Exhibit 4-2: System-level Reporting

The Michigan Coalition Against Homelessness (MICAH) has responsibility using Michigan's statewide HMIS to support decision makers in statewide planning and improving services. To support this process, MICAH works with funding organizations, local champions, agency leadership and staff who collect and enter client information to implement a real-time performance measurement system.

The state's basic measurement strategy includes identifying a short list of core outcomes and a list of basic program types that include special subpopulations. Then they determine which measures are most relevant to different program types. Using these data, MICAH calculates system-wide performance on identified goals.

Below is an example of a summary report MICAH uses to report system-level results on 13 outcomes related to clients enrolled in case management programs.

Summary on Achievement of Objectives

Total Recieving Case Management   **782**

Goal Percentage:	Count achieving outcome / total clients with identified goal	Report Start Date	10/1/2006 12:00:00 AM
Performance Rate:	Count achieving goal / total unduplicated clients	Report End Date	3/31/2007 12:00:00 AM

Goal Classification	Total Clients	Total Achieving	Goal Percentage	Performance Rate
Housing	648	601	92.75%	76.85%
Follow-up	108	87	80.56%	11.13%
Self Sufficiency	104	96	92.31%	12.28%
Financial Stability	99	61	61.62%	7.80%
Employment	98	59	60.20%	7.54%
Education	51	12	23.53%	1.53%
Mental Health Treatment	23	16	69.57%	2.05%
Transportation	10	7	70.00%	0.90%
Health Improvement	9	8	88.89%	1.02%
Interpersonal Relationships	7	3	42.86%	0.38%
Legal	5	3	60.00%	0.38%
Substance Abuse Treatment	5	3	60.00%	0.38%
Other	2	2	100.00%	0.26%
Total Goals Set:	1169			
Total Unduplicated Clients:	782			

A sample report illustrating how MICAH breaks down performance measures to look at individual program results is provided on the following page. For each program, the report shows the percentage of clients that successfully address an identified case management need, as well as the program's performance rate on each case management goal relative to the cumulative goal percentage of all programs. (Note that the calculations related to program performance rates have been modified from MICAH's original format.)

Program Comparison on Achievement of Objectives (not risk adjusted)

Total Receiving Case Management	**782**			
Report Start Date	10/1/2006 12:00:00 AM			
Report End Date	3/31/2007 12:00:00 AM			

Goal Percentage:	Count achieving outcome / total clients with identified goal
Performance Rate:	Performance relative to aggregate results (unduplicated)

Program 1

Goal Type	Total Clients	Count Achieving	Goal Percentage	Performance Rate
Housing	44	31	70.45%	-22.29%
Legal	2	2	100.00%	40.00%
Transportation	2	2	100.00%	30.00%
Employment	1	1	100.00%	39.80%
Self Sufficiency	1	1	100.00%	7.69%
Substance Abuse Treatment	1	1	100.00%	40.00%
Total Goals:	51	**38**		
Total Unduplicated Clients:	**46**			

Program 2

Goal Classification	Total Clients	Count Achieving	Goal Percentage	Performance Rate
Housing	90	61	67.78%	-24.97%
Financial Stability	45	9	20.00%	-41.62%
Employment	40	13	32.50%	-27.70%
Education	34	7	20.59%	-2.94%
Mental Health Treatment	17	12	70.59%	1.02%
Transportation	6	3	50.00%	-20.00%
Interpersonal Relationships	5	1	20.00%	-22.86%
Self Sufficiency	5	5	100.00%	7.69%
Legal	3	1	33.33%	-26.67%
Substance Abuse Treatment	3	2	66.67%	6.67%
Health Improvement	2	2	100.00%	11.11%
Follow-up	1	1	100.00%	19.44%
Total Goals:	251	**117**		
Total Unduplicated Clients:	**146**			

Program 3

Goal Classification	Total Clients	Count Achieving	Goal Percentage	Performance Rate
Employment	1	1	100.00%	39.80%
Housing	1	1	100.00%	7.25%
Total Goals:	2	**2**		
Total Unduplicated Clients:	**2**			

Program 4

Goal Classification	Total Clients	Count Achieving	Goal Percentage	Performance Rate
Housing	212	211	99.53%	6.78%
Follow-up	106	86	81.13%	0.58%
Employment	10	9	90.00%	29.80%
Financial Stability	4	4	100.00%	38.38%
Mental Health Treatment	2	2	100.00%	30.43%
Other	2	2	100.00%	0.00%
Education	1	1	100.00%	76.47%
Health Improvement	1	1	100.00%	11.11%
Interpersonal Relationships	1	1	100.00%	57.14%
Transportation	1	1	100.00%	30.00%
Total Goals:	340	**318**		
Total Unduplicated Clients:	**244**			