

FY2025 Program Performance Standards *(in alpha order)*

Based on CSB Governance Ends Policies, HUD standards, –Continuum of Care (CoC) local standards and best practices program performance.

Homelessness Prevention

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on program capacity, prior year(s) attainment and funds available.
	Households served (%)	Women head at least 90% of the households served.
	New households served (#)	Set based on program capacity, prior year(s) attainment and funds available.
Access to resources and services to maintain and stabilize housing	Successful housing outcomes (%)	At least 85% will maintain or obtain housing.
	Successful housing outcomes (#)	Calculated based on the Successful housing outcomes % measurement.
	Housing Affordability at Exit (%) (family prevention program only)	At least 50% of successful households have their housing affordability ratio, measured as cost of housing (rent and utilities) divided by the household's income at exit, lower than 50%. (Monitored only).
	If applicable, usage of CSB Direct Client Assistance (%)	% of households that receive CSB DCA will be consistent with prior performance and/or program design.
Not enter the emergency shelter system	Recidivism (%)	Less than 5% of those who have successful housing outcomes will enter shelter within 365 days of program exit.
	Successful Homelessness Prevention (%)	At least 95% of households served do not become homeless after exit.
Efficient and effective use of a pool of community resources	Cost per household	Cost per household will be consistent with budget. Evaluated annually and presented to the CoC.
	Pass program certification	Provide access to and coordination with community resources and services to prevent homelessness.
	Average length of participation	Based on program design, not to exceed 120 days for short-term homelessness prevention programs and 365 days for long-term homelessness prevention programs.

Emergency Shelter – Homeless Hotline and Shelter Diversion

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on system demand.
Access to resources to address immediate housing need	Successful diversion outcome (%)	At least 20% of single adults and 35% of families will be diverted to other community resources through phone diversion. At least 50% of families will be diverted to other community resources through face-to-face diversion.
	Average Wait-time (min)	Average wait-time on the phone during the 7 am – 11 pm timeframe not to exceed 5 min, as shown by homeless hotline standard reports.
Not re-enter the emergency shelter system	Diversion Recidivism (%)	Less than 20% of those diverted will enter shelter within 30 days of diversion.
Efficient and effective use of a pool of community resources	Pass program certification	Provide access to and coordination with community resources and services to prevent homelessness.
	Cost per household	Cost per household will be consistent with budget. Evaluated annually and presented to the CoC.

Emergency Shelter

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on prior year(s) attainment, fair share of system demand, facility capacity, and funds available to program.
	Occupancy rate (%) (except Overflow and Safety shelters)	Set at 100% to ensure efficient use of available capacity, unless demand does not require 100% usage. 95% for the Safety shelter.
Access to resources to address immediate housing need	Successful housing outcomes (%)	Obtain housing at standard below or greater if prior year(s) achievement was greater: <ul style="list-style-type: none"> • At least 28% for adult shelters • At least 50% for family shelters.
	Successful housing outcomes (#)	Calculated based on the Successful housing outcomes % measurement.
	Successful outcomes (%) (Safety shelter only)	The percent of distinct clients who exit from the Maryhaven Safety shelter to other adult shelters or other successful destinations, at least 25%.
	Successful outcomes (#) (Safety shelter only)	Calculated based on the Successful outcomes % measurement.
Basic needs met in secure, decent environment	Pass program certification	Provide secure, decent shelter.

Temporary, short-term stay	Average length of stay	Not to exceed standard below or average for prior year(s) if less than standard below: <ul style="list-style-type: none"> • 70 days for adult shelters • 75 days for family shelters • 40 days for family non-congregate shelters • 20 days for Safety shelter.
Not re-enter the emergency shelter system	Recidivism (except Overflow shelters)	Less than 10% of those who obtain housing will return to homelessness within 180 days of exit.
	Movement (%) (except Overflow and Safety shelters)	Less than 15% of those who exit the emergency shelter will immediately re-enter another shelter. (Monitored only.)
	Detox exits (Safety shelter only)	At least 10% of Safety shelter exits will enter a detoxification program.
Efficient and effective use of a pool of community resources	Cost per household	Cost per household will be consistent with budget. Evaluated annually and presented to the CoC.
	Pass program certification	Provide access to resources and services to end homelessness.

Outreach Programs

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on prior year(s) attainment and funds available.
	New households served (#)	Set based on prior year attainment and funds available.
	Program Occupancy rate (%)	At least 80% to ensure efficient use of available capacity. (Monitored only.)
	Average length of participation	Not to exceed 90 days.
Access to resources to address immediate housing need	Usage of CSB Direct Client Assistance (%)	At least 25% will receive CSB DCA.
Basic human needs met in secure, decent environment	Successful outcomes (%)	At least 70% successful housing/shelter outcomes.
	Successful outcomes (#)	Calculated based on the Successful outcomes % measurement.
	Successful housing outcomes (%)	At least 55% of successful outcomes obtain housing.
	Successful housing outcomes (#)	Calculated based on the Successful housing outcomes % measurement.
	Exited Households to PSH (#)	Set based on anticipated vacancies and prior year(s) attainment.
Do not re-enter the emergency shelter system	Recidivism (%)	Less than 10% of those who obtain housing will return to homelessness within 180 days.
Efficient and effective use of a pool of community resources	Cost per household	Cost per household will be consistent with budget. Evaluated annually and presented to the CoC.
	Pass program certification	Provide access to resources and services to address immediate housing or shelter needs.

Supportive Housing

PSH – Permanent Supportive Housing;

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on prior year(s) attainment and program capacity.
Access to resources/services to move to and stabilize housing	Housing Stability	At least 24 months for PSH.
	Housing Affordability at Exit (%) (PSH only)	At least 50% of successful households have their housing affordability ratio, measured as cost of housing (rent and utilities) divided by the household's income at exit, lower than 50%. (Monitored only.)
Basic needs met in a non-congregate environment	Successful housing outcomes (%)	At least 95% successful housing outcomes for PSH
	Successful housing outcomes (#)	Calculated based on the Successful housing outcomes % measurement.
	Successful housing exits (%) (PSH only)	At least 50% of exits are successful housing outcomes.
Not re-enter the emergency shelter system	Exit to Homelessness (%)	Less than 10% of those who exit housing will return to homelessness within 180 days of exit.
Efficient and effective use of a pool of community resources	Cost per household	Cost per household will be consistent with budget. Evaluated annually and presented to the CoC.
	Cost per unit	Cost per unit will be consistent with budget. Evaluated annually and presented to the CoC.
	Program Occupancy Rate (%)	Full occupancy, at least 95%.
	Turnover Rate (%) (PSH only)	An annual 20% turnover rate is desirable. (Monitored only.)
	Pass program certification	Provide access to resources and services to end homelessness.
CoC or HUD Standards	Negative Reason for leaving (%)	Less than 20% leave for non-compliance or disagreement with rules.
	Increase in cash income, other than employment, from entry to exit or end of reporting period (%)	At least 30% of adults will increase income from other sources than employment from entry to exit or end of reporting period.
	Increase in income from employment, from entry to exit or end of reporting period (%)	At least 15% of adults will have increased employment income from entry to exit or end of reporting period.

Rapid Re-housing Program

Ends	Measurement	Annual Metrics
Efficient number of households served	Households served (#)	Set based on program capacity, prior year(s) attainment and funds available.
	New households served (#)	Set based on program capacity, prior year(s) attainment and funds available.
	Program Occupancy rate (%)	At least 80% to ensure efficient use of available capacity. (Monitored only.)
	Average length of participation	Not to exceed: <ul style="list-style-type: none"> • 240 days for short-term programs • 300 days for medium-term programs
Access to resources/services to move to and stabilize housing	Usage of CSB Direct Client Assistance (%)	At least 60% for families and 50% for single adults exiting RRH programs.
	Average Engagement Time	Not to exceed 7 days, calculated from the date of program referral to program entry.
	Average length of shelter stay	Not to exceed: <ul style="list-style-type: none"> • 34 days for families • 35 days for single adults (calculated from the date of program entry to shelter exit).
	Housing Affordability at Exit (%) (Family programs only)	At least 50% of successful households have their housing affordability ratio, measured as cost of housing (rent and utilities) divided by the household's income at exit, lower than 50%. (Monitored only).
	Increase in cash income, other than employment, from entry to exit or end of reporting period (%) (J2H and DV only)	At least 30% of adults will increase income from other sources than employment from entry to exit or end of reporting period.
	Increase in income from employment, from entry to exit or end of reporting period (%) (J2H and DV only)	At least 15% of adults will have increased employment income from entry to exit or end of reporting period.
Basic needs met in a non-congregate environment	Successful housing outcome (%)	At least 75% for families and 50% for single adults exiting the RRH programs.
	Successful housing outcome (#)	Calculated based on the Successful housing outcomes % measurement.
Not re-enter the emergency shelter system	Recidivism (%)	Less than 10% of those who obtain housing will return to homelessness within 180 days of program exit.
Efficient and effective use of a pool of community resources	Cost per household	Cost per household will be consistent with budget. Evaluated annually and presented to the CoC.
	Pass program certification	Provide resources and services to end homelessness.

As directed by the CoC, this document was created by CSB, the CoC Lead.
Last reviewed and approved by the continuum of care on January 4, 2024.