

2016-2017 Performance Targets and Benchmarks

Crisis Housing - Individuals

Exit to Permanent Housing

Continuum Goal: 70%

Formula: The number of unduplicated individuals who were exited to a permanent housing destination (including subsidized or unsubsidized housing) DIVIDED BY the total number of unduplicated exiting individuals 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

Continuum Goal: 20%

Formula: The sum of unduplicated individuals who have income greater at program exit or by the end of the operating year DIVIDED BY the total number of unduplicated individuals 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.

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.