

# REVISED APPENDIX E - CWSS KEY PERFORMANCE INDICATORS

	System Wide Indicators	Target				
Systems Planning & Integration	Occupancy across program spaces	90%	These indicators will be measured across all investments.			
	% participants with appropriate length of stay in program	90%				
	% right-matched participants to supports	90%				
	% program spaces allocated through Integrated Coordinated Access	95%				
	% program spaces reporting into information system	95%				
	% participants satisfied with program	95%				
	% participants engaged in own goal setting	100%				
Wellbeing Improvement	% report positive knowledge change	Varies by program duration	<3 mo	3-12 mo	1-3 yrs	3 ys+
	% report positive attitude change		75%	75%	100%	100%
	% report positive values change		25%	50%	75%	80%
	% report positive skills change		0%	50%	75%	95%
	% report positive behaviour change		0%	50%	75%	95%
	% report positive status/condition change		0%	0%	10%	15%

Priority Populations	Program Level Indicators - Where applicable, programs may develop their own targets.	Wellbeing Promotion	Community Development	Volunteer & Peer Support	Early Intervention	Counselling	Outreach & Coordinated Access	Emergency Shelter	Transitional Housing	Rapid Rehousing/ Homelessness Diversion	Intensive Case Management	Permanent Supportive Housing	Recovery Housing/ Supported Housing
	% chronically homeless	Varies	Varies	Varies	Varies	Varies	Varies	Varies	90%	50%	100%	98%	98%
	% at risk of homelessness	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	10%	10%
	% youth (up to 24)	20%	20%	0%	100%	20%	25%	10%	25%	10%	10%	10%	10%
	% Indigenous	10%	10%	10%	10%	10%	30%	30%	30%	75%	75%	75%	75%
	% experiencing violence	75%	75%	75%	75%	75%	30%	25%	25%	25%	25%	50%	50%
	% families w/ children	25%	25%	25%	25%	25%	5%	25%	5%	25%	5%	5%	5%
	% seniors/ older adults	25%	25%	25%	25%	25%	20%	10%	10%	30%	30%	30%	30%
	% disability	30%	30%	30%	30%	30%	30%	10%	15%	40%	50%	50%	50%
	% immigrants & refugees	40%	40%	40%	40%	40%	25%	10%	25%	10%	10%	10%	10%
	% mental health, addictions	10%	10%	10%	10%	10%	50%	50%	90%	50%	100%	98%	98%
	% low income	50%	50%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%

Systems Use & Acuity	<b>Program Level Indicators</b> - Where applicable, programs may develop their own targets.	<b>Wellbeing Promotion</b>	<b>Community Development</b>	<b>Volunteer &amp; Peer Support</b>	<b>Early Intervention</b>	<b>Counselling</b>	<b>Outreach &amp; Coordinated Access</b>	<b>Emergency Shelter</b>	<b>Transitional Housing</b>	<b>Rapid Rehousing/ Homelessness</b>	<b>Intensive Case Management</b>	<b>Permanent Supportive Housing</b>	<b>Recovery Housing/ Supported</b>
	Program duration (average ranges)	Varies	Varies	Varies	Varies	Varies	Varies	10-20 days	6-9 mo	3-9 mo	12-18 mo	2-3 yrs	1-2 yrs
	% decrease in participant acuity score at program entry vs exit	n/a	n/a	n/a	n/a	n/a	n/a	n/a	45%	50%	65%	65%	65%
	% participants who improved employment/education/training at program entry vs exit	Varies	Varies	Varies	Varies	Varies	Varies	75%	80%	80%	80%	80%	80%
	% decrease in systems use (Aggregate #EMS, #ER, #Police Interaction, #Court Appearances, #Jail/Prison Days, #Days Hospital)	n/a	n/a	n/a	n/a	n/a	n/a	Varies	45%	50%	65%	65%	65%
	% participants achieved stable income / increased income at program entry vs exit	n/a	n/a	n/a	n/a	n/a	n/a	Varies	85%	90%	95%	95%	95%
Housing-focused Programs	<b>Program Level Indicators</b>	<b>Wellbeing Promotion</b>	<b>Community Development</b>	<b>Volunteer &amp; Peer Support</b>	<b>Early Intervention</b>	<b>Counselling</b>	<b>Outreach &amp; Coordinated Access</b>	<b>Emergency Shelter</b>	<b>Transitional Housing</b>	<b>Rapid Rehousing/ Homelessness</b>	<b>Intensive Case Management</b>	<b>Permanent Supportive Housing</b>	<b>Recovery Housing/ Supported</b>
	% participants who require re-housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	15%	15%	15%	15%
	% participants maintain housing at 6 month	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	90%	90%	90%	90%
	% participants maintain housing at 12 month	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80%	80%	80%	80%
	% participants supported to access permanent housing & supports	n/a	n/a	n/a	n/a	n/a	n/a	50%	95%	95%	95%	95%	95%
	% returns to homelessness at program exit	n/a	n/a	n/a	95%	95%	n/a	20%	10%	10%	10%	5%	5%
	% positive housing destination at program exit	n/a	n/a	n/a	95%	95%	50%	80%	95%	90%	90%	95%	95%
	% new to homeless-serving programs per year	n/a	n/a	n/a	n/a	15%	20%	10%	20%	10%	5%	5%	5%