

**Priority Community: Las Vegas
Performance Measurement Working Group**

Proposed Las Vegas CoC Performance Measures (from April 2012 meeting plus HEARTH measures)

COLOR KEY

- System-level measures
- Program-level measures
- Client-level measures

Performance Measure	Indicators	Timing	Notes
Reduce number of people experiencing homelessness	<ul style="list-style-type: none"> • Compare PIT • Reduce number of people who are served via outreach encounters 	<ul style="list-style-type: none"> • Annually • Quarterly • Annually 	<ul style="list-style-type: none"> • Consider how outreach data would effectively measure performance without conflicting with “improve coverage”
Reduce length of time homeless	<ul style="list-style-type: none"> • Measure number of days until housed from entry date at ES to entry date at PH • Measure number of days until housed from date of first outreach encounter to entry date to PH 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • While program-level data will impact this measure, WG will need to assess how to effectively measure across programs in HMIS
Reduce cost per client	<ul style="list-style-type: none"> • Average amount spent per client 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • Organize by program models • Goal is to cross-compare service models
Reduce returns to homelessness	<ul style="list-style-type: none"> • Compare “first time” homeless question (via HMIS) • Compare recidivism rate (via HMIS) 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • Intake question likely needs to be added
Improve program coverage	<ul style="list-style-type: none"> • Increase outreach encounters • Increase number of HMIS users 	<ul style="list-style-type: none"> • Quarterly • Annually 	<ul style="list-style-type: none"> • What are other ways of measuring coverage?
Improve employment and other income for homeless households	<ul style="list-style-type: none"> • Compare average earned income from entry to exit • Compare average savings from entry to exit • Compare average non-employment income from entry to exit 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • Potentially break out by program types; are some programs (like ES) exempt?
Reduce first time homelessness	<ul style="list-style-type: none"> • Compare “first time” homeless question (via HMIS) • Compare recidivism rate (via HMIS) 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • Intake question likely needs to be added
Prevent homelessness for families and TAY	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Annually 	

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Performance Measure	Indicators	Timing	Notes
Reduce average number of days to house homeless households	<ul style="list-style-type: none"> Measure days from program entry to accessing permanent housing 	<ul style="list-style-type: none"> Quarterly data and annual data 	<ul style="list-style-type: none"> Will this measure apply to all types of programs?
Increase in client income	<ul style="list-style-type: none"> Compare average earned income from entry to exit Compare average savings account balance from entry to exit Compare average non-employment income from entry to exit 	<ul style="list-style-type: none"> Annually 	
Clients remain housed for at least XX months	<ul style="list-style-type: none"> Percentage of households who remain housed XX months after program exit (for TH and PSH) Percentage of households who remain in housing for at least 6 months (for PSH) 	<ul style="list-style-type: none"> Annually 	
Reduce cost per client	<ul style="list-style-type: none"> Average amount spent per client 	<ul style="list-style-type: none"> Annually 	
Increase in client income	<ul style="list-style-type: none"> Compare pay stubs/earned income Compare savings account balance Compare non-employment income 	<ul style="list-style-type: none"> Entry/exit of client (for all indicators) 	
Client accesses permanent housing	<ul style="list-style-type: none"> Compare housing status (unstably housed vs stably housed) Track exits to permanent housing 	<ul style="list-style-type: none"> Entry/exit of client Client exit 	
Client remains housed	<ul style="list-style-type: none"> Housing status at XX months 	<ul style="list-style-type: none"> TBD 	