

**Exhibit 5-3: Sample Performance Measurement Framework**

(Note that all activities, outputs, outcomes, and percentages are hypothetical.)

Goal	Activity	Program Output Targets	Program Outcome Targets	Outcomes Calculation	HMIS Data Elements (or other admin sources)
<b>Prevention</b>					
Assist people in maintaining their housing  <i>Universe: Number of clients who present with a housing crisis</i>	<ul style="list-style-type: none"> <li>♦ Referral &amp; Information Access Hotline</li> <li>♦ Prevention Resource Coordination &amp; Advocacy</li> <li>♦ Financial Prevention Assistance</li> <li>♦ Legal Services</li> </ul>	100% of clients will be assessed for housing options at intake  Programs will advocate for and/or provide housing assistance to individuals and families with immediate housing options (expected to be 25% of all persons presenting with a housing crisis)	5% of individuals and 20% of families presenting with a housing crisis will have their homelessness prevented	# of clients who received prevention assistance and did not enter residential homeless programs within 12 months ÷ total # of clients who presented with a housing crisis	2.10 Program Entry Date 2.13 Program ID 3.9 Services Received
<b>Outreach &amp; Engagement</b>					
Connect persons who are homeless to needed shelter, housing and support services  <i>Universe: Number of unsheltered homeless persons counted in annual or regular street counts.</i>	<ul style="list-style-type: none"> <li>♦ Clinical outreach &amp; engagement</li> <li>♦ Drop-in Centers/ Engagement Centers</li> </ul>	Engage 75% persons living on the streets through repeated contacts and delivery of basic services  Provide referrals to housing programs, including engagement shelters, Safe Havens and PSH programs, and supportive service programs	25% are placed in shelter, engagement centers or Safe Havens within 30 days of 1st interaction  50% are placed in PH within 90 days of 1st interaction  25% who are not placed in housing will be engaged in services within 21 days of first interaction	# of clients placed in shelter/placed in PH/engaged in services ÷ total # of homeless clients encountered	2.8 Residence Prior to Program Entry 2.10 Program Entry Date 2.11 Program Exit Date 2.13 Program ID 3.9 Services Received 3.10 Destination

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Goal	Activity	Program Output Targets	Program Outcome Targets	Outcomes Calculation	HMIS Data Elements (or other admin sources)
<b>Stabilization &amp; Assessment</b>					
<p>Focus on re-housing all persons, regardless of disability or background</p> <p><i>Universe: Number of individuals and families entering the shelter system each year</i></p>	<ul style="list-style-type: none"> <li>• Emergency Shelters</li> <li>• DV Shelters</li> <li>• Youth Shelters</li> <li>• Safe Havens (SH)</li> <li>• Housing Placement Services</li> </ul>	<p>Provide crisis shelter (CS), if prevention not feasible</p> <p>Provide housing services to 100% in CS; place 25% w/no relocation \$; offer one-time aid to persons exiting CS directly to PH (50%); refer 25% to assisted PH/TH</p> <p>Engage 75% homeless persons staying in SH and refer to PH/PSH</p>	<p>50% of individuals and families in ES will be placed in PH within 30 days of program entry</p> <p>75% of individuals and families ES will be placed in PH within 60 days of program entry</p> <p>50% of persons in Safe Havens will be placed in PH/PSH within 9 months of entry</p>	<p># of clients placed in PH within 30/60 days of program entry ÷ total # of clients entering ES each year</p> <p># of clients placed in PH/PSH within 270 days of program entry ÷ total # of clients entering SH each year</p>	<p>2.8 Residence Prior to Program Entry</p> <p>2.10 Program Entry Date</p> <p>2.11 Program Exit Date</p> <p>2.13 Program ID</p> <p>3.10 Destination</p>
<b>Housing Stability</b>					
<p>Provide a range of permanent housing options with supportive services for people who have temporary or long-term barriers to self-sufficiency</p> <p><i>Universe: Number of clients placed in appropriate assisted housing annually</i></p>	<ul style="list-style-type: none"> <li>• Transitional Housing</li> <li>• Transition-in-place (TIP)</li> <li>• Permanent Supportive Housing</li> <li>• Permanent Housing</li> <li>• Assertive Community Treatment (ACT)</li> </ul>	<p>Provide TIP to homeless individuals and families (~15% of universe)</p> <p>Provide TH to families who desire facility-based environment (~5% of universe)</p> <p>Provide PSH to seriously disabled homeless individuals and families (~5% of universe)</p> <p>Provide ACT services to all persons placed in PSH</p>	<p>Participants remain stably housed after placement:</p> <ul style="list-style-type: none"> <li>• 95% for &gt; 6 months</li> <li>• 85% for &gt; 12 months</li> <li>• 80% for &gt; 24 months from time of housing placement</li> </ul> <p>Participants remain stably housed after program exit:</p> <ul style="list-style-type: none"> <li>• 90% for &gt; 6 months</li> <li>• 80% for &gt; 12 months</li> <li>• 75% for &gt; 24 months</li> </ul>	<p># of clients housed in PH for at least 6/12/24 months <i>from housing placement</i> ÷ total # of clients housed in assisted PH</p> <p># of clients retained in PH <i>after program exit</i> for at least 6/12/24 months ÷ total # of clients in PH (<i>Note: Tracking post-program outcomes is very challenging</i>)</p>	<p>2.10 Program Entry Date (as proxy for housing placement date, unless better date is available)</p> <p>2.11 Program Exit Date</p> <p>2.13 Program ID</p> <p>3.9 Services Received</p> <p>3.10 Destination</p>