

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 the tables below shows annual changes in key measures of how the homelessness response system is functioning from baseline year of the Home Together Plan through Year 3 of the Plan.

- Between the baseline year (FY20-21) and Year 3 (FY23-24) the number of people served in homelessness response system programs has increased by 44% (from 17,222 to 24,865).
- Between Year 1 (FY21-22) and Year 2 (FY22-23) the number of people served annually increased by 14%, and between Year 2 and Year 3 this increase was 1.3%.

Table C-1 | **Alameda County Homelessness Point in Time Count^a, 2019, 2022, 2024**

Measure	2019 PIT	2022 PIT	2024 PIT
Number of persons experiencing homelessness at point in time	8,022 (7,659 Households)	9,747 (8,211 Households)	9,450 (8,635 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. Alameda County Point-In-Time Report 2024. Prepared by Simtech Solutions.



Table C-2 | Homelessness Response System Measures FY20–21 through FY23–24

Data Source	System Performance Measure	FY20–21 HT Baseline Year	FY21–22 HT Year 1	FY22–23 HT Year 2	FY23–24 HT Year 3
HUD Annual Performance Report ^a	Number of persons served annually	17,222 (14,230 Households)	21,511 (17,714 Households)	24,547 (20,321 Households)	24,865 (20,385 Households)
HUD Annual Performance Report	Number of persons served annually who are enrolled in permanent housing programs	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%)	PSH: 3,221 RRH: 2,181 TSS/Other Hsg. Pgms: 1,773 Total: 7,175 (29%)
HUD System Performance Measures ^b	Number of persons who became homeless for the first time	3,466	3,623	4,006	4,321
HUD System Performance Measures ^c	Average length of time persons remain homeless	214 Days	225 Days	217 Days	241 Days
HUD Annual Performance Report ^d	Total number of persons exiting from the homelessness response system	5,255	8,601	10,999	12,521
HUD Annual Performance Report ^e	Number of persons served (experiencing homelessness) exiting to positive housing destinations	2,027 (1,776 Households)	1,767 (1,579 Households)	2,420 (2,185 Households)	2,445 (2,175 Households)
Custom HMIS Report ^f	Number of persons who moved into housing within the homelessness response system (without a program exit)	1,520	1,178	1,664	1,149
	Total number of persons who gained housing	3,595	3,010	4,084	3,594
HUD System Performance Measures ^g	Number of persons returning to homelessness within 2 years	418 (18%)	420 (18%)	437 (15.1%)	421 (16%)

a) HUD Annual Performance Report: Q7a, Q8a.

b) HUD System Performance Measures, 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, Measure 1a/Metric 2. Length of Time Persons Remain Homeless (Average LOT Homeless).

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

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

f) Custom HMIS Reports: 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, Measures 2a and 2b (number and percentage of persons who exit homelessness to permanent housing destinations and then return to homelessness within 2 years).

- In Year 3 (FY23–24), 29% 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 decreased from 4,084 in Year 2 (FY22–23) to 3,594 in Year 3 (FY23–24), a 12% reduction.

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.

Table C-3 | **Race and Ethnicity of People Served (Experiencing Homelessness) in Year 3, Compared to Alameda County’s General Population^{a,b}**

Race/Ethnicity	Number of Persons Served (Experiencing Homelessness)	% of Total Persons Served (Experiencing Homelessness)	2024 Alameda County General Population ^c
White	4,318	24.1%	30%
Black, African American, or African	9,149	51.1%	10%
Asian or Asian American	501	2.8%	33%
American Indian, Alaska Native, or Indigenous	651	3.6%	1%
Native Hawaiian or Pacific Islander	313	1.7%	1%
Multi-Racial	1,099	6.1%	12%
Hispanic/Latina/e/o	3,665	20.5%	22%

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

b) Note that analysis of race and ethnicity data for this report looked at separate/individual race and ethnicity fields to enable comparison with trends from before 2023, when HMIS methodology for collecting and reporting data on race and ethnicity was updated.

c) Simtech Solutions. Alameda County Point-In-Time Report 2024.

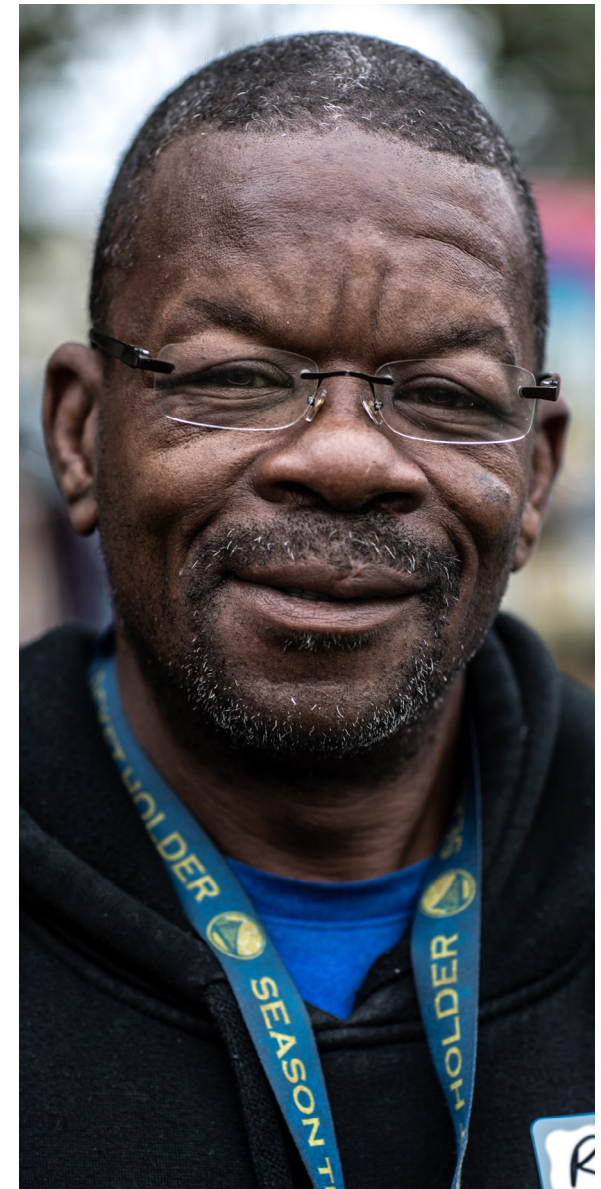


Figure C-1 shows the annual proportion of people enrolled in homelessness response system programs by race and ethnicity since the launch of the Home Together Plan in FY20–21. The figure illustrates a slight decrease in the number of people experiencing homelessness that are served by programs and resources within the homelessness response system. In addition, although the proportion of people experiencing homelessness who are Black/African American has decreased since Year 1 (FY21–22), this population remains vastly overrepresented compared to the general county population.

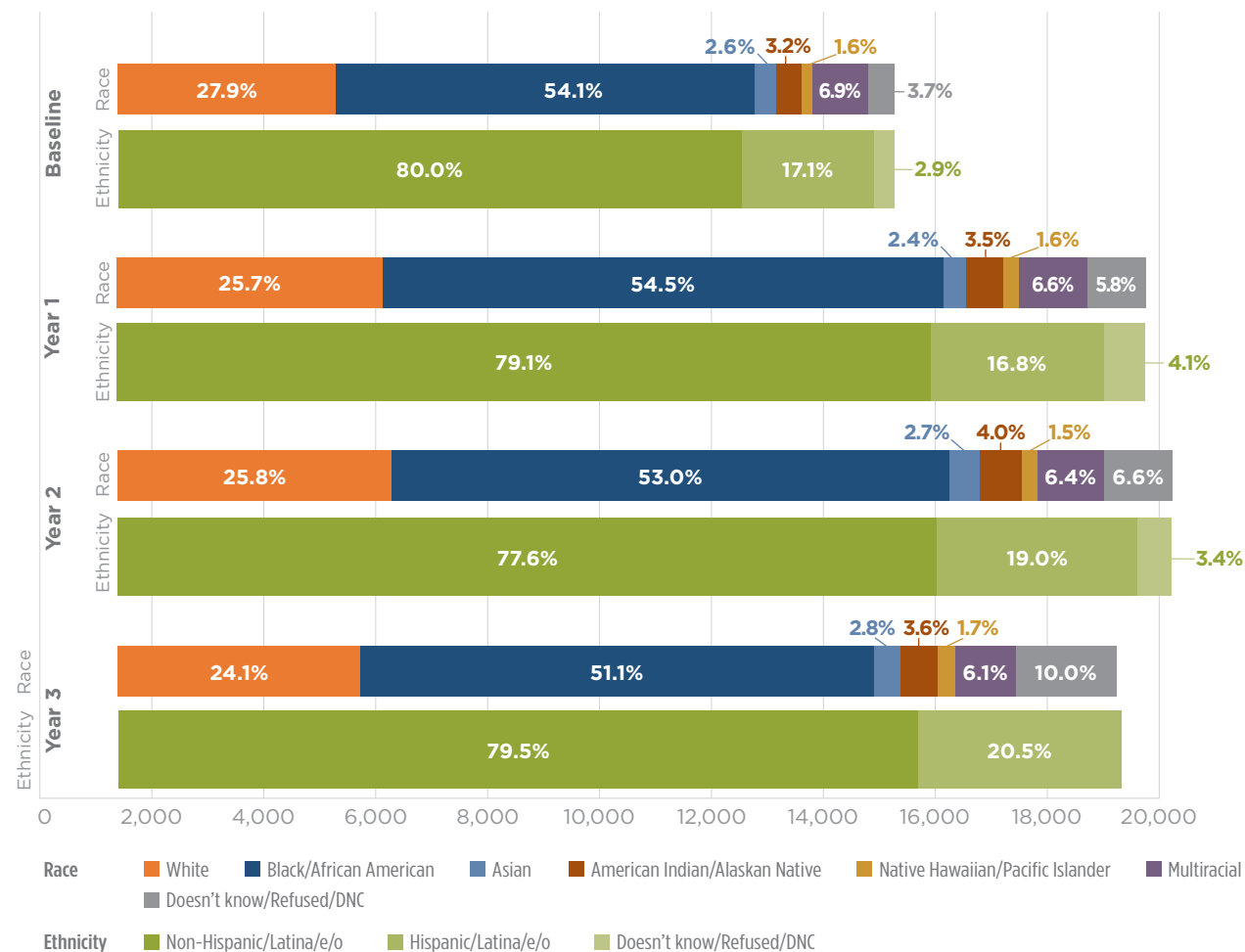
Percentages/Proportions and Rates

The data in this appendix 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.¹

¹ **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.

Figure C-1 | **Proportion of People Served (Experiencing Homelessness) by Race and Ethnicity, Years 1, 2 and 3^a**



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

Exits to Permanent Housing

Table C-4 shows the breakdown by race/ethnicity of all people who gained housing in Year 3.

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 Multiracial populations have housing rates that are higher than the systemwide average, and that Asian, Native Hawaiian/Pacific Islander, Latina/e/o populations have housing rates furthest below the systemwide average.

Figure C-2 | **Proportion of People Served (Experiencing Homelessness) and Those Who Gained Housing, for Black/African Americans and Latina/e/o, Year 3**

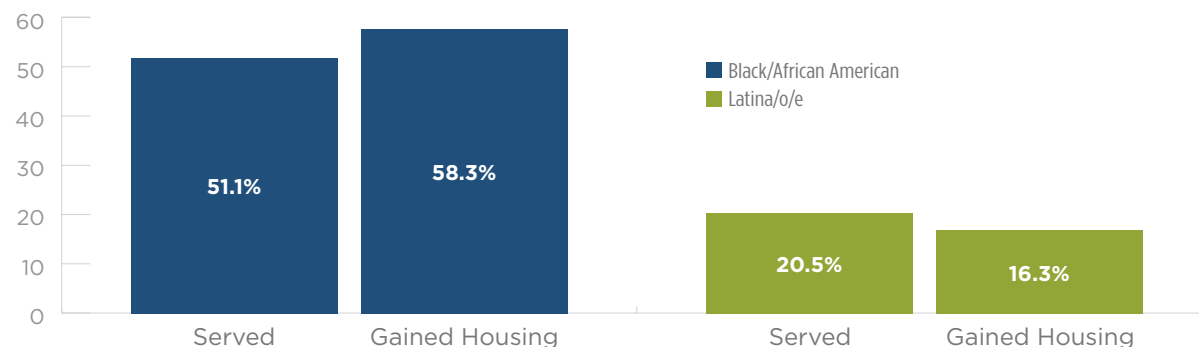


Table C-4 | **Proportion of People Who Gained Housing, by Race and Ethnicity, Year 3**

	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
People Served (Experiencing Homelessness)	17,902	51.1% (9,149)	24.1% (4,318)	2.8% (501)	3.6% (651)	1.7% (313)	6.1% (1,099)	20.5% (3,665)
Proportion of People Who Gained Housing	3,594	58.3% (2,094)	24.3% (874)	2% (71)	3.1% (112)	1.3% (47)	7.5% (271)	16.3% (586)

Table C-5 | **Housing Rate for People Served (Experiencing Homelessness), Year 3**

	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
Number of People Who Gained Housing	3,594	2,094	874	71	112	47	271	586
Number of People Served (Experiencing Homelessness)	17,902	9,149	4,318	501	651	313	1,099	3,665
Served to Housed Rate (Gained Housing/Served)	20.1%	22.9%	20.2%	14.2%	17.2%	15%	24.7%	16%

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-3 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 was housed 2 years prior.

Figure C-3 | Proportion of People Returning to Homelessness, by Race and Ethnicity, Years 1, 2 and 3

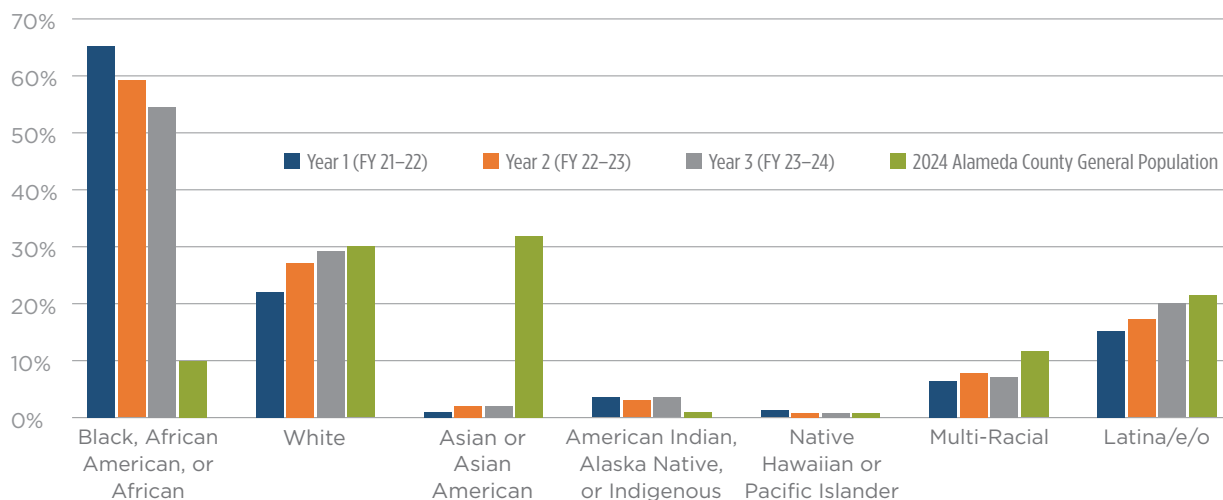


Table C-6 | Proportion of People Returning to Homelessness Within 2 Years, by Race and Ethnicity

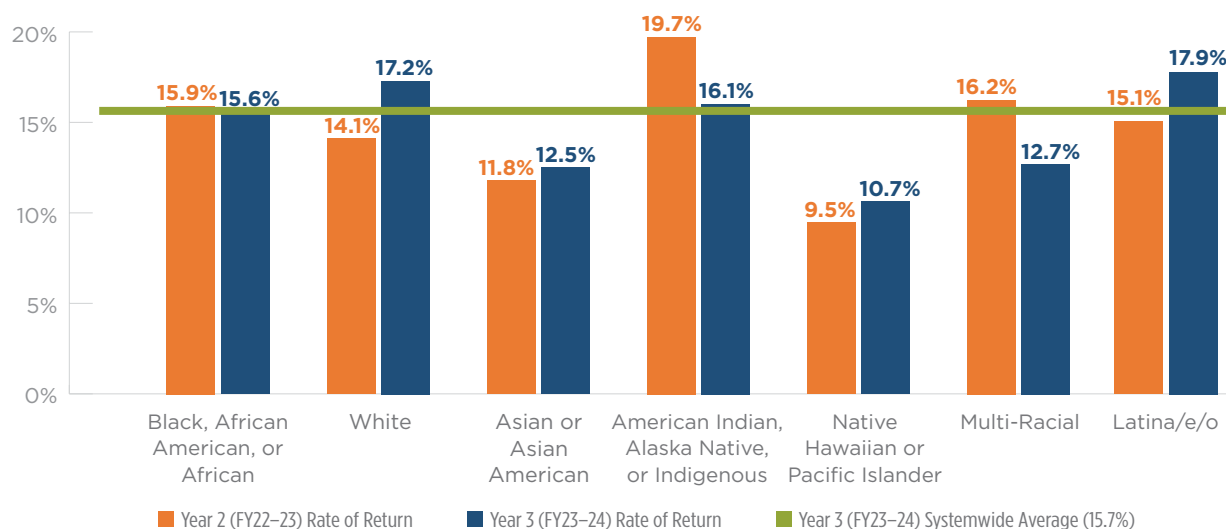
	Black, African American, or African	White	Asian or Asian American	American Indian, Alaska Native, or Indigenous	Native Hawaiian or Pacific Islander	Multi-Racial	Latina/e/o
Year 3 (FY23-24) Proportion of Returns to Homelessness^a	56% (235)	29% (121)	2% (9)	4% (15)	1% (6)	7% (30)	20% (86)
Year 2 (FY22-23) Proportion of Returns to Homelessness^a	59% (260)	27% (119)	2% (8)	3% (15)	1% (4)	8% (34)	17% (75)
Year 1 (FY21-22) Proportion of Returns to Homelessness^a	65% (274)	22% (93)	1% (3)	4% (15)	2% (7)	6% (27)	15% (65)
Baseline Year (FY20-21) Proportion of Returns to Homelessness^a	58% (241)	23% (95)	1% (3)	4% (18)	2% (8)	12% (50)	13% (56)

a) HMIS, HUD System Performance Measures (FY23-24), 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, Years 1, 2 and 3**

	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
Year 3 (FY23–24) Rate of Return	15.7%	15.6% (235)	17.2% (121)	12.5% (9)	16.1% (15)	10.7% (6)	12.7% (30)	17.9% (86)
Year 2 (FY22–23) Rate of Return	15.1%	15.9% (260)	14.1% (119)	11.8% (8)	19.7% (15)	9.5% (4)	16.2% (34)	15.1% (76)
Year 1 (FY21–22) Rate of Return	18%	19.4% (277)	17.6% (96)	9.5% (4)	17.9% (15)	15.6% (7)	16.5% (26)	15.8% (66)
FY20–21 (Baseline) Rate of Return	18%	17.8% (242)	18% (95)	5.5% (3)	17.3% (18)	22.2% (8)	24.8% (51)	19.3% (80)
FY19–20 Rate of Return	17%	19.8% (244)	12.6% (68)	9.7% (7)	19.0% (15)	7.1% (2)	15.8% (35)	13.9% (58)

Figure C-4 | **Rates of Return to Homelessness by Race and Ethnicity, Years 2 and 3**



New Entries Into Homelessness

Tracking data about people newly experiencing homelessness by race and ethnicity is critical in order to guide homelessness prevention efforts. Figure C-5 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-5 | Proportion of People Newly Experiencing Homelessness, by Race and Ethnicity, Years 1, 2 and 3

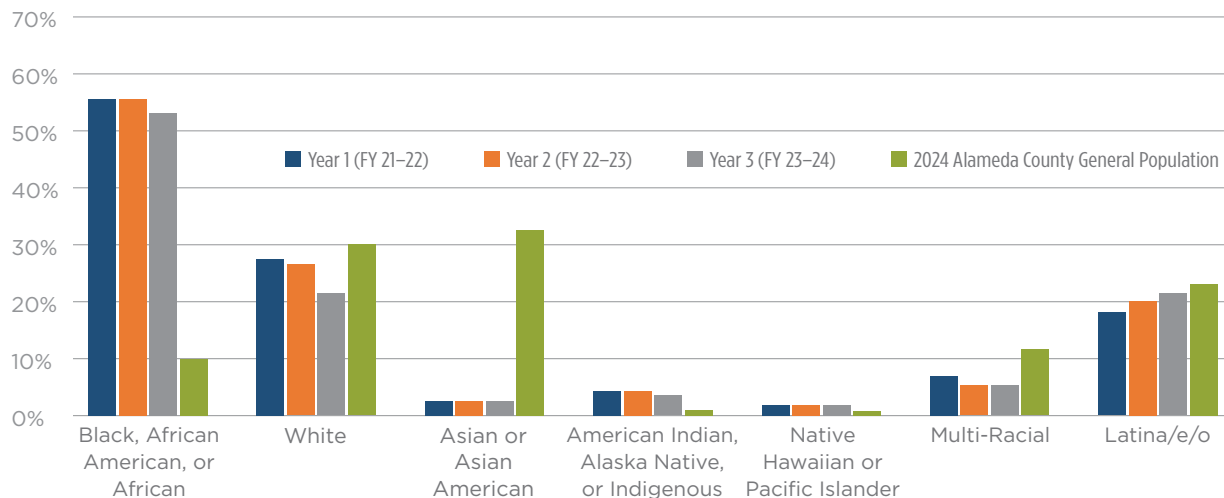


Table C-8 | Proportion of People Newly Experiencing Homelessness, by Race and Ethnicity

	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)
Year 3 (FY23–24)	53% (2,279)	21% (925)	3% (126)	3% (129)	2% (85)	6% (250)	21% (924)
Persons Served (Experiencing Homelessness), Year 3 (FY23–24)	51.1% (9,149)	24.1% (4,318)	2.8% (501)	3.6% (651)	1.7% (313)	6.1% (1,099)	20.5% (3,665)

