

**Performance
Outcomes
Needs
and
Gap
Sub Committee**

**General Funds
Quarter 1
Performance
Measures**

Presented by Andrea Webster,
Senior Program Project Coordinator

Community Partnerships Division

Homeless Initiative Partnership
Section

First Quarter (October 1, 2020 to December 31, 2020).

- Overall, 89% of the outcomes were met. $55/62=89\%$
 - Of the 62 outcomes reported for the quarter, 55 outcomes were met.
- 5 of the 17 projects did not meet their outcomes for a total of 7 outcomes
 - Three of the seven outcomes were related to clients' income. (43%)
- Provider Reports is based on Narrative Reports
 - If outcome not met, provider explains what are the biggest challenges.

Homeless Assistance Center

Met 2 of 4 outcomes

- + Outcome #2: Clients obtain permanent housing placement.
- + Indicator 1: 25% of clients obtain permanent housing placement upon program exit.
- + **Outcome Not Met: 16.2% (9% variance)**
- + One outcome is not reported during Q1

Provider reports:

- + "During the quarter, and due to the COVID 19 pandemic, jobs and housing inventory were limited. Clients experienced a more difficult time at keeping/obtaining jobs to secure needed income. In addition, available RRH funding was limited to assist clients with moving costs."

Homeless Assistance Center

Met 2 of 5 outcomes

- + **Outcome #4:** Clients increase income from all sources.
- + Indicator 1: 25% Clients 18 or older increase their total income from all source prior to program exit.
- + **Outcome Not Met: 13% (12% variance)**
- + **Outcome #5:** Clients have basic needs met through Day Respite Program.
- + Indicator 1: 95% Clients in the Day Respite Program receive one or more of the basic need services provided.
- + **Outcome Not Applicable - Day Respite Program suspended. The space was turned into living quarters.**
- + One outcome is not reported during Q1

Provider reports:

- + "The pandemic continues to have a devastating effect on the work force. Many positions within the industries that our clients were interested in obtaining employment had hold a various position. In addition, clients also faced challenges scheduling appointments with the Department of Motor Vehicles, Vital Statistics and Social Security to obtain the necessary document to secure employment. "The Provider" is working with its partners to increase employment opportunities for clients and continues to monitor trends in the workplace as limited to assist clients with moving costs."

Community Based Emergency Coordinated Services

Met 2 of 3 outcomes

- + **Outcome #3:** Increase the Shelter Sites
- + Indicator 1: The number of new shelter sites functioning as family host sites increase by 5% per quarter.
- + **Outcome Not Met: 0%**

Provider reports:

- + “Due to the current global pandemic of COVID-19 all churches have decided to rescheduled hosting until further notice. “the provider” will continue to use hotels as additional host sites.” Provider also reported that “some partnering churches have provided funds to pay for hotels to serve as host sites.”

Rapid Rehousing

Met 2 of 4 outcomes

- + **Outcome #1:** Clients will obtain permanent housing within 60 days after intake.
- + Indicator 1: 80% Clients are placed in permanent housing within 60 days of intake entry into the program.
- + **Outcome Not Met: 73% 7% variance)**
- + **Outcome #2.** Client will increase their financial stability.
- + Indicator: 75 %Clients increase their income from all sources, upon program exit.
- + **Outcome Not Met: 64% (11% variance)**

Provider reports:

- + “5 lost employment or hours of work due to COVID-19, which decreased or ended their income. 2 are permanently disabled with no financial support other than SSDI.”

Behavioral Health Shelter Plus Care Supportive Services

Met 2 of 3 outcomes

- + **Outcome #3:** Clients maintain or increase income from all sources.
- + Indicator 1: 75% Clients 18 years or older, maintain or increase their income from any sources by the end of the current term of the contract of program exit.
- + Outcome Not Met: 61% (14% variance)

Provider reports

- + “That 15 clients are pending obtaining income from Social Security benefits and/or employment. Biggest change is delay in services due to the impact of COVID-19. Clients are experiencing longer wait time to receive or process documentation from agencies including Social Security office.”

Thank You

Presented by Andrea Webster,
Senior Program Project Coordinator

Community Partnerships Division
Homeless Initiative Partnership Section