COUNTY OF YOLO
Health and Human Services Agency

Community Services Action Board

Quarter 4 – 2023 – Performance Measure Report

Fourth and Hope

Program Purpose: To improve the lives of persons experiencing homelessness in Yolo County by providing emergency shelter, securing permanent housing placements, increasing non-cash benefits, and increasing income.

Outcomes:	Quarter 1 Jan-Mar	Quarter 2 Apr-June	Quarter 3 Jul-Sept	Quarter 4 Oct-Dec
Performance Measure 1: How much did we do? Percentage Based on: *Goal*				
1.1 **Participants Served:** # of participants provided emergency shelter. • **Goal:** 250 individuals/year				
Participants Served in Quarter (duplicated across quarters)	137	111	109	137
Participants Served to Date (unduplicated)	137	248	357	494
% of Goal	55%	99%	103%	198%
1.2 **Meals Served:** # of meals served to food insecure community members. • **Goal:** 92,000 meals/year				
Meals Served in Quarter	23,000	18,600	18200	23000
Meals Served to Date	23,000	41,600	59800	82800
% of Goal	25%	45%	65%	90%
1.3 **Exits**: # of participants who exited the program to stable housing • **Goal**: 75 individuals/year [18.75/quarter]				
Exits in Quarter	8	8	6	8
Exits to Date	8	16	22	30
% of Goal	11%	21%	29%	40%
1.4 **Income**: # of participants who increased their total income • **Goal**: 25 individuals/year [6.25/quarter]				
Participants in Quarter	1	1	0	2
Participants to Date	1	2	2	4
% of Goal	4%	8%	8%	16%
1.5 **Health Care**: # of participants who accessed primary health care and/or mental health care services. • **Goal**: 200 individuals/year				
Participants in Quarter	125	111	93	117
Participants to Date	125	236	329	446
% of Goal	63%	118%	165%	223%
Performance Measure 2: How well did we do it? Percentage Based on: *Goal*				
2.1 **Length of Stay:** Average length of stay for leavers (people who left the Emergency Shelter during the time period) in days • **Goal:** < 90 days				
Ave length of stay for leavers (YTD)	92	137	107	168
% of Maximum Time	102%	152%	119%	187%
2.2 **HMIS:** Average length of time to input data into HMIS (in days) • **Goal:** 5 days				
Ave length of time (YTD)	5	5	5	5
% of Goal	100%	100%	100	100

2.3	**Client/Case Manager Ratio**: Ratio of client cases to case management staff • **Goal**: 30:1				
	Average ratio (YTD)	20:1	20:1	20:1	20:1
2.4	**Case Management Frequency**: Average # of days between case management engagement activities • **Goal**: 7 days				
	Avg. # of days (YTD)	7	7	7	7
	% of Maximum Time	100%	100%	100	100

Performance Measure 3: Is anyone better off? Percentage Based on: *Participants Served in Quarter (Q2-111)*					
3.1	**Permanent Housing:** # (%) of participants who exit to permanent housing. • **Goal:** 30, (12% of total 250 participants served)				
	# (%) of participants in Quarter	5 (4%)	3 (3%)	2 (2%)	8(6%)
	# (%) of participants To-Date	5 (4%)	8 (4%)	10 (2.8%)	18(4%)
	% of Goal	17%	27%	33%	60%
3.2	**Ongoing Services:** # (%) of participants who become engaged in ongoing services. • **Goal:** 250, (100% of total 250 participants served)				
	# (%) of participants in Quarter	137 (55%)	111 (44%)	109(44%)	137(55%)
	# (%) of participants To-Date	137 (55%)	248 (99%)	357 (143%)	494 (198%)
	% of Goal	55%	99%	143%	198%
3.3	**Increase Income:** (%) of participants who increased their total income. • **Goal:** 25 (10% of total 250 participants served)				
	# (%) of participants in Quarter (duplicated across quarters)	1 (0.7%)	1 (0.9%)	0 (0%)	2(1.5%)
	# (%) of participants To-Date (unduplicated)	1 (0.7%)	2 (0.8%)	2 (0.6%)	4(0.8%)
	% of Goal	4%	8%	8%	16%
3.4	**Health Care:** (%) of participants accessed primary health care and/or mental health care services. • **Goal:** 200 (80% of total 250 participants served) Based on 137				
	# (%) of participants in Quarter	125 (91%)	94 (85%)	93 (85%)	117 (85%)
	# (%) of participants To-Date	125 (91%)	219 (88%)	312 (87%)	429 (87%)
	% of Goal	63%	110%	156%	215%

Notes:

- The "% of Goal" percentages are based on the *outcomes compared to the goal for that PM*.
- **The "To-Date" percentages (%) shown in PM 3s are based on the *outcomes compared to the number actually served in PM 1.1.***