

## Greater Richmond Continuum of Care Project Performance Measurement

Indicator or Measure	Desired Outcome(s)	2015-2016 Baseline	2016-2017 Target	Points Available	Scoring	Data Source
<b>All Projects (ESG, VHSP, CoC)</b>						
A.1 Client Prioritization – ES, TH, SH	Hsg. Team participation; VISPDAT usage; Uses CoC prioritization strategies		Meets all outcomes	3	Meets 3 outcomes=3 pts. Meets 2 outcomes=2 pts. Meets 1 outcome=1 pt. Meets 0 outcomes= 0 pts.	Hsg. Team Report
A.2 Client Prioritization – RRH and PSH	Hsg. Team participation; Hsg Team is primary referral source; VISPDAT usage; Uses CoC prioritization strategies		Meets all outcomes	4	Meets 4 outcomes=4 pts Meets 3 outcomes=3 pts. Meets 2 outcomes=2 pts. Meets 1 outcome=1 pt. Meets 0 outcomes= 0 pts.	Hsg. Team Report
A.3 Monitoring Findings	Complies with funder requirements		Meets all outcomes	1	No findings or adequate remedial plan=1 pt. No or inadequate plan=0pts.	Application
A.4 Grant Spending Rate for full year of operation	Grant funds are requested from funder at least every 90 days from the date that funds can be accessed.		Quarterly Drawdown	5	Draws within 90 days=5 pts. Draws at greater than 90 days = 0 pts.	VHSP & eLOCCS reports
A.5 Total grant expenditure for last full year of operation	Grants fully expended in one year	22% (FY13 HUD grants)	100%	7	90% = 7pts. 80-89% spent= 4 pts. Less than 80% =0 pts	VHSP & eLOCCS reports
A.6 Quality of application	Application clear; Shows use of best practices, understanding of community needs/funder goals		Meets all outcomes	2	Points based on the degree to which the application meets desired outcomes	Application
A.7 HMIS Data Quality and Compliance	Less than 5% Universal Data Elements null or refused		5%	2	5% = 2 pts. Greater than 5% = 0 pts.	HMIS
A.8 Connection to Mainstream Benefits	Provide client transport.; Use single application for 4+ mainstream programs; Conduct annual client follow-up: SSI/SSDI assistance provided by SOAR trained staff		Meets all outcomes	3	Meets all 4 outcomes=3 pts. Meets 2 or 3 outcomes=2 pts. Meets 1 or no outcomes=0 pts.	Application

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A.9 Housing First	Compliance with all program-level elements of USICH Housing First Checklist	100%	100%	3	100% Compliance=3 pts. Less than 100% Compliance=0 pts.	Application
<b>Coordinated Entry</b>						
CE.1 Understanding and Commitment to Best Practices	Clients prioritized based on need/vulnerability; Use of By Name list; diversion provided; intervention matches need		Meets all outcomes	3	Meets 4 outcomes=3 pts. Meets at least 2 outcomes=2 pts. Meets 1 outcome=1 pt. Meets 0 outcomes=0 pts.	Application
CE.2 Criteria for Referrals and Partnerships	Adoption of standardized referral and partnership criteria endorsed by CE Committee and approved by Board		Criteria adopted by applicant	2	Criteria adopted =2 pts. No criteria or not incorporated into program policies=0pts.	Application
CE.3 Accessibility - Outreach	Coordinated Entry linked to street outreach and Housing Teams		Meets all outcomes	1	Linkage described=1 pt. Linkage not described=0 pts.	Application
CE.4 Accessibility - Phone access	Phone Access is maximized.		Meets all outcomes	3	24/7 access=3pts. Primary access during operational hours=2pts. Access not available/by request only=0 pts.	Application
CE.5 Accessibility - Hours of Operation	Day and night access, seven days per week.		Meets all outcomes	1	Meets outcome=1 pt. Doesn't meet outcome=0 pts.	Application
CE.6 Accessibility - Thoroughness of Reach	Equal and fair access across region regardless of where client presents for service.		Meets all outcomes	2	Meets outcome=2 pts. Does not meet outcome=0 pts.	Application
CE.7 Serving Literally Homeless	Only literally homeless persons enter shelter, RRH, PSH, SH	55.7%	80%	2	80% = 2 pts. 60%-79.9% = 1 pt. Less than 60% = 0 pts.	APR
CE.8 Plan for advertising coordinated entry to all eligible persons including those with highest barriers or least likely to apply in the absence of special outreach	Coordinated entry programs/services advertised using an outreach-engagement plan meeting HUD criteria and endorsed by CE Committee and approved by Board		Plan Endorsed	2	Plan endorsed=2 pts. No plan or not incorporated into program policies=0 pts.	Application

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<b>Prevention (ESG, VHSP)</b>						
P.1 Understanding and Commitment to Best Practices	Targets most likely to enter shelter; Uses diversion		Meets all outcomes	4	Meets both outcomes=4 pts. Meets 1 outcome=2 pts. No outcomes met=0 pts.	Application
P.2 Accessibility - Phone Access	Phone access is available.		Meets all outcomes	2	Phone is primary access=2 pts. Phone access by request=1pt. No phone access=0 pts.	Application
P.3 Accessibility - Thoroughness of Reach	Equal and fair access across region regardless of where client presents for service.		Meets all outcomes	2	Meets outcome=2 pts. Does not meet outcome=0 pts.	Application
P.4 Prevention Success Rate	Reduction in percent of persons becoming homeless after exit from Prevention	4.5%	25%	2	25%=2pts. Greater than 25%=0 pts.	HMIS Custom Report
<b>Emergency Shelter (ESG, VHSP)</b>						
ES.1 Understanding and Commitment to Best Practices	Housing focused; Housing Barrier Assessment used; Low barriers to entry		Meets all outcomes	5	3 outcomes=5 pts. 2 outcomes=3 pts. 1 outcome=1pt. No outcomes=0 pts.	Application
ES.2 Entries from Literal Homelessness (Families)	Increase percent of literally homeless families served	37.7%	75%	2	75%=2 pts. Less than 75%=0 pts.	APR-Tab G
ES.3 Entries from Literal Homelessness (Individuals)	Increase percent of literally homeless individuals served	42.3%	85%	2	85%=2 pts. Less than 85%=0pts.	APR-Tab G
ES.4 Bed Utilization (Families)	Increase in average daily occupancy rate	59.2%	75%	2	75%=2 pts. Less than 75%=0pts.	APR – Tab B+ 2016 HIC
ES. 5 Bed Utilization (Individuals)	Increase in average daily occupancy rate	86%	75%	2	75%=2 pts. Less than 75%=0 pts.	APR – Tab B + 2016 HIC
ES.6 Length of Stay in Shelter (Leavers and Stayers)	Decrease in time spent in ES (mean/median)	Leavers: 17/3 Stayers: 38/29	30 days or less (mean)	2	30 days or less=2 pts. Higher than 30 days=0 pts.	APR - Tab L

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Indicator or Measure	Desired Outcome(s)	2015-2016 Baseline	2016-2017 Target	Points Available	Scoring	Data Source
ES.7 Permanent Housing Placement (Families)	Increase percent of exits to PH	82.2%	85%	5	85%=5 pts. 80%-84.9%=3pts. Less than 80%=0 pts.	APR-Tab M
ES.8 Permanent Housing Placement (Individuals)	Increase percent of exits to PH	16.0%	30%	5	30%=5 pts. 25%-29.9%=3pts Less than 25%=0 pts.	APR-Tab M
ES.9 Housing Crisis Self-Resolution within 30 days	Increase in percent of shelter leavers who exit to Permanent Housing within 30 days without receiving RRH	8.8%	25%	5	25%=5 pts 20-24.9%=3 pts. Less than 20% = 0 pts.	HMIS Custom Report
ES.10 Increased Income - employment	Increase in employment income	2.6%	10%	1	10% =1 pt. Less than 10% = 0 pts.	APR -Tab I
ES. 11 Increased Income - other sources	Increase in income from other non-employment sources	3.5%	10%	1	10%=1 pt. Less than 10% = 0 pts.	APR-Tab I
<b>Rapid Rehousing (ESG, VHSP, CoC)</b>						
RRH.1 Understanding and Commitment to Best Practices	Housing Stability focused; Housing Barrier Assessment used; Flexible, voluntary services		Meets all outcomes	5	Meets 3 outcomes = 5 pts. Meets 2 outcomes = 3 pts. Meets 1 outcome = 1pt. Meets 0 outcomes = 0 pts.	Application
RRH.2 Rapid Exit to Permanent Housing	Decrease time between RRH program entry and PH placement	28.8 days	30 days or less	2	30 days or less=2 pts Greater than 30 days=0 pts.	HMIS Custom Report
RRH.3 Rapid Rehousing Success	Increase in percent of RRH clients remaining in PH at RRH program exit	84%	80% or greater	2	80%=2 pts. Less than 80%=0 pts.	APR-Tab M
RRH.4 Returns to Homelessness within 1 Year of Exit to Permanent Destination	Decrease in percent of returns to shelter	7.5 %	15% or less	2	15% or less=2 pts. Greater than 15%=0 pts.	HMIS Custom Report
RRH.5 Entries from Literal Homelessness (Families)	Increase percent of literally homeless families served	81.6%	100%	2	100% = 2 pts. Less than 100% = 0 pts.	APR Tab-G
RRH.6 Entries from Literal Homelessness (Individuals)	Increase percent of literally homeless individuals served	90.1%	100%	2	100% = 2 pts. Less than 100% = 0 pts.	APR Tab-G

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Indicator or Measure	Desired Outcome(s)	2015-2016 Baseline	2016-2017 Target	Points Available	Scoring	Data Source
RRH.7 People Entering Program who are Long Time Homeless	Increase in percent of long-time homeless prioritized for assistance defined as at least 91 days in shelter during past 4 yrs.	25%	30%	5	30% = 5 pts. Less than 30% = 0 pts.	HMIS Custom Report
RRH.8 Increased Income - employment	Increase in employment income	8.3%	10%	1	10% = 1 pt. Less than 10% = 0 pts.	APR -Tab I
RRH.9 Increased Income – other sources	Increase in income from other non-employment sources	6%	10%	1	10%=1 pt. Less than 10% = 0 pts.	APR-Tab I
<b>Permanent Supportive Housing (CoC)</b>						
PSH.1 Understanding and Commitment to Best Practices	Housing Stability focused; VISPDAT and Housing Barrier Assessment used; Supportive services align with client needs and desires		Meet all outcomes	3	Meets 3 outcomes=3 pts. Meets 2 outcomes=2 pts. Meets 1 outcome=1 pt. Meets 0 outcomes=0 pts.	Application
PSH.2 Entries as Chronically Homeless	Increase in percent Chronic Homeless entries (using Jan 2016 definition)	50%	100%	3	100% = 3 pts. 81%-99.9% = 2pts. 60%-80.9% = 1pt. Less than 60%=0 pts.	HMIS Custom Report
PSH.3 Housing Units dedicated to Chronically Homeless	Increase in percent of housing units dedicated to Chronically Homeless	6% (% increase between 2014 & 2015 HIC)	10%	3	10%=3 pts. 6%-9.9 % = 1pt. Less than 6% = 0 pts.	2016 HIC
PSH.4 Rapid Placement in Permanent Housing	Decrease time between complete Housing Team referral and entry.	N/A	30 days or less	5	30 Days or less=5 pts. Higher than 30 days=0 pts.	Hsg. Team report + HMIS
PSH.5 Bed Utilization	Increase in average daily occupancy rate	88.2%	95% or greater	2	95%=2 pts. Less than 94.9% = 0 pts.	APR+HIC
PSH.6 Exits to temporary destinations or unknown.	Decrease in percent of persons who return or exit to homelessness	5.3%	15% or less	2	15% or less = 2 pts. Greater than 15% = 0 pts.	APR-Tab M
PSH.7 Increased Income - employment	Increase or maintain employment income	6.1%	10%	1	10% =1 pt. Less than 10 % =0 pts.	APR -Tab I
PSH.8 Increased Income - other sources	Increase or maintain income from other non-employment sources	44.3%	10%	1	10% = 1 pt. Less than 10% =0 pts.	APR-Tab I

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Indicator or Measure	Desired Outcome(s)	2015-2016 Baseline	2016-2017 Target	Points Available	Scoring	Data Source
<b>Safe Haven (CoC)</b>						
SH.1 Understanding and Commitment to Best Practices	Housing focused; Low barriers to entry; Supportive services align with client needs & desires		Meets all outcomes	5	Meets 3 outcomes=5 pts. Meets 2 outcomes=3 pts. Meets 1 or less outcomes=1pt. Meets no outcomes=0 pts.	Application
SH.2 Entries from Literal Homelessness	Increase percent of literally homeless individuals served	53.4%	85%	2	85% =2 pts. Less than 85% = 0 pts.	APR-Tab G
SH.3 Entries as Chronically Homeless	Increase in percent of Chronic Homeless entries	9.3%	75%	3	75% =3 pts. 60%-74.9%=2pts. 30%-59.9%=1pt. Less than 30% = 0 pts.	HMIS Custom Report
SH.4 People Entering Program who are Long Time Homeless	Increase in percent of long-time homeless prioritized for assistance defined as at least 91 days in shelter during past 4 yrs.	2.3%	25%	2	25% =2 pts. Less than 25% = 0 pts.	HMIS Custom Report
SH.5 Bed Utilization	Increase in average daily occupancy rate	87.5%	95%	2	95% = 2 pts. Less than 95%=0 pts.	APR - Tab B + 2016 HIC
SH.6 Returns to Homelessness within One Year of exit to permanent destinations	Decrease in percent of returns to shelter	0%	15% or less	2	15% or less=2 pts. Greater than 15%=0 pts.	System Perform. Report
SH.7 Length of Stay in Safe Haven (Leavers and Stayers)	Decrease in time spent in SH (mean/median)	Leavers: 156/88 Stayers: 130/99	30 days or less (mean)	2	30 days or less=2 pts. Higher than 30 days=0 pts.	APR- Tab L
SH.8 Permanent Housing Placement	Increase percent of exits to PH	45.5%	85%	5	85% = 5 pts. 80%-84.9% = 3pts. Less than 80% = 0 pts.	APR-Tab M
SH.9 Increased Income - employment	Increase in employment income	9.5%	10%	1	10% = 1 pt. Less than 10% = 0 pts.	APR -Tab I
SH.10 Increased Income - other sources	Increase in income from other non-employment sources	11.9%	10%	1	10% = 1 pt. Less than 10% = 0 pts.	APR-Tab I

### Glossary:

APR - Annual Performance Report

SH- Safe Haven

## **Greater Richmond Continuum of Care Project Performance Measurement**

CE - Coordinated Entry

CoC – Continuum of Care (federal funding)

ELOCCS – HUD financial records system

ES - Emergency Shelter

ESG – Emergency Solutions Grant (federal funding)

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)