



FREDERICKSBURG REGIONAL
CONTINUUM OF CARE

~~FY20~~ Project Performance Standards

Overview

Setting performance as a priority has become standard for most homeless services over the past few years. Federal, state, and local level funders have increasingly put more emphasis on ensuring that CoCs are continuously striving to be high performing communities by funding in high performing projects. Increased reporting and benchmarks have become a norm in the homelessness field. It is the expectation of federal and state funders that CoCs use the national performance targets as benchmarks for which the entire CoC, as a coordinated system, should aspire to achieve, while setting local targets that account for the unique needs of the homeless population and subpopulations and other circumstances within their communities. The Fredericksburg Regional CoC has developed the following project performance standards ~~as a way to~~ meet this expectation.

The Project Performance Standards are used to monitor and evaluate the Fredericksburg Regional Homeless Response System projects. Each project, as well as the system as a whole, will be evaluated using approved standards that are drawn from federal, state, and local standards. The results of this evaluation will be used to make decisions on how to best improve system functioning and identify strengths and gaps in services. Overall, the evaluation process will guide how ~~the homelessness~~ service providers create and implement the homeless response system in a way that helps to move the needle on preventing and ending homelessness for all populations across the region. Ultimately, the results of the evaluation and monitoring process will ~~also help to~~ guide funding decisions to ensure ~~that the CoC is~~ funding goes to high performing projects, and projects that address gaps in services, overall ensuring ~~and~~ the region ~~staying stays~~ competitive for funding.

Implementation

The use of the project performance standards will be implemented ~~in~~ an incremental basis. This phased approach to integrating the project performance measures into the ~~evaluation and~~ funding process will allow for transparency and support for all providers throughout the process. Throughout the implementation process, CoC staff, as well as members of the Funding

and Performance Committee, and CoC Board will be discussing progress and seeking feedback from service providers affected by this process to ensure that any issues are addressed, and providers are supported in their progress.

The following ~~timeline lays out outlines~~ the ~~suggested~~ implementation phases of the project performance standards:

Phase One: Beginning FY20. Phase one will focus on acclimating the community and its partners to the routine practice of collecting and analyzing data on a regular basis. CoC staff will work with partners and will provide training on how to collect and analyze data on a regular basis. Data collected during Phase 1 will be analyzed to identify programming concerns and improvement needs. Partners will work with CoC staff to receive technical assistance targeting improvements around system and project performance measures. Project performance measures will not be used when considering funding applications during this time, though other data elements will be used as provided in the past to show past performance on a project.

Status : Completed

Phase Two: FY231. Phase two will focus on enhancing data collection and analysis techniques. Training and technical assistance will continue to be provided by CoC staff and providers will work to establish program goals based on improving project standards, and therefore, project performance. Data will become an integral component of system level performance evaluation and will become a part of standard operations. Applicants applying for funding during Phase 2 will be evaluated on their level of participation in the data collection/-analysis training and technical assistance with CoC staffing. Previous year's (July 20~~21~~¹⁹-Jun ~~2020~~²⁰²²) project performance standards will not be used when considering funding applications during this time, though other data elements will be used as provided in the past to show past performance on a project.

Status: Underway

Phase Three: FY242. Phase three will focus on preparing partners to assume the lead responsibility ~~on~~^{for} maintaining the project performance standards in accordance with CoC policy. -CoC staff will continue to provide ongoing technical assistance to providers on programming needs and gaps, but partners will have the lead responsibility of collecting, reporting, and evaluating data against established standards. These reports will be submitted to the CoC according to a schedule to help with supporting the work being done at the project level. Previous year's (July 2~~20~~¹⁹-June 2~~31~~³¹) project performance standards will be used when considering funding applications during this time.

Status: Not Started

Project Performance Standards				
Homelessness Prevention (HP)				
Overall Objective: Prevent episodes of homelessness for individuals and households seeking shelter who are currently housed, but at imminent risk of homelessness				
Indicator	Baseline	Goal	How Calculated	Source
Exits to or Retention of Permanent Housing		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)
Prevention of Homelessness		At least XX% of households exiting to permanent housing will not become homeless within 12 months of exiting the project.	(number of households who returned to ES, SH, TH, or SO within 12 months of exit/ number of all leavers to permanent housing) X 100	HUD System Performance Measures (2)
Returns to Services		At least XX% of households exiting to permanent housing will not return to prevention services within 12 months of exiting the project.	(number of households who returned to prevention services within 12 months of exit/ number of all leavers to permanent housing) X 100	
Street Outreach (SO)				
Overall Objective: Connect unsheltered individuals and families to emergency shelter, housing, or critical services				
Indicator	Baseline	Goal	How Calculated	Source
Successful Placements from Street Outreach		At least XX% of participants will exit to temporary or permanent housing.	(number of participants who exit to a temporary or permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)
Exits to Permanent Housing		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)

Emergency Shelter (ES)

Overall Objective: Provide low-barrier, housing –focused, temporary shelter for individuals and households experiencing homelessness to quickly obtain permanent housing.

Indicator	Baseline	Goal	How Calculated	Source
Length of Stay in Project		Average participant lengths of stay will be XX days or less.	Average length of stay for all project leavers	HUD System Performance Measures (1)
Exits to Permanent Housing (individuals)		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)
Exits to Permanent Housing (families)		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)
Exits to Permanent Housing (DV)		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)
Exits to Unknown		Participant exits to an unknown destination will be XX% or less.	(number of project participants whose exit to an unknown destination/ number of all project leavers) X 100	
Returns to Homelessness		At least XX% of households exiting to a permanent housing destination that was not RRH or PSH will not return to homelessness within 12 months of exiting the project.	(number of adults who returned to ES, SH, TH, or SO within 12 months of exit/ number of all leavers to permanent housing) X 100	HUD System Performance Measures (2)
Returns to Homelessness		At least XX% of households exiting to temporary housing will not return to homelessness within 12 months of exiting the project.	(number of adults who returned to ES, SH, TH, or SO within 12 months of exit/ number of all leavers to temporary housing) X 100	

Rapid Re-Housing (RRH)				
Overall Objective: Provide short-term assistance for literally homeless households to quickly exit homelessness and return to permanent housing.				
Indicator	Baseline	Goal	How Calculated	Source
Rapid Placement into Housing		Average participant length of time to housing will be XX days or less.	Average number of days between leavers' RRH entry date and Residential Move-in Date	NAEH RRH Benchmarks and Standards
Exits to Permanent Housing (families)		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	NAEH RRH Benchmarks and Standards
Exits to Permanent Housing (individuals)		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	NAEH RRH Benchmarks and Standards
Returns to Homelessness		At least XX% of households exiting to permanent housing will not return to homelessness within 12 months of exiting the project.	(number of adults who returned to ES, SH, TH, or SO within 12 months of exit/ number of all leavers to permanent housing) X 100	NAEH RRH Benchmarks and Standards/ HUD System Performance Measures
Employment and Income Growth		At least XX% of adult project participants will increase employment or non-employment cash income at project exit.	((number of adults who increased earned income + number of adults who increased non-employment cash income) / number of adults served by the project) X 100	HUD System Performance Measures (4)
Permanent Supportive Housing (PSH)				
Overall Objective: Provide long-term, intensive assistance for literally homeless households to quickly exit homelessness and return to permanent housing.				
Indicator	Baseline	Goal	How Calculated	Source
Rapid Placement into Permanent Housing		Average participant length of time to permanent housing will be XX days or less.	Average number of days between leavers' RRH entry date and Residential Move-in Date	NAEH RRH Benchmarks and Standards

Exits to Permanent Housing (families)		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)
Exits to Permanent Housing (individuals)		At least XX% of participants will exit to a permanent housing destination.	(number of participants whose exit is a permanent housing destination / number of all project leavers) X 100	HUD System Performance Measures (7)
Returns to Homelessness		At least XX% of households exiting to permanent housing will not return to homelessness within 12 months of exiting the project.	(number of adults who returned to ES, SH, TH, or SO within 12 months of exit/ number of all leavers to permanent housing) X 100	HUD System Performance Measures (2)
Employment and Income Growth		At least XX% of adult project participants will increase employment or non-employment cash income at project exit.	((number of adults who increased earned income + number of adults who increased non-employment cash income) / number of adults served by the project) X 100	HUD System Performance Measures (4)