

SHS Reform Goals, Key Environmental Indicators, and Key Performance Indicators

Goals

Goal	Outcome	Measure
Goal 1: Reduce the length of time people experience homelessness	Reduce the average length of time people are enrolled in a homeless program (outreach and shelter) Shelter includes Transitional Housing (TH)	The number of days enrolled in a homeless program reduces Baseline number measure needed
Goal 2: Increase efficiency and effectiveness in housing placements and service connections	Increase percentage of households exiting shelter programs who achieve a positive destination	The number of households exiting shelter to positive destination increases Baseline number measure needed
	Reduce the median length of time from household enrollment in a housing program to housing placement	The number of days from enrollment to housing reduces Baseline number measure needed
Goal 3: Ensure housing stability and retention for people placed in housing	85% or more of households housed through Permanent Supportive Housing (PSH), Rapid Rehousing (RRH) and Housing with Services remain housed at 12 and 24 months	85% or more of households remain housed at 12 and 24 months
	The rate of return to homelessness from PSH, RRH, and Housing with Services will not exceed 15% within 12 months	15% or less of households will return to homelessness from PSH, RRH and Housing with Services

Key Performance Indicators (KPIs)

KPI	Intervention Areas	What is Measured
Eviction prevention interventions	Eviction Prevention	Number of households (specific to a subset of Population B, who are housed) served with Eviction Prevention
Shelter utilization rates	Emergency Shelter; Transitional Housing	Individuals served relative to total shelter capacity
Exits to housing	Emergency Shelter; Transitional Housing	Number of households with “Permanent Housing” destinations upon exit from shelter
Exits to other positive destinations	Emergency Shelter; Transitional Housing	Number of households with “Temporary Housing,” “Institutional*,” and “Safe Haven” destinations upon exit from shelter <i>(*Not including incarceration)</i>
Housing placements	Permanent Supportive Housing; Rapid Re-Housing; Other Permanent Housing Programs	Number of households newly placed into housing and previously placed into housing but still active in the program
Retention rates	Permanent Supportive Housing; Rapid Re-Housing; Other Permanent Housing Programs	Number of households placed into housing, and who have remained housed at 12- and 24-months after, relative to the number of households placed into housing

Key Environmental Indicators (KEIs)

KEI	Context	What is Measured
Total number of evictions	System inflow; Eviction prevention resources needed	Number of evictions in the Metro jurisdiction
Total number of people and/or households experiencing homelessness	System inflow and outflow	Total people and households experiencing homelessness across the entire homeless services system
Number of people and/or households experiencing homelessness with specialized needs	System inflow and outflow; Need for Supportive Housing	From the above group: People who are age 65 and over; people with disabilities; people with substance use disorders; and people with mental/behavioral health needs.
Median length of time experiencing homelessness by self-report	System inflow and outflow	Median length of time people across the homeless services system have been experiencing homelessness
Vacancy rates	Housing affordability and need; System inflow and outflow	Vacant housing units relative to the overall stock of housing
Median rents	Housing need; System inflow and outflow	Median monthly rent cost across the Metro jurisdiction
Construction rates	Housing need; System inflow and outflow	Number of new permits issued for residential construction across the Metro jurisdiction
Median income	Housing affordability and need	Median income earned by people across the Metro jurisdiction
Housing burden	Housing affordability and need	Median rent cost as a share of median income across the Metro jurisdiction