

2016-2017 Performance Targets

Transitional Housing

Exit to Permanent Housing Destination

Continuum Goal: 80% (subsidized or unsubsidized)

Formula: The number of unduplicated households who were exited to a permanent housing destination DIVIDED BY the total number of unduplicated exiting households in a program 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 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.

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.

Reduce the average length of stay for all participants by the end of the program year

- Target:** 10% decrease from the previous year's length of stay.
- Formula:** *For length of stay in one program year* – The total length of stay for all unduplicated households DIVIDED BY the total number of unduplicated households served. Total length of stay is based upon the total number of days a household is enrolled in a program, from program entry to program exit, and includes ALL enrollment instances by each household. *For percentage change in length of stay* – The current program year's length of stay MINUS the previous program year's length of stay, DIVIDED BY the previous program year's length of stay.
- Verification:** Recorded program entry and exit date in participant case file(s) and on HMIS.

Minimize Rate of Returns to Homeless

- Target:** 90% of households that exit to permanent housing do not re-enter crisis housing within the next two 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
- “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. .

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

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.