

Cuyahoga/Cleveland CoC Emergency Shelter Performance Standards

Established 5/21/26

PERFORMANCE STANDARDS

- A. **Standard:** Shelter project adheres to local practice standards.
Measurement: Shelter meets all CoC practice standards and maintains local licensure(s) or is actively demonstrating improvement as evidenced by expectations detailed in a performance improvement plan.
- B. **Standard:** Shelter project maintains appropriate utilization.
Measurement: Monthly utilization rate is at or above 80% of contracted bed/unit number, unless demand, as documented through CE, doesn't warrant ES referrals.
- C. **Standard:** Project maintains contractually defined average and median length-of-stay requirements.
Measurement: Length of stay does not exceed the length of stay standard for prior contract period data, and/or the most recently available 6-month period

Population	Average Length of Time	Median Length of Time
Adult + Child Families	90 days	60 days
Youth + Young Adult Families	90 days	60 days
Single Adults	90 days	30 days
Youth + Young Adult Singles	60 days	30 days
Gender Neutral Non-Congregate	Set a standard based on actual	Set a standard based on actual
Cold Weather/Overflow Shelter	30 days	30 days

SERVICE STANDARDS

- D. **Standard:** All participants receive access to services necessary to resolve their housing crisis and support transitions to stable housing.
Measurement: Participants new to ES projects who have stayed in the project for a cumulative period of two (2) or more days complete an **Emergency Shelter intake**
Measurement: Participants new to ES projects receive a **housing-focused case management assessment** and a housing plan within seven (7) business days from the date of the Emergency Shelter intake.
- E. **Standard:** School-aged children maintain enrollment in school.
Measurement: 90% of school-aged children are enrolled in school within 2 business days of their shelter intake date. The Cuyahoga County OHS HMIS data staff will provide a roster of all active emergency shelter participants to the Cuyahoga Public Schools Project ACT Liaison on a monthly basis to identify school-age children flagged for truancy concerns.

SHELTER EXITS

- F. **Standard:** Shelter participants successfully end their homelessness.
Measurement: percentage of households who exit to **successful housing** [defined as any exit to a permanent destination, excluding institutional settings and death)

Population	% of Exits to Successful Housing
Adult + Child Families	60%
YYA Families	40%
Single Adults	20%
Youth + Young Adults	30%
Gender Neutral Non-Congregate	Set a standard based on actual
Cold Weather/Overflow Shelter	10%

Measurement: Less than 10% of exits are to an unsheltered location or to another shelter*

Measurement: At least 20% of single adults and 35% of families are exited to other community resources through **rapid exit** intervention.

RETURNS

- I. **Standard:** Shelter participants exit shelter and do not return to homelessness.
Measurement: Returns to shelter after 6 months (post **successful exits**) decrease by more than 5% over the prior year, or are lower than 10%
Measurement: Less than 20% of **rapid exit** participants will enter shelter within 30 days of rapid exit.

Terms

ES Intake Assessment enrollment in shelter and assignment of a shelter bed/unit, paired with a crisis needs assessment to identify immediate crisis needs and a resolution plan. ES Intake Assessments are captured in HMIS within the Emergency Shelter enrollment screen.

ES Housing-Focused Case Management assessment associated in HMIS as the By Name List (BNL) Assessment and completion of the Vulnerability Index (VI).

Successful Housing exits include any one of the following destinations

- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Moved from one HOPWA-funded project to HOPWA TH
- Rental by client, no ongoing subsidy
- Rental by client, with ongoing subsidy
- Owned by client, with ongoing subsidy
- Owned by client with no ongoing subsidy

Rapid Exit Intervention Exit to a safe, appropriate housing situation (including temporary placements and treatment facilities) within 7 days of enrollment in ES.