



2018 System Performance Measures

The System Performance Measures (SPMs) align with one of the guiding principles of the Chicago Continuum of Care (CoC) that preventing and ending homelessness requires system-level change. The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, which created the SPMs, emphasized that a community's response to homelessness should be holistic and coordinated and that performance should be measured at the community level instead of focusing solely on the outcomes of individual projects¹. This idea is reflected in the seven HUD-established SPMs:

1. Length of time persons remain homeless;
2. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness;
3. Number of homeless persons²;
4. Jobs and income growth for homeless persons in CoC Program-funded projects;
5. Number of persons who become homeless for the first time;
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects;³ and,
7. Successful housing placement.

Reported yearly to HUD, the SPMs have become increasingly important to CoCs, influencing areas such as funding from HUD, service delivery improvement efforts, and CoC-wide decision making. In the area of funding, for example, the SPM data is a factor in a CoC's overall HUD NOFA score, which determines the community-wide CoC grant funding for the coming year. In 2019, for the first time, the NOFA tied scoring to set target improvements in the SPM data, such as a 5% decrease in returns to homelessness compared to the previous year.⁴ In addition to funding, the SPMs influence CoC-wide decisions such as what areas will be the focus of system improvements. For example, in 2019 Chicago launched a project, supported by HUD, to pilot new strategies to move more people from living unsheltered to a sheltered destination, an area directly reflected in one of the SPM data elements.

SPMs are derived from data that service providers enter directly into the Homeless Information Management System (HMIS), a database with client-level data for individuals and families. CoC-funded programs are required to provide this information in HMIS, and several other programs make HMIS a requirement, including the Chicago Department of Family and Support Services (DFSS) homeless programs. Members of the Chicago CoC who do not receive HUD CoC-program funding are also strongly encouraged to input information into the database in hopes of effectively capturing the full scope of the homeless system

¹ U.S. Department of Housing & Urban Development, *System Performance Measures Introductory Guide* (2015). Accessed from: <https://www.hudexchange.info/resource/3894/system-performance-measures-introductory-guide/>

² All Chicago normally uses the phrase *persons experiencing homelessness*. In this instance, this is the language used by HUD.

³ Chicago does not report on this measure. Further information later in the summary.

⁴ FY 2019 CoC Program NOFA, pages 54-55. Access at <https://www.hudexchange.info/resource/5842/fy-2019-coc-program-nofa/>

in Chicago. The accuracy and completeness of the HMIS database directly impacts the utility of the SPM metrics.

The purpose of this briefing is to inform the Chicago CoC of the results of the Fiscal Year 2018 (FY 2018 – October 1, 2017 – September 30, 2018) SPMs and how they compare to the previous year’s SPMs. Each measure is explained along with a selection of its data highlighted. For readers interested in additional data, the entire FY 2018 Chicago CoC SPMs are included as an appendix.

Acknowledgement

The SPMs are made possible by the hard work of over a thousand users of Chicago’s HMIS database who diligently document and enter data throughout the year. In addition, tens of thousands of individuals and families provide us with this information. Agency Technical Administrators (ATAs) at provider agencies and the HMIS team at All Chicago monitor data quality and support the system. The SPMs are truly a collaborative effort reflecting the contributions of the entire Chicago CoC.

Highlights and Discussion: Chicago’s FY 2018 SPMs

Measure 1: Length of time persons remain homeless

Measure 1 counts all active clients who were enrolled in Emergency Shelter (ES), Safe Haven (SH), and/or Transitional Housing (TH), and calculates their average (and median) length of time homeless. Each person enrolled in a project during FY 2018 is only counted once, regardless of how many ES, SH, or TH enrollments they had. The person’s length of time homeless is determined by adding up the number of days they spent enrolled from all of their enrollments.⁵

The measure gives two calculations: the sum of days enrolled in ES and SH only, and the sum of days enrolled in ES, SH, *and TH* together. By showing the average (and median) days people are enrolled in these projects, the measure informs the CoC what the typical length of homelessness is for a person in Chicago. By comparing the number year to year, the CoC knows if that length of time is becoming longer or shorter.

THE AVERAGE LENGTH OF TIME HOMELESS IN ES OR SH WAS 147 DAYS. WHILE IN ES, SH, AND TH IT WAS 165 DAYS⁶.

Comparison to 2017: the 2018 ES & SH average is 5% greater than 2017, 147 versus 140 days; while the 2018 ES, SH, & TH average is 6% greater than 2017, 165 versus 156 days.

⁵ To determine how far back to look at each person’s homeless history, the calculation looks back one year from the last day of their last enrollment during the reporting year. For example, in FY 2018 (Oct 01, 2017 – Sept 30, 2018) if person A last exited an ES December 01, 2017, then the calculation would look at all the person’s ES, SH, and TH enrollments between December 02, 2016 and December 01, 2017. If during that period person A was enrolled in ES two other instances, then the nights from those two enrollments would be added to the nights from the enrollment ending December 01, 2017 – the total nights from these three enrollments would be person A’s length of time homeless. For more information on how this measure is calculated, watch [this video](#) from HUD.

⁶ Measure 1 also includes a second set of calculations labeled part B. Part b calculates the same information as part A but using a different method of calculating each person’s length of time homeless. For details, see the 2018 Chicago Performance Measurement Module.

Comparison to 2016: The 2018 ES & SH average is 29% greater than 2016, 147 versus 114 days; while the 2018 ES, SH, & TH average is 15% greater than 2016, 165 versus 143 days.

Average versus Median: For this measure, the median length of time homeless is significantly less than the average. Where the ES & SH average is 147 days, the median is 61 days, and with TH included, the average is 165 days, while the median is 76 days. The significant difference between the average and the median indicates that a small number of people have a relatively long length of homelessness. So, a number of people with homeless lengths of 3- or 4-years results in the relatively high 165-day average, while the median reflects the length of time homeless of the person in the middle of the ordered list, no matter how great or small the lengths are of those at either extreme of the list.

Average vs Median Defined

The **average** (or “mean”) adds up all the numbers in a set and then divides the total by the count of how many numbers there are.
Ex: $4 + 7 + 7 + 9 + 23 = 50 / 5 = 10$ (average)

The **median** orders a set of numbers from least to greatest, then finds the number in the middle of the set.
Ex: 4, 7, **7**, 9, 23 = 7(median)

Measure 2: Return to homelessness – the extent to which

persons who exit homelessness to permanent housing destinations return to homelessness

Return to homelessness is measured as re-entry into a street outreach (SO), ES, SH, TH, or permanent housing (PH) program, after having exited a homeless program to a permanent housing destination. Any person who exits to a permanent housing destination, and then is recorded again in the Chicago HMIS as homeless in the subsequent 2 years, is counted as having returned to homelessness. Since a CoC only has access to its own HMIS, any person who returns to homelessness outside of Chicago is not recorded as having returned to homelessness, even if that person is recorded as homeless in another CoC’s HMIS. In addition, if a person becomes homeless more than 2 years after their exit to permanent housing, then they are not counted as returned to homelessness but instead are counted as “new” to homelessness.

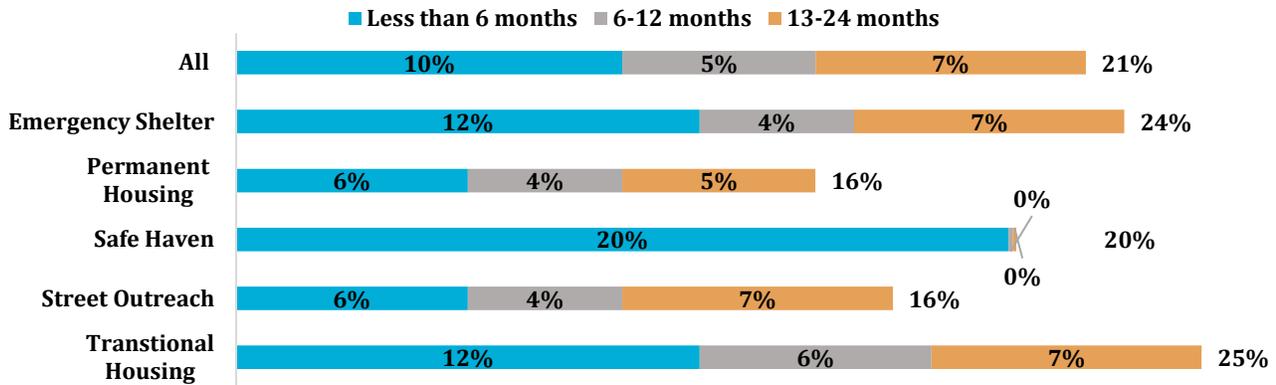
Between October 1, 2015 and September 30, 2016⁷, HMIS recorded **6,065 persons had exited to a permanent housing destination**. Of these persons, **within 24 months of their exit, 21% or 1,303 (approximately 1 in 5) were recorded in HMIS as having returned to homelessness**. Of those, 10% returned within 6 months of exit, and 15% returned within 12 months of exit. The persons who exited to permanent destinations from TH and from ES programs had the highest rates of return to homelessness, at 25% and 24% respectively. People exiting from PH (including RRH) and SO programs were least likely to return to homelessness, both at 16%.

Comparison to 2017: The total returns to homelessness within two years saw a 2% decrease from 2017’s 23% to 2018’s 21%.

Comparison to 2016: The total 2-year returns to homelessness for FY 2016 was also 23%, thus there was no change between 2016 and 2017 and the same 2% decrease comparing 2016 to 2018.

⁷ Because returns to homelessness are measured over a 2-year period, the returns to homelessness for FY 2018 starts with the people who exited to permanent housing 2 years prior, October 01, 2015 – September 30, 2016, and then counts which of those returned to homelessness in the 2 years after their exit. For example, this SPM measure of those who returned within 6-months will include a person who exited to permanent housing November 15, 2015 and then entered an emergency shelter February 21, 2016.

Figure 1. Return to homelessness



The figure above shows the percentage of people that returned to homelessness within 2 years of their exit to permanent housing. Further, it breaks down those 2 years to show what percentage returned during what time segment: in the first six months, six months to one year, and one to two years.

Measure 3: Number of homeless persons

The SPMs use two sources of data to measure the number of homeless persons in the CoC during a year. The first is the Point-in-Time (PIT) count, which Chicago conducts every year one night in January, counting sheltered and unsheltered persons that night. While the PIT represents only one night out of the year and uses a unique methodology for the count of unsheltered persons, the advantage of the PIT is that it is consistent year after year and thus it is a good source to determine if the number of homeless persons rose or fell one year compared to the next. The second source of data is HMIS, specifically the number of persons who enrolled at a “shelter” during the year. The measure defines shelter as all projects categorizes as ES, TH, and SH. Where the PIT represents only one night, the HMIS calculation gives a more accurate count by including all people who used a shelter during the year. However, the measure’s HMIS calculation has the disadvantage of not including any data for unsheltered persons. While Chicago’s HMIS does include data on unsheltered persons, the measure’s methodology excludes them from the count, effectively excluding an entire segment of persons who experience homelessness.

3.1: The January 2018 PIT count recorded 5,450 sheltered and unsheltered people in Chicago, a 3.66 percent decrease from the 2017 PIT.

Comparison prior to 2017: As noted, Chicago’s PIT count decreased 3.66% between 2017 & 2018. Prior to that, between 2016 and 2017, the PIT had decreased 3.94% while between 2015 and 2016 the PIT decreased 13.2%. In total, Chicago’s PIT count has decreased every year since 2015 and between 2015 and 2018 decreased 19.7%.

3.2: The HMIS shelter count for FY 2018 totaled 20,437 homeless persons who during that year used an Emergency Shelter, Transitional Housing, or Safe Haven. Compared to FY 2017, this is a relatively small 1.8% increase.

The sheltered persons count is de-duplicated, so any person that used two different shelters during the year is counted only once in the total. However, if a person used an EH and a TH program during the year, that person will be counted in both of those totals, but then counted only once in the total of sheltered

persons. For this reason, the sum of TH, SH, and ES totals is greater than the total number of sheltered persons.

In addition, since it is a count of persons, it includes both the head-of-household and any other members of the household, if they also used the shelter, such as a spouse, partner or any children.

Comparison to 2017:

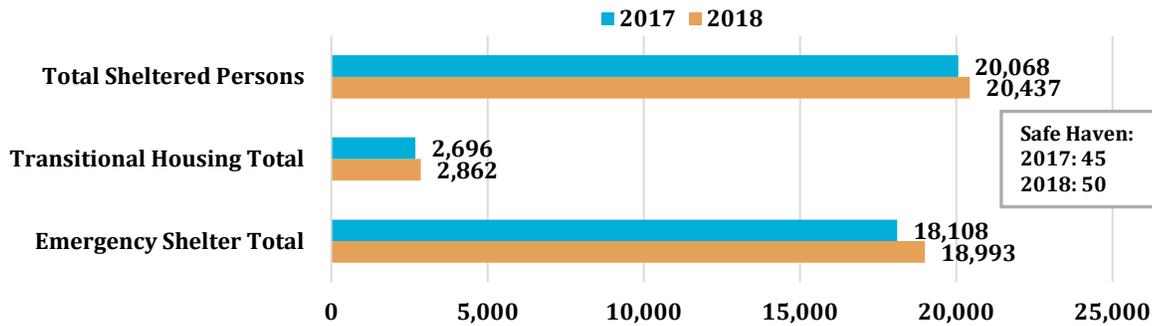


Figure 2. Change in annual counts of sheltered persons in HMIS

Measure 4: Change in income

Measure 4 looks at positive income change for adults in the projects funded by the HUD CoC-grant program⁸. The measure separately totals the positive change in 3 categories: employment income, non-employment cash income (such as disability benefits), and those who have either type of income. In addition, the measure divides the adults into 2 categories: stayers and leavers. Stayers are the adults enrolled in a project at the end of the year, in other words “staying” in the project into the next year. Leavers are the adults who were enrolled in a project during the year but exited that project prior to the end of the year.

To add to this complexity, Measure 4 defines “positive income change” differently for stayers and leavers. Stayers are only included in the count if they have been enrolled in their project for over 1 year. The measure looks at the stayer’s income assessed during FY 2018 and compares that to the most recent income assessed prior to that assessment. For example, for a stayer in a PSH project enrolled for many years, the measure will look if they have positive income change that year compared to the year before.

For leavers, positive income change is measured by comparing their income at project entry to their income at project exit. Since income is a required data element to be captured for all adults entering and leaving a CoC-grant project, the measure can compare these two points to determine the change from beginning to end of their project enrollment. For leavers, there is no 1-year minimum stay to be counted. For example, an adult in a Rapid Re-housing project enrolled for 6 months will have their income at entry and exit compared. For an adult enrolled in a PSH project for many years, they may not have a positive income change in several years but as a leaver, the measure will compare their income from project entry to that from exit.

⁸ The CoC-grant projects included in this measure are those of the PSH, RRH, and TH model types. Adults in non-CoC-grant projects are not included, for example an adult enrolled in a VASH voucher project.

In FY 2018, approximately 1 in 3 adults in CoC-grant projects increased their total income, holding true for both system stayers and system leavers. For the system leavers, 15% increased specifically their employment income.

2018 Comparisons: In 2018, 3,940 adults were stayers in their CoC-grant projects, while 1,778 adults were leavers from their projects. Thirty-three percent of stayers and 20% of leavers saw gains in their non-employment cash income (table 1).⁹ For earned income, the leavers had a higher rate of gains at 15% compared to the 8% of stayers. The greater income increases for leavers than for stayers may be partially caused by the way the measure is calculated. As noted, the stayers are calculated comparing this year’s income versus the previous year’s income. In comparison, the leavers’ have their income at entry compared to their income at exit. So, the leaver might have a longer time period than the stayer over which to have increased their earned income. Counting *either* source of income, 37% of stayers and 33% of leavers had either non-employment or earned income or both sources.

Comparison to 2017: For leavers, the rates of increase in both non-employment and earned income stayed nearly the same in 2017 and 2018, with only 1% less leavers in 2018 increasing income than in 2017. For stayers, the results were the opposite, with 7% more stayers increasing non-employment income in 2018 versus 2017¹⁰. For earned income, the stayers remained stable with the same percentage increasing in 2018 as in 2017.

Table 1. Change in income

Population	Reporting Period	Number of People	Increased Earned Income	Increased Non-employment Cash Income	Increased Income from Either Source
Stayers (remain in the system)	2018	3,940	8%	33%	37%
	2017	4,047	8%	26%	30%
	<i>Change</i>	-107	0%	7%	7%
Leavers (exited the system)	2018	1,778	15%	20%	33%
	2017	1,568	16%	21%	35%
	<i>Change</i>	210	-1%	-1%	-2%

Measure 5: First-time homelessness

Measure 5 is a count of the people in the CoC who were homeless for the first time this year. Specifically, of all the people in the CoC who experienced homelessness this year, how many were experiencing homelessness for the first time. However, the measure’s definition of “first-time homeless” is not literal. First time is defined with two important caveats that are important in understanding what the measure is counting. The first caveat is that a person’s homelessness must be recorded in Chicago’s HMIS to be counted in this measure. The measure has no way to factor in if a person was homeless outside of Chicago or if they were homeless but never engaged in a project that would have recorded them in HMIS.

⁹ Non-employment cash income includes, for example, unemployment insurance, supplemental security income (SSI)/social security disability insurance (SSDI), VA connected disability compensation or pension, private disability insurance, worker’s compensation, temporary assistance for needy families, general assistance, retirement income from Social Security or a former job, child support/alimony/other spousal support, or other income derived from non-employment sources.

¹⁰ Many people enrolled in CoC-grant projects have disabilities and may receive non-employment cash income from supplemental security income (SSI) or social security disability insurance (SSDI). These sources of income often increase in January of the year to adjust to cost of living and these increases likely account for a sizable portion of the increases in non-employment cash income. For more details on the increases, see this [webpage](#) from the Social Security Administration.

The second caveat is that a person is homeless for the first time if they have *not* been homeless in the past 2 years. For example, if a person lived in a Chicago ES 3 years ago, in PH for the intervening 3 years, and enters an ES this year, then that person is counted as first-time homeless since the most recent time they experienced homelessness was 3 years prior. With these caveats included, the measure is summarized as people in Chicago who experienced homelessness this year and had not experienced homelessness in Chicago for at least the past 2 years.

While this 2-year caveat may be particular to HUD’s definition of first-time homeless, this SPM provides important data about the people experiencing homelessness in Chicago in 2018. Of the 5,638 people in 2018 who were *not* first-time homeless, many have either been continuously homeless for more than a year or have cycled in and out of homelessness with short periods between. Of the 11,546 who *were* first-time homeless in 2018, most were housed in some manner for at least the 2 years prior to 2018¹¹. Thus, the measure divides people into 2 groups, those who have been homeless continuously or regularly, and those who were recently housed but are now experiencing homelessness. These groups may have very different needs and/or require different resources and strategies to assist. The measure informs Chicago the total number and relatively portion of people in Chicago who fall into each group during the year, and if those numbers have changed from year to year.

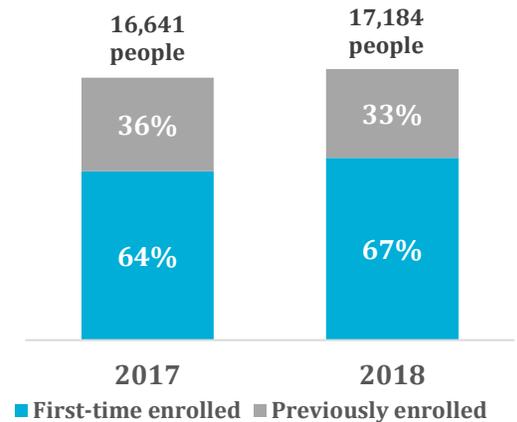
In FY 2018, 11,546 people in Chicago were first-time homeless – 67% of the total number of people who experienced homelessness during that period.

In Chicago’s CoC, it is typical for the majority of people who experience homelessness in any given year to be first-time homeless. During FY 2018, a total of 17,184 people experienced homelessness, defined in this measure as having enrolled in ES, SH or transitional housing (TH)¹². Of those, 67%, or 11,546, were considered homeless for the first time, meaning they had *not* been enrolled in any ES, SH, TH, or PH project in the previous 24 months.

Comparison to 2017: The number of first time homeless in 2018 was 4% greater than the number in 2017. As a percentage of the total number of people who experienced homelessness, first-time homeless were a greater portion in 2018 than in 2017, making up 64% of the total in 2017 and then 67% in 2018 (figure 3).

Comparison to 2016: While this measure shows relatively little change between 2017 and 2018, there was a more significant change between 2016 and 2018. First time homeless in 2016 were 12,976 which is 11% greater than the 11,546 first time homeless in 2018. The difference is less significant when comparing the total number of people who experienced homelessness, with 2016 at 18,190, only 5.5% greater than 2018’s 17,184.

Figure 3. Percentage of first time homeless to previously enrolled



¹¹ The measure does not provide any information on what people’s housing circumstances were prior to experiencing homelessness. People may have lived in permanent housing or may have been unstably housed, such as doubled-up or living in housing that was temporary.

¹² Enrollments in Street Outreach projects are not included in this measure.

Measure 6: Homeless Prevention & Housing Placements

Chicago does not report on measure 6 because the Chicago CoC does not have permission from HUD to include homeless individuals by other federal statutes, for example doubled-up households. This permission is very rare and few CoC's in the country report on this measure.

Measure 7: Placement and Retention

Measure 7 examines housing placements from the different project types in the CoC, and for, some permanent housing projects, also examines housing retention. The measure shows the degree to which people leaving their enrollments in housing projects are exiting to a permanent housing destination. To account for the differences between the project types, the measure is divided into 3 metrics: 7a.1 measures those that exit from a SO program to any sort of sheltered destination, 7b.1 looks at people exiting from ES, TH, rapid re-housing (RRH), etc. and counts how many exit to permanent housing, and 7b.2 looks at people in PH projects other than RRH and counts those who either exit to a permanent destination or “retained” housing in their project.

7a.1: People in Street Outreach projects, how many exit to a housing OR sheltered destination?

In FY 2018, 852 persons living unsheltered (enrolled in street outreach) exited to a sheltered destination. This represented 58% of the 1,475 total exits from street outreach projects.

At total of 58% of people exiting from street outreach projects exited to a sheltered destination. Breaking down the destination types, 19.5% (287) of exits were to permanent housing destination, e.g. PSH or their own apartment rental. The remaining 38.5% (565) exited to temporary or some institutional destination, e.g. a substance use treatment facility or living with family or friends on a temporary basis.

Comparison to 2017: At 58%, 2017 and 2018 saw no change in the rate of exits from street outreach to sheltered destinations. Overall, the total number of people who exited street outreach was lower in 2018 than in 2017. Compared to the 1,475 exits in 2018, in 2017 1,636 people exited street homelessness.

7b.1: People in temporary or short-term projects, such as Emergency Shelters & Rapid Re-housing, how many exit to a permanent housing destination?

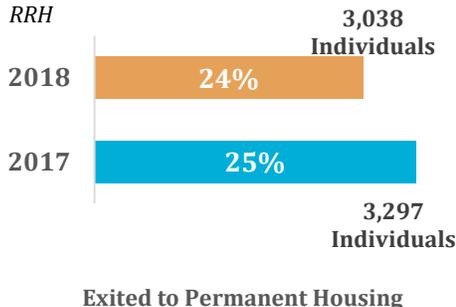
In FY 2018, 3,038 people exited to a permanent housing destination from a temporary or short-term project. These exits represent 24% of the 12,479 total exits from these projects.¹³

Figure 4. People who exited to a sheltered destination from Street Outreach



¹³ Many exit destinations are “unknown”, especially from emergency shelters. If a person staying at an emergency shelter does not voluntarily complete an exit interview, then that person’s exist destination is unknown.

Figure 5. Percentage of people who exited to permanent housing from ES, SH, TH & PH-RRH



Metric 7b.1 looks at exits from the temporary or short-term projects of the CoC, namely ES, SH, TH, and RRH. Together, these project types represent the greatest number of people who exit from a project each year – a total of 12,479 in FY 2018. Of these exits, 24% were recorded to permanent housing destinations.

Comparisons to 2017: In FY 2017, 3,297 people exited to a permanent housing destination from these project types. This comprised 25% of all of the exits that year, essentially the same rate of permanent exits as the 24% in FY 2018.

7b.2: People in Permanent Housing projects (excluding RRH), how many exit to a permanent housing destination or retain their enrollment in the PH project?

In FY 2018, of the 6,971 people in a permanent housing project, a full 98% (6,839) either retained their housing in the project or exited to a permanent housing destination.

Comparison to 2017: The Chicago CoC has successfully maintained its high retention or exit to permanent housing of those in permanent housing projects, increasing by 1% from the 97% in 2017.

Conclusion

The HUD SPMs create a nuanced picture of the performance of the homelessness services system in Chicago in FY 2018. Each measure has its own conclusions, its own positive and negative results, and its own lessons and opportunities for the Chicago CoC going forward.

Measure 1: For a person who enrolled in an ES or SH, their average length of time homeless has increased 29% between 2016 and 2018 (114 to 147 days). This increase may be attributable, in part, to the roll out of the Coordinated Entry System (CES), which began in mid-2017. CES ensured that housing went to persons rated as most vulnerable which may have meant that other people spent, on average, more days enrolled in shelter. However, this is only one possible factor.

Measure 2: Returns to homelessness are 21% of all exits to permanent destinations within 2 years, 2% lower than in 2017. About half of those who return to homelessness did so within the first 6-months from exit. This may be an area where efforts to lower the returns to homelessness rates can be targeted. Follow-up with persons in the first 6 months after their exit might lead to fewer people returning to homelessness in that period. Follow-up work such as this would require investment of resources.

Measure 3: In 2018, the number of homeless persons in Chicago decreased nearly 4% according to the PIT count, which continued a yearly decrease in the PIT count totaling nearly 20% since 2015. In contrast, the total number of persons who enrolled in a shelter during 2018 increased approximately 2% since 2017. While the 2 calculations show movement in opposite directions, the overall drop in the PIT count since 2015 is an unambiguous positive indicator for Chicago.

Measure 4: Increase in income levels is an important outcome to track Chicago’s progress toward ending homelessness. In recent years, the Chicago CoC has worked closely with the Chicago Employment Taskforce to create closer collaboration between the homeless services and workforce development systems in Chicago. In addition, this collaboration has created initiatives to improve and expand the use of SOAR in Chicago, including training more case managers in its use. While this measure shows similar rates of

income increase in 2018 compared to previous years, overall the over 30% that increase either their earned or non-employment income is a positive sign for the system.

Measure 5: The first-time homelessness measure provides important information about both the total number of people who experienced homelessness in 2018, which is 17,184, and the portion of people who had continued to experience homelessness and those who had not been homeless for at least 2 years prior to 2018. In Chicago in 2018, 67% fell into the later definition of first-time homeless. Compared to the 2016 when 71% were first-time homeless and 2017 when 61% were first-time homeless. No clear trend emerges from this data and thus it will be important in future years to analyze the data from this measure.

Measure 7: Placement and retention in permanent housing differs greatly between the model types, as reflected in the 3 sub-measures. Street homelessness placements in a variety of sheltered destinations has remained steady as a percentage of total exits; however, significantly, the total number of exits from street outreach declined in 2018, possibly indicating fewer total people enrolled in street outreach. The second sub-measure's calculation of the percentage of exits from temporary housing to a permanent destination shows a clear need for improvement in Chicago. Only 24% of these exits are to permanent destinations and this is slightly lower than the percentage in 2017. Finally, high rates of either exits to permanent destinations or retention in permanent housing have been a consistent trend in Chicago for many years and remains one of the strongest areas of success in the Chicago's work to end homelessness.

Appendix A
2018 Systems Performance Measures

FY2018 - Performance Measurement Module (Sys PM)

Summary Report for IL-510 - Chicago CoC

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more “metrics” used to measure the system performance. Click through each tab above to enter FY2017 data for each measure and associated metrics.

RESUBMITTING FY2018 DATA: If you provided revised FY2018 data, the original FY2018 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.

ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and “save” before closing.

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.

Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client’s entry, exit, and bed night dates strictly as entered in the HMIS system.

FY2018 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY 2017	Revised FY 2017	FY 2018	Submitted FY 2017	Revised FY 2017	FY 2018	Difference	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
1.1 Persons in ES and SH	17325	18153	18543	112	140	147	7	36	56	61	5
1.2 Persons in ES, SH, and TH	19253	20068	20437	124	156	165	9	44	67	76	9

b. This measure is based on data element 3.17.

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. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY 2017	Revised FY 2017	FY 2018	Submitted FY 2017	Revised FY 2017	FY 2018	Difference	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	17476	19578	20615	272	309	387	78	83	122	144	22
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	19271	21205	22138	334	321	396	75	107	134	159	25

FY2018 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY 2017	FY 2018	Revised FY 2017	FY 2018	% of Returns	Revised FY 2017	FY 2018	% of Returns	Revised FY 2017	FY 2018	% of Returns	FY 2018	% of Returns
Exit was from SO	179	195	16	11	6%	10	7	4%	14	13	7%	31	16%
Exit was from ES	2539	2702	370	320	12%	167	117	4%	190	199	7%	636	24%
Exit was from TH	1189	1441	139	176	12%	69	89	6%	52	100	7%	365	25%
Exit was from SH	2	5	1	1	20%	0	0	0%	0	0	0%	1	20%
Exit was from PH	1855	1722	103	108	6%	84	69	4%	113	93	5%	270	16%
TOTAL Returns to Homelessness	5764	6065	629	616	10%	330	282	5%	369	405	7%	1303	21%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

FY2018 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2017 PIT Count	January 2018 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	5657	5450	-207
Emergency Shelter Total	1368	3111	1743
Safe Haven Total	40	41	1
Transitional Housing Total	2688	941	-1747
Total Sheltered Count	4096	4093	-3
Unsheltered Count	1561	1357	-204

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Unduplicated Total sheltered homeless persons	19253	20068	20437	369
Emergency Shelter Total	17282	18108	18993	885
Safe Haven Total	44	45	50	5
Transitional Housing Total	2655	2696	2862	166

FY2018 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	3895	4047	3940	-107
Number of adults with increased earned income	193	312	307	-5
Percentage of adults who increased earned income	5%	8%	8%	0%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	3895	4047	3940	-107
Number of adults with increased non-employment cash income	1154	1061	1297	236
Percentage of adults who increased non-employment cash income	30%	26%	33%	7%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	3895	4047	3940	-107
Number of adults with increased total income	1322	1224	1441	217
Percentage of adults who increased total income	34%	30%	37%	7%

FY2018 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	1511	1568	1778	210
Number of adults who exited with increased earned income	248	250	261	11
Percentage of adults who increased earned income	16%	16%	15%	-1%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	1511	1568	1778	210
Number of adults who exited with increased non-employment cash income	336	333	360	27
Percentage of adults who increased non-employment cash income	22%	21%	20%	-1%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	1511	1568	1778	210
Number of adults who exited with increased total income	553	550	589	39
Percentage of adults who increased total income	37%	35%	33%	-2%

FY2018 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	18301	16641	17184	543
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	5862	5929	5638	-291
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	12439	10712	11546	834

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	19887	17181	17638	457
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	6681	6365	6379	14
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	13206	10816	11259	443

FY2018 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2018 (Oct 1, 2017 - Sept 30, 2018) reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Persons who exit Street Outreach	1838	1636	1475	-161
Of persons above, those who exited to temporary & some institutional destinations	703	574	565	-9
Of the persons above, those who exited to permanent housing destinations	388	375	287	-88
% Successful exits	59%	58%	58%	0%

Metric 7b.1 – Change in exits to permanent housing destinations

FY2018 - Performance Measurement Module (Sys PM)

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	14303	13085	12479	-606
Of the persons above, those who exited to permanent housing destinations	3763	3297	3038	-259
% Successful exits	26%	25%	24%	-1%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Persons in all PH projects except PH-RRH	6924	6696	6971	275
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	6716	6516	6839	323
% Successful exits/retention	97%	97%	98%	1%

FY2018 - SysPM Data Quality

IL-510 - Chicago CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports in order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

FY2018 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018
1. Number of non-DV Beds on HIC	1673	1713	1906	3668	3521	3519	2848	1269	8164	9559	9476	10512	611	595	1107	1121				
2. Number of HMIS Beds	900	1674	1871	3620	3217	3313	2812	1072	6255	6742	6812	7079	611	595	1088	1092				
3. HMIS Participation Rate from HIC (%)	53.80	97.72	98.16	98.69	91.37	94.15	98.74	84.48	76.62	70.53	71.89	67.34	100.00	100.00	98.28	97.41				
4. Unduplicated Persons Served (HMIS)	11841	14460	15829	15449	2910	2760	2608	2744	6999	7126	7416	7938	3201	3529	3039	2784	130	130	250	705
5. Total Leavers (HMIS)	8599	11368	12443	12023	2051	1859	1727	1883	983	865	933	859	1892	1898	1873	1481	59	56	161	531
6. Destination of Don't Know, Refused, or Missing (HMIS)	4087	7305	7680	6638	125	156	123	140	121	78	76	55	101	97	114	146	24	20	131	47
7. Destination Error Rate (%)	47.53	64.26	61.72	55.21	6.09	8.39	7.12	7.43	12.31	9.02	8.15	6.40	5.34	5.11	6.09	9.86	40.68	35.71	81.37	8.85