

Performance Targets for 2014-2015

Homeless Family Solutions System

FSC ASSESSMENT AND CASE MANAGEMENT

Exit to Permanent Housing

Target: 70%

Formula: # of unduplicated households that received FSC assessment and exited to a permanent housing destination DIVIDED BY the total # of unduplicated households that received FSC assessment and exited

Verification: Copy of lease or rental agreement for permanent housing destination, verification of move-in, permanent housing address and phone # of participant documented in participant case file and HMIS

Permanent Housing Placement within 90 Days

Target: 70%

Formula: # of unduplicated households that received FSC assessment and moved into permanent housing with 90 days of assessment date DIVIDED BY the total # of households that received FSC assessment and moved into permanent housing

Verification: Copy of lease agreement for permanent housing destination, verification of move-in documented in client file and HMIS

Returns to Homelessness

Target: 90% of unduplicated households that exit to permanent housing do not re-enter crisis housing within 2 years

Formula: # of unduplicated households that received FSC assessment and exited to permanent housing that are not subsequently enrolled in an HMIS-participating crisis housing program DIVIDED BY the total # of unduplicated households that received FSC assessment and exited to permanent housing

Verification: Returns to homelessness will be calculated by LAHSA staff using HMIS program entry/exit data

Increase Income from all Potential Sources

Target: 20%

Formula: # of unduplicated households that received FSC assessment and have greater income at program exit or the end of the reporting period than at program entrance DIVIDED BY the total # of unduplicated households that received FSC assessment during the program year (Income does not include non-cash benefits)

Verification: Copies of award letters, pay stubs, employment verification from employer demonstrating an increase in income from initial assessment to recertification/exit; case notes on assistance provided documented in the client file and in HMIS

Reduce the Average Length of Participation for all Households by the end of the Program Year

Target: 10% decrease from the previous year's length of participation

Formula: *Length of participation – Number of days from assessment to permanent housing placement or, if household is not placed in permanent housing, program exit*

For length of participation in one program year – The total length of participation for all unduplicated households who received FSC assessment DIVIDED BY the total # of unduplicated households who received FSC assessment

For percentage change in length of participation – The current program year's length of participation MINUS the previous program year's length of participation DIVIDED BY the previous program year's length of participation

Verification: Recorded program entry and exit date in participant case file(s) and on HMIS

PREVENTION PROGRAM PERFORMANCE TARGETS

Diversions from Homelessness

Target: 60%

Formula: # of unduplicated households enrolled in the Homeless Prevention program that do not exit the program to a homeless destination (streets, shelters, transitional programs) DIVIDED BY the total # of unduplicated households enrolled in the Homeless Prevention program

Verification: Documentation of a completed initial assessment and verification of households exit/destination placement in HMIS

RAPID RE-HOUSING PROGRAM PERFORMANCE TARGETS

Exit into Permanent Housing

Target: 85%

Formula: # of unduplicated households enrolled in the Rapid Re-housing program that exit to a permanent housing destination DIVIDED BY the total # of unduplicated households enrolled in the Rapid Re-housing program that exit

Verification: Copy of lease or rental agreement for permanent housing destination, verification of move-in, permanent housing address and phone # of participant documented in participant case file and HMIS

Permanent Housing Placement within 90 Days

Target: 70%

Formula: # of unduplicated households enrolled in the Rapid Re-housing program that move into permanent housing with 90 days of FSC assessment DIVIDED BY the # of households enrolled in the Rapid Re-housing program that move into permanent housing

Verification: Copy of lease agreement for permanent housing destination, verification of move-in documented in client file and HMIS

Returns to Homelessness

Target: 90% of families that exit to permanent housing do not re-enter crisis housing within 2 years

Formula: # of unduplicated households enrolled in the Rapid Re-housing program that exit to permanent housing who are not subsequently enrolled in an HMIS-participating crisis housing program DIVIDED BY the total # of unduplicated households enrolled in the Rapid Re-housing program that exited to permanent housing

Verification: Returns to homelessness will be calculated by LAHSA staff using HMIS program entry data

Increase Income from all Potential Sources

Target: 20%

Formula: # of unduplicated households enrolled in the Rapid Re-housing program that have greater income at program exit or the end of the reporting period than at program entrance DIVIDED BY the total # of unduplicated households enrolled in the Rapid Re-housing program during the program year (Income does not include non-cash benefits)

Verification: Copies of award letters, pay stubs, employment verification from employer demonstrating an increase in income from initial assessment to recertification/exit; case notes on assistance provided documented in the client file and in HMIS

Reduce the Average Length of Participation for all Participants by the end of the Program Year

Target: 10% decrease from the previous year's length of participation

Formula:

Length of participation – Number of days from assessment to permanent housing placement or, if household is not placed in permanent housing, program exit

For length of participation in one program year – The total length of participation for all unduplicated households enrolled in the Rapid Rehousing Program DIVIDED BY the total # of unduplicated households enrolled in the Rapid Rehousing Program

For percentage change in length of participation – The current program year's length of participation MINUS the previous program year's length of participation DIVIDED BY the previous program year's length of participation

Verification: Recorded program entry and exit date in participant case file(s) and on HMIS

SHORT TERM CRISIS HOUSING PROGRAM PERFORMANCE TARGETS

Reduce the Average Length of Stay for all Participants by the end of the Program Year

Target: 10% decrease from the previous year's length of stay

Formula: *Length of stay – Number of days from assessment to permanent housing placement or, if household is not placed in permanent housing, program exit*

For length of stay in one program year – The total length of stay for all unduplicated households enrolled in the program DIVIDED BY the total # of unduplicated households enrolled in the program

For percentage change in length of stay – The current program year's length of stay MINUS the previous program year's length of stay DIVIDED BY the previous program

year's length of stay

Verification: Recorded program entry and exit date in participant case file(s) and on HMIS

Bed Utilization

Target: 95%

Formula: # of beds or units occupied by program participants DIVIDED BY the # of beds or units available in the program

Verification: HMIS generated occupancy rate based on bed or unit assignments

MEDIUM TERM CRISIS HOUSING PROGRAM PERFORMANCE TARGETS

Exit to Permanent Housing

Target: 80%

Formula: # of unduplicated households enrolled in the program who were exited to a permanent housing destination DIVIDED BY the total # of unduplicated households exiting

Verification: Copy of lease or rental agreement for permanent housing destination, verification of move-in, address and phone # documented in participate case file and HMIS

Increase Income through Employment

Target: 20%

Formula: # of unduplicated households enrolled in the program that have greater income from employment at program exit or the end of the reporting period than at program entrance DIVIDED BY the total # of unduplicated households served in the program (Income does not include non-cash benefits)

Verification: Copies of pay stubs, employment verification from employer demonstrating an increase in income from initial assessment to recertification/exit; case notes on assistance provided documented in the client file and in HMIS

Increase Income through sources other than Employment

Target: 54%

Formula: # of unduplicated households enrolled in the program that have greater income from sources other than employment at program exit or the end of the reporting period than at program entrance DIVIDED BY the total # of unduplicated households served in the program (Income does not include non-cash benefits)

Verification: Copies of award letters, etc. demonstrating an increase in income from initial assessment to recertification/exit; case notes on assistance provided documented in the client file and in HMIS

Increase Non-Cash Benefits

Target: 56%

Formula: # of unduplicated households enrolled in the program that increase their non-cash benefit sources at program exit or the end of the reporting period than at program entrance DIVIDED BY the total # of unduplicated households served in the program

Verification: Copies of award letters demonstrating an increase in non-cash benefits from initial assessment to recertification/exit; case notes on assistance provided documented in the client file and in HMIS

Reduce the Average Length of Stay for all Participants by the end of the Program Year

Target: 10% decrease from the previous year's length of stay

Formula: *Length of stay – Number of days from assessment to permanent housing placement or, if household is not placed in permanent housing, program exit*

For length of stay in one program year – The total length of stay for all unduplicated households enrolled in the program DIVIDED BY the total # of unduplicated households enrolled in the program

For percentage change in length of stay – The current program year's length of stay MINUS the previous program year's length of stay DIVIDED BY the previous program year's length of stay

Verification: Recorded program entry and exit date in participant case file(s) and on HMIS

Returns to Homelessness

Target: 90% of families that exit to permanent housing do not re-enter crisis housing within 2 years

Formula: # of unduplicated households enrolled in the program who exit to permanent housing who are not subsequently enrolled in an HMIS-participating crisis housing program DIVIDED BY the total # of unduplicated households served in the program who exited to permanent housing

Verification: Returns to homelessness will be calculated by LAHSA staff using HMIS program entry data

Bed Utilization

Target: 95%

Formula: # of beds or units occupied by program participants DIVIDED BY the # of beds or units available in the program

Verification: HMIS generated occupancy rate based on bed or unit assignments

ALL PROGRAMS PERFORMANCE TARGETS

HMIS Data Quality

Target: 95%

Formula: # of data errors DIVIDED BY the total possible # of data errors for all clients served

Verification: Calculated by HMIS

