

Greater Richmond Continuum of Care 2018 Project Performance Measures 01.18.18

1

| Indicator or Measure | Desired Outcome(s) | 2018 Baseline | 2018 Target | Points Available | Scoring | Data Source |
|---|---|-------------------------------------|--------------------|------------------|---|--|
| All Projects (VHSP, CoC) | | | | | | |
| A.1 Monitoring Findings | Complies with funder requirements | FY15-HUD FY17-VHSP TBD | Meets all outcomes | 2 | No findings/adequate remedial plan=2pts No/inadequate plan=1pt. | Application |
| A.2 Grant Spending Rate for full year of operation | Grant funds are requested from funder at least every 90 days from date funds are available | FY15-HUD FY17-VHSP TBD | Quarterly Drawdown | 5 | Draws within 90 days=5 pts. Draws at greater than 90 days=0 pts. | VHSP & eLOCCS reports |
| A.3 Total Grant Expenditure for last full year of operation (FY15 HUD CoC only) | Grants fully expended in one year | 90% | 100% | 7 | 90% or greater=7pts. 80-89.9% spent=4 pts. Less than 80%=0 pts. | eLOCCS reports |
| A.4 HMIS Data Quality | Minimize Universal Data Elements null or refused | 8% | 5% | 2 | 5% or less=2 pts. Greater than 5%=0 pts. | CoC APR |
| Coordinated Entry (VHSP, CoC) | | | | | | |
| CE.1 Accessibility - Thoroughness of Reach | Equal and fair access across region regardless of where client presents for service | Meets all outcomes | Meets all outcomes | 2 | Meets all outcomes=2 pts. Meets 0 outcomes=0 pts. | Application |
| CE.2 Entries from Homelessness (Families) | Resources targeted to homeless families served by all programs (ES, TH, SH, RRH, PSH) (% of families entering from homeless status) | 70% | 75% | 2 | 75% or greater=2 pts. 65%-74.9%=1 pt. Less than 65%=0 pts. | APR Tab-G |
| CE.3 Entries from Homelessness (Individuals) | Resources targeted to homeless individuals served by all programs (ES, TH, SH, RRH, PSH) (% of individuals entering from homeless status) | 61% | 75% | 2 | 75% or greater=2 pts. 60%-74.9%=1 pt. Less than 60%=0 pts. | APR Tab-G |
| CE.4 Entries as Chronically Homeless Adults | Resources targeted to those experiencing chronic homelessness served by all programs (ES, TH, SH, RRH, PSH) | 13% | 15% | 2 | 15% or greater=2 pts. 10%-14.9%=1 pt. Less than 10%= 0 pts. | VHSP Qtrly. Rpt.-entry exit details- individuals & hh tabs |
| CE.5 Entries from Unsheltered Homelessness | Percent of entries from unsheltered homelessness (ES,TH,SH,RRH,PSH) | 30% | 30% | 2 | 30% or greater=2 pts. 25%-29.9%=1pt. Less than 25%=0 pts. | APR – Tab G |

| Indicator or Measure | Desired Outcome(s) | 2018 Baseline | 2018 Target | Points Available | Scoring | Data Source |
|--|---|---------------------------------|--------------------|------------------|---|------------------------|
| Diversion (ESG, VHSP) | | | | | | |
| D.1 Accessibility - Thoroughness of Reach | Equal and fair access across region regardless of where client presents for service | Meets all outcomes | Meets all outcomes | 2 | Meets all outcomes=2 pts. Meets 0 outcomes=0 pts. | Application |
| D.2 Diversion Success Rate | Percent of households successfully diverted (exited to a housed situation) | 42% | 40% | 2 | 40% or greater=2 pts. Less than 40%=0 pts. | APR |
| D.3 Returns to Homelessness | Percent of diversion clients that do not fall into homelessness within 6 months of program exit | 86% | 75% | 2 | 75% or greater=2 pts. Less than 75%=0 pts. | APR |
| Emergency Shelter (ESG, VSHP) | | | | | | |
| ES.1 Bed Utilization (Families) | Average daily occupancy rate-ensure availability and maximizes use of emergency shelter resources | 78% | 70% | 2 | 70% or greater=2 pts. Less than 70%=0 pts. | APR – Tab B+ 2016 HIC |
| ES.2 Bed Utilization (Individuals) | Average daily occupancy rate - ensure availability and maximizes emergency shelter resources | 79% | 75% | 2 | 75% or greater=2 pts. Less than 75%=0 pts. | APR – Tab B + 2016 HIC |
| ES.3 Length of Stay in Shelter (Leavers and Stayers) | Decrease in time spent in emergency shelter (mean/median) | Leavers: 20/3 Stayers: 52/42 | 30 days (mean) | 2 | 30 days or less=2 pts. Greater than 30 days=0 pts. | CoC APR |
| ES.4 Permanent Housing Placement (Families) | Increase percent of exits to permanent housing | 98% | 90% | 5 | 90% or greater=5 pts. 80%-89.9%=3 pts. Less than 80%=0 pts. | APR-Tab M |
| ES.5 Permanent Housing Placement (Individuals) | Increase percent of exits to permanent housing | 22% | 30% | 5 | 30% or greater=5 pts. 25%-29.9%=3 pts Less than 25%=0 pts. | APR-Tab M |
| ES.6 Increased Income – employment | Increase in employment income | 3% | 10% | 1 | 10% or greater=1 pt. Less than 10% = 0 pts. | APR -Tab I |
| ES.7 Increased Income - other sources | Increase in income from other non-employment sources | 2.0% | 10% | 1 | 10% or greater=1 pt. Less than 10% = 0 pts. | APR-Tab I |

| Indicator or Measure | Desired Outcome(s) | 2018 Baseline | 2018 Target | Points Available | Scoring | Data Source |
|--|---|---|---|------------------|---|--------------------------------|
| Rapid Rehousing (ESG, VHSP) | | | | | | |
| RRH.1 Rapid Exit to Permanent Housing | Decrease time between RRH project entry and permanent housing placement | 34 days | 30 days | 2 | 30 days or less=2 pts. Greater than 30 days=0 pts. | HMIS Custom Report |
| RRH.2 Rapid Rehousing Success | Increase in percent of RRH clients remaining in permanent housing at RRH project exit | 85% | 80% | 2 | 80% or greater=2 pts. Less than 80%=0 pts. | APR-Tab M |
| RRH.3 Returns to Homelessness within 1 Year of Exit to Permanent Destination | Decrease in percent of returns to emergency shelter | 2% | 12% | 2 | 12% or less=2 pts. Greater than 12%=0 pts. | HMIS Custom Report |
| RRH.4 Households Served | Number of households served meets or exceeds application target | Number served consistent with application | Number served meets or exceeds application target | 2 | Number served meets or exceeds application target=2pts. Number served is less than application target=0 pts. | Past year HUD & VHSP apps. APR |
| RRH.5 Cost Effectiveness | Average cost per exit meets or is below target | \$3,005 | \$4,500 | 2 | Meets or below target=2 pts. Above target=0 pts. | Application APR |
| RRH.6 Increased Income - employment | Increase in employment income | 12% | 10% | 1 | 10% or greater=1 pt. Less than 10% = 0 pts. | APR -Tab I |
| RRH.7 Increased Income – other sources | Increase in income from other non-employment sources | 5% | 10% | 1 | 10% or greater=1 pt. Less than 10% = 0 pts. | APR-Tab I |
| Permanent Supportive Housing | | | | | | |
| PSH.1 Entries as Chronically Homeless | Resources targeted to chronically homeless in CY 2017 | 48% | 100% | 3 | 100% or greater=3 pts. 81%-99.9%=2 pts. 60%-80.9%=1 pt. Less than 60%=0 pts. | VHSP Qtrly. Report |
| PSH.2 Beds dedicated to Chronically Homeless | Beds dedicated to chronically homeless are maximized | 75% | 80% of beds dedicated CH | 3 | 80% or greater=3 pts. 60%-79.9%=1 pt. Less 60%=0 pts. | 2017 HIC |
| PSH.3 Bed Utilization | Average daily occupancy rate meets or exceeds target | 106% | 95% | 2 | 95%=2 pts. Less than 94.9%=0 pts. | APR+HIC |

| Indicator or Measure | Desired Outcome(s) | 2018 Baseline | 2018 Target | Points Available | Scoring | Data Source |
|--|---|---------------|-------------|------------------|--|-----------------|
| PSH.4 Housing Stability | Percent of participants remaining in PSH, exited to permanent housing or deceased | 96% | 90% | 3 | 90% or greater=3 pts. 80%-89.9%=2pts. Below 80%=0 pts. | CoC APR |
| PSH.5 Cost Effectiveness | Average cost per household served meets or is below target | \$15,209 | \$17,500 | 2 | Meets or below target=2 pts. Above target=0 pts. | Application APR |
| PSH.6 Increased Income - employment | Increase or maintain employment income | 10% | 10% | 1 | 10% or greater=1 pt. Less than 10 %=0 pts. | CoC APR |
| PSH.7 Increased Income - other sources | Increase or maintain income from other non-employment sources | 61.3% | 65% | 1 | 65% or greater=1 pt. Less than 65%=0 pts. | CoC APR |

APR - Annual Performance Report

CE - Coordinated Entry

CoC – Continuum of Care (federal funding)

ELOCCS – HUD financial records system

ES - Emergency Shelter

ESG – Emergency Solutions Grant (federal funding)

HH - Household

HIC - Housing Inventory Count

HMIS - Homeless Management Information System (GRCoC uses term HCIS - Homeless Community Information System)

PH - Permanent Housing (Permanent Supportive Housing and Rapid Rehousing)

PSH - Permanent Supportive Housing

RRH – Rapid Rehousing

TH - Transitional Housing

VHSP - Virginia Housing Solutions Program (state funding)

2018 Updates to Project Performance Measures:

- Baselines updated based on January-December 2017 data
- Reduced the number of measures based on HUD requirements, grantee input, recommendations by consultant and staff analysis.
- Added cost effectiveness measure for rapid rehousing and permanent supportive housing programs. For simplicity and consistency, the cost figure was created by dividing the total program budget by the number of households served over a 12 month period. The program budget shows federal and state funding (including match) but does not reflect funding from other sources.
- Certain targets are lower than the baseline to ensure effective targeting of the most vulnerable and to indicate that 100% success is not expected all the time.