

Attachment E
Project Performance Metrics and the Awarding of Performance Bonus Funds

The performance of the project and the eligibility of sub-recipients to receive Performance Bonus Funds will be measured and determined, respectively based on at least four performance metrics, as defined in detail below:

Metric #1: Average Time to Housing for Successful Diversion

The average length of the Diversion Assistance Period among all eligible families successfully diverted from homelessness, where:

- The Diversion Assistance Period starts on the date of the initial Diversion Conversation (or date of contact that initiates the scheduling of a Diversion Conversation, if conversation does not take place on the date the family initially presents for assistance)
- The Diversion Assistance Period ends on the date that the family moves into permanent housing (as defined by HUD), as determined by:
 - The date the lease term starts or the date of lease signing, whichever is later; or
 - The date the family is confirmed to have moved into permanent housing upon reunification

“Successful diversion” means that an eligible family experiencing literal homelessness moves into permanent housing through short-term assistance, including a one-time housing-related payment (if needed).

The calculation of Metric 1:

- Will occur at the conclusion of every 3 months of the contract term
- Must include ALL families presenting for Diversion Assistance who are eligible for assistance and are successfully diverted from homelessness
- Will omit the time any additional processing time by HSN after a complete and sufficient set of documents have been provided
- Can only be calculated if agency successfully diverts more than the minimum required number of eligible presenting families
- Can be calculated only if provider enters all required data into HMIS and provides all documents necessary for HSN review
- Must be based on successful diversion of at least a minimum number of eligible presenting families to be set by HSN

Metric #2: Short-Term Housing Retention Rate - Diversion Activities

- a. The percentage of successfully diverted families that do not return to the homelessness response system 3 months after the end of the Diversion Assistance Period
- b. The percentage of successfully diverted families that do not return to homelessness response system 6 months after the end of the Diversion Assistance Period

For purposes of this metric, “remains housed” means that the family has not re-entered the homelessness response system.

Of the families successfully diverted during the quarter, only the families that have not returned to the homelessness response system within 3 months (Metric 2a) or 6 months (Metric 2b) of the date their Diversion Assistance Period ends are included in the numerator of the calculation.

The calculation of Metric 2 will occur at the conclusion of every 3 months of the contract term and then at 3 and 6 months after the end of the contract term

For Metric 2a, the tabulation will include all successfully diverted families during the prior quarter.

For Metric 2b, the tabulation will include all successfully diverted families during the prior 2 quarters.

Metric #3: Returns to Homelessness – Activities Other Than Diversion

The extent to which persons who have been housed in permanent housing destinations return to homelessness during the period measured.

The calculation of Metric 3 will be the total returns from Permanent Housing to Emergency Shelter, Street Homelessness (places not meant for human habitation), or Transitional Housing divided by the total number of households placed in PH. This measure will be cumulative.

Metric # 4: Data Quality.

In addition to metrics that review performance *per se*, the quality of the underlying HMIS data used to tabulate performance metrics will be measured and used as a basis in and of itself for awarding Performance Bonus Funds. Assessment of a sub-recipient’s HMIS Data Quality will include review for completeness, accuracy and timeliness of all Universal Data Elements, including but not limited to Personally Identifiable Information and Disabling Condition, income and sources, entry and exit dates.

Availability of Performance Bonus Funds.

For Year 1, the annualized amount of Performance Bonus Funds to be made available is expected to be divided across quarters and metrics based on the tables below. Within each cell in the table, Performance funds will be available to be awarded in proportion to the number of FTE positions funded under this RFA. For example, for Data Quality in Quarter 1, because 6 FTE positions total are expected to be funded under this RFA, a sub-recipient funded for 2 FTEs would be eligible for up for up to $12\% \div 6 \text{ FTE total} \times 2 \text{ FTEs funded} = 4\%$ of the annualized total.

With respect to Data Quality performance bonuses will be awarded on the basis of each sub-recipient’s individual performance. With respect to the metrics proper, it is expected that performance bonuses will be awarded based on the efforts of the collaborative; all sub-recipients will either earn their performance bonus amounts together or no performance bonuses will be awarded at all.

Schedule for Awarding Performance Bonus Funding (Tentative)						
Metric Used	Awarded on Individual or Collaborative Basis	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Data Quality	Individual	12%	10%	8%	6%	36%
Metric 1	Collaborative	1%	3%	5%	7%	16%
Metric 2	Collaborative	1%	3%	5%	7%	16%
Metric 3	Collaborative	1%	3%	5%	7%	16%
Metric 4	Collaborative	1%	3%	5%	7%	16%
Total		16%	22%	28%	34%	100%

The table above will be revised by HSN in Quarter 4 of Year 1, in consultation with the Collaborative, for use in Year 2.