



# Travis County Commissioners Court Agenda Request

**Meeting Date:** December 17, 2013

**Prepared By/Phone Number:** Juanita Jackson/854-4467

**Elected/Appointed Official/Dept. Head:** Sherri E. Fleming,  
County Executive for Health and Human Services and Veterans Service

**Commissioners Court Sponsor:** Judge Samuel T. Biscoe

**AGENDA LANGUAGE:**

Consider and take appropriate action on request for \$25,000 in one-time funding for the Green Doors Veterans Permanent Supportive Housing Program.

**BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:**

See attached letter

**STAFF RECOMMENDATIONS:**

Staff recommends approval of this item

**ISSUES AND OPPORTUNITIES:**

See attached memo and backup information

**FISCAL IMPACT AND SOURCE OF FUNDING:**

If approved, funding for the request will be from Health and Human Services and Veterans Service budget item 1580540001 for the one-time funding.

**REQUIRED AUTHORIZATIONS:**

Mary Etta Gerhardt, Assistant County Attorney'  
Leslie Browder, County Executive, Planning and Budget Office  
Cyd Grimes, CPM, Travis County Purchasing Agent  
Nicki Riley, CAP, CMA, Travis County Auditor  
Patty Lennon, Financial Analyst, Travis County Auditor's Office  
Aerin Toussaint, Analyst, Planning and Budget Office  
Sherri Fleming, County Executive, HHSVS

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials must be submitted as a pdf to the County Judge's office, [agenda@co.travis.tx.us](mailto:agenda@co.travis.tx.us) by **Tuesdays at 5:00 p.m.** for the next week's meeting.



December 5, 2013

Sherri E. Fleming  
County Executive for HHS/VS  
Travis County Health and Human Services & Veteran Services  
502 E. Highland Mall Blvd  
PO Box 1748  
Austin, Texas 78767

Dear Ms. Fleming,

On behalf of Green Doors, I respectfully submit for your consideration a \$25,000 funding request to support our permanent supportive housing for disabled homeless veterans at our Treaty Oaks and Pecan Springs Commons housing communities. This is a one-time request to help cover a funding gap for the first six months of 2014. Over the last four years Green Doors has received consistent funding from the Texas Veteran Commission (TVC), at least \$100K annually, to support the affordable housing and supportive services we provide our vulnerable homeless veterans.

Unfortunately, in November we were officially informed that we would not be receiving any TVC funding for 2014 to support our veteran housing and services. This is not due to any sub-par performance on prior contracts. As documented in the attached email from the Director of TVC's Fund for Veterans' Assistance, Green Doors has met and exceeded all of our performance benchmarks for each of our respective TVC contracts and had no material findings in any of our TVC monitoring visits. Similar to many public entities that provide support to help the most vulnerable, the TVC is struggling with limited funds and increasing demands on those resources. We are asking that Travis County help us cover a portion (\$25,000) of this \$100,000 funding gap.

The requested Travis County funds would be critical in preventing us from having to cut back drastically our services to veterans next year. The affected group is one of the most vulnerable groups in our community – homeless, disabled veterans, many of whom are also formerly incarcerated with very few options for housing and services.

I thank you in advance for your consideration and I am available to answer any questions you may have.

Sincerely,

Frank Fernandez  
Executive Director  
[ffernandez@greendoors.org](mailto:ffernandez@greendoors.org)



**Form # 3: PROGRAM WORK STATEMENT**  
for 2014 Social Service Contracts (for 6 months) funded by Travis County

Date prepared: [12/03/2013](#)

**Instructions:** Please answer the following questions as they pertain to only those programs and services in which Travis County invests. Note: the information contained in this document will be used in reports to the Travis County Commissioners Court and the community.

Agency: Community Partnership for the Homeless Inc., DBA Green Doors  
Program: Veteran Permanent Supportive Housing Program

1. Program goals and objectives:

*Briefly describe the goals and objectives of the services purchased by Travis County in this contract.*

The Veteran Permanent Supportive Housing (Vet PSH) Program began in 2009 and provides integrated permanent supportive housing to homeless veterans. All efforts are geared toward moving veterans out of homelessness and on to independent living within the local community. Both individuals and families are served through this program.

The principal objectives of the Vet PSH Program are to serve formerly homeless disabled veterans with: 1) safe stable housing (in the form of permanent supportive housing) and 2) an array of supportive services onsite. Through this provision of housing and services, Green Doors is focused on: 1) ensuring that vulnerable veterans remain stably housed over the long term; and 2) become as financially self-sufficient as they can be.

Green Doors reaffirms its commitment to providing supportive housing for this difficult-to-house population, knowing that this is a long-term commitment to the Austin community. Green Doors strongly believes that despite the fact that housing itself is the most expensive component in housing programs, it is a critical factor in stabilizing and re-entering this population into independence. We pride ourselves in providing low barrier housing to veteran households that have a hard time securing housing anywhere else.

Travis County's contract for this program would provide staffing and program support for six months.

2. Program clients served:

*Describe the eligibility requirements to participate in the program or in each component of the program (for example: Travis County residency, income level, age).*

Green Doors assists eligible homeless veterans by providing safe stable housing and access to housing support services. The target population includes both individual veterans and veteran families, discharged with a(n) honorable or general discharge from US military service or National Guard Service. Persons not having military service history are ineligible.

Eligibility Criteria:

In order to be eligible for the program, veteran households would have to comply with the following requirements:

- Clients must be residents of Travis County, age 18 years or older, and a veteran;
- Clients must be documented to be homeless, per HUD's or the VA's definition;

- Be honorably discharged from the US military (DD-214);
- Participate in an approved self-sufficiency program that emphasizes the acquisition of permanent affordable housing;
- Maintain principal residency in the rental unit for which the subsidy is being provided; and
- Be an income eligible household.

3. Program services and delivery:

*Describe the Travis County funded services and how they are provided by the agency. Provide enough detail so that the contract reviewer is able to have a comprehensive understanding of your services and how they are delivered to clients.*

Green Doors provides each veteran participating in the Vet PSH program with the following services:

- Housing unit – which they are allowed to reside in for as long as they need, but not longer;
- Access to Green Doors’ food pantry services and a clothing closet;
- Housing support services, case management and educational support;

Green Doors’ supportive services aim to provide the greatest possible support for client and project success. Three major components comprise the self-sufficiency program: (1) case management and (2) training and effective community support utilization. These components are specifically outlined in the following sections.

Case Management

Case Managers take the lead in working with participants. Although other Green Doors staff members work with, and for the benefit of, the participant, the Case Manager works with the participant throughout their time in the program. The case management process is designed to assist the participant’s move to self-sufficiency. For the Vet PSH program, case management is characterized by:

- assessment of a participant’s health, welfare, education, employment and, if applicable, children’s needs;
- determination of individual goals;
- full participation of the participant in the process;
- development of an individualized action plan to help the participant meet his or her needs, solve problems or achieve goals;
- provision of support in-house or referral to community resources and services to achieve objectives in the action plan;
- ongoing interaction with the participant and outside resources in the coordination of action plan activities;
- periodic re-evaluation of the participants’ needs and goals and modification of action plan to respond to the current situation;
- advocacy to help the participant obtain services or benefits to which he/she is entitled;
- intervention during a crisis (e.g., job loss, substance abuse, family violence) to prevent a problem from escalating;
- empowerment of the participant by helping him/her improve coping skills and increase knowledge of community resources and how to use them; and
- follow-up to ensure that the resident continues to progress toward meeting needs, solving problems or achieving goals that he/she has identified.

Case Managers begin a relationship from the first meeting with a resident. In addition, the Case Manager completes a Self-Sufficiency Screening discussing the residents’ ability to meet short-term goals while entering the program and long-term goals that will assist the participant in attaining self-

sufficiency. The application and Self-Sufficiency Screening are reviewed by the Director of Communities for acceptance into the Vet PSH program.

Following acceptance into the program, the participant and the Case Manager develop a Plan of Service. The Plan of Service explicitly outlines the goals of the participant, the immediate and measurable steps to be taken, by whom and in what time frame and the role of the Case Manager in attainment of these goals. To ensure that plans are useful, the participant actively participates in the development of the Plan of Service. The Plan is updated, as needed. Case Managers and participants have regularly scheduled meetings, which occur at least on a quarterly basis.

In addition to regular meetings, Case Managers perform home visits. An initial home visit is scheduled in the first month and then additional visits are scheduled, on an as needed basis, related to the participant's plan of service. Changes in household income, household composition, positive drug test and/or unsuccessful completion of a drug/alcohol treatment program result in returning to more frequent home visits/meetings.

Case Managers compile copies of home visit reports, goal sheets, updates on self-sufficiency plans and a narrative of other important information for each participant. Monthly case management meetings are held to review resident successes and barriers to self-sufficiency.

#### Training and Effective Community Support Utilization

Case managers work with partner agencies to leverage additional supportive services for program participants. In conjunction with these leveraged resources, Green Doors is able to ensure that residents have access to the following resources/services:

- Money management
- Household management
- Welfare and legal advocacy
- Parenting education
- Job readiness counseling
- Job search assistance
- Enrollment in job training programs
- Enrollment in educational programs
- Assistance in obtaining child care
- Health care referrals and monitoring
- Mental health care referral and monitoring
- Intervention and prevention of family violence
- Intervention and prevention of substance abuse
- Ongoing support in response to special needs

The resident, Case Manager, Director of Communities and other social service providers are referred to as the Resident Support Team. Resident Team members support the resident's efforts to achieve and maintain self-sufficiency. Although the members of the Resident Team will vary with different residents, they typically include representatives from: Green Doors, VA and Community Resource Coordination Groups. Team members work with residents to provide a continuum of care from the time of their entry into the program until after they secure rental housing in the Austin area.

#### 4. Service coordination and collaboration strategies:

*Describe how the agency coordinates its services with services being provided by other agencies and describe how the agency collaborates with other agencies. If you are not currently collaborating with other agencies, what is your plan for increasing collaboration?*

Support services for residents are provided through Green Doors case managers/staff, as well as a partnership with the Department of Veteran Affairs. All efforts are geared toward moving veterans out of homelessness and on to independent living. VA Case management services include:

- Assessment and individual counseling;
- Referral to substance abuse and detoxification treatment centers (including residential and outpatient treatment);
- Referral to other social service agencies for appropriate services and follow-up on referrals;
- Classes designed to improve independent living skills: life skills, job readiness, money management, conflict resolution and decision-making;
- Assist client(s) to increase income through referrals for employment, job training and/or filing claims for disability benefits. If client cannot work and is not eligible for disability benefits, work with client to obtain government benefits such as food stamps, rent subsidies or subsidized housing;
- Job training and continuing education are made available through other resources in the community such as Texas Workforce Commission, local colleges and employers; and
- Make permanent housing referrals and help client to overcome barriers in transitioning to permanent living, such as applying for the Housing Choice public housing rent subsidy, saving for security deposits, and making on-time payments of rent to build a positive rental history.

Outreach is conducted through various agencies, such as ARCH (emergency shelter), Salvation Army, VA locations, VA Clinic, Veterans Service agencies and the like.

5. **OUTPUT** Performance Measures (replace the blue text and shaded spaces below with the actual wording of your measures and their corresponding 12-month goal amounts):

*Please enter the output performance measures to be reported for your program. You must report the number of unduplicated clients served by funding source and at least one other output. Actual total program performance data for these outputs will be reported in the quarterly program performance reports.*

<u>OUTPUT # 1</u>	<u>Travis County Annual Goal</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual Goal
<b>Number of unduplicated clients served</b>	<b>5</b>	<b>45</b>	<b>50</b>

<u>OUTPUT # 2</u>	<u>Travis County Annual Goal</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual Goal
<b>Number of unduplicated clients who access provided supportive services</b>	<b>5</b>	<b>45</b>	<b>50</b>

<u>OUTPUT # 3</u>	<u>Travis County Annual Goal</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual Goal
<b>(Measure name)</b>			

<u>OUTPUT # 4</u>	<u>Travis County Annual</u>	<u>All Other Funding Sources Annual Goal</u>	<u>TOTAL</u> (Travis County + All Other) Annual

	Goal		Goal
<b>(Measure name)</b>			

(If approved for additional Output measures, copy and paste the blocks above and re-number accordingly)

6. **OUTCOME** Performance Measures (replace the blue text in the left column below with the actual wording of your measures' numerators, denominators, and outcome rates):

Please enter the outcome performance measures to be reported for your program. For any outcome which will not have a percentage rate, use only the first (numerator) row and edit as needed. In the middle column's shaded blocks, include the corresponding 12-month goal amounts and percentages (as applicable) for each line. **If an Outcome will NOT be reported every quarter, in the right column indicate for which quarterly report(s) you WILL be reporting that measure (for example, you might report for Q2 and Q4 only).**

Total Program Performance – OUTCOME # 1	<u>Total Program Annual Goal</u>	If <u>not</u> reported every Quarter, in which Quarter(s)?
Number of unduplicated clients who obtained and remained OR transitioned into safe and stable housing (numerator)	<b>38</b>	
Number of unduplicated clients served (denominator)	<b>50</b>	
Percentage of unduplicated clients who maintained safe and stable housing (outcome rate)	<b>76.0%</b>	

Total Program Performance – OUTCOME # 2	<u>Total Program Annual Goal</u>	If <u>not</u> reported every Quarter, in which Quarter(s)?
Number of...(description of the measure's numerator) (numerator)		
Total number of...(description of the measure's denominator) (denominator)		
Percentage of...(description of the outcome percentage) rate) (outcome	<b>%</b>	

Total Program Performance – OUTCOME # 3	<u>Total Program Annual Goal</u>	If <u>not</u> reported every Quarter, in which Quarter(s)?
Number of...(description of the measure's numerator) (numerator)		
Total number of...(description of the measure's denominator) (denominator)		
Percentage of...(description of the outcome percentage) rate) (outcome	<b>%</b>	

Total Program Performance – OUTCOME # 4	<u>Total Program Annual Goal</u>	If <u>not</u> reported every Quarter, in which Quarter(s)?
Number of...(description of the measure's numerator) (numerator)		
Total number of...(description of the measure's denominator) (denominator)		

Percentage of...(description of the outcome percentage rate)	(outcome	%	
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*(If approved for additional Outcome measures, copy and paste the blocks above and re-number accordingly)*

7. Community planning activities:

*Describe your agency's involvement in community planning activities that are specific to the services provided under this contract.*

Green Doors hosts resident appreciation events for participants in all of our housing programs, including the Vet PSH Program. Further, Executive Director, Frank Fernandez, serves as the Chair of the Texas Supportive Housing Coalition, a statewide coalition of supportive housing providers. Frank also serves on the Board of Directors at Capitol Metro, our region's transit agency. He is also co-founder and on the Executive Committee of Housing Works, a local coalition that helped to build local support for the 2006 affordable housing bonds. Green Doors' Deputy Director, Christa Noland, is the Statewide Coalition contact for the TDCJ Housing Voucher implementation for reentry populations and serves on ECHO subcommittees, including serving as Chair of ECHO's Veteran Housing Work Group.

8. Program Evaluation Plan

- Performance evaluation:

*Describe how the agency will evaluate the program's performance in achieving program goals. Note: if any survey(s) or questionnaire(s) are used in the evaluation of the program or its performance, please provide a brief description of survey procedures (for example: how the survey is distributed and to whom).*

See performance matrix.

- Quality improvement:

*Describe the process for identifying problems or other issues in service delivery, designing activities to overcome these problems, and following up to ensure corrective actions have been effective.*

Quality assurance and improvement are regularly discussed at monthly staff, committee and Board meetings. Additionally, the agency's Service Support Specialist sends out ad hoc surveys to gauge client interests in newly proposed programs, such as urban farming and engagement in technology education programs. All staff and consultants working with Green Doors meet together on a monthly basis to confer on programmatic matters, as well as other issues involving the organization. The Board has a Program Committee which discusses program data/outcomes and reports program matters to the Board at large.

**Form # 4: PROGRAM BUDGET**

for 2014 Social Service Contracts funded by Travis County (6 months)

Agency: \_Community Partnership for the Homeless dba Green Doors

Program: Veteran Permanent Supportive Housing Program

Instructions: Provide whole dollar amounts for each applicable line item. IMPORTANT: DO NOT INCLUDE ANY PROGRAM INCOME.ON THIS PAGE. Note that the line items with asterisks \*\* will require prior approval - Refer to your Contract Language.

<b>IMPORTANT: All \$ amounts must be whole dollars only (no cents)</b>			
<b>PERSONNEL</b>	<b>Requested COUNTY Amount</b>	<b>Amount Funded by ALL OTHER Sources</b>	<b>* TOTAL Budget (ALL funding sources)</b>
Administrative Salaries - Regular Time	12,750	84,129	96,879
Direct Service Salaries - Regular Time	0	0	0
Administrative Salaries - Overtime	0	0	0
Direct Service Salaries - Overtime	0	0	0
Benefits	2,250	12,578	14,828
<b>A. SUBTOTALS: PERSONNEL</b>	<b>15,000</b>	<b>96,707</b>	<b>111,707</b>
<b>OPERATING EXPENSES</b>			
General Operating Expenses	0	57,068	57,068
Insurance/Bonding	0	6,942	6,942
Audit Expenses <i>(provide details for this line item in the Subcontracted Expenses form)</i>	0	1,067	1,067
Consultants/Contractual <i>(provide details for this line item in the Subcontracted Expenses form)</i>	0	0	0
Staff Travel - <b>within</b> Travis County	0	0	0
Conferences/Seminars/Training - <b>within</b> Travis County	0	0	0
** Staff Travel - <b>out</b> of County	0	0	0
** Conferences/Seminars - <b>out</b> of County	0	0	0
<b>B. SUBTOTALS: OPERATING EXPENSES</b>	<b>0</b>	<b>65,077</b>	<b>65,077</b>
<b>DIRECT ASSISTANCE</b>			
Food/Beverage for Clients <i>(NOTE: Alcoholic beverage expenditures are not eligible or allowable)</i>	1,000	0	1,000
Financial Assistance for Clients (e.g. rent, mortgage, utilities)	9,000	81,370	90,370
Other (specify)	0	0	0
	0	0	0
<b>C. SUBTOTALS: DIRECT ASSISTANCE</b>	<b>10,000</b>	<b>81,370</b>	<b>91,370</b>
<b>GRAND TOTAL (A + B + C)</b>	<b>25,000</b>	<b>243,154</b>	<b>268,154</b>
<b>PERCENT SHARE of Total for Funding Sources:</b>	<b>9.3%</b>	<b>90.7%</b>	<b>100.0%</b>

**Form # 5: PROGRAM BUDGET NARRATIVE**  
for 2014 Social Service Contracts (6-month) funded by Travis County

Date prepared: [12/04/2013](#)

Agency: Community Partnership for the Homeless Inc., DBA Green Doors

Program: Veteran Permanent Supportive Housing Program

Instructions: Add details below (not to exceed 20 words per line item) to justify proposed expenses from your Program Budget form. [DO NOT INCLUDE ANY DOLLAR AMOUNTS OR PERCENTAGES ON THIS PAGE.](#) Delete the examples below and replace them with your narrative.

PERSONNEL	NARRATIVE
Salaries – Regular time	<i>Do not provide staff detail here – use Total Program Staff Positions and Time Form #6 instead</i>
Salaries – Overtime	
Benefits	<i>FICA, Health Insurance, Retirement, etc. (rate will not exceed 25%)</i>
<b>OPERATING EXPENSES</b>	
General Operating Expenses	<i>Postage, general office supplies, maintenance, subscriptions, printing, telephone service, rent, utilities, etc.</i>
Insurance/Bonding	<i>Allocated insurance cost</i>
Audit Expenses	<i>Allocated audit cost</i>
Consultants/Contractual	<i>Do not provide detail here – use Subcontracted Expenses Form #8</i>
Staff Travel	
Conferences/Seminars/Training	
** Staff Travel – <u>out of County</u>	
** Conferences/Seminars/Training – <u>out of County</u>	
<b>DIRECT ASSISTANCE</b>	
Food/Beverage for Clients (NOTE: Alcoholic beverage expenditures are not eligible or allowable)	<i>Food and beverages for clients</i>
Financial Assistance for Clients (e.g. rent, mortgage, utilities)	<i>Furnishings, utilities, rent, deposits and support services</i>
Other (specify)	

\*\* These line items require prior approval – Refer to your Contract Language.



Date prepared: [12/4/2013](#)

**Form # 7: PROGRAM FUNDING SUMMARY**  
for 2014 Social Service Contracts (for 6 months) funded by Travis County

Agency Name: <a href="#">Community Partnership for the Homeless dba Green Doors</a>		Program Name: <a href="#">Veteran Permanent Supportive Housing Program</a>	
Funding Sources	Grant/Contract Name	Funding Period	Funding Amount
Travis County	Social Service Contract ( <b>Travis County</b> prgm. budget)	<a href="#">1/1/2014 - 6/30/2014</a>	\$25,000
Travis County			
Travis County			
City of Austin	Social Service Contract ( <b>City of Austin</b> prgm. budget)		
City of Austin			
City of Austin			
Federal			
Federal			
State			
State			
United Way			
Contributions	Private Foundation Grants	<a href="#">1/1/2014 - 6/30/2014</a>	\$48,046
Program Income/ Fees	Rents (including HUD-VASH support)	<a href="#">1/1/2014 - 6/30/2014</a>	\$184,453
Other (Specify)	Individual Donations	<a href="#">1/1/2014 - 6/30/2014</a>	\$10,655
Other (Specify)			
Other (Specify)			
Other (Specify)			
<b>TOTAL PROGRAM FUNDING:</b>			<b>\$268,154</b>

**Form # 8: SUBCONTRACTED EXPENSES FORM**  
for 2014 Social Service Contracts (for 6-months) funded by Travis County

Date prepared: [12/04/2013](#)

Agency: Community Partnership for the Homeless, Inc. dba Green Doors  
Program: Veteran Permanent Supportive Housing Program

Instructions: Please provide TOTAL PROGRAM information for all of this program's subcontractors whose professional services will be charged to this program. Include all subcontracts regardless of funding source.

<b>SUBCONTRACT #1</b>		
Name of Subcontractor	Renee Barry	
Term of Subcontract	1 year	
Services to be Subcontracted	Audit services	
Number of Clients to be Served <i>(if applicable)</i>		
<b>Dollar Amounts by Funding Source:</b>		
<u>TRAVIS COUNTY amount</u> <b>\$ 0</b>	<u>ALL OTHER Sources amount</u> <b>\$1,067</b>	<u>TOTAL</u> <b>\$1,067</b>

<b>SUBCONTRACT #2</b>		
Name of Subcontractor		
Term of Subcontract		
Services to be Subcontracted		
Number of Clients to be Served <i>(if applicable)</i>		
<b>Dollar Amounts by Funding Source:</b>		
<u>TRAVIS COUNTY amount</u> <b>\$</b>	<u>ALL OTHER Sources amount</u> <b>\$</b>	<u>TOTAL</u> <b>\$</b>

<b>SUBCONTRACT #3</b>		
Name of Subcontractor		
Term of Subcontract		
Services to be Subcontracted		
Number of Clients to be Served <i>(if applicable)</i>		
<b>Dollar Amounts by Funding Source:</b>		
<u>TRAVIS COUNTY amount</u> <b>\$</b>	<u>ALL OTHER Sources amount</u> <b>\$</b>	<u>TOTAL</u> <b>\$</b>

*(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly.)*

Date prepared:

[12/4/2013](#)

**Form # 9: Performance Measure Definition Tool**  
for 2014 Social Service Contracts (for 6-months) funded by Travis County

Agency: Community Partnership for the Homeless, Inc. dba Green DoorsProgram: Veteran Permanent Supportive Housing

To assist you in completing this form, the *red* triangles located in the upper right-hand side of some cells provide additional instructions related to the information requested.

Type	Performance Measure	Calculation Method	What is the Data Source for this Measure?	Notes	Who Produces this Measure
<b>OUTPUT MEASURES:</b>					
Output #1	<b>Number of Unduplicated Clients served</b>	"The data reviewed include Service Date and Customer Name - with the following conditions:  (1) Service Date must fall in time period of interest AND (2) A client cannot be counted more than once in the calendar year."	Proprietary database		Data Manager & Community Managers
Output #2	<b>Number of Unduplicated Clients who access provided support services</b>	"The data reviewed include Service Date and Customer Name - with the following conditions:  (1) Service Date must fall in time period of interest AND (2) A client cannot be counted more than once in the calendar year AND (3) Accessed support services"	Proprietary database		Data Manager & Community Managers
Output #3					
Output #4					
Output #5					
Output #6					
<b>OUTCOME MEASURES:</b>					

**Form # 9: Performance Measure Definition Tool**  
for 2014 Social Service Contracts (for 6-months) funded by Travis County

Agency: Community Partnership for the Homeless, Inc. dba Green DoorsProgram: Veteran Permanent Supportive Housing

To assist you in completing this form, the **red** triangles located in the upper right-hand side of some cells provide additional instructions related to the information requested.

Type	Performance Measure	Calculation Method	What is the Data Source for this Measure?	Notes	Who Produces this Measure
Outcome #1a (numerator)	<b>Number of unduplicated clients who obtained and remained OR transitioned into safe and stable housing</b>	The data reviewed include Service Date and Customer Name - with the following conditions:  (1) Service Date must fall in time period of interest AND (2) A client cannot be counted more than once in the calendar year AND (3) Client exited program AND (4) Exited program to safe and stable housing	Proprietary database & resident exit surveys		Data Manager & Community Managers
Outcome #1b (denominator)	<b>Total number of unduplicated clients who received transitional housing</b>	The data reviewed include Service Date and Customer Name - with the following conditions:  (1) Service Date must fall in time period of interest AND (2) A client cannot be counted more than once in the calendar year AND (3) Client exited program	Proprietary database		Data Manager & Community Managers
Outcome Rate #1c	<b>Percentage of unduplicated clients who maintained safe and stable housing</b>	Total number of unduplicated clients exiting who moved into safe and stable housing divided by the total number of clients exiting transitional housing	Proprietary database		Data Manager & Community Managers
Outcome #2a (numerator)					
Outcome #2b (denominator)					
Outcome Rate #2c					
Outcome #3a (numerator)					

Date prepared:

[12/4/2013](#)

**Form # 9: Performance Measure Definition Tool**  
for 2014 Social Service Contracts (for 6-months) funded by Travis County

Agency: Community Partnership for the Homeless, Inc. dba Green DoorsProgram: Veteran Permanent Supportive Housing

To assist you in completing this form, the **red** triangles located in the upper right-hand side of some cells provide additional instructions related to the information requested.

Type	Performance Measure	Calculation Method	What is the Data Source for this Measure?	Notes	Who Produces this Measure
Outcome #3b (denominator)					
Outcome Rate #3c					
Outcome #4a (numerator)					
Outcome #4b (denominator)					
Outcome Rate #4c					
Outcome #5a (numerator)					
Outcome #5b (denominator)					
Outcome Rate #5c					
Outcome #6a (numerator)					
Outcome #6b (denominator)					
Outcome Rate #6c					
<b>DEMOGRAPHIC AND ZIP CODE REPORT</b>					
Gender, Race, and Ethnicity	<b>Number of unduplicated clients by their gender, race, and ethnicity</b>		Proprietary database		Data Manager & Community Managers
Age	<b>Number of unduplicated clients by their age at start of program and grouped into age categories</b>		Proprietary database		Data Manager & Community Managers
Income Status	<b>Number of unduplicated clients by their income status at start of program and grouped into income categories</b>		Proprietary database		Data Manager & Community Managers
Zip Code	<b>Number of unduplicated clients by their zip code at start of program</b>		Proprietary database		Data Manager & Community Managers