

WeHOPE Program Measures FY 2024/25

	Goals and Measures Contract Dates: 9/1/2024-9/09/2025	Year 1 Totals	Goal	Outcome
STREET OUTREACH AND CASE MANAGEMENT				
A	Number of unduplicated clients on caseloads and number of weekly case management sessions they received in the reporting period Goal: 90% of participants on a caseload will have documented contact by a case manager a minimum of once a week as reflected in the Clarity System.	City does not have access to Clarity database; no data reporting on this goal was requested by the City. Metrics are included below.		
A1	Number of Unduplicated Case Management Clients Served during the reporting period	241	N/A	N/A
A2	Number of Case Management Sessions during the reporting period	1699	N/A	N/A
B	Number of unduplicated clients who move into shelter, interim, transitional, or permanent housing during the reporting period. (Permanent housing includes: permanent supportive housing, housing without subsidy, family reunification, etc.) Goal: A minimum of 15% of enrolled participants will exit to temporary or permanent housing destinations (emergency shelter or transitional housing, Safe Parking, etc.), and some institutional destinations or permanent housing destination (permanent supportive housing, affordable housing, housing without subsidy, family reunification, etc.)	60	15%	25%
B1	Goal: 90% of participants engaged in services will have completed a housing plan within the first 90 days.	City did not collect this data through the reporting period; goal does not align with requested metrics.		
C	Metric: Number of clients who were connected to, maintained, or increase benefits such as County General Assistance, CalFresh, SSI, etc. Goal: A minimum of 50% of enrolled participants will be connected to, maintain, or increase benefits such as County General Assistance, CalFresh, SSI, etc.	88	50%	36%
D	Number of enrolled case management participants who have obtained their CA ID, Social Security Card, or proof of income during the reporting period. Goal: A minimum of 50% of participants engaged in case management services will obtain the necessary documents to move into housing.	65	50%	27%
E	Number of clients enrolled in health care services within the reporting period Goal: A minimum of 50% of enrolled case management participants will have enrolled in health care services.	138	50%	56%
F	Annual unduplicated and duplicated number of Outreach encounters Goal: At least 3,000 outreach encounters (duplicated and unduplicated) will occur annually.	2350	3,000	N/A
Temporary Hotel Program				

A	<p>Number of unduplicated clients on caseloads and number of case management sessions they received in the reporting period.</p> <p>Goal: 90% of participants on a caseload will have documented contact by a case manager a minimum of once a week as reflected in the Clarity System.</p>	City does not have access to Clarity database; no data reporting on this metric or goal was requested by the City.		
B	<p>Number of unduplicated clients who move into shelter, interim, transitional, or permanent housing during the reporting period. (Permanent housing includes: permanent supportive housing, housing without subsidy, family reunification, etc.)*</p> <p>Goal: Number of unduplicated clients who move into shelter, interim, transitional, or permanent housing during the reporting period. (Permanent housing includes: permanent supportive housing, housing without subsidy, family reunification, etc.)*</p> <p>A minimum of 15% of enrolled participants will exit to temporary or permanent housing destinations.*</p> <p><i>*City requested WeHOPE report on the number of households served through the program, so this data reflects households served.</i></p>	16%	15%	42%
B1	<p>Goal: 100% of hotel stay participants will have completed a housing plan during their program stay.</p> <p><i>*City requested WeHOPE report on the number of households served through the program, so this data reflects households served.</i></p>	38	100%	100%
C	<p>Number of hotel stay participants who have obtained their CA ID, Social Security Card, or proof of income during the reporting period*.</p> <p>Goal: A minimum of 50% of hotel stay participants will obtain the necessary documents to move into housing.</p> <p><i>*City requested WeHOPE report on the number of households served through the program, so this data reflects households served.</i></p>	37	50%	97%
Dignity on Wheels				
A	<p>Number of duplicated and unduplicated participants served at each location per month.</p> <p>Goal: A minimum of 25 duplicated and unduplicated participants will be served at each location per month (50 total/month)</p>	691	600	N/A
B	<p>Number of unduplicated clients are receiving case management services during the month.</p> <p>Goal: 100% of hotel stay participants will have completed a housing plan during their program stay.*</p> <p><i>*This goal was not included in data collection requirements for WeHOPE.</i></p>	54	N/A	N/A

C	<p>Number of hotel stay participants who have obtained their CA ID, Social Security Card, or proof of income during the reporting period.</p> <p>A minimum of 50% of hotel stay participants will obtain the necessary documents to move into housing.</p>	The City did not collect this data during the contract period.		
	<p>Dignity on Wheels Metric: # of Showers Provided*</p> <p>*Not included in original contract; City requested data during the reporting period</p>	558	N/A	N/A
	<p>Dignity on Wheels Metric # of Laundry Loads*</p> <p>*Not included in original contract; City requested data during the reporting period</p>	372	N/A	N/A