



Examples of Measureable Goals by Common Themes

Who should use this product?

The intended audiences for this document include community stakeholders that are responsible for crafting their local Continuum of Care (CoC) 10-year plans to end homelessness and members of the Campaign to End Homelessness statewide workgroups.

How can this product be used?

This document provides “example measures” that can meaningfully define specific objectives in the local campaign to end homelessness, and how these objectives can actually be measured. These examples of goals are grouped according to common themes identified across 10-year plans, although some goals could apply to more than one common theme. Some of the goals listed here are actual examples taken from a review of 10-year plans.

For each example goal there is a reference to the nature or type of measure, such as whether it is an input (i.e., people, financial, or technology resources), an output (reflecting program or agency accomplishments in the quantity of service or efficiency; e.g., developing five units of permanent supportive housing) or an outcome (i.e., broader results achieved by services, or changes in consumers, agencies, or a program). In this document, outcomes typically reference consumer change, such as a positive discharge destination. The longer-term systemic impacts (e.g., decrease in homeless population; decrease in unemployment rate for county) are presumed to flow from the intermediate activity and outcomes.

The table also includes where to find the data; i.e., the source for tracking each goal. These include data aggregated in statewide systems and data created locally. Finally the table provides additional notes such as pointing to statewide benchmarking or comparison data.

Homeless Management Information System (HMIS)

Much of the data referenced are available in HMIS. HMIS is data-collection software that captures client-level information on the characteristics and service needs of adults and children experiencing homelessness over time. HMIS is designed to aggregate client-level data to generate an unduplicated count of clients served within a community’s system of homeless services, or CoC, or at regional, multiple Continua, or statewide levels.

There are a variety of outcome reports available on HMIS, on a multitude of themes. All HMIS reports can be run for any time intervals and any program, agency, group of agencies, community, region, or state.

The HMIS reports can be accessed via the Advanced Reporting Tool (ART). ART users can run reports in the public sector and path noted in the table. Michigan Coalition Against Homelessness is the host site for ART. This organization provides training modules, formulas, query designs, and other resources to assist in the use of ART (<http://www.mihomeless.org/MCAH/ART_Warehouse.html>). Many HMIS reports are also available at the Campaign Web site, <<http://www.thecampaigntoendhomelessness.org>>.

Other Data Sources

The following databases contain additional data that might be useful in 10-year plans. Questions can be directed to one of the contact people listed at the bottom of the page.

- The Campaign to End Homelessness (CTEH). Many HMIS reports are also available at the Campaign Web site. <<http://www.thecampaigntoendhomelessness.org>>
- Runaway and Homeless Youth Management Information System (RHYMIS) <<http://www.acf.hhs.gov/programs/fysb/content/youthdivision/resources/rhymfactsheet.htm>>
- Center for Educational Performance and Information (CEPI). Includes free lunch data. <<http://www.michigan.gov/cepi>>
- Michigan Housing Locator Data. <<http://www.michiganhousinglocator.com>>
- Michigan's Statewide Data Warehouse, and Statewide Homeless Assistance Data Online Warehouse (SHADoW).

Questions about this product can be directed to Gerry Leslie, gleslie@flint.org, (810) 767-4622, or to Barb Ritter, britter@mihomeless.org, (517) 485-6536.

Examples of Measureable Goals by Common Theme	Type of Measure	Data Sources	Data Availability Notes
<i>Common Theme: Creating Measurement Tools and Evaluation Systems</i>			
HMIS data is reflected in city and county planning minutes.	Inputs (Agency/CoC activity)	Local planning minutes	MCAH provides a service to local CoCs and Regions creating a detailed Annual Report. The CTEH Web site also offers report-building capacity for local communities.
CoC begins reviewing CoC outcome performance information by implementing an “Outcomes Group” to support performance improvement.	Inputs (Agency/CoC activity)	1. Committee minutes 2. Data is available at HMIS: ART >Public Sector>Outcomes	State & Regional Benchmarking data is available at < http://www.thecampaigntoendhomelessness.org/ >.
Key homeless and human service providers have access to an annual report in 2009.	Output (Agency/CoC change)	Local spreadsheet tracking distribution	
10-year plan is revised and released annually.	Output (Agency/CoC change)	Local planning minutes	Revisions need to focus on assessment of progress. Several example measures listed in this document can support review of local plans.
<i>Common Theme: Ensuring Effective Data Collection</i>			
1. By 2006/2007, all homeless assistance providers and other service groups receiving HUD, MSHDA, DHS, DCH, and/or DOC funds will enter customer data into the Michigan Statewide Homeless Management Information System (MSHMIS). 2. By 2008/2009, all homeless assistance providers and other service groups not receiving HUD, MSHDA, DHS, DCH, and/or DOC funds (e.g., local homeless coalition) will be asked to enter customer data into the MSHMIS with xx% complying.	Inputs (Agency/CoC activity)	Data available HMIS: ART>Public Sector>Audit report; 210 NOFA Data Quality report	These Input options are examples of goals regarding data entry into the HMIS system.
Increase number of HMIS licenses from xx to xx.	Inputs (Agency/CoC activity)	HMIS	MCAH publishes a license report monthly.
During 2009, [insert name of programs] within the CoC will coordinate care by sharing information through the HMIS.	Inputs (Agency/CoC activity)	Sharing agreements	
A Reports Committee will review CoC-related ART Reports at least four times annually including Demographics (how many and who were served), Data Quality Reports tracking missing information, and Outcome Performance reports.	Inputs (Agency/CoC activity)	CoC minutes	This review of data would inform updates to an action plan and ideas for improving next year’s measureable goals.

Examples of Measureable Goals by Common Theme	Type of Measure	Data Sources	Data Availability Notes
<i>Common Theme: Promoting a Housing First Approach</i>			
Housing Web site has “Housing First” in its Category Search and “Homeless Prevention/ Rapid/ Re-Housing” in its Keyword Search.	Inputs (Agency/CoC activity)	WEB site exhibit	
The committee will endorse by resolution a Housing-first philosophy by December 2008.	Inputs (Agency/CoC activity)	CoC minutes	
Emergency shelter stay will decrease from an average of 50 days to 30 days by 2009.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; LOS (Length of Stay) report by program type	Comparison data for specific time periods may be run in ART. Comparison data for regions or statewide may be requested at 517-485-6536.
Number of persons moving from Transitional Housing to Permanent Supportive Housing increased to 70% by June 2009.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Discharge Destination report by provider type	Run the report for Transitional Housing programs and evaluate the percentage moving to permanent housing.
Reduce evictions by xx%.	Outcome (Consumer change)	1. Local spreadsheet 2. Data available in HMIS: Stock Report HUD 40118 or Entry/Exit report.	Could monitor your permanent housing programs for a subset of housing, or look at other local real estate publications for community-wide data. The discharge type in the HMIS may be combined Discharge Destination to also monitor this. The information is on the current APR in the HMIS.
<i>Common Theme: Raising Community Awareness/Building Political Will</i>			
Distribute xx annual reports summarizing the progress of 10-Year Plan to End Homelessness to community leaders/stakeholders and the general public.	Output (Agency/CoC change)	CoC minutes documenting completion	Make sure that plan measures some real-world successes in the form of consumer outcomes.
Annually present a progress report on the regional 10-Year Plan to End Homelessness to the City Council members.	Output (Agency/CoC change)	Local spreadsheet	
Make four presentations a year to service clubs and other organizations regarding 10-Year Plan to End Homelessness.	Output (Agency/CoC change)	Local spreadsheet	Presentations can include the localities’ State of Homelessness reports. MCAH offers support services to put together a local report.

Examples of Measureable Goals by Common Theme	Type of Measure	Data Sources	Data Availability Notes
<i>Common Theme: Increasing Access to and Supply of Affordable Housing</i>			
Develop xx units of Permanent Supportive Housing in 2010.	Outputs (Agency/CoC activity)	Local spreadsheet	
Rehab xx additional single family homes compared to prior year.	Outputs (Agency/CoC activity)	Local spreadsheet	
Offer new round of HARP Vouchers in 2010.	Output (Agency/CoC change)	MSHDA database	Reflecting progress in the Statewide Campaign to End Homelessness.
Measurement of turnaround time of PHA to approve vouchers, with a standard for improvement.	Output (Agency/CoC change)	MSHDA database, HMIS HARP evaluation	For information on HARP values, MCAH will be producing a HARP evaluation. Please call 517-853-3883.
Ensure that all affordable housing units are entered and routinely updated into Michigan's Housing Locator.	Inputs (Agency/CoC activity)	1. Housing Locator database is being updated to improve reporting on this 2. Local spreadsheet of local units	
Develop method to identify locally available units of affordable housing.	Output (Agency/CoC change)	Report from the Housing Locator.	These data are available and useful only if all local units are recorded on the Housing Locator.
Convert xx units of Transitional Housing for homeless individuals to Permanent Supportive Housing.	Output (Agency/CoC change)	Housing Inventory chart	Each CoC completes a Housing Inventory chart annually as part of its HUD application.
Standardized model lease is in place and used by xx% of landlords by June 2010.	Output (Agency/CoC change)	Local spreadsheet	

Examples of Measureable Goals by Common Theme	Type of Measure	Data Sources	Data Availability Notes
<i>Common Theme: Increasing Access and Efficiency of Supportive Services</i>			
More than xx% of consumers served in CoCs will “engage” with service providers as measured by “Known” destination at exit.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Discharge Destination report	State Engagement benchmarking data is available at < http://www.mihomeless.org > in Reports Factory. Comparison data for specific program types, Regions, and time periods may be requested at 517-485-6536.
An xx% decrease in the amount of time required to assist individuals in securing services and benefits, from 2009 to 2010.	Output (Agency/CoC change)	Time Study looking at the time spent negotiating resources for a client + the time spent in individual session	Success could be achieved by optimizing case management time by consumer characteristic and streamlining access to needed resources. Rather than offer every client the same session schedule, base the schedule on client characteristics and/or needs. Re-evaluate regularly. Alternately, in terms of entitlement benefits, DHS tracks each application and receives MH reports that track to standards of promptness. Numbers can be reported at a local and state level.
More than xx% of consumers served in CoCs Emergency Shelter programs will have a positive exit destination at discharge.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Discharge Destination report by program type	State and Regional Destination rates benchmarking data is available at < http://www.thecampaigntoendhomelessness.org/ >.
The percentage of those exiting CoC Emergency Shelter programs to a positive housing destination (stable living situation) with a chronic or long-term pattern of homelessness will not vary by more than 10 percentage points from the exit pattern for the first-time homeless.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Discharge Destination Report by program type	May be run by various time periods, and by program type (in this case PSH). Positive exit could be reframed into a “stable living situation” to make the measure more public relevant. Statewide benchmarking data is available at < http://www.mihomeless.org >.
Increase the percentage employed by exit by xx%.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes	State and Regional Income/Employment benchmarking data is available at < http://www.thecampaigntoendhomelessness.org/ >.
More than xx% of consumers served in Transitional Housing or Permanent Housing Programs will be employed at exit.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Income and Employment report by program type	Comparison data for specific time periods may be run in ART. Comparison data for Regions or Statewide may be requested at 517-485-6536.

Examples of Measureable Goals by Common Theme	Type of Measure	Data Sources	Data Availability Notes
During 2009, Statewide the percentage of homeless and at-risk persons with access to Medicaid to support health care will exceed xx%.	Outcome (Consumer change)	1. SHADoW match rate for DCH 2. This could also be measured at the local level by using the Health Domain of the Self Sufficiency Matrix 3. Data available HMIS: ART>Public Sector>Self-Sufficiency matrix	This goal might be used to assess the statewide CTEH with SHADoW. The SS Matrix could be used at the CoC/Regional or Statewide level.
During 2009, [insert name of programs] within the CoC will coordinate care by constructing a coordinated case plan on the HMIS.	Inputs (Agency/CoC activity)	1. User meeting minutes 2. Sharing documents	A collaborative plan with consumer information removed would be an excellent exhibit.
In 2010, will have an xx% increase in number of vouchers in County compared to 2009.	Inputs (Agency/CoC activity)	Local spreadsheet	
Common Theme: Elevating Prevention Strategies			
No more than xx% of households that received homeless prevention help during 2009 will subsequently enter an emergency shelter within 6 months of the prevention help.	Outcome (Consumer change)	1. HMIS: ART>Public Sector>Outcomes; Goals and Objectives report 2. HMIS/Service Point report in development	HPRP is tracking prevention outcomes through the completion of the Housing Plan in the HMIS. The Goals and Objectives report provides progress data. This is a core outcome related to prevention service.
Among consumers who have identified employment training as a goal, xx% will have achieved training during 2010.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Goals and Objectives report	Programs are completing case plans in the HMIS.
Create a relationship with Michigan Works/local community colleges to provide better access to training for at-risk and homeless persons.	Inputs (Agency/CoC activity)	Local planning minutes	This might be measured through the minutes of meetings or in the documentation of an access plan for homeless/at-risk consumers.
Improve the positive housing destination rate for consumers with disability to xx%.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Discharge Destination report	The report is designed to support performance improvement and can be targeted to various sub-populations. This can be measured at intake and exit. A community had noted a need to target this issue based on performance on the outcome report. This measure is an example of evidence-based practice.
CoCs will average a minimum of .15 overall improvement in ratings for adults “at-risk” of homelessness for 2009 as measured by the Self-Sufficiency matrix.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Self-Sufficiency report	Historical performance is available by time period and program type. Values may also be used for specific domains (e.g., housing) or groups of domains.

Examples of Measureable Goals by Common Theme	Type of Measure	Data Sources	Data Availability Notes
CoCs will average a minimum of .10 overall improvements in ratings for formerly homeless adults entering supportive housing for 2009 as measured by the Self-Sufficiency matrix.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Self-Sufficiency report	Historical performance is available by time period and program type. Values may also be used for specific domains (e.g., housing) or groups of domains.
CoCs will average a minimum of .15 overall improvement in ratings for youth “at-risk” of homelessness for 2009 as measured by the Re-Unification matrix.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; Self Sufficiency report	Historical performance is available by time period and program type. Values may also be used for specific domains (e.g., housing) or groups of domains.
xx% of persons entering subsidized housing during 2009 will retain housing for seven months or longer.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; LOS (Length of Stay) report	LOS reports may be run by different program types and gives LOS information by client characteristic to support performance improvement.
The percentage of those exiting CoC Permanent Supportive Housing programs prior to seven months will decrease from xx% in 2009 to xx% during 2010.	Outcome (Consumer change)	Data available HMIS: ART>Public Sector>Outcomes; LOS (Length of Stay) report by program type	Goal relevant when trying to ensure adequate programming for the hardest to serve. Comparison data for specific time periods may be run in ART. Comparison data for Regions or Statewide may be requested at 517-485-6536.
In the State of Michigan, the number of former foster care youth entering the shelter system decreases from xx% in 2008 to xx% in 2010.	Outcome (Consumer change)	A new SHADoW build is currently in development	SHADoW project links HMIS with DHS data to evaluate the match rate. This could be a Statewide Campaign goal.
X number of homes per year are placed in receivership as opposed to foreclosed.	Outcome (Consumer change)	Local spreadsheet	City/County/Agency database, Realty Track.
Information line provides assistance for more than xxx people each year experiencing a housing crisis.	Output (Agency/CoC change)	Information and Referral (211) database	This information could be developed through collaboration with the I&R. In many places it may be an existing I&R database report.
xx% increase in homeless prevention funding from [year] to [year].	Output (Agency/CoC change)	Community grant information	This could reflect a Statewide Campaign goal as well as a local goal.
Distribute 1,000 flowcharts and service guides to those at risk of homelessness by July 2009.	Output (Agency/CoC change)	Local agency notes	
xx% of people who attend a Resources Overview Orientation report increased awareness of resources, including eligibility and referral protocols.	Outcome (Consumer change)	Class Satisfaction survey	All agencies do an orientation like this. Change in awareness could be measured by a survey at the end of the orientation.