

2015-2016 Performance Targets

Day Shelter

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

Placement in Emergency Shelter, Transitional Housing, Safe Haven, or Permanent Housing

Continuum Goal: 65%

Formula: The number of unduplicated households who were exited to **Emergency Shelter, Transitional Housing, Safe Haven or Permanent Housing as a result of the street outreach or access center during the operating year** DIVIDED BY the total number of unduplicated households exiting in the operating year. Clients who are placed into housing and subsequently return to the program during the reporting period or program year cannot be counted as having achieved this goal and must be removed from subsequent reports.

Verification: A copy of the referral, application, or lease/rental agreement; verification of acceptance; and 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.**

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

Continuum Goal: 20%

Program Goal: 10% increase over the previous year's performance

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.

HMIS Data Quality

Program Goal: 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 serving victims of domestic violence programs or those programs officially exempted from HMIS participation by LAHSA.**