

Key Performance Indicators (KPI) – ServicePoint Guide

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Housing Stability

Consecutively Housed Clients

Definition:

1. Singles/ Families: Percentage of clients who remain consecutively housed for at least nine months
2. Youth: Percentage of clients who remain consecutively housed for at least six months

Data pulled from: Housing First Follow-up Quarterly Assessment

Client Information				Service Transactions			
Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Assessments
<div style="border: 1px solid #ccc; padding: 5px;"> <p style="text-align: center; margin: 0;">Select an Assessment</p> <hr style="border: 1px solid #008000; margin: 2px 0;"/> <div style="display: flex; justify-content: space-between; align-items: center;"> Housing First Follow-up Assessment (3-60 month) ▼ Submit </div> </div>							

Clients counted in this KPI:










1. Singles/ Families: Those clients with a “Yes” to the question “Have you achieved permanent housing throughout the past 3 months?” consecutively for three follow-up assessments
2. Youth: Those clients with a “Yes” to the question “Have you achieved permanent housing throughout the past 3 months?” consecutively for two follow-up assessments

HOUSING HISTORY

Are you currently housed?		Yes ▼	G
Have you achieved permanent housing throughout the past 3 months?		No ▼	G
Were you rehoused within the last 3 months?		No ▼	G

This KPI uses a reporting period of nine months for singles/ families programs, and six months for youth programs.

Example: Measuring Housing Stability in Singles/ Families Programs







Client	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Q3 Outcome
Joe										Stably housed
Sam										Not stably housed
Kim										Not stably housed

Joe: Answered “Yes” to “Have you achieved permanent housing throughout the past 3 months?” on three consecutive follow-up assessments, he is considered stably housed

Sam: Because she answered “No” to the question “Have you achieved permanent housing throughout the past 3 months?” in Oct, she is not considered stably housed in Q3

Kim: Most recent follow-up answered “Yes” to “Have you achieved permanent housing throughout the past 3 months?” However, she is not stably housed as she has answered “No” to the same question in July.

Example: Measuring Housing Stability in Youth Programs

Client	Jul	Aug	Sept	Oct	Nov	Dec	Q3 Outcome
Bill							Stably housed
Jim							Not stably housed
Pam							Not stably housed

Bill: Answered “Yes” to “Have you achieved permanent housing throughout the past 3 months?” on three consecutive follow-up assessments, he is considered stably housed

Jim: Because he answered “No” to the question “Have you achieved permanent housing throughout the past 3 months?” in Oct, she is not considered stably housed in Q3

Pam: Most recent follow-up answered “Yes” to “Have you achieved permanent housing throughout the past 3 months?” However, she is not stably housed as she has answered “No” to the same question in July.




Percentage of Graduates

Definition: The number of clients who have graduated the program during the quarter, and are therefore not counted as consecutively housed, divided by the number of clients who have exited the program during that quarter

Data pulled from: Entry/ Exit tab

Client Information				Service Transactions			
Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Assessments
Reminder: Household members must be established on Households tab before creating Entry / Exits							
Entry / Exit							
Program	Type	Entry Date	Exit Date	Client Count			
 Aftercare Housing - Mustard Seed (56)	Standard	 04/01/2016					
<input type="button" value="Add Entry / Exit"/>				Showing 1-1 of 1			

Edit Exit Data - (2831) Test2, Test2, CSC

Edit Exit Data - (2831) Test2, Test2, CSC	
Exit Date *	02 / 02 / 2017    9 : 11
Reason for Leaving	Completed program
If "Other", Specify	
Destination	Renting - subsidized
If "Other", Specify	

Graduated program =

- "Completed program"
- "Death"
- "Direct transfer to HF program"
- "Left for housing opp. before completing program"
- "Referred to another program"

Clients counted in this KPI: Those clients with an Entry/Exit Reason for Leaving of "Completed Program", "Death", "Direct transfer to HF program", "Left for housing opp. before completing program", or "Referred to another program".

Calculation:

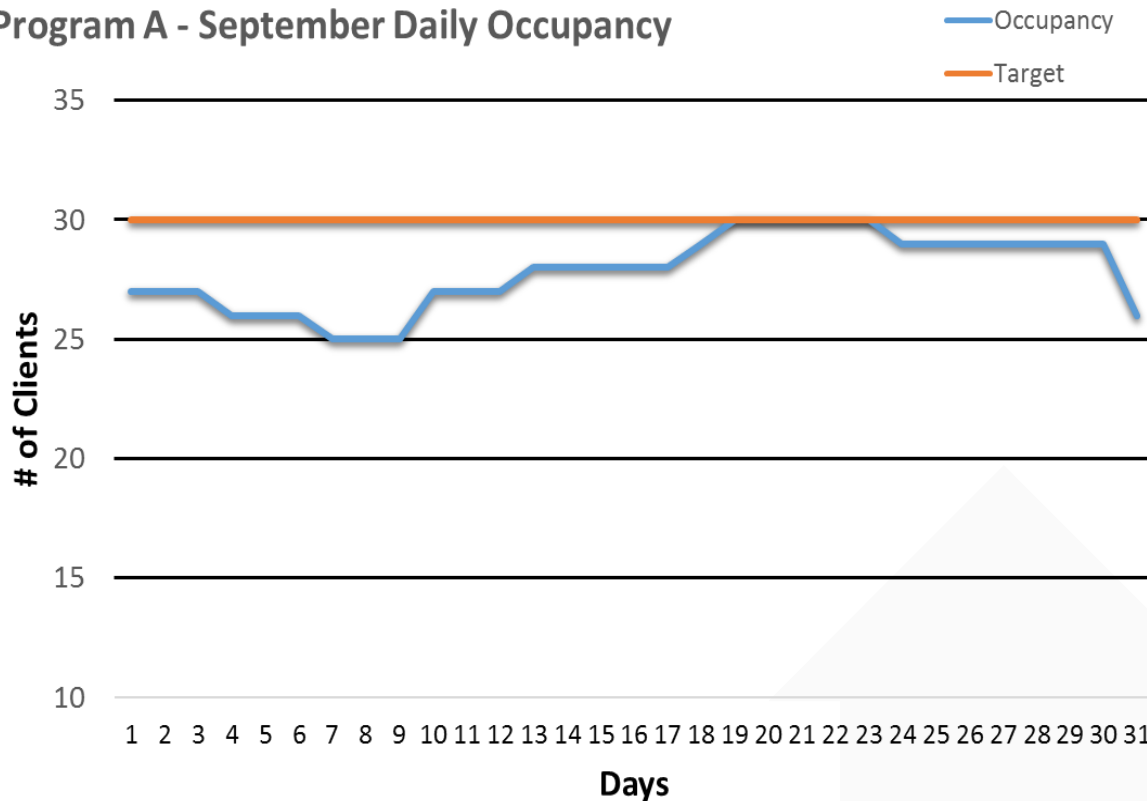
$$\text{Percentage of Graduates} = \frac{\text{\# of graduated clients in quarter}}{\text{\# of exits in quarter}}$$

Program Metrics

Occupancy

Definition: The highest number of active persons in your program during one month. Occupancy is then compared with the program’s target number

Program A - September Daily Occupancy










Data pulled from: Entry/ Exit tab

Clients counted in this metric: Any client with an entry on the entry/ exit tab during the reporting period

Housed

Definition: The number of clients with a move-in date over the quarter, plus the number of clients housed in the program at that quarter’s assessment, divided by the highest number of active clients (highest daily occupancy number from the quarter).

Data pulled from: Housing First Move-in Assessment + Housing First Follow-up Assessment

Date of move in (Housing Placement):	08 / 03 / 2016	  	Clients with a move-in date during quarter
Date lease signed:	08 / 03 / 2016	  	
+			
HOUSING HISTORY			
Are you currently housed?	Yes		Clients who answer "Yes" to "Are you currently housed?" at that quarter's assessment
Have you achieved permanent housing throughout the past 3			




Clients counted in this metric: Anyone who has a move-in date that falls within the quarter, as well as client's who answer "Yes" to "Are you currently housed?" in their quarterly follow-up assessment for that quarter

Coordinated Access & Assessment (CAA) Data

Cancelled/Declined CAA Referrals

Definition: the percentage of canceled or declined referrals for the reason of: Client MIA, Client not eligible out of total referrals to program in reporting period.

Data pulled from: Service transactions referral outcome

Referral Data	
Referred-To Provider	Calgary Homeless Foundation (93)
Needs Referral Date *	12 / 21 / 2016    12 : 28 : 13 PM
Referral Ranking	-Select-
Referral Outcome	Canceled
If Canceled or Declined, Reason	Client MIA

Clients counted in this metric: Those clients with a CAA referral outcome of Client MIA or client not eligible

Average Days between Referral and Entry

Definition: The average number of days between client referral from CAA and Program Entry

Data pulled from: Service transactions Referral and Provider Entry/Exit tab

Clients counted in this metric: Clients with a Housing First Program Entry in the reporting period and a referral from CAA

Explanation of Terms and Questions

Reporting Period (RP): The time period for which the report is being pulled between and including the start date and the effective date.

Target number: The number of individuals or families that can be case managed at any given point in the year as outlined in the Schedule A of all CHF-funded programs.

Program Entry: the date at which the client has accepted to be part of the Housing First program and is officially considered as part of the caseload of the program. The Program Entry in ServicePoint is the Entry Date on the Entry/Exit tab.

Have you achieved permanent housing throughout the past 3 months?

- Permanent housing is defined as: the client has been consecutively housed for the past 3 months and did not experience an interruption in housing. If a client is currently incarcerated, in treatment or medical facility etc. but has a unit secured for them upon discharge, this client is considered housed.

Are you currently housed?

- This question is intended to show whether the client is housed at time of the assessment. If a client is currently incarcerated, treatment or medical facility etc. but has a unit secured for them upon discharge, this client is considered housed.

Were you rehoused within the last 3 months?

- This question captures if a client changed housing (for example new lease signed, this does not include a switch of units within the same building) during the quarter when the follow-up is completed

Please note:

Clients included in the quarterly raw data pull are those clients with no missing data. For those KPIs which included data from multiple quarters, the client cannot have any missing assessments.