

Performance Targets for 2015-2016

Homeless Family Solutions System

COORDINATED ASSESSMENT PERFORMANCE TARGETS

Exit into Emergency Shelter, Transitional Shelter, Safe Haven, or Permanent Housing

Target: 65%

Formula: # of unduplicated households who received FSC assessment and exited to an emergency shelter, transitional shelter, Safe Haven, or permanent housing destination DIVIDED BY the total # of unduplicated households exiting

Verification: Recorded program entry and exit date in participant case file(s) and on HMIS. Copy of lease or rental agreement for permanent housing destination, verification of move-in, address and phone # documented in participate case file and HMIS

Exit into Permanent Housing

Target: 30%

Formula: # of unduplicated households who received FSC assessment and 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

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 who received FSC assessment and 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

Diversion from Homelessness (Prevention)

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

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

RAPID RE-HOUSING PROGRAM PERFORMANCE TARGETS

Exit into Permanent Housing

Target: 85%

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

Permanent Housing Placement within 90 Days

Target: 70%

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

Increase Income from all Sources

Target: 20%

Formula: # of unduplicated households enrolled in the program who have greater income 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 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

SHORT TERM CRISIS HOUSING PROGRAM PERFORMANCE TARGETS

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 All Sources

Target: 20%

Formula: # of unduplicated households enrolled in the program that have greater income from all 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 (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**

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
