
Missouri Housing Trust Fund Program Performance Measures Guide



Strength, Dignity, Quality of Life

MISSOURI HOUSING

DEVELOPMENT COMMISSION

Introduction

In order to align the Missouri Housing Trust Fund (MHTF) with other federal funding sources and to assist grantees in evaluating performance measurement, MHDC has worked with the Department of Economic Development (DED) to create a set of program performance measures intended to demonstrate how efficiently and effectively MHTF dollars are being utilized. These program performance measures are:

- **Average number of days from intake to exit to permanent housing**
- **Permanent housing success rate**
- **Increase in participant income**

The intent of these measures is to encourage MHTF grantees to annually measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to MHDC.

The purpose of this guide is to help MHTF grantees understand how MHDC expects grantees to calculate and use these program performance measures.

Key Terms

Grant Funding Period (GFP) means the time period in which MHTF funding may be provided for the reimbursement of Eligible Expenses as defined in the MHTF Grant Agreement.

Program Entry Date

Housing Assistance – Date that client was entered into the program. To be entered, the following three factors have all been met:

- 1) Information provided by the client or from the referral indicated that they meet the criteria for admission;
- 2) The client has indicated that they want to be housed in this project;
- 3) The client is able to access services and housing through the project

The expectation is that the program has a housing opening (on-site, site-based, or scatter-site) or expects to have one in a reasonably short amount of time.

Emergency Assistance – Date the client first began working with the program and generally received the first provision of financial or rental assistance.

Housing Move-In Date means the date that a household entered into a MHTF Housing Assistance program moves into permanent housing.

Program Exit Date

MHTF Housing and/or Emergency Assistance program participants are to be exited after the last service is provided. If case management services are provided past the final date of receiving direct financial assistance, the client must not be exited until those services cease. If services span across multiple grant periods, the exit date should be reported during the grant period the official exit occurred.

Programs must have a clear and consistently applied procedure for determining when a client who is receiving supportive services is no longer considered to be participating in the program.

Permanent housing destination (PHD) comprises the following response categories that may be selected at client program exit for the HMIS data element “Destination:”

- Moved from one HOPWA funded project to HOPWA PH
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Permanent housing formerly homeless persons (such as: CoC project; or HUD legacy programs; or HOPWA PH)
- Rental by client, no ongoing housing subsidy
- Rental by client, with VASH housing subsidy
- Rental by client, with Grant and Per Diem Program Transition in Place (GPD TIP) housing subsidy
- Rental by client, with other ongoing housing subsidy
- Rental by client, with RRH or equivalent subsidy
- Rental by client, with VASH housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure

Program Performance Measures Descriptions

Average Number of Days from Intake to Permanent Housing

The first program performance measure is intended to reduce the amount of time individuals and families spend homeless or experiencing housing instability. This is measured by calculating the average length of time between the date when the head of household is entered into a MHTF Housing or Emergency Assistance program and when they move into or stabilize in permanent housing. Because the intent and target populations differ for Housing Assistance and Emergency Assistance, this measure is calculated differently depending on the program type.

Households served with MHTF Housing and/or Emergency Assistance should move into permanent housing or exit program with a permanent housing destination in an average of 30 days or less.

Housing Assistance – length of time to obtain permanent housing:

$$\text{Average} = \frac{\text{Sum of number of days from Program Entry Date to Move In Date for all head of households served during GFP}}{\text{Total number of head of households with Housing Move in Date served during GFP}}$$

Emergency Assistance – length of time to stabilize in permanent housing:

$$\text{Average} = \frac{\text{Sum of number of days from Program Entry to Exit with PHD for all head of households}}{\text{Total number of head of households exiting program to PHD in GFP}}$$

Permanent Housing Success Rates

The second program performance measure is intended to demonstrate the program’s success in connecting participants to permanent housing or assisting participants to regain housing stability within permanent housing.

At least 80 percent of households that exit a program should exit to permanent housing.

This measure is calculated by taking the number of households who were in permanent housing when they exited the MHTF Housing or Emergency Assistance program and dividing by all of the households who exited the MHTF Housing or Emergency Assistance program regardless of destination over the same period of time.

$$\text{Percent} = \left(\frac{\text{Total number of households exited to permanent housing during GFP}}{\text{Total number of households that exited program during GFP}} \right) 100$$

Increase in Participant Income

The third and final program performance measure is the increase in participant income. The goal of MHTF assistance is to ensure that an individual or family’s experience of homelessness or housing crisis is brief and a one-time occurrence. Assisting participants in increasing earned income, through employment, and/or connecting them to mainstream resources to enroll in any benefits they may be eligible for, helps to ensure housing stability and self-sufficiency.

This measure is calculated by taking the total number of households who gained or increased total cash income during the GFP divided by the total number of households served during the GFP.

Average

$$= \frac{(\text{Sum of household income at exit for all served during GFP}) - (\text{Sum of household income at entry for all served during GFP})}{\text{Total number of households exited during GFP}}$$

$$\text{Percent} = \left(\frac{\text{Total number of households who gained or increased total cash income during GFP}}{\text{Total number of households served during GFP}} \right) 100$$

