

2015-2016 Performance Targets and Benchmarks

Crisis Housing for Unaccompanied Minors

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

Continuum Goal: 20%

Formula: The number of unduplicated households who were exited to a permanent housing destination (including subsidized or unsubsidized housing and foster care) 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. **New address and phone number are necessary to ensure that client placement was achieved.**

Minimize Rate of Returns to Homeless

Target: 90% of households that exit to permanent housing or foster care do not re-enter crisis housing

Formula: The sum of unduplicated households who return to homelessness in the operating year DIVIDED BY the number of unduplicated households that exit 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.