



2025 Annual Evaluation HMIS Metrics Description

Overview

This document describes the metrics used to evaluate Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), and Transitional Housing (TH) projects for the 2025 Annual Evaluation. This guide also outlines how to calculate these metrics using the Annual Performance Report (APR). The HMIS metrics are organized into five areas: housing stabilization, utilization, income and benefits, and data quality. The evaluation period for the 2025 annual evaluation is the 2024 calendar year (1/1/2024-12/31/2024).

Please note that if you are comparing your APR to the ClientInsight PSH Evaluation Tool the results may differ slightly depending on vendor interpretation of the HUD reporting specifications.

How do I access the Evaluation Tool?

Currently, there is only an evaluation tool for PSH projects. RRH and TH projects can run an APR to see their evaluation results. For PSH projects, follow these steps to access the tool:

1. Log-in to ClientInsight
2. Select “Reports”
3. Select “Community Reports”
4. Search for and select “Permanent Supportive Housing (PSH) Evaluation Tool

How can I find out more details about the 2025 Evaluation?

Supporting documents are available on the NYC CoC website’s Annual Evaluation page:

<https://www.nyc.gov/site/nyccoc/providers/annual-evaluation.page>.

We highly recommend you review all the documents on the website if you have any questions.

If you still have questions, please email the HMIS team at DSSHMIS@dss.nyc.gov.



HMIS Metrics

1. HOUSING STABILIZATION

➤ PSH - Maintaining or Exiting to Permanent Housing

Description	Source	Calculation
Percent of people who remain in permanent supportive housing or exit to a permanent housing situation.	APR Question 5a and 23c	(Q23c Total persons exiting to positive housing destinations + Q5a Total number of stayers)/ (Q5a Total number of persons served – Q23c Total persons exiting to excluded destinations)

APR EXAMPLE:

In the example below, **86%** $[(1+18) / (23-1) * 100]$ of people maintained or exited to permanent housing.

Q23c - Exit Destination

Data Element	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
TOTAL	5	5	0	0	0
Total persons exiting to positive housing destinations	1	1	0	0	0
Total persons exiting to destinations that excluded them from the calculation	1	1	0	0	0

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Total Number of Persons Served	23	23
Total Number of Stayers	18	18



➤ RRH and TH – Exits to Permanent Housing

Description	Source	Calculation
Percent of people who exited to a permanent housing situation.	APR Question 23c	$Q23c \text{ Total persons exiting to positive housing destinations} / (Q23c \text{ Total persons} - Q23 \text{ Total persons exiting to excluded destinations})$

APR EXAMPLE:

In the example below, **25%** $[(1 / (5-1)) * 100]$ of people exited to permanent housing

Q23c - Exit Destination

Data Element	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
TOTAL	5	5	0	0	0
Total persons exiting to positive housing destinations	1	1	0	0	0
Total persons exiting to destinations that excluded them from the calculation	1	1	0	0	0

➤ RRH and TH – Exits to Non-Homeless Destinations

Description	Source	Calculation
Percent of people who exited to a non-homeless destination	APR Question 23c	$1 - (Q23c \text{ Total persons exiting to Homeless Situations}) / (Q23c \text{ Total persons} - Q23 \text{ Total persons exiting that excluded them from the calculation})$

APR EXAMPLE:

In the example below, **100%** $[(1 - (0 / (5-1))) * 100]$ of people exited to a non-homeless destination.

Q23c - Exit Destination

Data Element	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Homeless Situations					
Subtotal	0	0	0	0	0



TOTAL	<u>5</u>	<u>5</u>	0	0	0
Total persons exiting to positive housing destinations	<u>1</u>	<u>1</u>	0	0	0
Total persons exiting to destinations that excluded them from the calculation	<u>1</u>	<u>1</u>	0	0	0

➤ **RRH – Housing Placements**

Description	Source	Calculation
Percent of people served longer than 30 days who moved into housing.	APR Question 5a, 22a1, and 22c	$\frac{\text{Q22c Total persons moved into housing}}{\text{Q5a Total persons served} - \text{Q22a1 Total persons with length of participation 0-30 days}}$

APR EXAMPLE:

In the example below, **70%** $[(14 / (23-3)) * 100]$ of people served longer than 30 days moved into housing.

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Total Number of Persons Served	<u>23</u>	<u>23</u>

Q22a1 - Length of Participation CoC Projects

	Total	Leavers	Stayers
30 days or less	<u>3</u>	0	<u>3</u>



Q22c - Length of Time between Project Start Date and Housing Move in Date

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	<u>4</u>	<u>4</u>	0	0	0
8 to 14 days	<u>2</u>	0	<u>2</u>	0	0
15 to 21 days	<u>1</u>	<u>1</u>	0	0	0
22 to 30 days	<u>1</u>	<u>1</u>	0	0	0
31 to 60 days	<u>3</u>	<u>3</u>	0	0	0
61 to 90 days	0	0	0	0	0
91 to 180 days	<u>3</u>	<u>1</u>	<u>2</u>	0	0
181 to 365 days	0	0	0	0	0
366 to 730 days (1-2 Yrs)	0	0	0	0	0
Total (persons moved into housing)	14	<u>10</u>	<u>4</u>	0	0

➤ **RRH – Rapid Placements**

Description	Source	Calculation
Percent of people who moved into housing between 8 and 90 days of their project enrollment date. <i>Note: Projects should enroll clients in the program when the client begins receiving services and record a housing move-in date once they move into housing.</i>	APR Question 22c	Q22c Total persons length of participation (8-14) + (15-21) + (22-30) + (31-60) + (61-90 days) / Q22c Total persons moved into housing

APR EXAMPLE:

In the example below, **57%** $(((2+1+1+1+3) / 14) * 100)$ of people moved into housing between 8 and 90 days of project enrollment.



Q22c - Length of Time between Project Start Date and Housing Move in Date

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	<u>4</u>	<u>4</u>	0	0	0
8 to 14 days	<u>2</u>	0	<u>2</u>	0	0
15 to 21 days	<u>1</u>	1	0	0	0
22 to 30 days	<u>1</u>	<u>1</u>	0	0	0
31 to 60 days	<u>3</u>	<u>3</u>	0	0	0
61 to 90 days	<u>0</u>	0	0	0	0
91 to 180 days	<u>3</u>	1	<u>2</u>	0	0
181 to 365 days	0	0	0	0	0
366 to 730 days (1-2 Yrs)	0	0	0	0	0
Total (persons moved into housing)	<u>14</u>	<u>10</u>	<u>4</u>	0	0
Average length of time to housing	37.86	30.60	56.00	0.00	0.00
Persons who were exited without move-in	<u>2</u>	<u>2</u>	0	0	0
Total Persons	<u>16</u>	<u>12</u>	<u>4</u>	0	0

2. UTILIZATION

➤ **PSH – Average Unit Utilization Rate**

Description	Source	Calculation
Average unit utilization rate	PSH Evaluation Tool	Sum of the total number of days each head of household was enrolled in the program during the year / Sum of the total number of days units were available during the year

SAMPLE DATA EXAMPLE:

Given the example data below the average unit utilization rate would be **63%** $[(1,140 / 1,812) * 100]$.



Example Data for 2024 Calendar Year

Head-of-Household Details – assumes all clients are head of households

Client ID	Entry Date	Exit Date	Number of days enrolled in program in 2024
1	11/5/2004		366 ¹
2	1/12/2006		366
3	5/16/2007		366
4	10/1/2007	2/12/2024	42
Total			1,140

Inventory Details

Inventory ID	Inventory Start Date	Inventory End Date	Unit Inventory	Total number of days units were available during 2024
1	11/5/2004	1/5/2024	4	(4 days x 4) = 12
2	1/6/2025		5	(360 days x 5) = 1,800
Total				1,812

➤ RRH – Utilization Rate

Description	Source	Calculation
Utilization Rate	APR Q5a and ESNAPS application	Q5a Total Households/ Total persons project stated they will serve in ESNAPS application

APR EXAMPLE:

Let's assume that the ESNAPS application for this project stated they would serve 70 households. The Utilization Rate would be **87%** [(61/70) *100].

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Number of Adult Heads of Household	61	61

¹ 2024 was a leap year.



➤ TH – Average Utilization Rate

Note: the utilization rate for TH projects is calculated using the four point-in-time counts because utilization is calculated using the APR for the 2025 evaluation.

Description	Source	Calculation
Average utilization rate	APR Q7b and HMIS Warehouse bed inventory	(Q7b January point-in-time/HMIS Warehouse Bed Inventory) + (Q7b April point-in-time/HMIS Warehouse Bed Inventory) + (Q7b July point-in-time/HMIS Warehouse Bed Inventory) + (Q7b October point-in-time/HMIS Warehouse Bed Inventory) / 4

APR EXAMPLE:

Let's assume that the bed inventory in the HMIS warehouse for this project is 60 beds. The Utilization Rate would be **83%** $(((51/60 + 51/60 + 51/60 + 47/60)/4)*100]$

Q7b - Point in Time Count Of Persons on the Last Wednesday

Point in Time Count Of Persons on the Last Wednesday	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
January	51	51	0	0	0
April	51	51	0	0	0
July	51	51	0	0	0
October	47	47	0	0	0

3. INCOME & BENEFITS

➤ PSH, RRH and TH – Increasing or Maintaining Any Income

Description	Source	Calculation
Percent of adults who increased or maintained any income (earned or other)	APR Q18, Q19a1 and Q19a2	(Q19a1 Total adults retained and same + Retained and increased + Gained between entry and annual assessment) + (Q19a2 Total adults retained and same + Retained and increased + Gained between entry and exit) / (Q18 Total adults staying or exiting – Q18 Adults not yet required to have annual assessment)



APR EXAMPLE:

In the example below, **96%** $[(0+33+1+3+11+0)/(45+16-11)*100]$ of adults maintained or increased their total income.

Q18 - Client Cash Income Category - Earned/Other Income Category - by Start and Annual Assessment/Exit Status

Number of Adults By Income Category	Number of Adults at Start	Number of Adults at Annual Assessment Stayer	Number of Adults at Exit Leavers
Number of adult stayers not yet required to have an annual assessment		11	
Number of adult stayers without required annual assessment		0	
Total Adults	61	45	16

Q19a1 - Client Cash Income Change - Income Source - by Start and Latest Status

A. Income Change by Income Category Universe Adult Stayers with Income Information at Start and Annual Assessment	B. Had Income Category at Start and Did Not Have It at Annual Assessment	C. Retained Income Category But Had Less at Annual Assessment Than at Start	D. Retained Income Category and Same at Annual Assessment as at Start	E. Retained Income Category and Increased at Annual Assessment	F. Did Not Have the Income Category at Start and Gained the Income Category at Annual Assessment	G. Did Not Have the Income Category at Start or at Annual Assessment	H. Total Adults including those with No Income	I. Performance Measures Adults who Gained or Increased Income from Start to Annual Assessment Average Gain	J. Performance measure Percent of persons who accomplished this measure
Number of Adults with Any Income (i.e., Total Income)	0	0	0	33	1	0	34	34	100.00



Q19a2 - Client Cash Income Change - Income Source - by Start and Exit

A. Income Change by Income Category Universe Adult Leavers with Income Information at Start and Exit Assessment	B. Had Income Category at Start and Did Not Have It at Exit Assessment	C. Retained Income Category But Had Less at Exit Assessment Than at Start	D. Retained Income Category and Same at Exit Assessment as at Start	E. Retained Income Category and Increased at Exit Assessment	F. Did Not Have the Income Category at Start and Gained the Income Category at Exit Assessment	G. Did Not Have the Income Category at Start or at Exit Assessment	H. Total Adults including those with No Income	I. Performance Measures Adults who Gained or Increased Income from Start to Exit Assessment Average Gain	J. Performance measure Percent of persons who accomplished this measure
Number of Adults with Any Income (i.e., Total Income)	0	2	3	11	0	0	16	11	68.75

➤ PSH and TH – Non-Cash Benefits

Description	Source	Calculation
Percent of adults who had at least one non-cash benefits at their latest annual assessment or exit	APR Q18 and 20b	(Q20b Adults with 1 or more sources of cash benefits at latest annual + Q20b Adults with 1 or more non-cash benefits at exit) / (Q18 Total adults staying or exiting – Q18 Adults not yet required to have annual assessment)

APR EXAMPLE:

In the example below, **98%** $[(33+16) / (45+16-11)*100]$ of adults had at least one non-cash benefit at their latest annual assessment or at exit.

Q18 - Client Cash Income Category - Earned/Other Income Category - by Start and Annual Assessment/Exit Status

Number of Adults By Income Category	Number of Adults at Start	Number of Adults at Annual Assessment Stayer	Number of Adults at Exit Leavers
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Number of adult stayers not yet required to have an annual assessment		11	
Number of adult stayers without required annual assessment		0	
Total Adults	61	45	16

Q20b - Number of Non-Cash Benefit Sources

	Benefit at Start	Benefit at Latest Annual Assessment for Stayers	Benefit at Exit for Leavers
No Sources	23	1	0
1+ Sources	38	33	16
Client Doesn't Know/Prefers Not to Answer	0	0	0
Data Not Collected/Not stayed long enough for annual assessment	0	11	0
Total	61	45	16

➤ PSH and TH – Health Insurance

Description	Source	Calculation
Percent of people with health insurance	APR Q5 and 21	(Q21 People with 1 insurance at annual assessment + Q21 People with more than 1 insurance at annual assessment + Q21 People with 1 insurance at exit + Q21 People with more than 1 insurance at exit) / (Q5a Total people – Q21 Stayers not required to have an annual assessment)

APR EXAMPLE:

In the example below, **98%** $[(33+14+1+1) / (61-11)*100]$ of people have health insurance.

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Total Number of Persons Served	61	61



Q21 - Health Insurance

	At Start	At Annual Assessment for Stayers	At Exit for Leavers
Number of Stayers not yet Required To Have an Annual Assessment		11	
1 Source of Health Insurance	58	33	14
More than 1 Source of Health Insurance	2	1	1

4. Data Quality

➤ PSH, RRH and TH – Personally Identifying Information (PII) Data Elements

Description	Source	Calculation
Percent of total responses to the PII data elements <i>without</i> data errors ² .	APR Q5a and 6a	1 - (Q6a Total data errors for name + Q6a Total data errors for date of birth + Q6a Total data errors for race and ethnicity) / Q5a Total people

APR EXAMPLE:

In the example below, **98%** [1 - ((0+0+1) / 61)*100] of responses to the PII data elements do not have a data quality error.

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Total Number of Persons Served	61	61

² This includes number of cases where a client answers, “Doesn’t Know or Prefers Not to Answer”, where the information is missing, and where there are data issues as defined by the APR specifications.



Q6a - Data Quality: Personally Identifiable Information

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	0	0	0	0.00%
Social Security Number (3.02)	0	0	0	0	0.00%
Date of Birth (3.03)	0	0	0	0	0.00%
Race and Ethnicity (3.04)	0	1		1	1.64%
Gender (3.06)	0	0		0	0.00%
Overall Score				1	1.64%

➤ PSH, RRH and TH – Universal Data Elements (UDE)

Description	Source	Calculation
Percent of total responses to the universal data elements <i>without</i> data errors.	APR Q5a and 6b	$1 - ((Q6b \text{ Total data errors for project start date} + Q6b \text{ Total data errors for relationship head of household} + Q6b \text{ Total data errors for disabling condition}) / Q5a \text{ Total people})$

APR EXAMPLE:

In the example below, **100%** $[1 - ((0+0+0) / 61) * 100]$ of responses to the universal data elements do not have a data quality error.

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Total Number of Persons Served	61	61



Q6b - Data Quality: Universal Data Elements

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	0	0	0	0	0.00%
Project Start Date (3.10)			0	0	0.00%
Relationship to Head of Household (3.15)		0	0	0	0.00%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.08)	0	0	0	0	0.00%

➤ PSH, RRH and TH – Income and Housing Data Elements

Description	Source	Calculation
Percent of total responses to the income and housing data elements <i>without</i> data errors.	APR Q5a and 6c	1 - (Q6c Total data errors for destination+ Q6c Total data errors for income and sources at start+ Q6c Total data errors for income and sources at annual assessment + Q6c Total data errors for income and sources at exit) / (Q5a Total people)

APR EXAMPLE:

In the example below, **97%** [1 - ((2+0+0 + 0) / 61)*100] of responses to the income and housing data elements do not have a data quality error.

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Total Number of Persons Served	61	61



Q6c - Data Quality: Income and Housing Data Quality

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	0	2		2	12.50%
Income and Sources (4.2) at Start	0	0	0	0	0.00%
Income and Sources (4.2) at Annual Assessment	0	0	0	0	0.00%
Income and Sources (4.2) at Exit	0	0	0	0	0.00%

➤ PSH – Chronic Homelessness Data Elements

Description	Source	Calculation
Percent of records <i>able</i> to calculate chronic homelessness	APR Q6d	1 – Q6d Percent of records unable to calculate chronic homelessness

APR EXAMPLE:

In the example below, **100%** [100% - 0.00%) of records are able to calculate chronic homelessness.



Q6d - Data Quality: Chronic Homelessness

Starting into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.91.3) Missing	Number of times (3.917.4) DK/PNTA/missing	Number of months (3.917.5) DK/PNTA/missing	% of records unable to calculate
ES-EE, ES-NbN, SH, Street Outreach	0			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	<u>37</u>	0	0	0	0	0	0.00%
CE	0	0	0	0	0	0	0.00%
SSO, Day Shelter, HP	0	0	0	0	0	0	0.00%
Total	<u>37</u>						0.00%

➤ PSH – Missing Housing Move-in Dates

Description	Source	Calculation
Percent of head of households not missing a housing move-in date	APR Q5a and 22e	$1 - (\text{Q22e total head of households not yet moved into housing} / \text{Q5a total head of households})$

APR EXAMPLE:

In the example below, **100%** [$1 - (0/61) \times 100$] of head of households are not missing a housing move-in date.

Q5a - Report Validations Table

Category	Count Of Clients For DQ	Count Of Clients
Number of Adult Heads of Household	<u>61</u>	<u>61</u>



Q22e - Length of Time Prior to Housing - based on 3.917 Date Homelessness Started

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Not yet moved into housing	0	0	0	0	0