

**Rapid Exit/Diversion/ Shallow Subsidies - PNS  
Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>At least 80% of clients without employment will obtain employment within 45 days of program entry;</li> </ul>
<i>Outcome</i>	N/A all program enrollees must have income
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>At least 75% of clients will obtain housing within 30 days of obtaining employment (of 30 days from program entry if employed at program entry);</li> </ul>
<i>Outcome</i>	70% obtained housing within 30 days
<b>Measure 3</b>	<ul style="list-style-type: none"> <li>Less than 15% of clients will return to homelessness one year after program exit;</li> </ul>
<i>Outcome</i>	Review of period 1/1/20-12/31/20 = 4% return

**Cold Weather Overflow Emergency Operations - DRC  
Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>• Provide staffing for all four locations on all cold weather trigger nights;</li> </ul>
<b>Outcome</b>	Operated Overflow at Vickery during November and December trigger nights. Nights in Nov 29-30, 2020 served 111 overnight guests. The month of December, nights 1,2,3, 13,14,15, 16,23, and 24; 634 overnight guests were housed for the evening
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>• Ensure all vendors provide needed services and/or supplies</li> </ul>
<b>Outcome</b>	Staff coordinated services with vendors that provided security, janitorial and laundry services.

**Critical Documents Service - DRC  
Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>90% of clients for critical document services are seen in less than seven (7) business days</li> </ul>
<b>Outcome</b>	DRC offices had to close due to COVID + test results, resulting in the cancellation of DPS and vital records. Only birth certificate received were those from other states.
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>At least 85% of document requests are completed</li> </ul>
<b>Outcome</b>	DRC offices had to close due to COVID + test results, resulting in the cancellation of DPS and vital records. Only birth certificate received were those from other states.
<b>Measure 3</b>	<ul style="list-style-type: none"> <li>Provided case management regarding documents to at least 100 persons experiencing homelessness a month</li> </ul>
<b>Outcome</b>	DRC offices had to close due to COVID + test results, resulting in the cancellation of DPS and vital records. Only birth certificate received were those from other states.

**Direct Client Services Fund - TCHC**  
**Quarter 1 Outcomes**

	Effectiveness Measures and Quarterly Outcomes
<b>Measure 1</b>	<ul style="list-style-type: none"><li>• Less than 15% of diversion and/or rapid exit clients enter homelessness within a year of receiving direct client assistance funds</li></ul>
<b>Outcome</b>	14% Reported

**Housing Navigators - TCHC**  
**Quarter 1 Outcomes**

	Effectiveness Measures and Quarterly Outcomes
<b>Measure 1</b>	<ul style="list-style-type: none"><li>• At least 50% of households move from housing match to housed within 35 days</li></ul>
<b>Outcome</b>	48/52 or 92%

**Continuum of Care Support - TCHC  
Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<p>Provide dashboard of system performance measures including:</p> <ul style="list-style-type: none"> <li>○ Number of people served</li> <li>○ Average length of stay</li> <li>○ Returns to homelessness</li> <li>○ Inflow/outflow</li> <li>○ Percentage of people with increased income (both employment and nonemployment)</li> <li>○ Percentage of people who move into permanent housing</li> </ul>
<b>Outcome</b>	See table below
<b>Measure 2</b>	<p>Report on completed activities (Examples: State of the Homeless address and report, Point in Time Count, etc.)</p>
<b>Outcome</b>	<p>Fatality Review List; Property Damage Survey; TDHCA ESG CARES Round 2 Planning; System Needs and Gaps Analysis; Analysis of current CoC Scorecard metrics Completed needs and gaps analysis, including community partner survey, client focus groups, and gap between system need and available resources; Hosted local competition and submitted final funding decisions for TDHCA ESG CARES Round 2; Continued planning for January Point In Time Count with street outreach teams Worked with outreach teams to plan 2021's Point In Time Count; Worked with Veterans Committee, Family Committee, and Fatality Committee to determine top 3 priorities to pursue for upcoming year; Worked with the Performance Workgroup and Allocations Committees to update CoC scorecard based on partner feedback; Developed plans to revamp youth committee and youth action boards in first quarter of 2021;</p>

Performance Measure Q1	Oct- Dec 2020
LOS:	
ES:	93 days
RRH:	5 months
PSH:	56 months
# of ppl served:	5262
Return to Homelessness:	19%
Increase in Income:	
Empl. Income:	27%
Non-Empl. Income:	17%
Inflow:	874
Outflow:	668
Inactive:	148
Moved into PH:	520

**Programs Case Management for Permanent Supportive Housing - DRC  
Quarter 1 Outcomes**

	Effectiveness Measures and Quarterly Outcomes
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>At least 85% of clients will be housed within 60 days of being given a voucher</li> </ul>
<i>Outcome</i>	0% 1 client housed but not housed during 60 days of receiving voucher
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>At least 5% of clients increase income</li> </ul>
<i>Outcome</i>	8% or 4 out of 51 increased income
<b>Measure 3</b>	<ul style="list-style-type: none"> <li>Less than 15% of clients exit program and enter homelessness within a year of exit</li> </ul>
<i>Outcome</i>	13% or 1 out of 8 individuals who were housed through the program are back in a homeless situation
<b>Measure 4</b>	<ul style="list-style-type: none"> <li>Improvement in assessment score for at least 20% of the clients</li> </ul>
<i>Outcome</i>	24% or 12 out of 51 individuals' scores improved from the previous assessment

**Programs Case Management for Permanent Supportive Housing - MHMR  
Quarter 1 Outcomes**

	Effectiveness Measures and Quarterly Outcomes
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>At least 85% of clients will be housed within 60 days of being given a voucher</li> </ul>
<i>Outcome</i>	100% 1 client housed
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>At least 5% of clients increase income</li> </ul>
<i>Outcome</i>	14% or 18 out of 130
<b>Measure 3</b>	<ul style="list-style-type: none"> <li>Less than 15% of clients exit program and enter homelessness within a year of exit</li> </ul>
<i>Outcome</i>	8% reported between Dec 1 2019 to Dec 31, 2020 – 2 of 25 disenrollment's reentered homelessness within 1 year
<b>Measure 4</b>	<ul style="list-style-type: none"> <li>Improvement in assessment score for at least 20% of the clients</li> </ul>
<i>Outcome</i>	N/A



**Rental Assistance for Permanent Supportive Housing - FWHS  
Quarter 1 Outcomes**

	Effectiveness Measures and Quarterly Outcomes
<b>Measure 1</b>	On time monthly reports of clients transitioning to other rental sources
<b>Outcome</b>	0 of 0 newly housed clients in DH received their voucher within 7 business days, of a completed application which is 100%. The 7 business days excludes weekend and or holidays.

**Mental Health/Tenant Services for Permanent Supportive Housing - MHMR  
Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>Improvement in Wellness score between referral to high priority case load and every 3 months after that for at least 20% of clients</li> </ul>
<b>Outcome</b>	All Wellness scores were completed this quarter and measures will be evaluated for next quarter.
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>At least 50% of clients that exit the high priority case load will have successfully graduated all 6 dimensions of the Wellness Plan</li> </ul>
<b>Outcome</b>	No exits except for 1 client who passed away. CT refused to take wellness assessment during the initial start of the TSS wellness program.
<b>Measure 3</b>	<ul style="list-style-type: none"> <li>At least 20% of clients attending groups will improve their well-being by learning and utilizing new coping skills</li> </ul>
<b>Outcome</b>	7 out of 9 of the regular weekly group attendees improved their well-being coping skills 77%

**Health Navigators for Permanent Supportive Housing - JPS  
Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>Recording patient history of emergency department visits and tracking future visits to establish there is at least a 20% reduction in emergency department visits after entering Casa de Esperanza housing</li> </ul>
<i>Outcome</i>	N/A
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>Tracking rate of patients attending primary care visits to ensure at least 75% of scheduled visits are attended</li> </ul>
<i>Outcome</i>	N/A

**Rapid Rehousing - SHTC**  
**Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>At least 90% of clients will sign a lease within 30n days of program enrollment</li> </ul>
<i>Outcome</i>	2 out of 3 or 67% of clients signed a lease within 30 days of program enrollment
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>At least 56% of clients will increase employment income from program entry to program exit</li> </ul>
<i>Outcome</i>	2 out of 14 or 14% clients increased income at exit
<b>Measure 3</b>	<ul style="list-style-type: none"> <li>At least 21% of clients will increase non-employment income from program entry to program exit</li> </ul>
<i>Outcome</i>	1 out of 14 or 14%
<b>Measure 4</b>	<ul style="list-style-type: none"> <li>Less than 15% of clients will return to homelessness one year after program exit;</li> </ul>
<i>Outcome</i>	33% returns to homelessness or 2 out of 3 or 67% remained housed after program exit.

**Rapid Rehousing - CTL**  
**Quarter 1 Outcomes**

Effectiveness Measures and Quarterly Outcomes	
<b>Measure 1</b>	<ul style="list-style-type: none"> <li>At least 90% of clients will sign a lease within 30n days of program enrollment</li> </ul>
<b>Outcome</b>	0% No families placed in Q1
<b>Measure 2</b>	<ul style="list-style-type: none"> <li>At least 56% of clients will increase employment income from program entry to program exit</li> </ul>
<b>Outcome</b>	80%; 4 out of 5 RRH families increased their income from entry to exit
<b>Measure 3</b>	<ul style="list-style-type: none"> <li>At least 21% of clients will increase non-employment income from program entry to program exit</li> </ul>
<b>Outcome</b>	40%; 2 out of 5 families increased their non-employment benefits
<b>Measure 4</b>	<ul style="list-style-type: none"> <li>Less than 15% of clients will return to homelessness one year after program exit;</li> </ul>
<b>Outcome</b>	0% reported; no families returned to homelessness