

**City of Berkeley Service Measures and Outcomes
RFP FY2018- FY2019**

PROGRAM TYPE	GOALS	LIST OF SERVICE MEASURES	OUTCOMES
AOD Services (non-homeless)	Maintain Sobriety	AOD Sessions	Clients completed AOD program Clients reduced/eliminated use of AOD substances Average length of time in program
DV Services (non-homeless)	Wellness and Recovery	DV Sessions	Clients maintain/retain their housing for over 6 months (95%) Clients maintain/retain their housing for over 12 months (85%) Clients maintain/retain their housing for over 3 years (65%) Clients participate in DV program/other supportive services
Disability Services	Accessible Services	Client Sessions	Clients accessed previously inaccessible services Clients demonstrate improved functioning Participants achieved enhanced skills or knowledge
Disability Services - Measure E (All Service Measures and Outcomes Required)	Emergency Services	Advocacy Interventions/Case Management Sessions/Educ.Training Sessions/Counseling Sessions	Client accessed previously inaccessible services
		Emergency Attendant Services	Client maintains independent living
		Emergency Repair Services	Client maintains independent living
		Emergency Transportation Services	Client maintains independent living
Fair Housing Services (All Service Measures and Outcomes Required)	Rights are Protected	Fair Housing Counseling	Clients received enhanced skills or knowledge
		Lender Training Workshops	Participants achieved enhanced skills or knowledge
		PropertyOwner/Manager Training Workshops	Participants achieved enhanced skills or knowledge
		Realtor Training Workshops	Participants achieved enhanced skills or knowledge
		Educational/Training Workshops	Participants achieved enhanced skills or knowledge
		Mediation Sessions	Clients' dispute or legal problems were resolved
		Outreach Events	Berkeley residents received enhanced knowledge
		Complaint Investigations	Client rights protected, restored or acquired
Health Care Services	Improved Health	Audits / Testing	Property Owner/Manager received enhanced skills or knowledge
		Healthcare Detection/Screening Services	Participants enrolled in necessary treatment Participants exhibited improved health
Homeless - Coordinated Entry System (All Service Measures and Outcomes Required)	Stable Housing	High Housing Search Supports	Clients obtain permanent housing (80%)
			Clients exit to permanent or interim housing (50%)
			Clients exit to a known destination (60%)
			Less than 10% of Clients return to homelessness in 12 months
			Of those who gain permanent housing, number that do so within 6 months (50%)
		Screening	High need clients will be assessed for eligibility within 48 hours of screening
		Housing Workshops	Clients who increase knowledge about how to look and apply for housing (100%)
		City of Berkeley Shelter Bed Reservation	Shelters maintain a 90% occupancy rate
		Intake	Clients with an intake within 24 hours of contact with CES
		Diversion	Less than 10% of diverted clients become homeless allow fill in
		Rapid Rehousing	Clients obtain permanent housing (80%)
			Clients exit with earned income (50%)
			Clients return to homelessness in 12 months (<10%)
			Clients exit to known destination (95%)
Average time from entry to PH for those obtaining PH (45 days)			
Of those adults entering with no income, an increase in those who exit with an income (15%) Average amount of financial assistance provided Average length of time served			
Street Outreach Contacts	Clients who receive an intake		
Street Outreach Contacts	Clients become enrolled in services at the Hub		
Street Outreach Contacts	Clients exit to known destination (60%)		
Referrals to Mainstream services	Clients successfully referred and engaged in mainstream services		
Homeless Emergency Shelters	Stable Housing	City of Berkeley bednights	Shelter maintains a 90% occupancy rate
Homeless Transitional Housing (All Service Measures and Outcomes Required)	Stable Housing	City of Berkeley Bednights	Housing maintains a 90% occupancy rate
		Case Management Sessions	Clients exit with employment (65%) Clients who enter with no income, exit with an income (40%)
			Clients obtain permanent housing (80%)

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			Clients exit to a known destination (95%)
Homeless Case Management Tied to Permanent Housing (All Service Measures and Outcomes Required)	Stable Housing	Case Management Sessions	Length of time from entry to permanent housing is reduced by 10% for programs with stays over 12 months
			Exits to other permanent housing are increased by 10% over previous year
			Clients maintain/retain their housing for over 6 months (95%)
			Clients maintain/retain their housing for over 12 months (85%)
			Clients maintain/retain their housing for over 3 years (65%)
			Clients exit with earned income (40%)
			Clients who enter with no income, exit with an income (30%)
			Clients exit to known destination (95%)

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Homeless Other Services (AOD Services, Benefits Advocacy, DV services, Payee Services, Drop-in Center, Workforce Development) (Service Measures and Outcomes are required based on service proposed)	Stable Housing	AOD Sessions	Clients completed AOD program Clients reduced/eliminated use of AOD substances Average length of time in program		
		DV Sessions	Clients become stably housed Clients complete DV program		
		SSI Benefits Advocacy Sessions	Clients obtain SSI benefits		
		Food Stamps Benefits Advocacy Sessions	Clients become enrolled in Food Stamps		
		General Assistance Benefits Advocacy Sessions	Clients become enrolled in General Assistance		
		Payee services	Clients remained stably housed		
		Drop-in Services (Increase Benefits) - Required	Clients become enrolled in Food Stamps		
		Drop-in Services (Increase Income) - Required	Clients become enrolled in General Assistance		
		Drop-in Services (Other)	(allow type in)		
		Other Services	allow type ins		
		Vocational Counseling/Training Sessions	Number of people who gain permanent housing within 6 months. (50%) Number of People Exiting to Streets or Shelter (<40%) Number of People Obtaining Permanent Housing (40%) Of those who gain employment, number of adults who do so within 13 weeks. (50%) Number of Adults Exiting with Employment Income (40%) Number of People exiting to known destination (70%)		
		Homeless/Basic Needs Services	Wellness and Recovery	Meals Served	No outcome required
				Showers Provided	No outcome required
Housing Services	New Affordable Housing	Developers/Households Assisted	Projects move to completion/Loans Served		
Legal / Mediation Services	Rights are Protected	Legal/Mediation Sessions	Clients disputes or legal problems resolved Clients remained stably housed Clients rights protected, restored or acquired		
		(allow type in)	(allow type in)		
		Pro Per Assistance	Participants achieved enhanced skills or knowledge		
		Other Services	Allow Type Ins	Educational/Training Workshops	Participants achieved enhanced skills or knowledge
Senior Services	Wellness and Recovery	Days of Work	Number of clients placed in jobs		
		Community Service Days	reduction in number of neighbor complaints		
		(allow type in)	(allow type in)		
Single Family Housing Rehabilitation	Wellness and Recovery	Respite/Socialization Days	clients avoid institutionalization clients participated in services related to client needs		
		Safe Housing	Single Family Housing Rehabilitation	Health and Safety repairs completed	
Single Family Housing Rehabilitation	Safe Housing	Community Facilities Rehabilitation	Health and Safety repairs completed		
		Major Home Repairs (\$2,500+)	Health and Safety repairs completed		
		Minor Home Repairs (<\$2,500)	Health and Safety repairs completed		
		Volunteer Stipend Program (All Service Measures and Outcomes Required)	Stable Housing	Business Engagement Activities	Participating Businesses
Community Based Organization Engagement Activities	Participating Community Based Agencies				
Volunteer Engagement Activities	Volunteer hours performed				