

Considerations for Improving your Program's Performance

Adapted from the National Alliance to End Homelessness' System Performance Priorities

Priority #1: Ending Homelessness for all Persons.

- Is information being collected as to needs and outcomes of those you serve so performance can be regularly assessed, improvements made, and new partnerships crafted to meet people's needs?
- What steps can you do to improve your program's performance to end homelessness for the cohort your program serves?

Priority #2: Use a Housing First approach.

- Is your program moving people quickly and effectively to permanent housing?
- Are you "Housing First" in name only and failing to adhere to its principles? What will you do to ensure that you are truly "housing first?"
- Do you have sufficient investment in landlord engagement and recruitment?
- What investments must be made and/or scaled up with new resources to improve your program's performance?

Priority #3: Improve your program's part of system performance.

- How good is your program's data? Are you using your own data make decisions?
- Are you analyzing your data at least quarterly to identify where your program is achieving strong outcomes and where it may be falling short?
- What shifts can you make to improve your program's performance?

Priority #4 Partner with housing, health, and service agencies.

- Is your program invested in building the partnerships that bring more dollars, services, and staffing support that can reinforce and replenish your own homeless services workforce?
- Are your clients supported with Medicaid and other health care funding?
- What commitments are you making to further integrate partners into the work of your program to end homelessness?

Priority #5 Advance race equity.

- What action steps has your agency taken to use programmatic level data to identify and address racial disparities in access to interventions and positive program outcomes?
- Has your agency taken steps to identify what contributes to those disparities and what resulting actions were taken?
- What new strategies, partnerships, trainings, or points of intervention been adopted to improve your program's access and responsive service delivery across racial groups? What action steps will you commit to in the following year to advance racial equity?
- Do your program leaders reflect the racial composition of people experiencing homelessness in your region?

Priority #6: Involve People with Lived Experience.

- Are people currently experiencing homelessness and those with lived experience of homelessness involved in the planning and improvement of services in your agency?
- How will you ensure that your program involves people with lived experience in a meaningful, authentic way?
- What kind/s of organizational commitment/s is your agency willing to make in order to improve engagement of people with lived expertise?