



Western Virginia
Continuum Of Care

Evaluation Procedures for VHSP Grantee Performance Measurement

RATIONALE

The Executive Committee of the Western Virginia 513 Continuum of Care (CoC) is responsible for reviewing the performance of CoC grantees and promoting learning and improvement in service provision. All VHSP grantees are subject to the procedures described in this document. These procedures are focused on internally evaluating the effectiveness of CoC programming and are designed to promote a collaborative and learning-oriented approach to mutual accountability and improvement among CoC grantees. They are designed to supplement the site visit monitoring that the Compliance & Evaluation Committee conducts to ensure compliance with state requirements for program implementation. For information about those monitoring procedures, see the Monitoring Policy for CoC Programs.

PURPOSE

The CoC's mission is to make homelessness rare, brief, and non-recurring. To assess the effectiveness of programs in pursuing this vision, these performance metrics are oriented around five overarching primary goals:

- 1) Reduce the length of time program participants spend homeless,
- 2) Exit households to permanent housing,
- 3) Limit returns to homelessness within a year of program exit,
- 4) Improve the resources and capacity of households, and
- 5) Coordinate information and implement services in a timely manner.

RESPONSIBILITIES

In order to implement these procedures effectively, actions must be taken at multiple levels of the CoC. This section summarizes the ongoing responsibilities of each actor.

- **CoC grantees:**
 - **Non-DV providers:** maintain accurate and complete records of client services in HMIS or an HMIS-equivalent database for DV providers
 - **DV providers:** maintain accurate and complete records of client services in an HMIS-equivalent database, and provide APR exports to CoC staff for the biannual reporting periods.
- **CoC staff:** compile biannual reports for each grantee using HMIS data and APR exports to present to the executive committee
- **Executive committee:** conduct mid-year and end of year reviews to assess performance and identify areas for improvement at the program and CoC level
- **Best Practices committee:** investigate CoC-level improvements that the executive committee identifies through this evaluation process as needed
- **Compliance and Evaluation committee:** incorporate program-level concerns of the executive committee into compliance monitoring and coaching conversations as needed

- **Data and Performance committee:** annually review the efficacy and feasibility of these performance metrics and procedures, and recommend modifications as needed
- **Media and Advocacy committee:** create and share public-facing content using information from these reports to highlight the work that CoC grantees are doing

PERFORMANCE MEASUREMENT FRAMEWORK

This table summarizes the indicators on which program performance will be measured, the source of information used to quantify the indicator, the program types for which the indicator is relevant, and any program-specific benchmarks for that indicator. Each indicator is then briefly explained below, with technical details regarding calculations where needed.

#	Indicator	Source	PREV	RRH	ES	SO	HOPWA	CE
1	Length of enrollment in program	CoC APR 22a-g			descriptive/comparative			
2	Minimum percent of households that exit to positive housing destinations	CoC APR 23c	80%	80%	75%	50%	80%	
3	Maximum percent of households returning to homelessness within one year after a successful program exit	HMIS Outcomes Report	15%	15%	25%	50%	15%	
4	Minimum percent of households who maintained or increased income and benefits	CoC APR 19a, 20a			75%	50%	75%	
5a	Median time from referral to agency action	HMIS referral system report	3 business days	5 business days				
5b	Percent of successful referrals from CE to VHSP programs	CE APR 9d						95%

Indicator 1. Length of enrollment in program

Due to the wide variety of program types and differences in work flows by agency, this indicator is unique in that it does not have a prescriptive benchmark but is instead intended to provide a descriptive comparison of different projects of each program type. Especially in the case of shelters and street outreach, a shorter or longer length of enrollment is not necessarily associated with better program outcomes. Instead of focusing on quantified metrics, this benchmark is intended to use the variety of length of stay (LOS) calculations provided in the CoC APR #22 (brackets, average, median, length of time from enrollment to move-in, and length of time homeless before move-in) to provide qualitative nuance about the differences in program implementation between providers. However, some program-specific standards may

be used as general guidelines in comparing program performance, such as the 30-day maximum time from enrollment in RRH to housing move-in date, which can be assessed in 22c.

Indicator 2. Minimum percent of households that exit to positive housing destinations

This indicator is designed to be consistent with how the federal System Performance Measures (SPM) report defines “positive housing destinations” in questions 7a.1 and 7b1 and can be assessed using CoC APR question 23c. For Prevention, Rapid Rehousing, Emergency Shelter, and HOPWA programs, a positive outcome includes any permanent housing destination, including rental with or without subsidy, permanent supportive housing, or permanent (not temporary) housing with family or friends. For Street Outreach programs, this positive outcome is expanded to include temporary and some institutional situations (See [System Performance Measures HMIS Programming Specifications, Appendix A](#)). The total number of positive exits should be divided by the total number of people who exited during the reporting period.

Indicator 3. Maximum percent of households returning to homelessness within one year after a positive program exit

Consistent with the CoC goal to make homelessness non-recurring, this indicator measures how many people who exit to permanent housing destinations return to homelessness. Different programs have different benchmarks according to the relative barriers that households are likely to experience in retaining housing, with Prevention, Rapid Rehousing, and HOPWA programs at the lowest benchmark (maximum 15% returns), Emergency Shelter at a middle benchmark (maximum 25% returns), and Street Outreach at the highest benchmark (maximum 50% returns).

The CoC as a whole is measured on returns using the System Performance Measures (#2), which measures how many people have returned to homelessness during the current period after being housed through CoC programming sometime in the 2 prior years. This indicator is calculated differently, assessing how many people who were successfully housed by a program in the prior year subsequently returned to homelessness in the current year. The HMIS custom “outcomes report” created by Homeward provides information for this indicator, and it should be run to include the 12 months prior to the reporting period used for all other metrics. (For example, if the mid-year monitoring in February 2026 uses the period of July 1, 2025 to December 31, 2025 to measure indicators 1, 2, 4, 5a, and 5b, indicator 3 should be measured for July 1 2024 to December 31 2025).

Indicator 4. Minimum percent of households who maintained or increased income and benefits

In order to measure how a program expands the benefits and resources that are available to households, this requires accurate information about income sources and non-cash benefits at both entry and exit. For income, this measure can be calculated using data from CoC APR 19a2 for income by adding those who retained their income (column 3) and those who gained or increased income (column 8) divided by the total number of adults (column 7). To calculate the percent change for benefits, divide the sum of all rows in 20a, column 3 (benefit at exit for leavers) divided by the total number of adults who exited during the reporting period.

Indicator 5a. Median time from referral to agency action

Timeliness of program enrollment is particularly critical for prevention programs and responsiveness of the coordinated entry system to clients seeking support in a housing crisis. The HMIS custom “CE referral results” provides information for this indicator by calculating the time between when the referral was made by the CE provider and the provider’s actions (case notes, contact, and/or project enrollment) for each accepted referral. The report uses this time to calculate the median and average time overall and by each provider, which should meet benchmarks of 3 business days for Prevention and 5 business days for Rapid Re-Housing.

Indicator 5b. Percent of successful referrals from CE to VHSP and HUD-funded programs

The Coordinated Entry (CE) system provides a centralized intake assessment for households that may be eligible for CoC services. VHSP and HUD-funded programs are required to participate in CE, and other providers are encouraged but not required to receive CE referrals. After conducting the assessment, households that are eligible for a program in a particular area are referred to that provider. This indicator includes two measurements: the percent of referrals from CE that were successfully accepted, which is calculated in the CE APR, #9d. As an additional metric to assess CE functioning, #9d also includes the percent of prioritized households that received a referral.

Assuring Equal Access to Services

Each agency within the CoC is expected to serve anyone who meets eligibility requirements for their programs, with no differentiation on the basis of age, race, ethnicity, or gender identity. To assess equitable service delivery, the demographic composition of the clients served by each program will be compared to the local population experiencing homelessness (using data from the most recent PIT count) as well as to the general population of the geographic area served (using data from the most recent American Community Survey 5-year estimates).

IMPLEMENTATION

The biannual monitoring schedule will align with the fiscal calendar for VHSP grants. CoC staff will prepare reports to share with each grantee agency and present to the Executive Committee, with a mid-year reporting each February reporting on July 1-December 31 and an annual report each August reporting on the entire July 1-June 30 fiscal year. Based on the discussion and recommendations of the Executive Committee, follow-up action relating to performance concerns, metric relevance, and information sharing will be assigned to committees according to the responsibilities outlined above. The CoC may recommend short-term quarterly or annual goals for agencies and as a collective in order to improve performance.