

Attachment C

Instructions for Manual Calculations of Performance Outcome Measures A-D, Capacity and Utilization Measure, HMIS Data Quality Measure, and HUD Target Population Report

Updated March 23rd, 2018
by EveryOne Home

The purpose of Attachment C is to allow Projects: 1) the option of performing manual calculations of the following objective criteria: Performance Outcome Measures A-D, Capacity and Utilization Measure, HMIS Data Quality Measure, and HUD Target Population Report and; 2) the ability to trace each outcome measure to the source data (APR, HMIS-general program entry data, and HIC report).

This Attachment is for Reference Only. There is no need to perform calculations by hand for the 2018 Project Evaluation assessment, these outcomes will be automatically using the EveryOne Home HUD NOFA Target Population Report Tool and the EveryOne Home APR Tool. To fulfill the submission requirement for these tools, please carefully review **Attachment A – Instructions for 2018 HUD NOFA Target Population Report** and **Attachment B – Instructions to Download Project’s APR and Run the EOH APR Tool.**

If you have any questions, please direct them to info@everyonehome.org.
The FAQ period begins Monday, April 2, 2018 and ends Friday, April 6, 2018.

Projects renewing for the first time that are not yet under contract, or which were not in operation for a full twelve months since October 1, 2016:

Renewing projects without a year of operation and expenditures need only to submit an updated Project Cover Sheet. They will receive the score awarded when they applied as a new project and be ranked according to that score.

Projects with a start date later than October 1, 2016 and a full year of program data may elect to receive the score awarded when they applied as a new project **or submit a full Project Evaluation Package** based on data from their start date to twelve months later.

New TH-RRH Projects can have the option to: 1) keep the score obtained when applying as a new TH-RRH project in 2017, or 2) **or submit a full Project Evaluation package** to be evaluated according to data from 2017 as a general TH Project.

Projects that **choose to keep their prior score** need only to submit an updated Project Cover Sheet. They may also be asked to complete a Project Milestone Update as part of a Monitoring TA/Site Visit.

OUTCOMES PERFORMANCE

APR Performance Outcomes (up to 32 Points)

The following section is related to project performance on local and HUD required outcomes. New to the 2018 NOFA, the EOH APR Tool will perform automatic calculations of certain APR Outcome measures. Please read Attachment B carefully for a detailed guide on how to run the APR Report and the EOH APR Tool. Renewal projects should complete the APR Tool depending on project type. Following are detailed illustrations of calculations made by the EveryOne Home HUD CoC APR Tool ("EOH APR Tool") using sample tables and formulas.

i. Outcome A: Housing (Up to 10 points)

PSH: Permanent Supportive Housing Projects must produce the Housing Retention information from 10/1/2016 -9/30/2017 **APR, Question 22a1**. The EOH APR Tool calculates the appropriate measure using the formula below, as demonstrated on the sample tables identifying each cell value.

Housing Retention > 12 months

% of persons retaining permanent housing for 12 months or more.

$$= (A + B + C + D + E) / [F - (G + H + I + J + K)]$$

APR Table:

22a1 - Length of Participation - CoC Projects			
	Total	Leavers	Stayers
30 days or less			G
31 too 60 days			H
61 to 90 days			I
91 to 180 days			J
181 to 365 days			K
366 to 730 days (1-2 Yrs)	A		
731 to 1095 Days (2-3 Yrs)	B		
1096 to 1460 Days (3-4 Yrs)	C		
1461 to 1825 Days (4-5 Yrs)	D		
More than 1825 Days (>5 Yrs)	E		
Data not collected			
Total	F		

EOH APR Tool Table:

Outcome A: People retaining permanent housing >12 Months (Q22a1)	Corresponding to Attachment C (manual formulas)
(A) Total Adults Retaining Housing for 12+ Months	(A + B + C + D + E)
(B) Total Adults	(F)
(C) Total Stayers in Housing for <12 Months	(G + H + I + J + K)
(A / (B-C)) % of people retaining permanent housing for 12 months or more	(A + B + C + D + E) / [F - (G + H + I + J + K)]

RRH, general TH, and youth-serving Transitional Housing and TH and PH-RRH: Rapid Rehousing, general Transitional Housing, youth-serving Transitional Housing, must produce the Obtaining Permanent Housing information from the **APR, Questions 23a, 23b, and 5a**. The EOH APR Tool calculates percentage of adults obtaining permanent housing using the formula below, as demonstrated on the sample tables identifying each cell value.

Obtaining Permanent Housing

% of persons obtaining permanent housing = (A + B) / C

APR Tables:

23a – Exit Destinations – More than 90 Days					
	Total	W/out Children	W/ Children and Adults	W/ only Children	Unknown HH Type
Owned by client, no ongoing subsidy					
Owned by client, with ongoing subsidy					
Rental by client, no ongoing subsidy					
Rental by client, with VASH subsidy					
Rental by client, with <u>other</u> ongoing subsidy					
PSH for homeless persons					
Living with family, permanent tenure					
Living with friends, permanent tenure					
Subtotal	A				

23b - Exit Destinations - Less than 90 Days					
	Total	W/out Children	W/Children and Adults	W/ only Children	Unknown H Type
Owned by client, no ongoing subsidy					
Owned by client, with ongoing subsidy					
Rental by client, no ongoing subsidy					
Rental by client, with VASH subsidy					
Rental by client, with other ongoing subsidy					
PSH for homeless persons					
Living with family, permanent tenure					
Living with friends, permanent tenure					
Subtotal	B				

5a – Report Validation Table	
1. Total Number of Persons Served	
2. Total Number of Adults (18 and over)	
3. Number of Children (under age 18)	
4. Number of Persons with Unknown Age	
5. Number of Leavers	C
6. Number of Adult Leavers	
7. Number of Adult and Head of Household Leavers	
8. Number of Stayers	
9. Number of Adult Stayers	
10. Number of Veterans	
11. Number of Chronically Homeless Persons	
12. Number of Youth Under Age 25	
13. Number of Parenting Youth Under Age 25 with Children	
14. Number of Adult Heads of Household	
15. Number of Child and Unknown-age Head of Household	
16. Adult Heads of Household and Stayers in the Project 365 days or More	

EOH APR Tool Table:

Outcome A: People who obtain permanent housing (Q23a, Q23b, Q5a)	Corresponding to Attachment C (manual formulas)
(A) (>90 days) Persons who exited to a permanent housing destination	A
(B) (<90 days) Persons who exited to a permanent housing destination	B
(C) Total Leavers	C
((A+B)/C) % who exited to a permanent housing destination	(A + B) / C

ii. Outcome B: Income (Up to 7 points)

PSH, RRH, Joint TH and PH-RRH, general TH, and transition aged youth-serving Transitional Housing:
 For PSH and general Transitional Housing the Income Outcome measure is Adult Stayers and Leavers.
 For Rapid Rehousing, Joint TH and PH-RRH, and transition aged youth-serving TH, the Income Outcome measure is Adult Stayers and Leavers Who Increase Income.

Using **APR, Questions 19a3**, the EOH APR Tool calculates the percentage of adults who obtained or maintained earned income using the formula below, as demonstrated on the sample tables identifying each cell value.

Retain or Increase Income (PSH and General TH)

$$\% \text{ of persons who retained or increased their income} = (A + B) / C$$

Increase Income (RRH and TAY TH)

$$\% \text{ of person who increased their income} = B / C$$

APR Table

Q19a3 Client Cash Income Change - Income Source - by Start and Latest Status/Exit										
"Income Change by Income Category (Universe: Adult Stayers with Income Information at Start and Annual Assessment)"	"Had Income Category at Start and Did Not Have It at Annual Assessment"	"Retained Income Category But Had Less \$ at Annual Assessment Than at Start"	"Retained Income Category and Same \$ at Annual Assessment as at Start"	"Retained Income Category and Increased \$ at Annual Assessment"	"Did Not Have the Income Category at Start and Gained the Income Category at Annual Assessment"	"Did Not Have the Income Category at Start or at Annual Assessment"	"Total Adults (including those with No Income)"	"Performance Measure: Adults who Gained or Increased Income from Start to Annual Assessment"	"Average Gain"	"Performance Measure: Percent of persons who accomplished this measure"
"Number of Adults with Earned Income (i.e., Employment Income)"										
"Average Change in Earned Income"										
"Number of Adults with Other Income"										
"Average Change in Other Income"										
"Number of Adults with Any Income (i.e., Total Income)"		A					C	B		
"Average Change in Overall Income"										

EOH APR Tool Table:

For PSH and TH

Outcome B: Adult who maintain or increase income (Q19a3)	Corresponding to Attachment C (manual formulas)
(A) Retained Income Category and Same \$ at Annual Assessment/Exit as at Start	A
(B) Adults who Gained or Increased Income from Entry to Annual Assessment/Exit	B
(C) Total Adults (including those with No Income)	C
((A+B)/C) % of people who retained or increased their income	(A + B) / C

For RRH, TAY TH, and TH-RRH

Outcome B: Adults who gained or increase income (Q19a3)	Corresponding to Attachment C (manual formulas)
(A) Adults who Gained or Increased Income from Entry to Annual Assessment/Exit	B
(B) Total Adults (including those with No Income)	C
(A/B) % of people who gained or increased their income	B / C

iii. Outcome C: Benefits (Up to 7 points)

ALL PROJECT TYPES: produce the Access to Mainstream Benefits information from the **APR, Question 20b** and **21**, and **APR Question 18 and 5a**. The EOH APR Tool calculates the use of mainstream benefits as follows.

Adults Who Obtain or Maintain Non-Cash Mainstream Benefits

% of adults with non-cash mainstream benefits

$$= (A + B + C + D + E + F) / (G + H - I - J)$$

20b - Number of Non-Cash Benefit Sources			
	"Benefit at Entry"	"Benefit at Latest Annual Assessment for Stayers"	"Benefit at Exit for Leavers"
"No Sources"			
"1 + Source(s)"		A	B
"Client Doesn't Know/Client Refused"			
"Data Not Collected"			
"Total"			

21 - Health Insurance			
	"At Start"	"At Annual Assessment for Stayers"	"At Exit for Leavers"
"MEDICAID"			
"MEDICARE"			
"State Children's Health Insurance Program"			
"Veteran's Administration (VA) Medical Services"			
"Employer - Provided Health Insurance"			
"Health Insurance obtained through COBRA"			
"Private Pay Health Insurance"			
"State Health Insurance for Adults"			
"Indian Health Services Program"			
"Other"			
"No Health Insurance"			
"Client Doesn't Know/Client Refused"			
"Data Not Collected"			
"Number of Stayers not yet Required To Have an Annual Assessment"		J	
"1 Source of Health Insurance"		C	E
"More than 1 Source of Health Insurance"		D	F

18 - Client Cash Income Category - Earned/Other Income Category - by Start and Annual Assessment/Exit Status			
"Number of Adults by Income Category"	Adults at Start"	at Annual	Adults at Exit
"Adults with Only Earned Income (ie.e, Employment Income)"			
"Adults with Only Other Income"			
"Adults with Both Earned and Other Income"			
"Adults with No Income"			
"Adults with Client Doesn't Know/Client Refused Income Information"			
"Adults with Missing Income Information"			
"Number of Adult Stayers not yet Required to Have an Annual Assessment"	I		
"Number of Adult Stayers without Required Annual Assessment"			
"Total Adults"			
"1 or More Source of Income"			
"Adults with Income Information at Start and Annual Assessment/Exit"			

5a - Report Validation Table	
Total Number of Persons Served	H
Number of Adults (age 18 or over)	G
Number of Children (under age 18)	
Number of Persons with Unknown Age	
Number of Leavers	
Number of Adult Leavers	
Number of Adult and Head of Household Leavers	
Number of Stayers	
Number of Adult Stayers	
Number of Veterans	
Number of Chronically Homeless Persons	
Number of Youth Under Age 25	
Number of Parenting Youth Under Age 25 with Children	
Number of Adult Heads of Household	
Number of Child and Unknown-Age Heads of Household	
Heads of Households and Adult Stayers in the Project 365 Days or More	

EOH APR Tool Table:

Outcome C: % of people obtaining or maintaining non-cash mainstream benefits (Q20b)	Corresponding to Attachment C (manual formulas)
(A) 1+ Sources of Benefits at Latest Annual Assessment for Stayers	A
(B) 1+ Sources of Benefits at Exit for Leavers	B
(C) 1 or more sources of health insurance for stayers	(C + D)
(D) 1 or more source of health insurance for leavers	(E + F)
(E) Total Adults	G
(F) Total Adult Stayers not yet required to have an annual assessment	I
(G) Total Clients	H
(H) Total stayers not yet required to have an annual assessment	J
(A+B+C+D)/(E+G-F-H) % of people obtaining or maintaining non-cash mainstream benefits and health insurance	(A + B + C + D + E + F) / (G + H - I - J)

iv. Outcome D: Varied (Up to 8 Points)

- PSH: Exits to Homelessness
- RRH / TAY serving TH: Returns to Homelessness
- General-use TH: Length of Stay
- Proposed Joint TH and PH-RRH complete data for either General TH or RRH

Use the charts and formulas below for an illustration of EOH APR tool calculations according to your project type.

Permanent Supportive Housing

% of persons who exit to homelessness: $(A + B + C + D + E + F + G + H) / I$

23a – Temporary Exit Destination – More than 90 Days					
	Total	Without Children	With Children and Adults	With Only Children	Unkown Household Type
Emergency Shelter, including hotel or motel paid for with ES voucher	A				
Moved from one HOPWA funded project to HOPWA TH					
TH for Homeless Persons	B				
Staying or Living with Family, Temporary Tenure					
Staying or Living with Friends, Temporary Tenure					
Place not Meant for Human Habitation	C				
Safe Haven	D				
Hotel or Motel Paid for by Client					
Subtotal					

23b – Temporary Exit Destination – 90 Days or Less					
	Total	Without Children	With Children and Adults	With Only Children	Unkown Household Type
Emergency Shelter, including hotel or motel paid for with ES voucher	E				
Moved from one HOPWA funded project to HOPWA TH					
TH for Homeless Persons	G				
Staying or Living with Family, Temporary Tenure					
Staying or Living with Friends, Temporary Tenure					
Place not Meant for Human Habitation	G				
Safe Haven	H				
Hotel or Motel Paid for by Client					
Subtotal					

“I” refers to the table below, also listed in page 4 of the “2018 Renewal Project Scoring Tool.” The benchmarks vary depending on the total bed capacity of the program.

Total Bed Capacity in Program	Benchmark Number of Exits to Homelessness (Approx. 10% of bed capacity)
1-14	1
15-24	2
25-34	3
35-44	4
45-54	5
55-64	6
65-74	7
75-84	8
85-94	9
95-104	10
105-124	12
125+	18



EOH APR Tool Table:

	Corresponding to Attachment C (manual formulas)
Outcome D: % of people who exited to homelessness (Q23a and Q23b)	
(A) (>90 days) Clients who exited to emergency shelter (incl. hotel/motel paid for by voucher), transitional housing for homeless persons, place not meant for human habitation, or safe haven	(A + B + C + D)
(B) (<90 days) Clients who exited to emergency shelter (incl. hotel/motel paid for by voucher), transitional housing for homeless persons, place not meant for human habitation, or safe haven	(E + F + G + H)
(C) Number of Leavers	I
((A+B)/C) % of persons exiting to homelessness	(A + B + C + D + E + F + G + H) / I

Rapid Rehousing and TAY-serving Transitional Housing if using this measure:

% Return to Homelessness within Two Years: A/B

Due to HMIS agency visibility issues, EveryOne Home staff will run the System Performance Report 701 (Returns to Homelessness). Agencies cannot view data for clients who returned to homelessness *outside of their agency*. Therefore, this methodology is necessary for an accurate measure.

The measure will be calculated as follows, assuming that a System Performance Measure Report 701 has been run at the System Admin visibility level by EveryOne Home:

Filtered for relevant project(s)

A	B	C	D	E	F	G	H	I
Client Uid	Unique Id	EE Id	Provider	Proj	Start Date	End Date	Days to Reappe	
	2,499		Sample Project (TH)	TH			203	
			Sample Project (TH)	TH				
			Sample Project (TH)	TH			136	
			Sample Project (TH)	TH				
			Sample Project (TH)	TH			7	
			Sample Project (TH)	TH				
			Sample Project (TH)	TH				
			Sample Project (TH)	TH			42	
			Sample Project (TH)	TH				
			Sample Project (TH)	TH				
			Sample Project (TH)	TH				
			Sample Project (TH)	TH				
			Sample Project (TH)	TH				
			Sample Project (TH)	TH				
			Sample Project (TH)	TH				

(B) Count of clients who exited to PH in the two years prior

(A) Count of clients who re-appeared as homeless in HMIS, as evidenced by non-blank cells in Column H

General-Purpose Transitional Housing if using this measure:

“A” below shows the median number of bed nights in your project for this fiscal year.

22b - Average and Median Length of Participation in Days		
	"Leavers"	"Stayers"
"Average Length"		
"Median Length"	A	

EOH APR Tool Table:

Outcome D: Average Length of Stay in Program (Q22b)	Corresponding to Attachment C (manual formulas)
(A) Median Length of Participation in Days (leavers)	A
Days From Benchmark (180)	

I. Capacity and Utilization

Following are illustrations of calculations made by the EOH APR Tool using sample tables and formulas.

Site-based Projects (PSH and TH):

Number of Units in project (F) =

Average # of Households served = to find this value add the four PIT Counts of households divided by 4
(Q 8.b) fields B+C+D+E/4 =

8b - Point-In-Time Count of Persons on the Last Wednesday					
	"Total"	"Without Children"	"With Children and Adults"	"With Only Children"	"Unknown Household Type"
"January"	B				
"April"	C				
"July"	D				
"October"	E				

Utilization Rate: (Average # of Households Served / Number of Units) in Project

Scattered Site (PSH and RRH)

Number of contracted subsidies/slots in project (F) =

Households served = APR question 8.a (field A below)

8a - Number of Households Served					
	"Total"	"Without Children"	"With Children and Adults"	"With Only Children"	"Unknown Household Type"
"Total Households"	A				

Utilization Rate = # of Households served / Number of contracted subsidies in project =

EOH APR Tool Table:

Site-Based Projects Only (PSH and TH) (Q8b)	Corresponding to Attachment C (manual formulas)
(A) # of units in Project (Enter in "START HERE" tab)	F
(B) January PIT Count (households)	B
(C) April PIT Count (households)	C
(D) July PIT Count (households)	D
(E) October PIT Count (households)	E
(F) = ((B+C+D+E)/4) Average PIT Count (households) for the year	$(B + C + D + E) / 4$
(A/F) Utilization Rate: Average PIT Count (households)/Number of units in project	$[(B + C + D + E) / 4] / F$
Scattered Site Projects Only (PSH and RRH) (Q8a)	Corresponding to Attachment C (manual formulas)
(A) # of units in Project (Enter in "START HERE" tab)	F
(B) Total Households Served (Q8a)	A
(A/B) Utilization Rate: # of households served / # of contracted contracted subsidies	A / F

II. HMIS Data Quality

The following are illustrations of calculations made by the EOH APR Tool using sample formula and tables of APR questions 6a through 6e to calculate HMIS Data Quality.

$$(A + B + C + D + E) / 7 = \% \text{ that will serve as the project grade}$$

6a – Data Quality: Personal Identifying Information				
Data Element	Client Doesn't Know	Information Missing	Data Issues	% of Error Rate
Name				
SSN				
DOB				
Race				
Ethnicity				
Gender				
Overall Score				A
6b – Data Quality: Universal Data Elements				
Data Element	Error Count	% of Error Rate		
Veteran Status		B		
Project Entry Date		C		
Relationship to Head of Household		D		
Client Location		E		
Disabling Condition		F		
6c – Data Quality – Income and Housing Data Quality				
Data Element	Error Count	% of Error Rate		
Destination				
Income and Sources at Entry		G		
Income and Sources at Annual Assessment				
Income and Sources at Exit				

EOH APR Tool Table:

HMIS Data Quality (Q6a, Q6b, Q6c)	Corresponding to Attachment C (manual formulas)
(A) Overall Score (Q6a)	A
(B) % Error Rate in Veteran Status (Q6b)	B
(C) % Error Rate in Project Entry Date (Q6b)	C
(D) % Error Rate in Relationship to Head of Household (Q6b)	D
(E) % Error Rate in Client Location (Q6b)	E
(F) % Error Rate in Disabling Condition (Q6b)	F
(G) % Error Rate in Income and Sources at Entry (Q6c)	G
(H) = $((A+B+C+D+E+F+G)/7)$ Average project percentage	$(A + B + C + D + E + F + G) / 7$
(I) = $100\% - (H)$; Data Quality Score	

III. EveryOne Home Target Population Report

The EveryOne Home Target Population Report tabulates data using the 2018 NOFA Program Entry Report (as downloaded from ReportWriter in ServicePoint) and the Demographics with Detail Report (downloaded from ART) as follows, with example tables:

1. Heads of households with a program entry date between 10/1/2016 – 9/30/17 and who entered from a place not meant for habitation. The count is based on the 2018 NOFA Program Entry Report after the following filters are applied:

A	B	C	D	E	F	G	H	I	J	K	L	M
Client ID	Date of Birth	Relationship to Head of Household	Entry ID	Exit Subgroup	Entry Date	Exit Date	Provider	Domestic violence victim/survivor	If yes for Domestic Violence Victim/Survivor, are you currently fleeing?	Residence Prior to Project Entry	U.S. Military Veteran	
		Self (head of household)			10/11/2016		Sample Pr			Place not meant for habitation		
		Self (head of household)			10/24/2016		Sample Pr			Place not meant for habitation		
		Self (head of household)			10/24/2016		Sample Pr			Place not meant for habitation		

2. Heads of households with a program entry date between 10/1/2016 – 9/30/17 and who are fleeing from domestic violence or human trafficking. The count is based on the 2018 NOFA Program Entry Report after the following filters are applied:

A	B	C	D	E	F	G	H	I	J	K	L	M
Client ID	Date of Birth	Relationship to Head of Household	Entry ID	Exit Subgroup	Entry Date	Exit Date	Provider	Domestic violence victim/survivor	If yes for Domestic Violence Victim/Survivor, are you currently fleeing?	Residence Prior to Project Entry	U.S. Military Veteran	
		Self (head of household)			1/12/2017			Yes (HUD)	Yes (HUD)			
		Self (head of household)			1/20/2017			Yes (HUD)	Yes (HUD)			

- Heads of households with a program entry date between 10/1/2016 – 9/30/17 and who are veterans of the U.S. military. The count is based on the 2018 NOFA Program Entry Report after the following filters are applied:

Filtered for "Self (head of household)"

Filtered for dates between 10/1/2016 and 9/30/2017 (filter should already be applied in ReportWriter)

Filtered for "Yes (HUD)"

Client ID	Date of Birth	Relationship to Head of Household	Entry ID	Exit ID	Entry Date	Exit Date	Domestic violence victim/survivor	If yes for Domestic Violence Victim/Survivor, are you currently fleeing?	Residence Prior to Project	U.S. Military Veteran
		Self (head of household)			10/4/2016					Yes (HUD)
		Self (head of household)			10/11/2016					Yes (HUD)
		Self (head of household)			10/24/2016					Yes (HUD)

- Heads of households with a program entry date between 10/1/2016 – 9/30/17 and who were between the ages of 18 and 24 at the time of program entry. The count is based on the 2018 NOFA Program Entry Report after the following filters are applied:

Filtered for "Self (head of household)"

Column created by calculating (Entry Date - Date of Birth) for Age at Entry

Filtered for the age ranges 18-24.

Note: EOH Target Population Report does this through a macro, and so this column is not present in the downloaded ReportWriter file.

Client ID	Date of Birth	Relationship to Head of Household	Entry ID	Exit ID	Entry Date	Exit Date	Domestic violence victim/survivor	If yes for Domestic Violence Victim/Survivor, are you currently fleeing?	Residence Prior to Project	U.S. Military Veteran	TAY Column
	9/19/1998	Self (head of household)			10/4/2016						18
	7/12/1997	Self (head of household)			10/11/2016						19
	5/5/1992	Self (head of household)			10/24/2016						24

- Households with a program entry date between 10/1/2016 – 9/30/17 with one or more chronically homeless persons. The count is based on the Demographics with Details after the following filters are applied:

Filtered for "Yes"

Filtered for "Y"

Deduplicated based on HH ID (Household ID)

Client Name	CoC Proj Type	Age at Ent	Actv @ Mnth This	Is New This Report	Client Exited This Month	Client Exited This Report	Has Disability	Chronic 2	HH ID	Face Missing	Family Type	Income Individual	HI Coverage	Veter	CES Score
				Yes				Y	149181						
				Yes				Y	147177						
				Yes				Y	147876						

Note: The column "Is New This Report" indicates that the client entered the program ("is new") during the reporting period (10/1/16 – 9/30/17), which is why it is filtered for "Yes."