PERFORMANCE STANDARDS

Quick Reference Guide

Overview

This guide outlines the **performance standards** for programs funded under the **Emergency Solutions Grant (ESG) and Rural Nevada Continuum of Care (RNCoC)** to ensure effectiveness, accountability, and alignment with HUD requirements.

Key Performance Metrics

Programs are evaluated on their ability to reduce homelessness, improve housing stability, and increase self-sufficiency.

Metric	Standard
Reduce Length of Homelessness	Increase percentage of participants exiting to permanent housing within program benchmarks.
Reduce Returns to Homelessness	Fewer than 10% of program exits should result in a return to homelessness within 12 months.
Increase Income & Employment	At least 20% of adult participants should increase employment income and/or access non-cash benefits.
Improve Data Quality	HMIS data completion rate of 95% or higher, with minimal "Don't Know/Refused" responses.
Timely Use of Funds	Programs must draw down funds timely: ESGE at least monthly, CoC at least quarterly to ensure full grant utilization.

Program-Specific Performance Expectations

Program	Key Performance Targets
Street Outreach	Engage and connect at least 60% of unsheltered individuals with housing and services.
Emergency Shelter	At least 30% of shelter residents exit to permanent housing within 60 days.
Rapid Re-Housing (RRH)	At least 80% of participants remain housed six months post-exit.
Homelessness Prevention (HP)	At least 90% of participants remain housed six months post-exit.
Permanent Supportive Housing (PSH)	At least 90% of participants maintain housing for one year or more.

Data Collection & Compliance

- All program participants must be entered into HMIS (except victim service providers using an alternative database).
- Data must be updated regularly to reflect changes in income, housing status, and service engagement.
- Quarterly performance reviews should be conducted by agencies to assess program effectiveness.

Program Monitoring & Evaluation

<u>Monitoring Activity</u>	<u>Frequency</u>
Case File Audits	Quarterly
HMIS Data Quality Reviews	Monthly
Participant Outcome Tracking	Ongoing
Grant Fund Utilization Review	Quarterly

Programs that fail to meet performance benchmarks may be subject to corrective action or funding reallocation.

Special Considerations

- **Equity & Fair Access:** Programs must ensure non-discriminatory service delivery.
- **Housing First Model:** All programs should prioritize low-barrier access to housing and services.
- **Rural & Underserved Communities:** Flexibility is provided for agencies serving remote populations with limited resources.

Need Help?

For further details, refer to the **ESG & RNCoC Written Standards** @ https://ruralnevadacoc.org/resources-page/ or contact your program administrator.

Prepared by:

WINGED WOLF
INNOVATIONS