

System Wide Performance Standards

Minimum Performance Standards					
Project Type	Core Outcomes			Entries from Homelessness	Utilization Rate
	Exit Rate to PH	Length of Stay (days)	Return Rate to Homelessness		
Emergency Shelter and Enhanced Day Centers	40% Singles 65% Families 35% Youth & Young Adults	90 Singles & Families 30 Youth & Young Adults	10% Singles & Families 20% Youth & Young Adults	90%	85% Singles & Families 90% Youth & Young Adults
Transitional Housing	80%	150 Singles & Families 270 Youth & Young Adults	10% Singles & Families 20% Youth & Young Adults	90%	85%
Rapid Rehousing	80%	180	5% Singles & Families 20% Youth & Young Adults	90%	n/a
PSH	90% (exit to or maintain PH)	n/a	5% Singles & Families 20% Youth & Young Adults	90%	85%

Target Performance Standards					
Project Type	Core Outcomes			Entries from Homelessness	Utilization Rate
	Exit Rate to PH	Length of Stay (days)	Return Rate to Homelessness		
Emergency Shelter and Enhanced Day Centers	50% Singles and Youth & Young Adults 80% Families	30 Singles & Families 20 Youth & Young Adults	8% Singles & Families 5% Youth & Young Adults	90%	95%
Transitional Housing	85%	90 Singles & Families 180 Youth & Young Adults	8% Singles & Families 5% Youth & Young Adults	95%	95%
Rapid Rehousing	85%	120	3% Singles & Families 5% Youth & Young Adults	95%	n/a
PSH	90% (exit to or maintain PH)	n/a	3% Singles & Families 5% Youth & Young Adults	95%	95%

Supplemental Minimum Performance Standards: Rapid Rehousing		
Project Type	Rate of Permanent Housing Move Ins*	Length of Time from Referral to Move In (days)
Rapid Rehousing	55%	90
Target Performance Standards		
Rapid Rehousing	80%	30

*Number of household exits to permanent housing divided by total number of enrolled households.

Diversion Performance Standards				
	Diversion Attempted the 1 st Day a Household Accesses Services	Diversion Attempted within 72 Hours of Program Enrollment	Diversions within 45 Days of Program Enrollment*	Percent of Enrolled Clients Diverted
Emergency Shelter	n/a	100%	20% Singles and Youth & Young Adults 50% Families	n/a
Day and Hygiene Centers	n/a	n/a	n/a	20%
Regional Access Points	100%	n/a	20% Singles and Youth & Young Adults 50% Families	n/a
Outreach & Engagement	n/a	n/a	n/a	20%

*Must also have utilized a diversion service in HMIS and expended all funds within 30 days of program enrollment.

City of Seattle HSD Performance Standards

Minimum Performance Standards: Homelessness Prevention		
Project Type	Exit Rate to PH	Return Rate to Homelessness
Homelessness Prevention	90%	3%
Target Performance Standards		
Homelessness Prevention	95%	2%

Minimum Performance Standards: Permitted Villages					
Project Type	Core Outcomes			Entries from Homelessness	Utilization Rate
	Exit Rate to PH	Length of Stay (days)	Return Rate to Homelessness		
Permitted Villages	40%	90	10%	90%	85%
Target Performance Standards					
Permitted Villages	50%	30	8%	90%	95%

Performance Standard: Basic Day and Hygiene Centers	
Project Type	Number of Services Users
Basic Day & Hygiene Centers	# of monthly service users as proposed in agency RFP submission

Performance Standard: Outreach and Engagement	
Project Type	Percent Referred to Shelter or a Permitted Village
Outreach & Engagement	60%