

2024 Performance Management Plan

Ohio Balance of State Continuum of Care

Updated March 2024



Ohio Balance of State Continuum of Care Performance Management Plan

Introduction

The Ohio Balance of State Continuum of Care (BoSCoC) Performance Management Plan identifies project and system performance goals for the CoC and outlines how performance is measured and monitored.

This plan should help homeless assistance projects in managing their performance and ensuring access to ongoing funding.

Background

The Ohio BoSCoC includes the 80 rural counties in Ohio. The Ohio Department of Development (ODOD) and the Coalition on Homelessness and Housing in Ohio (COHHIO) serve as the lead staffing agencies and co-chairs of the Steering Committee for the Ohio BoSCoC. You can find more information about the organization of the Ohio BoSCoC at <https://cohhio.org/boscoc/>

The Ohio BoSCoC Performance and Outcomes Committee updates this plan annually.

Basics of Performance Measurement

Project Performance Measurement

Measuring the performance of homeless assistance projects is critical for a number of reasons. It helps us understand how well projects are doing at ending homelessness, or what issues projects may need to improve upon. It helps us identify project types/models that may be more successful at ending homelessness than others. Additionally, the U.S. Department of Housing and Urban Development (HUD), which provides federal homeless assistance funds through its CoC Program, requires project performance reporting via the annual CoC application and Annual Performance Reports (APRs).

System Performance Measurement

For Ohio BoSCoC purposes, the system is defined as the 80 counties included within the geography of the CoC, and the homeless projects therein. Measuring performance of the system is important because it helps us understand how well we are doing at addressing and ending homelessness. Additionally, it can help us identify areas of the system that may need improvement. Lastly, as part of the CoC Program regulations, HUD is requiring that all CoCs monitor the performance of their system.

Setting Performance Objectives

The Ohio BoSCoC Performance and Outcomes Committee was charged by the BoSCoC Board with creating this Performance Management Plan, including setting the project and system performance goals. Committee members considered HUD's project performance objectives and system performance measures and Ohio BoSCoC projects' combined performance on those objectives in determining where to set project and system goals for the CoC. The Committee reviewed current projects' performance as well as anecdotal community and project information to help determine what goal to set.

R minor and R minor elevated

R minor and R minor elevated are both R Shiny apps that are part of a free and open source project created and maintained by the HMIS team at Coalition on Homelessness and Housing and Ohio (COHHIO). These platforms display information about project and system performance on the measures outlined in this document.

R minor can be accessed here: <https://ohiobalanceofstatecoc.shinyapps.io/Rminor/>

R minor elevated can be accessed here: https://ohiobalanceofstatecoc.shinyapps.io/Rminor_elevated/

Project Performance Reporting

All Quarterly Performance Report (QPR) data will be available for providers and non-providers to view online using R minor and R minor elevated. Once available, R minor will be publicly accessible, while R minor elevated is password protected. Providers are encouraged to check R minor and R minor elevated as often as they deem necessary to ensure their projects are performing well in relation to CoC goals.

Only Ohio Balance of State HMIS users are given access to R minor elevated. If you are a user and do not have access, please email hmis@cohhio.org to request an invitation. This ensures that client level data is safeguarded and only accessed by relevant providers.

Project Performance Report

As needed, CoC Staff may release a written report highlighting key project and system performance items to highlight any emerging system-level trends and/or observations and to remind providers to review their performance data.

Updates to the 2024 Performance Management Plan

Due to the need for an updated data sync with R minor, project level performance was unable to be monitored in detail throughout 2023. As a result, the Performance and Outcomes Committee determined no major changes would be made to performance goals for 2024. However, it was brought to the attention of the committee that the goals measuring Average VI-SPDAT and Returns to Homelessness cannot be calculated using the Clarity HMIS system. As a result, these two goals have been removed for all project types.

The Performance and Outcomes Committee will continue to review and evaluate project outcomes and performance in 2024, and revisit any recommended critical changes for 2025.

Monitoring Project and System Performance

Quarterly Performance Report

Homeless assistance projects' performance is monitored on an ongoing basis via R minor and R minor elevated. These reporting platforms display project-level performance information for each measure listed in this plan.

All projects should review their performance data at least quarterly and contact COHHIO with any questions or concerns. Projects that consistently fail to meet project performance objectives should develop internal plans and processes for improvement.

Victim Services Providers

Projects in the Ohio BoSCoC that are operated by victim services providers (VSPs) and thus prohibited from participating in HMIS, do not have their performance data generated out of HMIS. However, VSP projects are required to submit performance data to either CoC staff as requested for annual project evaluation, funding application, and/or monitoring purposes.

Quality Improvement Process

CoC funded projects that fail to meet an objective for at least one year may be prioritized for CoC Program Monitoring. Non-CoC funded projects that fail to meet an objective for at least one year may be targeted to develop a Quality Improvement Plan (QIP). More information about the Ohio BoSCoC Program Monitoring process and QIP can be found at <http://cohhio.org/boscoc/performance-and-monitoring/>. Ongoing poor performance could ultimately result in the loss of CoC Program funding or state funding.

Implementing the Performance Management Plan

COHHIO's CoC staff are responsible for implementing this Performance Management Plan on behalf of the Ohio BoSCoC. Implementation involves working with BoSCoC HMIS staff to generate performance data, reviewing APRs as necessary, and sharing project and system performance information with the CoC. In reviewing project performance information, CoC staff will also work with the Ohio BoSCoC Performance and Outcomes Committee to identify any consistently under-performing projects and target them for CoC Program Monitoring, or QIP development as needed. The CoC staff will report on BoSCoC system performance on the measures in this plan at least annually.

In addition to monitoring project and system performance, CoC staff work with the Ohio BoSCoC Performance and Outcomes Committee to annually review and update the Performance Management Plan measures and goals.

Providers' Responsibilities and Meeting Performance Objectives

Submit APRs to HUD

All CoC Program funded projects are required to submit APRs to HUD through the Sage HMIS Reporting Repository. Details about the Sage APR submission process can be found at <http://cohhio.org/boscoc/performance-and-monitoring/> and at <https://www.hudexchange.info/programs/sage/>.

All APRs are required to be submitted within 90 days of the grant end date.

HCRP Emergency Shelter and RRH Projects and ODOD Supportive Housing Program TH and PSH projects are not required to submit APRs or any other provider-run report to COHHIO, but may be asked to submit them to ODOD for monitoring and grant application purposes.

Ensure HMIS Data Quality

Because the performance reporting relies on data entered into HMIS, it is critical that HMIS data be accurate, timely, and of good quality. To this end, providers should regularly review data quality ensure timely data entry. Providers can use the HMIS Data Quality Provider-level report available in R minor elevated to help monitor and manage their HMIS data quality on an ongoing basis.

Consistent HMIS data quality issues could trigger the program to be prioritized for CoC Program Monitoring, the development of a QIP, or have an impact on projects' ability to access renewal CoC Program or state funding.

Review Project Level Performance

To help homeless providers manage their performance on the objectives laid out in this Performance Management Plan, COHHIO HMIS staff created R minor and R minor elevated. Providers can check the data quality and performance of their projects using R minor and R minor elevated whenever they like. At a minimum though, providers are encouraged to review their project performance data on a quarterly basis so that they know at all times how their projects are performing on all the objectives in this Performance Management Plan.

Develop Internal Improvement Plans as Needed

Providers should monitor their own performance on all project performance objectives on a quarterly basis, at minimum. If providers notice that they are not meeting an objective, it is their responsibility to develop internal plans to address the poor performance and they should ensure that improvement is made.

Participate in CoC Program Monitoring or Quality Improvement Plan as Required

As previously mentioned, projects that fail to meet an objective for at least one year may be prioritized for CoC Program Monitoring, or QIP development. Ensuring that project performance objectives are met will keep projects from being targeted for CoC Program Monitoring and QIP development. More information about the Monitoring Process and QIP development can be found at <http://cohhio.org/boscoc/performance-and-monitoring/>

Ohio BoSCoC Project Performance Objectives

Following are the project performance objectives for Ohio BoSCoC homeless assistance projects. The goals apply to all CoC funded homeless projects and all state funded (via ODOD’s Homeless Crisis Response Program and Supportive Housing Program) street outreach, homelessness prevention, emergency shelters, rapid re-housing, transitional housing, and permanent supportive housing projects. Generally, overflow and seasonal emergency shelters are exempt from the performance standards. Joint TH-RRH project types should strive to meet the performance goals for both the TH project and the RRH project.

Projects will generally be considered to have met the objective if their performance is within 5% of the identified objective. For example, an emergency shelter project will have met objective #3 (at least 40% of participants in emergency shelter will move into permanent housing at exit) if they move at least 38% of their participants into permanent housing at exit.

All CoC Funded Homeless Projects and All HCRP & SHP Funded Projects

<i>Homelessness Prevention Projects Performance Measures</i>		
Indicator	Goal	How Calculated
Exits to or Retention of Permanent Housing	1. At least 90% of households in Homelessness Prevention (HP) projects remain in permanent housing (PH) or exit to PH at program exit	(number of households who moved to PH upon exit + number of households who remained in PH) / number of households served by project
Entries into the Homeless System	2. HP projects will have no more than 25% of households who exited to PH enter into the Ohio BoSCoC homeless system within 12 months of HP assistance	number of households who returned to ES, SH, TH, or Outreach within 12 months of exit / number of adult leavers to permanent housing

<i>Street Outreach Projects Performance Measures</i>		
Indicator	Goal	How Calculated
Exits to Permanent Housing	1. At least 30% of households in Outreach projects will move into permanent housing at exit	number of households who moved to PH upon exit / number of participants who exited project
Exits from Unsheltered Locations to Temporary or Permanent Housing	2. At least 60% of households in Outreach projects will move from unsheltered locations to temporary or permanent housing at program exit	number of households who moved from unsheltered locations to temporary (ES or TH) or permanent housing locations upon exit / number of households who moved from unsheltered locations to any destination at exit

Emergency Shelter Projects Performance Measures		
Indicator	Goal	How Calculated
Length of Time Homeless	1. Emergency Shelter (ES) projects will have a household average length of stay of no more than 40 days	Average length of stay for households who exited
	2. ES projects will have a household median length of stay of no more than 40 days	Median length of stay for households who exited
Exits to Permanent Housing	3. At least 40% of households in ES projects will move into permanent housing at exit	number of households who moved to PH upon exit / number of households who exited ES project
Receipt of Non-cash Benefits	4. At least 50% of households in ES projects will receive at least one source of non-cash benefits at program exit	number of households who exited with 1 or more sources of non-cash benefits / number households who exited the project
Receipt of Health Insurance	5. At least 75% of households in ES projects will receive at least one source of health insurance at program exit	number of households who exited with 1 or more sources of health insurance/ number households who exited the project
Employment and Income Growth	6. At least 18% of households in ES projects will gain or increase employment or non-employment cash income during the reporting period or at exit	number of households who either gained or increased earned income or who gained or increased non-employment cash income / number of households served by the project

Transitional Housing Projects Performance Measures		
Indicator	Goal	How Calculated
Length of Time Homeless	1. Transitional Housing (TH) projects will have a household average length of stay of no more than 240 days	Average length of stay for households who have exited
	2. TH projects will have a household median length of stay of no more than 240 days	Median length of stay for households who have exited
Exits to Permanent Housing	3. At least 83% of households in TH projects will move into permanent housing at exit	number of households who moved to PH upon exit / number of participants who exited TH project

Receipt of Non-cash Benefits	4. At least 75% of households in TH projects will receive at least one source of non-cash benefits at program exit	number of households who have exited with 1 or more sources of non-cash / number of households who exited the project
Receipt of Health Insurance	5. At least 85% of households in TH project will receive at least one source of health insurance at program exit	number of households who have exited with 1 or more sources of health insurance/ number who exited the project
Employment and Income Growth	6. At least 28% of households in TH projects will gain or increase employment or non-employment cash income during the reporting period or at exit	number of households who either gained or increased earned income or who gained or increased non-employment cash income / number of households served by the project

Rapid Re-Housing Projects Performance Measures		
Indicator	Goal	How Calculated
Length of Time in RRH	1. Rapid Re-housing (RRH) projects will have an average household length of stay of no more than 150 days*	Average length of stay for households who have exited from Housing Move-In Date to Exit
	2. RRH projects will have a median household length of stay of no more than 150 days*	Median length of stay for households who have exited from Housing Move-In Date to Exit
Rapid Placement into Permanent Housing	3. RRH projects will place households into permanent housing within 21 days of project entry	Average number of days between leavers' RRH entry date and Housing Move-in Date
Exits to Permanent Housing	4. At least 83% of households entering RRH projects will remain in permanent housing at exit	number of households who moved to PH upon exit / number of households who were entered in RRH and who exited the project
Receipt of Non-cash Benefits	5. At least 70% of households in RRH projects will receive at least one source of non-cash benefits or health insurance at program exit	number of households who have exited with 1 or more sources of non-cash benefits/ number of households who have exited RRH
Receipt of Health Insurance	6. At least 85% of households in RRH projects will receive at least one source of health insurance at program exit	number of households who have exited with 1 or more source of health insurance at exit/ number of households who have exited RRH

Employment and Income Growth	7. At least 18% of households in RRH projects will gain or increase employment or non-employment cash income during the reporting period or at exit	number of households who either gained or increased earned income or who gained or increased non-employment cash income / number of households who entered an RRH project
Provision of Homelessness Prevention Assistance and Rapid Re-housing Assistance	8. Ohio BoSCoC Homeless Planning Regions will spend no less than 75% of Homeless Crisis Response Program (HCRP) funding on RRH assistance, and no more than 25% of HCRP funding on HP assistance	Expenditures on HCRP RRH activities / Total HCRP expenditures

Permanent Supportive Housing Projects Performance Measures

Indicator	Goal	How Calculated
Exits to or Retention of Permanent Housing	1. At least 90% of housed households remain in Permanent Supportive Housing (PSH) project or exit to permanent housing (PH) as of the end of the reporting period or at program exit	(number of households who moved to PH upon exit + number of households who have been housed and remain in PSH project) / number of households housed by PSH project
Receipt of Non-cash Benefits	2. At least 75% of households entering a PSH project will receive at least one source of non-cash benefits from program entry to program exit	number of households who have exited with 1 or more sources of non-cash benefits/ number of households that entered a PSH project who exited the project
Receipt of Health Insurance	3. At least 85% of households entering a PSH project will receive at least one source of health insurance from program entry to program exit	number of households who have exited with 1 or more sources of health insurance / number of households that entered a PSH project who exited the project
Employment and Income Growth	4. At least 30% of households entering a PSH project will gain or increase employment or non-employment cash income during the reporting period or at exit	number of households who either gained or increased income / number of participants that entered a PSH project

Youth Dedicated CoC, HCRP, and SHP Funded Projects

Youth Street Outreach Projects Performance Measures		
Indicator	Goal	How Calculated
Exits to Permanent Housing	1. At least **% of households in Youth Outreach projects will move into permanent housing at exit	number of households who moved to PH upon exit / number of participants who exited project
Exits from Unsheltered Locations to Temporary or Permanent Housing	2. At least **% of households in Youth Outreach projects will move from unsheltered locations to temporary or permanent housing at program exit	number of households who moved from unsheltered locations to temporary (ES or TH) or permanent housing locations upon exit / number of households who moved from unsheltered locations to any destination at exit

Youth Emergency Shelter Projects Performance Measures		
Indicator	Goal	How Calculated
Length of Time Homeless	1. Youth Emergency Shelter (ES) projects will have an average household length of stay of no more than 20 days	Average length of stay for households who have exited
	2. Youth ES projects will have a median household length of stay of no more than 20 days	Median length of stay for households who have exited
Exits to Permanent Housing	3. At least 25% of households in Youth ES projects will remain in permanent housing at exit	number of households who moved to PH upon exit / number of households who exited project
Receipt of Non-cash Benefits	4. At least 10% of households in Youth ES projects will receive at least one source of non-cash benefits at program exit	number of households who have exited with 1 or more sources of non-cash benefits/ number households who exited the project
Receipt of Health Insurance	5. At least 75% of households in Youth ES projects will receive at least one source of health insurance at program exit	number of households who have exited with 1 or more sources of health insurance/ number households who exited the project
Employment and Income Growth	6. At least 10% of households in Youth ES projects will gain or increase employment or non-employment income during the reporting period or at exit	number of households who either gained or increased earned income or who gained or increased non-employment cash income / number of households served by the project

Returns to Homelessness	7. Youth ES projects will have no more than 15% of youth who exited to permanent housing return to ES, SH, TH, or Outreach within six months of exit	number of youths who returned to ES, SH, TH, or Outreach within 6 months of exit/ number of youth leavers to permanent housing
	8. Youth ES projects will have no more than 20% of youth who exited to permanent housing return to ES, SH, TH, or Outreach within twelve months of exit	number of youths who returned to ES, SH, TH, or Outreach within 12 months of exit/ number of youth leavers to permanent housing

Youth Transitional Housing Projects Performance Measures		
Indicator	Goal	How Calculated
Length of Time Homeless	1. Youth Transitional Housing (TH) projects will have a household average length of stay of no more than 240 days	Average length of stay for households who have exited
	2. Youth TH projects will have a household median length of stay of no more than 240 days	Median length of stay for households who have exited
Exits to Permanent Housing	3. At least 50% of households in Youth TH projects will move into permanent housing at exit	number of households who moved to PH upon exit / number of participants who exited TH project
Receipt of Non-cash Benefits	4. At least 60% of households in Youth TH projects will receive at least one source of non-cash benefits at program exit	number of households who have exited with 1 or more sources of non-cash / number of households who exited the project
Receipt of Health Insurance	5. At least 85% of households in Youth TH project will receive at least one source of health insurance at program exit	number of households who have exited with 1 or more sources of health insurance/ number who exited the project
Employment and Income Growth	6. At least 10% of households in Youth TH projects will gain or increase employment or non-employment cash income during the reporting period or at exit	number of households who either gained or increased earned income or who gained or increased non-employment cash income / number of households served by the project

Youth Rapid Re-Housing Projects Performance Measures		
Indicator	Goal	How Calculated
Length of Time in RRH	1. Youth Rapid Re-housing (RRH) projects will have an average household length of stay of no more than 200 days	Average length of stay for households who have exited from Housing Move-In Date to Exit

	2. Youth RRH projects will have a median household length of stay of no more than 200 days	Median length of stay for households who have exited from Housing Move-In Date to Exit
Rapid Placement into Permanent Housing	3. Youth RRH projects will place households into permanent housing within 30 days of project entry	Average number of days between leavers' RRH entry date and Housing Move-in Date
Exits to Permanent Housing	4. At least 83% of households entering Youth RRH projects will remain in permanent housing at exit	number of households who moved to PH upon exit / number of households who were entered in RRH and who exited the project
Receipt of Non-cash Benefits	5. At least 70% of households in Youth RRH projects will receive at least one source of non-cash benefits or health insurance at program exit	number of households who have exited with 1 or more sources of non-cash benefits/ number of households who have exited RRH
Receipt of Health Insurance	6. At least 85% of households in Youth RRH projects will receive at least one source of health insurance at program exit	number of households who have exited with 1 or more source of health insurance at exit/ number of households who have exited RRH
Employment and Income Growth	7. At least 18% of households in Youth RRH projects will gain or increase employment or non-employment cash income during the reporting period or at exit	number of households who either gained or increased earned income or who gained or increased non-employment cash income / number of households who entered an RRH project

<i>Youth Permanent Supportive Housing Projects Performance Measures</i>		
Indicator	Goal	How Calculated
Exits to or Retention of Permanent Housing	1. At least 90% of housed households remain in Youth Permanent Supportive Housing (PSH) project or exit to permanent housing (PH) as of the end of the reporting period or at program exit	(number of households who moved to PH upon exit + number of households who have been housed and remain in PSH project) / number of households housed by PSH project
Receipt of Non-cash Benefits	2. At least 75% of households entering a Youth PSH project will receive at least one source of non-cash benefits from program entry to program exit	number of households who have exited with 1 or more sources of non-cash benefits/ number of households that entered a PSH project who exited the project

Receipt of Health Insurance	3. At least 85% of households entering a Youth PSH project will receive at least one source of health insurance from program entry to program exit	number of households who have exited with 1 or more sources of health insurance / number of households that entered a PSH project who exited the project
Employment and Income Growth	4. At least 14% of households entering a Youth PSH project will gain or increase employment or non-employment cash income during the reporting period or at exit	number of households who either gained or increased income / number of participants that entered a PSH project

Ohio BoSCoC System-Level Performance Objectives

Following are the system-level performance objectives for the Ohio BoSCoC. The goals apply to all homeless projects in the CoC, but all reporting will be done at the CoC level.

System-Level Performance Measures¹		
Indicator	Goal	How Calculated
Length of Time Homeless	1. Persons in the Ohio BoSCoC will have a median combined length of time homeless of no more than 90 days	Median number of days literally homeless program participants reported on Length of Time Homeless questions (days homeless prior to entering program)
Returns to Homelessness	2. The Ohio BoSCoC will have no more than 10% of adults who exited to permanent housing return to ES, SH, TH, or Outreach within <i>six months</i> of exit	number of persons who exited to permanent housing and returned to ES, SH, TH, or Outreach within 6 months of exit/ number of leavers to permanent housing
	3. The Ohio BoSCoC will have no more than 20% of adults who exited to permanent housing return to ES, SH, TH, or Outreach within <i>two years</i> of exit	number of persons who exited to permanent housing and returned to ES, SH, TH, or Outreach within 24 months of exit/ number of leavers to permanent housing
Successful Placement	4. At least 75% of participants housed in Ohio BoSCoC ES, SH, TH, and RRH projects will move into permanent housing at exit	number of participants who moved to PH upon exit / number of participants who exited projects

¹ See the [System Performance Measures Programming Specifications](#) for details about the calculations.

	<p>5. At least 90% of participants remain housed in Ohio BoSCoC PSH projects or exit to permanent housing (PH) as of the end of the reporting period or at program exit</p>	<p>(number of participants housed by PSH project moved to PH upon exit + number of participants who remained housed in PSH project) / number of participants housed by PSH projects</p>
<p>Number of Homeless Persons</p>	<p>6. The Ohio BoSCoC will reduce total homelessness by 4% annually</p>	<p>The difference (as a percentage) between the total number of sheltered and unsheltered homeless reported in the most recent annual PIT Count and the total sheltered and unsheltered homeless reported in the previous year's PIT Count</p>
	<p>7. The Ohio BoSCoC will reduce total counts of sheltered homeless in HMIS by 4% annually</p>	<p>The difference (as a percentage) between the number of unduplicated total sheltered homeless persons reported in HMIS and the previous reporting period's count</p>
	<p>8. The Ohio BoSCoC will reduce total homelessness among Veterans by 10% annually</p>	<p>The difference (as a percentage) between the total number of sheltered and unsheltered homeless Veterans reported in the most recent annual PIT Count and the total sheltered and unsheltered homeless Veterans reported in the previous year's PIT Count</p>
	<p>9. The Ohio BoSCoC will reduce total chronic homelessness by 10% annually</p>	<p>The difference (as a percentage) between the total number of sheltered and unsheltered chronically homeless persons reported in the most recent annual PIT Count and the total sheltered and unsheltered chronically homeless reported in the previous year's PIT Count</p>

Document Revision History

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Critical Changes to 2023 Performance Management Plan

Revision Description:

Changed header to "Updates to 2024 Performance Management Plan" to reflect the removal of the Average VI-SPDAT and Returns to Homelessness goals