Hamilton

Ending Homelessness Through Performance Measures

November 2016

Hamilton's Homeless Serving System

- A Number of funding streams (HPS, CHPI, Municipal)
- Dozens of different agencies
- Several different interventions/programs
- Serving different demographics
- No integrated Information System

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Why do we have Performance Measures?

- Articulates a clear vision
- Working toward common goals
- Strategically targeting efforts with limited resources
- Defined and Agreed Measures of success (e.g. 10 year plan)
- Track progress (i.e. milestones)
- Identify areas for improvement

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Types of Measures

- Outcomes= concrete, measurable results
- Target = The desired level of performance you want to see
- Indicator = evaluates factors that are crucial to the success of outcomes

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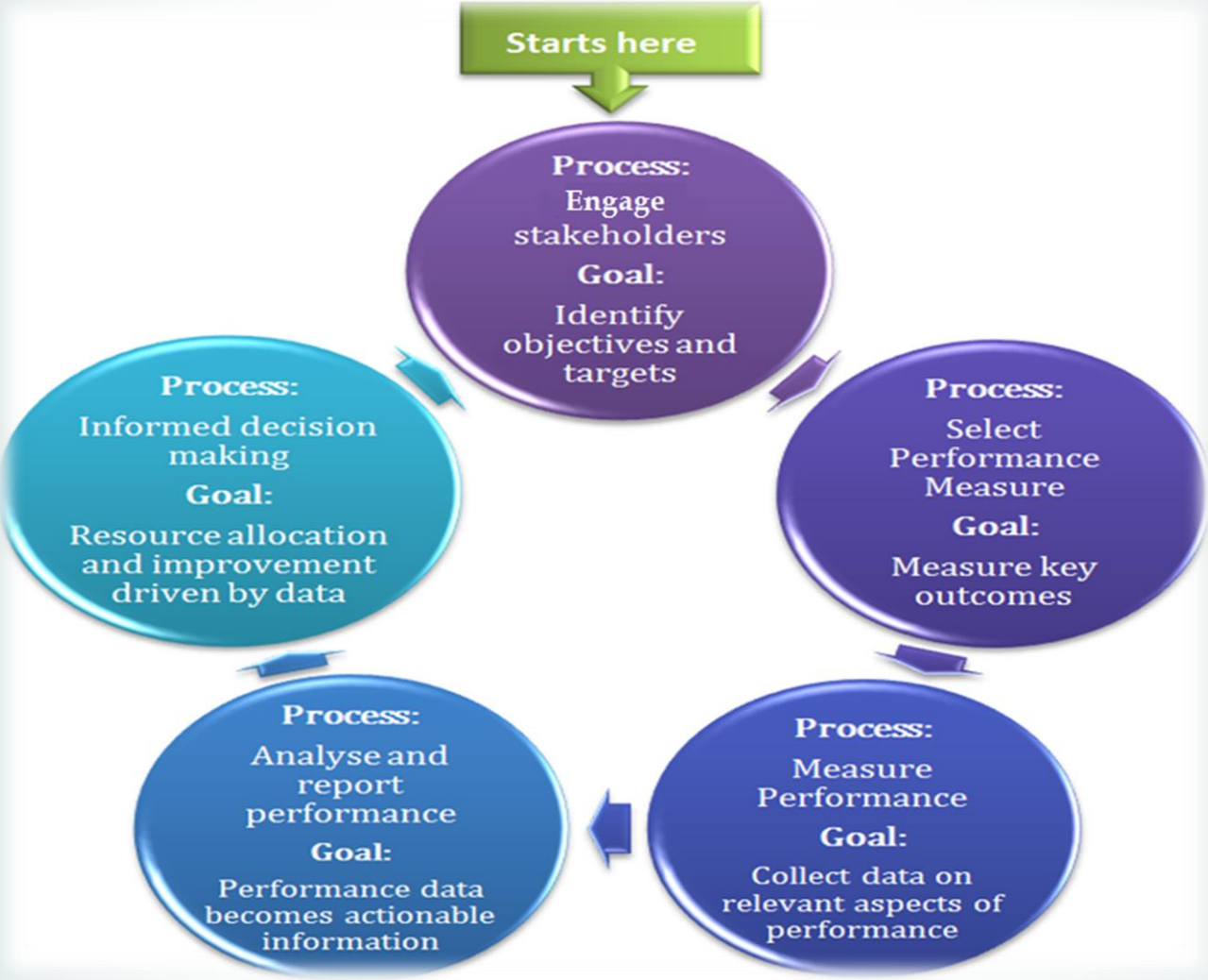
How we collect Performance Measures



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Data Sources

- Consolidated Data collection tool
- HIFIS
- SPDAT/VI-SPDAT
- Registry Week/PiTC
- By Name Priority List

Long term goal:
Integrated Data Management System

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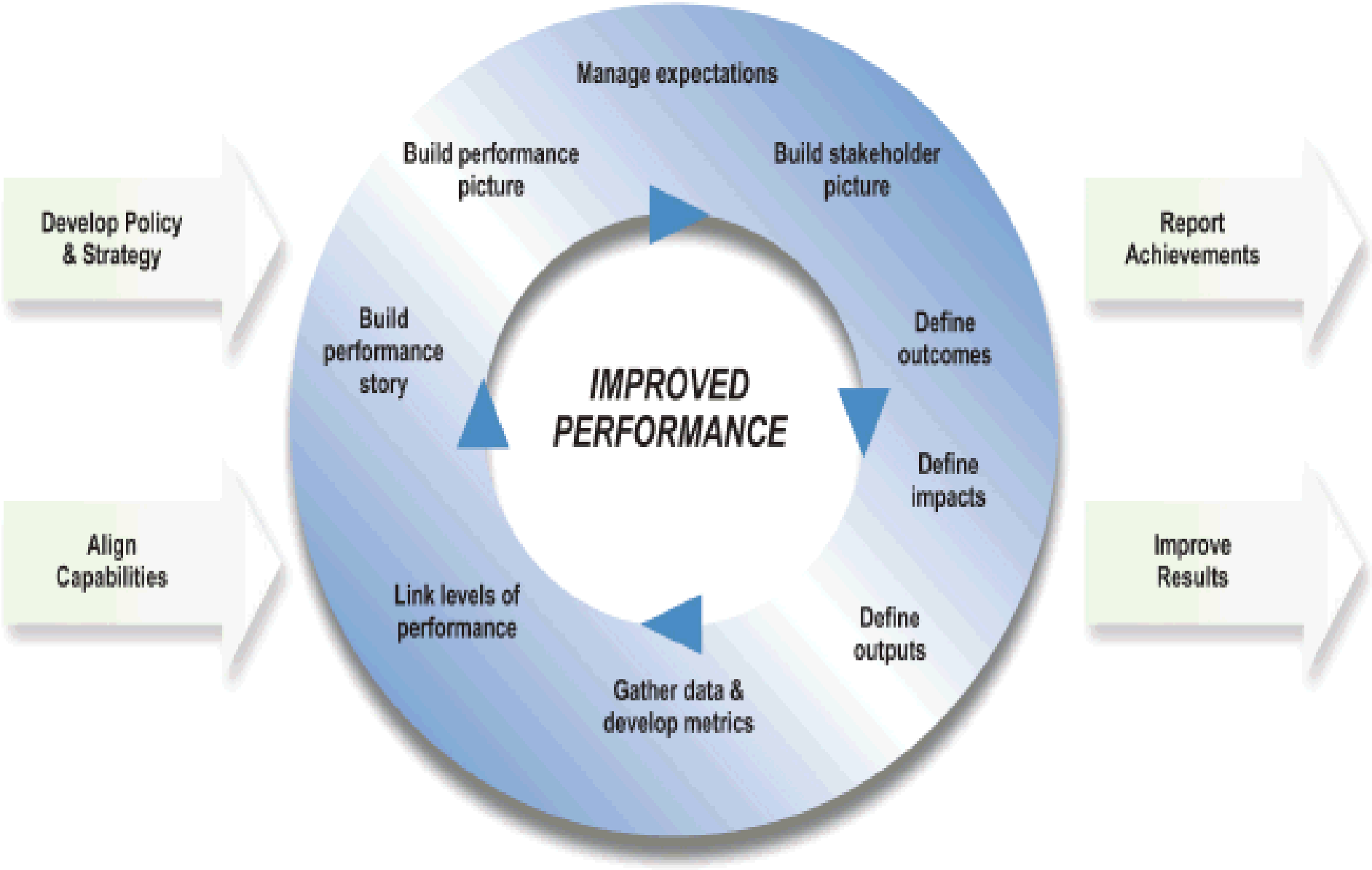
The performance measurement cycle



Thank you

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