

# 2015-2016 Performance Targets and Benchmarks

## Crisis Housing for Individuals

Term: July 1, 2015 to June 30, 2016

Minimum To Be Served: As indicated in the Program Profile of the Statement of Work of the Agreement

### PERFORMANCE TARGETS

#### *Exit to Permanent Housing*

**Program Goal:** 30%

**Formula:** The number of unduplicated households who were exited to a permanent housing destination (including subsidized or unsubsidized housing) DIVIDED BY the total number of unduplicated exiting households in a program year.

**Verification:** A copy of the lease or rental agreement for the destination, or a signed affidavit verifying permanent tenure at exit destination, and the new address and phone number documented in the participant case file(s) and in case notes in HMIS.

#### *Increased Income Overall for Adults at Exit or by the end of the operating year*

**Program Goal:** 20%

**Formula:** The sum of unduplicated households who have income greater at program exit DIVIDED BY the total number of unduplicated households served during the reporting period. Income does not include non-cash benefits. Participants with no income at program entry can only be counted under this target if they obtain income. Reporting period begins from the first day of the program year to the last day of the most recently completed quarter. Clients who increase income in one quarter but show a decrease in income in subsequent quarters will not be counted as increasing income overall if their income is not greater than their income at enrollment.

**Verification:** Copies of employment agreement; case notes on assistance provided for job search and job application, as well as copies of pay stubs or a confirmation letter from the employer, documented in the participant case file(s) and in the income source and amount sections on HMIS. Copies of mainstream benefits award letters; case notes on assistance provided for benefit application, as well as copies of benefit pay stubs or a confirmation letter from the relevant agency or official, documented in the participant case file(s) and in the income source and amount sections on comparable data base.

### ***Minimize Rate of Returns to Homeless***

- Target:** 90% of households that exit to permanent housing do not re-enter crisis housing
- 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.
- “Return to homelessness” means clients exited the program to a permanent housing destination and then returned to an emergency shelter, year-round program, safe haven, transitional housing program or other non-permanent housing program in the Los Angeles Continuum of Care as recorded in HMIS within the next two years.
- Verification:** Recorded program exit date into permanent housing in HMIS and recorded re-entry date into HMIS within a two year period. .
- Justification:** One of the key indicators of a High Performing Continuum of Care CoC community, as set forth in the HEARTH Act, is having less than 5% of clients exiting to permanent housing return to homelessness.

### ***Bed Utilization***

- Target:** 95%
- Formula:** # of beds/units occupied by program participants throughout the operating year DIVIDED BY the # of beds/units available throughout the operating year
- Verification:** HMIS generated occupancy rate based on bed or unit assignments.

### ***HMIS Data Quality***

- Target:** 95%
- Formula:** The number of required HMIS data entries that are complete and accurate for all enrolled participants DIVIDED BY the number of required HMIS data entry areas that should be completed for all enrolled participants.
- Verification:** All required data elements must meet established HMIS data quality standards to count towards this goal, which will be outlined in a separate document. Goal does not apply to programs officially exempted from HMIS participation by LAHSA.