

Northwest System Performance Measure Goals – 2017

OBJECTIVE 1: Reduce Length of Time Homeless (LOT)		TARGET: 90 days (emergency shelter)
GOALS	ACTIVITIES	
1. Utilize Coordinated Entry to rapidly assess and link persons to supports.	a. Move to HMIS to assess & prioritize b. Assure CES is accessible <ul style="list-style-type: none"> i. Increase # of assessors/access points (agencies participating in CES like human services, crisis centers, school liaisons) ii. Assure agencies are low barrier through assessment. iii. Increase assessment spaces/rooms iv. Create marketing materials for consumers and partners (in partnership w/ HHA) c. Provide CES training for access and assessment sites d. Assess and link to vital mainstream and homeless resources (i.e. employment, case management, income, etc.)	
2. Develop a NW Indemnification Fund	a. Develop policies b. Secure additional resources for fund (utilize common proposal) c. Maximize use of current program deposits (provide second deposit as incentive) d. Create education materials (CoC, landlords, FHPAP)	
3. Enhance relationships with landlords	a. Hire a housing locator b. Outreach to landlords <ul style="list-style-type: none"> i. Landlord roundtables (FHPAPs) ii. Service provider relationships/outreach HRAs	
4. Review CES priority list.	a. Monitor priority list and follow-up with persons who are literally homeless every two weeks.	
OBJECTIVE 2: Reduce Returns to Homelessness		TARGET: PH 15%, TH 15%, ES 25%
GOALS	ACTIVITIES	
1. Provide education known to increase stability (basic living skills, financial literacy, renting 101, investment acct., etc.)	a. Integrate and encourage educational opportunities <ul style="list-style-type: none"> i. Promote educational opportunities ii. Provide incentives for consumers to participate iii. Adapt models and language to make it interesting, applicable and interactive b. Assure accessibility <ul style="list-style-type: none"> i. Provide online training options ii. Provide transportation, child care c. Conduct strength based assessments to identify level and types of education needed.	

NOTE: Objectives (established by HUD), Goals (identified in CoC survey), Activities (identified in Focus Groups), and Target (recommended).

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2. Adopt Housing First and housing retention policies and practices into programs	<ul style="list-style-type: none"> a. Review agencies policies b. Identify standards checklist for Housing First c. Assess agencies incorporation of Housing First d. Educate and mentor on Housing First, sharing scenarios and successes
3. Promote housing case management best practices	<ul style="list-style-type: none"> a. Define components of housing case management b. Provide best practices training(s) (i.e. cultural competency, client centric, harm reduction, motivational interviewing, trauma informed care, documentation, transition planning, setting targets, evaluating goals, strengths based, etc.) c. Provide technical assistance and mentorship to agencies
a. Evaluate data for trends	a. Review HMIS data for common traits and characteristics for persons returning to homelessness
OBJECTIVE 3: Reduce overall # of homeless	
TARGET: PIT reduction 10%	
GOALS	ACTIVITIES
1. Increase training and support for PIT planning teams.	a. Start October (full coc meeting)
OBJECTIVE 4: Increase Participant Income	
TARGET: 20% earned income 54% overall	
GOALS	ACTIVITIES
1. Engage mainstream employment programs, businesses and community entities to promote, adapt and/or expand employment opportunities	<ul style="list-style-type: none"> a. Identify and contact community partners to seek engagement on objects. <ul style="list-style-type: none"> i. WIOA Boards ii. Workforce and employment training programs iii. Businesses iv. Faith community v. Public Transportation vi. Funders b. Evaluate employment screening and assessment options (add question to CES, skills assessments, c. Partner with state and SOAR partners in increase utilization and success of SOAR. d. Encourage expansion of successful programs like Expand Youthbuild (service area and post support) e. Support focus on accessible, supportive and sustainable employment (living wage, child care, car pools, special busing, and adaptive training)
OBJECTIVE 5: Reduce # of new entries into homelessness	
TARGET: 20%	

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GOALS	ACTIVITIES
1. Link to personal and mainstream supports.	<ul style="list-style-type: none"> a. Identify personal supports & mainstream supports b. Provide trainings on supports and linkage c. Consistently assess needs d. Make providers aware of funding opportunities (i.e. Training, Use data to assure comprehensive and consistent assessment and referrals, and Assure list is up-to-date) e. Engage landlords to make referrals
2. Tenant/Landlord Education, advocacy and mediation`	<ul style="list-style-type: none"> a. Provide community Trainings (Landlords on rights/responsibilities, CM on how to advocate/Hold landlords accountable, Tenants) b. Establish mediation program <ul style="list-style-type: none"> i. Establish policies ii. Seek & train volunteers c. Connect with appropriate housing ????? d. Promote mediation, prevention services & indemnification fund
3. Increase access to reliable and affordable transportation	<ul style="list-style-type: none"> a. Seek program supported transportation options (agency bus, vehicle purchase/renovation programs, Rural “uber” funded by program, Earn as you learn – to get transportation) b. Continue to advocate for increased public transportation routes/services (provide data to support need, contact city and county leaders, seek client input)
4. Maximize use of FHPAP	<ul style="list-style-type: none"> a. Maintain or increase FHPAP requests to MN Housing b. Target resources to those least likely to resolve crisis on their own or with other mainstream resources c. Evaluate outcomes.
OBJECTIVE 7: Increase exits to Permanent Housing	
TARGET: 85% TH/PSH/RRH 50% ES	
GOALS	ACTIVITIES
1. Programs adopt transition strategies into case management	<ul style="list-style-type: none"> a. Assure programs link to public housing immediately b. Promote programs in utilizing housing stability case management (training) c. Establish timelines to survey/assess progress/transition d. Incorporate step down funding when possible e. Assure programs are flexible enough to respond to individual client needs/growth.
2. Assure linkage to mainstream and personal supports	<ul style="list-style-type: none"> a. Utilize multigenerational approach b. Engage faith based services/programs c. Consistently link to mainstream programs at all stages of CES

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	<ul style="list-style-type: none"> d. Provide education on mainstream services e. Incorporate mainstream and personal supports in housing stability plan (pastor, family, school, community, WIC, HRA, employment)
<p>3. Assess and measure success to indicate goal progress</p>	<ul style="list-style-type: none"> a. Establish timelines to survey/assess client progress b. Provide training for programs on best practices (Client centered goals, step down services, Harm reduction, strengths based, setting targets, goal evaluation, periodic assessment, etc.) c. Incorporate personal (family dynamics) and mainstream supports into housing stability plans.

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