

Memphis and Shelby County Community Scorecard 2013

	Shelter		Transitional		Permanent Supportive		Rapid Rehousing/Prevention	
	Current	Target	Current	Target	Current	Target	Current	Target
Maintain/retain Permanent Housing					82%	84%	91% stable at 12 months	85% stable at 12 months
Exit to permanent housing	50%	57%	77%	78%	83%	84%	100%	100%
Exit to unknown or homelessness	28%	22% Max	20%	no more than 10%	43%	33%	12%	10%
Exit with earned income	25%	48%	56%	34%	13%	20%	49%	45%
Exit with mainstream benefits	58%	74%	83%	84%	83%	84%	unknown	84%
Return to homelessness within 24 months	unknown	unknown	22%	11%	20%	14%	2%	5%
Average program stay	37	30	142	120	570	730	30	45
Reaching hard to serve	83%	85% enter as literally homeless	64%	87% LH	67%	93% CH	unknown	85% enter as literally homeless
Occupancy	NEED	92%	85%	93%	95%	97%		
Cost effectiveness	unknown	NA	\$8,773	\$5,067	\$8,334	\$10,325	\$3,285	\$3,285
Entered with 0 income	42%	47%	40%	71%	26%	33%	21%	25%
Entries from family and friends			24%	15% max	2%	0	10%	15%
PH exits to family and friends			32%	N/A	20%	N/A	0%	N/A
Consumer Satisfaction Rating	NA	TBD	NA	TBD	NA	TBD	NA	TBD
Overall reduction in homelessness	13%	-10%						
Reduction in first-time homeless	1777	-10%						

HEARTH Act metrics

Exhibit 1 and Exhibit 2 metrics

Action Plan to End Homelessness metric