

2017-2019 NHC Community Benchmarks Scorecard Targets

		CAAS			RRH			PSH			Points Possible
		Current		2019	2017	2018	2019	2017	2018	2019	
System Performance Measures:											
1.A	Measure 1: Entry to Certification	46 days		20 days							
1.B	Measure 1: Referral Outcome to Housing					45 days	30 days		45 days	30 days	10
2.A	Measure 2: Returns to Homelessness within 6 months					less than 10%	less than 10%		less than 10%	less than 10%	5
2.B	Measure 2: Returns to Homelessness within 12 months					less than 10%	less than 10%		less than 10%	less than 10%	5
2.C	Measure 2: Exits to unknown, homeless or temp destinations				less than 10%	less than 10%	less than 10%	less than 10%	less than 10%	less than 10%	10
3	Number of Homeless Persons	194									
4.A	Measure 4: Change in employment income for leavers				11%+	17%+	20%+				10
4.B	Measure 4: Change in cash income for stayers							18.5%+	18.5%+	20%+	10
5	Persons who become homeless for the first time										
7.A	Successful placement from street outreach	41%		50%							
7.B	Persons who exit from CAAS to permanent housing (PH)	62%		70%							
7.C	Measure 7: Exits to PH				87%+	90%+	90%+				20
7.D	Measure 7: Remains and exits to PH							90%+	90%+	90%+	20
Other Performance Measures:											
8	Capacity/Bed Utilization				90%+	90%+	90%+	90%+	90%+	90%+	5
9	Housing First				Yes	Yes	Yes	Yes	Yes	Yes	5
10.A	HMIS Data Quality - Completeness	83%		95%+	95%+	95%+	95%+	95%+	95%+	95%+	5
10.B	HMIS Data Quality - Timeliness	39%		35%+		25%+	35%+		10%+	15%+	2
11	CoC Participation**	100%			80%+	80%+	80%+	80%+	80%+	80%+	3
12	CoC Monitoring Conditions	No		No	No	No	No	No	No	No	5
13	CAAS Referral Acceptance				75%+	80%+	85%+	75%+	80%+	85%+	5
14	Cost Effectiveness***				Yes	Yes	Yes	Yes	Yes	Yes	5
15	Hard to Serve: Literally Homeless	41%		65%	40%+	50%+	60%+	40%+	50%+	60%+	5
Prioritized Populations: Bonus Points											
16	Zero Income at Entry	33%			20%+	33%+	39%+	20%+	25%+	33%+	2
17	Youth (18-24)	7%			10%+	15%+	20%+	10%+	10%+	10%+	1
18	Victims of Domestic Violence	6%			10%+	10%+	15%+	10%+	10%+	10%+	1
19	Persons experiencing chronic homelessness****	7%			10%+	10%+	10%+	10%+	25%+	25%+	1 to 4
20	Veterans	11%			10%+	10%+	10%+	10%+	10%+	10%+	1

**CoC participation will be comprised of CAAS Meetings, HMIS End User Meetings and NHC PSA meetings.

***Cost effectiveness will be measured by cost per permanent housing outcome compared to other programs of the same component type.

***Programs will also be allowed to submit a cost savings report demonstrating reductions in usage of crisis services as a result of the program.

****Programs with 25-49% = 1point; 50-74% = 2 points; 75% - 99% = 3 points; 100% = 4 points