sup>1</sup> This determination is to align with [USICH's Criteria and Benchmarks](#), which does not delineate a single adult veteran vs. a veteran identified as the head of a household.

<sup>2</sup> This determination is to align with [USICH's Criteria and Benchmarks](#), which does not delineate a single adult veteran vs. a veteran identified as the head of a household.

that individual is counted in both Unaccompanied Youth population and the All Single Adults- Veteran subpopulation<sup>3</sup>. For example, if a 24 year old unaccompanied youth is identified as a veteran, they would be counted in both the Youth and All Single Adults - Veteran subpopulations.

## Population Reporting Categories:

The BFZ methodology is driven by the theory that if a community is able to achieve functional zero for one subpopulation, they are able to then expand to other subpopulations and populations. Most communities enrolled in BFZ focus on the Veteran and Chronically Homeless subpopulations.

BFZ measures improvements within those populations through these five reporting categories:

1. **All Single Adults (All Single Adults Population):** This reporting category should include any adult person that meets the All Single Adults population definition outlined in the previous section. Additionally, this reporting category includes any adult person that meets the following All Single Adult subpopulation categories (i.e. Veteran and/or Chronic Single Adults).
  - a. **For adult only households**, each person within the household should be counted individually including the individual count of adult only households where an individual family member may be between the ages of 18-24. As an example, if a two parent household enters the homeless response system with their adult children aged 19 and 21, each individual family member would be counted within the All Single Adults population.
  
2. **Veteran (All Single Adults Subpopulation)<sup>4</sup>:** This reporting category should include any adult person that meets the All Single Adults definition and HUD's definition of veteran as described below:

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<sup>3</sup> This determination is to align with [USICH's Criteria and Benchmarks](#), which does not delineate Veteran vs. Unaccompanied Youth status in the guidelines.

<sup>4</sup> HUD HMIS Data Standards Section 3.07:

<https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/VA.htm>

Anyone who has ever been on active duty in the armed forces of the United States, regardless of discharge status or length of service.

- a. Army, Navy, Air Force, Marine Corps, and Coast Guard: active duty begins when a military member reports to a duty station after completion of training.
- b. Reserves and National Guard: active duty is any time spent activated or deployed, either in the United States or abroad, Or
- c. Anyone who was disabled in the line of duty during a period of active duty training, Or
- d. Anyone who was disabled from an injury incurred in the line of duty or from acute myocardial infarction, a cardiac arrest, or a cerebrovascular accident during a period of inactive duty training.

**For All Veterans:** To align with USICH's Federal Criteria and Benchmarks for Ending Veteran Homelessness:

- a. A veteran who is also the head of a household, or any actively homeless adult member of a household, should be counted in the All Single Adult - Veteran category, as well as the Family category.
- b. An unaccompanied youth who is age 18-24 and an identified Veteran is counted in both the All Single Adults- Veteran category and the Unaccompanied youth category..

3. **Chronically Homeless (All Single Adults Subpopulation)<sup>5</sup>:** This reporting category should include any adult person that meets the All Single Adults definition and HUD's chronic homeless (CH) definition:

The definition of "chronically homeless" individual as stated in Definition of Chronically Homeless final rule is<sup>6</sup>:

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<sup>5</sup> Definition of Chronic Homelessness:

<https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/coc-esg-homeless-eligibility/definition-of-chronic-homelessness/>

<sup>6</sup> [Defining "Chronically Homeless" Final Rule](#)

- (a) A homeless individual with a disability that meets the HUD definition of a disability who:
  - (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; AND
  - (ii) Has been homeless and living in the above mentioned locations continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph. Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
    - (1) A simplified way of stating this is as follows; has been living in these conditions for at least a year in total, or four separate times over the past three years that add up to a year. Any breaks in homelessness must be at least one week long.
- (b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility.
  - (i) A simplified way of stating this is as follows; has been living in an institution like a jail, hospital, or treatment facility for less than 90 days, and met all of these criteria outlined in paragraph (a) before they entered the institution.

**For Chronic Veterans-** The US Department of Veterans Affairs has worked with HUD to clarify how transitional housing programs such as Grant and Per Diem (GPD) interact with the Chronic Definition. Veterans in TH maintain their CH status for program eligibility purposes throughout their stay in TH (usually GPD). While the number of days in TH don't count towards the CH status, they will maintain that status if CH at the point of entry.

4. **Family (Families Population):** Households of more than one person that includes minor children (i.e. under the age of 18) experiencing homelessness. This population category is inclusive of families with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets HUD's definition for chronic homelessness; families with an adult head of household (or, if there is no adult in the family, a minor head of household) that does not meet the criteria of the chronic homeless definition; and families with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets HUD's definition of a veteran.

Note, the family population requires a total count of the number of heads of households as well as a separate total count of the number of individual family members.

**For Veteran Families:** For the purposes of aligning with USICH's Federal Benchmark and Criteria, if a Veteran is also a head of household of a family, they would be counted in the Family category and the All Single Adults- Veteran subpopulation<sup>7</sup>. Please note that only the Head of Household would be counted within the All Single Adults - Veteran population. The additional family members in the Veteran's household would be accounted for in the community's Family data.

5. **Youth:** Unaccompanied minors and young adults up to age 24 or younger experiencing homelessness. This population category is inclusive of all unaccompanied minors and youth age 24 or younger who are pregnant and/or parenting minor children; unaccompanied minors and youth age 24 or younger experiencing homelessness who meet HUD's chronic homeless (CH) definition; unaccompanied minors and youth age 24 or younger experiencing homelessness who do not meet HUD's chronic homeless (CH) definition; and unaccompanied minors and youth age 24 or younger experiencing homelessness who meets HUD's Veteran definition.

**For Veterans:** To align with USICH's Federal Criteria and Benchmarks for Ending Veteran Homelessness, if an unaccompanied youth is age 18-24 and an identified Veteran that individual is counted in both

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<sup>7</sup> This determination is to align with [USICH's Criteria and Benchmarks](#), which does not delineate a single adult veteran vs. a veteran identified as the head of a household.

Unaccompanied Youth population, and the Veteran would be counted under the All Single Adults- Veteran subpopulation<sup>8</sup>.

## System-Wide Reporting:

The BFZ system-wide reporting metrics are designed to enable a communities ability to measure and track an end to all homelessness within their homeless response system. This metric requires a monthly deduplicated count of all households experiencing homelessness, including deduplicated counts of all inflow and outflow activity. This population is defined as:

1. **All Populations:** This reporting category should include a deduplicated total count of all individuals, including the individual count of all members of a household, actively experiencing homelessness within the community system. This deduplicated report should be inclusive of all individuals and households identified within the subpopulation reporting categories (ie. All Single Adults, Veteran, Chronic, Family, and Youth).

## BFZ Measurement Framework Definitions

The Built for Zero model employs seven unique data points to enhance a community's understanding of homelessness. In addition to focusing on specific populations and subpopulations, we believe that a straightforward and easy-to-report set of metrics can help communities better grasp the trends of homelessness at both population and subpopulation levels, as well as across the entire system. Real-time, comprehensive data is essential for this understanding.

There are three broad categories in the BFZ measurement framework - *Inflow* -> *Actively Homeless* -> *Outflow*. Within the Inflow and Outflow categories, there are multiple other indicators that provide communities insights into the drivers of inflow and outflow. In addition, there is a process metric - Length of Time from Identification to Housed, that communities report to understand the effectiveness and efficiency of the homeless response system's ability to house individuals and families quickly.

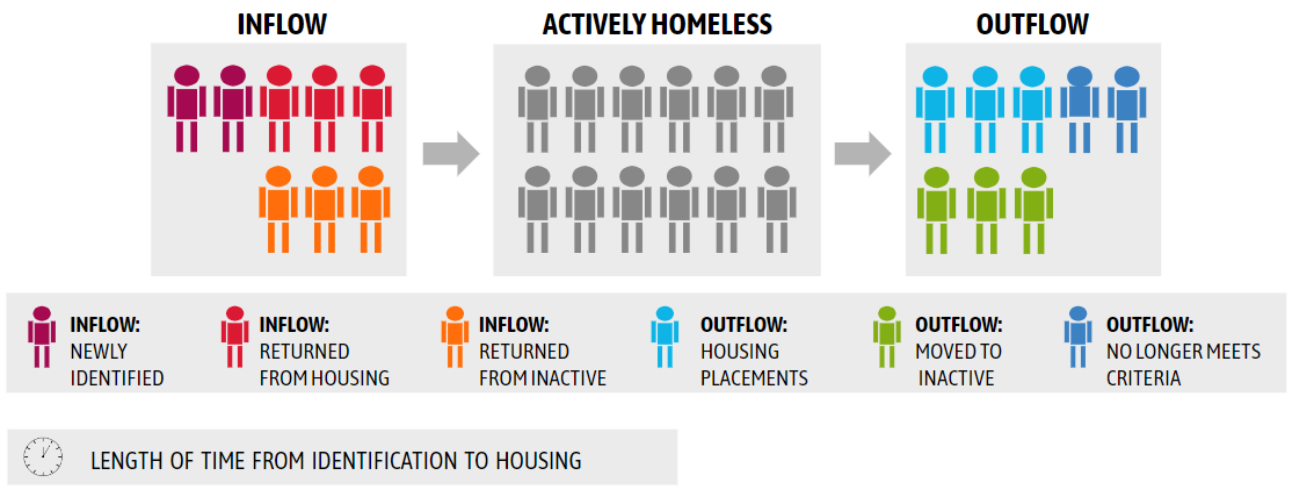
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<sup>8</sup> This determination is to align with [USICH's Criteria and Benchmarks](#), which does not delineate Veteran vs. Unaccompanied Youth status in the guidelines.



## Monthly Reporting: Data Points to Track

FOR EACH POPULATION:



### Actively Homeless

This refers to the total number of individuals or families actively homeless at the end of the reporting month, according to their community By-Name Data. Persons experiencing homelessness meet HUD's Literally Homeless definition.<sup>9</sup> This count includes those who have received housing vouchers or subsidies but have yet to find permanent housing.

The Actively Homeless figure is the most crucial indicator, and all other metrics are intended to provide deeper understanding and clarity about the total number of people experiencing homelessness.

### Inflow

The number of individuals experiencing homelessness who have entered into the system over a given time period. The sum of the following indicators is the total inflow number. There are three Inflow indicators in the BFZ model:

<sup>9</sup> HUD's Literally Homeless definition includes: [Category 1: Literally Homeless Definition](#); [Category 4: Fleeing/Attempting to Flee Domestic Violence](#)

1. **Newly Identified:** This indicates the total number of individuals and/or households with children who are identified as experiencing homelessness for the first time during the reporting month. These individuals are newly added to the By-Name Data system.
2. **Returned to Active List from Housing:** This category encompasses individuals who were previously housed through the community's homeless response system but have since returned to homelessness during the reporting month. The most recent exit from the homeless response system for this individual would have been to a permanent housing destination, and they have now re-entered homelessness.
3. **Returned to Active List from Inactive Status:** This includes individuals who were previously designated as inactive by the community but have since reappeared or have returned to homelessness during the reporting month. Their most recent exit from the system would have been to inactive status, and they are now again identified as being on the active list.

Each community has the discretion to define the lookback window for designating an individual as a returnee or newly identified. For instance, only individuals that have been active within the past two years might be considered returnees; all others would be considered newly identified. Communities may want to consider adopting HUD's System Performance Measures (SPM) language as a guide.

## Outflow

Outflow refers to the number of individuals who exit the homeless response system during a certain period. The total outflow number is the sum of the indicators listed below:

1. **Housing Placements:** This represents the total number of individuals experiencing homelessness who moved into permanent housing during the reporting month.

2. **Moved to Inactive:** This refers to the total number of individuals experiencing homelessness who have been categorized as "inactive" in the community's By-Name Data set during the reporting period.

The "inactive" status is assigned to individuals and/or households who cannot be located. Communities typically move individuals marked as "inactive" to an archived section of their By-Name List, based on a designated "no-contact" threshold of 90 days.

Individuals declining services or housing should not be assigned "inactive" status unless they meet the inactive threshold (typically 90 days, although determined by the community).

In cases where the duration of a potential institutional stay (e.g., hospitalization, jail, etc.) is uncertain, keep them on your active list for 90 days. If their institutional stay extends beyond 90 days, your community may choose to move them to the "inactive" list.

3. **No Longer Meets Population Criteria:** This includes the total number of persons experiencing homelessness who no longer meet the criteria for their respective subpopulation or population designation.

Although infrequent, there are times when persons experiencing homelessness may have a change in subpopulation status. This may occur when a self-reported veteran is confirmed as a non-veteran after checking with the VA, or a person who initially reported meeting HUD's chronic definition but was later found not to meet this definition. Changes in population status can also cause this, for example, when a child enters an adult-only household, or a youth ages into the single adult population.

Please see [Appendix A](#) for more specific examples.

## Length of Time from Identification to Housing

This metric represents the average duration from when an individual (or adults in adult-only households) is first identified as experiencing homelessness to the point when they move into permanent housing within a given reporting month. It's

important to note that this measure is not necessarily the same as the length of time a person has been homeless.

The 'Date of Identification' is defined as the day that an individual or household first appears on the By Name List. This occurs when they have indicated they are experiencing homelessness, or it is apparent that they are homeless even if they were unable or unwilling to disclose their status. This date may not coincide with the day they were evaluated with a common assessment tool.

Please see [Appendix B](#) for more information on the calculation for this measure. .

## All Single Adults | Population & Subpopulation Reporting Matrix

| <b>Monthly Reporting Metric</b>            | <b>All Single Adults</b>   | <b>Veterans</b>   | <b>Chronic</b>  |
|--|--|---|---|
| <b>Actively Homeless</b>                   | Number of actively homeless adults 25 and older as of the last day of the reporting month.   | Number of actively homeless veteran adults as of the last day of the reporting month.                                   | Number of actively homeless chronic adults as of the last day of the reporting month.                                   |
| <b>Housing Placements</b>                  | Total number of adults 25 and older who moved into permanent housing during the reporting month.                                       | Total number of veteran adults who moved into permanent housing during the reporting month.                             | Total number of chronic adults who moved into permanent housing during the reporting month.                             |
| <b>Moved to Inactive</b>                   | Total number of adults 25 and older who became "inactive" in the By-Name data during the reporting month.                              | Total number of veteran adults who became "inactive" in the By-Name data during the reporting month.                    | Total number of chronic adults who became "inactive" in the By-Name data during the reporting month.                    |
| <b>No Longer Meets Population Criteria</b> | Total number of adults 25 and older who lost their "population" status during the reporting month.                                     | Total number of veteran adults who lost their "subpopulation" status during the reporting month.                        | Total number of chronic adults who lost their "subpopulation" status during the reporting month.                        |
| <b>Newly Identified</b>                    | Total number of adult households 25 and older who were new to your By-Name data set during the reporting month.                        | Total number of veteran adults who were new to your By-Name data set during the reporting month.                        | Total number of chronic adults who were new to your By-Name data set during the reporting month.                        |
| <b>Returned from Housing</b>               | Total number of adult households 25 and older who were previously housed and have returned to homelessness during the reporting month. | Total number of veteran adults who were previously housed and have returned to homelessness during the reporting month. | Total number of chronic adults who were previously housed and have returned to homelessness during the reporting month. |
| <b>Returned from Inactive</b>              | Total number of adult households 25 and older who were previously inactive but returned to homelessness during the reporting month.    | Total number of veteran adults who were previously inactive but returned to homelessness during the reporting month.    | Total number of chronic adults who were previously inactive but returned to homelessness during the reporting month.    |

|  |   |   |   |
|--|---|---|---|
| <b>Length of Time from ID to Housing</b> | For those adult households who moved into housing during the month, calculate the average number of days from the By-Name data 'Date of Identification' to Housing Placement. | For those veteran adults who moved into housing during the month, calculate the average number of days from the By-Name data 'Date of Identification' to Housing Placement. | For those chronic adults who moved into housing during the month, calculate the average number of days from the By-Name data 'Date of Identification' to Housing Placement. |
|--|---|---|---|

## Family & Youth | Population Reporting Matrix

| Monthly Reporting Metric                   | Families<br>(Including Veteran & Chronic Families)  | Youth  |
|--|---|--|
| <b>Actively Homeless</b>                   | Number of actively homeless families with at least one minor (under 18) as of the last day of the reporting month.  | Number of actively homeless unaccompanied minors and young adults under the age of 25 as of the last day of the reporting month.   |
| <b>Housing Placements</b>                  | Total number of families experiencing homelessness who moved into permanent housing during the reporting month.   | Total number of unaccompanied minors and young adults under the age of 25 who moved into permanent housing during the reporting month.   |
| <b>Moved to Inactive</b>                   | Total number of families experiencing homelessness who became "inactive" in the By-Name data during the reporting month.  | Total number of unaccompanied minors and young adults under the age of 25 who became "inactive" in the By-Name data during the reporting month.  |
| <b>No Longer Meets Population Criteria</b> | Total number of families experiencing homelessness who lost their "population" status during the reporting month.   | Total number of unaccompanied minors and young adults under the age of 25 who lost their "population" status during the reporting month.   |
| <b>Newly Identified</b>                    | Total number of families experiencing homelessness who were new to the By-Name data set during the reporting month.   | Total number of unaccompanied minors and young adults under the age of 25 who were new to the By-Name data set during the reporting month.   |
| <b>Returned from Housing</b>               | Total number of families who were previously housed and have returned to homelessness during the reporting month.   | Total number of unaccompanied minors and young adults under the age of 25 who were previously housed and have returned to homelessness during the reporting month.   |
| <b>Returned from Inactive</b>              | Total number of families who were previously inactive but returned to homelessness during the reporting month.  | Total number of unaccompanied minors and young adults under the age of 25 who were previously inactive but returned to homelessness during the reporting month.  |
| <b>Length of Time from ID to Housing</b>   | For those families who moved into housing during the month, calculate the average number of days from the By-Name data 'Date of Identification' to Housing Placement. | For unaccompanied minors and young adults under the age of 25 who moved into housing during the month, calculate the average number of days from the By-Name data 'Date of Identification' to Housing Placement. |

## System-Wide | All Populations Reporting Matrix

| Monthly Reporting Metric                   | All Populations<br>(Unduplicated count of All Single Adult, Veteran, Chronic, Family, and Youth)  |
|--|---|
| <b>Actively Homeless</b>                   | Unduplicated number of actively homeless individuals as of the last day of the reporting month.   |
| <b>Housing Placements</b>                  | Total number of unduplicated individuals experiencing homelessness who moved into permanent housing during the reporting month.   |
| <b>Moved to Inactive</b>                   | Total number of unduplicated individuals experiencing homelessness who became "inactive" in the By-Name data during the reporting month.  |
| <b>No Longer Meets Population Criteria</b> | Total number of unduplicated individuals experiencing homelessness who lost their "population" status during the reporting month.   |
| <b>Newly Identified</b>                    | Total number of unduplicated individuals experiencing homelessness who were new to the By-Name data set during the reporting month.   |
| <b>Returned from Housing</b>               | Total number of unduplicated individuals who were previously housed and have returned to homelessness during the reporting month.   |
| <b>Returned from Inactive</b>              | Total number of unduplicated individuals who were previously inactive but returned to homelessness during the reporting month.  |
| <b>Length of Time from ID to Housing</b>   | For those unduplicated individuals who moved into housing during the month, calculate the average number of days from the By-Name data 'Date of Identification' to Housing Placement. |

## Reporting Tools and Updates

Monthly data should be submitted by the 15th of every month. You can access the monthly reporting form at this [link](#).

To track your community's progress, visit your Performance Management Dashboard [here](#).

For more information regarding building a By-Name List from community Homeless Management Information System (HMIS) software, please refer to the information highlighted in this [document](#).

If you have any questions or need additional support, please contact the System Infrastructure team at [BFZ Data Support](#)



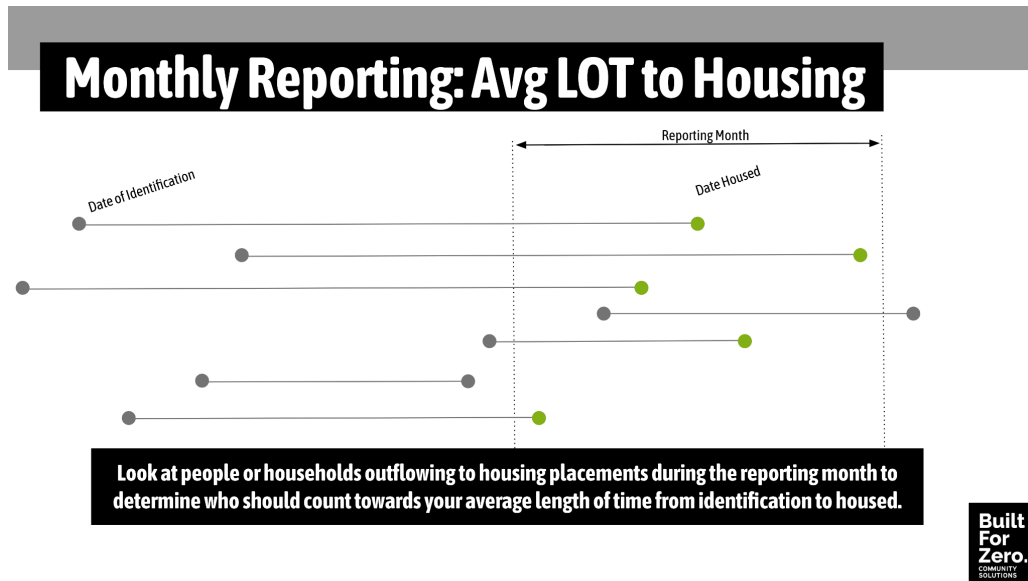
## APPENDIX A: No Longer Meets Population Criteria

### Examples of when a person is considered to no longer meet criteria:

- **Changes in subpopulation status:**
  - A self-reported veteran who is confirmed as a non-veteran after checking with the VA would be included in this category (this person would exit the veteran list)
  - A veteran leaves the household, and only non-veteran adults remain (the remaining non-veteran adults in the household would exit the veteran list).
  - A person who self-reports that they meet HUD's chronic definition, but is later found to not meet the definition would be included in this category (this person would exit the chronic list).
  - A person who is chronically homeless leaves the household, and only non-chronic adults remain (the remaining non-chronic adults would exit the chronic list)
- **Changes in populations status:**
  - An adult-only household that has a child/children entering the household would be included in this category (the household would exit the all singles list and be categorized as newly identified on the family list)
    - A household with adults and children, where all the children leave the household would be included in this category (the household would exit the families list and be categorized as newly identified on the all singles list).
    - A youth that ages into the single adult population would be included in this category (this person would exit the youth list and be categorized as newly identified on the all singles list)

## APPENDIX B: Length of Time from Identification to Housing Calculation

For those moving into housing over the course of the reporting month, the average length of time (LOT) from identification to placement in permanent housing for single adult individuals and/or adults in adult only households experiencing homelessness in your community.



This measure can be calculated by following these steps:

1. **Identify your universe:** This should include all single adults and/or adults in adult-only households who have transitioned into permanent housing during the reporting month.
2. **Calculate the duration from identification to housing:** Subtract the identification date from the housing move-in date for each individual to obtain the number of days from identification to housing.
  - a. **Date of Identification:** The day that the individual and/or household first became known to your system and/or are being newly added to the list (i.e., this is the first time their name has been included in the By Name List); and either indicated they were experiencing homelessness, or it was clear that the individual was experiencing homelessness (if they were unable/unwilling to indicate their status).
3. **Add up the total number of days:** This should be the sum of the number of days it took each client from identification to housing.

4. **Determine the average length of time:** Divide the total number of days by the number of clients to obtain your average length of time from identification to housing.