SPOKANE REGIONAL
Continuum of Care

System Performance Measures (SPM) Analysis

Federal Fiscal Year 2019 - 2024 (10/1/2018 -9/30/2024)

What is the SPM Report?

System Performance Measures are tools that communities use to see how well their entire system of services is helping people who are experiencing homelessness. These measures were created by HUD (the U.S. Department of Housing and Urban Development) to help communities track progress, spot problems, and improve their response to homelessness. Instead of only looking at individual programs, these measures focus on the whole system working together. It is used for measuring how effectively communities move people into housing, understanding where improvements are needed, competing for federal funding, and supporting planning and strategy at the local and national levels.

SPM 1 - Length of Time People Experience Homelessness
Measure 1 looks at the number of days people spend without a home when they're using services like emergency shelters, safe havens, or transitional housing. It calculates both the average and the median (middle) time someone is experiencing homelessness.

SPM 2 - Returns to Homelessness After Finding Permanent Housing
Measure 2 focuses on what happens after someone receives permanent housing. This measure tracks the number (or percentage) of people who, after getting into a permanent home, end up experiencing homelessness again within set time frames (within 6, 12, or 24 months).

SPM 3.2 - Counting People Experiencing Sheltered Homelessness
Measure 3 counts how many people experiencing sheltered homelessness (Emergency Shelter, Transitional Housing, Safe Havens).

SPM 4 - Income and Employment Growth
Measure 4 looks at changes in income for those who stay in the system ("system stayers") and those who exit the system ("system leavers").

SPM 5 - People Experiencing Homelessness For The First-Time
Measure 5 is about people who experience homelessness for the first time. This information assists local agencies work on homelessness prevention strategies.

SPM 7 - Successful Housing Placement and Retention
Measure 7 checks to see how successfully individuals that had successful outcomes from their project and in the case of permanent housing, if they retained the housing.

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Project Types

The definitions of project types found in HMIS (The Homeless Management Information System) are described below.

Spokane's Continuum of Care is known as WA-502.

Diversion (HD): Project focus is on keeping households out of the traditional homeless system. Requires literal homelessness and typically very little financial assistance is paired with this intervention.

Homeless / Eviction Prevention (HP): Households who are facing imminent legal eviction due to non-payment of rent. In addition to providing financial assistance, supportive services are also provided to ensure long term stability.

Coordinated Entry (CE): The gateway by which households' access projects in the system.

Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Transitional Housing (TH): One-to-Two-year program offering intensive case management. Helps stabilize households and prepare them for independent living. Units are pre-identified.

Rapid Rehousing (RRH): Short to medium term rental assistance paired with case management. Households compete for housing in the open market as any other potential tenant.
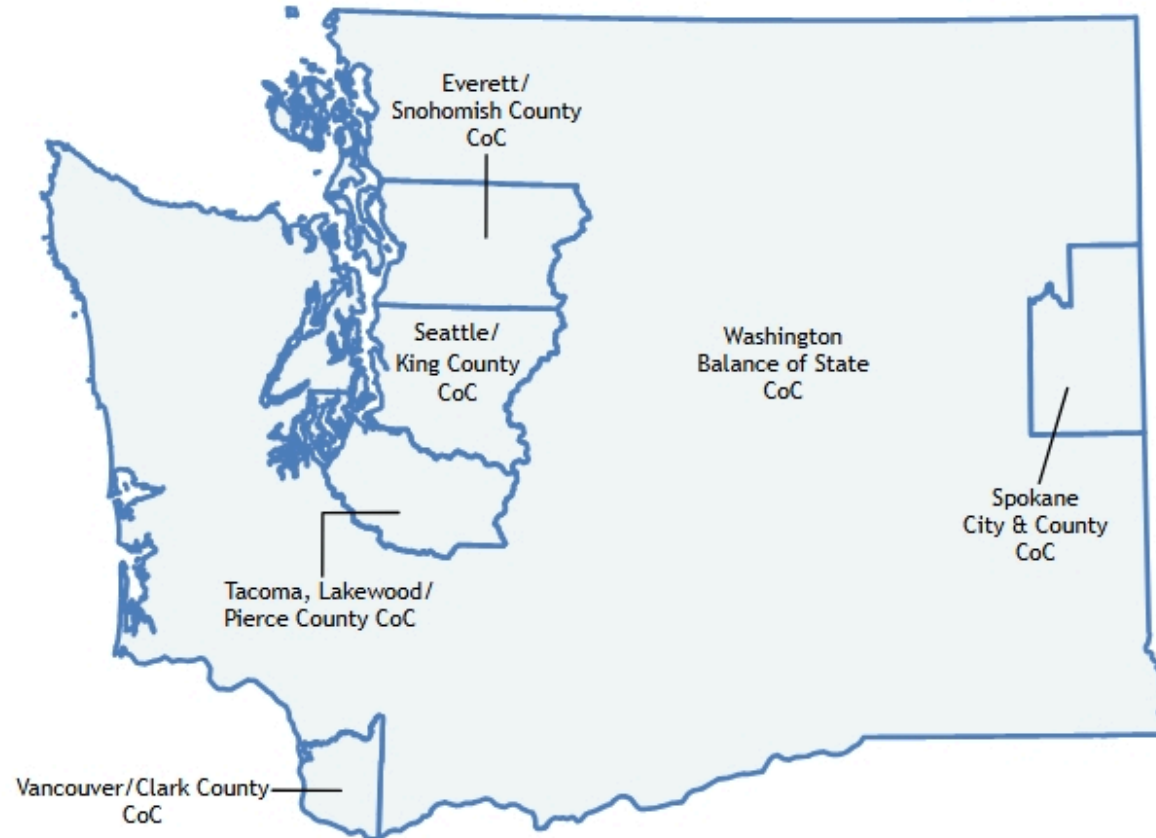
Permanent Supportive Housing (PSH): Permanent subsidy paired with case management. Most PSH Units offer a Housing Choice Voucher after one-year of successful tenancy. Units are pre-identified.

Supportive Services Only (SSO): Providing stand-alone supportive services to specific populations.

Safe Havens (SH): Spokane's CoC (WA-502) does not have any Safe Haven projects.

Washington State's CoC

The U.S. Department of Housing and Urban Development (HUD) defined CoC names for Washington State are listed below.

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Everett/
Snohomish County
CoC

Seattle/
King County
CoC

Washington
Balance of State
CoC

Spokane
City & County
CoC

Tacoma, Lakewood/
Pierce County CoC

Vancouver/Clark County
CoC

WA-500 - Seattle/King County CoC

WA-501 - Washington Balance of State CoC

WA-502 - Spokane City & County CoC

WA-503 - Tacoma, Lakewood/Pierce County CoC

WA-504 - Everett/Snohomish County CoC

WA-508 - Vancouver/Clark County CoC
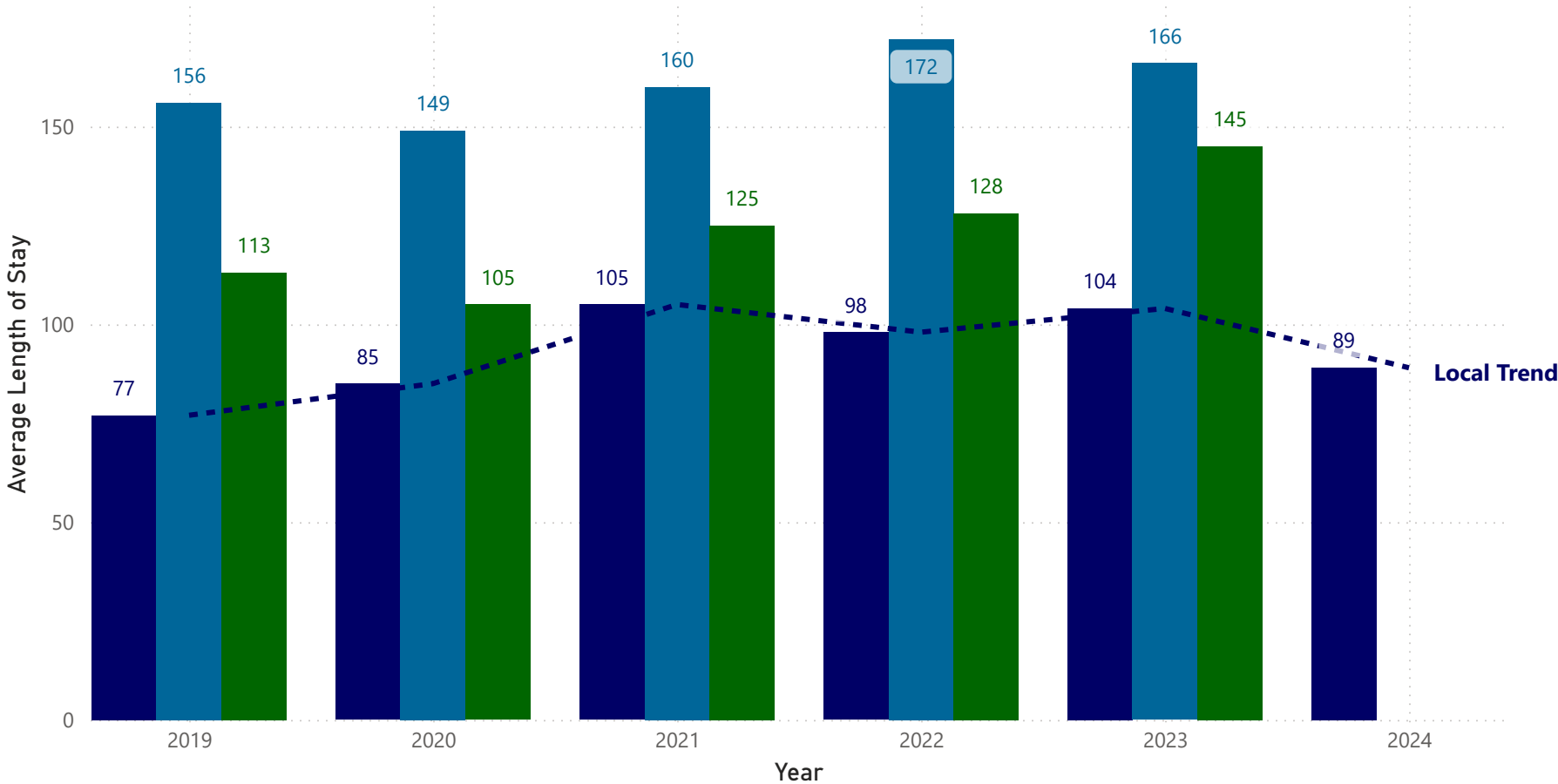
Length of Time People Experience Homelessness

SPM Metric 1.2

This measures the number of clients active in the report date range across ES, SH and TH along with their average and median length of time homeless (HUD Definition of Measures).

Project Types: Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, Safe Havens

Length of Stay - ES-SH-TH by Year and Level

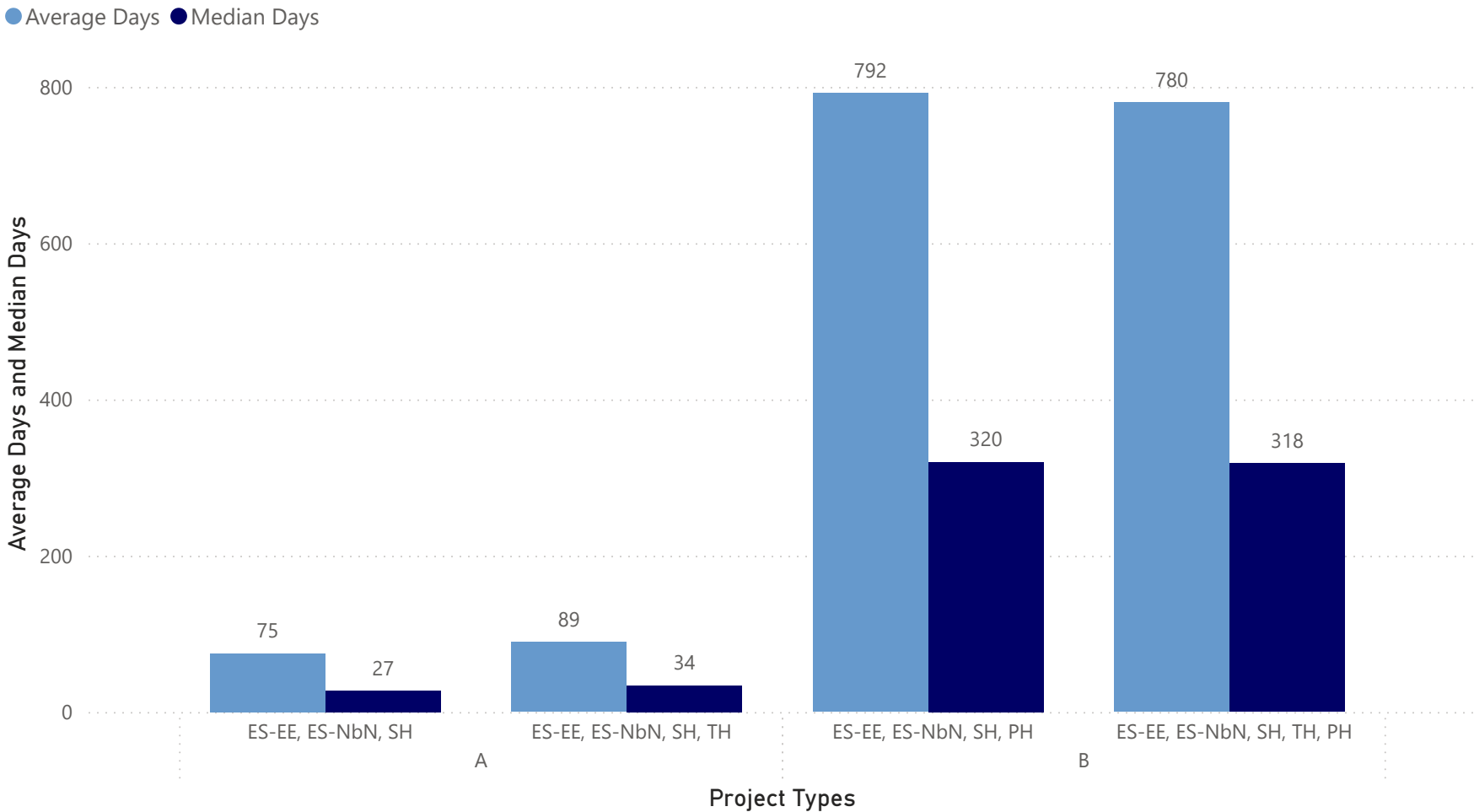**Level** ● Local - WA 502 ● National ● Washington State ● Local - Trend

Length of Time People Experience Homelessness - 2024 Local Breakdown

SPM Metric 1

This measures the number of clients active in the report date range across ES, SH and TH, as well as time spent in permanent housing projects between Project Start and Housing Move-In. This measure also includes data from each client's Living Situation (Data Standards element 3.917) response (HUD Definition of Measures). Group B includes client's enrollments in Permanent Housing projects in determining this LOT homeless, while Group A does not.

Project Types: Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing and Permanent Housing, Safe Havens, Transitional Housing, all Permanent Housing

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2024 Length of Stay by Intervention Type

● Average Days ● Median Days

ES-EE, ES-NbN, SH	ES-EE, ES-NbN, SH, TH	ES-EE, ES-NbN, SH, PH	ES-EE, ES-NbN, SH, TH, PH
75 / 27	89 / 34	792 / 320	780 / 318

A / B

Project Types

Average Days and Median Days

Returns to Homelessness within 2 Years from a Permanent Housing Destination
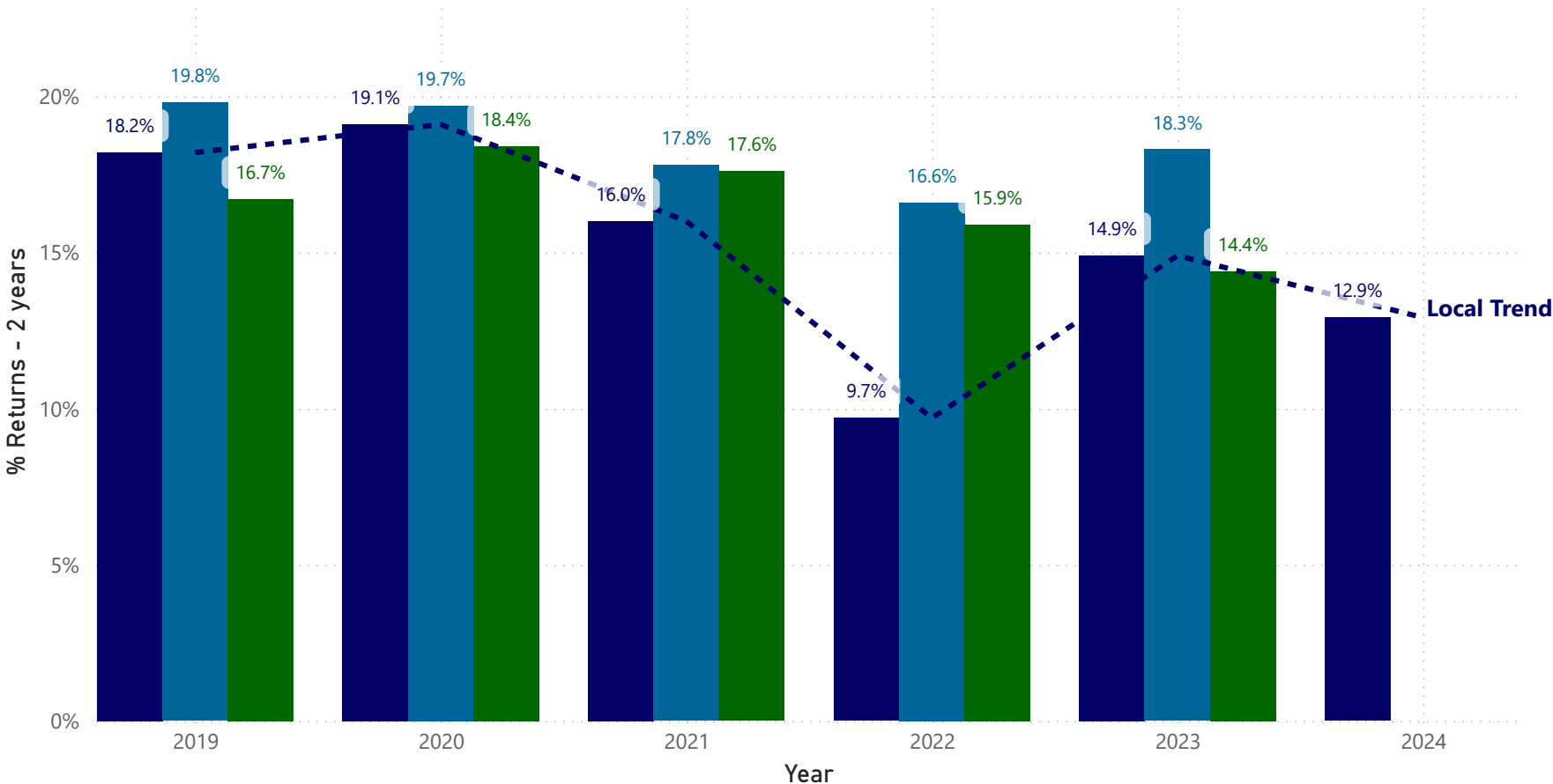
SPM Metric 2

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit (HUD Definition of Measures).

Project Types: Street Outreach, Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, Safe Haven, and Permanent Housing

Returns - 24 months by Year

Level ● Local - WA 502 ● National ● Washington State ● Local Trend

Returns to Homelessness within 2 Years from a Permanent Housing Destination - 2024 Local Breakdown
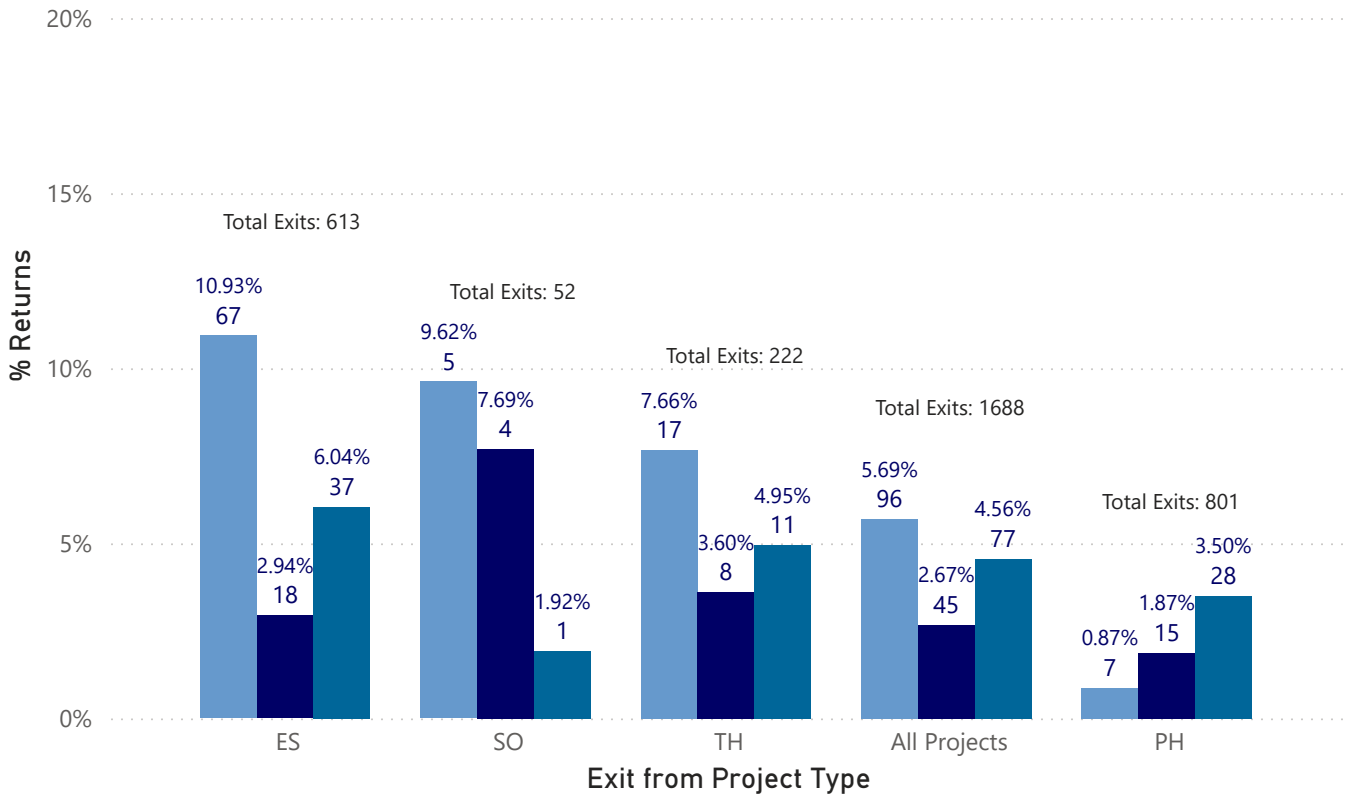
SPM Metric 2

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit (HUD Definition of Measures). We've broken the local data down by the project type the client was originally referred to PH from.

Project Types: Street Outreach, Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, Safe Haven, and Permanent Housing
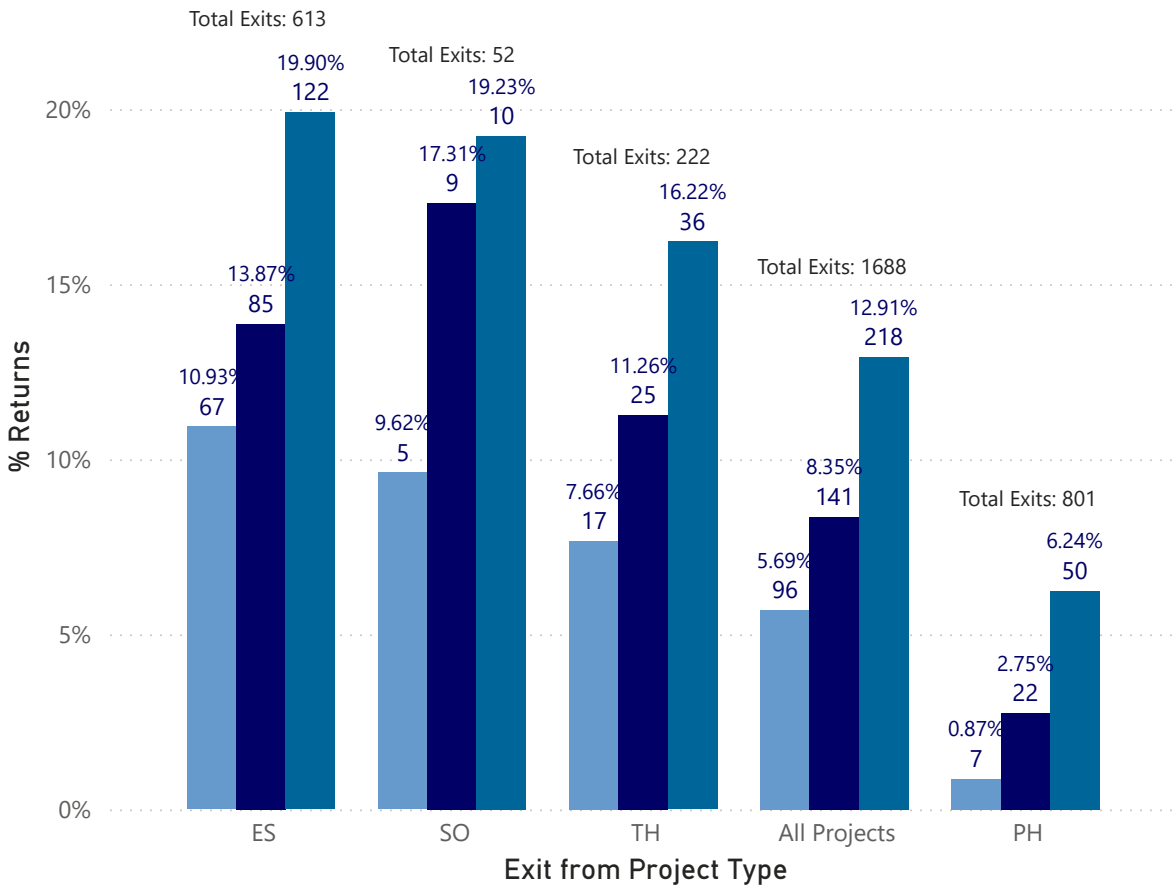
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2024 Returns - within 6, 12, and 24 Months (Independent)

● % Returns - 6mo ● % Returns - 12mo ● % Returns - 24mo

2024 Returns - within 6, 12, and 24 Months (Cumulative)

● % Returns - 6 mo ● % Returns - 12 mo ● % Returns - 24 mo

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Number of People Experiencing Homelessness

SPM Metric 3.2

The number of individuals and families experiencing homelessness, represented as counts of people in each year staying in ES, SH, and TH projects according to HMIS.

Project Types: Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, and Safe Haven

National HMIS Counts

Level ●National

Local and State HMIS Counts

●WA HMIS Count ●Spokane HMIS Count

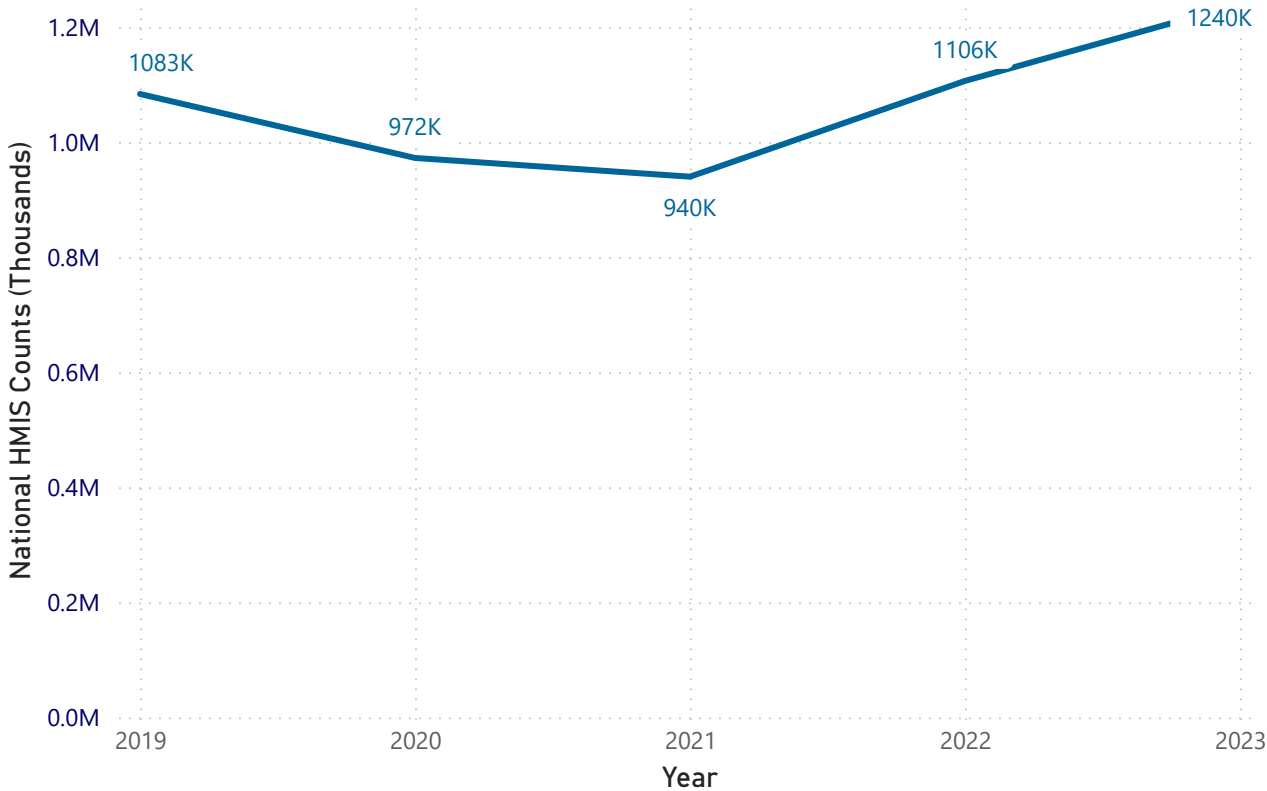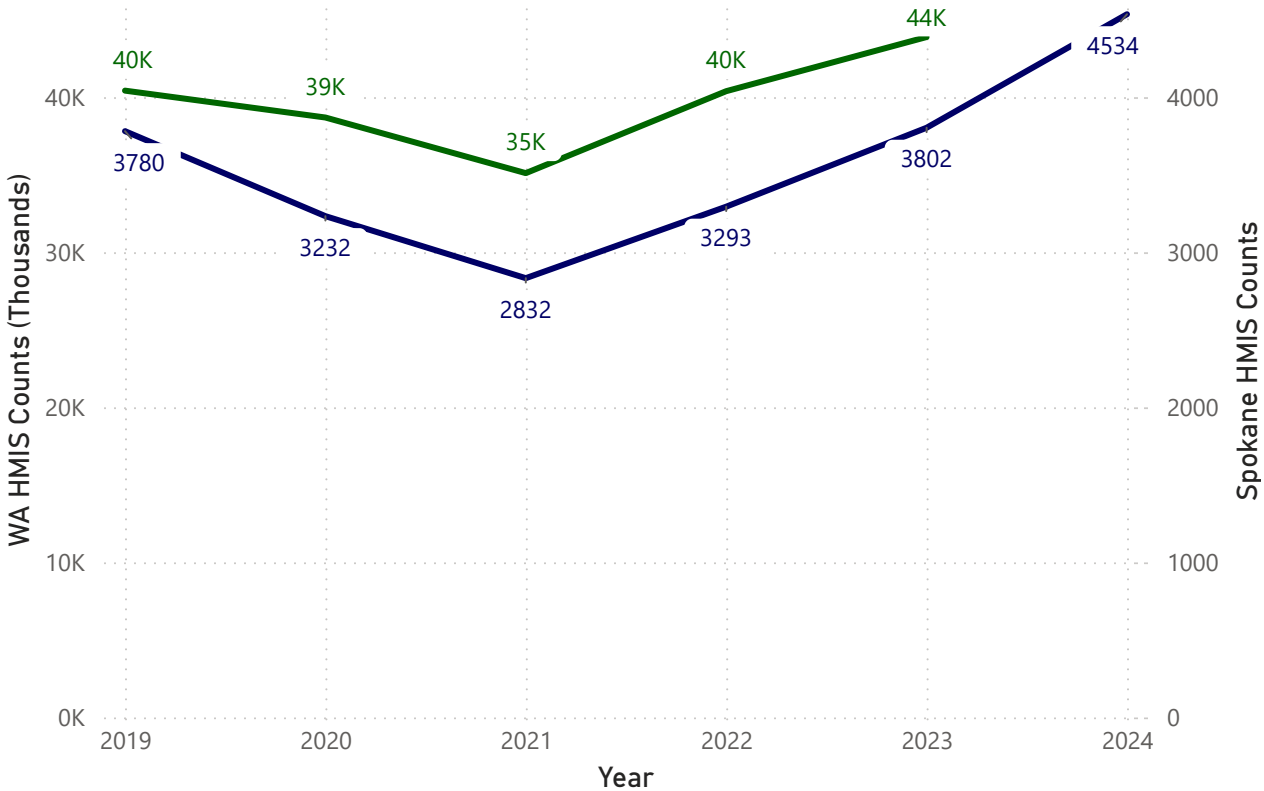# Annual Counts of Persons Experiencing Sheltered Homelessness - 2024 Local Breakdown

SPM Metric 3.2

The number of individuals and families experiencing homelessness, represented as counts of people in each year staying in ES, SH, and TH projects according to HMIS. There may be overlap between categories as clients may have enrolled in multiple of these project types throughout FY24. The unduplicated total count of sheltered homeless individuals is 4534, as seen in the previous slide.

Project Types: Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, and Safe Haven

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2024 HMIS Counts
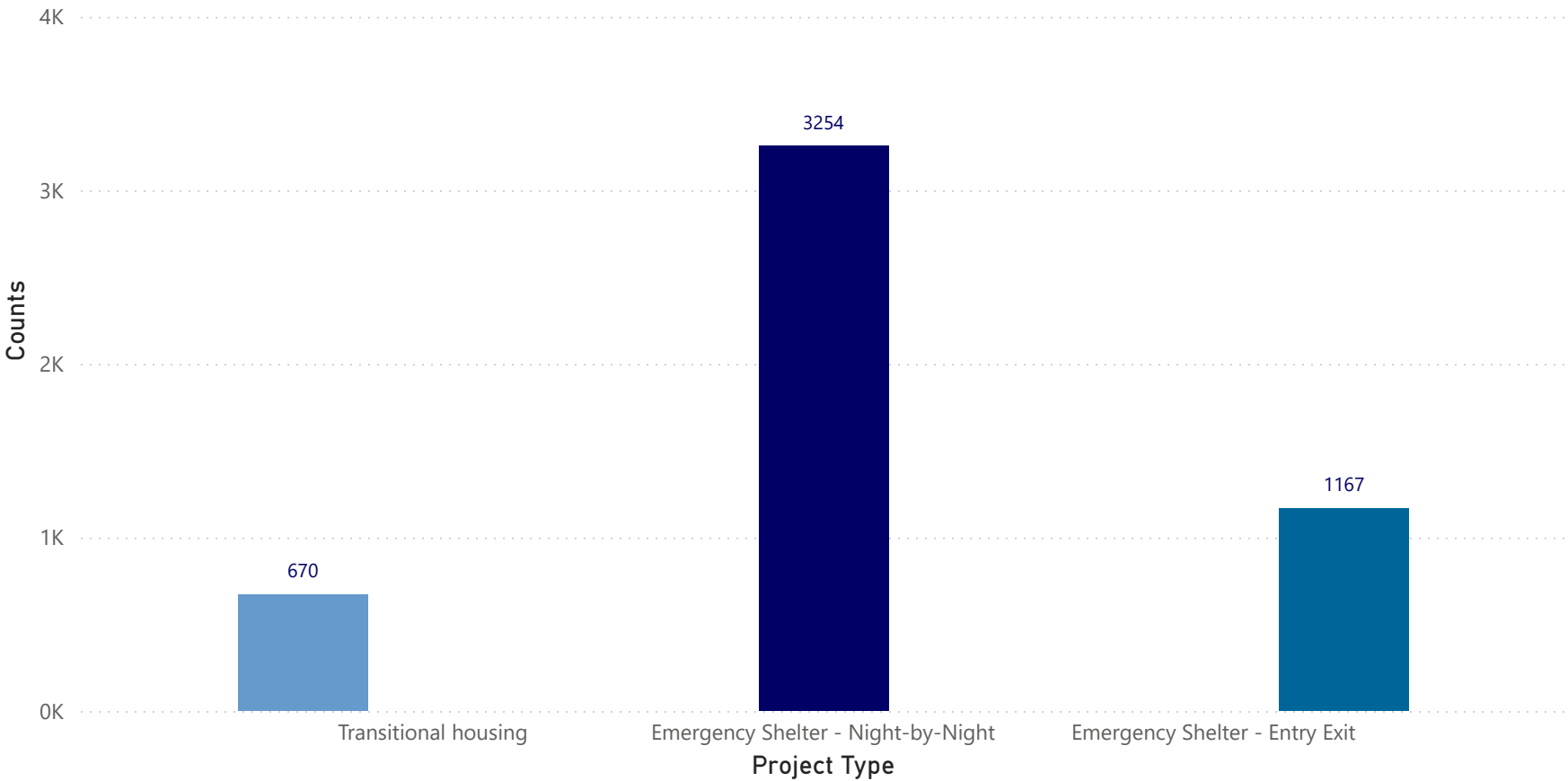
Income Growth for System Stayers

SPM Metric 4.3

Income growth for individuals and families, represented as counts of people with increases in total earned income who have been enrolled in the HMIS for at least a year (System Stayers). This includes employment income, SSI (Social Security Income) & SSDI (Social Security Disability Income), VA (Veterans Affairs) Disability, Worker's Comp, Child Support, etc.

Project Types: CoC Program-funded Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing

Change in Income

Level ● Local - WA-502 ● National ● Washington State ● Local Trend
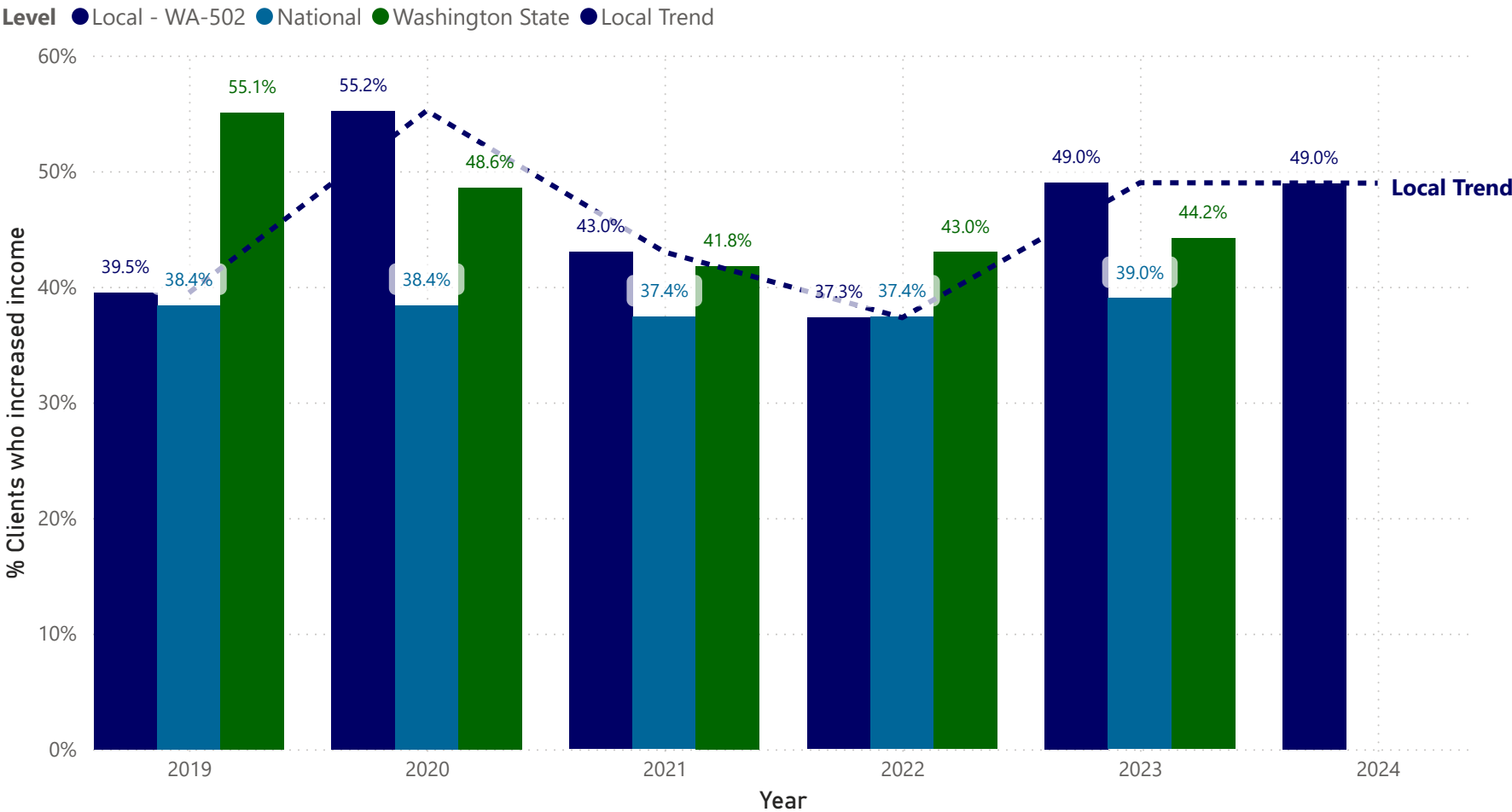
Growth of Income and Benefits for System Stayers - 2024 Local Breakdown

SPM Metrics 4.1-4.3

Percentage of individuals and families who increased income, and non-cash benefits, who are currently enrolled in the HMIS for at least a year (System Stayers). We've broken down local data by Earned Income growth (Metric 4.1), Non-Cash Benefit growth such as Food Stamps, WIC, or TANF Childcare and Transportation services (Metric 4.2), and Total Income growth including earned income, SSI and SSDI, VA Disability, Worker's Comp, etc. (Metric 4.3). Each measure is grouped by enrollment project type.

Project Types: CoC Program-funded Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing

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2024 Increase / Gain Income and Benefits (Stayers)

● % Increased Earned Income ● % Gained Non-Cash Benefits ● % Increased Total Income
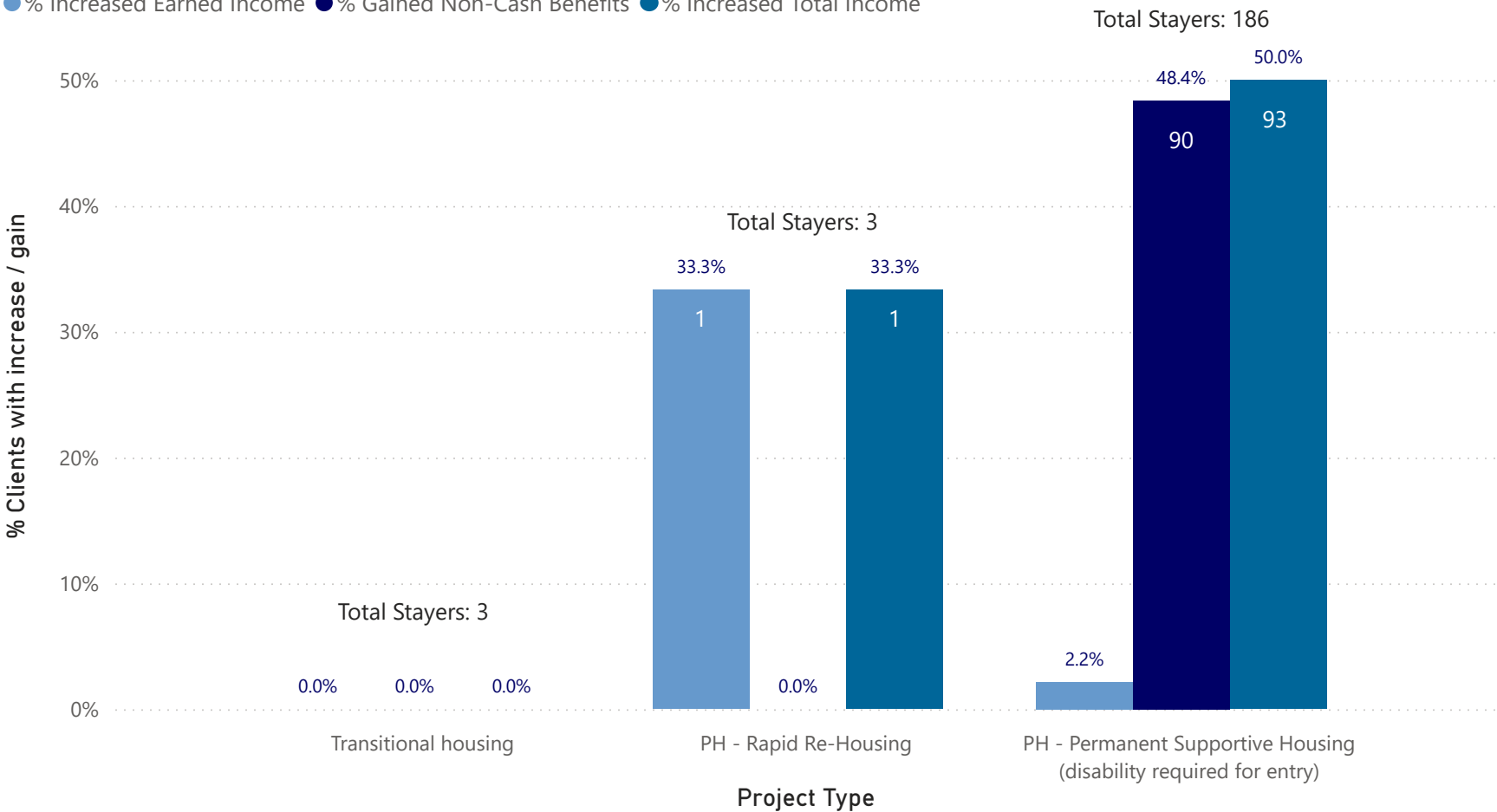
Earned Income Growth for System Leavers

SPM Metric 4.4

Income growth for individuals and families, represented as counts of people with increases in total earned income (employment) who have exited the system (System Leavers).

Project Types: CoC Program-funded Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing

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Change in Income

Level ● Local - WA-502 ● National ● Washington State ● Local Trend

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Total Income Growth for System Leavers

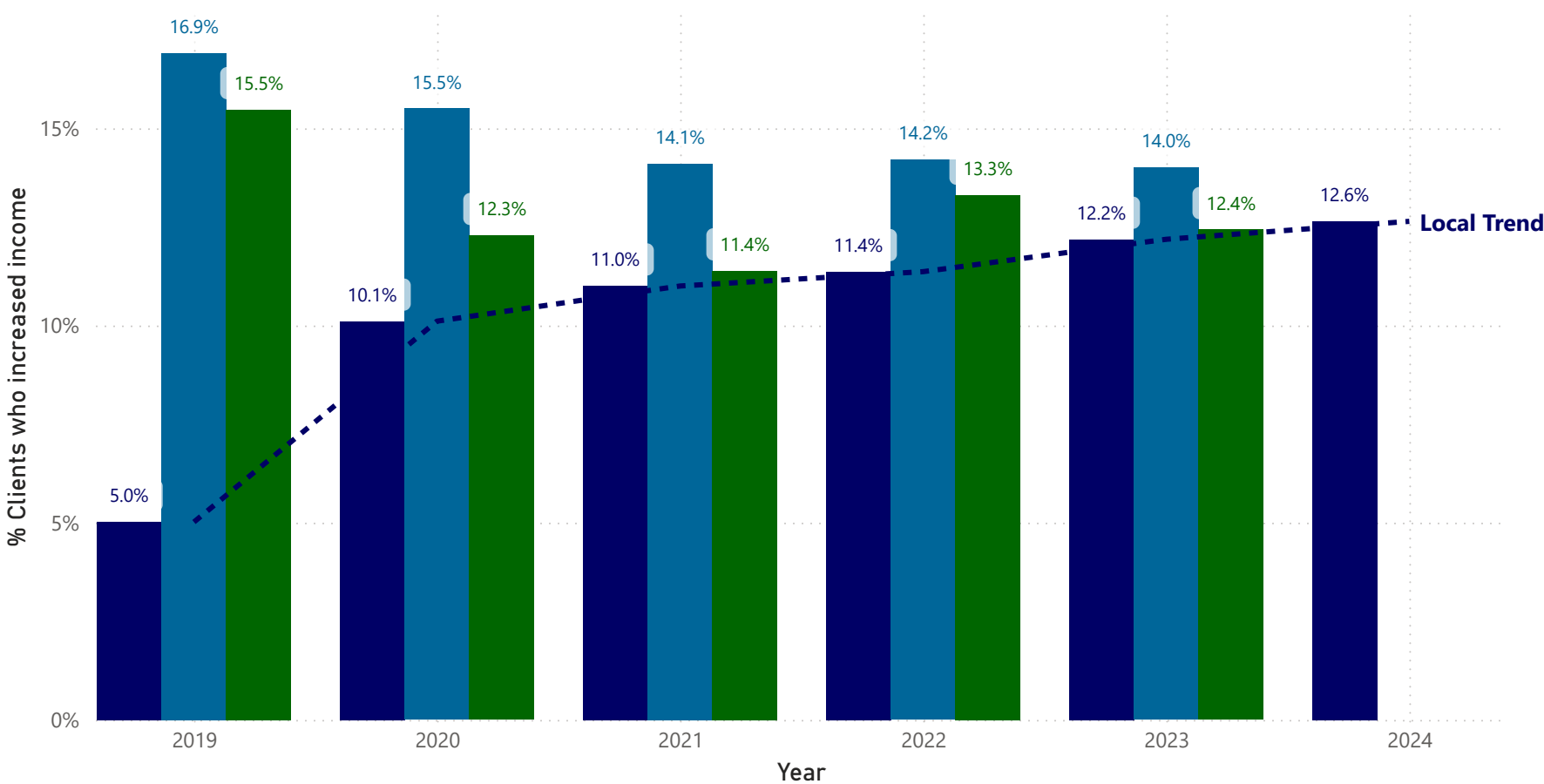## SPM Metric 4.6

Total income growth for homeless individuals and families, represented as counts of people with increases in total earned income from project start to project exit (System Leavers).
This includes employment income, SSI & SSDI, VA Disability, Worker's Comp, Child Support, etc.

Project Types: CoC Program-funded Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing

Change in Income

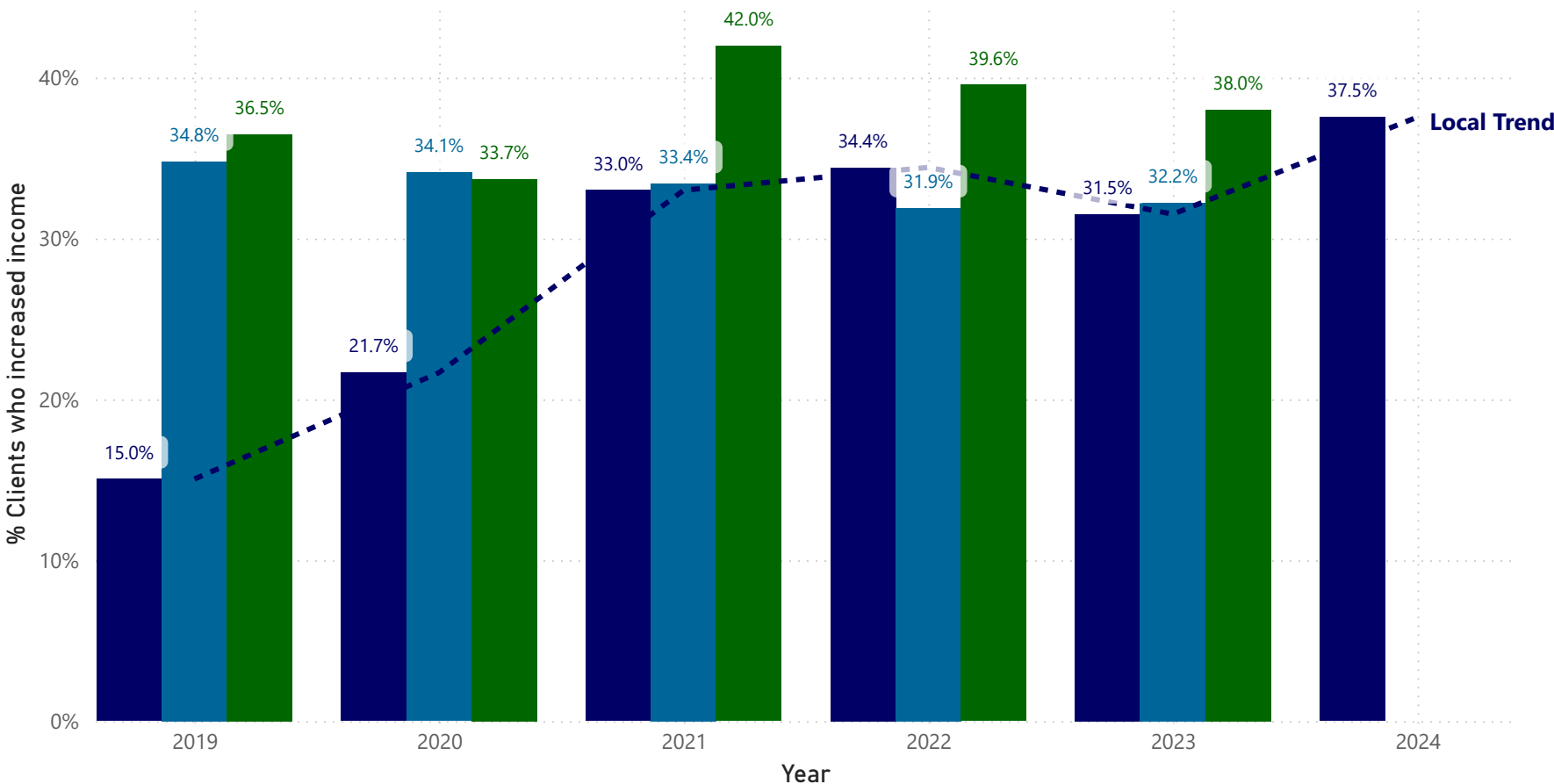Level ● Local - WA-502 ● National ● Washington State ● Local Trend

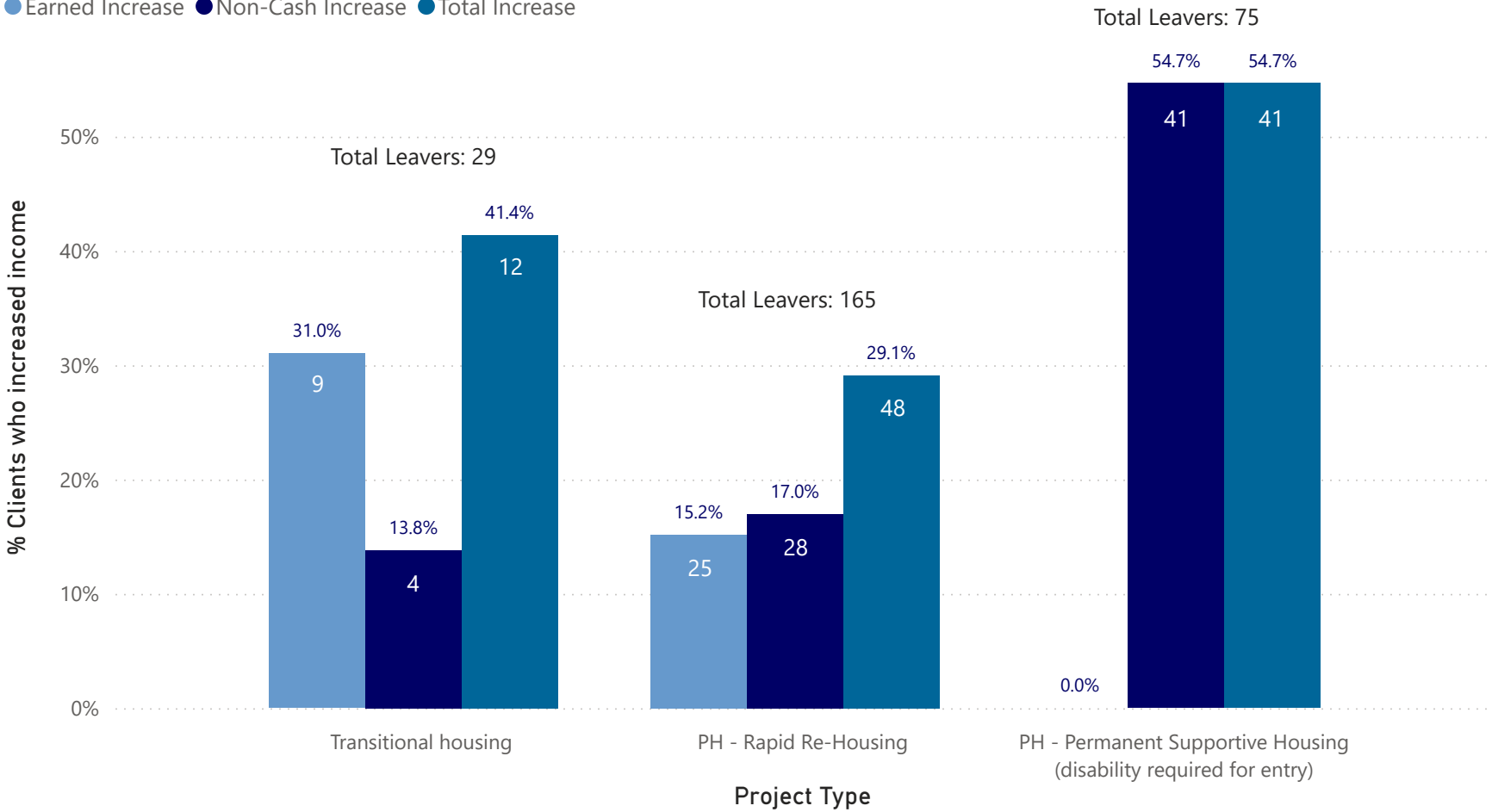# Growth of Income and Benefits for System Leavers - 2024 Local Breakdown

SPM Metrics 4.4-4.6

Percentage of individuals and families who increased income, and non-cash benefits, who exited the system (System Leavers). We've broken down local data by Earned Income growth (Metric 4.4), Non-Cash Benefit growth such as Food Stamps, WIC, TANF Childcare and Transportation services (Metric 4.5), and Total Income growth including earned income, SSI and SSDI, VA Disability, Worker's Comp, etc. (Metric 4.6). Each measure is grouped by enrollment project type.

Project Types: CoC Program-funded Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing

2024 Increase / Gain Income and Benefits (Leavers)

Legend: ● Earned Increase ● Non-Cash Increase ● Total Increase

Transitional housing — Total Leavers: 29
- Earned Increase: 31.0% (9)
- Non-Cash Increase: 13.8% (4)
- Total Increase: 41.4% (12)

PH - Rapid Re-Housing — Total Leavers: 165
- Earned Increase: 15.2% (25)
- Non-Cash Increase: 17.0% (28)
- Total Increase: 29.1% (48)

PH - Permanent Supportive Housing (disability required for entry) — Total Leavers: 75
- Earned Increase: 0.0%
- Non-Cash Increase: 54.7% (41)
- Total Increase: 54.7% (41)

Y-axis: % Clients who increased income
X-axis: Project Type

Number of First Time Homeless Individual and Families

SPM Metric 5.2

This measures the number of people entering the homeless system through ES, SH, or TH (Metric 5.1) or ES, SH, TH, or PH (Metric 5.2) and determines whether they have any prior enrollments in the HMIS over the past two years. Those with no prior enrollments are considered to be experiencing homelessness for the first time (HUD Definition of Measures).

Project Types: Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, Safe Haven, and Permanent Housing

First Time Homeless

Level ● National

First Time Homeless

● WA First Time Count ● Spokane First Time Count

First Time Homeless Individual and Families - 2024 Local Breakdown
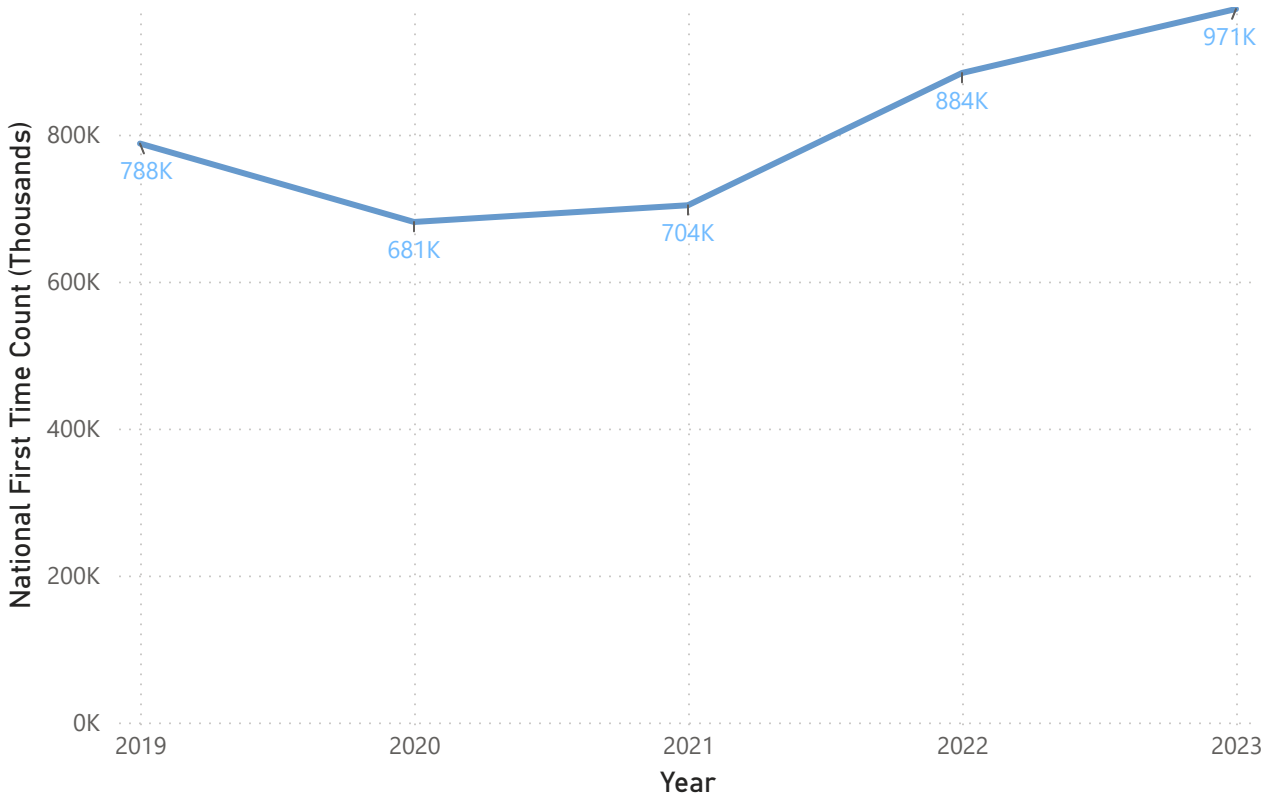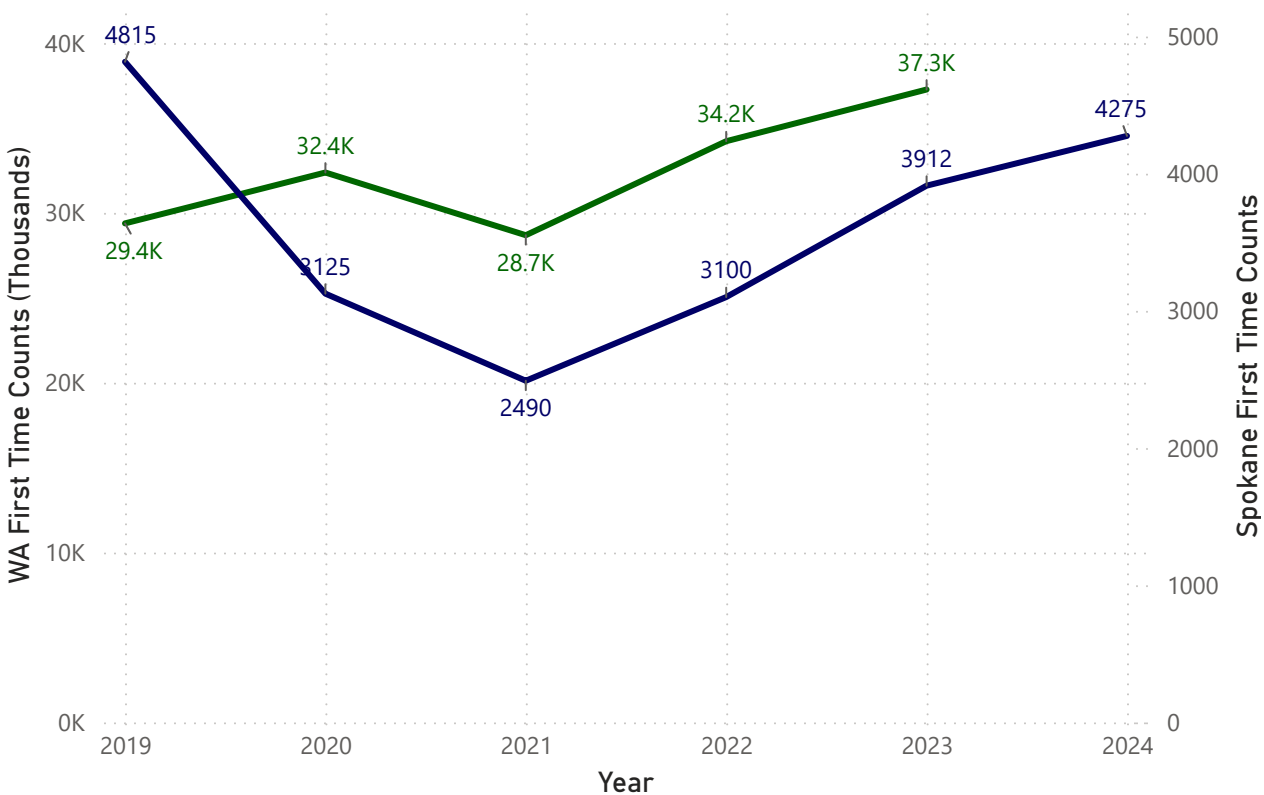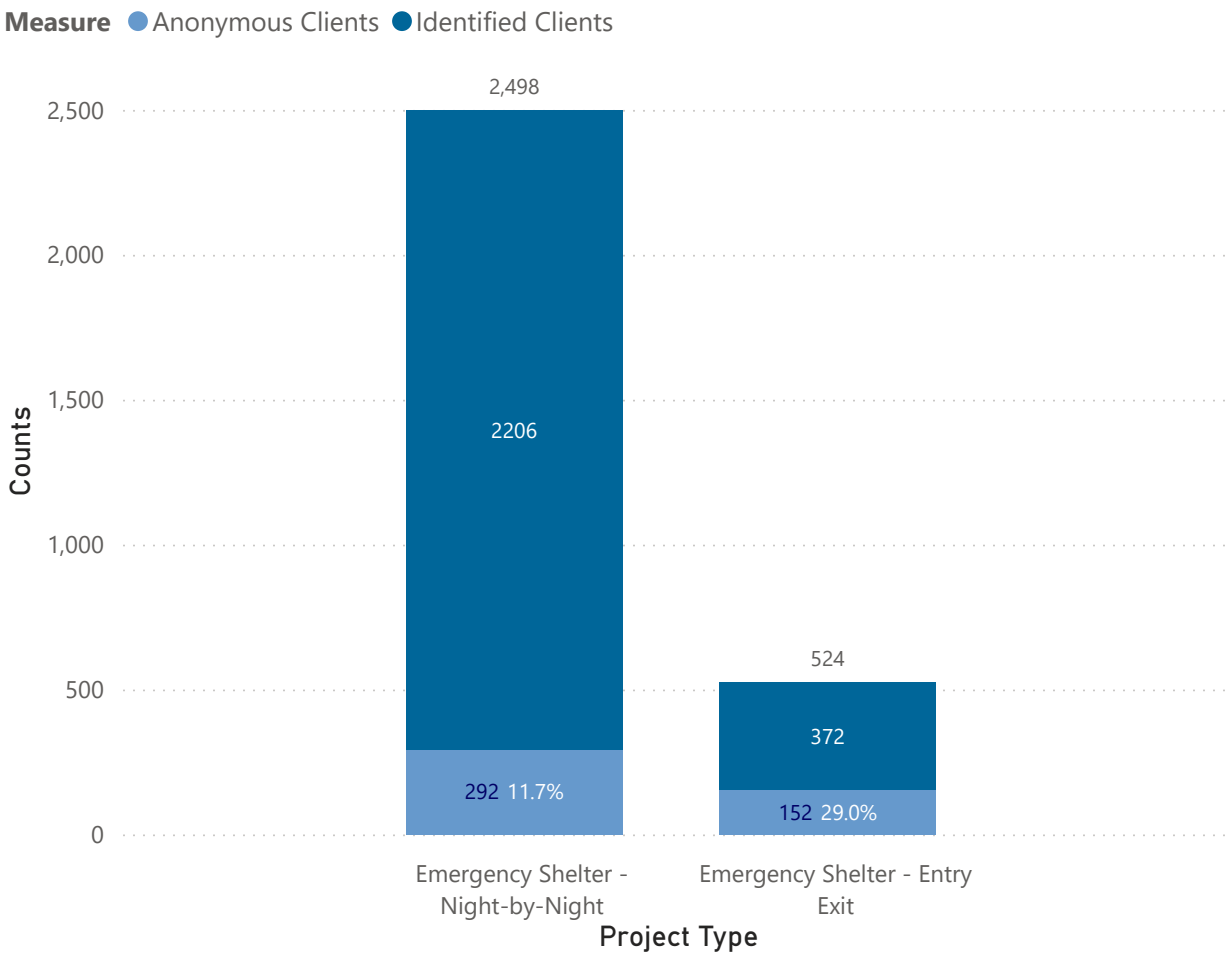
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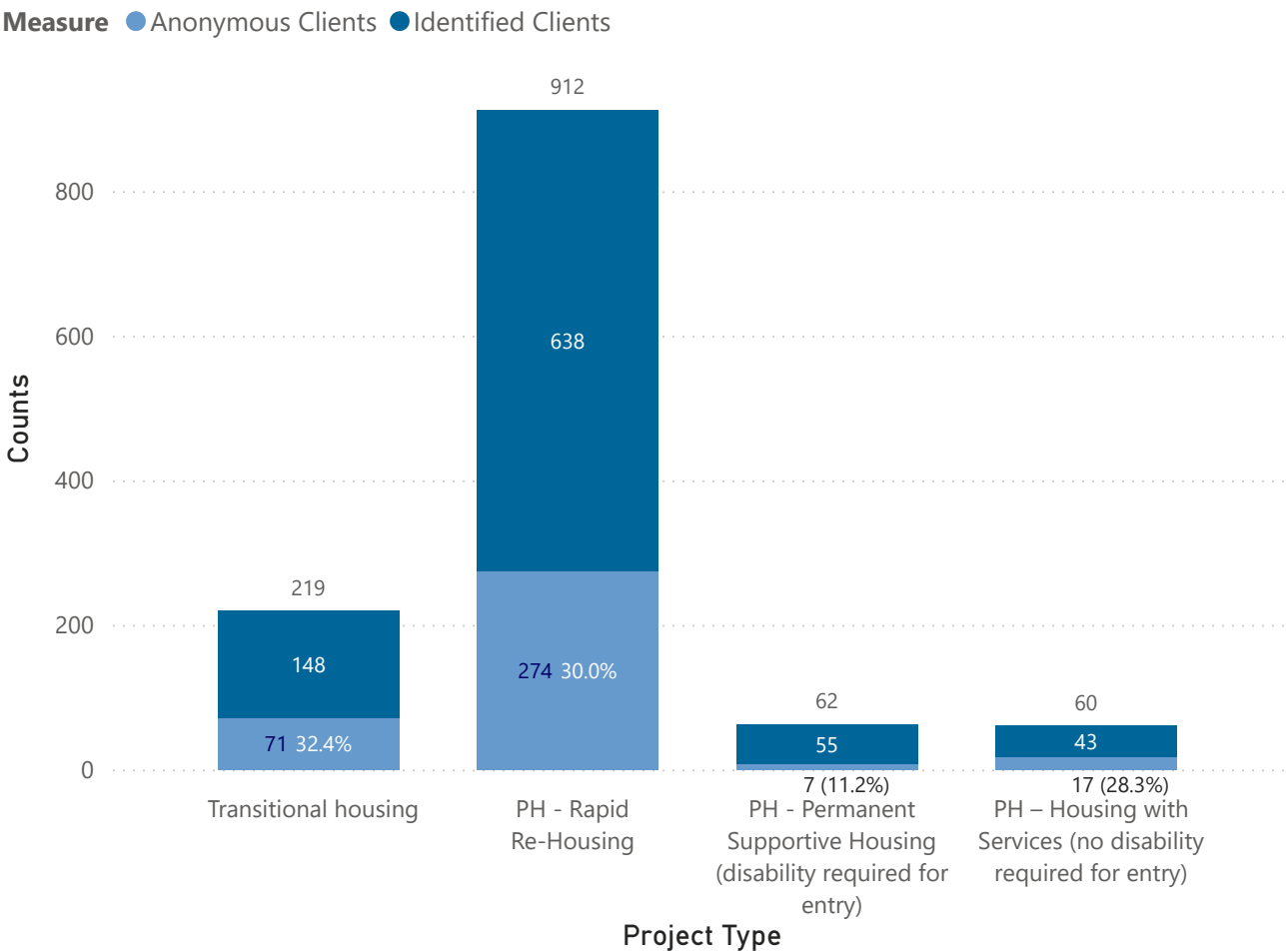Continuum of Care

SPM Metric 5

This measures the number of people entering the homeless system through ES, SH, or TH (Metric 5.1) or ES, SH, TH, or PH (Metric 5.2) and determines whether they have any prior enrollments in the HMIS over the past two years. Those with no prior enrollments are considered to be experiencing homelessness for the first time (HUD Definition of Measures). Clients are broken down by the project type they enrolled in, and by the portion that are anonymous in HMIS. Please see our HMIS Release of Information for more details on consent to have Personally Identifiable Information (PII) entered in the HMIS: https://static.spokanecity.org/documents/chhs/hmis/trainings/hmis-informed-consent.pdf

Project Types: Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, Safe Haven, and All Permanent Housing

2024 First Time Counts - Emergency Shelters

Measure ● Anonymous Clients ● Identified Clients

Project Type	Emergency Shelter - Night-by-Night	Emergency Shelter - Entry Exit
Total	2,498	524
Identified Clients	2206	372
Anonymous Clients	292 (11.7%)	152 (29.0%)

2024 First Time Counts - Transitional and Permanent Housing

Measure ● Anonymous Clients ● Identified Clients

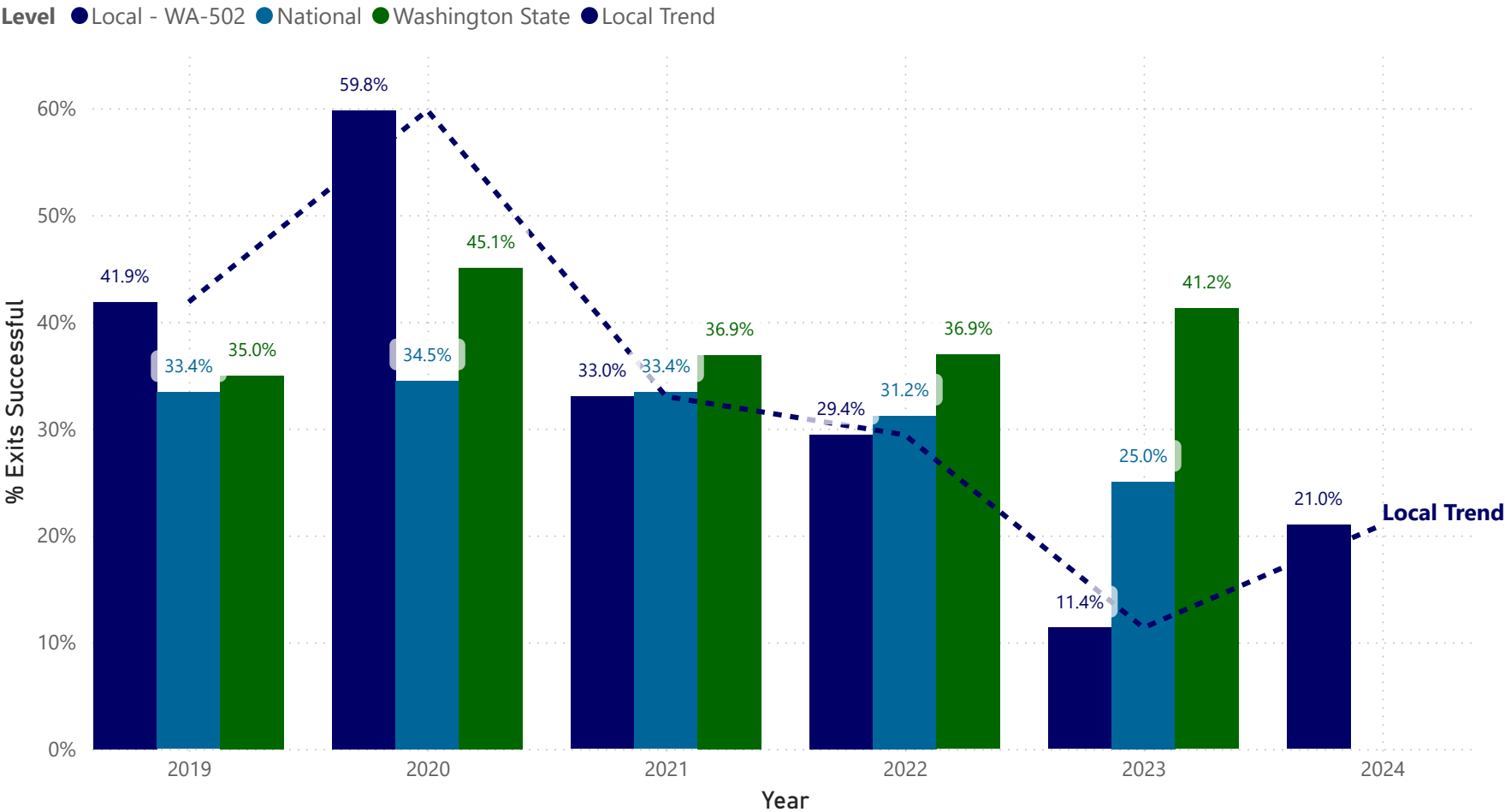| Project Type	Transitional housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing (disability required for entry)	PH – Housing with Services (no disability required for entry)
Total	219	912	62	60
Identified Clients	148	638	55	43
Anonymous Clients	71 (32.4%)	274 (30.0%)	7 (11.2%)	17 (28.3%)

Successful Placement from Street Outreach

SPM Metric 7a.1

Successful placement from street outreach, represented as exits to temporary destinations, some institutional destinations, and permanent housing destinations.

Project Types: Street Outreach

Successful Exits from Street Outreach

Level ● Local - WA-502 ● National ● Washington State ● Local Trend

Successful Placement from Sheltered and Rapid Rehousing

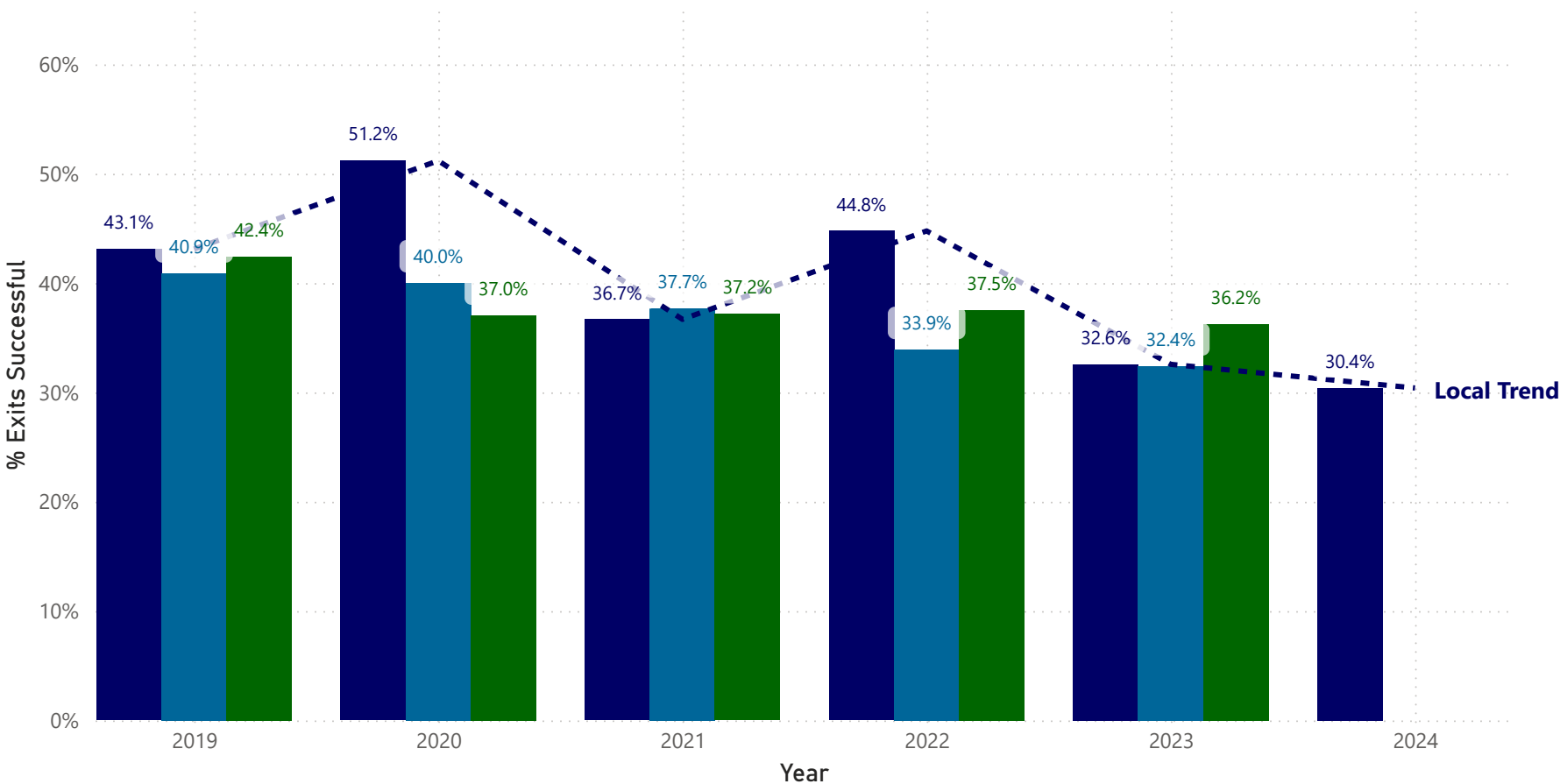## SPM Metric 7b.1

Successful housing placement to a permanent housing destination from Emergency Shelter, Transitional Housing, Safe Haven, or Rapid Re-housing projects.

Project Types: Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, Safe Haven, and Rapid Re-housing

Successful Exits from ES, TH, RRH

Level ● Local - WA-502 ● National ● Washington State ● Local Trend

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Successful Retention of Permanent Housing

SPM Metric 7b.2

Successful retention of housing as defined by clients who remained in their Permanent Housing (excluding Rapid Re-Housing), or exited to another permanent housing destination.

Project Types: Permanent Housing, Permanent Supportive Housing (disability required), Permanent Housing with Supportive Services (non-disability)

Permanent Housing Retention

Level ● Local - WA-502 ● National ● Washington State ● Local Trend

Year	Local - WA-502	National	Washington State
2019	94.9%	95.7%	94.2%
2020	94.9%	96.4%	95.9%
2021	97.3%	96.4%	96.9%
2022	96.1%	96.0%	95.8%
2023	96.9%	95.8%	95.2%
2024	92.9%		

% Exits Successful

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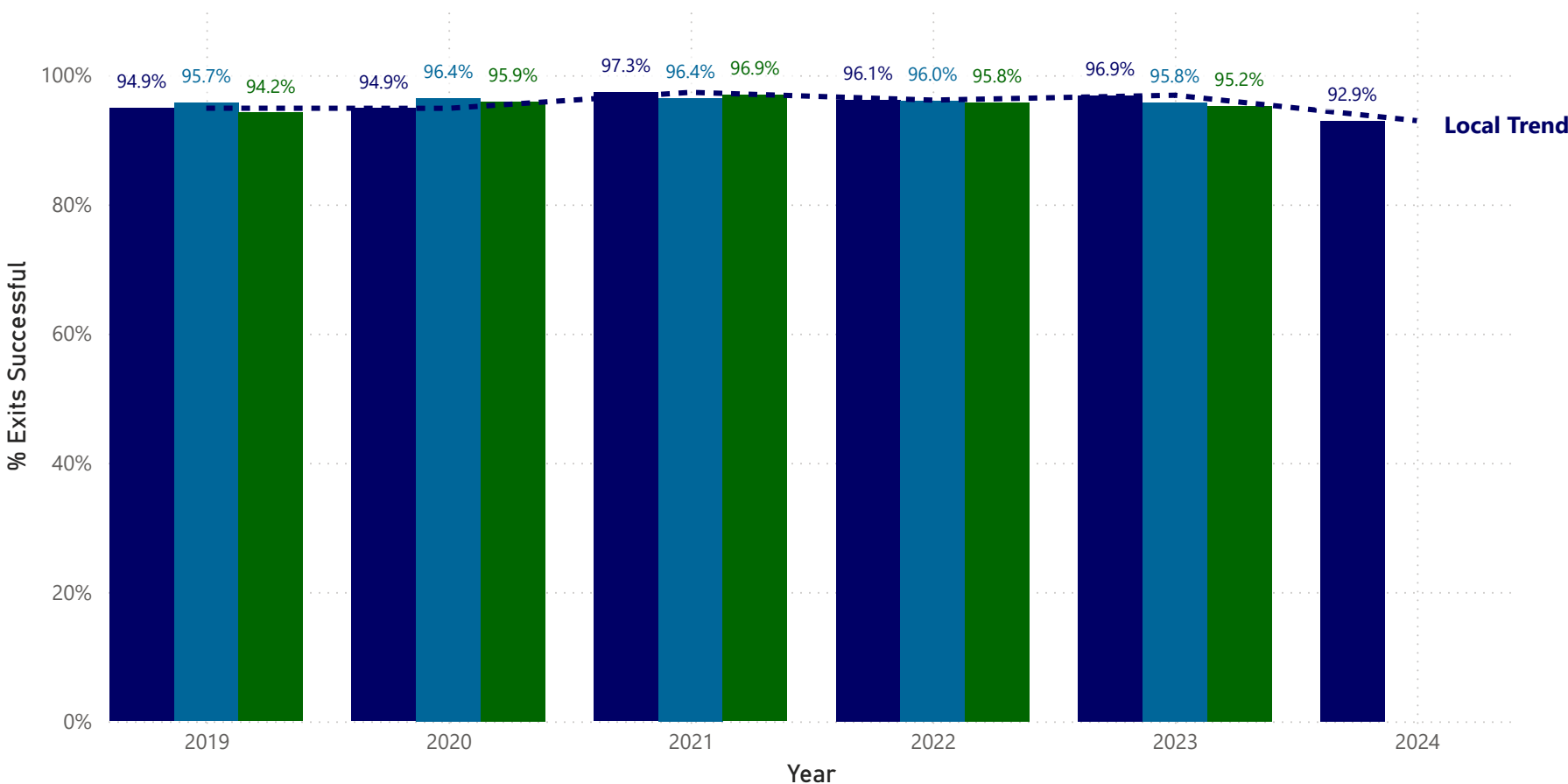
Successful Exits - 2024 Local Breakdown

SPM Metric 7

This measures positive outcomes from Street Outreach (exits to temporary destinations, some institutional destinations, and permanent housing destinations); positive outcomes into permanent housing situations from ES, SH, TH, and RRH; and retention or exits to permanent housing situations from PH (other than PH-RRH). Outcomes grouped by enrollment project type.

Project Types: Street Outreach, Emergency Shelter (Night-by-Night, Continuous Stay), Transitional Housing, Safe Haven, and Rapid Re-housing, Permanent Housing, Permanent Supportive Housing (disability required), Permanent Housing with Supportive Services (non-disability)

2024 Successful Exits by Intervention

Outcome Category ● Temp / Institutional ● Retention or Exit to PH ● PH Destination

Project Type	Total Exits	Overall %	Detail
Emergency Shelter - Night-by-Night	2849	11.1%	11.1% — 316
Street outreach	753	21.0%	15.7% — 118
Emergency Shelter - Entry Exit	574	29.1%	29.1% — 167
Transitional housing	224	60.1%	60.1% — 134
PH - Rapid Re-Housing	1120	74.4%	74.4% — 832
PH – Housing with Services (no disability required for entry)	731	91.7%	91.7% — 670
PH - Permanent Supportive Housing (disability required for entry)	991	93.3%	93.3% — 925
PH – Housing Only	79	100.0%	100.0% — 79

% Exits Successful

Project Type