SYSTEM PERFORMANCE MEASURES (SPM) REPORT
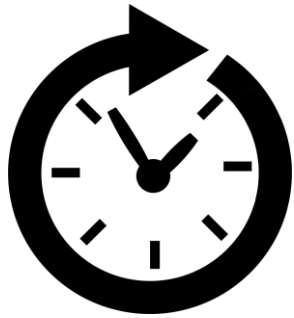
FIRST SHARED: CMIS Office Hours, 12/15/2021
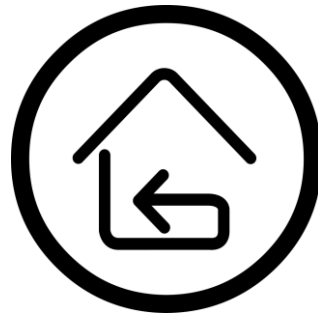
Data as of FY22 Submission

HOUSING ALLIANCE DELAWARE

System Performance Measures (SPM)

METRIC 1

- Goal: Reduce average and median length of time homeless

- Important:
  - *Approximate Date Homelessness Started*;
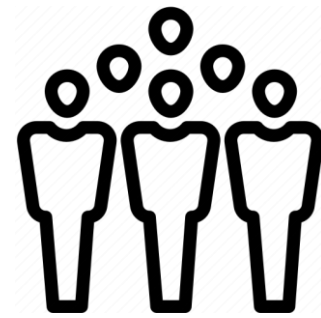 - *Number of times/months homeless in last 3 years*

METRIC 2

A. Within 6-12 months
B. Within 2 years

Goal: Reduce % of returns to homelessness

Important: Select most appropriate **Exit Destination**

METRIC 3

- Goal: Reduce number of persons experiencing homelessness

- Important: Add **project entry** to all clients served
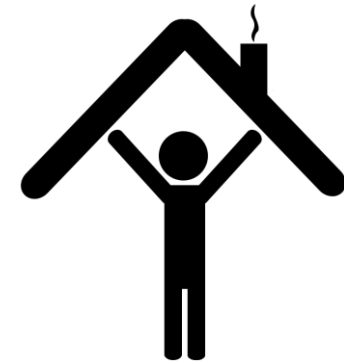
System Performance Measures (SPM)

METRIC 4

- Goal: Increase % of adults with any income
- Important:
  - Accurately update *income* and *benefits at entry* and *exit*;
  - *Add Interims* during program stay for updates

METRIC 5

- Goal: Reduce number of first-time homeless individuals
- Important:
  - Perform thorough client search prior to creating new profiles;
  - Submit *duplicate profiles* to HAD for merging

METRIC 7

- Goal: Increase Successful Placements
- Important: Support clients so they can *exit to permanent destinations*