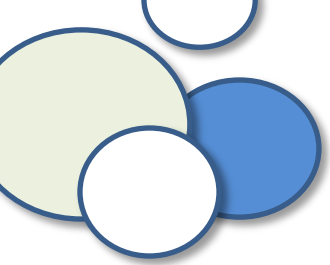


System Performance Measures

New Bedford Continuum of Care
2015 - 2017

Department of Planning | Housing | Community Development
Patrick J. Sullivan, Director





System Performance Measures

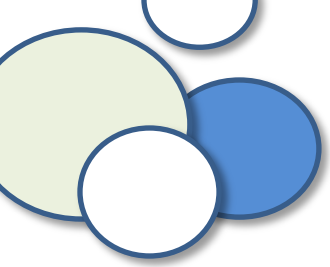
System performance measures established by the U.S. Department of Housing & Urban Development provide an important lens in understanding how successful each continuum of care is toward its goal of ending homelessness.



System Performance Measures

System performance measures establish key indicators that measure the effectiveness of New Bedford's efforts to end homelessness over a three year period (2015 – 2017) by answering the following questions:

- Is homelessness brief in New Bedford?**
- Is homelessness non-recurring in the city?**
- Is homelessness rare in New Bedford?**
- Do CoC programs help people improve income?**



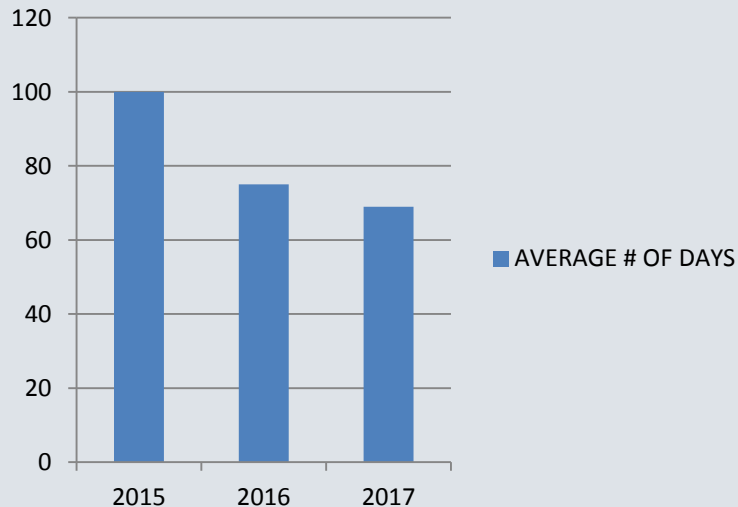
System Performance Measures

Is homelessness brief in New Bedford?

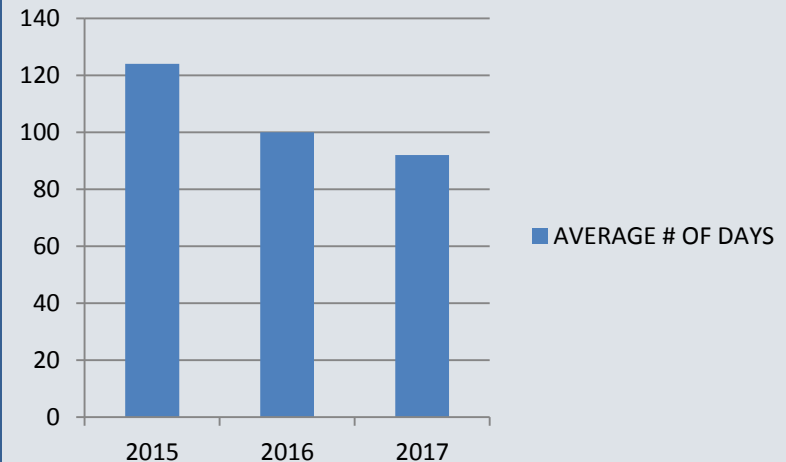
Measure :: Length of Time Persons Remain Homeless

Desired Outcome: Reduction in the average and median length of time persons remain homeless

Change in the average Length of Time Homeless in Emergency Shelter



Change in the average Length of Time Homeless in Emergency Shelter and Transitional Housing



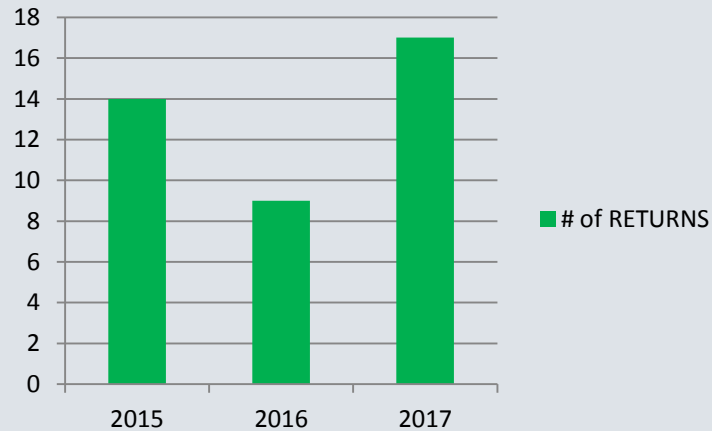
System Performance Measures

Is homelessness non-recurring in New Bedford?

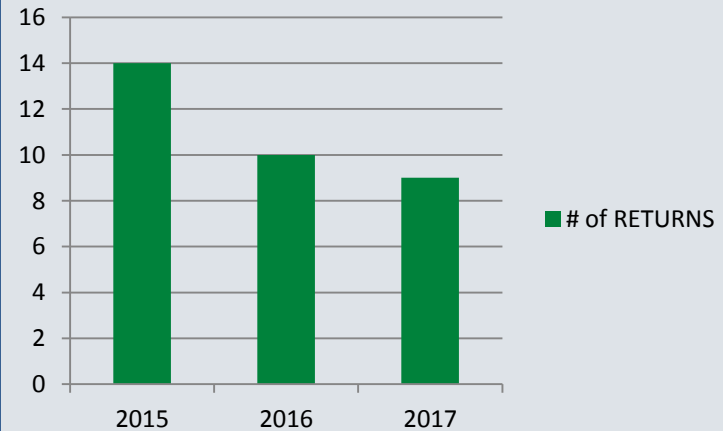
Measure :: The extent to which persons exiting homelessness to permanent destinations return to homelessness

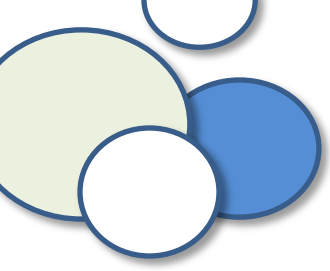
Desired Outcome: Reduction in the number of persons returning to homelessness

**Number of returns to homelessness
in less than 6 months
from exiting either ES/TH/PH**



**Number of returns to homelessness
between 6 - 12 months
from exiting either ES/TH/PH**



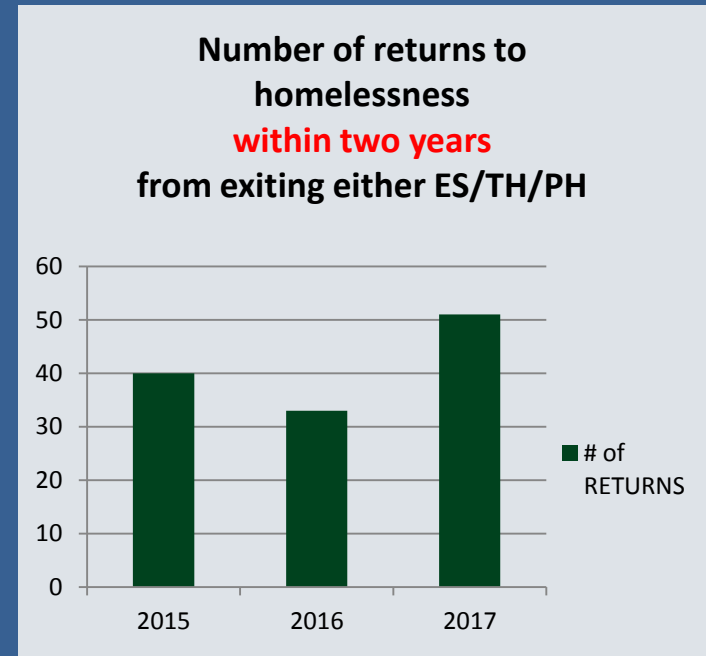
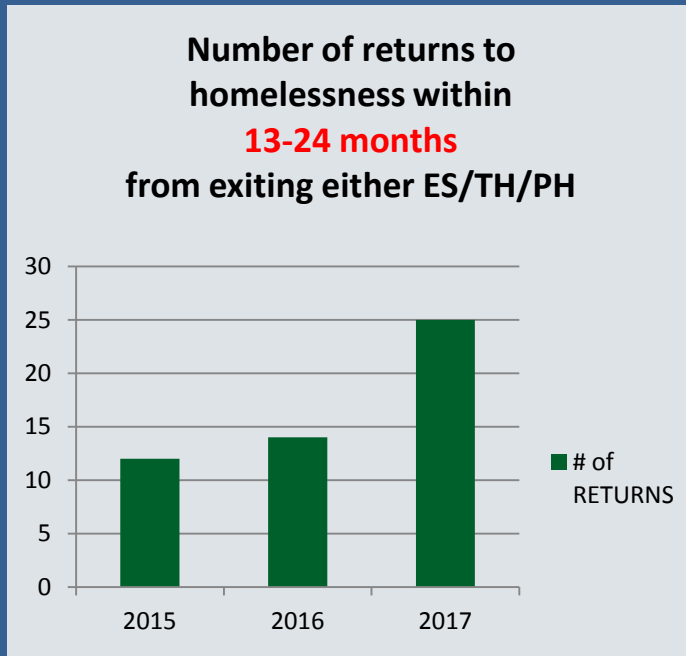


System Performance Measures

Is homelessness non-recurring in New Bedford?

Measure :: The extent to which persons exiting homelessness to permanent destinations return to homelessness

Desired Outcome: Reduction in the number of persons returning to homelessness



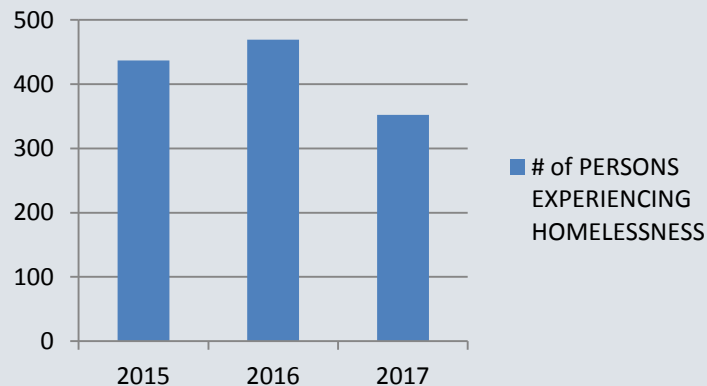
System Performance Measures

Is homelessness rare in New Bedford?

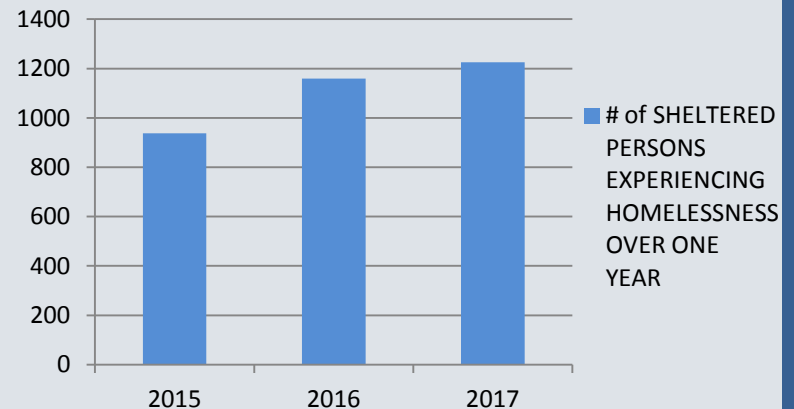
Measure :: Number of People Experiencing Homelessness

Desired Outcome: Reduction in the number of people experiencing homelessness

Number of people experiencing homelessness in New Bedford both sheltered and unsheltered during the Point In Time Count



Number of sheltered people experiencing homelessness in New Bedford for the entire year as captured in HMIS.



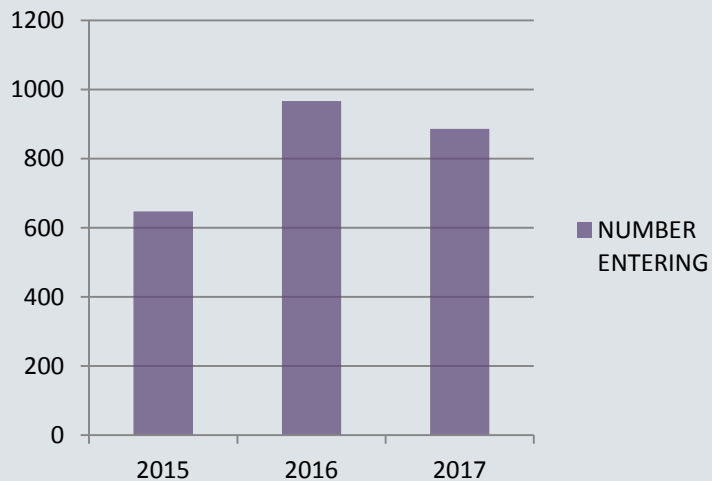
System Performance Measures

Is homelessness rare in New Bedford?

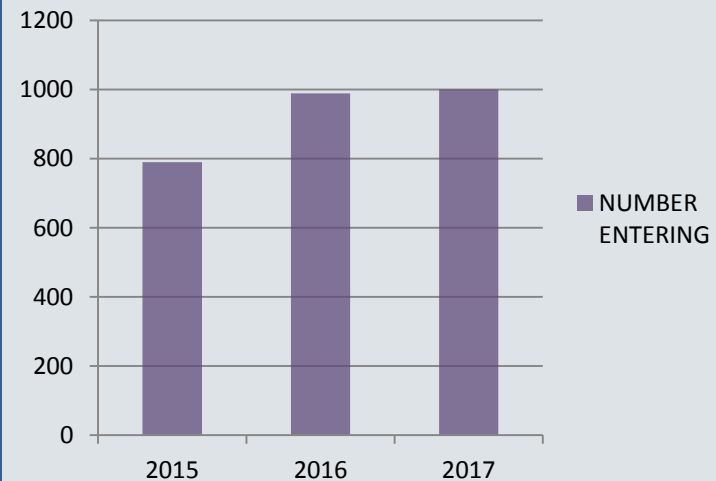
Measure :: Number of People who become Homeless for the First Time

Desired Outcome: Reduction in the number of people who become homeless for the first time

Number of people entering
ES and TH with
no prior enrollment in HMIS



Number of people entering
ES, TH and PH with
no prior enrollment in HMIS



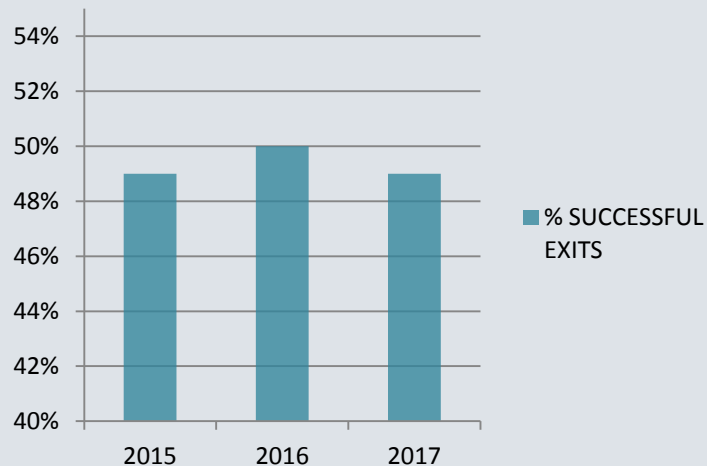
System Performance Measures

Is homelessness rare in New Bedford?

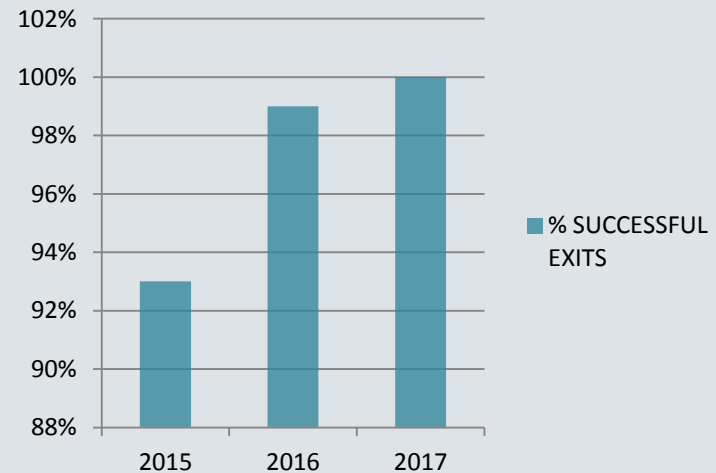
Measure :: Successful Placements in, or Retention of, Permanent Housing

Desired Outcome: Increase in the percent of persons who exit to, or retain, permanent housing

Percentage of successful exits to PH from ES, TH and RRH



Percentage of successful exits to, or retention of, PH from PH



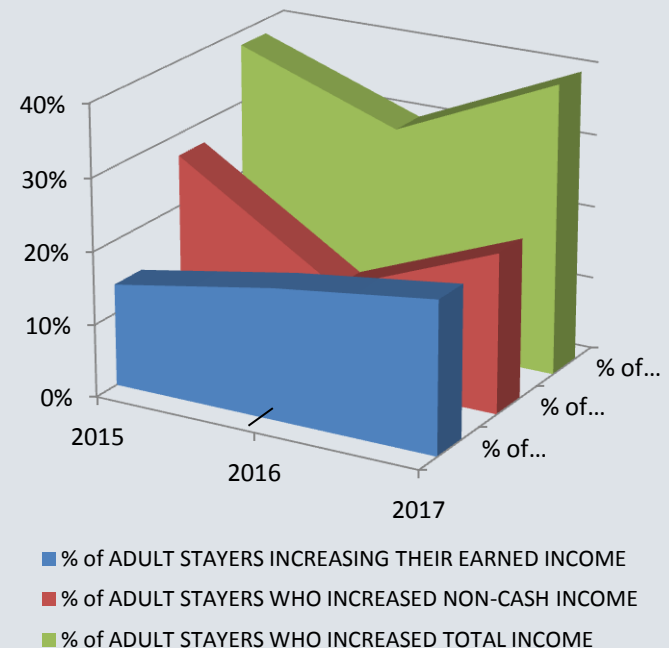
System Performance Measures

Do New Bedford's CoC programs help people improve their income?

Measure :: Employment & Income Growth for Persons in CoC funded Projects

Desired Outcome: Increase the percentage of adults who gain or increase employment and/or non-employment cash income over time.

Percentage of adult "stayers" in CoC projects who increased their earned, non-cash and total income



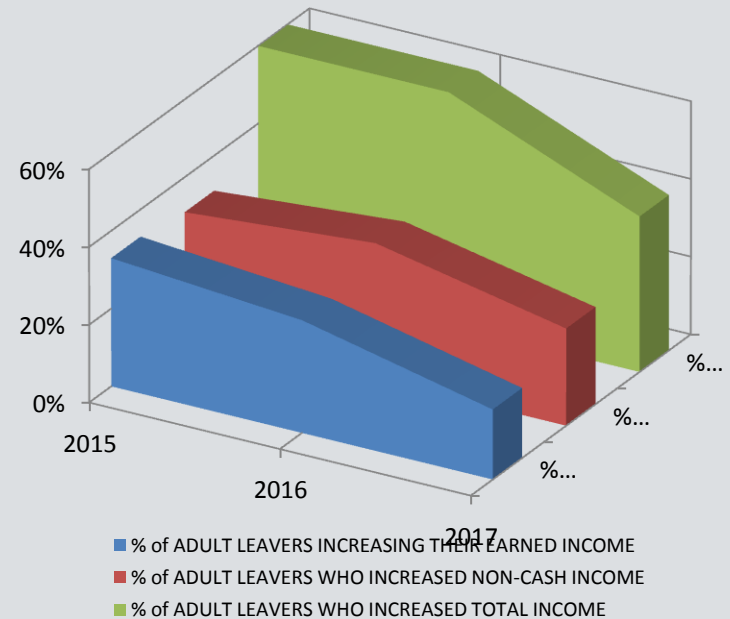
System Performance Measures

Do New Bedford's CoC programs help people improve their income?

Measure :: Employment & Income Growth for Persons in CoC funded Projects, *Continued*

Desired Outcome: Increase the percentage of adults who gain or increase employment and/or non-employment cash income over time.

Percentage of adult "leavers" in CoC projects who increased their earned, non-cash and total income



System Performance Measures

New Bedford Continuum of Care
2015 - 2017

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