

## Program Performance Measurement

Program performance outcome goals are compared with actual performance to determine consistency with CSB, RLFC or HUD standards. For outcome definitions and methodologies, please see the Appendix of the Annual Program Evaluation or the Program Methodology document posted on [www.csb.org](http://www.csb.org).

Each performance goal is assessed as achieved (Yes), not achieved (No), or not applicable (N/A). *Achieved Goal* is defined as 90% or better of a numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal (e.g. Average Length of Stay goal was met if actual achievement is 105% or less of goal). HUD performance goals do not allow for this variance, they are fixed goals. *Not Applicable* is assigned when a performance goal was not assigned; the reason for this is explained in the footnote for the respective program.

Each program is assigned a performance rating<sup>1</sup> of High, Medium, or Low as determined by overall program achievement of performance outcomes for the evaluation period. Ratings are based on the following:

<i>Rating</i>	<i>Achievement of Program Outcome Measure <sup>2</sup></i>
High	achieve at least 75% of the measured outcomes and at least one of the successful housing outcomes (either number or percentage outcome)
Medium	achieve at least 50% but less than 75% of the measured outcomes
Low	achieve less than 50% of the measured outcomes

Programs rated as “Low” or experiencing long-standing and/or serious program issues and/or systemic agency concerns will be handled by CSB through a Quality Improvement Intervention (QII) process. This process is based on quarterly one-on-one dialogues between CSB and the provider agency and considers agency plans and progress on addressing program issues. If the agency and/or CSB find that the QII process is not working, either may refer the concerns/issues to the RLFC Board for handling (if the program is solely funded by HUD and not CSB). The provider will be given an opportunity to present its case, if the RLFC Board decision is being appealed, to the RLFC before a final decision is made by the RLFC.

For interim (quarterly) reports, programs which meet less than one-half of measured outcome goals will be considered a “program of concern”.

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<sup>1</sup> In some instances, the program was too new to evaluate; therefore, a performance rating was not assigned.

<sup>2</sup> If serious and persistent program non-performance issues existed prior to evaluation, then the program was assigned a lower rating than what its program achievement of performance outcomes would otherwise warrant.