

### DMHAS Homeless Two Housing HMIS Guide:

**CT Homeless to Housing Services Performance Measures – NOTE, only those who are literally homeless are to be enrolled in HMIS for this program.**

- **Measure 1:** At least 90% of referrals successfully contacted within 24 hours.
  - There are three services for this measure, one is **referral contacted within 24 hours**, referral **contacted after 24 hours** and the other is **canvassing**.
- **Measure 2:** At least 95% of consumers experiencing homelessness are placed on the BNL in HMIS.
  - This will be automatic for any client enrolled in the Street Outreach program assuming that they are literally homeless.
- **Measure 3:** At least 80% of consumers will not return to homelessness after 2 years.
  - This will be automated.
- **Measure 4:** At least 75% of consumers experiencing homelessness are successfully permanently housed directly from homelessness.
  - There will be services created to track the client's progress through the program. If the client is enrolled in an ES program, then the user will create a Current Living Situation Assessment with a current residence of Emergency Shelter and create a service called **Emergency Shelter Placement**.
  - If the client enrolls in a PSH program, then the user will create a Current Living Situation Assessment with a current residence of Permanent Housing and create a service called **Permanent Housing Placement**.
- **Measure 5:** At least 90% of consumers are connected to community resources, including behavioral health or healthcare.
  - There will be services created to track when a client is offered access to Behavioral Health Services or Health Care Services. These services will be created using the same method as when creating a DMHAS service using the Advanced Case Note Feature.
- **Measure 6:** At least 90% of consumers increase their earned or unearned income over the course of the program.
  - This will be tracked using the typical method for maintaining income information via the Income Assessment. The record will need at least the Entry Income and Exit Income to complete this measure.

**HMIS Outcomes:** These are the typical HUD data collection minimum requirements for data completeness.

- **Measure 1:** At least 95% of data reported by the Contractor in HMIS shall be complete and of reasonable quality, as determined by DMHAS.
- **Measure 2:** "Don't Know" or "Refused" responses shall not exceed 5% of category response in the applicable data field.
- **Measure 3:** "Unknown" responses shall not exceed 15% of discharges annually.