**What are the HUD System Performance Measures?**

The HUD System Performance Measures are a set of 7 measures that your CoC will be submitting to HUD in the near future. They include: Total Number of People Experiencing Homelessness, Length of Time People Spend Experiencing Homelessness, Percentage of People Who Leave Homelessness to Permanent Housing, Number of People Who Return to Homelessness, and a few others. [Click here to learn more.](https://www.hudexchange.info/training-events/system-performance-measures/)

**Why are they important?**

These System Performance Measures will help your local CoC to understand the state of homelessness in the CoC and track progress toward ending homelessness. As of last year, HUD’s funding decisions will be based, in part, on system performance and improvement as demonstrated by these measures. [Click here to learn more.](https://youtu.be/SATHrqGZcH8)

**How can you prepare?**

Prior to the submission of these System Performance Measures (April or May), we encourage you to make sure your data in HMIS are as accurate and complete as possible. We want to make sure the numbers that are submitted to HUD accurately represent the state of homelessness in your CoC.

**Where are they?**

All the reports you will need to check your data quality for the HUD System Performance Measures can be found here:

* Public Folder
  + Data Quality and Completeness Reports
    - SPM Data Quality

**Use this Guide to look at your data quality and ensure everything is ready for submission to HUD!**

**Reports to Check for System Performance Measures Data Clean-Up**

1. Data Completeness – Annual Assessments Report [CoC-funded projects only]

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**

**Provider Name: *(your provider)***

**Beginning of Report Period: 10/01/2017**

**End of Report Period: 10/01/2018**

Program Types: *[keep default]*

**How to use it:**

Tab 1 - HoH Errors: This tab identifies households with more than one client designated as the Head of Household at project entry.

Tab 3 - All Clients Annual Assessments: The client detail table identifies Annual Assessment errors for all clients. Clients with missing or invalid annual reviews will have a yellow highlight in the 4th column. If a client has a different project start date than their head of household, the annual assessment is due on the head of household's anniversary.

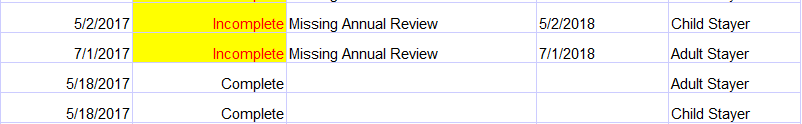
Tab 4 - Duplicate Assessments: Clients should have one and only one annual assessment each year. This tab flags clients with multiple annual assessments that were recorded for the same day.

Check out the “How to Use This Report” tab of the report for complete instructions.

**Goal:**

All reviews completed for all clients.

Find something like this on the “All Clients Annual Assessments” tab? That means the client has at least one review error



**Reports to Check for System Performance Measures Data Clean-Up**

1. Sub-Assessment Errors – Data Completeness on Client Profile (New Data Standards) [CoC-funded projects only]

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**

**Enter value(s) for Provider ID: *(your provider)***

**Report Start Date: 10/01/2017**

**Report End Date: 10/01/2018**

**Enter Effective Date: 10/01/2018**

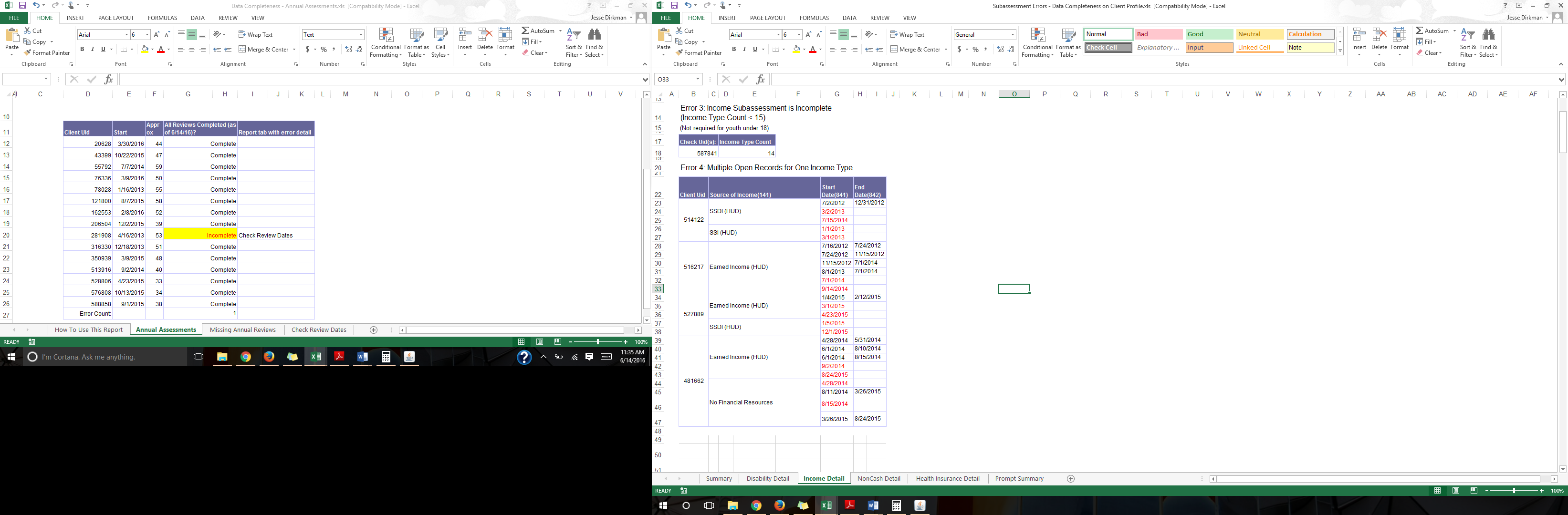
**How to use it:**

For System Performance Measures, focus on Monthly Income detail. The “Income Detail” tab identifies clients with the following income record issues:

* No income identified, but “Income from Any Source” response is “Yes (HUD)”.
* At least one income source identified, but “Income from Any Source” response is “No (HUD)”.
* Income sub-assessment is Incomplete.
* There are multiple open records for one income type.

**Goal:**

No errors on “Income Detail” tab.



**Reports to Check for System Performance Measures Data Clean-Up**

1. Data Completeness by User – Entry Exit Based – 2017 Data Standards\*

\*Yes, this is the newest version of the report! The entire system was changed over to the 2017 standards as of 10/1/2017, including data entered prior to that date.

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**

Enter Reporting Group(s): *[keep blank]*

**Provider Name: *(your provider)***

CoC: *[keep blank]*

**Beginning of Report Period: 10/01/2017**

**End of Report Period: 10/01/2018**

Program Types: *[keep default]*

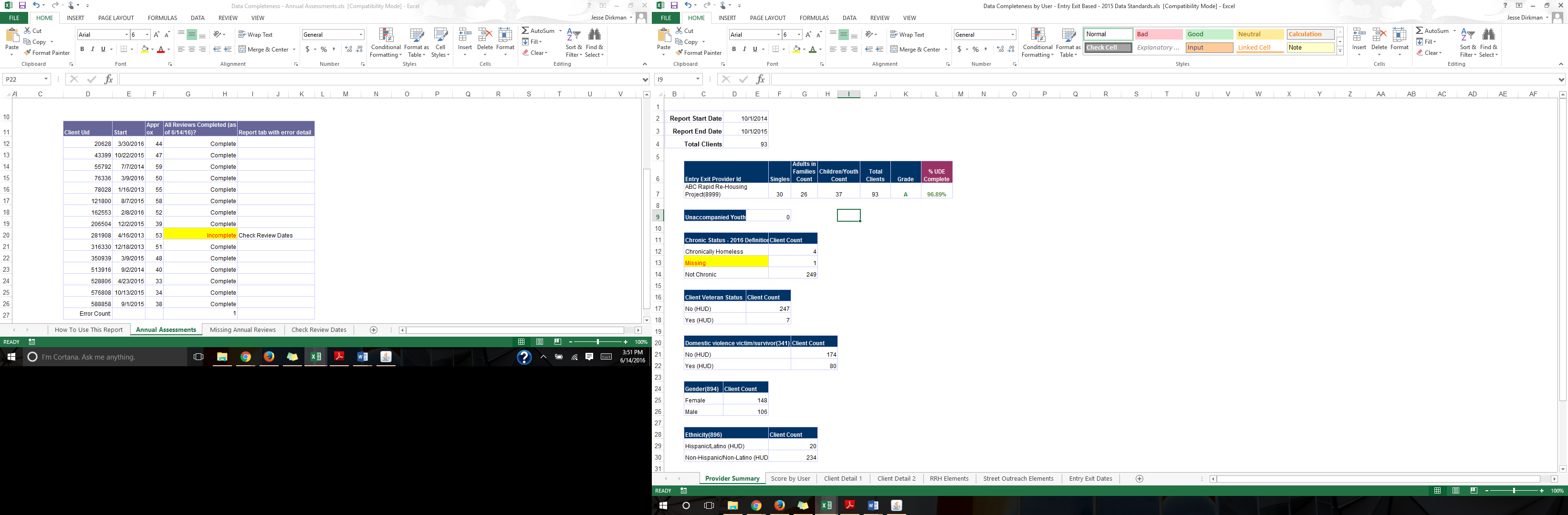
Select User(s) Creating Entry / Exit: *[keep blank]*

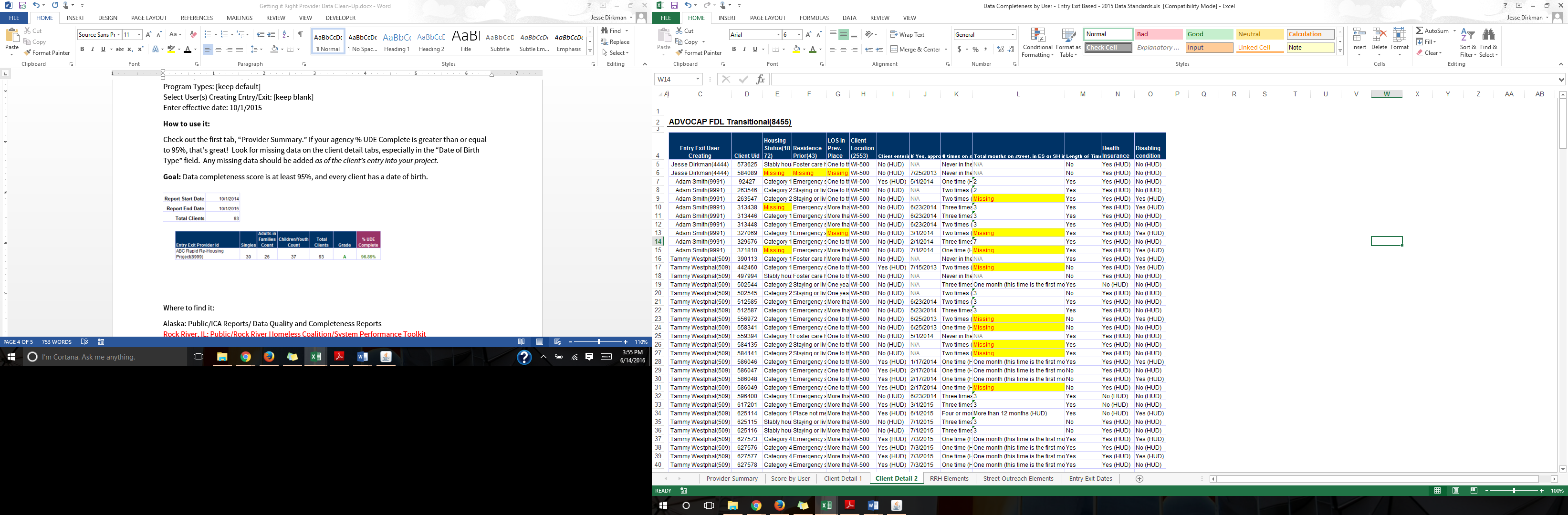
**Enter Effective Date: 10/01/2018**

**How to use it:**

Check out the first tab, “Provider Summary”. If your Agency % UDE Complete is greater than or equal to 95%, that’s great! Look for Missing data on the Client Detail tabs, especially in the “Date of Birth Type” field. Any Missing data should be added ***as of the client’s entry into your project.***

**Goal:**

Data completeness score is at least 95%, and every client has a Date of Birth. 



**Reports to Check for System Performance Measures Data Clean-Up**

1. 0216: Unexited Clients Exceeding Max Length of Stay

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**

Run for one provider:

**Select Program 1: *(your project)***

**Enter maximum length of stay (in days) for program 1: *(select the maximum length of stay in your project)***

**Maximum length of stay for all remaining program prompts: 0**

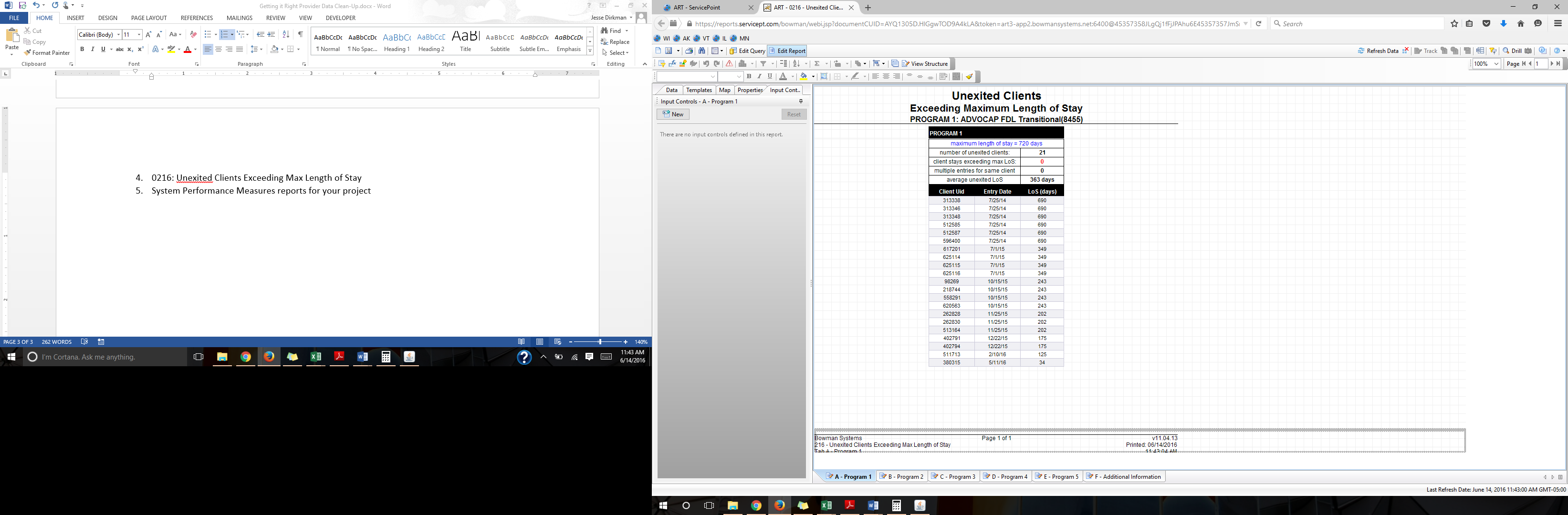
All other programs: *keep “none selected”*

**How to use it:**

Check out the provider one tab. Have any clients exceeded the maximum length of stay? If yes, check to make sure those clients are still enrolled in the project. Any clients who are not should be exited from HMIS. Remember to backdate to when they actually left the project!

**Goal:**

All client who have left the project should have exit dates in HMIS.



Find a client exceeding your maximum length of stay? Make sure they are still enrolled in your project!

**Reports to Check for System Performance Measures Data Clean-Up**

1. System Performance Measures reports for your project

While System Performance Measure reports will be submitted to HUD at the CoC level, it may also be helpful for your agency to run some of them:

1. 0700 – Length of Time Persons Homeless – Metric 1  
    **Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Make sure to “View” rather than “Schedule” the report**

**Prompts:**

**Select Provider(s): *select your provider***  
Select CoC Code(s): *[leave blank]***Enter Start Date: 10/1/2017  
Enter End Date PLUS 1 Day: 10/1/2018  
Enter Prior Year Start Date: 10/1/2016  
Enter effective date: 10/1/2018**

**How to use it:**

**Make sure to “View” rather than “Schedule” the report**. Go to Tab B – Detail. Select “Overlap” for the “Show Client Overlap Data Quality” input control. Fix any duplicate or overlapping stays.

1. 0700.1b – Length of Time Persons Homeless – Metric 1  
    **Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Make sure to “View” rather than “Schedule” the report**

**Prompts:**

**Select Provider(s): *select your provider***  
Select CoC Code(s): *[leave blank]***Enter Start Date: 10/1/2017  
Enter End Date PLUS 1 Day: 10/1/2018  
Enter Prior Year Start Date: 10/1/2016  
Enter effective date: 10/1/2018**

**How to use it:**

**Make sure to “View” rather than “Schedule” the report**. Go to Tab B – Detail. Select “Overlap” for the “Show Client Overlap Data Quality” input control. Fix any duplicate or overlapping stays.

1. 0701 – Exits to Permanent Housing with Return to Homelessness, Metric 2

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**  
**Select Provider(s): *select your provider***

Select CoC Code(s): *[leave blank]***Enter Two Years Prior Start Date (Red): 10/1/2015  
Enter One Year Prior Start Date (White): 10/1/2016  
Enter Current Year End Date PLUS 1 Day (Blue): 10/1/2018**

**How to use it:**

Check to make sure clients have correct exit information recorded on Tab B. NOTE: due to data visibility settings, your rate of return will NOT be accurate if you run this report yourself.

1. 0702 – Number of Homeless Persons-Metric 3.2

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**  
**Select Provider(s): *select your provider***

Select CoC Code(s): *[leave blank]***Enter Prior Year Start Date: 10/1/2016  
Enter Current Year Start Date: 10/1/2017  
Enter Current Year End Date PLUS 1 Day: 10/1/2018**

**How to use it:**

Verify your annual counts. Does the number of clients served in one year look correct?

1. 0703 – Employment and Income Growth for CoC Funded Projects Metric 4

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**  
**Select Provider(s): *select your provider***

Select CoC Code(s): *[leave blank]***Enter Prior Year Start Date: 10/1/2016Enter Current Year Start Date: 10/1/2017  
Enter End Date PLUS 1 Day: 10/1/2018  
Enter effective date: 10/1/2018**

**How to use it:**

For CoC-funded projects:

1. Do results pull into the report for your project?
2. Is the report including the right number of stayers and leavers? (Stayers are clients who have been enrolled in the project for at least 365 days. Leavers have an exit date within the report period and are no longer enrolled in any other HMIS project.)
3. Are the correct number of clients reported as increasing their income?
4. 0704 – Number of Persons First Time Homeless, Metric 5

*Because this report relies mostly on data from other providers that may not be visible to you, we do not recommend that individual providers run this report for data quality purposes at this time.*

1. 0706 – Permanent Housing Placement-Retention Metric 7

**Where to find it:** Public/Data Quality and Completeness Reports/SPM Data Quality

**Prompts:**  
**Select Provider(s): *select your provider***

Select CoC Code(s): *[leave blank]*

**Enter Prior Year Start Date: 10/1/2016  
Enter Current Year Start Date: 10/1/2017  
Enter Current Year End Date PLUS 1 Day: 10/1/2018**

**How to use it:**  
Check to make sure clients have correct exit information recorded.