



Measuring the Performance of the Homeless Response System

The HEARTH Act (Homeless Emergency Assistance and Rapid Transition to Housing) was passed by Congress in 2009. The HEARTH Act charges Continuums of Care with promoting community-wide planning and the strategic use of resources to address homelessness. A critical aspect of the HEARTH Act is that it focuses on addressing homelessness as a coordinated system. Continuums of Care must measure the performance of the system using the following measures:

- 1. Reduction in the Length of Time People Remain Homeless**
Communities should be working to reduce the length of time that people experience homelessness.
- 2. Reduction in Returns to Homelessness**
Communities are asked to demonstrate a reduction in the percentage of persons who have left homelessness to permanent housing and then return to homelessness again.
- 3. The Thoroughness in Reaching Homeless Individuals and Families**
Communities are asked to have an effective and accessible coordinated entry system throughout the geography that is able to serve those with the highest needs, as well as strong homeless outreach strategies.
- 4. Overall Reduction in the Number of Homeless Individuals and Families**
Communities should be implementing strategies that help them reduce the total number of people who experience homelessness.
- 5. Jobs and Income Growth**
CoC-funded projects are asked to help the people that they serve to increase their incomes.
- 6. Reduction in the Number of People that Become Homeless**
Communities should be examining their homeless prevention strategies and working to decrease the number of people who experience homelessness for the first time.
- 7. Placement from Street Outreach**
Strong street outreach is successful in connecting people to emergency shelter, transitional housing, and permanent housing directly from the street. Communities should be working to increase the rate of successful placement from street outreach.
- 8. Successful placement in Permanent Housing, or Retention in Permanent Housing**
Communities should be working to increase the percentage of people who exit from emergency shelter, transitional housing, and rapid re-housing projects to a permanent housing destination; as well as increase the percentage of people who retain permanent housing in permanent supportive housing projects.