
Community Shelter Board

CSB System and Program Indicators Report Evaluation Definitions and Methodology – FY06

The Evaluation Definitions and Methodology document incorporates methodologies that are applicable to all variables contained within the Continuum of Care System and Program Indicators Report.

The FY2006 System and Program Indicators Reports monitors the current CSB shelter, services and permanent supportive housing programs using CSB's established performance standards. The report evaluates each program based on a program goal, actual performance data, variances, and outcome achievements.

Agency performance outcome goals were compared with actual performance to determine consistency with CSB standards. All data generated from the Homeless Management Information System and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required HMIS data variables. The CSB Homeless Census Report, a standard CSB report that is produced using Crystal Reports, constitutes the data source for the CSB-funded emergency and inebriate shelters. The following information provides an explanation of specific definitions and methodologies used in our evaluations.

Program Indicators

1. **Average CSB Direct Client Assistance (DCA) Amount per Household (Direct Housing and Transition Program)**

- Source:** CSB Direct Client Assistance Report
- Defined:** The average amount of total CSB direct client assistance received per household during the period. *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:** $\sum(\text{Total monetary assistance awarded to all households}) / \text{total number of distinct households that received assistance.}$

2. **Average Length of Stay**

a. **Family Housing Collaborative (FHC)**

- Source:** HMIS Custom Report
- Defined:** The average number of days that total distinct households were served from the point of FHC entry date to YWCA Family Center exit date. Note: Families who had an FHC entry date after their YWCA Family Center exit date are excluded from this calculation.
- Calculated:** $\sum(\text{YWCA Family Center exit date} - \text{Direct Housing entry date}) / \text{the number of total distinct households served and exited from program during the period}$

b. **Tier I and Tier II Shelters**

- Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters
- Defined:** The average number of shelter units received per distinct household served by the program during the period.
- Calculated:** $\text{The total number of bedlist units for the period} / \text{the number of total distinct households served}$

3. Households / Clients Served

- Sources:** Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for Resource Specialists, PSH, Outreach, Prevention,
Direct Housing;
CSB Direct Client Assistance Report for CSB Transition
- Defined:** The number of distinct households served by the program² during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of June 30, 2006. Note that clients served equals households served for Permanent Supportive Housing. For resource specialists, data is rendered distinct **after** the records of clients who did not use the resource specialist services during the report period have been removed.
- Calculated:** The number of distinct households served, based on the last service record for the program as of the end of the period.

4. Housing Stability

- Source:** HMIS Custom Report
- Defined:** The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing unit. Measure is not calculated for those programs undergoing full lease up.
- Calculated:** Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or end of period for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.
Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.
Housing stability is measured using the total average client length of stay (from intake to exit date or 6/30/06, if still a resident) divided by the total average days per month (30.5 days).

5. Occupancy (number, rate)

a. Permanent Supportive Housing

- Source:** HMIS Custom Report
- Defined:** A percentage that reflects the average number of clients residing in a program per night relative to the program capacity.
- Calculated:** *Number:* $\sum((\text{exit date or end of period} - \text{entry date or beginning of period}) + 1) / \text{days in period}$
Rate: **Number divided** by the program capacity

b. Emergency Shelters

Note: Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters

- Source:** HMIS ShelterPoint Bedlist Report
- Defined:** A percentage that reflects the average number of households that stayed in each emergency shelter per night during the period relative to the emergency shelter's program capacity. *Note: cumulative total for households with multiple instances of service during the period.*
- Calculated:** *Number:* Total bedlist shelter units for the period / total days during the period
Rate:
Step 1: Divide the total bedlist shelter units for the period by the number of days in the period.

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

² For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

Step 2: Divide the results obtained in Step 1 by the program capacity.

6. Successful Housing Outcomes

a. Family Housing Collaborative

Source: HMIS Custom Report

Defined: The number of distinct households that exited with a 'Permanent' housing destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households that exited with successful housing outcomes (based on the last exit) / the number of total distinct household exits

b. Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters

Source: Homeless Census Report¹

Defined: The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the program.

c. Tier I Family Emergency Shelter & Outreach

Source: Homeless Census Report for emergency shelter; HMIS Custom Report for Outreach

Defined: The number of distinct households served that exited with a 'Permanent' or 'Transitional' or 'Emergency Shelter' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the program

d. Permanent Supportive Housing

Source: HMIS Custom Report

Defined: The number of distinct households that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.

Calculated: (The number of households in PSH + the number of successful housing exits (based on the last exit)) / the number of total distinct households served

e. Resource Specialists

Source: Custom Report

Defined: For Tier 1 Adult Shelter and Tier II Family Shelter programs, the number of distinct households served that exited the program (agency) with a 'Permanent' or 'Transitional' destination, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.

Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the total number of distinct households served that exited the agency

¹Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

System Indicators

1. Average Length of Stay

- Sources:** Daily Bedlist Report for Emergency & Inebriate Shelters;
Defined: The average number of shelter units received per distinct household served by the system during the period.
Calculated: The total number of bedlist units for the period / the number of total distinct households served by the system

2. Households / Clients Served

a. Tier I and Tier II Shelters; PSH

- Sources:** Homeless Census Report ¹ for Emergency & Inebriate Shelters;
HMIS Custom Report for PSH
Defined: The number of distinct households served by the system² during the evaluation period. Distinct households served are identified by their last service record for the program entered into HMIS as of June 30, 2006. Note that clients served equals households served for Permanent Supportive Housing.
Calculated: The number of distinct households served, based on the last service record for the program as of the end of the period.

b. Resource Specialists

- Sources:** Program Data
Defined: The sum of the clients served by the programs during the evaluation period (non-distinct between programs).
Calculated: Sum of the program data.

3. Housing Stability

- Source:** HMIS Custom Report
Defined: The average length of time measured in months that distinct clients reside in the Permanent Supportive Housing unit. Measure is not calculated for those programs undergoing full lease up.
Calculated: Step 1: Calculate the total days housed for each client by subtracting the Entry Date from the Exit Date or end of period for all records.
Step 2: Determine the average length of stay for all the clients by dividing the sum of total days housed by the number of clients served.
Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.
Housing stability is measured using the total average client length of stay (from intake to exit date or 6/30/06, if still a resident) divided by the total average days per month (30.5 days).

4. Occupancy (number, rate)

c. Permanent Supportive Housing

- Source:** HMIS Custom Report
Defined: A percentage that reflects the average number of clients residing in supportive housing per night relative to the overall system capacity.
Calculated: *Number:* $\sum(\text{exit date or end of period} - \text{entry date or beginning of period}) / \text{days in period}$
Rate: Number/system capacity

d. Emergency Shelters

¹ Homeless Census Report is a standard CSB report that is produced using Crystal Reports.

² For emergency shelter and supportive housing, the household is in residence for at least one day. For other non-residential programs, the agency defines what constitutes services by the program.

Note: Evaluated only for Tier II Emergency Shelters; monitored but not evaluated for Tier I Shelters

Source: HMIS ShelterPoint Bedlist Report
Defined: The average number of households that stayed in each emergency shelter system per night during the period. The rate is the number relative to the system capacity and calculated only for Tier II shelter system.
Calculated: Number: Total bedlist shelter units for the period / total days during the period
Rate: Divide the Number by the system capacity.

5. Successful Housing Outcomes

a. Tier I Adult Emergency Shelters and Tier II Family Emergency Shelters

Source: HMIS Custom Report
Defined: The number of distinct household exits with a 'Permanent' or 'Transitional' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes.
Calculated: The number of households served that exited with a successful housing outcome (based on the last exit) / the number of total distinct households served that exited the system.

f. Tier I Family Emergency Shelter & inebriate program

Source: Program data

g. Permanent Supportive Housing

Source: HMIS Custom Report
Defined: The number of distinct households within a program that are in Permanent Supportive Housing (PSH) or have a 'Permanent' housing exit, excluding exits to family or friends. Refer to the Housing Outcomes Appendix for a list of destinations and their correlation to housing and shelter outcomes. Deceased clients are excluded from the calculation.
Calculated: The sum of the program data.

h. Resource Specialists

Sources: Program Data
Defined: The sum of the outcomes for the programs during the evaluation period (non-distinct between programs).
Calculated: Sum of the program data.

FY2006 Program Evaluation & Monitoring

Appendix: Housing Outcomes

The following chart identifies various destinations, including successful housing and shelter outcomes, as identified in the CSB HMIS Data Definitions for 2005-06. Housing/shelter outcomes correspond to ServicePoint pick list choices for 'destination' and are used to determine shelter and/or housing outcomes.

ServicePoint Destination	CSB Definition	Client Control of Housing? (1)	CSB Evaluation Element
Permanent Housing: Rental house/apartment (no subsidy)	Privately owned, market rent housing (not subsidized)	Yes	Successful Housing Outcome
Permanent Housing: Public Housing	Housing owned and subsidized by CMHA	Yes	Successful Housing Outcome
Permanent: Section 8	Housing owned by a private landlord or partner agency and subsidized through a CMHA Section 8 Voucher or through Section 8 project-based subsidy	Yes	Successful Housing Outcome
Permanent: Shelter Plus Care	Housing owned by a private landlord or partner agency and subsidized through the Shelter Plus Care program administered by CMHA	Yes	Successful Housing Outcome
Permanent: HOME subsidized house/apartment	The YMCA Permanent Supportive Housing (PSH) program at 40 West Long Street or SE Scattered Site Permanent Supportive Housing	Yes	Successful Housing Outcome
Permanent: Other subsidized house/apartment	Housing owned by a private landlord or partner agency that has an on-going subsidy through HUD 202 or 811 program, tax credits, or other sources, including HUD and CSB	Yes	Successful Housing Outcome
Permanent: Home ownership	Housing that is owned by the client	Yes	Successful Housing Outcome
Permanent: Moved in with Family/Friends	DO NOT USE	N/A	Unsuccessful Housing Outcome
Transitional: Transitional housing for homeless	Transitional (i.e. New Horizons)	Varies	Successful Housing Outcome (except for Family Housing Collaborative and Permanent Supportive Housing)
Transitional: Moved in with Family/Friends	Temporary housing with family or friends	No	Unsuccessful Housing Outcome
Institution: Psychiatric hospital	Temporary/indefinite residence in a psychiatric hospital for the treatment of severe mental illness	No	Unsuccessful Housing Outcome
Institution: Inpatient alcohol/drug facility	Temporary/indefinite residence in an inpatient facility for treatment of alcohol and/or drug addiction	No	Unsuccessful Housing Outcome
Institution: Jail/prison	Incarceration in local, state or federal prison	No	Unsuccessful Housing Outcome
Emergency Shelter	Emergency Shelter (all including Tier II shelters)	No	Unsuccessful Housing Outcome (except for Outreach and Tier I Family Shelter)
Other: Other Supportive Housing	DO NOT USE	N/A	Unsuccessful Housing Outcome
Other: Places not meant for habitation (street)	Street, condemned buildings, etc.	No	Unsuccessful Housing Outcome
Other	Hotel, other	No	Unsuccessful Housing Outcome
Unknown		N/A	Unsuccessful Housing Outcome

(1) Client is determined to be in control of his/her housing if the lease/mortgage is in his/her name or if he/she otherwise has a written agreement that gives him/her a right to reside in his/her housing, such as a roommate agreement.

System	Households Served	Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes					
		Capacity ¹	Actual ²	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
EMERGENCY SHELTER												
Men ³	3,676	417	440	30	44	≠	623			15%		
Women	1,250	97	106	28	31	√	274	272	√	24%	24%	√
Family ⁴	732	120	107	N/A	53	N/A	427	391	√	70%	63%	≠

<i>Outcome Achievement Key:</i>	
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

¹ Capacity is regular capacity only and not inclusive of overflow, which was made available October 2005 through April 15, 2006.

² Actual numbers include both regular and overflow clients.

³ Due to irregularities in data submitted by Faith Mission for its men's programs, CSB is unable to validate accuracy of FM6 and FM8 HMIS data pertaining to the destinations of exited clients. An internal investigation conducted in September 2006 by Faith Mission confirmed CSB's concerns that the destination data are problematic; therefore, successful housing outcome indicators cannot be calculated for the men's system.

⁴ A system LOS goal for the family shelters' system has not been established since family shelters are both Tier I and Tier II programs which have different goals. Also note that at program level YWCA Family Center successful housing outcomes include Tier II shelter destinations; however, at the system level only housing outcomes (transitional or permanent) are reported.

System Level Data

System	Capacity	Households Served Actual	Program Occupancy ¹			Housing Stability (Months)		Successful Housing Outcomes		
			Actual #	Actual %	Attainment of Goal (95%)	Actual #	Attainment of Goal (12 months)	Goal (#)	Actual (#)	Outcome Achievement
HOUSING										
Supportive Housing	683	796	568	83%	N/A	21	√	640	724	√

<i>Outcome Achievement Key:</i>	
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

¹ Due to lease-up of multiple programs, occupancy was monitored but not evaluated.

Program Level Data

EMERGENCY SHELTER	Households Served				Nightly Occupancy ¹			Average Length of Stay (Days)			Successful Housing Outcomes					
	Goal	Actual	Variance	Outcome Achievement	Capacity ²	Actual ³	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
MEN																
Faith Mission on 6th ⁴	1,700	1,734	34	√	110	139	N/A	30	29	√	239			15%		
Faith Mission on 8th ⁴	1,000	651	(349)	≠	95	90	N/A	30	50	≠	120			15%		
Friends of the Homeless-Men's Shelter	1,200	905	(295)	≠	130	142	N/A	30	57	≠	211	144	≠	20%	19%	√
VOA Men's Shelter	394	702	308	√	40	33	N/A	30	17	√	53	129	√	15%	19%	√
WOMEN																
Faith Mission-Nancy's Place	730	683	(47)	√	42	45	N/A	21	24	≠	165	130	≠	24%	20%	√
Friends of the Homeless-Rebecca's Place	410	515	105	√	47	51	N/A	28	36	≠	109	137	√	30%	29%	√
FAMILIES																
Homeless Families Foundation ⁵	156	174	18	√	38	40	√	80	84	√	78	94	√	70%	71%	√
VOA Family Shelter	96	91	(5)	√	24	23	√	80	93	≠	50	71	√	70%	97%	√
YWCA Family Center	660	696	36	√	50	44	N/A	20	23	≠	427	442	√	70%	68%	√
INEBRIATE																
Maryhaven Engagement Center	1,600	1,819	219	√	50	47	N/A	12	9	√	78	254	N/A	5%	15%	√

Outcome Achievement Key:	
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

¹ Occupancy goal is applicable only to Tier II Shelters.

² Capacity is regular capacity only and not inclusive of overflow, which was made available through April 15, 2006.

³ Actual numbers include both regular and overflow clients.

⁴ Due to irregularities in data submitted by Faith Mission for its men's programs, CSB is unable to validate accuracy of FM6 and FM8 HIMS data pertaining to the destinations of exited clients. An internal investigation conducted in September 2006 by Faith Mission confirmed CSB's concerns that the destination data are problematic; therefore, successful housing outcome indicators cannot be calculated for Faith Mission on 6th and Faith Mission on 8th.

⁵ HFF capacity constitutes an average due to the change in capacity from 36 for the first nine months of the year to 46 by the end of the year.

Program Level Data

RESOURCE SPECIALIST	Households Served				Successful Housing Outcomes					
	Goal	Actual	Variance	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
PROGRAM										
Friends of the Homeless ¹	711	384	(327)	N/A	320	199	≠	45%	59%	√
Homeless Families Foundation	156	174	18	√	78	94	√	70%	71%	√
Lutheran Social Services ²	1164	1239	75	N/A	524			45%		
YWCA Family Center ^{1, 3}	288	320	32	N/A	202	229	N/A	70%	77%	N/A

<i>Outcome Achievement Key:</i>	
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

¹Households served is being monitored, but not evaluated until baseline outcomes are established.

² Due to irregularities in data submitted by Faith Mission for its men's programs, CSB is unable to validate accuracy of FM6 and FM8 HMIS data pertaining to the destinations of exited clients. An internal investigation conducted in September 2006 by Faith Mission confirmed CSB's concerns that the destination data are problematic; therefore, successful housing outcome indicators cannot be calculated for Faith Mission on 6th and Faith Mission on 8th.

³ Successful housing outcomes are being monitored, but not evaluated.

Program Level Data

SUPPORTIVE HOUSING	Capacity	Households Served				Program Occupancy			Housing Stability (Months)		Successful Housing Outcomes					
		Goal	Actual	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Actual (#)	Attainment of Goal (12 months)	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Community Housing Network-Briggsdale ^{1, 2, 3}	25	30	25	(5)	N/A	4	18%	N/A	2	N/A	26	24	√	85%	96%	√
Community Housing Network-Community ACT ⁴	42	30	5	(25)	N/A	0	0%	N/A	0	N/A	27	5	N/A	90%	100%	N/A
Community Housing Network-East 5th Avenue ⁵	38	46	52	6	√	36	96%	√	15	√	41	47	N/A	90%	90%	N/A
Community Housing Network-North 22nd Street ⁶	30	36	40	4	√	28	94%	√	24	√	32	34	N/A	90%	85%	N/A
Community Housing Network-North High Street ⁵	36	43	47	4	√	34	94%	√	26	√	39	43	N/A	90%	93%	N/A
Community Housing Network-Cassady ⁵	10	12	14	2	√	8	83%	≠	15	√	10	10	N/A	85%	71%	N/A
Community Housing Network-Parsons ⁵	25	30	30	0	√	24	96%	√	30	√	26	29	N/A	85%	97%	N/A
Community Housing Network-Safe Havens ⁶	14	19	20	1	√	14	100%	√	33	√	16	18	√	85%	95%	√
Community Housing Network-St. Clair ^{5, 7}	26	17	22	5	√	13	50%	N/A	7	N/A	15	20	√	90%	91%	√
National Church Residences-Commons at Grant	50	60	64	4	√	50	99%	√	24	√	54	62	√	90%	97%	√
Southeast-Scattered Sites	75	89	93	4	√	83	110%	√	31	√	80	87	√	90%	94%	√
YMCA-40 West Long Street ⁸	70	84	114	30	√	71	102%	√	16	√	76	102	√	90%	89%	√
YMCA-Sunshine Terrace ⁸	65	78	81	3	√	64	98%	√	29	√	70	77	√	90%	96%	√
YWCA-WINGS ^{7, 9}	69	76	82	6	√	60	86%	N/A	16	N/A	70	80	√	90%	98%	√
Rebuilding Lives PACT Team Initiative ⁹	108	130	112	(18)	N/A	79	73%	N/A	15	N/A	111	91	N/A	85%	82%	N/A

Outcome Achievement Key:	
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

¹ Successful housing outcome percentage negotiated below CSB standard.

² Program occupancy and housing stability will be monitored but not evaluated in FY2006 due to the program having been in lease up.

³ New program; lease up began in March 2006

⁴ New program; residents did not begin moving in until June 2006 due to lease-up.

⁵ Successful Housing outcomes are monitored, but not evaluated in FY2006 due to negotiations during CSB appeal process.

⁶ Average capacity for CHN Safe Havens during FY06 is 14, as the program was expanding to 16 units from 13 units.

⁷ Program was in lease-up and expansion phase as of second quarter; however, stability measure cannot be evaluated until all units have been occupied for at least a year.

⁸ RL clients admitted exceeded base.

⁹ Program was in expansion phase.

Program Level Data

OTHER	Households Served				Average Financial Assistance (\$ per HH) ¹			Average Length of Stay (Days)			Successful Housing Outcomes					
	Goal	Actual	Variance	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
FAMILY HOUSING COLLABORATIVE																
Salvation Army ^{2,3}	240	220	(20)	√	\$900	\$1,020	≠	20	17	√	176	157	≠	90%	96%	√
OUTREACH																
Maryhaven Outreach ⁴	151	150	(1)	√	N/A	N/A	N/A	N/A	N/A	N/A	82	148	√	60%	99%	√
TRANSITION																
CSB Transition Program	639	707	68	√	\$519	\$490	√	N/A	N/A	N/A	626	707	√	98%	100%	√
PREVENTION																
Gladden Community House	300	291	(9)	√	N/A	N/A	N/A	N/A	N/A	N/A	285	277	√	95%	99%	√

Outcome Achievement Key:	
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

¹ Average Financial Assistance includes CSB funding only.

² Thirty-nine clients were excluded from the average length of stay calculation due to YWCA Family Center exit dates that preceded or coincided with FHC entry dates.

³ The Salvation Army believes that outcome data may have been under-reported due to data entry errors.

⁴ Successful Housing Outcomes includes successful shelter outcomes.