



Monmouth County Homeless System Collaborative

Performance Standards Policy

Purpose:

The Monmouth County Homeless System Collaborative is charged with planning, development and oversight of the homeless service system in Monmouth County. To that end, the Executive Committee works to ensure all homeless service programs operating in Monmouth County are working toward the collective goal of assisting homeless and at-risk households in securing permanent, affordable and safe housing. The Monmouth County HSC Executive Committee shall establish benchmarks in system and program performance to ensure the homeless system of Monmouth County meets the outcomes necessary to end homelessness. Review of system and program performance will enable the Monmouth County Homeless System Collaborative and the Executive Committee to:

1. Assist in strengthening homeless service programs to ensure effective services are provided to those most in need
2. Identify gaps in system services and/or processes impeding the movement of homeless households to stable permanent housing
3. Improve program and system performance
4. Enable Monmouth County to achieve targets in reducing homelessness and increasing the speed in which households are connected to housing and services

System Performance Standards

Performance Standards Development

The Monmouth HSC Executive Committee shall review and approve the System Performance Standards on an annual basis. Executive Committee may appoint an ad hoc committee to develop the performance standards recommendations if necessary/desired.

Upon approval, the performance standards targets must be shared with the full Homeless System Collaborative membership. Targeted notification may be provided to all of the community programs entering information into the Homeless Management Information System.

The CoC Lead Agency shall evaluate system and program performance at least annually using data from HMIS, according to the adopted standards. Due to the prohibition of entering data in HMIS, Domestic Violence programs shall submit data from their comparable database to be included in the System Performance Evaluation.

Information from the System Performance Evaluation must be shared with the Executive Committee for review and discussion. In addition, performance data must be posted on the CoC website for review by all HSC members and interested community stakeholders.

Performance Standards Content

The Monmouth HSC Performance Standards at a minimum must evaluate the following:

- HMIS Data Quality – This measure will evaluate how accurate the HMIS dataset is. In order to move towards a data driven planning process it is critical that the dataset used reflects the reality of program activities and progress. This measure will evaluate the rate of data that is missing or not collected for HMIS program records
- Reduction in the number of homeless individuals and families – This measure will evaluate the Monmouth County HSC progress towards meeting the community goal of ending homelessness. This measure will evaluate annual changes in the homeless population as reflected in the point in time count and HMIS data for those served in Emergency Shelter and Transitional Housing.
- Thoroughness of outreach activities – This measure will demonstrate the effectiveness of community providers in reaching and engaging homeless households. This measure will evaluate the geographic reach of programs and the system through analysis of residence prior to program entry for enrolled participants.
- Effectiveness of outreach activities – This measure will highlight effectiveness of street outreach programs in connecting unsheltered homeless individuals and families with temporary shelter and permanent housing. This measure will evaluate the rate of enrolled program participants coming from streets or shelter as well as the success of outreach programs in connecting clients to shelter, transitional housing and permanent housing.
- Effectiveness of homeless prevention activities – This measure will determine the effectiveness of prevention programs in helping those at risk of homelessness maintain housing. HMIS data related to the rate of entry into shelter and transitional housing programs after exiting prevention programs as well as the rate of return for prevention services within a 1 and 2-year period will be evaluated.
- First Time Homeless – This measure will further determine the effectiveness of prevention programs. HMIS data related to the number of individuals and families served who were not previously enrolled in an HMIS program in the previous 24 months will be evaluated.
- Utilization Rates – This measure will review the appropriateness of system programs through the utilization rates.
- Length of Time Individuals and Families Remain Homeless – Research has demonstrated that the longer a family or individual remains homeless, the more likely they are to experience additional trauma or stressors that may present as barriers to finding and maintaining permanent housing in the future. This measure will evaluate the system/program ability to rapidly move households into permanent stable housing. Data related to length of time homeless prior to program entry and length of time in program for Emergency Shelter and Transitional Housing programs.
- Returns to Homelessness – This measure will evaluate the effectiveness of program services in providing the appropriate supports to help individuals

and families secure and maintain permanent housing. Data related to client entry and exit information within HMIS over a 2-year period will be examined to determine the rate of return to homelessness.

- Serving Priority Populations – This measure will evaluate the system’s ability to serve the designated priority populations effectively. HMIS data related to the percent of the priority population served in community programs as well as their rate of connection to permanent housing will be evaluated.
- Employment and Income Growth – This measure will focus on the system’s ability to connect homeless individuals with employment and cash benefits in an effort to increase their ability to live independently. This measure will evaluate HMIS data related to percent of households connected to income and the percent of households experiencing an increase in income.
- Housing turnover rates – This measure will evaluate the effectiveness of permanent housing programs in using a housing first program model and helping enrolled individuals and families maintain housing stability. This measure will evaluate HMIS data regarding program exit information including reason for discharge and destination at exit. The measure will also evaluate the rate of households that leave the program.
- Placement and Retention in Permanent Housing – This measure will evaluate the ability of the system to successfully connect homeless individuals and families to permanent housing and maintain them in permanent supportive housing once they have obtained it. HMIS data related to program exit to permanent housing will be evaluated. In addition, data related to the percent of households remaining in permanent housing or exiting to alternative permanent housing will be evaluated.