

WSP - Recording Performance Targets

Performance Targets:

- 1) 75% - Develop Linkages to Service Providers for Long Term Staying Individuals
- 2) Exit Individuals to Emergency Shelter (3%), Transitional Housing (1%), or Stable Housing (1%).
- 3) 100% - Develop Linkages to Services for Families.
- 4) Exit Families to Emergency Shelter (20%), Transitional Housing (3%), or Stable Housing (2%).

Corresponding Milestones:

- 1) Complete Barriers Assessment*
- 2) Connect to Services that Addresses Barriers
- 3) Obtain Housing
- ❖ *Added the Completed Barriers Assessment Milestone so that we would know who you case managed.*

Step 1: Recording Performance Targets on the Services Provided Page

The screenshot shows a software interface with several sections. At the top is a search bar with fields for 'First Nam', 'Last Nam', and 'Identifie', and a 'Search' button. Below this is the 'Program Components' section with a table containing one row. The 'Milestones' section is highlighted with a red border and contains a table with three rows: 'Complete Barrier' (In Progress, 2011), 'Connect to Servic' (2011), and 'Obtain Housing' (2011). To the left of the table is a form with fields for 'Status', 'Status D', 'Descriptio', 'Verificatio', and 'Comment'. A 'Refresh Mileston' button is also present. The 'Activities' section is at the bottom with a table that is currently empty.

MilestoneTitle	Status	MilestoneYear
Complete Barrier	In Progress	2011
Connect to Servic		2011
Obtain Housing		2011

- 1) Select the milestone you want to update.
- 2) Ensure that you record the status of this milestone: Completed, In Progress, or Unsuccessful.
- 3) Provide date of the status update.

Step 2: Recording Performance Targets on the Case Notes Page

The screenshot shows the 'Case Notes' interface. At the top, there are buttons for 'New', 'Save', and 'Delete'. Below these are dropdown menus for 'Group', 'Component', and 'Activity'. The 'Case Management' dropdown is selected. The 'Subject' field contains 'Test Case Note'. The 'Date/Time' is set to '12/06/2' and '08:30 AM'. The 'Units' field is set to '1'. The 'Entered By' field contains 'RPT_Isanche'. The 'Note' field contains 'Test Case Note'. Below the 'Case Notes' section is the 'Milestones & Services' section. A red box highlights this section. A red circle with the number '1' is placed over the 'Complete Barriers Assessment' milestone. The 'Complete Barriers Assessment' milestone is selected, and a dropdown menu is open showing options: 'Complete Barriers Assessment', 'Connect to Services that Address Barriers', and 'Obtain Housing'. The 'Service' dropdown is set to 'Breakfast'. The 'Related Services' field is empty.

- 1) Select one of the 3 milestones after you type in the case note. You will have to go to Services Provided to update the status of this milestone. The case note should correspond with the status of the milestone you attached; for example, the' **Connected to Services that Address Barriers**' milestone has a status of '**Completed**', your case note should reflect that you have successfully linked a client to another service provider for the barrier you aim to address, such as health care.

****IMPORTANT****

- The Exit to ES, TH, or PH **Performance Target** needs the additional step of exiting a client from the program because that is where HMIS records the type of **Destination** for clients. Ensure that you update the '**Obtain Housing**' milestone status to '**Completed**' before you exit the client and record the client's **Destination**.
- Please ensure that ALL Program Entry and Program Exit questions in HMIS are answered in their entirety to ensure that LAHSA sees the most accurate information for the clients that you have served.

Corresponding Milestones to Activities:

1) Complete Barriers Assessment

- a. Case Management

2) Connect to Services that Addresses Barriers

- a) In-House Alcohol or drug abuse services
- b) In-House Mental Health Services
- c) In- House HIV/AIDS-related services
- d) In-House Other health care services
- e) In House – Education Services
- f) Housing placement
- g) In-House Employment Assistance
- h) In-House Child Care
- i) In-House Transportation Services
- j) In-House Chronic Health Services
- k) In-House Legal Services Change in Income
- l) In-House Physical Disability Services
- m) In-House Developmental Disability Services
- n) Referred to Alcohol and drug abuse services
- o) Referred to Mental Health Services
- p) Referred to HIV/AIDS-related services
- q) Referred to Other health care services
- r) Referred to Education Services
- s) Referred to Employment Services
- t) Referred to Child Care
- u) Referred to Transportation Services
- v) Referred to Chronic Health Services
- w) Referred to Legal Services
- x) Referred to Physical Disability Services
- y) Referred to Developmental Disability Services
- z) Services Referral Follow-up

3) Obtain Housing

- a) Case Management
- b) Housing Referral Follow-up