

# Appendix C

## Key Performance Measures

### Background

Performance measures help to provide an understanding of how well the homelessness response system is moving towards the goal of reducing homelessness. These measures identify rates of inflow into and outflow from the homelessness response system, and indicate where resources and system expansion are necessary to meet current and future need. Data to calculate these measures comes primarily from the Homeless Management Information System (HMIS), a local database which collects client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Unlike the Point in Time (PIT) Count, HMIS data is collected continuously throughout the year.

## Homelessness Response System Measures

Data in Tables C-1 and C-2 show annual changes in key measures of how the homelessness response system is functioning from before the baseline year of the Home Together Plan through Year 2.

- Between FY19-20 and FY22-23 (Year 2) the number of people served in homelessness response system programs has increased by 56% (from 15,684 to 24,547).
- Between the baseline year (FY20-21) and Year 1 of the Home Together Plan (FY21-22) the number of people served annually increased by 25%, and between Year 1 and Year 2 this increase was 14%.

- In Year 2, 28% of people served by the homelessness response system were enrolled in housing programs such as Permanent Supportive Housing (PSH) or Rapid Re-Housing. The remainder of those served annually are comprised of people newly experiencing homelessness, people returning to homelessness, and other people in programs (including temporary shelter) awaiting a resource to support their ability to be housed.
- The number of people who gained housing has increased from 2,671 in FY19-20 to 4,084 in FY22-23 (Year 2), a 53% improvement.

Table C-1 | **Alameda County Homelessness Point in Time Count, 2017, 2019, 2022**

	2017 PIT	2019 PIT	2022 PIT
<b>Homeless Point in Time Count<sup>a</sup> (Number of persons experiencing homelessness at point in time)</b>	5,629 (4,875 Households)	8,022 (7,659 Households)	9,747 (8,211 Households)

a) EveryOne Counts! Alameda County Homeless Count & Survey. Applied Survey Research (ASR), 2019. Alameda County Homeless Count & Survey Comprehensive Report, Applied Survey Research (ASR), 2022.

Table C-2 | Homelessness Response System Measures FY19–20 through FY22–23

Data Source	System Performance Measure	FY19–20	FY20–21 (HT Baseline Year)	FY21–22 HT Year 1	FY22–23 HT Year 2
HUD Annual Performance Report <sup>a</sup>	Number of persons served annually	15,684 (13,128 Households)	17,222 (14,230 Households)	21,511 (17,714 Households)	24,547 (20,321 Households)
HUD Annual Performance Report	Number of persons served annually who are enrolled in permanent housing programs	PSH: 2,259 RRH: 2,075 Other Hsg. Pgms: 401 Total: 4,735 (30%)	PSH: 2,199 RRH: 2,182 Other Hsg. Pgms: 631 Total: 5,012 (29%)	PSH: 2,083 RRH: 1,966 TSS/Other Hsg. Pgms: 2,277 Total: 6,326 (29%)	PSH: 2,950 RRH: 1,978 TSS/Other Hsg. Pgms: 1,986 Total: 6,911 (28%)
HUD System Performance Measures <sup>b</sup>	Number of persons who became homeless for the first time	3,797	3,466	3,623	4,006
HUD System Performance Measures <sup>c</sup>	Average length of time persons remain homeless	203 Days	214 Days	225 Days	217 Days
HUD Annual Performance Report <sup>d</sup>	Total number of persons exiting from the homelessness response system	4,182	5,255	8,601	10,999
HUD Annual Performance Report <sup>e</sup>	Number of persons served (experiencing homelessness) exiting to positive housing destinations	1,715 (1,510 Households)	2,027 (1,776 Households)	1,767 (1,579 Households)	2,420 (2,185 Households)
Custom HMIS Report <sup>f</sup>	Number of persons who moved into housing within the homelessness response system (without a program exit)	1,180	1,520	1,178	1,664
	<b>Total number of persons who gained housing</b>	<b>2,671</b>	<b>3,474</b>	<b>2,915</b>	<b>4,084</b>
HUD System Performance Measures <sup>g</sup>	Number of persons returning to homelessness within 2 years	367 (17%)	418 (18%)	420 (18%)	437 (15.1%)

a) HUD Annual Performance Report (FY20–21 and FY21–22): Q7a, Q8a.

b) HUD System Performance Measures (FY20–21 and FY21–22), Measure 5.2 (Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS).

c) HUD System Performance Measures (FY20–21 and FY21–22), Measure 1a/Metric 2. Length of Time Persons Remain Homeless (Average LOT Homeless).

d) HUD Annual Performance Report (FY20–21 and FY21–22) of total people served: Q23c. (Exit Destination; Total persons exited minus persons exiting to excluded destinations).

e) HUD Annual Performance Report (FY20–21 and FY21–22) of people served in non-housing projects: Q23c. (Exit Destination; Total persons exiting to positive housing destinations).

f) Custom HMIS Reports: (FY20–21 and FY21–22) Enrollments in Permanent Housing projects during the FY with move-in dates that do not appear in the APR Exits to Positive Housing report. Note: Beginning in FY22–23, individuals enrolled in Services Only projects designed for housed individuals were incorporated into this group.

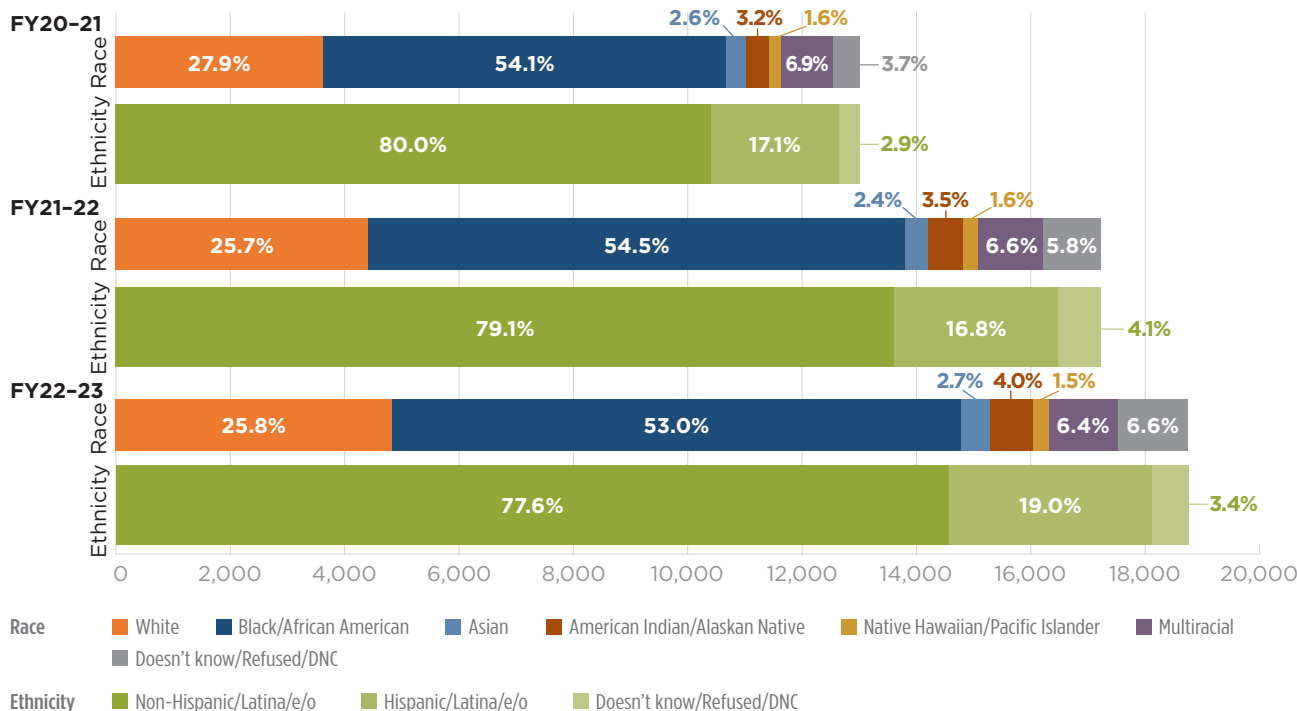
g) HUD System Performance Measures (FY20–21 and FY21–22), Measures 2a and 2b (number and percentage of persons who exit homelessness to permanent housing destinations and then return to homelessness within 2 years).

Table C-3 | **Race and Ethnicity of People Served (Experiencing Homelessness) in Year 2, Compared to Alameda County's General Population**

Race/Ethnicity	Number of Persons Served (Experiencing Homelessness)	% of Total Persons Served (Experiencing Homelessness)	2020 Alameda County General Population
White	4,860	25.8%	34%
Black, African American, or African	9,983	53.0%	10%
Asian or Asian American	507	2.7%	32%
American Indian, Alaska Native, or Indigenous	746	4.0%	1%
Native Hawaiian or Pacific Islander	283	1.5%	1%
Multi-Racial	1,200	6.4%	22%
Hispanic/Latina/e/o	3,569	19.0%	23%

a) Represents only people in: Coordinated Entry, Emergency Shelter, Safe Haven, Street Outreach, Transitional Housing, Day Shelter, Services Only and Other.

Figure C-1 | **Proportion of People Served (Experiencing Homelessness) by Race and Ethnicity, FY20-21, FY21-22 (Year 1) and FY22-23 (Year 2)<sup>a</sup>**



In order to measure progress towards addressing racial disparities in Alameda County's homeless population, data about race and ethnicity within systemwide outcomes are tracked and measured annually.

Figure C-1 shows the annual proportion of people enrolled in homelessness response system programs by race and ethnicity since the launch of the Home Together Plan in FY20-21. The figure illustrates the overall growth in the number of people served by programs and resources within the homelessness response system, and shows the continuing disparities by race and ethnicity, particularly for people who are Black/African American.

a) Represents only people in: Coordinated Entry, Emergency Shelter, Safe Haven, Street Outreach, Transitional Housing, Day Shelter, Services Only and Other.

## Percentages/ Proportions and Rates

The data below about race and ethnicity of people exiting the homelessness response system into housing as well as for people who return to homelessness after previously gaining housing is presented in two ways.

**Proportions** (relative to all people served) provide information about the relative size of a particular group, and **rates** provide information about differences in experience or outcomes within particular groups, regardless of the size of that group.\*

## Exits to Permanent Housing

Table C-4 shows the breakdown by race/ethnicity of all people who gained housing in Year 2.

Table C-5 shows by race and ethnicity the housing rate for people experiencing homelessness. This rate is calculated for each population by dividing the annual number of people who gained housing by the annual number of people served (experiencing homelessness). The data shows that Black/African American populations have a housing rate that is higher than the systemwide average, and that American Indian, Asian, Latina/e/o, and Native Hawaiian populations have housing rates furthest below the systemwide average.

Elevated housing rates for Black/African Americans, the population most disproportionately represented within the homeless population, show the impact of targeted efforts in housing placement programs. The housing rate for different populations will be an ongoing focus for Home Together implementation and the Continuum of Care (CoC).

Table C-4 | **Proportion of People Who Gained Housing, by Race and Ethnicity, Year 2**

	System Total	Black, African American, or African	White	Asian or Asian American	American Indian, Alaska Native, or Indigenous	Native Hawaiian or Pacific Islander	Multi-Racial	Latina/e/o
<b>People Served (Experiencing Homelessness)</b>	18,830	53.0% (9,983)	25.8% (4,860)	2.7% (507)	4% (746)	1.5% (283)	6.4% (1,200)	19% (3,569)
<b>Proportion of People Who Gained Housing</b>	4,084	59.5% (2,431)	25.2% (1,031)	2.3% (94)	2.8% (116)	1.4% (59)	6.8% (278)	16.9% (689)

Table C-5 | **Housing Rate for People Served (Experiencing Homelessness), Year 2**

	Total Population	Black, African American, or African	White	Asian or Asian American	American Indian, Alaska Native, or Indigenous	Native Hawaiian or Pacific Islander	Multi-Racial	Latina/e/o
<b>Number of People Who Gained Housing</b>	4,084	2,431	1,031	94	116	59	278	689
<b>Number of People Served (Experiencing Homelessness)</b>	18,830	9,983	4,860	507	746	283	1,200	3,569
<b>Served to Housed Rate (Gained Housing/Served)</b>	21.7%	24.4%	21.2%	18.5%	15.5%	20.8%	23.2%	19.3%

\* **Percentages/proportional numbers** show, for people who exited to permanent housing (or who returned to homelessness), what percent were in each racial group. These numbers help to provide a sense of the relative size of different racial/ethnic groups compared to one another, but, alone, do not indicate disparities.

**Rates** allow for comparison across different racial/ ethnic populations, regardless of the size of the individual group. Rates also allow for comparison within the same outcome; to look at which groups had higher and which had lower rates of a particular outcome. Rates also allow comparison to an average rate for everyone; this allows us to see which group's rate is higher than the average, and which group's rate is lower than the average. A rate is determined by comparing two numbers/ percentages about the same group. Rates are used to determine disparities for particular racial/ ethnic populations.

## Returns to Homelessness

Preventing racially disproportionate returns to homelessness is a key strategy in the Home Together Plan. Data about the race and ethnicity of people returning to homelessness helps to guide the ways in which housing programs will be targeted and tailored to specific household needs.

Data in figure C-2 and table C-6 shows the proportion of all people returning to homelessness, by race and ethnicity. The proportion of people returning to homelessness who are Black/African American and people who are American Indian, Alaska Native or Indigenous is significantly higher than their representation in the general population of Alameda County.

Data in Table C-7 shows the rates of returns to homelessness by race and ethnicity. These rates are determined by calculating the proportion of people from each group (race/ethnicity) who return to homelessness out of the total number of people from this group that were housed 2 years prior.

Figure C-2 | Proportion of People Returning to Homelessness, by Race and Ethnicity, Year 1 and Year 2

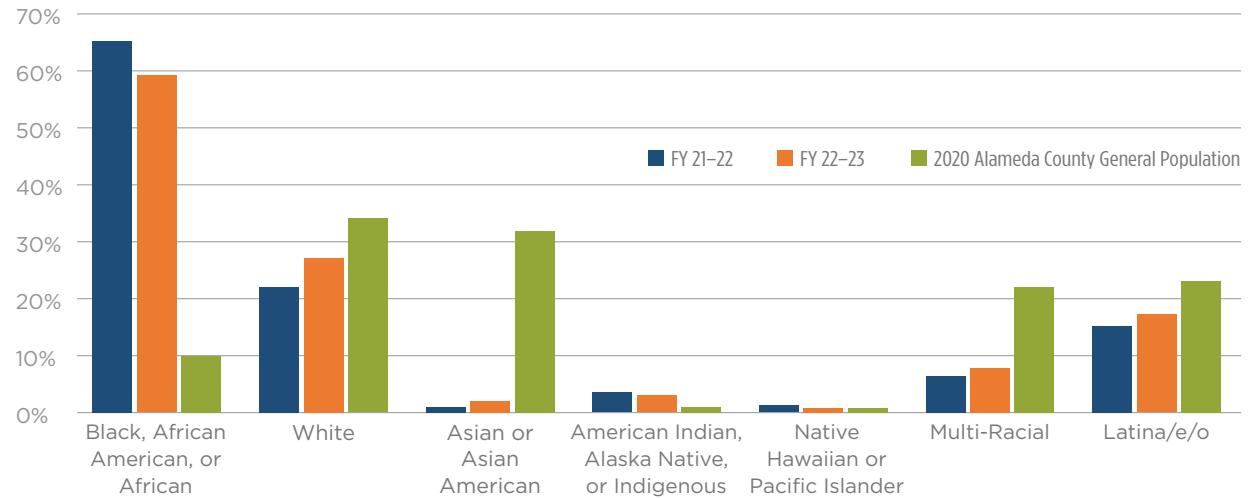


Table C-6 | Proportion of People Returning to Homelessness Within 2 Years, by Race and Ethnicity

	Black, African American, or African	White	Asian or Asian American	American Indian, Alaska Native, or Indigenous	Native Hawaiian or Pacific Islander	Multi-Racial	Latina/e/o
<b>Year 2 Proportion of Returns to Homelessness<sup>a</sup></b>	59% (260)	27% (119)	2% (8)	3% (15)	1% (4)	8% (34)	17% (75)
<b>Year 1 Proportion of Returns to Homelessness<sup>a</sup></b>	65% (274)	22% (93)	1% (3)	4% (15)	2% (7)	6% (27)	15% (65)
<b>Baseline Year (FY20-21) Proportion of Returns to Homelessness<sup>a</sup></b>	58% (241)	23% (95)	1% (3)	4% (18)	2% (8)	12% (50)	13% (56)

a) HMIS, HUD System Performance Measures (FY22-23), Measures 2a and 2b (number and percentage of persons who exit homelessness to permanent housing destinations and then return to homelessness within 2 years).

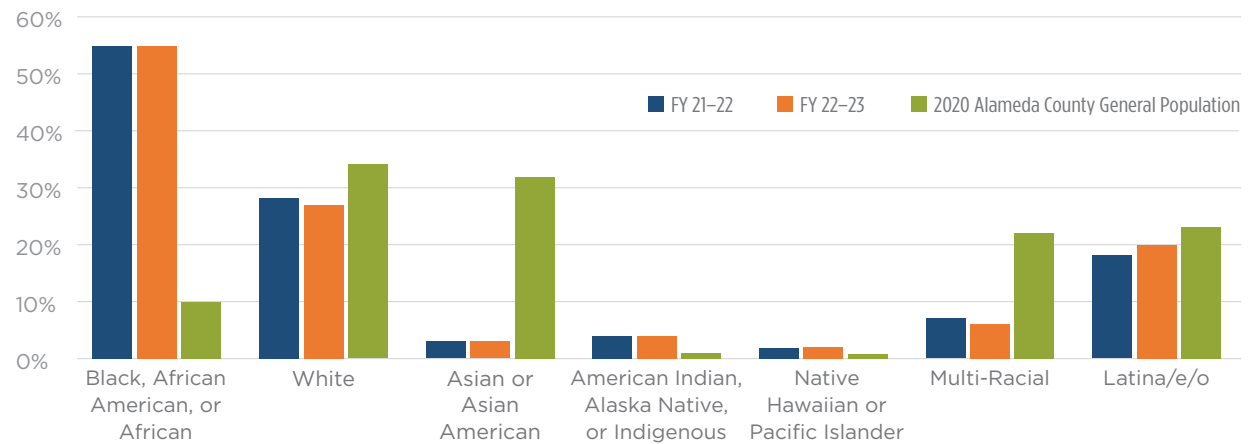
Table C-7 | Rate of Returns to Homelessness by Race and Ethnicity, FY19–20 through FY22–23 (Year 2)

	Systemwide Rate	Black, African American, or African	White	Asian or Asian American	American Indian, Alaska Native, or Indigenous	Native Hawaiian or Pacific Islander	Multi-Racial	Latina/e/o
<b>FY22–23 (Year 2) Rate of Return</b>	15.1%	15.9% (260)	14.1% (119)	11.8% (8)	19.7% (15)	9.5% (4)	16.2% (34)	15.1% (76)
<b>FY21–22 (Year 1) Rate of Return</b>	18%	19.4% (277)	17.6% (96)	9.5% (4)	17.9% (15)	15.6% (7)	16.5% (26)	15.8% (66)
<b>FY20–21 (Baseline) Rate of Return</b>	18%	17.8% (242)	18% (95)	5.5% (3)	17.3% (18)	22.2% (8)	24.8% (51)	19.3% (80)
<b>FY19–20 Rate of Return</b>	17%	19.8% (244)	12.6% (68)	9.7% (7)	19.0% (15)	7.1% (2)	15.8% (35)	13.9% (58)

### New Entries Into Homelessness<sup>1</sup>

Tracking data about people newly experiencing homelessness by race and ethnicity is critical in order to guide homelessness prevention efforts. Figure C-3 and Table C-8 show, annually, the proportion of all people experiencing homelessness for the first time, by race and ethnicity. This data indicates that people who are Black/African American, people who are American Indian/Alaska Native or Indigenous, and people who are Native Hawaiian/Pacific Islander are overrepresented among those newly experiencing homelessness compared to their representation in the general population of Alameda County.

Figure C-3 | Proportion of People Newly Experiencing Homelessness, by Race and Ethnicity, Year 1 and Year 2



<sup>1</sup> This measure (referred to as “First Time Homelessness” in HMIS) includes people receiving services in ES, SH, TH, and PH projects during the reporting year, that were not recorded as being enrolled in these projects 24 months prior.

Table C-8 | Proportion of People Newly Experiencing Homelessness, by Race and Ethnicity

	Black, African American, or African	White	Asian or Asian American	American Indian, Alaska Native, or Indigenous	Native Hawaiian or Pacific Islander	Multi-Racial	Latina/e/o
HT Baseline Year (FY20-21)	54% (1,870)	29%(1,016)	3%(94)	5% (158)	2% (55)	7% (243)	19% (674)
Year 1 (FY21-22)	55% (1,984)	28% (1,026)	3% (98)	4% (147)	2% (71)	7% (240)	18% (668)
Year 2 (FY22-23)	55% (2,193)	27% (1,082)	3% (116)	4% (173)	2% (75)	6% (248)	20% (788)
Persons Served (Experiencing Homelessness), Year 2 (FY22-23)	53%	25.8%	2.7%	4%	1.5%	6.4%	19%