

## Evaluating long lengths of stay impacting metric 1a of the System Performance Measure:

### For ES, SH and TH Programs:

The System Performance Measures metric 1a shows us the length of stay in days for clients enrolled in Emergency Shelter, Safe Have and Transitional Housing programs. This translates to the number of days the household remains homeless.

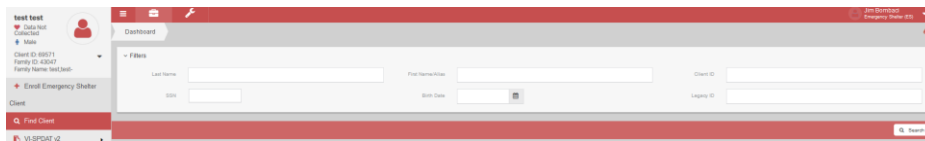
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For TH and SH programs, if you have client records identified on the SPM with long lengths of stay you will be asked to review those enrollments for accuracy.

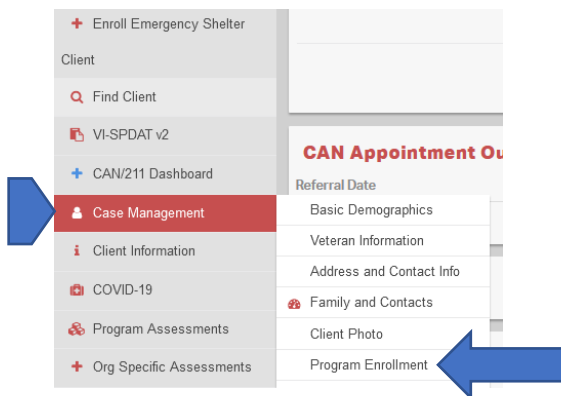
**Example** - The SPM report shows us a client record with 300 days of homelessness in your TH or SH program.

### Your Task:


1. Look up this client record in HMIS
2. Click Find client, enter the client ID number and click search



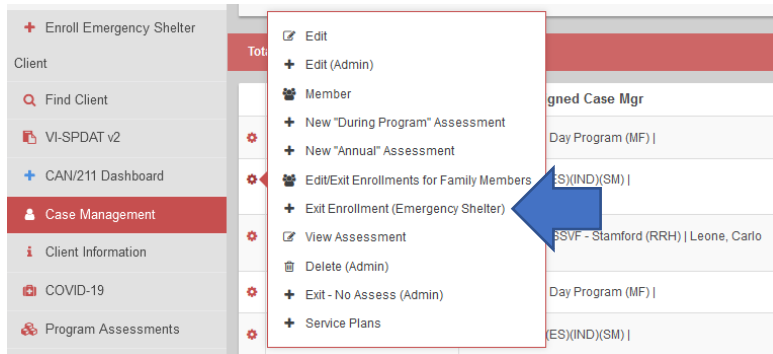
3. Once the system finds the client, click on Case Management from the left side menu
4. Then select program enrollment



5. From the program enrollment table, you can see the client's enrollment history
6. Look for your program name and review the enrollment start date and end date if there is one
7. In the sample below, note the program enrollment in question is a TH enrollment where the client has been enrolled longer than 2 years.
8. This is an example of an enrollment that should be evaluated for accuracy

 Enrolled In Program	ABRI - GPD Service-Intensive (THP)	10/15/2017 - Open
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9. If you discover that the client should be exited then follow the exit steps below
10. From this screen click on the gear next to your enrollment and complete the exit



11. If the enrollment is accurate and the client is still being housed by your TH program for longer than 2 years then there are no further steps.