

Outcome and Process Metrics Recommendations Developed for Seattle’s Homeless Services Contracts

As part of our contract recommendations to Seattle’s Human Services Department (HSD), the Harvard Kennedy School Government Performance Lab (GPL) developed outcome and process metrics for homeless services. These metrics are described in this brief and may be helpful to other jurisdictions that are seeking to adopt a data-driven approach to managing their homeless services contracts. Actionable data can support performance-focused, active contract management whereby the funder and the provider regularly meet to review data, spot problems and opportunities for improvement, and then swiftly operationalize changes to drive better performance during the course of a contract. Metrics can also inform key programmatic, funding, and policy decisions to drive better outcomes for people experiencing homelessness.

The recommended metrics are informed by a) lessons learned from site visits with service providers and conversations with HSD staff, b) a review of HEARTH measures¹, existing metrics in HSD contracts, and metrics tracked by other governments (particularly Columbus, Ohio), as well as c) consultations with experts, including the Corporation for Supportive Housing (CSH), the Urban Institute, and national expert, Barbara Poppe.² From these recommendations, HSD identified six “key” metrics that will be adopted across its contracts with the five service providers that are part of a pilot to consolidate and reorient contracts to focus on outcomes (see *Section I*).³

Metrics can be calculated to help HSD understand performance system-wide, by program model (e.g. comparing performance across emergency shelters), or for specific programs. Metrics should be reviewed in conjunction with one another to properly understand trends. In particular, when reviewing a program’s rate of exits to permanent housing, the average risk score of program participants (estimated using the VI-SPDAT tool) should be considered. For example, if a program has a low rate of exits to permanent housing compared to other programs, it may be because the program serves a population with particularly high needs or barriers and not because of program performance. Finally, when reviewing these outcome and process metrics, it is important to consider both long-term time trends as well as monthly progress to understand system or program improvement.

¹ The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 reauthorized the US Department of Housing and Urban Development’s McKinney-Vento Homeless Assistance programs. One major change was an increased emphasis on performance. The HEARTH Act requires Continuums of Care to submit system-level performance measures, such as the average length of homelessness or the number of individuals or families who moved into permanent housing.

² Barbara Poppe is the founder of Barbara Poppe and Associates and the former executive director of the United States Interagency Council on Homelessness. She advised the City of Seattle on how to improve its homeless services system.

³ For more information on Seattle’s results-driven contracting pilot project, please see our [policy brief](#).

I. Key metrics for program evaluation

				Data Required for Calculation ⁴	
Source	Type ⁵	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable) ⁶	Denominator for Percentage (if applicable)
HMIS ⁷	O	Successful homelessness diversion outcomes⁸	<ul style="list-style-type: none"> Overall (#) Program model system-wide⁹ (#) Individual program (#) <p>Purpose: Indicates the success of preventive actions through the number of households seeking services, who were successfully diverted from homelessness because of external resources or service provider interventions.</p>	# of households ¹⁰ successfully diverted	
HMIS/ Service Provider	P	Milestones to success	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers and assisting households to reach milestones that will support housing readiness.</p>	# of milestones reached / barriers removed (weighted) ¹¹	# of households receiving services
HMIS	O	Permanent housing placements¹²	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) 	# of households exiting services to a permanent housing placement	# of households exiting services

⁴ All metrics are measured for the report period (either quarterly or monthly).

⁵ P=Process metric, O=Outcome metric. Process metrics measure program activities or actions. Outcomes are the observed changes in households' well-being that result from a program's activities or actions. For example, the number of households enrolled in a job-training program is considered a process metric while the number of households that obtain and retain a job is an outcome metric.

⁶ An asterisk (*) indicates that the metric represents total numbers, which may include the same household more than once, rather than the de-duplicated numbers, which count only unique households.

⁷ A Homelessness Management Information System (HMIS) is an IT system that collects individual-level data on individuals and families, who are at risk of homelessness or who are homeless, as well as data on the provision of homeless services. The HEARTH Act requires all communities that receive Community of Care (CoC) Program and Emergency Solutions Grants (ESG) funds to implement an HMIS.

⁸ A successful homelessness diversion outcome occurs when a household that seeks services does not enter homelessness because of provider assistance or external resources to help the household stay in the current home, move to a new home, or connect with family or friends. *Section III* breaks down the three types of diversion outcomes.

⁹ In Seattle's homeless services system, program models include single-adult emergency shelter, family emergency shelter, youth emergency shelter, day center, single-adult housing stability services, and homeless youth services.

¹⁰ In this table, a household is defined as an individual, a youth, or the head of a family.

¹¹ Barriers include lack of a driver's license, birth certificate, and high school diploma (see *Section VII* for details). The valuation of milestones to success should be weighted based on the anticipated impact the barrier removal will have on helping households stabilize their housing. Success on outcomes will be more meaningful than success on processes. One option might be to weight process metrics half as much as outcome metrics. In interpreting this metric, client risk profile metrics detailed in *Section V* should be reviewed to provide context on the risk level and barriers that are typical for the program's target population.

¹² Permanent housing includes housing owned or rented by the household (with or without a housing subsidy), permanent housing for formerly homeless persons, residential project, or residing with family or friends (permanent tenure).



Data Required for Calculation ⁴					
Source	Type ⁵	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable) ⁶	Denominator for Percentage (if applicable)
<p>Purpose: Indicates success in achieving the ultimate goal for the homeless population – securing permanent housing.</p>					
Service Provider	O	Housing stability	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) 	# of households that exited services to permanent housing and remained stably housed at least 3 months after exit	# of households that exited services to a permanent housing placement in the reporting period 3 months ago ¹³
<p>Purpose: Service providers will contact households that exited to a permanent housing placement three months after their exit to confirm that they have maintained their housing. Indicates if HSD-funded programs are successfully matching households to appropriate housing options and preparing households for maintaining stable housing.</p>					
HMIS	O	Returns to homelessness	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) 	# of households who re-enroll in services within a) 6 months and b) 12 months after exit to a permanent housing placement	# of households that exited to a permanent housing placement in the reporting period a) 6 months ago and b) 12 months ago ¹⁴
<p>Purpose: Indicates the portion of households that return to homelessness after exiting to a permanent housing placement in the short-term and in the long-term. Re-enrollment in services is confirmed using HMIS data and excludes enrollment in rapid re-housing, which is not considered a return to homelessness.</p>					
HMIS	O	Racial disproportionality based on key metrics	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) 	# of households that successfully meet each key metric, by race	# of households entering services, by race
<p>Purpose: The racial disproportionality metric helps HSD and providers monitor the demographics of households to flag if there are disparities between who enters the system and specific programs, the level of service they receive, and their likelihood of achieving positive outcomes.</p>					

¹³ For example, if the current reporting period is March 2016, the data set would include households that exited to a permanent housing placement in December 2015.

¹⁴ For example, if the current reporting period is March 2016, the data set would include households that exited to a permanent housing placement in September 2015 (for measuring returns to homelessness within 6 months) and March 2015 (for measuring returns to homelessness within 12 months).

II. General and program administration metrics

				Data Required for Calculation	
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	P	Capacity	<ul style="list-style-type: none"> Program model system-wide (#) Individual program (#) <p>Purpose: Indicates the capacity of programs across the system and by service types in meeting demand. In combination with the utilization metric, this metric can inform HSD’s strategic plans and funding allocations to meet the needs of homeless households.</p>	# of spots*	
HMIS	P	Utilization	<ul style="list-style-type: none"> Overall (%) Program model system-wide (%) Individual program (%) <p>Purpose: Indicates the capacity, turnover rates, and efficiency in meeting the needs of homeless households. Also indicates the extent to which each program serves a proportional share of system demand for the service type. This can help HSD identify programs that are over-enrolled or under-enrolled, which in turn can help HSD right-size funding allocations to align with the demand for services.</p>	# of spots that are utilized on average during the reporting period*	# of spots*
CES ¹⁵	P	Time between coordinated entry and assessment	<ul style="list-style-type: none"> Program model system-wide (# of days) <p>Purpose: Indicates the success of the coordinated entry system in swiftly assessing households who reach out for assistance to identify the household’s particular needs. Also, indicates if length of time between coordinated entry and assessment varies by race to help HSD identify if there are disparities.</p>	Average # of days between coordinated entry and assessment – overall and by race*	
CES	P	Time between assessment and referral	<ul style="list-style-type: none"> Program model system-wide (# of days) <p>Purpose: Indicates the success of the coordinated entry system in swiftly identifying the appropriate program with capacity for each household as informed by the assessment and in connecting the household to that program.</p>	Average # of days between assessment and referral – overall and by race*	
CES	P	Time between referral and placement	<ul style="list-style-type: none"> Program model system-wide (# of days) Individual program (# of days) <p>Purpose: Indicates the success of the coordinated entry system in swiftly providing the necessary information or assistance to the household to help it enroll into the program. Shorter wait times mean that households spend fewer days on the street.</p>	Average # of days between referral and placement – overall and by race*	

¹⁵ CES stands for Coordinated Entry System.

III. Metrics to understand trends and outcomes of households that are seeking or initiating services

				Data Required for Calculation	
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	P	Unique households entering services	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) <p>Purpose: Indicates the rate at which households are enrolling in services.</p>	# of households entering services	
HMIS	P	New households served	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates the volume of new households served by HSD-funded programs. This number is often the best estimate of the number of new households entering homelessness. However, it could be an underestimate as many households that become homeless, including those who are couch surfing or doubling up, may not seek services.</p>	# of households initiating services that were not receiving services based on HMIS data during the prior two years	# of households entering services
HMIS	P	HMIS consent	<ul style="list-style-type: none"> Program model system-wide (%) Individual program (%) <p>Purpose: Indicates program's success at obtaining consent for HMIS data entry from households entering services. Low consent rates limit HSD's ability to understand how households cycle through the system and to assess the number of households who are using multiple services.</p>	# of households providing HMIS consent	# of households entering services
HMIS	P	HMIS data collection	<ul style="list-style-type: none"> Program model system-wide (%) Individual program (%) <p>Purpose: Indicates program's success at completing HMIS data entry for households, which is critical for providing HSD with an accurate understanding of the characteristics of the program's population and their experiences in progressing toward permanent housing placements.</p>	# of households with an HMIS record that is 90% complete	# of households entering services
HMIS	O	Successful homelessness diversion outcomes	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) <p>Purpose: Indicates the success of preventive actions through the number of households seeking services, who were successfully diverted from homelessness because of external resources or service provider assistance.</p>	# of households successfully diverted	
HMIS	P	Provide assistance or external resources to stay in current home	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates the number of households seeking services, who were able to stay in their homes through external resources or service provider assistance.</p>	# of households receiving assistance to stay in their current home	# of households successfully diverted



Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	P	Provide assistance or external resources to move to a home that is new to them	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates the number of households seeking services, who were able to move into a new home through external resources or service provider assistance.</p>	# of households receiving assistance to move to a home that is new to them	# of households successfully diverted
HMIS	P	Connect to housing through a family member or friend	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates the number of households seeking services, who were connected to a family member or friend that provided them with housing.</p>	# of households connected to housing through a family member or friend	# of households successfully diverted

IV. Metrics to understand trends and outcomes of households that are receiving services

Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	P	Households receiving services	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) <p>Purpose: Indicates the total number of unique households that are receiving services. This will help HSD understand the demand system-wide and for specific services and programs.</p>	# of households receiving services	
HMIS	P	Racial distribution of service provision	<ul style="list-style-type: none"> Overall (%) Program model system-wide (%) Individual program (%) <p>Purpose: Comparing this metric to estimates of homeless households by race can help HSD identify if there are racial disparities in the provision of services.</p>	# of households receiving services, by race	# of households receiving services
HMIS	P	Length of stay	<ul style="list-style-type: none"> Program model system-wide (# of days) Individual program (# of days) <p>Purpose: Indicates program's success at delivering services efficiently and moving households into permanent housing quickly. Programs with fewer days from intake to exit can serve more households, helping to meet demand for the</p>	Median and average length of stay a) overall, b) for those who exit to a permanent housing outcome, c) for those who exit with a negative or neutral discharge*	



Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
			service type. This metric is particularly relevant for emergency shelters. It is not applicable at the system-level since lengths of stay vary significantly between program models.		
HMIS	P	Long-term stayers	<ul style="list-style-type: none"> Program model system-wide (# and %) Individual program (# and %) 	# of households receiving services for at least 180 days	# of households receiving services
<p>Purpose: Indicates program’s ability to meet the needs of households, including by referring them to appropriate programs. If households are using a program for significantly longer than anticipated, it could be an indication that the program is not meeting their needs. HSD and providers can identify long-term stayers, analyze the reason for their lengthy stay, and connect them to more appropriate programs. This can free up resources for households that are more appropriately served by a specific program.</p>					
HMIS/ Contracts	P	Cost per household served	<ul style="list-style-type: none"> Program model system-wide (\$) Individual program (\$) 	Total cost of services	# of households receiving services
<p>Purpose: Indicates that the program is cost-efficient and enables cost comparison between similar programs.</p>					

V. Client risk profile

Client risk profile metrics can help HSD better understand the population that each program is serving and inform appropriate performance targets for each program.

Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	P	Average household VI-SPDAT score	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) 	Average VI-SPDAT scores	
<p>Purpose: The VI-SPDAT is a tool designed to measure acuity and risks of housing instability. Higher scores reflect a population with greater barriers to obtaining stable housing. Scores range from 0 to 17.</p>					
HMIS	P	Number of households with scores 0-3	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) 	# of households with scores 0-3	# of households receiving services who have a VI-SPDAT score
<p>Purpose: Indicates the portion of households with a VI-SPDAT score ranked as low severity.</p>					
HMIS	P	Number of households with scores 4-9	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) 	# of households with scores 4-9	# of households receiving services who have a VI-SPDAT score
<p>Purpose: Indicates the portion of households with a VI-SPDAT score ranked as medium severity.</p>					



Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	P	Number of households with scores 10+	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) <p>Purpose: Indicates the portion of households with a VI-SPDAT score ranked as high severity.</p>	# of households with scores 10+	# of households receiving services who have a VI-SPDAT score
HMIS	P	Youth formerly in foster care	<ul style="list-style-type: none"> Overall (%) Program model system-wide (%) Individual program (%) <p>Purpose: Indicates the portion of households who were previously in foster care. This metric applies to programs serving only youth.</p>	# of youth receiving services who were formerly in foster care	# of youth receiving services
HMIS	P	Youth identifying as LGBTQ	<ul style="list-style-type: none"> Overall (%) Program model system-wide (%) Individual program (%) <p>Purpose: Indicates the portion of youth who identify as LGBTQ. This metric applies to programs serving only youth.</p>	# of youth who identify as LGBTQ	# of youth receiving services

VI. Metrics to understand trends and outcomes of households that are exiting services

Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	P	Households exiting services	<ul style="list-style-type: none"> Overall (#) Program model system-wide (#) Individual program (#) <p>Purpose: Indicates the rate at which households are leaving the system. This metric can be reviewed in greater detail by program exit type, including a) permanent housing placement, b) referral to another service, c) negative discharge reason, and d) unknown discharge reason. The percentage of exits with an unknown discharge reason indicates the program's success at implementing a proper case closing process.</p>	# of households exiting services	
HMIS/ Contracts	P	Cost per household with permanent housing placement	<ul style="list-style-type: none"> Overall (\$) Program model system-wide (\$) Individual program (\$) <p>Purpose: Indicates that the program is cost-effective in achieving permanent housing placements and enables cost comparison between similar programs.</p>	Total cost of services	# of households that exited services to a permanent housing placement

VII. Milestones to success

Not all individuals and families are able to easily move into stable housing. The “milestones to success” metrics track the progress homeless individuals and families make in addressing barriers and preparing for stable housing, even if they do not immediately obtain permanent housing. Providers and HSD will jointly select milestones from this list and establish targets that are appropriate for each program.

					Data Required for Calculation	
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)	
Service Provider	P	Obtained identification (birth certificate or driver’s license)	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households obtain identification, which in turn can be key for securing employment and stable housing.</p>	# of households who were assisted in obtaining an ID	# of households receiving services, who need an ID	
Service Provider	P	Enrollment in public assistance programs¹⁶	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households enroll in public assistance programs, such as food stamps.</p>	# of households newly enrolled in public assistance	# of households receiving services, who qualify for public assistance but were not enrolled	
Service Provider	P	Enrollment in Medicaid	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households enroll in Medicaid. This can be particularly important for programs that serve a disproportionate number of clients with mental illnesses or chronic diseases.</p>	# of households newly enrolled in Medicaid	# of households receiving services, who qualify for Medicaid but were not enrolled	
Service Provider	P	Enrollment in rental assistance program	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households enroll in rental assistance programs.</p>	# of households newly enrolled in a rental assistance program	# of households receiving services, who qualify for rental assistance but were not enrolled	
HMIS	O	High school diploma, GED, or certificate obtained	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in connecting individuals to education services and helping them complete these programs.</p>	# of households who obtain a high school diploma, GED, or certificate while receiving services	# of households receiving services without a high school diploma, GED, or certificate	

¹⁶ Public assistance programs include the Supplemental Nutrition Assistance Program (SNAP) (formerly known as food stamps), General Assistance (GA), Supplemental Security Insurance (SSI), Disability Insurance (SSDI), Women Infants and Children (WIC) and Temporary Assistance to Needy Families (TANF).



Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
Service Provider	P	Removal of eviction from credit report	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Rental history can pose a barrier that prevents households from obtaining stable housing. Helping a household expunge their record can increase the number of landlords that are willing to rent to a household.</p>	# of households with newly expunged evictions	# of households receiving services with an eviction history
Service Provider	P	Removal of record from criminal history report	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Criminal history can pose a barrier that prevents households from obtaining stable housing. Helping a household expunge their record can increase the number of landlords that are willing to rent to a household.</p>	# of households with newly expunged criminal history record	# of households receiving services with a criminal history record
Service Provider	P	Enrollment in mental health assistance program	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households enroll in mental health assistance.</p>	# of households that are newly enrolled in a mental health program	# of households receiving services, who qualify for a mental health program but were not enrolled
Service Provider	P	Enrollment in substance abuse treatment program	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households address substance abuse problems through treatment.</p>	# of households that are newly enrolled in a substance abuse treatment program	# of households receiving services, who qualify for a substance abuse treatment program but were not enrolled
Service Provider	P	Payment of arrears	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Arrears can pose a barrier that prevents households from obtaining stable housing. Helping a household pay off outstanding arrears can increase the number of landlords that are willing to rent to a household.</p>	# of households that receive assistance paying previous owed debt or arrears	# of households receiving services with previously owed debt or arrears
HMIS	O	Employment obtained	<ul style="list-style-type: none"> Overall (# and %) Program model system-wide (# and %) Individual program (# and %) <p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households obtain employment.</p>	# of households that are newly employed	# of households receiving services, who seek employment

Data Required for Calculation					
Source	Type	Metrics	Level of Application (Unit)	# and Numerator for Percentage (if applicable)	Denominator for Percentage (if applicable)
HMIS	O	Households that newly meet the living wage threshold¹⁷	<ul style="list-style-type: none"> • Overall (# and %) • Program model system-wide (# and %) • Individual program (# and %) 	# of households that receive assistance to raise their income to meet the Seattle Metropolitan Statistical Area (MSA) living wage threshold	# of households receiving services whose income did not meet the Seattle MSA living wage threshold
<p>Purpose: Indicates if the service provider is successful in removing barriers to housing by helping households earn a living wage.</p>					

For more information, please contact GPL Assistant Director Hanna Azemati (Hanna_Azemati@hks.harvard.edu) or GPL Fellow Chrissie Grover-Roybal (Christina_Grover-Roybal@hks.harvard.edu).

¹⁷ In 2016, the hourly living wage for the King County MSA was defined as \$12.62 for a single-adult household with no children, \$26.10 for a single adult household with one child, and \$24.32 for a two-adult (one working) household with one child.