Action Plan for Addressing COVID-19 and Homelessness
NOTE: This a working document for the purpose of administering of COVID-19 funding.

Outcome Measure	Outcome Target (Goal)	Measurement
Programmatic – Targeted Homelessness Prevention for Formerly Homeless People		
Annual Households Served	# of households served matches or exceeds annual target	All households enrolled on the first day of the reporting period plus all newly enrolled households during the reporting period.
Homeless Prevention Targeting	Average score on HP targeting tool/assessment is > performance target	Average HP targeting tool score for all enrolled households during the reporting period. **Note:** There will need to be determination on if/how to create and use a prevention targeting tool. If more households will be eligible for the Targeted HP for Formerly Homeless People than resources are available, then prioritizing who gets assistance will be necessary. If not, then an assessment will not be needed.
Prior homeless assistance	# households by type of prior assistance Time period since exit	All households previous HMIS program and time period since exit from previous HMIS exit
Average Length of Participation	Average length of participation is < performance target	Average length of program participation for all households who enrolled and exited the program during the reporting period.
Average Amount of Financial Assistance	Average amount of financial assistance is < performance target	Average amount of financial assistance provided to households that received financial assistance and exited the program during the reporting period.
Successful Housing Outcomes	% PH exits > performance target	% of all program exits during the reporting period that exit to a PH destination
Successful Housing Outcome Retention	% of PH exits not returning to homelessness > performance target	% of all program exits to PH destinations during the reporting period that are still in PH after 90 days and 6 months • Measured by returns to homelessness (HMIS

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		enrollment in outreach or shelter)
Focusing on black, indigenous, or people of color households	• % of enrollments were black, indigenous, or people of color > performance target • % of PH exits for were black, indigenous, or people of color > performance target	Establish baseline of BIPOC rates based on requests for assistance (via 211 calls, CES assessments, all access points for crisis assistance, etc.). Aggregate race rates of participants enrolled at each project is within +/- 10% of baseline.
Focusing on Hispanic/Latinx households	% of enrollments were Hispanic > performance target % of PH exits were Hispanic > performance target % of all program exits to successful (i.e. permanent tenure) were Hispanic that are still in housing > performance target	Establish baseline of Hispanic/Latinx rates based on requests for assistance (via 211 calls, CES assessments, all access points for crisis assistance, etc.). Aggregate Hispanic/Latinx rates of participants enrolled at each project is within +/- 10% of baseline.
Cost Effectiveness	Average amount of total program cost per household served < performance target.	Average amount of total program costs (temporary financial assistance, admn.) per household served for all households with a program exit.
Programmatic – Diversion		
Annual Households Served	# of households served matches or exceeds annual target	All households enrolled on the first day of the reporting period plus all newly enrolled households during the 12-month reporting period.
Newly Enrolled Households Served	# of newly enrolled households served	# of households served

Outcome Measure	Outcome Target (Goal)	Measurement
	matches or exceeds annual target	
New Households Served	# of new households served matches or exceeds annual target	# of households served with no previous HMIS enrollment in most recent 2-year period
Literally Homeless Households	% households literally homeless at intake $\geq$ performance target	% of households that were unsheltered or residing in emergency shelter at intake to program
Average Length of Participation	Average length of participation is $\leq$ performance target	Average length of program participation for all households who enrolled and exited the program during the reporting period.
Average Amount of Financial Assistance	Average amount of financial assistance is $\leq$ performance target	Average amount of financial assistance provided to households that received financial assistance and exited the program during the reporting period.
Successful Housing Outcomes	% successful exits $\geq$ performance target	% of all program exits during the reporting period that exit to a successful destination (i.e. any permanent destination, or return to friends and family – temporary tenure)
Successful Housing Outcome Retention	% of successful exits not returning to homelessness > performance target	% of all program exits to successful (i.e. permanent tenure) destinations during the reporting period that are still in housing • Measured by returns to homelessness within 90 days (HMIS enrollment in shelter)
Focusing on black, indigenous, or people of color households	% of enrollments were black, indigenous, or people of color > performance target	Establish baseline of BIPOC rates based on requests for assistance (via 211 calls, CES assessments, all access points for crisis assistance, etc.). Aggregate race rates of participants enrolled at

Outcome Measure	Outcome Target (Goal)	Measurement
	% of PH exits were black, indigenous, or people of color > performance target % of all program exits to successful (i.e. permanent tenure) were black, indigenous, or people of color that are still in housing > performance target	each project is within +/- 10% of baseline.
Focusing on Hispanic/Latinx households	% of enrollments were Hispanic > performance target % of PH exits were Hispanic > performance target % of all program exits to successful (i.e. permanent tenure) were Hispanic that are still in housing > performance target	Establish baseline of Hispanic/Latinx rates based on requests for assistance (via 211 calls, CES assessments, all access points for crisis assistance, etc.). Aggregate ethnicity rates of participants enrolled at each project is within +/- 10% of baseline.
Cost Effectiveness	Average amount of total program cost per household served < performance target.	Average amount of total program costs (temporary financial assistance, admn.) per household served for all households with a program exit.
Programmatic – Rapid Rehousing		
Annual Households Served	# of households served matches or exceeds annual target	All households enrolled on the first day of the reporting period plus all newly enrolled households during the reporting period.
Newly Enrolled Households Served	# of newly enrolled households served matches or exceeds annual target	# of households served

Outcome Measure	Outcome Target (Goal)	Measurement
Literally Homeless Households	% households literally homeless at intake $\geq$ performance target	% of households that were unsheltered or residing in emergency shelter at intake to program
RRH targeting score	Average score on targeting tool/assessment is $\geq$ performance target	Average score for all enrolled households during the reporting period. HUD is recommending communities update prioritization processes to consider COVID-19. The actual assessment to be used is TBD.
Housing status at admission	% literal homeless $\geq$ performance target % unsheltered homeless $\geq$ performance target	Current housing at enrollment, e.g. unsheltered, or ES
Average Length of Participation	Average length of participation is $\leq$ performance target	Average length of program participation for all households who enrolled and exited the program during the reporting period.
Average Length of Time from Enrollment to Housing Lease Up	Average length of participation is $\leq$ performance target	Average length of time from program enrollment until housing move-in date for all participants with a housing move-in date.
Average Amount of Financial Assistance	Average amount of financial assistance is $\leq$ performance target	Average amount of financial assistance provided to households that received financial assistance and exited the program during the reporting period.
Successful Housing Outcomes	% successful exits $\geq$ performance target	% of all program exits during the reporting period that exit to a successful destination (i.e. any permanent destination with head of household signing a lease)

Outcome Measure	Outcome Target (Goal)	Measurement
Successful Housing Outcome Retention	% of successful exits not returning to homelessness > performance target	% of all program exits to successful (i.e. permanent tenure) destinations during the reporting period that are still in housing • Measured by returns to homelessness within 6 months, 12 months, and 24 months (HMIS enrollment)
Increased income from employment	% of adults increased employment income % of exits with increased income from entry	Percentage of adults who gained or increased employment income during the reporting period Percentage of adult leavers who increased employment income from entry to exit
Increased income from non-employment	% of adults increased non-employment income % of exits with increased non-employment income from entry	Percentage of adults who gained or increased non-employment cash income during the reporting period Percentage of adult leavers who increased non-employment cash income from entry to exit
Focusing on black, indigenous, or people of color households	% of enrollments were black, indigenous, or people of color > performance target % of PH exits were black, indigenous, or people of color ≥ performance target % of all program exits to successful (i.e. permanent tenure) were black, indigenous, or people of color that are still in	Establish baseline of BIPOC rates based on requests for assistance (via 211 calls, CES assessments, all access points for crisis assistance, etc.). Aggregate race rates of participants enrolled at each project is within +/- 10% of baseline.

Outcome Measure	Outcome Target (Goal)	Measurement
	housing $\geq$ performance target	
Focusing on Hispanic/Latinx households	% of enrollments were Hispanic > performance target % of PH exits were Hispanic $\geq$ performance target % of all program exits to successful (i.e. permanent tenure) were Hispanic that are still in housing $\geq$ performance target	Establish baseline of Hispanic/Latinx rates based on requests for assistance (via 211 calls, CES assessments, all access points for crisis assistance, etc.). Aggregate ethnicity rates of participants enrolled at each project is within +/- 10% of baseline.
Cost Effectiveness	Average amount of total program cost per household served $\leq$ performance target.	Average amount of total program costs (staffing, temporary financial assistance, admn.) per household served for all households with a program exit.
HMIS Participation		
Accuracy		Program meets all DQ thresholds for accuracy during reporting period
Timeliness		All client level data entered into HMIS with 24 hours of household enrollment
Completeness		All UDEs and any CoC/ECHO-defined additionally required data elements have a valid response entered in HMIS.

CES Participation		
Access Point	Compliance with CES defined access point roles and responsibilities	Access is available during business hours and non-business hours
Assessment	All households receive timely assessment and enrollment determination	• All households receive triage, initial assessment and HP targeting assessment w/in 24 hours of initial request for assistance • Assessment information entered into HMIS w/ in 24 hours of enrollment
Referral	All households are referred to a HP case manager or other community-based service provider	All households have a cm enrollment entered into HMIS w/in 24 hours of enrollment determination.
Demographic Monitoring		
N/A	N/A	• Average Age of Head of Household (HoH) • Adults 18-24 (Youth) • Adults 60+ (Older) • High risk COVID • Gender of HoH • Veteran status (% of all adults) • % Working at entry • Average monthly hh income • % with zero income at admission • Race (HoH) • Ethnicity (Hispanic, non-Hispanic) • Average family size, of families • % of HHs with any member with a disability • Adults with chronic homelessness status