2016-2017 Performance Targets

Safe Havens

Remain in Safe Haven or Exited to Permanent Housing

Continuum Goal: **80**%

Formula: The number of unduplicated households who remained in safe haven or were exited to permanent housing destination DIVIDED BY the total number of all unduplicated households served in the operating year.

Verification: Documentation of home visits or certified verification of continued residency by case managers in the case file(s) and in HMIS every month during program enrollment. For those who exited to other permanent housing, a copy of the new lease or rental agreement for the permanent housing destination, verification of acceptance, and the new address and phone number documented in the participant case file(s) and in case notes in HMIS.

Maintain or Increase Income from All Sources (Employment, disability, mainstream benefits, etc.) by program exit or by the end of the reporting period

Continuum Goal: 20%

Formula: The sum of unduplicated households who have maintained income or have greater income at program exit or at the end of the reporting period than at program entrance 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 and then fall below their initial program enrollment income level in a subsequent quarter during their enrollment must be removed from subsequent reports.

Verification: Copies of benefits award letters; case notes on assistance provided for job search and 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.

Minimize Returns to Homelessness

Target: 95% of households that exit to permanent housing do not re-enter crisis housing within a two year period

Formula: The sum of unduplicated households who returned to homelessness DIVIDED BY the number of unduplicated households who exited to permanent housing over the past two years.

"Return to homelessness" means clients who exited from a program into permanent housing as indicated in HMIS 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.

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 officially exempted from HMIS participation by LAHSA.