

## **HUD Performance Measures and Service Priorities for Homeless Assistance Systems**

Assembled January 2014

### **Performance**

Performance Measures from the 2013/2014 HUD Continuum of Care Notice of Funding Availability (NOFA) and Consolidated Application (especially for Transitional Housing, Permanent Housing, and Supportive Services Only Projects):

**1) Objective 1: Increase Progress Towards Ending Chronic Homelessness**

- a. Measure: Total number of Permanent Supportive Housing beds that are dedicated to the chronically homeless.

**2) Objective 2: Increase Housing Stability**

- a. Measure: Total number of participants that remain in CoC-funded Permanent Supportive Housing projects at the end of the operating year PLUS the number of participants that exit from all CoC-funded permanent supportive housing projects to a different permanent housing destination.

**3) Objective 3: Increase project participants income**

- a. Measure: The percentage of participants in all CoC-funded projects that increase their income from employment from entry date to program exit.
- b. Measure: The percentage of participants in all CoC-funded projects that increase their income from sources other than employment from entry date to program exit.

**4) Objective 4: Increase the number of participants obtaining mainstream benefits**

- a. Measure: The percentage of participants in all CoC-funded projects that obtain non-cash mainstream benefits from entry date to program exit.

**5) Objective 5: Use Rapid Re-Housing as a method to reduce family homelessness**

- a. Measure: The total number of homeless households with children per year that are assisted through CoC-funded rapid rehousing projects, ESG-funded rapid rehousing projects, and non-McKinney-Vento funded projects.

### **Services**

Applicable HUD Service Priorities from the 2013/2014 NOFA and Consolidated Application:

- 1) Follow up with previously assisted households to ensure that they do not experience additional returns to homelessness within the first 12 months after assistance ends.
- 2) Assess the barriers to entry present in projects (e.g. income eligibility requirements, lengthy period of clean time, background checks, credit checks, etc.), and take steps to remove those barriers.
- 3) Permanent supportive housing providers adopt a housing first approach.
- 4) Homeless assistance providers utilize the CoC's centralized or coordinated assessment system to ensure the homeless are placed in the appropriate housing and provided appropriate services based on their level of need.

- 5) Homeless assistance providers market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to request housing or services in the absence of special outreach.
- 6) All homeless service providers must ensure all children are enrolled in early childhood education programs or in school, as appropriate, and connected to appropriate services within the community.
- 7) Homeless assistance providers collaborate with local education authorities to ensure individuals and families who become or remain homeless are informed of their eligibility for McKinney-Vento educational services.
- 8) Emergency shelters, transitional housing, and permanent housing providers must ensure families with children under the age of 18 are not denied admission or separated when entering shelter or housing.
- 9) The CoC monitors returns to homelessness by persons, including families, who exit rapid rehousing.
- 10) Homeless assistance providers implement the following activities to help clients access mainstream resources:
  - a. Supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.
  - b. Use a single application form for four or more mainstream programs.
  - c. Systematically follow-up to ensure mainstream benefits are received.
- 11) Homeless assistance providers participate in enrollment and outreach activities to ensure eligible households are able to take advantage of new healthcare options through the Affordable Care Act.

### **Additional Resources**

#### **“Summary of HEARTH Act,” Policy Brief from the National Alliance to End Homelessness, 2008**

<http://www.endhomelessness.org/library/entry/summary-of-hearth-act>

Page 5: “The selection criteria include the following factors: Performance...:

- reductions in the length of time people are homeless,
- reductions in homelessness recidivism,
- thoroughness in reaching homeless people,
- reductions in the number of homeless people,
- increases in jobs and income, and
- reductions in the number of people who become homeless.”

Page 9: “The HEARTH Act sets a goal of ensuring that no family is homeless for more than 30 days.”

#### **HUT TA Presentation, “Performance Measurement of Homeless Systems”**

[https://www.onecpd.info/resources/documents/PerfMeasurementHomelessSystems\\_Presentation.pdf](https://www.onecpd.info/resources/documents/PerfMeasurementHomelessSystems_Presentation.pdf)