

Chicago Continuum of Care System Goals, Calendar Year 2020



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CoC System Goals, 2020 Results Summary

The Chicago Continuum of Care (CoC) System Goals were developed in 2018 and reflect collective impact aims shared by the homelessness services system. Each goal has one to three metrics which measure progress towards the goal. Metrics each have a target which the CoC hopes to achieve that year. Each year All Chicago gathers and compiles data and reports the System Goals results for the year. This summary includes each metric and its 2020 result. The body of the report expands on this information to include a brief discussion of each metric, its outcome, and the outcome broken out by race, ethnicity, and age categories.

GOAL 1. REDUCE THE NUMBER OF PERSONS WHO EXPERIENCE HOMELESSNESS.

Metric 1.1. Decrease the total number of households on the Active List (previously the One List).

Result. One List had 9% fewer households in 2020 than in 2019.

Metric 1.2. Decrease in the system-wide inflow.

Result. Inflow in 2020 was 28% lower than the inflow in 2019.

Metric 1.3. Increase in number of households placed in permanent housing (CoC Housed and Outside of CoC Housed).

Result. In 2020, 18% fewer households entered permanent housing compared to 2019.

GOAL 2. REDUCE THE TIME PERSONS EXPERIENCE HOMELESSNESS.

Metric 2.1. Average days between entry into the homeless system and move into housing.

Result. The average number of days was 38% greater in 2020 than in 2019.

Metric 2.2. Average days between referral to project and move into housing.

Result The average number of days was 11% greater in 2020 than in 2019.

GOAL 3. PROJECTS COMMITTED TO CES WILL USE ONLY THAT SYSTEM TO FILL THEIR UNITS.

Metric 3.1. Projects committed to CES will use only the system to fill their units.

Result. In 2020, 87% of units committed to fill using CES did so.

GOAL 4. INCREASE THE EARNED INCOME AND/OR OTHER INCOME OF ADULTS SERVED BY THE HOMELESS RESPONSE SYSTEM.

Metric 4.1/4.2. Adults engaged in Chicago's homeless services system increase their earned income / non-employment cash income during the year.

Result4.1. In 2020, 5% of adults increased their earned income.

Result 4.2. In 2020, 16% of adults increased their non-employment cash income.

GOAL 5. INCREASE PERSONS WHO EXIT STREET HOMELESSNESS TO ENTER SHELTERED DESTINATIONS (AS DEFINED BY HUD).

Metric 5.1. Increase the number of households moving from street homelessness to a sheltered destination (as defined by HUD).

Result. Compared to 2019, in 2020 45% fewer households exited street homelessness to a sheltered destination.

Introduction

Taking inspiration from the collective impact model, the Chicago Continuum of Care (CoC) first created system-wide goals in 2018. The System Goals establish high-level aims shared by the CoC's diverse contributors in their efforts to prevent and end homelessness. The goals include metrics, which are quantifiable measurements, and annual targets for the year. The metrics and annual targets allow the CoC to track progress towards the goals. Prior to the System Goals, the CoC did not have an established method of measuring system-wide outcomes. The targets for 2020s were reviewed by the System, Operations and Performance Committee of the CoC Board of Directors, as well as by the Board of Directors as a whole.¹

The *Chicago CoC System Goals* are comprised of five goals, each of which has one to three metrics. The metrics are calculated using data from Chicago's Homeless Management Information System (HMIS). This report lays out the relevant HMIS data that All Chicago used to calculate results for each metric, gives an overview of each metric, and a brief description of the method used to calculate it. In instances where the metric is assessing percent change, results from 2020 and 2019 are included in an appendix. In addition, tables are included with the results disaggregated by three demographic elements -- race, ethnicity, and age categories.

The overall results for 2020 are mixed, with targets met for some metrics and not met for others. The COVID-19 pandemic influenced all aspects of the homelessness services system and, in turn, influenced the System Goals outcomes for 2020. Whether or not an individual target was met, the data shows both the remarkable work people did during a challenging year and the vital need to do more and do better. All Chicago hopes that the data in this report will be the starting point for further thinking and discussion about how to prevent and end homelessness in Chicago.

Terminology

To ensure a shared understanding, this section defines some of the terms used in this report. Additional information can be found in the [Chicago Data Dictionary](#) and the [Chicago CoC Community Standards](#).

- **Household.** A single person or family group. Since the metrics always include both singles and families, the term household is used to refer to both jointly. Most of the metrics in this report are calculated in reference to the household as a whole. The one exception is Goal 4, which counts all adults (persons 18 years of older) in the household. When data that is typically associated with an individual (such as race or age) is required for a household, the head of household's data is used.
- **Time Period.** Most of the metrics in this report calculate information over the entire calendar year of 2019 or 2020. These time periods may be referred to as "period", or simply as 2019 or 2020. The one exception is Metric 1.1, which uses a single-day point in time.

¹ The SOPC and CoC Board meetings were held January 27 and February 5, 2020 respectively. Each year, the metrics have specific targets, for example a 12% increase in housing placements. These target numbers for 2020 were decided at these two meetings.

How to Read Report's Data Tables

This section explains the meaning of certain aspects of the data tables in this report. These conventions are used throughout the report.

- **Age Categories & Calculation.** The age categories represent the age of the head of household. The age of a person is calculated using their date of birth and the date of their project enrollment. *Age No Response* indicates that the head of household does not have a date of birth listed in HMIS. For example, for Metric 2.2, *Days from Referral to Housing*, the person's age is calculated for the date of their enrollment into the project where they entered housing. The exception is Goal 4 in which age is calculated as of the start of the corresponding year (2019 and 2020).
- **Directional Arrows ▲ ▼.** In this document, the tables for goals 1, 2 and 5 include directional arrows. The arrows communicate if a percentage is an increase or a decrease. However, the direction of the arrow does **not** mean that a change is good or bad. For example, the aim is for the Active List total to be lower than the previous year. In this case, an arrow indicating a decrease would be a successful outcome.
- **Results for One Year versus Change between Years.** Goals 1,2 and 5 report on the percentage change between 2019 and 2020 and use directional arrows to indicate whether the results are an increase or decrease. For example, if 100 households entered housing in 2019 and 150 entered housing in 2020, the result is written as ▲ 50%. Goals 3 and 4 do not use directional arrows but instead measure the outcome only for that year. For example, if 10 out of 100 households increased their income in 2020, the result is 10% regardless of the result from 2019.

System Goal 1

Reduce the number of persons who experience homelessness.

Metric 1.1. Decrease the total number of households on the Active List (previously the One List).

Target for 2020. Five to fifteen percent reduction in the Active List total.

Overview. The Active List is a list of households who have accessed services from an HMIS participating agency. Based on this current or recent access of services, the households are known to be currently experiencing homelessness. The Active List is the CoC’s understanding of how many households are experiencing homelessness on a given day.² The metric compares the single day total with that from a year prior to see if it is larger or smaller. This is one element that the CoC uses to determine whether it is meeting the goal to reduce the number of persons experiencing homelessness.

Method of calculation. The Active List counts households experiencing homelessness through a variety of contact points. These include households enrolled in emergency shelters, street outreach, or day shelter programs. It also includes households that have been assessed by the Coordinated Entry System. If a household has not had any contact with the system for some time, it is removed from the Active List. The length of the time period varies based on the type of contact the household had. For more information about how the Active List is constructed, please see the [Data Dictionary](#). This metric is calculated by comparing the Active List count on January 01, 2020, to the count on January 01, 2021.

Tables. Table 1 shows the Active List percent change between the first days of 2020 and 2021. The red arrow indicates that the Active List number went down from 2020 to 2021. Tables 2-4 show the comparable percentage change for households according to their race, ethnicity, and age group. For categories that have relatively few households, such as the “No Response” categories, a greater percentage change is more likely. See the Appendix for the household counts for each table.

Table 1. Percent Change of Active List

	Active List
2020 to 2021 % Change³	▼9%⁴

²The Active List represents all households experiencing homelessness that have been recorded in HMIS through contact with a service provider. There will always be households experiencing homelessness that have not had contact with a provider and thus are not included on the Active list. The CoC works diligently to improve how to reach the most people experiencing homelessness in Chicago.

³ See Appendix for the numbers used to calculate the metric’s outcome.

⁴ See the Terminology section for information about the use of color data and directional arrows in tables.

Table 2. Percent Change of Active List by Race⁵

	Black/African American	White	Other Race	Race No Response
2020 to 2021 % Change	▼ 14%	▲ 3%	▲ 7%	▲ 66%

Table 3. Percent Change of Active List by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2020 to 2021 % Change	▲ 9%	▼ 12%	▲ 68%

Table 4. Percent Change of Active List by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2020 to 2021 % Change	▼ 3%	▲ 29%	▼ 20%	▼ 7%	▼ 10%	▼ 43%

Metric 1.2. Decrease in the system-wide inflow.

Target for 2020. Five percent decrease compared to 2019.

Overview. This metric counts the number of households that entered the Chicago homeless service system over a given time period. A household is included in the “inflow” if it was **not** enrolled in an HMIS contributing project at the start of the year and then enrolled in a project during the year. In other words, the household newly engaged with the system during that year. If the household was enrolled in project A at the start of the year and then enrolled in project B during a subsequent time in the year, that household would **not** be part of inflow. Enrollment can be in any HMIS contributing project type except homelessness prevention. Thus, inflow includes emergency shelter, transitional housing, coordinated entry, permanent housing, and others.

Method of Calculation. Inflow is calculated by determining which households that enrolled during a year were not engaged in the system at the start of the year. To provide additional insight, the metric divides the total inflow into three subcategories. The subcategories describe whether the inflow household had contact with Chicago’s homelessness services system in the two years prior to the measured time period. The first category, *New to Homelessness*, means that the household had no enrollments recorded in HMIS for at least two years prior. *Previously Engaged* means that the household **did** have at least one enrollment in the prior two years. Finally, *Previously Housed* means that the household had at least one enrollment in the prior two years **and** that the household either access permanent supportive housing or rapid rehousing through a CoC resource, or they exited a project a destination that HUD considers permanent, such as a market rate apartment or living with family/friends in a permanent situation.

⁵ See Appendix *Category Key* for information about what data elements comprise the categories for race, ethnicity, and age.

Tables. Table 5 shows the overall results for Metric 1.2 in 2020 and 2019. The percentage change shows the degree of change between total inflow in 2019 and in 2020. Those same calculations are repeated for each of the three inflow subcategories. Tables 6-8 show only the total inflow (but not the subcategories) for race, ethnicity, and age.

Table 5. Percent Change of Total Inflow and Inflow Subcategories

	2019 to 2020 % Change
Total Inflow	▼ 28%
New to Homelessness	▼ 28%
Previously Engaged	▼ 30%
Previously Housed	▼ 24%

Table 6. Percent Change of Inflow by Race

	Black/African American	White	Other Race	Race No Response
2019 to 2020 % change	▼ 37%	▼ 31%	▼ 36%	▲ 23%

Table 7. Percent Change of Inflow by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019 to 2020 % change	▼ 25%	▼ 37%	▲ 27%

Table 8. Percent Change of Inflow by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019 to 2020 % change	▼ 28%	▼ 15%	▼ 37%	▼ 35%	▼ 40%	▲ 15%

Metric 1.3. Increase in number of households placed in permanent housing (CoC Housed and Outside of CoC Housed).

Target for 2020: Two to ten percent increase in the number of households placed in permanent housing.

Overview. The third metric for System Goal 1 looks at how many households became permanently housed during the year. Two permanent housing categories count towards this metric. The first is *CoC Housed*, and the second is *Outside of CoC Housed*. *CoC Housed* refers to households enrolled in an HMIS contributing permanent housing project, such as permanent supportive housing or rapid rehousing. *Outside of CoC Housed* means the household indicated they were going to a permanent housing

destination during their exit interview from the homeless service provider. For example, *Outside of CoC Housed* would describe a household that exited a shelter to live with family or friends permanently.

Method of Calculation. The *Housed (Combined Count)* is the de-duplicated count of households that were housed during the year. While the households may have met criteria for both types of permanent housing, *Housed (Combined Count)* counts each household only once. *CoC Housed* and *Outside of CoC Housed* are also internally de-duplicated. To be included in the count, the household’s status must change during the time period. For example, a household that is in a PSH project prior to the start of -- and throughout -- the year will not be included in the metric count. However, if, during the period, that household exits its PSH project to a permanent housing destination, then it would be counted under the category of *Outside of CoC Housed*. Alternatively, a household that enters a PSH project during the year would be counted under the category of *CoC Housed*.

Tables. Table 9 shows the three categories used for this metric and the percent change between 2019 and 2020 for each. Tables 10-18 show the percent change broken out by race, ethnicity, and age categories, for the combined count as well as the two permanent housing categories individually.

Table 9. Percent Change of Permanent Housing Placements

	Housed (Combined Count)	CoC Housed	Outside of CoC Housed
2019 to 2020 % change	▼ 18%	▼ 13%	▼ 20%

Table 10. Percent Change of Combined Count by Race

	Black/African American	White	Other Race	Race No Response
2019 to 2020 % change	▼ 21%	▼ 6%	▲ 25%	▼ 7%

Table 11. Percent Change of CoC Housed by Race

	Black/African American	White	Other Race	Race No Response
2019 to 2020 % change	▼ 19%	▲ 18%	▲ 26%	▲ 67%

Table 12. Percent Change of Outside of CoC Housed by Race

	Black/African American	White	Other Race	Race No Response
2019 to 2020 % change	▼ 22%	▼ 15%	▲ 24%	▼ 9%

Table 13. Percent Change of Combined Count by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019 to 2020% change	▼ 6%	▼ 19%	▼ 5%

Table 14. Percent Change of CoC Housed by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019 to 2020 % change	▲ 8%	▼ 15%	▼ 13%

Table 15. Percent Change of Outside of CoC Housed by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019 to 2020 % change	▼ 10%	▼ 21%	0%

Table 16. Percent Change of Combined Count by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019 to 2020 % change	▲ 54%	▼ 27%	▼ 22%	▼ 15%	▼ 6%	▼ 75%

Table 17. Percent Change of CoC Housed Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019 to 2020 % change	▲ 100%	▼ 67%	▼ 24%	0%	▲ 25%	▼ 100%

Table 18. Percent Change of Outside of CoC Housed by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019 to 2020 % change	▲ 52%	▼ 6%	▼ 21%	▼ 24%	▼ 22%	▼ 67%

System Goal 2

Reduce the time persons experience homelessness.

Metric 2.1. Average days between entry into the homeless system and move into housing.

Target for 2020. 90-200 days average between a household’s entry into the homelessness system and their move into housing.

Overview. Metric 2.1 looks at the length of time from when a household begins receiving services from an HMIS contributing partner to when that household moves into permanent housing. The measurement is specific to those households that moved into housing during the time period. The metric provides insight into how quickly households move from homelessness into housing. The metric includes only those households that move into *CoC Housing* because a reliable move in date is available in HMIS only for these types of housing.

Method of Calculation. The metric includes all households with a housing move in date in all projects that provide *CoC Housing*.⁶ For these households, length of time is measured from when they were recorded in HMIS to be experiencing homelessness until their move-in date. If the household has experienced multiple episodes of homelessness, the measurement looks at the household’s current episode. For example, if a household stayed at an emergency shelter several years ago, and then stayed again for 3 months in 2020, the measurement would use the more recent stay. However, if the household had a series of stays at shelters with 90-days or less between them, the measure would use the earliest date from this series of stays. Using this method, each household’s days experiencing homelessness is calculated. A mean is taken to get the average number of days the households were homeless prior to housing.

Tables. Table 19 shows the degree of change between 2019 and 2020, comparing the average number of days for each year. Tables 20-22 provide the same data for each of the race, ethnicity, and age category breakouts.

Table 19. Percent Change in the Average Number of Days from System Entry to Housing Move-in

2019 to 2020 % change	▲ 38%
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⁶ In Chicago, this includes permanent supportive housing, rapid rehousing, other permanent housing, permanent housing with short term supports, and youth scattered site, project based, and intentional housing.

Table 20. Percent Change in the Days from Entry to Housing by Race

	Black/African American	White	Other Race	Race No Response
2019 to 2020 % change	▲ 37%	▲ 32%	▲ 84%	▲ 155%

Table 21. Percent Change in the Days from Entry to Housing by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019 to 2020 % change	▲ 64%	▲ 38%	▲ 123%

Table 22. Percent Change in the Days from Entry to Housing by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019 to 2020 % change	▲ 276%	▲ 9%	▲ 59%	▲ 30%	▲ 21%	n/a

Metric 2.2. Average days between referral to project and move into housing.

Target for 2020. Thirty to sixty-eight days average between a household’s referral to a project and their move into housing.

Overview. Like Metric 2.1, Metric 2.2 provides information about how long it takes for a household to move from homelessness to housing. In the case of Metric 2.2, only those households that used Chicago’s Coordinated Entry System (CES) are included.⁷ CES is an important element in Chicago’s work to end homelessness, and this metric shows the average length of time it takes a household to move from CES referral to housing.

Method of Calculation. The households included in this measure are those that were both referred to a housing project from CES and successfully moved into housing. If a household had more than one referral from CES, the most recent referral date is used. Households with move-in dates during the time period are included. For example, a household with a move-in date of January 17, 2019 is included for 2019 even if the CES referral date was in 2018. Once the length of time is determined for each household, a mean is taken to get the average number of days from referral to move into housing.

Tables. Table 23 shows the degree of change between 2019 and 2020, comparing the average number of days for each year. Tables 24-26 provide the same data for each of the race, ethnicity, and age category breakouts.

⁷ Information about Chicago’s Coordinated Entry System can be found here <https://www.csh.org/chicagoces/>

Table 23. Percent Change in the Average Number of Days from Referral to Housing Move-in

2019 to 2020 % change	▲ 11%
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Table 24. Percent Change in the Days from Referral to Housing by Race

	Black/African American	White	Other Race	Race No Response
2019 to 2020 % change	▲ 14%	▼ 11%	▲ 52%	▲ 32%

Table 25. Percent Change in the Days from Referral to Housing by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019 to 2020 % change	▼ 22%	▲ 13%	▼ 66%

Table 26. Percent Change in the Days from Referral to Housing by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019 to 2020 % change	▲ 57%	▲ 14%	▲ 15%	▲ 10%	▼ 23%	n/a

System Goal 3

Projects committed to CES will use only that system to fill their units.

Metric 3.1. Projects committed to CES will use only the system to fill their units.

Target for 2020. 100% of units committed to use CES will be filled using CES.

Overview. CES is an important element in Chicago’s work to end homelessness.⁷ Chicago’s System Goal 3 is meant to ensure that CES is used as intended. The goal’s metric informs the CoC about the degree to which projects required to use CES are in fact doing so. A variety of an HMIS contributing projects are required to use CES to fill their units, including those funded by Continuum of Care and Emergency Solutions Grants programs.

Method of Calculation. This measure is based on those units which are required to use CES in Chicago. Some projects use CES to fill units that are not formally required to use the system. Those units are excluded from the calculation for this metric. The calculation totals all CES-required units that were filled during the time period. Out of these, those filled through CES are determined. The final calculation is the percentage of those filled out of those required.

Tables. Table 27 gives the overall result for Metric 3.1 in 2019 and 2020. The percentage is the portion of units filled using CES, out of all units that were committed to use CES. Tables 28-30 show this percentage broken out by the race, ethnicity, and age categories of the households that filled the units.

Table 27. Percent Housed with a CES Referral

	Percent housed with a CES referral (of units committed to use CES)
2020	87%

Table 28. Percent Housed with a CES Referral by Race

	2020
Black/African American	87%
White	87%
Other Race	80%
Race No Response	100%

Table 29. Percent Housed with a CES Referral by Ethnicity

	2020
Hispanic/Latino	88%
Non-Hispanic/ Non-Latino	87%
Ethnicity No Response	100%

Table 30. Percent Housed with a CES Referral by Age Category

	2020
18-24	85%
25-44	88%
45-64	85%
>64	96%
No Response	0

System Goal 4

Increase the earned income and/or other income of adults served by the homeless response system.

Metric 4.1. Adults engaged in Chicago's homeless services system increase their earned income during the year.

Metric 4.2. Adults engaged in Chicago's homeless services system increase their non-employment cash income during the year.

Target for 2020 for Metric 4.1. 8% of adults will increase their earned income during 2020.

Target for 2020 for Metric 4.2. 15% of adults will increase their non-employment cash income during 2020.

Overview. Stable income is a common goal of households served throughout the CoC. The two metrics for System Goal 4 look at how many adults served in the homeless response system increased their income in the past year. Metric 4.1 looks at earned income, while Metric 4.2 looks at non-employment cash income. These are the only metrics that do not look at the household as a single unit but instead look at all adults in the household. This metric includes all adults enrolled in permanent housing (including RRH), transitional housing, day shelters, emergency shelter, and safe havens.

Method of Calculation. The metrics measure the change between the income recorded at entry and the income recorded during the referenced year. Adults who were supposed to be reassessed but have no assessment completed during the time period are automatically counted as no increase. One exception to this are adults who have been enrolled in only one project for less than 1 year.⁸ Conversely, if the adult has been continuously enrolled in the same project for several years, the calculation looks back to their income at entry into that enrollment. For an adult with multiple enrollments during the time period, the oldest enrollment is used for the first income and the most recent assessment is used for comparison.

Once the first and most recent income is determined for each eligible adult, the calculation identifies those where there has been an increase in the dollar amount. Those with an increase in earned income (employment or self-employment) are counted as a positive outcome for Metric 4.1. Those with an increase in their non-employment cash income (SSI/SSDI, social security, unemployment, etc.) are counted as a positive outcome for Metric 4.2.

⁸ Households are required to be assessment for income, at minimum, at entry, at exit, and once per year. If an adult has been continuously enrolled in a project for less than one year, then that person is not yet required to have a reassessment. Without a second income assessment, the income cannot be measured for an increase. For this reason, these adults are excluded entirely, and not counted in the denominator.

Tables. The tables in this section each include 2 columns. The first column is the result for metric 4.1 and the second column is the result for metric 4.2. For 2019 and 2020, the data is the percent of households that increased their income during that year. Table 31 is the overall outcome for 2019 and 2020. Tables 32-34 are the same information broken out by race, ethnicity, and age category, with a separate table for 2019 and 2020.

Table 31. Percentage of Households with an Earned and Non-Employment Income Increase

	Percent earned income	Percent non-employment cash income
2020	5%	16%

Table 32. Percentage of Households with an Income Increase by Race (2020)

2020	Percent earned income	Percent non-employment cash income
Black/African American	6%	18%
White	4%	15%
Other Race	4%	13%
Race No Response	1%	3%

Table 33. Percentage of Households with an Income Increase by Ethnicity (2020)

2020	Percent earned income	Percent non-employment cash income
Hispanic/Latino	5%	12%
Non-Hispanic/Non-Latino	5%	18%
Ethnicity No Response	1%	2%

Table 34. Percentage of Households with an Income Increase by Age Category (2020)

2020	% earned income	% non-employment cash income
18-24	6%	4%
25-44	7%	11%
45-64	5%	21%
>64	2%	37%
No Response	0%	0%

System Goal 5

Increase persons who exit street homelessness to enter sheltered destinations (as defined by HUD).

Metric 5.1. Increase the number of households moving from street homelessness to a sheltered destination (as defined by HUD).

Target for 2020. Compared to 2019, 10% more households exiting street homelessness will go to a sheltered destination.

Overview. System Goal 5 focuses on households in Chicago that are experiencing street homelessness, meaning they are living in places not meant for human habitation, such as outside, in cars, abandoned buildings, etc. The metric looks at the number of households who exited street homelessness to a sheltered destination. Sheltered destinations include not only permanent housing, but also emergency shelters, transitional housing, hospitalization, as well as living with friends or family on a temporary basis. The CoC considers these destinations to be safer and healthier living situations than street homelessness.

Method of Calculation. This metric looks at all households who exited an enrollment in a street outreach project during the year. If a household was enrolled and exited from an outreach project more than once, then multiples are included in the count. The count is taken for all sheltered destinations and for 3 subcategories of sheltered destinations. These subcategories are *institutional*, such as a long-term care or a substance abuse treatment facility; *temporary*, such as an emergency shelter or transitional housing; and *permanent* destinations, the same categories of permanent housing used in other metrics. The percentage change compares the number of sheltered destination exits in 2020 to that in 2019.

Tables. Table 35 shows the degree of change between 2019 and 2020 in the number of households that exited street homelessness to a sheltered destination. This table includes the total in the last row and the 3 subcategories of sheltered destinations. Tables 36-38 include only the total sheltered destination. Tables 39-41 show percentage change between 2019 and 2020 broken out by the race, ethnicity, and age categories of the households exiting to the sheltered destinations.

Table 35. Percentage Change of Street Outreach Exits to Sheltered Destinations

Type of Sheltered Destination	2019 to 2020 % change
Institutional Destinations	▼ 45%
Permanent Destinations	▼ 45%
Temporary Destinations	▼ 45%
All Sheltered Destinations (total)	▼ 45%

Table 36. Percentage Change of Sheltered Destinations by Race

	Black/African American	White	Other Race	Race No Response
2019 to 2020 % change	▼ 19%	▼ 20%	▼ 15%	▲ 78%

Table 37. Percentage Change of Sheltered Destinations by Ethnicity

	Hispanic/Latino	Non-Hispanic/Non-Latino	Ethnicity No Response
2019 to 2020 % change	▲ 19%	▼ 23%	▲ 63%

Table 38. Percentage Change of Sheltered Destinations by Age Category

	18-24	25-44	45-64	>64	Age No Response
2019 to 2020 % change	▼ 20%	▼ 19%	▼ 10%	▼ 50%	▼ 50%

Conclusion

The five System Goals express the shared aims of the CoC. Chicago's homeless services system has many diverse elements all of which are important to preventing and ending homelessness. The CoC System Goals is one expression of this collective impact philosophy. The goals measure the collective results of the whole system.

Twenty twenty is the third year that All Chicago has compiled the System Goals results and provided that data to the community. In addition to the outcome results for each metric, this report provides each of its data metrics broken out by the household's race, ethnicity, and age group. The data has been incorporated into the CoC's and All Chicago's work plans for 2021. The continued tracking, analysis, and reporting of system goal data will, each year, help those in Chicago committed to preventing and ending homelessness.

Appendix

Category Key

In this report, certain race and ethnicity data elements have been combined into a group. In HMIS, people have the opportunity to report many different responses for their racial and ethnic identity. In some instances, the number of people who select a given identity is so small that it can be hard to draw inferences about a group. It may also be possible to identify the individuals reflected in the data given how few people there are with the specific response. Finally, there may be multiple responses in HMIS that indicate the same thing (example, White (HUD) and white). For these reasons, certain race and ethnicity data elements are combined for analytical purposes. In this table, the left column lists the combined group name, and the right column contains all of the data elements included in the original HMIS data.

<u>Race Grouped Categories</u>	<u>Race HMIS Answers</u>
Black or African American	Black or African American (HUD) black/african american
White	White (HUD) white
Other Race Categories	American Indian or Alaska Native (HUD) Asian (HUD) multi-racial Native Hawaiian or Other Pacific Islander (HUD) Other Other Multi-Racial
No Response	Client doesn't know (HUD) Client refused (HUD) Data not collected (HUD) NULL

<u>Ethnicity Grouped Categories</u>	<u>Ethnicity HMIS Answers</u>
Hispanic/Latino	Hispanic/Latino (HUD)
Non-Hispanic/Latino	Non-Hispanic/Non-Latino (HUD) Other (Non-Hispanic/Latino)
No Response	Client refused (HUD) Client doesn't know (HUD) Data not collected (HUD) NULL

Numbers used to calculate outcomes data for each metric.

Goal 1. Reduce the number of persons who experience homelessness.

Metric 1.1. Decrease the total number of households on the Active List (previously the One List).

Table 39. Active List Numbers

	Active List
January 1, 2020	4,751
January 1, 2021	4,304

Table 40. Active List by Race Numbers

	Black/African American	White	Other Race	Race No Response
January 1, 2020	3,844	719	92	96
January 1, 2021	3,306	741	98	159

Table 41. Active List by Ethnicity Numbers

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
January 1, 2020	374	4,312	65
January 1, 2021	408	3,787	109

Table 42. Active List by Ethnicity Numbers

	<18	18-24	25-44	45-64	>64	Age No Response
January 1, 2020	32	461	2,037	1,888	305	28
January 1, 2021	31	596	1,637	1,748	276	16

Metric 1.2. Decrease in the system-wide inflow.

Table 43. Total Inflow and Inflow Subcategories Numbers

	2019	2020
Total Inflow	19,309	13,923
New to Homelessness	16,241	11,752
Previously Engaged	2,637	1,842
Previously Housed	431	329

Table 44. Inflow by Race Numbers

	Black/African American	White	Other Race	Race No Response
2019	13,022	3,180	457	2,650
2020	8,170	2,192	293	3,268

Table 45. Inflow by Ethnicity Numbers

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019	1,539	15,322	2,448
2020	1,154	9,657	3,112

Table 46. Inflow by Age Category Numbers

	<18	18-24	25-44	45-64	>64	Age No Response
2019	169	1,577	7,102	6,402	1,488	2,571
2020	122	1,343	4,448	4,149	900	2,961

Metric 1.3. Increase in number of households placed in permanent housing (CoC Housed and Outside of CoC Housed).

Table 47. Permanent Housing Placements Numbers

	Housed (Combined Count)	CoC Housed	Outside of CoC Housed
2019	3,590	1,309	2,281
2020	2,956	1,133	1,823

Table 48. Combined Count Housed by Race Numbers

		Black/African American	White	Other Race	Race No Response
Combined Count	2019	2,987	506	56	41
	2020	2,367	475	70	44

Table 49. CoC Housed by Race Numbers

		Black/African American	White	Other Race	Race No Response
CoC Housed	2019	1,142	139	19	9
	2020	930	164	24	15

Table 50. Outside of CoC Housed by Race Numbers

		Black/African American	White	Other Race	Race No Response
Outside of CoC Housed	2019	1,845	367	37	32
	2020	1,437	311	46	29

Table 51. Combined Count Housed by Ethnicity Numbers

		Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
Combined Count	2019	257	3,312	21
	2020	242	2,694	20

Table 52. CoC Housed by Ethnicity Numbers

		Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
CoC Housed	2019	66	1,235	8
	2020	71	1,055	7

Table 53. Outside of CoC Housed by Ethnicity Numbers

		Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
Outside of CoC Housed	2019	191	2,077	13
	2020	171	1,639	13

Table 54. Combined Count Housed by Age Category Numbers

		<18	18-24	25-44	45-64	>64	Age No Response
Combined Count	2019	24	363	1,397	1,400	402	4
	2020	37	266	1,085	1,191	376	1

Table 55. CoC Housed by Age Category Numbers

		<18	18-24	25-44	45-64	>64	Age No Response
CoC Housed	2019	1	122	525	529	131	1
	2020	2	40	397	530	164	0

Table 56. Outside of CoC Housed by Age Category Numbers

		<18	18-24	25-44	45-64	>64	Age No Response
Outside of CoC Housed	2019	23	241	872	871	271	3
	2020	35	226	688	661	212	1

Goal 2. Reduce the time persons experience homelessness.

Metric 2.1. Average days between entry into the homeless system and move into housing.

Table 57. Average Number of Days from System Entry to Housing Move-in

2019	260
2020	358

Table 58. Average Number of Days Entry to Housing by Race

	Black/African American	White	Other Race	Race No Response
2019	253	296	239	192
2020	347	391	440	489

Table 59. Average Number of Days Entry to Housing by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019	178	261	259
2020	292	359	577

Table 60. Average Number of Days Entry to Housing by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019	132	159	229	313	286	131
2020	496	173	364	408	345	n/a

Metric 2.2. Average days between referral to project and move into housing.

Table 61. Average Number of Days from Referral to Housing Move-in

2019	75
2020	83

Table 62. Average Number of Days from Referral to Housing Move-in by Race

	Black/African American	White	Other Race	Race No Response
2019	73	98	60	44
2020	83	87	91	58

Table 63. Average Number of Days from Referral to Housing Move-in by Ethnicity

	Hispanic/Latino	Non-Hispanic/ Non-Latino	Ethnicity No Response
2019	73	75	94
2020	57	85	32

Table 64. Average Number of Days from Referral to Housing Move-in by Age Category

	<18	18-24	25-44	45-64	>64	Age No Response
2019	54	50	66	84	122	76
2020	85	57	76	92	94	n/a

Goal 3. Projects committed to CES will use only that system to fill their units.

Metric 3.1. Projects committed to CES will use only the system to fill their units.

Table 65. Number Housed with a CES Referral

	Used CES Referral	Housed	Percent housed with a CES referral (of units committed to use CES)
2019	792	889	89%
2020	527	603	87%

Table 66. Number Housed with a CES Referral by Race (2019)

2019	Used CES Referral	Housed	Percent housed with a CES referral
Black/African American	710	786	90%
White	64	81	79%
Other Race	11	11	100%
Race No Response	7	11	64%

Table 67. Number Housed with a CES Referral by Race (2020)

2020	Used CES Referral	Housed	Percent housed with a CES referral
Black/African American	435	498	87%
White	76	87	87%
Other Race	8	10	80%
Race No Response	8	8	100%

Table 68. Number Housed with a CES Referral by Ethnicity (2019)

2019	Used CES Referral	Housed	Percent housed with a CES referral
Hispanic/Latino	50	60	83%
Non-Hispanic/ Non-Latino	738	825	89%
Ethnicity No Response	4	4	100%

Table 69. Number Housed with a CES Referral by Ethnicity (2020)

2020	Used CES Referral	Housed	Percent housed with a CES referral
Hispanic/Latino	38	43	88%
Non-Hispanic/ Non-Latino	485	556	87%
Ethnicity No Response	4	4	100%

Table 70. Number Housed with a CES Referral by Age Category (2019)

2019	Used CES Referral	Housed	Percent housed with a CES referral
18-24	173	187	93%
25-44	374	405	92%
45-64	215	262	82%
>64	29	34	85%
No Response	1	1	100%

Table 71. Number Housed with a CES Referral by Age Category (2020)

2020	Used CES Referral	Housed	Percent housed with a CES referral
18-24	100	117	85%
25-44	158	180	88%
45-64	198	232	85%
>64	71	74	96%
No Response	0	0	0

Goal 4. Increase the earned income and/or other income of adults served by the homeless response system.

Metrics 4.1 & 4.2. Adults engaged in Chicago's homeless services system increase their earned income / non-employment cash income during the year

Table 72. Number of Earned and Non-Employment Income Increases

	Adults Engaged	# earned income	% earned income	# non-employment cash income	% non-employment cash income
2019	28,922	1,658	6%	4,243	15%
2020	23,957	1,208	5%	3,897	16%

Table 73. Number of Earned and Non-Employment Income Increases by Race (2019)

2019	Adults Engaged	# earned income	% earned income	# non-employment cash income	% non-employment cash income
Black/African American	22,473	1,397	6%	3,420	15%
White	5,015	207	4%	706	14%
Other Race	745	39	5%	74	10%
Race No Response	689	15	2%	43	6%

Table 74. Number of Earned and Non-Employment Income Increases by Race (2020)

2020	Adults Engaged	# earned income	% earned income	# non-employment cash income	% non-employment cash income
Black/African American	17,269	1,017	6%	3,147	18%
White	4,105	149	4%	627	15%
Other Race	520	22	4%	70	13%
Race No Response	2,063	20	1%	53	3%

Table 75. Number of Earned and Non-Employment Income Increases by Ethnicity (2019)

2019	Adults Engaged	# earned income	% earned income	# non-employment cash income	% non-employment cash income
Hispanic/Latino	2,399	140	6%	247	10%
Non-Hispanic/Non-Latino	26,090	1,511	6%	3,965	15%

Ethnicity No Response	433	7	2%	31	7%
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Table 76. Number of Earned and Non-Employment Income Increases by Ethnicity (2020)

2020	Adults Engaged	# earned income	% earned income	# non-employment cash income	% non-employment cash income
Hispanic/Latino	1,961	100	5%	235	12%
Non-Hispanic/Non-Latino	20,137	1,097	5%	3,626	18%
Ethnicity No Response	1,859	11	1%	36	2%

Table 77. Number of Earned and Non-Employment Income Increases by Age Category (2019)

2019	Adults Engaged	# earned income	% earned income	# non-employment cash income	% non-employment cash income
18-24	2,486	205	8%	127	5%
25-44	11,071	790	7%	999	9%
45-64	12,550	612	5%	2,256	18%
>64	2,724	49	2%	855	31%
No Response	91	2	2%	6	7%

Table 78. Number of Earned and Non-Employment Income Increases by Age Category (2020)

2020	Adults Engaged	# earned income	% earned income	# non-employment cash income	% non-employment cash income
18-24	1,860	119	6%	71	4%
25-44	8,242	575	7%	885	11%
45-64	9,829	457	5%	2,068	21%
>64	2,360	56	2%	870	37%
No Response	1,666	1	0%	3	0%

Goal 5. Increase persons who exit street homelessness to enter sheltered destinations (as defined by HUD).

Metric 5.1. Increase the number of households moving from street homelessness to a sheltered destination (as defined by HUD).

Table 79. Number of Street Outreach Exits to Sheltered Destinations

# Exited to:	2019	2020
Institutional Destinations	132	107
Permanent Destinations	173	144
Temporary Destinations	512	417
All Sheltered Destinations (total)	817	668

Table 80. Number of Street Outreach Exits to Sheltered Destinations by Race

	Black/African American	White	Other Race	Race No Response
2019	590	198	20	9
2020	476	159	17	16

Table 81. Number of Street Outreach Exits to Sheltered Destinations by Ethnicity

	Hispanic/Latino	Non-Hispanic/Non-Latino	Ethnicity No Response
2019	74	735	8
2020	88	567	13

Table 82. Number of Street Outreach Exits to Sheltered Destinations by Age Category

	18-24	25-44	45-64	>64	Age No Response
2019	75	306	358	68	10
2020	60	248	321	34	5