F.1 Provider Performance Standards

TCP sets Provider Performance to achieve a level of coverage in the system that will allow the data to be used for meaningful program and policy analysis.

The table below outlines two performance standards that Providers are required to report on the level of bed coverage and the completion of Universal Data Elements across the Continuum. The table below identifies Provider performance standards related to Bed Coverage (which is defined as the total amount of beds managed in your bedlist and reported on every day), and the rate of completion of the Universal Data Elements required by HUD. All Providers that operate shelters or housing programs are required to ensure that their bedlists are complete for every day the program is in operation. The minimum level of completion of the Universal Data Elements varies based on the transient nature of clients served at entry levels of the Continuum.

In addition, HUD requires that communities strive to reach at least 75% coverage of beds in HMIS in order to report data for the Annual Homeless Assessment report, in which the District currently participates as a "certainty" site because of its urban size. In the future, coverage will be a scored component of the District's Continuum of Care application to HUD

Provider Performance Standards Quick Reference Chart		
	Bed Coverage	**Universal Data Elements**
Severe Weather Shelters	100%	50-70%
Low Barrier Shelters	100%	70%
Temporary Shelters	100%	100%
Transitional Housing	100%	100%
Permanent Housing	100%	100%
Supportive Services	N/A	100%
Outreach Programs	N/A	50-70%

Required Data Elements include:
- first name
- last name
- date of birth
- gender
- social security number
- ethnicity
- race
- homeless status
- chronic homeless status
- prior living situation
- previous zip code
- veteran status

- disability status
- entry date
- exit date

HUD Funded Programs: Program Specific Data Elements
Programs receiving funding through HUD must also complete the following Program Specific Data Elements in order to successfully fill out their HUD Annual Performance Report (APR). The program-specific data elements that are required for HUD's current APR reporting include:
- Income Amount and Sources (at entry and exit)
- Non-Cash Benefits
- Physical Disability
- Developmental Disability
- HIV/AIDS
- Mental Health
- Substance Abuse
- Domestic Violence
- Services Received
- Destination
- Reasons for Leaving
- Employment
- Education
- General Health Status
- Pregnancy Status
- Veteran's Information
- Children's Education

Non-HUD Funded Programs
Transitional and permanent programs participating in the HMIS, but not receiving HUD funding are required to capture the following additional program specific data elements
- Destination
- Reasons for Leaving
- Income and Sources
- Non-Cash Benefits
- A performance standard of their choice that corresponds to the goals set forth in their programs scope of work this can include:
  - Employment
  - Education
  - Substance Abuse
  - Mental Health

Purpose of Performance Standards
These elements which are mandated by HUD are instrumental to obtaining an accurate picture of the scope of homelessness; patterns of service utilization in the system and characteristics and needs of the homeless population served in DC. The collection of

these data elements also allows TCP to design performance measurement standards for the Continuum of Care to determine program success as compared with program specific measurable objectives outlined in individual program contracts, national performance standards and service level benchmarks designed by TCP.

Programs are required to complete the performance standards identified above by the 10th of every month for the previous month.

F.2. Performance Measurement

HUD Funded Programs
All programs funded through TCP are subject to quarterly quantitative performance reviews. HUD funded programs are required to generate their APRs quarterly through HMIS and submit it to TCP for review. TCP will analyze the contents of the APR with the measurable objectives outlined by each agency in their contract and general performance standards outlined by HUD. Providers will be required to provide a written explanation of problems or justification for low performance in their APRs. The DC HMIS System Administrator will follow up with each HUD funded agency on the quality and accurateness of data retrieved on the APR.

All programs receiving blended DHS and HUD funding will be required to follow HUD performance measurement requirements.

Non-HUD Funded Programs
All programs participating in the HMIS and not funded by HUD will be required to turn in an annual performance plan with their expected quarterly Occupancy, Destination or Length of Stay and Income goals. They are also required to turn in an additional performance indicator of their choice and a corresponding performance goal.   The DC HMIS System Administrator will follow up with each agency every quarter on the results of their annual performance plan and their success of failure to meet the goals outlined in their Annual Performance Plan.
Below is a Provider Performance Measurement chart for all Non-HUD Funded programs.

Provider Performance Measures							
	Occupancy	Chronically Homeless	Housing Destination	Clients Served	Length of Stay	Income	Self Sufficiency *
Outreach Programs		✓		✓			
Severe Weather & Low Barrier Shelters*	✓	✓					
Temporary Shelter	✓		✓			✓	✓
Transitional Programs	✓		✓			✓	✓
Permanent Supportive Housing	✓				✓	✓	✓
Supportive Service Programs				✓			

*Low Barrier and Severe Weather Shelters are not required to set measures for the baseline Performance Indicators listed above because they are not indications on the quality of services offered. However, like all other programs, they are responsible for ensuring that their data is accurate so that we may calculate Occupancy, Clients Served and a Chronically Homeless numbers per site.

*Supportive Services This category includes the Family Resource Center and the Shelter Hotline.   All other Supportive Services programs receive funding through HUD contracts and therefore are subject to their APR reporting requirements.

Self Sufficiency Temporary, Transitional and Permanent Supportive Housing Programs required to submit a Self Sufficiency Indicator will have to choose from Substance Abuse, Education or Employment.

Purpose & Method
Performance Measurement standards are guides for Continuum of Care success. They can identify strengths and weaknesses in individual program and identify gaps in services on an aggregate level. TCP will manage a quarterly Performance Measurement System to monitor performance measurement across the Continuum of Care.