

AmeriCorps National Performance Measures
Pilot Year 1: 2010-2011
Output and Outcome Instrument Packet
HOUSING PLACEMENT SERVICES

*The information in this National Performance Measure packet pertains to **Pilot Year 1 (program year 2010-2011)**. See **National Performance Measures, Pilot Year 2 (program year 2011-2012)**, at the Resource Center for updated information.*

Economic Opportunity Focus Area

National Performance Measures: *If you select this national performance measure, you must choose both this output and outcome.*

Output: Number of unduplicated economically disadvantaged individuals, including homeless individuals, receiving housing placement services (O5).

Intermediate Outcome: Number of unduplicated economically disadvantaged individuals, including homeless individuals, transitioned into safe, healthy, affordable housing (O11).

Definition of Key Terms¹

- **Economically disadvantaged:** Must be receiving or meet the income eligibility requirements to receive: TANF, Food Stamps (SNAP), Medicaid, SCHIP, Section 8 housing assistance OR have a poor credit score OR are at least 60 days behind on one or more personal/family accounts.
- **Individuals:** Each unique person who will be occupying the unit legally including adults and children but not unborn children. **To avoid duplication**, count individuals only once during the program year even though you may provide services to them more than once.
- **Homeless:** People who spend the night in a place not intended for human habitation, in an emergency shelter, or in a transitional housing facility.²
- **Housing placement services:** Helps qualifying individuals find appropriate housing, find the resources to support use of appropriate housing, and assists individuals in accessing the appropriate housing. May or may not result in an actual placement. Service requires an engagement with the individual in person, by phone, or through a web-interface. Pamphlets, brochures, or web-based information that does not involve a human interaction is not sufficient.

¹ 2010 National Performance Measures: Background Information References and Authorities, Definitions, Suggestions Regarding Data Collection, and Additional Notes, CNCS:
http://www.americorps.gov/pdf/09_0918_nofa_ac_background.pdf.

² Department of Housing and Urban Development definition <http://www.hud.gov/homeless/definition.cfm>

- **Affordable housing:** Important dimension of permanence. If individual or family cannot afford the rent and is evicted for non-payment or has to move to avoid eviction, the unit is not permanent. Affordability is defined in two ways, either of which may be appropriate for this purpose: 1) The unit costs not more than a percentage of the household's actual income (the standard rule is 30 percent, but the Housing Choice Voucher program provides precedent for going to 40 percent), or 2) the housing unit costs no more than 9 percent of the local area median income (that is, 30 percent of an income at 30 percent of the local AMI, which on national average is the poverty level).
- **Safe, healthy housing:** The housing unit passes an inspection standard related to immediate health and safety (not durability). The Housing Quality Standards used for the Housing Choice Voucher³ and many other housing programs would work, but self-certification by the grantee probably is good enough.

Considerations for this National Performance Measure⁴

Output

- Will the individuals participating in the housing placement services meet the definition of “economically disadvantaged” or “homeless”?
- Will your service engage the individual in-person, by phone, or through a web-based interface?
- Will the amount of housing placement services provided to individuals be enough to result in individuals being placed in permanent housing?

Outcome

- Will the individuals who receive housing placement services be placed in housing that is affordable, safe, and healthy?
- Do you have a system to determine that housing units are affordable?
- Will you be able to determine if the housing units where you plan to place individuals pass an inspection standard that meets health and safety standards as defined in the Definition of Key Terms?

Data Collection Challenges

- Will you be able to document an unduplicated number of individuals participating in your housing placement services, especially if your services are provided by phone, email, or a web-based interface rather than in-person?
- If participants “drop-in” your program for services, will you be able to document an unduplicated number of individuals participating in your program?
- Do you have a system to count everyone who will benefit from the housing placement services (i.e. adults and children who are/will be occupying the unit legally), not just the family member who approaches you for services?

³ Department of Housing and Urban Development “Housing Quality Standards”:
http://www.healthyhomestraining.org/ipm/IPM_MFH_Ref_2_HUD_HQS_9-11-08.pdf

⁴ For more on alignment of performance measures, see the AmeriCorps Toolkit:
<http://nationalserviceresources.org/star/ac-program-toolkit>.

- For those individuals who are placed in housing, will you be able to review or obtain a copy of their lease documents, mortgage documents, or other documents that provides proof of placement in permanent housing?
- After using the data collection instruments to document outputs and outcomes, do you have a safe place to store these documents? These “raw data” will provide evidence that you collected the data in a systematic manner and will verify the results reported.

Data Collection Strategies

Output

- To avoid counting individuals more than once (unduplicated counts), list the individuals in your instrument in alphabetical order. If your clients tend to have the same names, you may need to also use birth dates or other identifiers that will differentiate these clients.
- Consider developing your instrument in an Excel spreadsheet, or at least transferring your data to an Excel spreadsheet. This will allow you to add new clients and “sort” your list so that it remains in alphabetical order, and you can easily check to see if a client has already been counted (listed in your spreadsheet). You can also add columns for additional dates of service (meetings with that client) as needed.

Outcome

- You will need to review proof of residence such as a lease, mortgage, a legal agreement for a group home, or other documentation justifying that the client is placed in permanent housing. If you also collect copies of these documents for your records, be certain that you have a system in place to ensure documents are safe and confidential.

Sample Instrument in this Packet

Client Output and Outcome Log

This instrument can be used to track the number of individuals (and household members) who receive housing placement services.

- This log collects output data on the dosage, or level of participation of individuals, by recording service details (date, duration, method of meeting, and type of service). This instrument only provides space for one meeting per client. You are encouraged to develop an Excel spreadsheet with room to add more meetings and use the spreadsheet to document unduplicated participants.
- This log also collects outcome data on whether the client was placed in permanent housing, including detailed information of the placement: the type of housing, the date the housing agreement was signed (i.e. the date the client legally acquired housing), the type of agreement, program staff reviewer, and date of review.

Housing Placement Services

Sample Instrument:

Client Output and Outcome Log

Client Output and Outcome Log

Instructions

What is the purpose?	To determine how many individuals received housing placement services (output), and whether the service resulted in permanent housing placement (outcome)
Who should complete this instrument?	Trained staff or service providers can complete the instrument.
When should we complete this instrument?	At the end of every contact with a client (output section) As clients are placed in permanent housing and proof of residence documents are reviewed (outcome section)
What should we do to prepare?	If clients typically receive more than one unit of service (meeting), modify the "Client Output and Outcome Log" to add additional columns. Consider using an Excel spreadsheet. Develop a list of typical services and code them for entry into this form under "type of service."
What should we do afterwards?	Keep all the logs together in a safe place; these are your data. You will aggregate these data later to determine if you met your output and outcome targets.
Can I use an alternative instrument?	Different forms can be developed/used to document unduplicated individuals who participate in your housing placement services program (output) and whether they acquired housing (outcome). For example, you may want to develop an electronic housing placement services system (e.g., Excel spreadsheet). However, whether your instrument is in paper format or electronic format, remember to save this "raw" data as proof that a systematic process was used to document the outputs/outcomes.

Client Output and Outcome Log

Housing Placement Program Name: _____

Person completing this Log: _____

Instructions: For each participant served, list the primary contact person and total number of persons in the household, and indicate whether they are homeless. Note details on the housing services provided and whether or not the household was transitioned into permanent housing, including proof of residence.

OUTPUT DATA (O5)								OUTCOME DATA (O11)					
Participant (1)				Service				Housing		Proof of Residence			
Last name	First Name	Total number in household (2)	Enter "1" if homeless (3)	Date	Duration	Meeting method (4)	Type of service (5)	Enter "1" if transitioned to housing	Type of housing	Document type (6)	Date document was signed	Staff reviewer	Date of staff review

Notes:

- (1) Primary contact in family/person that the program served directly.
- (2) Total number of family members, **including the participant**, to benefit from housing placement services (i.e. living together).
- (3) See HUD definition: <http://www.hud.gov/homeless/definition.cfm>
- (4) In person, email, telephone, or web-interface
- (5) Recommended: develop a list of common services offered by the program and provide a code for each, to be entered into this column.
- (6) Lease, mortgage, or other legal agreement

Totals:

Output (O5): Number of individuals served; count the total number in household (includes the participant who received direct service): _____.

Outcome (O11): Number of individuals transitioned into housing; count the total number in household (includes the participant who received direct service): _____.