SYSTEM PERFORMANCE MEASURES

FL-507 (Orange, Osceola & Seminole)

2024-2025

HOMELESS SERVICES NETWORK of Central Florida

INTRODUCTION

System Performance Measures (SPMs) are a series of metrics used to evaluate system-level performance and progress towards housing for people experiencing homelessness.

SPMs encourage communities to coordinate efforts across different projects and funding sources. These metrics are reported to HUD and are a competitive element in CoC Program Competitions for additional funding.
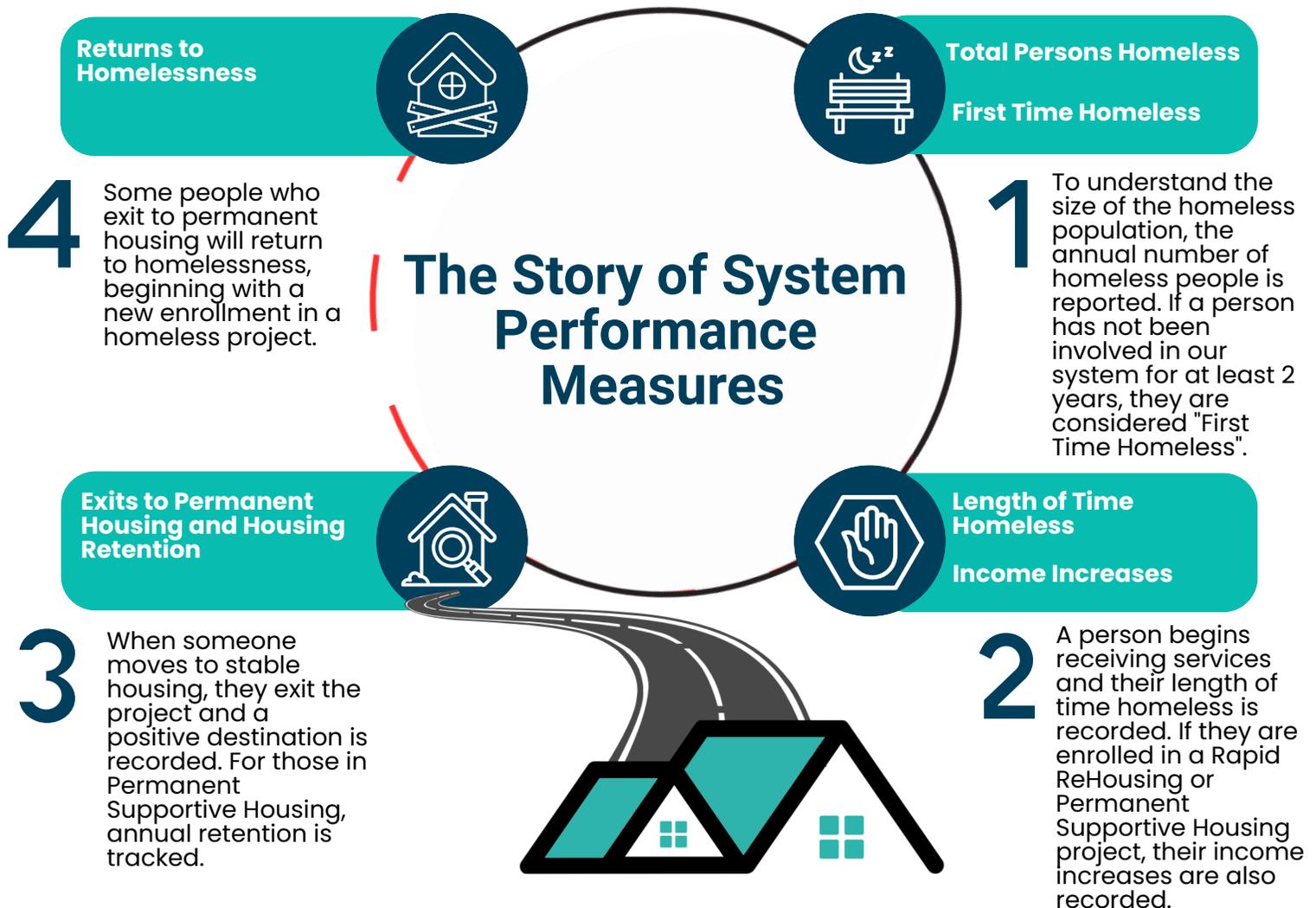
Each measure helps support the overall mission:

ENDING HOMELESSNESS

The Story of System Performance Measures

Returns to Homelessness

4 Some people who exit to permanent housing will return to homelessness, beginning with a new enrollment in a homeless project.

Total Persons Homeless

First Time Homeless

1 To understand the size of the homeless population, the annual number of homeless people is reported. If a person has not been involved in our system for at least 2 years, they are considered "First Time Homeless".

Exits to Permanent Housing and Housing Retention

3 When someone moves to stable housing, they exit the project and a positive destination is recorded. For those in Permanent Supportive Housing, annual retention is tracked.

Length of Time Homeless

Income Increases

2 A person begins receiving services and their length of time homeless is recorded. If they are enrolled in a Rapid ReHousing or Permanent Supportive Housing project, their income increases are also recorded.

2024–2025 OVERVIEW

Total Persons Homeless (ES & TH)

6747

% First-Time Homeless

75–78%

Avg Length of Time Homeless (ES & TH)

86 days

Percent Who Improved Income (RRH & PSH)

22–35%

Permanent Supportive Housing Retention

97%

Returns to Homelessness

21%

PROJECT TYPE ABBREVIATIONS

- Emergency Shelter (ES)
- Transitional Housing (TH)
- Street Outreach (SO)
- Rapid ReHousing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH)
- Permanent Housing (PH)

NUMBER OF PEOPLE HOMELESS

Number of People Homeless is an annual count of persons served in emergency shelters and transitional housing. The goal is to decrease the overall homeless population each year.

Additionally, the previous year's Point-in-Time (PIT) Count is included in the report as a way of measuring homelessness on a single night. For more information about the PIT Count, please check out our local reports here: https://www.hmiscfl.org/reporting/
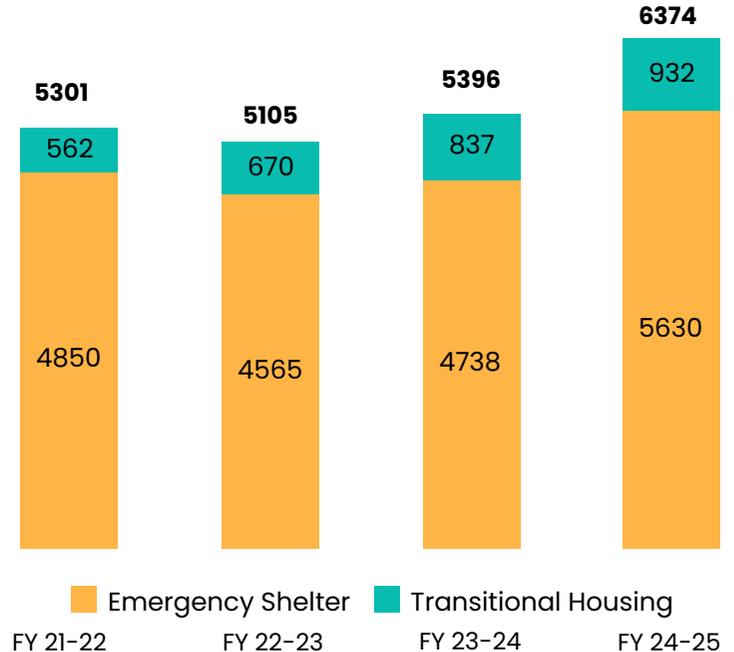
ANNUAL COUNT

6374

PIT COUNT 2025

2726

Homelessness increased by almost 1000 people since 2024. The increase in transitional housing can be attributed to new Youth Homelessnesss Demonstration Program resources for people aged 18-24.

Annual Count by Year

	Emergency Shelter	Transitional Housing	Total
FY 21-22	4850	562	5301
FY 22-23	4565	670	5105
FY 23-24	4738	837	5396
FY 24-25	5630	932	6374

Legend: Emergency Shelter, Transitional Housing

NUMBER OF PEOPLE FIRST-TIME HOMELESS

This metric looks at people who are enrolled in ES, TH, and PH projects in the reporting year and determines whether they are First-Time Homeless or Continuously Homeless.

First Time Homeless means that a person has not received homeless services in the last 2 years.

Continuously Homeless means that a person has prior service enrollments in the last 2 years.

While the total number of people homeless is increasing, the percentage that experience first-time homelessness vs continuous homelessness remains steady.

NUMBER FIRST-TIME HOMELESS IN ES/TH
4389

- 22% Continuously Homeless
- 78% First Time Homeless

■ First Time Homeless
■ Continuously Homeless

NUMBER FIRST-TIME HOMELESS IN ES/TH/PH
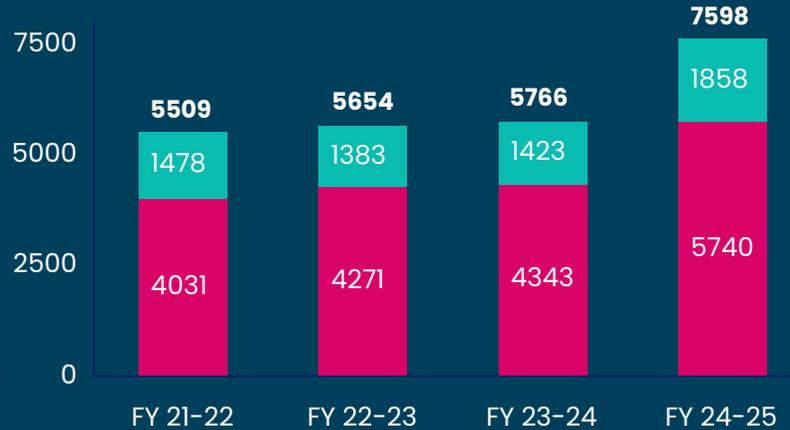## 5740
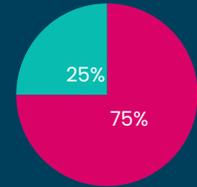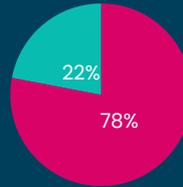
- 25% Continuously Homeless
- 75% First Time Homeless

■ First Time Homeless
■ Continuously Homeless

First Time Homeless ES & TH

FY	First Time Homeless	Continuously Homeless	Total
FY 21-22	3271	1168	4439
FY 22-23	3323	961	4284
FY 23-24	3635	929	4564
FY 24-25	4389	1220	5609

■ First Time Homeless   ■ Continuously Homeless

First Time Homeless ES, TH & PH

FY	First Time Homeless	Continuously Homeless	Total
FY 21-22	4031	1478	5509
FY 22-23	4271	1383	5654
FY 23-24	4343	1423	5766
FY 24-25	5740	1858	7598
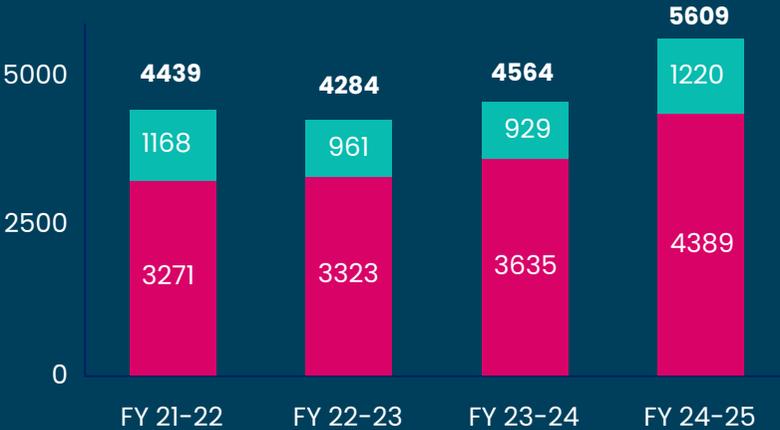
■ First Time Homeless   ■ Continuously Homeless

LENGTH OF TIME HOMELESS

Length of Time Homeless measures the cumulative number of days people spend homeless in two ways:

- Days enrolled in literally homeless projects (ES/TH projects)

- Self-reported days homeless/ Approximate Date Homeless (for ES/TH/PH projects)

The average number of days and median number of days homeless are reported for each project type grouping.

AVERAGE DAYS HOMELESS IN PROJECTS(ES/TH)

86 days

AVERAGE DAYS SELF-REPORTED HOMELESS (ES/TH/PH)

470 days

MEDIAN DAYS HOMELESS IN PROJECTS(ES/TH)

42 days

MEDIAN DAYS SELF-REPORTED HOMELESS (ES/TH/PH)
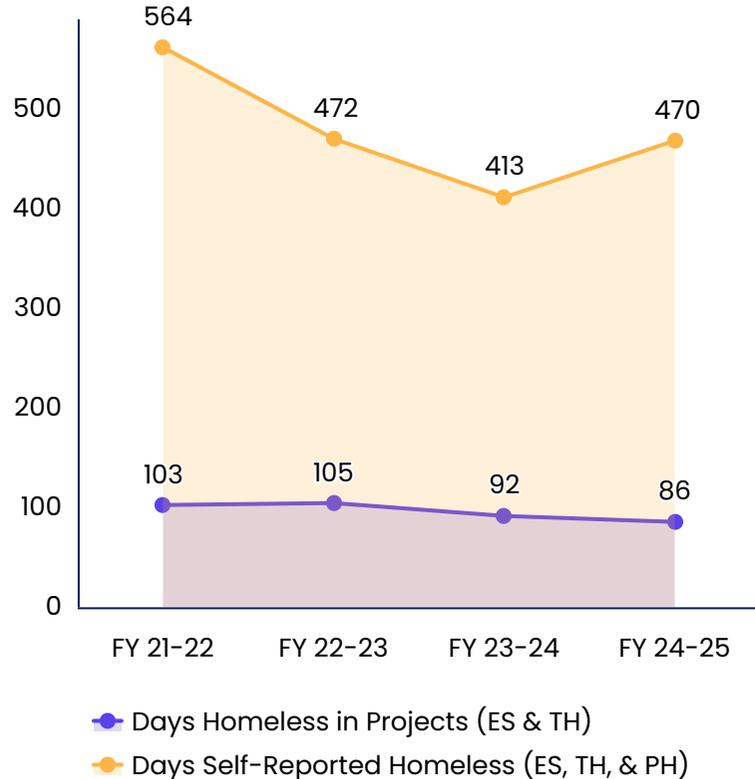
161 days

While the overall stay in projects has decreased in the last 4 years, self-reported homelessness rose in the last year to match 2023 levels.

Avg Length of Time Homeless

Legend:
- Days Homeless in Projects (ES & TH)
- Days Self-Reported Homeless (ES, TH, & PH)

Data points:
- Days Self-Reported Homeless: FY 21-22: 564, FY 22-23: 472, FY 23-24: 413, FY 24-25: 470
- Days Homeless in Projects: FY 21-22: 103, FY 22-23: 105, FY 23-24: 92, FY 24-25: 86

INCREASED INCOME
FOR COC-FUNDED HOUSING PROJECTS

Increased Income for Continuum of Care (CoC)-Funded projects measures the number of people who increased their income while enrolled in a CoC-Funded RRH, PSH, or TH project.

Other information we report includes the type of income being received (employment vs non-employment-based income) and whether that income increase happened during a program update (stayers) or at program exit (leavers).
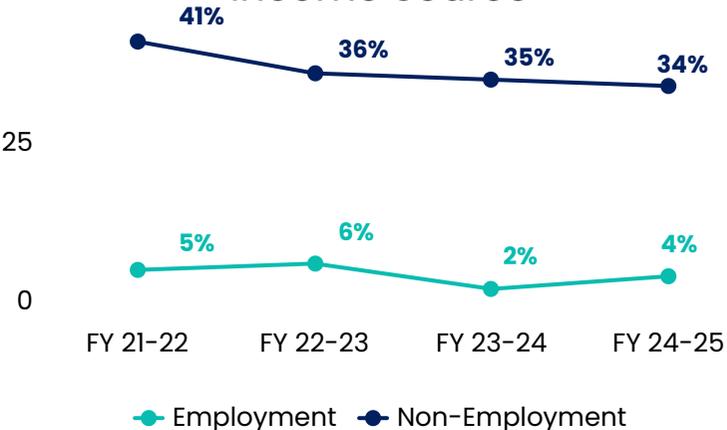
There is a significant reduction in the amount of non-employment based income being reported at exit for people who leave the system.

PERCENTAGE OF ADULTS WHO INCREASED INCOME - STAYERS

35%

PERCENTAGE OF ADULTS WHO INCREASED INCOME - LEAVERS

22%

Income Increases for Stayers by Income Source

Non-Employment: FY 21-22: 41%, FY 22-23: 36%, FY 23-24: 35%, FY 24-25: 34%
Employment: FY 21-22: 5%, FY 22-23: 6%, FY 23-24: 2%, FY 24-25: 4%

— Employment   — Non-Employment

Income Increases for Leavers by Income Source

Non-Employment: FY 21-22: 23%, FY 22-23: 21%, FY 23-24: 22%, FY 24-25: 12%
Employment: FY 21-22: 15%, FY 22-23: 18%, FY 23-24: 14%, FY 24-25: 13%

— Employment   — Non-Employment
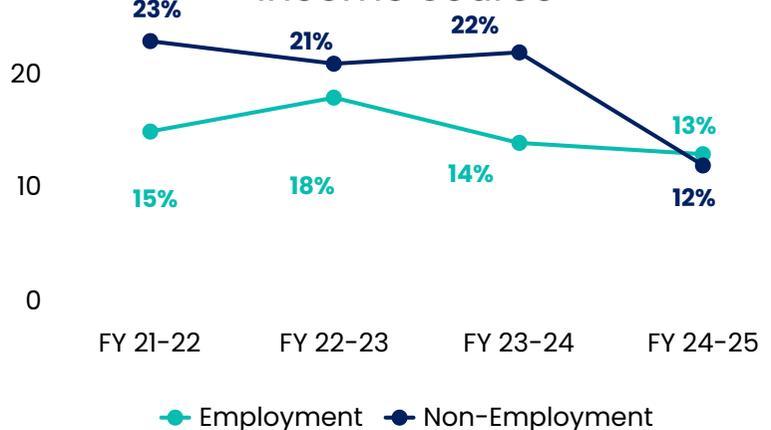
EXITS TO PERMAMENT HOUSING

This metric determines the rate of permanent housing exits for a project type. "Permanent Housing" looks different depending on what project type someone exits from. For ES, TH, RRH & PSH, the person moved into a rental, home ownership, or a long-term arrangement to stay with friends or family. For SO, the person moved to permanent housing, an emergency shelter placement, or some other temporary location that provides lodging.
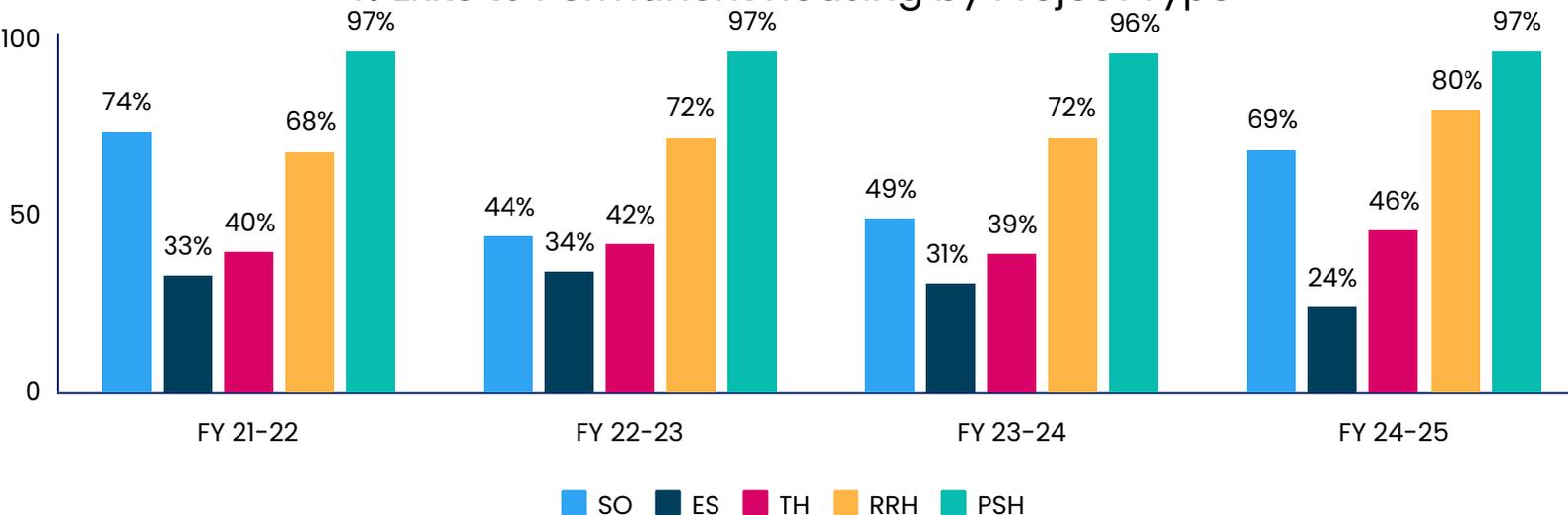
For Permanent Supportive Housing, we measure the retention of housing of those still enrolled along with exits to permanent housing.

High PSH housing retention is a sign of a healthy Housing-Focused community. Our retention rate stays consistently high at 97%.

POSITIVE EXITS FROM STREET OUTREACH

15%

85%

- ■ Exited to Temporary Situation
- ■ Exited to Permanent Situation

% Exits to Permanent Housing by Project Type

	FY 21-22	FY 22-23	FY 23-24	FY 24-25
SO	74%	44%	49%	69%
ES	33%	34%	31%	24%
TH	40%	42%	39%	46%
RRH	68%	72%	72%	80%
PSH	97%	97%	96%	97%

■ SO ■ ES ■ TH ■ RRH ■ PSH

RETURNS TO HOMELESSNESS

Returns to Homelessness measures people who exited to permanent housing and returned to homelessness within 2 years of the exit. We report the data by project type and time-frame of the return (Less than 6 months, between 6-12 months, or between 12-24 months)

% Returns to Homelessness

FY	%	Count
FY 21-22	19%	491
FY 22-23	25%	818
FY 23-24	25%	883
FY 24-25	21%	885
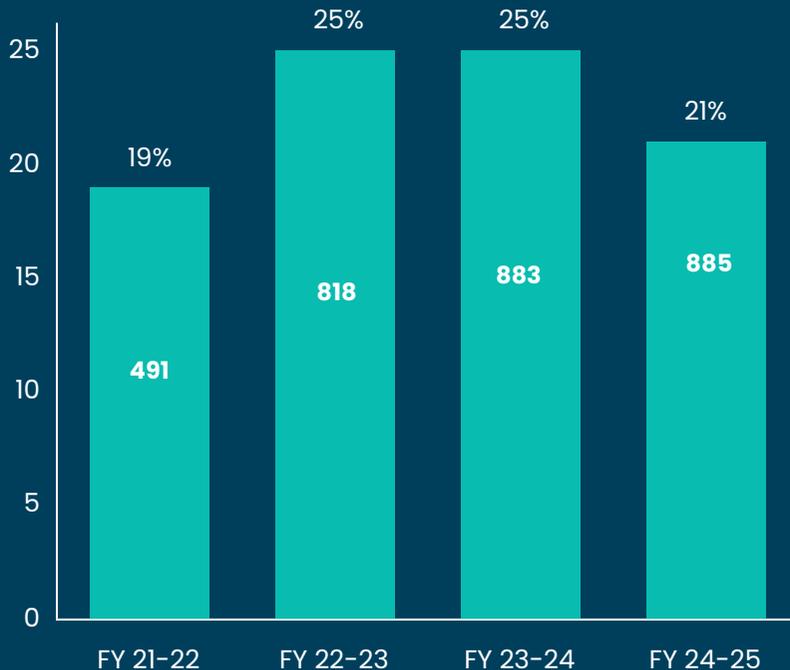
As a percent of all permanent housing exits, 21% of people returned to homelessness in 2025.

% of Exits That Become Returns by Time-Frame

Time-Frame	%	Count
Less than 6 Months	11%	423
6-12 Months	5%	187
12 Months or More	6%	273

% of Exits That Become Returns by Project Type

Project Type	%	Count
ES	28%	390
SO	22%	215
TH	15%	26
PH	16%	254

DATA QUALITY: DESTINATION ERROR RATE

Attention to data quality ensures reporting on homelessness represents an accurate picture of the needs and outcomes in our community.

The System Performance Measures utilize Destination Error Rate to measure data quality. The Destination Error Rate is calculated by dividing the number of "unknown" exit destinations with total exits in the report period.

Our community goal is to have less than 10% exit destination errors for SPMs.
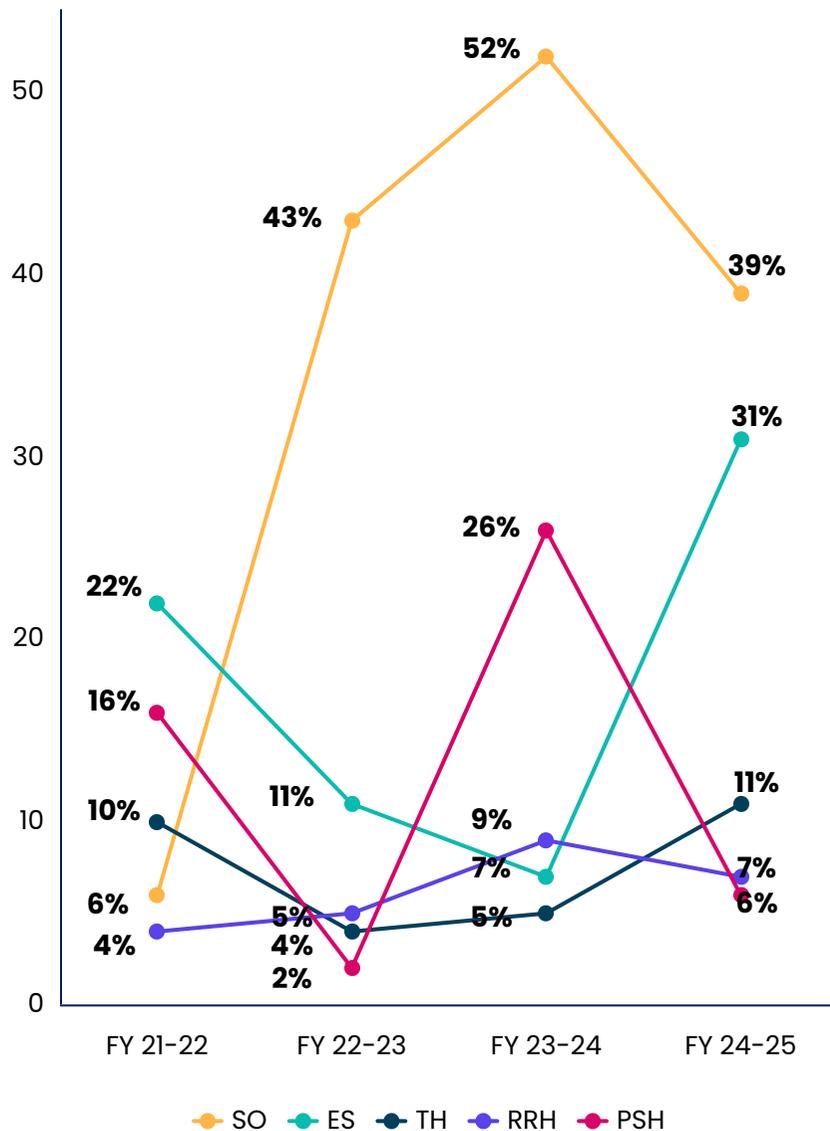
PROJECT TYPES MEETING GOAL
RRH, PSH

PROJECT TYPES NOT MEETING GOAL
SO, ES, TH

Destination Error Rate by Project Type

Legend: SO, ES, TH, RRH, PSH

Data points:
- FY 21-22: SO 6%, ES 22%, TH 10%, RRH 4%, PSH 16%
- FY 22-23: SO 43%, ES 11%, TH 4%, RRH 5%, PSH 2%
- FY 23-24: SO 52%, ES 7%, TH 5%, RRH 9%, PSH 26%
- FY 24-25: SO 39%, ES 31%, TH 11%, RRH 7%, PSH 6%