

WESTERN PENNSYLVANIA CONTINUUM OF CARE MONITORING PLAN

Version 1.0, Adopted by the CoC Board on 6-29-17

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INTRODUCTION

The mission of the Western PA Continuum of Care (CoC) is to end homelessness through a coordinated community-based process of identifying needs and building an open and integrated system of housing and services that addresses those needs. As such, the purpose of the Western CoC is to:

- Promote a community-wide commitment to the goal of ending homelessness;
- Promote access to funding for efforts for rapidly re-housing homeless individuals and families;
- Promote access to and effective use of mainstream programs;
- Optimize self-sufficiency among individuals and families experiencing homelessness.

In order to carry out this mission and its responsibilities as defined in the CoC Interim Rule (§ 578.7 Responsibilities of the Continuum of Care), the Western PA Continuum of Care has identified project and system performance benchmarks and established an implementation plan for monitoring and improving the performance of the CoC.

This plan will allow the CoC to fulfill its responsibilities with respect to performance monitoring. Specifically, the CoC must consult with recipients and sub-recipients to:

- establish performance targets appropriate for population and program type,
- monitor recipient and sub-recipient performance,
- evaluate systems-level outcomes and project-level outcomes of projects funded under the Emergency Solutions Grant and Continuum of Care programs, and
- provide assistance to improve the performance of all projects.

Further, both the CoC and ESG Program Interim Rules require coordination and collaboration between CoCs and ESG recipients. This plan aims to align the performance of projects receiving funding from both of these sources in order to strategically improve system's level outcomes.

ORGANIZATION OF THE DOCUMENTS THAT ENCOMPASS THE MONITORING PLAN

In order to address the above referenced requirements, the Western PA CoC developed a series of documents ~~to take effect July 1, 2017. These documents, which~~ will be updated annually based on a number of factors including:

- Changes in HUD and/or CoC policies
- Changes in CoC priorities
- Adjustments due to actual project-level outcomes and CoC system performance
- Implementation issues encountered in utilizing the Plan

The Monitoring Plan is comprised of the following documents:

- 1) **Performance Management Plan:** This document includes the following:
 - The rationale for project- and system-level performance monitoring.

- A list of performance indicators for assessing project performance, including: project performance; HUD policy priorities; grant management; HMIS Data Quality; and CoC participation.
- Procedures for evaluating project outcomes and actions to be taken against poor performers.
- A list of performance indicators for monitoring system performance.
- Outline of process for CoC monitoring of system performance.

As part of the Performance Management Plan, a Quality Improvement Plan tool is also provided as an attachment for use by the CoC.

- 2) **Project and System Performance Benchmarks:** The Performance Benchmarks Table contains benchmarks to be used when evaluating project and system performance and is provided as an addendum to the Performance Management Plan, providing the following:
- A summary of the CoC's System Performance Measures for 10/1/~~2015-2016~~ to 9/30/2017~~6~~
 - Annual System-Level Goals for each System Performance Measures for the CoC.
 - Project-Level Performance Benchmarks for each project type that correspond to the applicable SPMs.
 - Project-Level Performance Benchmarks for Project types not included in the System Performance Measures.

The goals and benchmarks will be reviewed and updated annually.

- 3) **(Forthcoming) HMIS Data Quality Monitoring:** This document will provide the requirements for meeting HMIS Data Quality Standards, procedures for DCED to monitor Data Quality, and protocols for HMIS users to check data quality. It will also review the importance of Data Quality and how it impacts System Performance Measures.
- 4) **(Forthcoming) Written Standards for Providing Assistance:** This document will provide the following information:
- Overall standards for program operations, record keeping and occupancy
 - Program Specific Standards for Rapid Re-housing, Permanent Supportive Housing, Transitional Housing, Safe Haven, Supportive Services Only projects, Homeless Prevention and Outreach including:
 - Core program components
 - Eligible participants
 - Program standards
 - Note: Elements of the Written Standards for Providing Assistance will be monitored through the implementation of the Performance Monitoring Plan. The final development of these standards should be completed with DCED, as the ESG Recipient, the Coordinated Entry and System Performance Committees prior to being finalized.
- 5) **(Forthcoming) Coordinated Entry Monitoring:** In order for Coordinated Entry to effectively prioritize persons experiencing homelessness within the CoC's geographic area for referral to housing and services, all CoC and ESG funded providers must adhere to the Coordinated Entry procedures and standards. ~~CE is just beginning operation and will be fully operational by~~

~~January 2018. As part of the preparation for implementation, t~~The Coordinated Entry Committee will develop a Coordinated Entry Monitoring Plan to be included with ~~the next~~future version of the Monitoring Plan documents.

REGULATIONS AND SUPPLEMENTARY INFORMATION

In order for the Plan to be as concise as possible, rather than quoting HUD regulations and policies, these documents are referenced and linked to www.pennsylvaniacoc.org where each will be provided as separate documents.

PERFORMANCE MANAGEMENT PLAN – WESTERN PA COC

OVERVIEW OF THE PERFORMANCE MANAGEMENT PLAN (PMP):

The Performance Management Plan includes project-level monitoring along with system-wide performance monitoring in order to develop the most effective possible system for ending homelessness in the CoC.

This Plan will be reviewed annually by the System Performance Committee, in consultation with the Data Committee, and updated as needed.

PROJECT-LEVEL PERFORMANCE MONITORING

WHY MONITOR PROJECT PERFORMANCE?

As described in the Introduction, the CoC Interim Rule instructs CoCs to consult with recipients and subrecipients to: establish performance targets appropriate for population and program type; monitor recipient and subrecipient performance; evaluate outcomes of projects funded under ESG and CoC; and take action against poor performers. In addition to meeting the CoC's responsibilities as defined by the Interim Rule, project-level performance monitoring can help the CoC to achieve a number of objectives:

- Identify strengths and areas for improvement for each project
- Help the CoC to achieve system-wide goals by working with individual projects to improve their performance
- Identify areas where more training and technical assistance are needed
- Identify providers that exceed performance expectations who can provide peer-to-peer learning opportunities to both those that are struggling and to new providers
- Enhance transparency of the annual CoC NOFA project ranking process

WHAT SHOULD BE MONITORED?

The monitoring criteria are broken down into five categories. With the exception of CoC Participation, they will be reviewed quarterly:

- 1) **Project performance:** These criteria contribute directly to the CoC's outcomes under HUD's System Performance Measures (discussed below) include:
 - Length of time homeless (for outreach, SSO, ES, SH, TH)
 - Exits to/retention of permanent housing
 - Returns to homelessness
 - Increase in income

Responsible Party: Data Committee

- 2) **HUD policy priorities:** Leading up to and since the enactment of the HEARTH Act in 2009, HUD has identified policy priorities that focus on ending homelessness. The criteria that reflect the extent to which projects adhere to these policy priorities are:
- Working towards ending homelessness among the populations identified in the USICH plan to end homelessness, *Opening Doors*. These are: Chronically Homeless, Families with Children, Youth, Veterans
 - Serving households with highest severity of need and greatest length of time homeless
 - Participating in Coordinated Entry
 - Operating programs in accordance with Housing First principles
 - Maximizing access to and enrollment in mainstream resources

Responsible Party: Governing Board

- 3) **Grant management:** Grantees are expected to be good stewards of public resources, using them efficiently, effectively, and in accordance with regulations. The criteria that will be used to measure performance in these areas are:
- Utilization of Housing Units
 - Timely drawdown of funds
 - Expenditure of grant funds
 - Timely APR Submission (CoC only, annually)
 - Other criteria relevant to ESG grant monitoring, as identified by DCED

Responsible Party: Collaborative Applicant/ CoC Consultant in coordination with the RHAB Chairs

- 4) **HMIS Data Quality:** Project performance and system performance measurements are only as good as the data that is entered into HMIS, the primary data source for performance measurement. The criteria that will be used to measure HMIS Data Quality are:
- Timely data entry/updates, especially for those data elements that are used in calculating System Performance Measures:
 - Entry and Exit date
 - Income and Annual Assessment of Income
 - Destination upon exit
 - Percentage of null/missing values
 - Percentage of client doesn't know/refused values

Responsible Party: HMIS Lead Agency & Data Committee

- 5) **CoC participation:** In order for providers to be well informed about community needs and program regulations as well as to provide input to other providers, it is critical that they participate in homeless planning activities. The criteria that will be used to measure CoC participation are:
- Attendance at CoC meetings
 - Attendance at RHAB meetings

- Attendance at LHOT or County Coalition meetings
- Attendance at trainings
- Participation in Committees/ Subcommittees

Responsible Party: CoC Staff in partnership with the RHAB Chairs and Governing Board

The specific calculations and data sources for each of these criteria and benchmarks for each are provided in the *Project and System Performance Benchmarks* sections of this Plan.

These criteria build off of the previously used CoC NOFA scoring/ranking criteria for several reasons: agencies that operate CoC-funded projects are familiar with and have previously discussed use of these criteria; performance regarding many of the criteria can be evaluated through the use of HMIS data, and many of these indicators feed into HUD’s System Performance Measures which were developed by HUD to measure the CoC’s progress in ending homelessness. Although these measures will in large part mirror the renewal ranking criteria, they are separate processes. Monitoring will be a year-round process using quarterly reports to identify progress, concerns, and actions needed. CoC renewal project ranking will be conducted annually with points associated with each of the criteria to determine placement of each CoC funded in the Project Priority listing in the CoC application.

HOW WILL PROJECT PERFORMANCE MONITORING BE CONDUCTED?

Project level performance monitoring provides an opportunity for both the grantee/project sponsor and the CoC to identify how the project is performing at quarterly intervals in comparison to the whole CoC and similar projects. As described in this plan, by reviewing performance on a quarterly basis, projects will have the opportunity to make adjustments over the course of the year, rather than just when they are presented with the results of the annual renewal ranking.

Each project grantee/sponsor will be able to access a quarterly “dashboard” report showing its outcomes in those monitoring criteria that are pulled from PA HMIS each quarter. The dashboard will provide a graph for each measure showing project level performance and CoC level performance for the most recently completed 4 quarters. Grantees can use this information to review program operations to identify areas needing improvement or request assistance from the CoC in addressing specific performance concerns.

In addition, the Data Committee, which will include a representative from the HMIS Lead Agency and the CoC Consultant, will meet quarterly to review data generated on each performance measure in order to:

- Monitor changes in project performance
- Identify projects that are performing significantly below others
- Identify projects with very high-performance outcomes to provide peer-to-peer technical assistance to lower performing projects

- Identify possible data entry/data quality issues that are impacting performance outcomes
- Make recommendations to the CoC Board concerning projects to be targeted for a Quality Improvement Plan (QIP) as described below
- Report to the System Performance Committee and the CoC Board on low performing projects and on patterns of performance that require a system level response as described in the System-wide Monitoring portion of this Plan.

A representative of the Data Committee will then follow-up with grantees performing significantly below others to help resolve either data entry/quality issues or implementation issues.

Note: The System Performance Committee, as described below under System Monitoring, will be responsible for looking at the issues identified by the Data Committee that require higher level interventions including policy decisions, interventions by other systems, training, etc.

In order to effectively monitor project performance, we will draw upon existing data collection sources. To ensure transparency, accountability and objectivity of the monitoring process, the specific data elements collected in each tool are provided in *Project and System Performance Benchmarks* section of this Plan. These tools are:

- **HMIS:** Reports generated through HMIS and comparable databases for DV providers. The HMIS contains the data necessary to run both project performance level and system performance level data. Reports can be run for individual projects, specific measures, and by various subgroupings such as project type, population served, geographic areas, and others as identified by the Data Committee. (Note: the monitoring of these criteria for DV projects may need to be phased in if capability to produce these reports does not currently exist. In the meantime, DV providers will be asked to provide an APR each quarter.)
Frequency of Review: Quarterly
- **Coordinated Entry Module in HMIS:** There is a module in HMIS to capture information for Coordinated Entry and generate reports. The data that will be collected from Coordinated Entry will include: households referred to each project, referrals accepted/turned down, length of time from referral to housing placement, and average vulnerability score of those placed in the project through Coordinated Entry. The CoC will work with the Coordinated Entry Committee to identify other needed monitoring functions
Frequency of Review: Quarterly
- **Meeting Participation Records:** CoC Participation data will be provided by both CoC staff and LHOTS/County Coalitions to be included in annual performance reports.
Frequency of Review: Annually as part of Ranking

- **Project Admissions/Intake Policy:** Initially, in order to monitor Housing First, project admissions/intake policies will be reviewed to determine whether they include the following four Housing First Principles:
 - Are applicants allowed to enter the program without income?
 - Are applicants allowed to enter the program even if they aren't "clean and sober" or "treatment compliant"?
 - Are applicants allowed to enter the program even if they have a history of criminal justice system involvement?
 - Are service and treatment plans voluntary, such that tenants cannot be evicted for not following through?

Once Coordinated Entry is fully operational, measures from the Coordinated Entry module will be developed to determine ongoing compliance with these principles.
Frequency of Review: Annually

- **Supplementary Data:** Supplementary data to be provided by grantees through other mechanisms, including additional fields in HMIS that they can populate. Supplementary data will include eLOCCS draw dates and amounts, as well as other data elements to be determined.
Frequency of Review: Quarterly

Note: The CoC will contact HUD Office of Inspector General in cases where monitoring indicates malfeasance or illegal activity may have occurred.

HOW WILL THE PERFORMANCE MONITORING PLAN BE USED TO IMPROVE OUTCOMES?

Grantees are expected to use the Quarterly Reports available in HMIS to review their project performance and make adjustments to perform at their highest possible level. Those projects that are not adequately meeting performance standards will be required to complete a twelve-month Quality Improvement Plan (QIP). Using the thresholds described below, the Data Committee will identify projects for which a QIP should be completed and present these recommendations to the Governing Board during regularly scheduled Board meetings. Upon approval from the Board, a representative from the Data Committee will in turn notify grantees of the specific areas in need of improvement using the QIP template. The Data Committee and/or a representative of the Committee will be available to assist the grantee in the development of the QIP if necessary and to provide or identify resources for technical assistance. Upon the completion of the 12 month QIP, the Data Committee will review outcomes to make a determination about QIP termination, continuation or other action and present this to the Board for approval.

Initiation of QIP: The determination of whether to recommend a project for a QIP will be triggered by the following:

- An outcome in the lowest 20% for similar ESG/CoC funded projects (program type, population served) at the end of the third quarter for 2 or more of the criteria listed below; or
- Drop in performance in 2 or more evaluation criteria over the course of 3 quarterly reports; or
- Year-end drop in performance in 2 or more criteria from the previous year; or
- At the discretion of the Data Committee based on other performance concerns.

QIP Evaluation Criteria:

- Length of time homeless (for outreach, SSO, ES, SH and TH)
- Exits/retention of permanent housing
- Returns to homelessness
- Increase in earned or non-employment income
- Severity of need
- Participation in Coordinated Entry
- Housing First
- Utilization rate of housing units
- Timely expenditure of funds
- Full utilization of funding
- Any of the following HMIS data quality areas entry/exit dates, income/annual assessment of income, destination upon exit, timeliness of data entry

Contents of a QIP - a QIP will have the following components:

- Initial plan for resolving each of the areas identified by the Data Committee including the timeline and specific steps to be followed
- Quarterly update, to be reviewed by the Data Committee, reporting:
 - Actions taken to resolve performance concerns
 - Barriers encountered in implementing the plan
 - Technical Assistance needed/provided to resolve performance concerns

High Risk Projects: Any project that has completed their QIP without sufficiently improving performance will be designated as High Risk, as determined by the Data Committee and approved by the Governing Board. The Data Committee will continue to oversee the project, which will receive more intensive monitoring. Actions to address High Risk Projects may include the following:

- Initial on-site meeting to review compliance with relevant HUD regulations, using the HUD defined project monitoring tool for ESG and CoC as appropriate
- Recommendations for corrections with compliance issues
- Review of program implementation procedures to determine whether modifications are needed to improve outcomes
- Assistance with development of a revised QIP to address compliance and implementation issues identified
- Review of quarterly reports from the agency followed by a debriefing teleconference

- The CoC Consultant will be available for ongoing technical assistance upon request
- If performance does not improve, the project may be recommended for reallocation.

SYSTEM-WIDE MONITORING

In addition to monitoring the performance of individual projects and agencies, the CoC must also develop a process to monitor the CoC's progress in ending homelessness through the analysis of the HUD specified System Performance Measures (SPMs). CoCs are also responsible for reporting to HUD on these SPMs and are scored on their strategy for and progress in improving their outcomes as part of the annual CoC competition which determines the availability of HUD funding.

WHY MONITOR SYSTEM-WIDE PERFORMANCE?

- Help the CoC to understand whether it is achieving the goals identified through the strategic planning process. In the Western PA CoC these are:
 - End Chronic Homelessness by 2022 (Functional Zero)
 - End Veteran Homelessness by 2022 (Functional Zero)
 - Reduce homelessness among families with children by 50% by 2022
 - Reduce homelessness among unaccompanied youth by 50% by 2022
 - Reduce overall homelessness by 50% by 2022
 - Reduce the length of time homeless to an average of 30 days
- Allow the CoC to identify strengths, areas for improvement and gaps in the system
- Provide the CoC with the information needed to make data-driven decisions about how funding is prioritized
- Help the CoC to identify trainings and technical assistance needs
- Assist the CoC is assessing which outside systems (mental health, health care, workforce, child welfare, justice, etc.) need to be further engaged
- Improve the CoC's competitiveness for receiving federal funds

AT WHAT LEVELS SHOULD THE SYSTEM BE MONITORED?

Measures will be analyzed across a variety of levels to determine the impact of different variables on outcomes. Analysis will occur according to:

- Geography: CoC, RHAB
- Project type: Homeless Prevention (HP), Street Outreach (SO), Emergency Shelter (ES), Safe Haven (SH), Transitional Housing (TH), Rapid Rehousing (RRH), Permanent Supportive Housing (PSH)
- Subpopulations served: adult-only households, adults with child households, veterans, chronic, youth

Understanding performance across these areas will enable the CoC to develop specific strategies within these subsets to address issues that are identified and to prioritize future funding opportunities.

WHAT ARE THE MEASURES THAT WILL BE MONITORED?

The CoC system-level monitoring will be based primarily on HUD's System Performance Measures (SPMs). These are clearly defined and now universally used to determine each CoC's progress in ending homelessness. Further the data can be generated by HMIS for both quarterly and year-round monitoring. Some measures are based only on CoC-funded projects, while others relate to the entire homeless services system, providing a broader look at how the CoC is progressing in meeting the goal of ending homelessness. While each of the seven SPMs are based on different data elements, they are all interrelated and when analyzed relative to each other, they provide a good picture of system-level performance. The specific metrics for measuring each SPM is provided by HUD in their System Performance Measures Guide found on the Resource page of pennsylvaniacoc.org

The measures and benchmarks for the Western PA CoC are as follows:

- **Measure 1 - Length of Time Persons Remain Homeless:** This measure is based on the average and median length of time people in the CoC spend in emergency shelter, safe haven and transitional housing (unsheltered not currently included because of data limitations). This measure shows how quickly people are moving through the system from homelessness to housed.
- **Measure 2 - The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness:** This measure provides the percentage of people who move from homelessness to permanent housing, but return to homelessness again within 6, 12, and 24 months. By looking at the programs or types of programs from which people are exiting and then returning to homelessness, the CoC can identify areas that need improvement in housing placement. The CoC can also look at the housing destinations that households are exiting to, as well as other data elements, in order to determine whether there are patterns of households returning to homelessness from these destinations.
- **Measure 3 - Number of Homeless Persons:** This measure is based on two different data sources and metrics, the annual Point in Time Count and an annual count of all who use emergency shelter, safe haven or transitional housing throughout the year as reported in HMIS.
- **Measure 4 - Employment and Income Growth for Homeless Persons in CoC Program-funded Projects:** This measure, which looks at income at program entry compared to income at annual assessment or program exit, is based only on CoC-funded projects to

determine the extent to which program participants increase their income. Income is measured as earned and from non-employment sources.

- **Measure 5 - Number of Persons who Become Homeless for the First Time:** For this measure, “first time homeless” means a person who has not been served by the homeless system in the two years prior to entry. This measure provides insight into the need for homeless prevention interventions as well as inflow into the system.
- **Measure 6 - Homelessness Prevention and Housing Placement of Persons Defined by Category 3 of HUD’s Homeless Definition in CoC Program-funded Projects:** N/A
Currently there are no CoCs in the country that have been given approval by HUD to provide CoC funded housing and services for this population.
- **Measure 7 - Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing:** This measure looks at those who move from an unsheltered situation to permanent housing through a street outreach program; households who move from the homelessness system (emergency shelter, safe haven, transitional housing or rapid rehousing project) to permanent housing; and those living in permanent supportive housing and either remain in their housing or move to other permanent housing.

Additional measures should also be considered in order to place the SPMs in context, such as percentage of HMIS participating projects and data quality assessments.

HOW WILL WE MONITOR SYSTEM-WIDE PERFORMANCE?

DCED, the HMIS Lead Agency, will work in collaboration with the Data Committee and the CoC’s Consultants to develop a “dashboard” as a way of providing information on CoC performance to CoC members and stakeholders. It is anticipated that this dashboard will provide a visual representation of the performance data in the form of charts or graphs. In addition, DCED will provide the project-level detail to determine whether specific projects or project types are impacting the outcomes.

These data reports will be reviewed and analyzed by the System Performance Committee on a quarterly basis to identify trends that may be hindering the CoC’s ability to meet the goals specified in the strategic plan. Upon identification of trends that indicate the need for improved performance, the System Performance Committee will determine whether and which higher-level interventions are needed to address the identified issue(s) and make recommendations to the Board for review and consideration. This may include policy changes, engagement of state or local government agencies, modifications to Coordinated Entry, recommendations for increases in resources for a particular activity, or other non-project specific intervention that will impact the system’s ability to end homelessness.

This section has been updated to reflect the FY2017 SPMs

PROJECT AND SYSTEM PERFORMANCE BENCHMARKS

The Performance Goals Benchmarks section of the Monitoring Plan consists of two companion documents -- one in narrative form and one in chart form. Both documents provide the following information: the most recently reported CoC systems level performance for each of the HUD defined System Performance Measures, the CoC annual goal for each performance measure and project-level benchmarks to enable the CoC to achieve its goals.

The calculations used to derive the measures is provided at the end of the narrative document.

The initial baselines presented below are based on the FY2016 System Performance Measures (SPMs) submitted to HUD for the time range 10/1/2015 to 9/30/2016. The goals specified are based upon current performance data and look to improve or sustain performance. Data has been updated to show FY2017 SPMs submitted to HUD for the time range 10/1/2016 to 9/30/2017.

MEASURE 1: LENGTH OF TIME PERSONS REMAIN HOMELESS: (BED NIGHTS)

<i>Persons in ES and SH:</i>	FY2015	FY2016	Difference FY2015-16	FY2017	Difference FY2016-17
<i>Average</i>	73	75	+2	82	+7
<i>Median</i>	21	23	+2	26	+3

<i>Persons in ES, SH and TH:</i>	FY2015	FY2016	Difference FY2015-16	FY2017	Difference FY2016-17
<i>Average</i>	139	126	-13	127	+1
<i>Median</i>	33	35	+2	38	+3

Western PA CoC Goal for Measure 1:

The CoC's long range goal is that households move from homelessness to permanent housing within an average of 30 days. The CoC's five-year strategic plan includes a goal to reduce this average to 50 days or less. To achieve this five-year goal, the CoC will need an annual reduction of 17% each year over five years in the average number of days persons remain homeless.

Western PA CoC's Annual Goals for Measure 1 by project type:

- Permanent Supportive Housing: Reduce the length of time between program intake and housing placement.
- Rapid Rehousing: Reduce the length of time between program intake and housing placement.
- Transitional Housing: Reduce the length of time homeless average number of days by 16%.

- Safe Haven: This program type not funded beyond FY16 CoC application. This project type will be eliminated upon the expiration of current grants.
- Emergency Shelter: Reduce the length of time homeless average number of days by 13%.
- Supportive Services Only (other than Street Outreach and Coordinated Entry): Households served by this type of an SSO program should move into permanent housing within an average of 30 days or less.
- Street Outreach: NA – no HMIS Outreach data

MEASURE 2: THE EXTENT TO WHICH PERSONS WHO EXIT HOMELESSNESS TO PERMANENT HOUSING DESTINATIONS RETURN TO HOMELESSNESS.

<i>Total Returns to Homelessness:</i>	ES	SH	TH	PH	ALL
<i>FY2016</i>					
<i>12 Months</i>	14%	22%	8%	6%	10%
<i>2 Years</i>	19%	32%	14%	11%	16%
<i>FY2017</i>					
<i>12 Months</i>	14%	24%	7%	3%	8%
<i>2 Years</i>	21%	34%	12%	6%	14%
<i>Change FY2016-FY2017</i>					
<i>12 Months</i>	No change	+2%	-1%	-3%	-2%
<i>2 Years</i>	+2%	+3%	-2%	-5%	-2%

Western PA CoC Goal for Measure 2:

- These outcomes reported above are artificially low due to insufficient emergency shelter HMIS data coverage throughout the CoC. As HMIS participation increases, this measure will be monitored and adjustments made as necessary.
- No more than 10% of households that exit to permanent housing after being homeless should become homeless again within 12 months.
- No more than 16% of households that exit to permanent housing after being homeless should become homeless again within 2 years.

Western PA CoC’s Annual Goals for Measure 2 by project type:

- Permanent Supportive Housing:
 - No more than 6% of households that exit to permanent housing after being homeless should become homeless again within 12 months.
 - No more than 9% of households that exit to permanent housing after being homeless should become homeless again within 2 years.

- Rapid Rehousing:
 - No more than 6% of households that exit to permanent housing after being homeless should become homeless again within 12 months.
 - No more than 13% of households that exit to permanent housing after being homeless should become homeless again within 2 years.
- Transitional Housing:
 - No more than 8% of households that exit to permanent housing after being homeless should become homeless again within 12 months.
 - No more than 14% of households that exit to permanent housing after being homeless should become homeless again within 2 years.
- Safe Haven: This program type not funded beyond FY16 CoC application. This project type will be eliminated upon the expiration of current grants.
- Emergency Shelter:
 - No more than 14% of households that exit to permanent housing after being homeless should become homeless again within 12 months.
 - No more than 19% of households that exit to permanent housing after being homeless should become homeless again within 2 years.
- Supportive Services Only (other than Street Outreach and Coordinated Entry):
 - No more than TBD% of households that exit to permanent housing after being homeless should become homeless again within 12 months.
 - No more than TBD% of households that exit to permanent housing after being homeless should not become homeless again within 2 years.
- Street Outreach:
 - No more than TBD% of households that exit to permanent housing after being homeless should become homeless again within 12 months.
 - No more than TBD% of households that exit to permanent housing after being homeless should become homeless again within 2 years.

MEASURE 3: NUMBER OF HOMELESS PERSONS

<i>Point-In-Time</i>	2015 PIT Count	2016 PIT Count	Difference 2015-2016	2017 PIT Count	Difference 2016-2017
<i>Total</i>	1,002	986	-16	837	-149
<i>Sheltered</i>	937	917	-20	774	-143
<i>Emergency Shelter</i>	448	445	-3	451	+6
<i>Safe Haven</i>	53	41	-12	38	-3
<i>Transitional Housing</i>	436	431	-5	285	-146
<i>Unsheltered</i>	65	69	+4	63	-6

<i>Unduplicated Annual Count Sheltered</i>	2,216	2,046	-170	1970	-76
<i>Emergency Shelter</i>	1,278	1,177	-101	1,247	+70
<i>Safe Haven</i>	173	173	0	84	-89
<i>Transitional Housing</i>	765	696	-69	639	-57

Western PA CoC Goal for Measure 3:

Based upon the CoC’s Strategic Plan goals, reduce the annual count of sheltered persons experiencing homelessness by 50% over 5 years, with the 2016 Point-In-Time Count serving as the baseline.

Western PA CoC’s Annual Goals for Measure 3 by project type:

- Emergency Shelter: Reduce baseline by 25% over five years; reduce annual number by -5.5% each year.
- Safe Haven: This program type not funded beyond FY16 CoC application. This project type will be eliminated upon the expiration of current grants.
- Transitional Housing: Reduce baseline by 67% over five years; reduce annual number by 20% each year.
- Unsheltered: Reduce baseline by 76% over five years; reduce annual number by 25% each year.

MEASURE 4: EMPLOYMENT AND INCOME GROWTH FOR HOMELESS PERSONS IN COC PROGRAM-FUNDED PROJECTS

<i>Increase in Income</i>	2015	2016	Difference 2015-2016	2017	Difference 2016-2017
<i>Adults who Increased Total Income</i>	37%	35%	-2%	38%	+3%
<i>Increased Earned Income</i>	20%	18%	-2%	21%	+3%
<i>Increased Non-employment Income</i>	22%	20%	-2%	21%	+1%

Western PA CoC Goal for Measure 4:

At least 40% of adults served by CoC funded projects will increase their income through either employment or benefits, with 23% increasing earned income and 25% increasing non-employment income.

Western PA CoC’s Annual Goals for Measure 4 by project type:

- Permanent Supportive Housing: At least 40% of adults served by Permanent Supportive Housing programs will increase their income through either employment or benefits; 19% will increase earned income and 25% will increase non-employment income.

- Rapid Rehousing: At least 48% of adults served by Rapid Rehousing programs will increase their income through either employment or benefits; 35% will increase earned income and 20% will increase non-employment income.
- Transitional Housing: At least 48% of adults served by Transitional Housing programs will increase their income through either employment or benefits; 35% will increase earned income and 20% will increase non-employment income.
- Safe Haven: This program type not funded beyond FY16 CoC application. This project type will be eliminated upon the expiration of current grants.
- Emergency Shelter: Currently N/A for the Western PA CoC.
- Supportive Services Only (other than Street Outreach and Coordinated Entry): At least TBD% of adults served by SSO programs will increase their income through either employment or benefits; TBD% will increase earned income and TBD% will increase non-employment income.
- Street Outreach: Currently N/A for the Western PA CoC.

MEASURE 5: NUMBER OF PERSONS WHO BECOME HOMELESS FOR THE FIRST TIME

<i>First Time Homeless - FY2016</i>	# Persons Entering	# Persons w/No Prior Entry	Percent First Time Homeless
<i>FY2016</i>			
<i>First Time Homeless – ES, SH and TH</i>	1,640	1,464	89%
<i>First Time Homeless – ES, SH, TH or PH</i>	2,730	2,452	90%
<i>FY2017</i>			
<i>First Time Homeless – ES, SH and TH</i>	1,523	1,352	89%
<i>First Time Homeless – ES, SH, TH or PH</i>	2,623	2,269	87%
<i>Difference FY2016-FY2017</i>			
<i>First Time Homeless – ES, SH and TH</i>	-117	-112	No change
<i>First Time Homeless – ES, SH, TH or PH</i>	-107	-183	-3%

Western PA CoC Goal for Measure 5:

Reduce the number of persons experiencing homelessness for the first time by 10% annually.

MEASURE 6: HOMELESS PREVENTION AND HOUSING PLACEMENT OF PERSONS DEFINED BY CATEGORY 3 OF HUD’S HOMELESS DEFINITION IN COC PROGRAM-FUNDED PROJECTS.

This Measure is not applicable to CoCs in 2017.

MEASURE 7: SUCCESSFUL PLACEMENT FROM STREET OUTREACH AND SUCCESSFUL PLACEMENT IN OR RETENTION OF PERMANENT HOUSING

<i>Exits to Permanent Housing</i>	2015	2016	Difference 2015-2016	2017	Difference 2016-2017
<i>Successful Exits – Street Outreach</i>	n/a	n/a	n/a	33%	+33%
<i>Successful Exits – ES, SH, TH, RRH</i>	62%	63%	+1%	65%	+2%
<i>Successful Exits/Retention – PSH</i>	91%	93%	+3%	100%	+7%

Western PA CoC Goal for Measure 7:

- At least 65% of households who move from ES, SH, TH or RRH exit to permanent housing.
- At least 95% of households in PSH retain their housing or exit to permanent housing.

Western PA CoC Goals for Measure 7 by project type:

- Permanent Supportive Housing: At least 95% of households that exit Permanent Supportive housing exit to permanent housing or retain permanent supportive housing.
- Rapid Rehousing: At least 81% of households who exit Rapid Rehousing exit to permanent housing.
- Transitional Housing: At least 73% of households who exit Transitional Housing exit to permanent housing.
- Safe Haven: This program type not funded beyond FY16 CoC application. This project type will be eliminated upon the expiration of current grants.
- Emergency Shelter: At least 47% of households who exit Emergency shelter exit to permanent housing.
- Street Outreach: N/A

CALCULATIONS FOR PERFORMANCE MEASURES

PERFORMANCE BENCHMARKS FOR PROJECT-LEVEL PERFORMANCE BENCHMARKS:

Reduce the length of time homeless:

Calculation: Average number of days from RRH program entry date to move-in date.

Exits to Permanent Housing:

Calculation: Number of households that moved into a permanent housing (PH) destination upon exit divided by the number of households who exited the program.

Exits to Permanent Housing/Retention of Permanent Housing:

Calculation: Number of households that moved into a permanent housing (PH) destination upon exit

plus the number of households that remained in PSH divided by the number of households who exited the program plus those who remained in the program.

Returns to homelessness:

Calculation: Number of households who returned to ES, SH, TH, or Outreach within 12 months and 2 years divided by the number of households that exited to PH.

Increase Income:

Calculation: Number of adults or gained or increased income divided by the number of adults served by the program. Calculated for employment, non-employment and total cash income.

WESTERN PA COC: SUMMARY OF PERFORMANCE GOALS & BENCHMARKS

	<u>Measure 1:</u> Length of Time Persons Remain Homeless	<u>Measure 2:</u> Extent to which Persons who Exit Homelessness to PH Return to Homelessness	<u>Measure 3:</u> Number of Homeless Persons	<u>Measure 4:</u> Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	<u>Measure 5:</u> Number of Persons Who Become Homeless for the First Time	<u>Measure 7:</u> Successful Placement in or Retention of Permanent Housing
<u>MEASURE INFORMATION</u>	This measure should decrease over time. HUD goal ≤ 30 days.	This measure should decrease over time.	Systems Level Only This measure should decrease over time.	This measure should show an increase over time.	Systems Level Only This measure should decrease over time.	This measure should show an increase over time.
<u>BASELINE:</u> 2016 System Performance Measures: 10/1/2015 to 9/30/2016	<ul style="list-style-type: none"> • <u>ES</u>: 59 days = average length of time homeless • <u>SH</u>: 173 days = average length of time homeless • <u>TH</u>: 214 days = average length of time homeless • <u>ES+SH+TH</u>: 126 days = average length of time homeless 	<ul style="list-style-type: none"> • Returns to homelessness after 12 months = 10% <ul style="list-style-type: none"> ○ ES: 14% ○ SH: 22% ○ TH: 8% ○ RRH: 6% ○ PSH: 6% • Returns to homelessness after 24 months = 16% <ul style="list-style-type: none"> ○ ES: 19% ○ SH: 31% ○ TH: 14% ○ RRH: 13% ○ PSH: 9% 	<ul style="list-style-type: none"> • Jan 2016 PIT: <ul style="list-style-type: none"> ○ Total: 986 ○ Sheltered Total: 917 <ul style="list-style-type: none"> ES: 445 SH: 41 TH: 431 ○ Unsheltered: 69 • Annual count of sheltered persons in HMIS: <ul style="list-style-type: none"> ○ Total (ES+SH+TH): 2,046 ○ ES: 1,177 ○ SH: 173 ○ TH: 696 	<ul style="list-style-type: none"> • Increase in total income (earned + non-employment): 35% <ul style="list-style-type: none"> ○ TH: 43% ○ RRH: 17% ○ PSH: 38% • Increase in Earned income: 18% <ul style="list-style-type: none"> ○ TH: 31% ○ RRH: 0% ○ PSH: 18% • Increase in Non-employment cash income: 20% <ul style="list-style-type: none"> ○ TH: 16% ○ RRH: 17% ○ PSH: 24% 	First time homeless = no prior enrollments in last 24 months <ul style="list-style-type: none"> • <u>ES+SH+TH First Time Homeless</u>: 1,464 of 1,640 persons (89%) <ul style="list-style-type: none"> ○ ES: 92% ○ SH: 75% ○ TH: 80% • <u>ES+SH+TH+PH First Time Homeless</u>: 2,452 of 2,730 persons (90%) <ul style="list-style-type: none"> ○ PH: 100% 	<ul style="list-style-type: none"> • <u>SO</u>: N/A • <u>ES+SH+TH+RRH</u>: 63% Successful Exits <ul style="list-style-type: none"> ○ ES: 45% ○ SH: 70% ○ TH: 71% ○ RRH: 79% • <u>PSH</u>: 93% Successful Exit/Retention
SYSTEMS-LEVEL GOALS						

Abbreviations: **ES:** Emergency Shelter; **HP:** Homeless Prevention; **PH:** Permanent Housing; **PSH:** Permanent Supportive Housing; **RRH:** Rapid Rehousing; **SO:** Street Outreach; **SH:** Safe Haven; **SSO:** Supportive Services Only; **TH:** Transitional Housing

WESTERN PA COC: SUMMARY OF PERFORMANCE GOALS & BENCHMARKS

<p>GOALS</p> <p>The CoC's Data Committee should review these goals and the annual goals in order to determine if adjustments are needed based on whether the CoC met or exceeded established goals.</p>	<p><u>5-year Strategic Plan Goal:</u></p> <ul style="list-style-type: none"> CoC 5-year goal ≤50 days CoC long-term goal ≤30 days <p><u>Annual Goal:</u></p> <p>Reduce ES+SH+TH by 17%/year</p> <ul style="list-style-type: none"> ES: -13% reduction/year SH: to be eliminated by Year 3 TH: -16% reduction/year 	<p><u>Annual Goals:</u></p> <ul style="list-style-type: none"> 12 months: 10% 24 months: 16% <p>NOTE: Current performance artificially low due to insufficient HMIS participation. Ongoing monitoring and adjustments will be made as necessary.</p>	<p><u>5-year Strategic Plan Goal:</u> Reduce total # by 50%</p> <ul style="list-style-type: none"> ES: reduce baseline by 25% SH: reduce baseline by 100% TH: reduce baseline by 67% Unsheltered: reduce baseline by 76% <p><u>Annual Goal:</u></p> <ul style="list-style-type: none"> ES: -5.5%/year SH: -61%/year TH: -20%/year Unsheltered: -25%/year 	<p><u>Annual Goals:</u></p> <p>Increase to the following:</p> <ul style="list-style-type: none"> Total Income: 40% Earned Income: 23% Non-employment Income: 25% 	<p><u>Annual Goals:</u></p> <ul style="list-style-type: none"> Reduce by 10% 	<p><u>Annual Goals:</u></p> <p>Increase to the following:</p> <ul style="list-style-type: none"> SO: N/A ES, SH, TH, RRH: 65% <ul style="list-style-type: none"> ES: 47% SH: 70% TH: 73% RRH: 81% PSH: 95%
<p>PROJECT-LEVEL BENCHMARKS (Benchmarks represent the annual goal based on project-type)</p>						
<p>Permanent Supportive Housing (PSH)</p>	<p>Length of time b/w intake and in PH</p>	<ul style="list-style-type: none"> 12 months: 6% 24 months: 9% 	<p>N/A – systems level goal only</p>	<ul style="list-style-type: none"> Total: 40% Earned: 20% Non-employment: 26% 	<p>N/A – systems level goal only</p>	<p>95%</p>
<p>Rapid Re-Housing (RRH)</p>	<p>Length of time b/w intake and in PH</p>	<ul style="list-style-type: none"> 12 months: 6% 24 months: 13% 	<p>N/A – systems level goal only</p>	<ul style="list-style-type: none"> Total: 45% Earned: 32% Non-employment: 18% 	<p>N/A – systems level goal only</p>	<p>81%</p>
<p>Transitional Housing (TH)</p>	<p>At/below the annual goal of -16%/year. FY17 SPM goal = 180 days</p>	<ul style="list-style-type: none"> 12 months: 8% 24 months: 14% 	<p>N/A – systems level goal only</p>	<ul style="list-style-type: none"> Total: 45% Earned: 32% Non-employment: 18% 	<p>N/A – systems level goal only</p>	<p>73%</p>
<p>Safe Haven (SH)</p>	<p>N/A</p>	<ul style="list-style-type: none"> 12 months: 22% 24 months: 31% 	<p>N/A – systems level goal only</p>	<p>N/A</p>	<p>N/A – systems level goal only</p>	<p>70%</p>

Abbreviations: **ES:** Emergency Shelter; **HP:** Homeless Prevention; **PH:** Permanent Housing; **PSH:** Permanent Supportive Housing; **RRH:** Rapid Rehousing; **SO:** Street Outreach; **SH:** Safe Haven; **SSO:** Supportive Services Only; **TH:** Transitional Housing

WESTERN PA COC: SUMMARY OF PERFORMANCE GOALS & BENCHMARKS

Emergency Shelter (ES)	At/below the annual goal of -13%/year. FY17 SPM goal = 51 days	<ul style="list-style-type: none"> • 12 months: 14% • 24 months: 19% 	N/A – systems level goal only	N/A	N/A – systems level goal only	47%
BENCHMARKS FOR PROJECT TYPES NOT INCLUDED IN SPM CALCULATIONS						
CoC Supportive Services Only (SSO)	TBD	TBD	N/A – systems level goal only	TBD	N/A – systems level goal only	TBD
Homeless Prevention (HP)	N/A	TBD	Housing Assessment at Exit ≥ 80% households exit to any of the following locations: <ul style="list-style-type: none"> • Maintain housing • New housing unit • Family/friends on a temporary basis • Family/friends on permanent basis 	TBD	N/A – systems level goal only	TBD

Abbreviations: **ES:** Emergency Shelter; **HP:** Homeless Prevention; **PH:** Permanent Housing; **PSH:** Permanent Supportive Housing; **RRH:** Rapid Rehousing; **SO:** Street Outreach; **SH:** Safe Haven; **SSO:** Supportive Services Only; **TH:** Transitional Housing

DATA COMMITTEE QUALITY IMPROVEMENT PLAN (QIP) RECOMMENDATION

This form is to be completed by the Data Committee and sent to any Grantee Organization that has been identified as having performance related concerns that warrant a Quality Improvement Plan, as described within the Monitoring Plan.

QUALITY IMPROVEMENT PLAN
 Organization Name: [CLICK OR TAP HERE TO INSERT ORGANIZATION NAME](#)
 Project Name: [CLICK OR TAP HERE TO INSERT PROJECT NAME](#)
 Component Type: [SELECT COMPONENT TYPE](#)
 Dates covered by QIP: [START DATE – END DATE](#)

DATA COMMITTEE QUALITY IMPROVEMENT PLAN (QIP) RECOMMENDATION
To be completed by the Data Committee and sent to the Grantee Organization.

- 1) Summary of reason QIP required: [Click or tap here to enter text.](#)
- 2) Specific criteria where benchmarks not being met:

Criteria	CoC Benchmark	CoC Performance Goal	Outcomes, 3 most recent quarters		
			Quarter. Year.	Quarter. Year.	Quarter. Year.
Performance					
Select performance criteria.					
Select performance criteria.					
HUD Policy Priorities					
Select HUD Policy Priority criteria.					
Select HUD Policy Priority criteria.					
Grant Management					
Select Grant Management criteria.					
Select Grant Management criteria.					
HMIS Data Quality					
Select HMIS Data Quality criteria.					
Select HMIS Data Quality criteria.					

- 3) Date of Data Committee meeting: [Insert date](#)
- 4) Recommendations of the Data Committee:
[Click or tap here to enter Data Committee recommendations.](#)
- 5) Upon approval by Governing Board, follow-up to be completed by the Data Committee:
 - Inform Project Grantee: to be completed by [Name of individual/entity](#) by [Insert date](#)
 - Inform CoC Board: to be completed by [Name of individual/entity](#) by [Insert date](#)
 - Inform DCED (if ESG-funded project or if CoC Grantee Organization also receives ESG funding):
 to be completed by [Name of individual/entity](#) by [Insert date](#)

QUALITY IMPROVEMENT PLAN (QIP) GRANTEE PROJECT FORM

This form is the actual QIP to be completed by the Grantee Organization. This template includes the initial quality improvement plan and quarterly updates.

QUALITY IMPROVEMENT PLAN

Organization Name: [CLICK OR TAP HERE TO INSERT ORGANIZATION NAME](#)
Project Name: [CLICK OR TAP HERE TO INSERT PROJECT NAME](#)
Component Type: [SELECT COMPONENT TYPE](#)
Dates covered by QIP: [START DATE](#) – [END DATE](#)

QUALITY IMPROVEMENT PLAN (QIP) – GRANTEE PROJECT FORM

To be completed by the Grantee Organization whose project has been recommended for a QIP.

QIP completed by: [Insert Contact Name](#)

Date last updated: [Insert date](#)

Contact phone: [Insert Contact phone number](#)

Contact email: [Insert Contact email address](#)

INITIAL/FIRST QIP

- 1) Please provide an explanation as to why the benchmarks identified by the Data Committee as low performing are not being met (add/remove lines as needed):

Performance Criteria	Explanation/issues identified
Select performance criteria.	
Select performance criteria.	
HUD Policy Priorities	Explanation/issues identified
Select HUD Policy Priority criteria.	
Select HUD Policy Priority criteria.	
Grant Management	Explanation/issues identified
Select Grant Management criteria.	
Select Grant Management criteria.	
HMIS Data Quality	Explanation/issues identified
Select HMIS Data Quality criteria.	
Select HMIS Data Quality criteria.	

QUALITY IMPROVEMENT PLAN

Organization Name: [CLICK OR TAP HERE TO INSERT ORGANIZATION NAME](#)
 Project Name: [CLICK OR TAP HERE TO INSERT PROJECT NAME](#)
 Component Type: [SELECT COMPONENT TYPE](#)
 Dates covered by QIP: [START DATE](#) – [END DATE](#)

2) Identify action steps that your organization will take to increase performance and/or address concerns identified (add/remove lines as needed). Please also identify due dates (which quarter outcome expected) and projected outcomes related to the action steps listed:

Performance Criteria	Action Steps to address identified issues	Due Date	Projected Outcome
Select performance criteria.			
Select performance criteria.			
HUD Policy Priorities	Action Steps to address identified issues	Due Date	Projected Outcome
Select HUD Policy Priority criteria.			
Select HUD Policy Priority criteria.			
Grant Management	Action Steps to address identified issues	Due Date	Projected Outcome
Select Grant Management criteria.			
Select Grant Management criteria.			
HMIS Data Quality	Action Steps to address identified issues	Due Date	Projected Outcome
Select HMIS Data Quality criteria.			
Select HMIS Data Quality criteria.			

3) Are you aware of any barriers that may hinder the successful implementation of this QIP?

[Click or tap here to type](#)

4) Is there any assistance that you would like to request? (e.g. training, technical assistance, the opportunity to discuss these issues with a peer operating a similar type of project)

[Click or tap here to type](#)

QUARTERLY QIP REVIEW – END OF FIRST QUARTER

1) Please provide an update on the action steps implemented to date and any recent changes in your outcomes.

[Click or tap here to type](#)

QUALITY IMPROVEMENT PLAN

Organization Name: [CLICK OR TAP HERE TO INSERT ORGANIZATION NAME](#)
Project Name: [CLICK OR TAP HERE TO INSERT PROJECT NAME](#)
Component Type: [SELECT COMPONENT TYPE](#)
Dates covered by QIP: [START DATE – END DATE](#)

- 2) Is there any assistance that you would like to request at this time? (e.g. training, technical assistance, the opportunity to discuss these issues with a peer operating a similar type of project)
[Click or tap here to type](#)

QUARTERLY QIP REVIEW – END OF SECOND QUARTER

- 1) Please provide an update on the action steps implemented to date and any recent changes in your outcomes.
[Click or tap here to type](#)
- 2) Is there any assistance that you would like to request at this time? (e.g. training, technical assistance, the opportunity to discuss these issues with a peer operating a similar type of project)
[Click or tap here to type](#)

QUARTERLY QIP REVIEW – END OF THIRD QUARTER

- 1) Please provide an update on the action steps implemented to date and any recent changes in your outcomes.
[Click or tap here to type](#)
- 2) Is there any assistance that you would like to request at this time? (e.g. training, technical assistance, the opportunity to discuss these issues with a peer operating a similar type of project)
[Click or tap here to type](#)

QUARTERLY QIP REVIEW – END OF FOURTH QUARTER

- 1) Please provide an update on the action steps implemented to date and any recent changes in your outcomes.
[Click or tap here to type](#)
- 2) Is there any assistance that you would like to request at this time? (e.g. training, technical assistance, the opportunity to discuss these issues with a peer operating a similar type of project)
[Click or tap here to type](#)

DATA COMMITTEE QUALITY IMPROVEMENT PLAN (QIP) REVIEW FORM

This form is completed by the Data Committee and essentially documents the review of the grantee organization's QIP, next steps and additional recommendations for increasing outcomes

QUALITY IMPROVEMENT PLAN

Organization Name: [CLICK OR TAP HERE TO INSERT ORGANIZATION NAME](#)
Project Name: [CLICK OR TAP HERE TO INSERT PROJECT NAME](#)
Component Type: [SELECT COMPONENT TYPE](#)
Dates covered by QIP: [START DATE](#) – [END DATE](#)

DATA COMMITTEE QUALITY IMPROVEMENT PLAN (QIP) REVIEW FORM

To be completed by the Data Committee, based on the QIP provided by Grantee Organization.

INITIAL/FIRST QIP

The Data Committee has reviewed the Grantee Organization's initial/first QIP and has determined the following:

- QIP submitted by the Grantee Organization is acceptable.
- The following additional action steps to be taken by the Grantee Organization:
Insert additional action steps
 - Grantee Organization to be notified of additional action steps by [Name of individual/entity](#) by [Insert date](#)
 - Revised QIP to be resubmitted to the data committee by [Insert date](#)
- Recommendation for additional technical assistance/peer support/training.
 - Follow up regarding technical assistance/peer support/training to be completed by [Name of individual/entity](#) by [Insert date](#)
- Other: Insert other recommendations

Completed by Data Committee: [Date](#)

QUARTERLY QIP REVIEW – FIRST QUARTERLY REVIEW

The Data Committee has reviewed the Grantee Organization's quarterly data and updated QIP and has determined the following:

- The Grantee Organization is on track to address the address all areas of concern by the end date of the current QIP.
- The Grantee Organization is not on track and additional action steps are needed. Follow up on action steps to be completed by [Name of individual/entity](#) by [Insert date](#)
- Other: Insert other recommendations
- Follow up with Grantee to be completed by [Name of individual/entity](#) by [Insert date](#)

Completed by Data Committee: [Date](#)

QUARTERLY QIP REVIEW – SECOND QUARTERLY REVIEW

The Data Committee has reviewed the Grantee Organization's quarterly data and updated QIP and has determined the following:

- The Grantee Organization is on track to address the address all areas of concern by the end date of the current QIP.

QUALITY IMPROVEMENT PLAN

Organization Name: CLICK OR TAP HERE TO INSERT ORGANIZATION NAME
Project Name: CLICK OR TAP HERE TO INSERT PROJECT NAME
Component Type: SELECT COMPONENT TYPE
Dates covered by QIP: START DATE – END DATE

- The Grantee Organization is not on track and additional action steps are needed. Follow up on action steps to be completed by Name of individual/entity by Insert date
- Other: Insert other recommendations
- Follow up with Grantee to be completed by Name of individual/entity by Insert date

Completed by Data Committee: Date

QUARTERLY QIP REVIEW – THIRD QUARTERLY REVIEW

The Data Committee has reviewed the Grantee Organization’s quarterly data and updated QIP and has determined the following:

- The Grantee Organization is on track to address the address all areas of concern by the end date of the current QIP.
- The Grantee Organization is not on track and additional action steps are needed. Follow up on action steps to be completed by Name of individual/entity by Insert date
- Other: Insert other recommendations
- Follow up with Grantee to be completed by Name of individual/entity by Insert date

Completed by Data Committee: Date

QUARTERLY QIP REVIEW – FOURTH QUARTERLY REVIEW

The Data Committee has reviewed the Grantee Organization’s quarterly and annual data and recommends the following to the Governing Board:

- The Grantee Organization has addressed all of the areas of concern initially identified by the Data Committee and should no longer being monitored through their QIP.
- The Grantee Organization has made some progress but has not fully resolved all areas of concern. As a result, the QIP will be extended through Insert date. The Data Committee will identify other recommendations aimed at addressing outstanding areas of concern.
- The Grantee Organization has not resolved all areas of concern and this project has been designated as “High Risk”. As a result, the QIP will be extended through Insert date and the Data Committee will complete a more intensive monitoring process and will recommend other actions to be taken aimed at addressing outstanding areas of concern.
- Other: Insert other recommendations
- Upon approval by Governing Board, follow up with Grantee to be completed by Name of individual/entity by Insert date

Completed by Data Committee: Date

Notification provided to CoC Board: Date