



**SYSTEM AND PROGRAM LEVEL**

**INDICATOR REPORT**

**AHAR 10**

**10/01/2012 – 12/31/2013**

## Introduction

The Kings/Tulare Continuum of Care on Homeless (Continuum), established in 1999, is a consortium of partners that include homeless service providers, advocacy groups, government agencies and homeless individuals who are working together to address the housing and support service needs of the homeless in Kings and Tulare Counties. The Continuum is the avenue in which homeless service providers are able to compete for grant funds through the US Department of Housing and Urban Development's Continuum of Care Program and the State of California's Emergency Solutions Program. Since 2008, approximately \$6.5 million has been secured for programs that provide housing and supportive services to persons at-risk of becoming or experiencing homelessness. The Continuum is funded by the U.S. Department of Housing and Urban Development, City of Hanford, City of Porterville, City of Tulare, City of Visalia, membership dues, as well as other public and private donors.

The System and Program Level Indicator report evaluates system and program level performance using the Continuum's established performance standards. The report includes programs funded through the Continuum of Care program, Emergency Solutions Grant, Supportive Services for Veteran Families, as well as programs that voluntarily participate in the Kings/Tulare Homeless Management Information System (KTHMIS). Evaluation of these programs is based on performance standards established by the Continuum and the U.S. Department of Housing and Urban Development (HUD).

By setting performance standards that measure bed utilization, length of stay, income, housing outcomes, and recidivism, the Continuum is able to monitor the success of each provider and system as a whole.

## Data Source

System and program level performance data was gathered from KTHMIS for the current reporting period. All data used in the report is subject the requirements of the Data Quality Plan, which requires current data and a 95% completion rate for all required data elements.

## System Performance

The Continuum evaluates the performance of the following systems by comparing performance outcome goals versus actual performance. For outcome definitions and methodologies, please see the Performance Measurement Matrix at the end of this report.

- Emergency Shelter System, Individual
- Emergency Shelter System, Family
- Transitional Housing System, Individual
- Transitional Housing System, Family
- Permanent Supportive Housing System, Individual
- Permanent Supportive Housing System, Family
- Rapid Re-Housing
- Homeless Prevention

Each performance goal was assessed as achieved (✓), not achieved (✗), or not applicable

(-). An Achieved Goal is defined as being within 5 percentage points of a percentage goal. Not Applicable is assigned when a performance goal was not assigned; the reason for this is explained in the footnote for the respective system.

Each system was assigned a performance rating of High, Medium, or Low as determined by overall system achievement of performance outcomes for the evaluation period. Ratings are based on the following:

#### Rating Achievement of System Outcome Measure

- High achieve at least 75% of the measured outcomes and at least one of the successful housing outcomes (either number or percentage outcome)
- Medium achieve at least 50% but less than 75% of the measured outcomes
- Low achieve less than 50% of the measured outcomes

### **Program Performance**

Program performance outcome goals were compared with actual performance to determine consistency with Continuum Performance Measurement Standards. For outcome definitions and methodologies, please see the Performance Measurement Matrix at the end of this report.

Each performance goal was assessed as achieved (✓), not achieved (×), or not applicable (-). An Achieved Goal is defined as being within 5 percentage points of a percentage goal. Not Applicable is assigned when a performance goal was not assigned; the reason for this is explained in the footnote for the respective system.

Each system was assigned a performance rating of High, Medium, or Low as determined by overall system achievement of performance outcomes for the evaluation period. Ratings are based on the following:

#### Rating Achievement of System Outcome Measure

- High achieve at least 75% of the measured outcomes and at least one of the successful housing outcomes (either number or percentage outcome)
- Medium achieve at least 50% but less than 75% of the measured outcomes
- Low achieve less than 50% of the measured outcomes

If a program is too new to evaluate a performance rating will not be assigned and will be noted accordingly.

Programs rated as “Low” or experiencing long-standing, serious program issues and/or systemic agency concerns are handled by the Continuum through quarterly dialogues between the Continuum and the agency in an effort to increase program level performance.

All reports are posted on the Continuum’s website at [www.kingstularecoc.org](http://www.kingstularecoc.org).

## Performance Measurement - Program Key

Organization Name	Program Name	Perf Report Tier(s)
Central California Family Crisis Center	Porterville Women's Shelter - Homeless	ES - Fam & Ind
Central California Family Crisis Center	Porterville Women's Shelter - DV	ES - Fam & Ind
Family Services of Tulare County	Karen's House	ES - Fam & Ind
Kings Community Action Organization	Barbara Saville Shelter - Homeless	ES - Fam & Ind
Kings Community Action Organization	Barbara Saville Shelter - DV	ES - Fam & Ind
Light House Rescue Mission	Light House Rescue Mission	ES - Fam & Ind
Visalia Rescue Mission	ONG Men's Shelter	ES - Ind*
Visalia Rescue Mission	Shelter of Hope	ES - Fam & Ind*
Champions Recovery Alternative Program	Heritage Homes	PSH - Family & Ind
CSET	Tulare County PSH	PSH - Family & Ind
Family Services of Tulare County	Tulare Housing First	PSH - Family & Ind
Family Services of Tulare County	Tulare Housing First II	PSH - Family & Ind
Family Services of Tulare County	Tulare Housing First II Bonus	PSH - Family & Ind
Family Services of Tulare County	PSH I Tracy Ct.	PSH - Family & Ind
Family Services of Tulare County	PSH II Myrtle Ct.	PSH - Family & Ind
Kings Community Action Organization	Homeless Care Plus	PSH - Family & Ind
Tulare County HHSA/Mental Health	East Tulare Avenue Cottages	PSH - Ind*
Turning Point of Central California	Casa de Robles	PSH - Ind
United Way of Tulare County	United Way PSH Project	PSH - Family & Ind
Westcare	SSVF	HPRP - Family & Ind
Salvation Army	Kings County HPRP	HPRP - Family & Ind
Aspiranet	THP Plus, Kings County	TH - Family & Ind
Aspiranet	THP Plus, Tulare County	TH - Family & Ind
Central California Family Crisis Center	Transitional Housing Program - Homeless	TH - Family & Ind
Central California Family Crisis Center	Transitional Housing Program - DV	TH - Family & Ind
Champions Recovery Alternative Program	Hannah's House	TH - Family & Ind
Cornerstone Recovery Program	Andy's House	TH - Ind
Family Services of Tulare County	Transitional Housing + Services	TH - Fam
Tulare County HHSA/Mental Health	Transitional Living Center	TH - Ind*
Turning Point of Central California	Court Street Transitional Housing	TH - Ind
Turning Point of Central California	Visalia Re-entry Center	TH - Ind
Visalia Rescue Mission	House of Hope	TH - Family & Ind*
Visalia Rescue Mission	Next Steps	TH - Ind*
Totals		

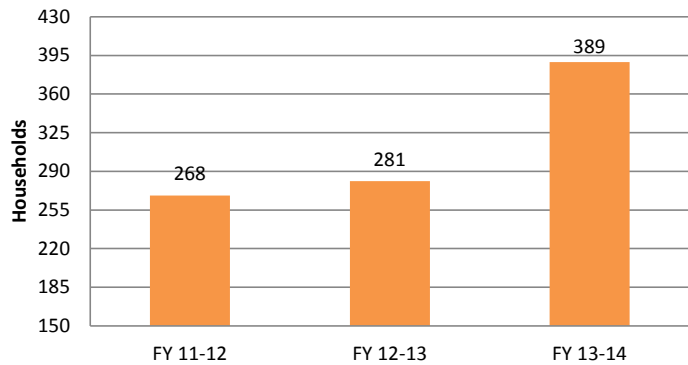
*\*These programs will not have data or performance measures for employment or housing stability.*

# System and Program Indicator Report

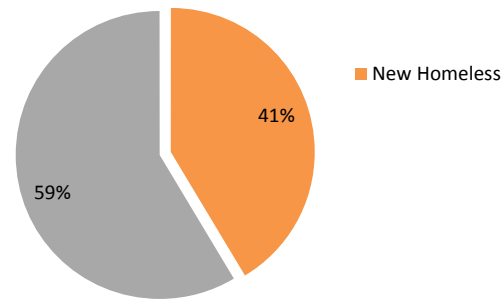


AHAR 10: Emergency Shelter	Households Served			Bed Utilization			Average Length of Stay (Days)			Successful Housing Outcomes				System Level Performance
10/01/2013-12/31/13	Goal	Actual	Outcome Achieved	Capacity	Actual	% Bed Utilization	Goal	Actual	Outcome Achieved	Goal (%)	Actual (#)	Actual (%)	Outcome Achieved	
Individual System^	-	389	-	108	75	69%	-	45	-	65%	33	32%	x	Medium

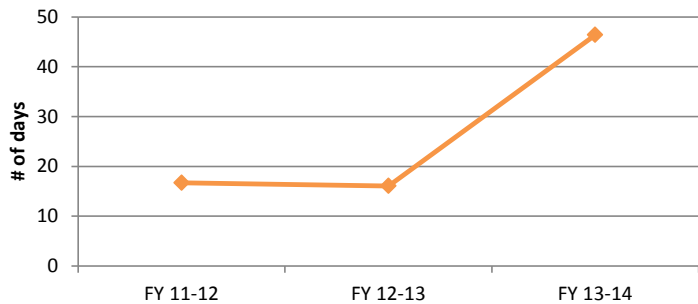
### # Households Served



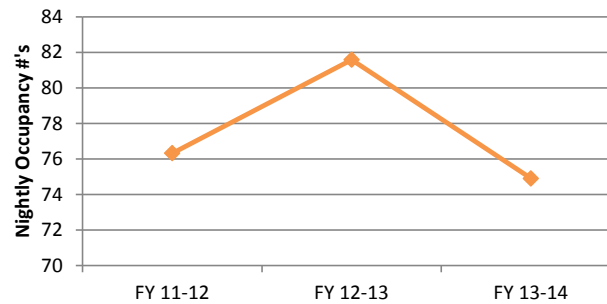
### Newly Homeless



### Average Length of Stay, Days



### Occupancy Rate



Demographics	
Households Served	389
Clients Served	389
Recidivism	2%
Average Age (HOH)	42
Gender - Male (HOH)	66%
Gender - Female (HOH)	34%
Veterans (adults only)	2%
Disabling Condition (adults)	13%
Avg. Monthly Income at Entry	\$489
Percent Working at Entry	9%
Race - White (HOH)	81%
Race - American Indian (HOH)	7%
Race - Black (HOH)	8%
Race - Asian (HOH)	0%
Race - Multi-Racial (HOH)	2%
Hispanic (HOH)	42%
Non-Hispanic (HOH)	57%
Adults Served	389
Adults 18-30 years	15%
Adults 31-50 years	37%
Adults 50-64 years	17%
Adults 65+ years	3%
Adults Unknown Age	28%

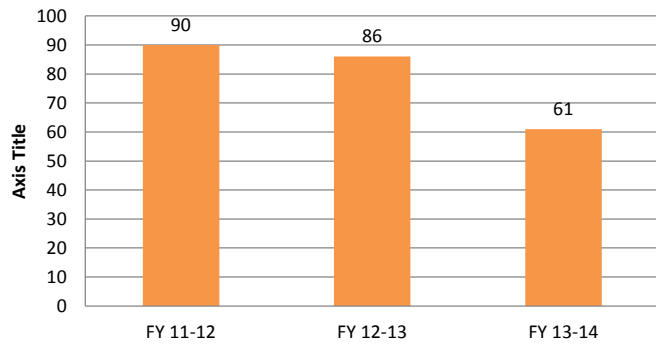
^Program Specific Data Elements (Income & Housing Stability) not collected by VRM programs.



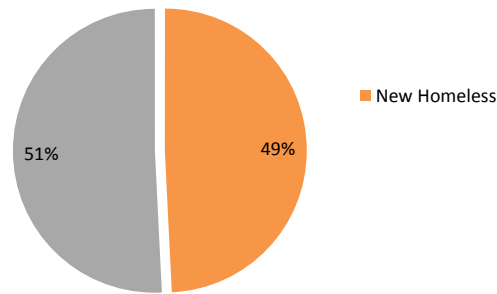
# System and Program Indicator Report

AHAR 10: Emergency Shelter	Households Served			Bed Utilization			Average Length of Stay (Days)			Successful Housing Outcomes				System Level Performance
	Goal	Actual	Outcome Achieved	Capacity	Actual	% Bed Utilization	Goal	Actual	Outcome Achieved	Goal (%)	Actual (#)	Actual (%)	Outcome Achieved	
10/01/2013-12/31/13														
Family System^	-	61	-	93	34	37%	-	30	-	65%	54	33%	x	Low

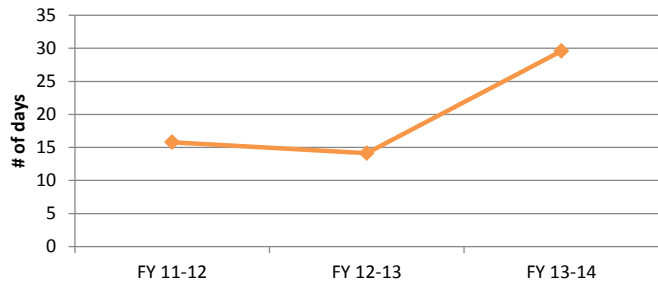
### # Households Served



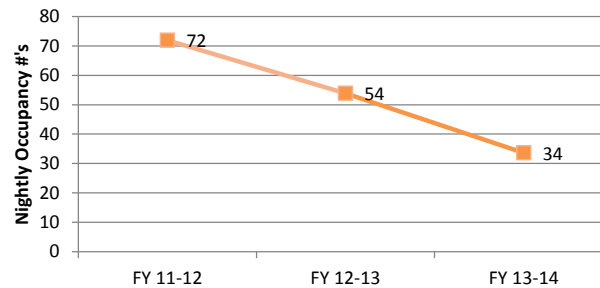
### Newly Homeless



### Average Length of Stay, Days



### Occupancy Rate



Demographics	
Households Served	61
Clients Served	193
Recidivism	0%
Average Age (HOH)	34
Gender - Male (HOH)	0%
Gender - Female (HOH)	100%
Veterans (adults only)	0%
Disabling Condition (adults)	21%
Avg. Monthly Income at Entry	\$489
Percent Working at Entry	5%
Race - White (HOH)	90%
Race - American Indian (HOH)	5%
Race - Black (HOH)	5%
Hispanic (HOH)	48%
Non-Hispanic (HOH)	52%
Adults Served	61
Children Served	132
Average Family Size	3.2
Average # of Children	2.2
Children 0-5 years	31%
Children 6-12 years	32%
Children 13-17 years	6%
Adults 18-30 years	13%
Adults 31-50 years	17%
Adults 51-64 years	2%

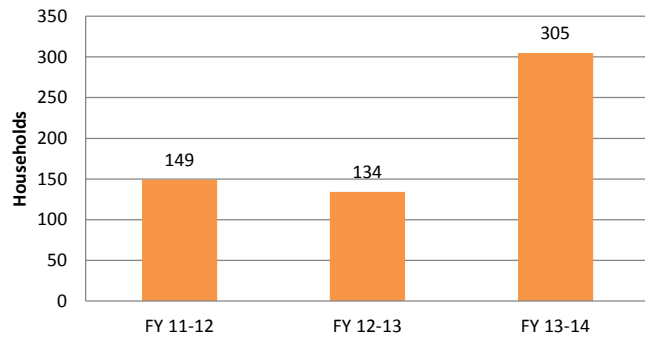
^Program Specific Data Elements (Income & Housing Stability) not collected by VRM programs.

# System and Program Indicator Report

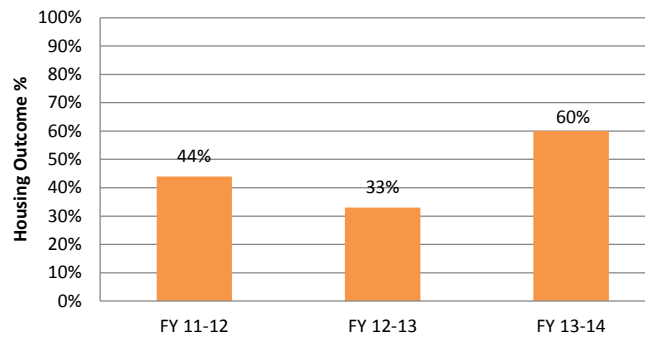


AHAR 10: Transitional Housing	Households Served			Bed Utilization			Total Income			Earned Income			Successful Housing Outcomes				System Level Performance
	10/01/2013-12/31/13	Capacity	Actual	Outcome Achieved	Capacity	Actual	% Bed Utilization	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (#)	Actual (%)	
Individual System^	-	305	-	192	121	63%	56%	31%	×	24%	30%	✓	65%	34	60%	×	Low

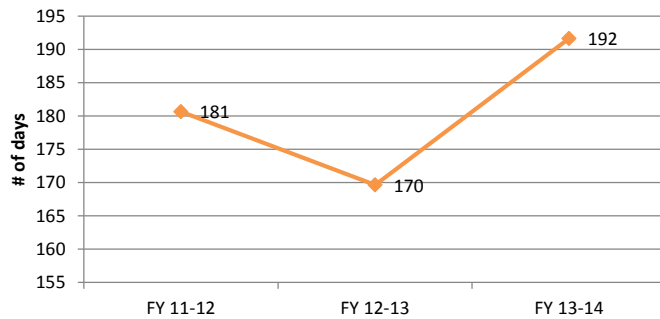
### # Households Served



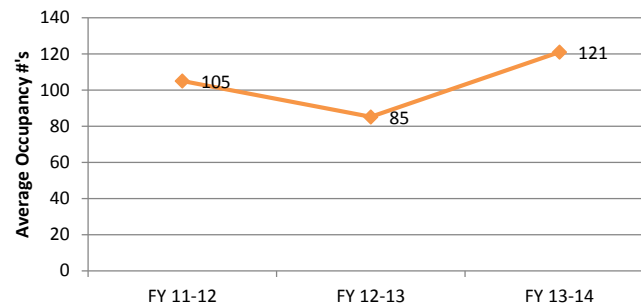
### Successful Housing Outcomes



### Average Length of Stay, Days



### Occupancy Rate



### Demographics

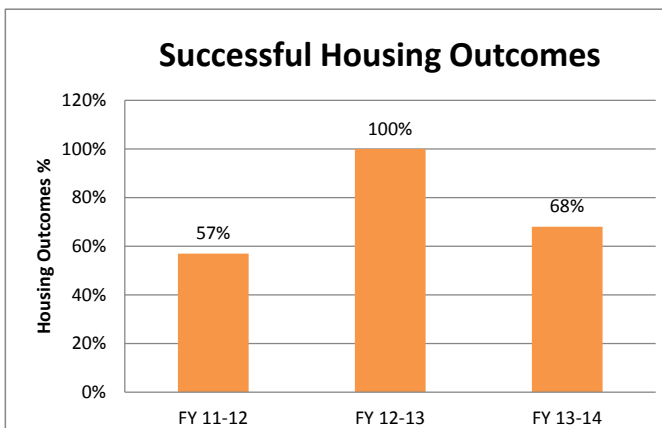
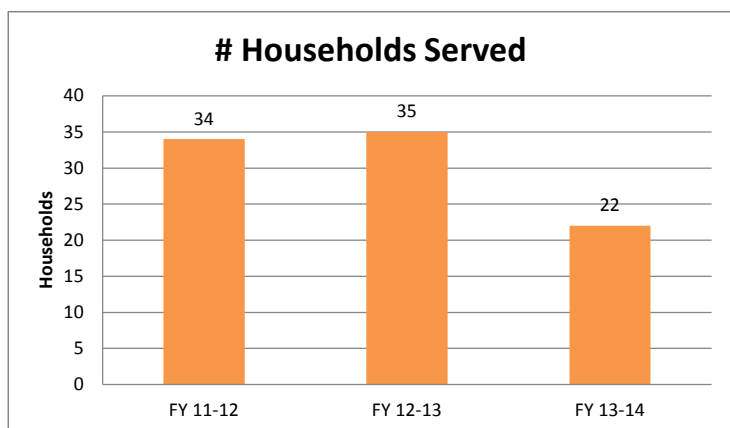
Households Served	305
Clients Served	305
Recidivism	4%
Average Age (HOH)	46
Gender - Male (HOH)	80%
Gender - Female (HOH)	20%
Veterans (adults only)	2%
Disabling Condition (adults)	28%
Avg. Monthly Income at Entry	\$528
Race - White (HOH)	81%
Race - American Indian (HOH)	7%
Race - Black (HOH)	10%
Race - Multi-Racial (HOH)	1%
Race - Asian (HOH)	0.3%
Race - Native Hawaiian (HOH)	0.3%
Hispanic (HOH)	43%
Non-Hispanic (HOH)	56%
Adults Served	99.7%
Unaccompanied Youth	0.3%
Adults 18-30 years	25%
Adults 31-50 years	50%
Adults 51-64 years	18%
Adults 65+ years	2%
Unknown Age	5%

^Program Specific Data Elements (Income & Housing Stability) not collected by VRM and Tulare County HHS TH programs.

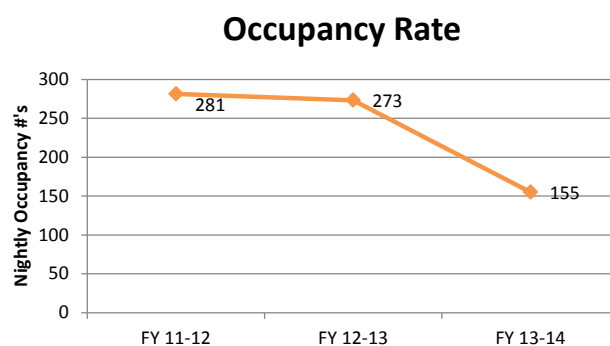
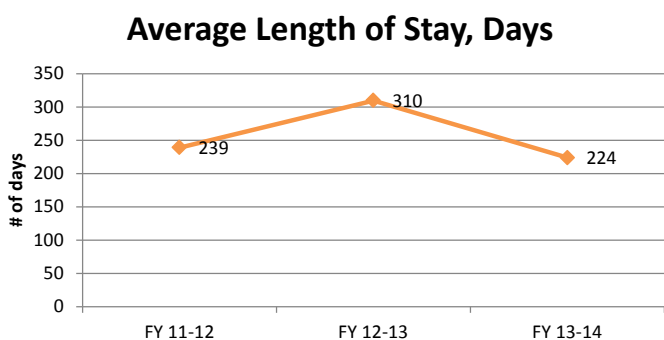


## System and Program Indicator Report

AHAR 10: Transitional Housing	Households Served			Bed Utilization			Total Income			Earned Income			Successful Housing Outcomes				System Level Performance
	Capacity	Actual	Outcome Achieved	Capacity	Actual	% Bed Utilization	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	
10/01/2013-12/31/13																	
Family System^	-	22	-	79	52	65%	56%	13%	×	24%	4%	×	19	65%	68%	✓	Low



Demographics	
Households Served	22
Clients Served	70
Recidivism	0%
Average Age (HOH)	32
Gender - Male (HOH)	9%
Gender - Female (HOH)	91%
Veterans (adults only)	0%
Disabling Condition (adults)	13%
Avg. Monthly Income at Entry	\$606
Race - White (HOH)	82%
Race - American Indian (HOH)	0%
Race - Black (HOH)	14%
Race - Multi-Racial (HOH)	5%
Hispanic (HOH)	59%
Non-Hispanic (HOH)	41%
Adults Served	24
Children Served	46
Average Family Size	3.2
Average # of Children	2.1
Children 0-5 years	31%
Children 6-12 years	23%
Children 13-17 years	11%
Adults 18-30 years	16%
Adults 31-50 years	19%



^Program Specific Data Elements (Income & Housing Stability) not collected by VRM TH programs.

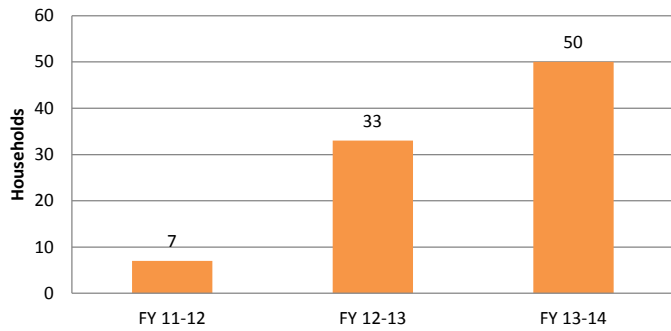


# System and Program Indicator Report

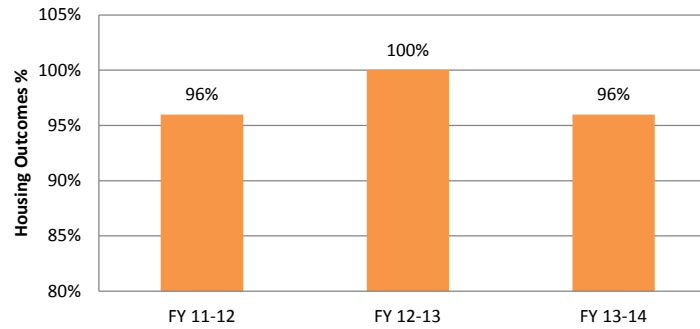


AHAR 10: Permanent Supportive Housing	Households Served			Bed Utilization			Total Income			Earned Income			Housing Stability				System Level Performance
	Capacity	Actual	Outcome Achieved	Capacity	Actual	% Bed Utilization	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	
10/01/2013-12/31/13																	
Individual System	-	50	-	81	50	61%	56%	65%	✓	24%	20%	×	51	81%	96%	✓	Medium

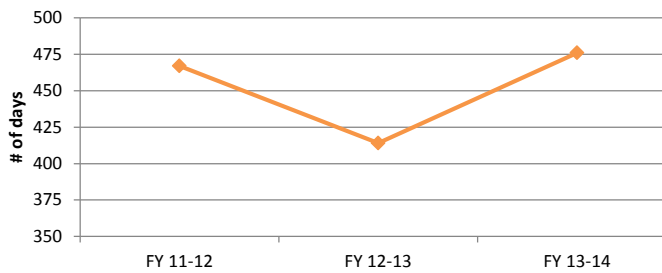
### # Households Served



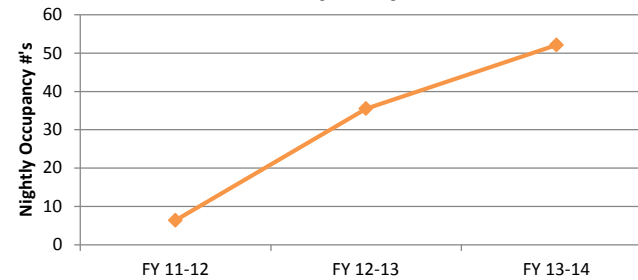
### Successful Housing Outcomes



### Average Length of Stay, Days



### Occupancy Rate



### Demographics

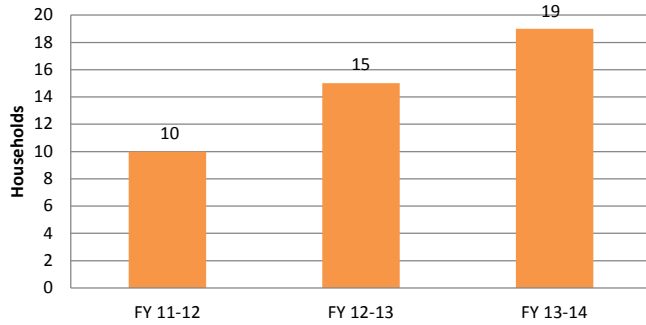
Households Served	50
Clients Served	54
Recidivism	0%
Average Age (HOH)	48
Gender - Male (HOH)	48%
Gender - Female (HOH)	50%
Gender - Transgendered (HOH)	2%
Veterans (adults only)	0%
Disabling Condition (adults)	89%
Avg. Monthly Income at Entry	\$427
Race - White (HOH)	88%
Race - Black (HOH)	6%
Race - Multi-Racial (HOH)	4%
Race - Native Hawaiian (HOH)	2%
Hispanic (HOH)	28%
Non-Hispanic (HOH)	72%
Adults Served	54
Children Served	0
Adults 18-30 years	15%
Adults 31-50 years	44%
Adults 51-64 years	37%
Adults 65+ years	4%

# System and Program Indicator Report

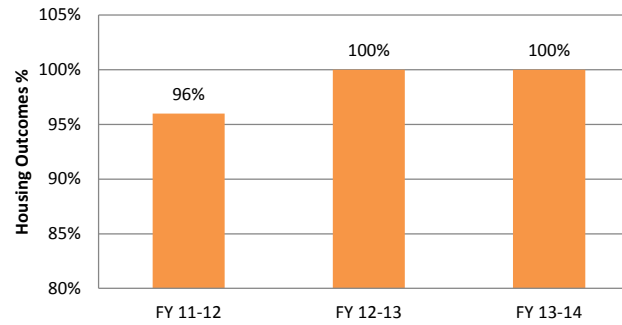


AHAR 10: Permanent Supportive Housing	Households Served			Bed Utilization			Total Income			Earned Income			Housing Stability				System Level Performance
	Capacity	Actual	Outcome Achieved	Capacity	Actual	% Bed Utilization	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	
10/01/2013-12/31/13																	
Family System	-	19	-	101	58	58%	56%	23%	×	24%	2%	×	64	81%	100%	✓	Low

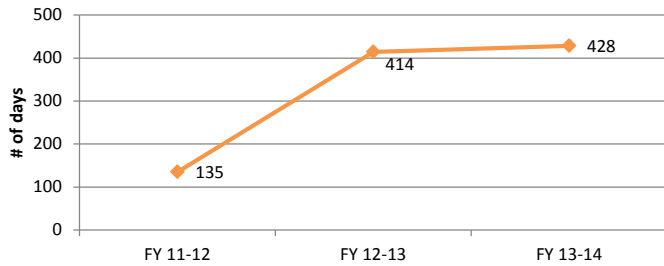
### # Households Served



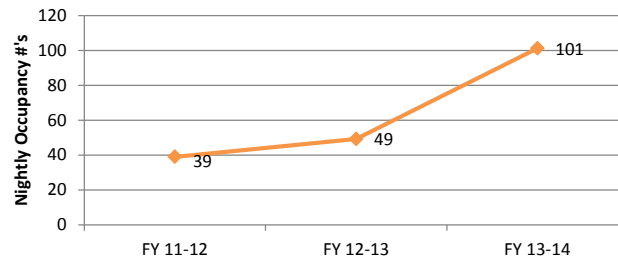
### Successful Housing Outcomes



### Average Length of Stay, Days



### Occupancy Rate



### Demographics

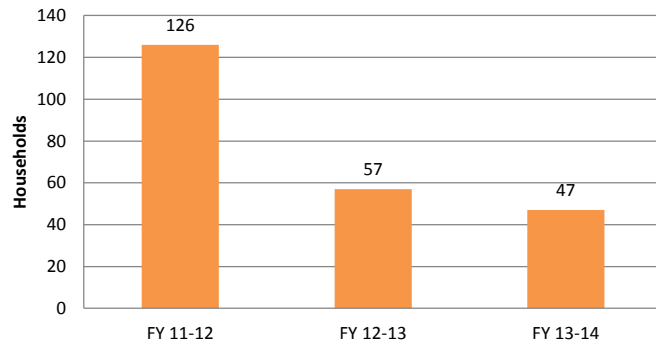
Households Served	19
Clients Served	64
Recidivism	0%
Average Age (HOH)	39
Gender - Male (HOH)	16%
Gender - Female (HOH)	84%
Veterans (adults only)	0%
Disabling Condition (adults)	95%
Avg. Monthly Income at Entry	\$782
Race - White (HOH)	68%
Race - Black (HOH)	32%
Hispanic (HOH)	37%
Non-Hispanic (HOH)	63%
Adults Served	25
Children Served	39
Average Family Size	3.4
Average # of Children	2.1
Children 0-5 years	22%
Children 6-12 years	25%
Children 13-17 years	14%
Adults 18-30 years	11%
Adults 31-50 years	20%
Adults 51-64 years	6%

# System and Program Indicator Report

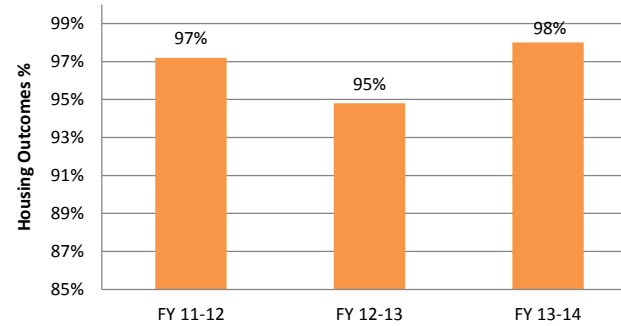


AHAR 10: Homeless Prevention	Average Length of Participation (Days)			Total Income			Earned Income			Successful Housing Outcomes				System Level Performance
	Goal	Actual	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	
10/01/2013-12/31/13	-	82	-	56%	58%	✓	24%	24%	✓	128	81%	98%	✓	High

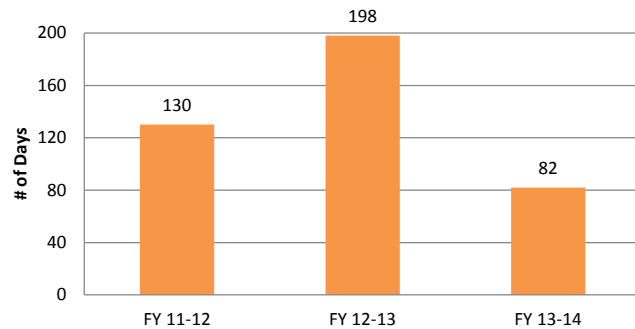
### Households Served



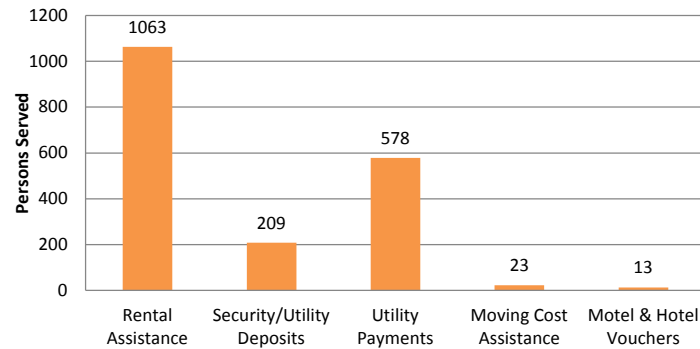
### Successful Housing Outcomes



### Average Length of Participation, Days



### Persons Served by Service Activity



### Demographics

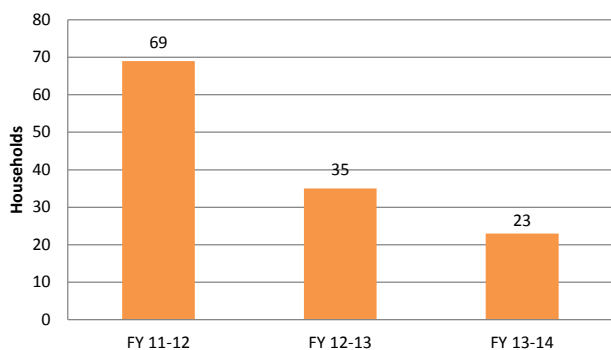
Households Served	47
Clients Served	131
Recidivism	3%
Average Age (HOH)	40
Gender - Male (HOH)	60%
Gender - Female (HOH)	40%
Veterans (adults only)	60%
Disabling Condition (adults)	55%
% Working at Entry	72%
% Working at Exit	71%
Average Monthly Income	\$871
Race - White (HOH)	68%
Race - Am. Indian/Alaskan (HOH)	2%
Race - Black (HOH)	30%
Hispanic (HOH)	36%
Non-Hispanic (HOH)	64%
Adults Served	72
Children Served	59
Average Family Size	2.8
Average # of Children	1.3
Children 0-5 years	18%
Children 6-12 years	17%
Children 13-17 years	10%
Adults 18-30 years	21%
Adults 31-50 years	24%
Adults 51-64 years	9%



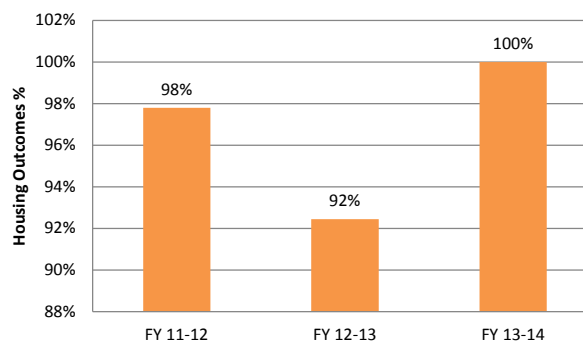
## System and Program Indicator Report

AHAR 10: Rapid Re-Housing 10/01/2013-12/31/13	Average Length of Participation (Days)			Total Income			Earned Income			Successful Housing Outcomes				System Level Performance
	Goal	Actual	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	
Ind & Family System	-	109	-	56%	59%	✓	24%	0%	×	36	81%	100%	✓	Medium

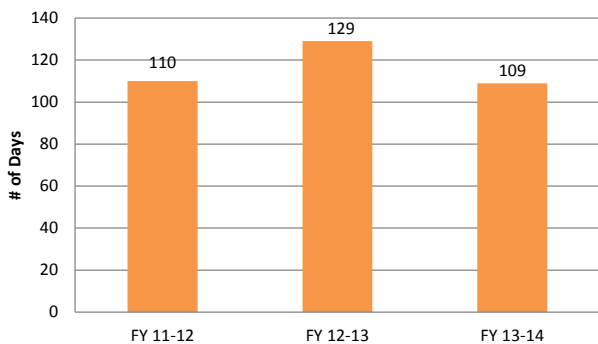
### Households Served



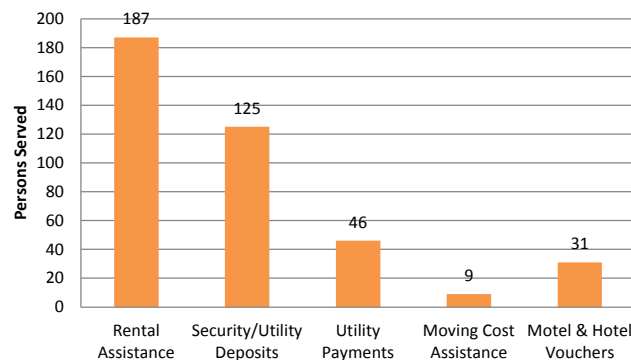
### Successful Housing Outcomes



### Average Length of Stay, Days



### Persons Served by Service Activity



### Demographics

Households Served	23
Clients Served	36
Recidivism	3%
Average Age (HOH)	43
Gender - Male (HOH)	78%
Gender - Female (HOH)	22%
Veterans (adults only)	64%
Disabling Condition (adults)	39%
% Working at Entry	50%
% Working at Exit	57%
Average Monthly Income	\$1,185
Race - White (HOH)	74%
Race - Am. Indian/Alaskan (HOH)	4%
Race - Black (HOH)	17%
Race - Asian (HOH)	4%
Hispanic (HOH)	35%
Non-Hispanic (HOH)	65%
Adults Served	28
Children Served	8
Average Family Size	1.6
Average # of Children	0.3
Children 0-5 years	8%
Children 6-12 years	8%
Children 13-17 years	6%
Adults 18-30 years	19%
Adults 31-50 years	28%
Adults 51-64 years	25%
Adults 65+ years	6%

## System and Program Indicator Report

AHAR 10: Emergency Shelter	Households Served			Nightly Occupancy					Average Length of Stay (Days)			Performance Level
	# of Units	Average (#) of Households	Outcome Achieved	Bed Capacity (#)	Goal (%)	Actual (#)	Bed Utilization (%)	Outcome Achieved	Goal (#)	Actual (#)	Outcome Achieved	High/ Medium/ Low
10/01/2013-12/31/2013												
CoC Funded Programs												
CCFCC Porterville Women's Shelter	38	17	45%	38	65%	28	73%	✓	N/A	34	N/A	High
Non-CoC Programs												
Barbara Saville Women's Shelter	14	8	54%	26	65%	11	44%	x	N/A	52	N/A	Low
Karen's House	14	6	40%	30	65%	9	31%	x	N/A	33	N/A	Low
Lighthouse Rescue Mission	8	5	66%	20	65%	7	35%	x	N/A	26	N/A	Low
VRM Shelter of Hope	26	12	46%	26	65%	17	65%	✓	N/A	31	N/A	High
VRM ONG Men's Shelter	50	43	86%	50	65%	43	86%	✓	N/A	N/A	N/A	High

## System and Program Indicator Report

AHAR 10: Transitional Housing	Households Served			Bed Utilization				Length of Stay (Days)			Total Income			Earned Income			Housing Stability					Performance Level	
	# of Units	Average (#) of Households	Outcome Achieved	Bed Capacity (#)	Goal (%)	Actual (#)	Bed Utilization (%)	Outcome Achieved	Goal	Actual (#)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (#)	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	High/ Medium/ Low
10/01/2013-12/31/2013																							
CoC Funded Programs																							
Transitional Housing + Services	10	8	79%	40	80%	22	55%	x	N/A	370	N/A	56%	33%	x	24%	0%	x	10	15	65%	100%	✓	Low
CCFCC Transitional Housing Program	7	9	134%	35	80%	25	72%	x	N/A	198	N/A	56%	18%	x	24%	18%	x	5	5	65%	71%	✓	Low
Andy's House	20	19	95%	20	80%	19	95%	✓	N/A	175	N/A	56%	45%	x	24%	48%	✓	9	12	65%	86%	✓	High
Court Street Transitional Housing	4	4	110%	4	80%	4	110%	✓	N/A	230	N/A	56%	0%	x	24%	0%	x	1	0	65%	0%	x	Low
Visalia Re-Entry HUD	15	14	94%	15	80%	14	94%	✓	N/A	78	N/A	56%	46%	x	24%	46%	✓	7	9	65%	90%	✓	High
Non CoC Funded Programs																							
Hannah's House	9	11	118%	20	80%	14	69%	x	N/A	76	N/A	56%	13%	x	24%	7%	x	11	5	65%	29%	x	Low
THP Plus, Tulare County	12	9	78%	12	80%	9	78%	x	N/A	218	N/A	56%	75%	✓	24%	38%	✓	6	1	65%	11%	x	Medium
THP Plus, Kings County	7	7	98%	7	80%	7	98%	✓	N/A	365	N/A	56%	25%	x	24%	25%	✓	0	≠	65%	≠	N/A	≠
Transitional Living Center <sup>2</sup>	36	34	94%	36	80%	34	94%	✓	N/A	312	N/A												High
Visalia Re-Entry Non-HUD	13	10	81%	13	80%	10	81%	✓	N/A	55	N/A	56%	14%	x	56%	14%	x	9	7	65%	50%	x	Low
VRM House of Hope <sup>2</sup>	19	13	66%	19	80%	13	66%	x	N/A	208	N/A												Medium
VRM Next Steps <sup>2</sup>	50	38	77%	50	80%	38	77%	x	N/A	N/A	N/A												High

<sup>2</sup> Program Specific Data Elements (Total Income, Earned Income and Housing Stability) are not collected by these programs. Program performance measured only on Bed Utilization.

≠ Clients have either not exited or remained housed for a year in order to capture this information

## System and Program Indicator Report

AHAR 10: Permanent Supportive Housing	Households Served			Bed Utilization					Average Length of Stay (Days)			Total Income			Earned Income			Housing Stability					Performance Level
	# of Units	Average (#) of Households	Outcome Achieved	Bed Capacity (#)	Goal (%)	Actual (#)	Bed Utilization (%)	Outcome Achieved	Goal	Actual (#)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (#)	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	High/ Medium/ Low
10/01/2013-12/31/2013																							
CoC Funded Programs																							
Casa de Robles	6	4	67%	6	95%	4	67%	x	N/A	119	N/A	56%	≠	N/A	24%	≠	N/A	3	4	87%	100%	✓	≠
Heritage Homes	8	8	100%	31	95%	30	97%	✓	N/A	558	N/A	56%	60%	✓	24%	0%	x	26	30	87%	100%	✓	High
Homeless Care Plus	7	5	65%	22	95%	10	43%	x	N/A	316	N/A	56%	67%	✓	24%	0%	x	10	12	87%	100%	✓	Medium
PSH I Tracey Court	4	5	125%	12	95%	16	133%	✓	N/A	742	N/A	56%	38%	x	24%	0%	x	14	16	87%	100%	✓	Medium
PSH II Myrtle Court	4	3	72%	12	95%	9	74%	x	N/A	217	N/A	56%	100%	✓	24%	0%	x	12	14	87%	100%	✓	Medium
Tulare County PSH	23	4	19%	50	95%	9	18%	x	N/A	88	N/A	56%	0%	x	24%	0%	x	10	11	87%	92%	✓	Low
Tulare Housing First	7	6	86%	7	95%	6	86%	x	N/A	895	N/A	56%	80%	✓	24%	50%	✓	6	7	87%	100%	✓	High
Tulare Housing First II	15	13	85%	15	95%	13	85%	x	N/A	421	N/A	56%	71%	✓	24%	17%	x	11	13	87%	100%	✓	Medium
Tulare Housing First II Bonus	5	5	98%	5	95%	5	98%	✓	N/A	127	N/A	56%	≠	N/A	24%	≠	N/A	4	5	87%	100%	✓	≠
Non-CoC Funded Programs																							
East Tulare Avenue Cottages <sup>1</sup>	22	16	72%	22	95%	16	72%	x	N/A	753	N/A												Medium

<sup>1</sup> Program Specific Data Elements (Total Income, Earned Income and Housing Stability) are not collected by these programs. Program performance measured only on Bed Utilization.

≠ Clients have either not exited or remained housed for a year in order to capture this information

## System and Program Indicator Report

AHAR 10: Homeless Prevention & Rapid Re-Housing	Households Served			Average Length of Stay (Days)			Total Income			Earned Income			Housing Stability					Performance Level
	Goal (#)	Actual (#)	Outcome Achieved	Goal	Actual (#)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (%)	Actual (%)	Outcome Achieved	Goal (#)	Actual (#)	Goal (%)	Actual (%)	Outcome Achieved	High/ Medium/ Low
10/01/2013-12/31/2013																		
Programs																		
Homeless Prevention-SSVF	N/A	27	N/A	N/A	85	N/A	56%	64%	✓	24%	18%	×	60	63	87%	91%	✓	Medium
Rapid Re-Housing-SSVF	N/A	18	N/A	N/A	120	N/A	56%	54%	×	24%	0%	×	22	25	87%	100%	✓	Low
Kings County HP	N/A	20	N/A	N/A	80	N/A	56%	47%	×	24%	35%	✓	54	62	87%	100%	✓	Medium
Kings County RRH	N/A	5	N/A	N/A	84	N/A	56%	75%	✓	24%	0%	×	10	11	87%	100%	✓	Medium





2013 - 2014 Average Program Occupancy Rates

Facility Name		# of Year Round Beds	Oct-13	Nov-13	Dec-13	Avg
Emergency Shelter	Barbara Saville Woman's Shelter	26	48%	35%	48%	43%
	CCFCC Porterville Woman's Shelter	38	85%	61%	71%	73%
	Karen's House	30	46%	32%	16%	31%
	Lighthouse Rescue Mission	20	51%	22%	31%	35%
	VRM Shelter Of Hope	26	74%	67%	55%	65%
	VRM ONG	50	95%	80%	84%	86%
	<b>Total ES</b>	<b>190</b>	<b>67%</b>	<b>50%</b>	<b>51%</b>	<b>56%</b>
Transitional Housing	CCFCC Transitional Housing Program	35	78%	75%	63%	72%
	Andy's House	20	101%	89%	94%	95%
	Court Street Transitional Housing	4	100%	108%	120%	109%
	Hannah's House	20	80%	76%	51%	69%
	THP Plus - Tulare County	12	88%	78%	67%	78%
	THP Plus - Kings County	7	93%	100%	100%	98%
	TPCC Visalia Re-entry Center	28	83%	75%	105%	88%
	Transitional Housing + Services	40	68%	50%	48%	55%
	Transitional Living Center	36	94%	97%	93%	94%
	VRM House of Hope	19	63%	73%	63%	66%
	VRM Next Step	50	67%	76%	87%	77%
	<b>Total TH</b>	<b>271</b>	<b>83%</b>	<b>82%</b>	<b>81%</b>	<b>82%</b>
Permanent Supportive Housing	Casa de Robles	6	67%	67%	67%	67%
	East Tulare Avenue Cottages	22	71%	72%	73%	72%
	Heritage Homes	31	97%	97%	97%	97%
	Homeless Care Plus	22	36%	44%	50%	43%
	PSH Tulare County	50	14%	19%	22%	18%
	PSH I Tracy Court	12	133%	133%	133%	133%
	PSH II Myrtle Court	12	44%	77%	100%	74%
	Tulare Housing First	7	87%	86%	86%	86%
	Tulare Housing First II	15	83%	87%	87%	85%
	Tulare Housing First Bonus	5	94%	100%	100%	98%
	<b>Total PSH</b>	<b>182</b>	<b>73%</b>	<b>78%</b>	<b>81%</b>	<b>77%</b>

Notes:  
 Report contains information on HMIS participating agencies only



## Performance Measures

Goal	Purpose	Systems	Program Outcome Targets	Outcomes Calculation
Housing Stability	Indicates program/system level success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.	<ul style="list-style-type: none"> <li>▪ Permanent Supportive Housing</li> <li>▪ Homeless Prevention</li> </ul>	87% of persons will remain in the permanent housing program as of the end of the operating year or exit to permanent housing (subsidized or unsubsidized).	The number of Stayers in the program PLUS the number of Leavers who exited to a permanent housing destination ÷ by the total number of Stayers and Leavers.
		<ul style="list-style-type: none"> <li>▪ Transitional Housing</li> <li>▪ Rapid Re-Housing</li> </ul>	65% of persons will exit to permanent housing (subsidized or unsubsidized) during the operating year.	Permanent housing placement is calculated by determining the number of Leavers who exited to a permanent housing destination ÷ the total # of Leavers.
Increased Income	Indicates that program is assisting households to obtain sufficient income to attain housing. A higher rate is considered positive.	<ul style="list-style-type: none"> <li>▪ Permanent Supportive Housing</li> </ul>	56% of persons age 18 and older will maintain or increase their total income (from all sources) as of the end of the operating year or program exit.	The # of adults whose amount of cash income from any source remained the same or increased based on the persons income at intake and then at exit, or if they remained housed, at their most recent assessment ÷ by the total # of adult Leavers PLUS adult Stayers.
		<ul style="list-style-type: none"> <li>▪ Transitional Housing</li> </ul>	56% of persons age 18 and older will increase their total income (from all sources) as of the end of the operating year or program exit.	The # of adults whose amount of cash income from any source increased based on the persons income at intake and then at exit, or if they remained housed, at their most recent assessment ÷ by the total # of adult Leavers PLUS adult Stayers.



## Performance Measures

Goal	Purpose	Systems	Program Outcome Targets	Outcomes Calculation
Earned Income	Indicates that program is assisting households to stabilize housing by becoming employed or maintaining employment. A higher rate is considered positive.	<ul style="list-style-type: none"> <li>▪ Permanent Supportive Housing</li> <li>▪ HPRP</li> </ul>	24% of persons age 18 through 61 will maintain or increase their earned income as of the end of the operating year or at program exit.	The number of persons (ages 18-61 whose amount of earned income remained the same or increased based on the persons earned income at intake and then at exit, or if they remained housed, at their most recent assessment ÷ by the total # of Leavers PLUS Stayers (ages 18-61).
		<ul style="list-style-type: none"> <li>▪ Transitional Housing</li> </ul>	24% of persons age 18 through 61 will increase their earned income as of the end of the operating year or at program exit.	The number of persons (ages 18-61 whose amount of earned income increased based on the persons earned income at intake and then at exit, or if they remained housed, at their most recent assessment ÷ by the total # of Leavers PLUS Stayers (ages 18-61).
Bed Utilization	Indicates efficient use of community resources. High occupancy rate indicates system efficiency at turning over units and providing programs that are well-designed.	<ul style="list-style-type: none"> <li>▪ Emergency Shelter</li> <li>▪ Transitional Housing</li> <li>▪ Permanent Supportive Housing</li> </ul>	<ul style="list-style-type: none"> <li>▪ 60% min. bed utilization for ES</li> <li>▪ 80% min. bed utilization for TH</li> <li>▪ 95% min. bed utilization for PSH</li> </ul>	Total number of bed nights ÷ total number of nights in the month.
Average Length of Stay	A reasonably short length of stay indicates efficiency related to turnover of beds which is essential to meet system demand for emergency shelter.	<ul style="list-style-type: none"> <li>▪ Emergency Shelter</li> </ul>	Currently tracked but not monitored.	Exit Date (or report end date) - Entry Date ÷ number of clients served during the report period.



## Performance Measures

Goal	Purpose	Systems	Program Outcome Targets	Outcomes Calculation
Average Length of Participation	Indicates that system is assisting households to achieve independence without long term reliance on the system.	<ul style="list-style-type: none"> <li>▪ Rapid Re-Housing</li> <li>▪ Homeless Prevention</li> </ul>	Currently tracked but not monitored.	Exit Date (or report end date) - Entry Date ÷ number of clients served during the report period.
Households Served	Indicates volume of households served by the system and provides a better understanding of household size as it relates to unit occupancy.	<ul style="list-style-type: none"> <li>▪ Emergency Shelter</li> <li>▪ Transitional Housing</li> <li>▪ Permanent Supportive Housing</li> </ul>	Currently tracked but not monitored.	The number of households served by the program (or system) during the report period.
Newly Homeless	Indicates the volume of newly homeless persons served by emergency shelters.	<ul style="list-style-type: none"> <li>▪ Emergency Shelter</li> </ul>	Currently tracked but not monitored.	The number of newly homeless <sup>1</sup> clients ÷ total number of clients served during the report period.
Recidivism	Indicates system's success in ending homelessness as measured by number of households who attain housing and do not return or enter shelter subsequent to successful housing outcome.	<ul style="list-style-type: none"> <li>▪ Emergency Shelter</li> <li>▪ Transitional Housing</li> <li>▪ Rapid Re-Housing</li> <li>▪ Homeless Prevention</li> </ul>	Currently tracked but not monitored.	The total number of recidivist clients <sup>2</sup> ÷ the total number of clients served during the report period.

<sup>1</sup> Newly Homeless is defined as the number of persons that entered the emergency shelter during the report period that have not been served by other programs in the HMIS as of 4/01/2013.

<sup>2</sup> A recidivist client is defined as one that exits a system with a successful outcome (specific to that system) and re-enters the system within one year after exit from the system.