General Program
SERVICE MEASURES AND OUTCOMES

PROGRAM TYPE	GOALS	LIST OF SERVICE MEASURES	OUTCOMES
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
		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
		Audits / Testing	Property Owner/Manager received enhanced skills or knowledge
Health Care Services - General	Improved Health	Healthcare Detection/Screening Services	Participants enrolled in necessary treatment
			Participants exhibited improved health
Health Care Services - AOD		AOD Sessions	Clients completed AOD program
			Clients reduced/eliminated use of AOD substances
Housing Services	New Affordable Housing	Developers/Households Assisted	Projects move to completion/Loans Serviced
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
		Days of Work	Number of clients placed in jobs
		Community Service Days	reduction in number of neighbor complaints
		(allow type in)	(allow type in)
Senior Services	Wellness and Recovery	Respite/Socialization Days	clients avoid institutionalization
			clients participated in services related to client needs
Single Family Housing Rehabilitation and Community Facility Improvements	Health & Safety Repairs and ADA Access Improvements	Single Family Housing Rehabilitation	Health and Safety Repairs & ADA Access Improvements completed
		Community Facility Improvements	Health and Safety Repairs & ADA Access Improvements completed
		Major Home Repairs ($5,001+)	Health and Safety Repairs & ADA Access Improvements completed
		Minor Home Repairs (<$5,000)	Health and Safety Repairs & ADA Access Improvements completed
Workforce Development - General (Non Homeless) (All Service Measures amd Outcomes Required)		Effectiveness in serving employers	Retention with same employer for a minimum of 6 months and repeat business customers (employer hires multiple program participants throughout the year)
			Participants complete a training program that leads to industry-recognized certificate and/or employment, and achieve measurable skills gains.

PROGRAMS SUPPORTING
HOMELESS SERVICES
SERVICE MEASURES AND OUTCOMES

PROGRAM TYPE	GOALS	Service	Units of Service (# of total services provided annually. # of HH x # of service per HH)	Outcomes	Alameda County System-wide / Berkeley Outcome Target
Workforce Development	Increase income	# of Participant sessions		% of participants gained or increased income from start to exit (APR Q19a2 - Column K)	
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	100%
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%
SSI Advocacy/ Mainstream Benefits	Increase income / Access mainstream benefits	# of Participant sessions		% of participants gained or increased income from start to exit (APR Q19a2 - Column K)	
				% of participants accessing mainstream benefits (HUD Element, APR Q20b)	
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	100%
Housing Navigation Services	Participants move into permanent housing	# of Housing Navigation Sessions		% of participants gained or increased income from start to exit (APR Q19a2 - Column K)	50%
				% of participants accessing mainstream benefits (HUD Element, APR Q20b)	85%
				% of participants enrolled in health insurance (HUD Element, APR Q21)	85%
				% of participants successfully moving into permanent housing (HUD Element, APR Q23c)	80%
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	90%
Coordinated Entry Services	Participants access resources to move into permanent housing	# of Housing Problem Solving Sessions		% of successful problem solving. Household resolves homelessness.	20%
		# of Housing Assessments		% of completed housing assessments within 60 days of contact, of those not housed/rehoused through housing problem solving	50%
		# of Crisis Assessments		# of Crisis Assessments conducted	Observe
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%
		Data Quality Completion		% of complete current living situation assessment monthly for participants	
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	
Permanent Supportive Housing	Participants retain permanent housing	# of Tenancy Sustaining Services Sessions		% of participants gained or increased income from start to exit (APR Q19a2 - Column	75%
				% of participants accessing mainstream benefits (HUD Element, APR Q20b)	78%
				% of participants enrolled in health insurance (HUD Element, APR Q21)	90%
				% of PSH program participants remained housed for one year or longer?	>95%
				% of exits are to homeless destinations? (APR23c)	<5%
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	90%

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PROGRAMS SUPPORTING
HOMELESS SERVICES
SERVICE MEASURES AND OUTCOMES

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Fiscal Year 2025-28
City of Berkeley
REQUEST FOR PROPOSALS (RFP)

PROGRAM TYPE	GOALS	Service	Units of Service (# of total services provided annually. # of HH x # of service per HH)	Outcomes	Alameda County System-wide / Berkeley Outcome Target
Rapid Rehousing/Flexible Rental Subsidy	Participants move into permanent housing	# of Participant sessions		Average length of time from enrollment to move in (HUD Element, Apr Q22c)	60% within 2 months
				% of participants gained or increased income from start to exit (APR Q19a2 - Column	50%
				% of participants accessing mainstream benefits (HUD Element, APR Q20b)	85%
				% of participants enrolled in health insurance (HUD Element, APR Q21)	85%
				% of participants successfully moving into permanent housing (HUD Element, APR Q23c)	80%
				% of people exiting to homeless destinations? (HUD Element APR Q23c)	<5%
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	90%
Transitional Housing	Participants move into permanent housing	# of Participant Sessions		% of people successfully moving into permanent housing? (HUD Element, APR Q23 a&b)	80%
				Maintain minimum nightly bed occupancy rate.	90%
				% of participants who exit, do so to homelessness? (HUD Element, APR Q23c)	<10%
				% of participants gained or increased income from start to exit (APR Q19a2 - Column K)	80%
				% of participants enrolled in mainstream benefits at annual and/or exit assessment? (HUD Element, APR Q20b)	83%
				% of participants enrolled in health insurance at annual and/or exit assessment?(HUD Element, APR Q21)	80%
				Average length of participation is 279 days (HUD Element, APR Q22b Leavers) Leavers	279 days
		Data Quality Entry		Data Quality: Data entry within 3 days HUD Element, APR Q6e)	100%
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	80%
Emergency Shelter	Participants move into permanent housing	# of Participant Sessions		% of participants gained or increased income from start to exit (APR Q19a2 - Column K)	75%
				Maintain minimum nightly bed occupancy rate.	90%
				% of participants accessing mainstream benefits (HUD Element, APR Q20b)	80%
				% of participants accessing health insurance (HUD Element, APR Q21)	90%
				% of participants moving into permanent housing (HUD Element, APR Q23a&b)	30%
				% of participants exiting to homelessness (HUD Element, APR Q23c)	<25%
				Average length of participation is 183 days (HUD Element, APR Q22b Leavers)	183 days
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%
		Data Quality Completion		% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	75%
Navigation Center	Participants move into permanent housing	# of Participant Sessions		Maintain minimum nightly bed occupancy rate.	90%
				Exit % of clients from shelter beds to permanent housing destinations	75%
				Exit % of clients from housing navigation to known destinations	100%
				Average shelter length of stay of 6 months or less	6 months or less
				% of participants gained or increased income from start to exit (APR Q19a2 - Column K)	50%
				Exit % of rapid rehousing clients to permanent housing.	95%
				% of clients who exit RRH will not return to homelessness within one year.	85%
		Data Quality Entry		Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%

PROGRAMS SUPPORTING
HOMELESS SERVICES
SERVICE MEASURES AND OUTCOMES

Fiscal Year 2025-28
City of Berkeley
REQUEST FOR PROPOSALS (RFP)

PROGRAM TYPE	GOALS	Service	Units of Service (# of total services provided annually. # of HH x # of service per HH)	Outcomes	Alameda County System-wide / Berkeley Outcome Target
		Data Quality Completion	■■■	Maintain HMIS data completion rate for HMIS Universal Data Elements (UDEs).	100%
Street Outreach	Access to shelter and resources	# of Outreach sessions		% of participants accessing mainstream benefits (HUD Element, APR Q20b)	80%
		# of Outreach sessions		% of participants enrolled in health insurance (HUD Element, APR Q21)	90%
		# of Outreach sessions		% of participants moving indoors (HUD Element, APR 23c)	50%
		Data Quality Entry	■■■	Data entry within 3 days HUD Element, APR Q6e)	50%
		Data Quality Completion	■■■	Proportion of adult participants with Income and Sources at entry. (HUD Element, APR	75%
Alcohol and other Drug Treatment	Decrease in alcohol and other drug use	# of Participation sessions/treatment		% of participants who graduate from the treatment program	
Basic Needs (Drop-in Center, showers/laundry, lockers)	Basic Needs	# of showers per day		N/A	N/A
		# of loads of laundry per day		N/A	N/A
		# of lockers available		N/A	N/A
Encampment Services (mobile shower/laundry, RV waste removal)	Basic Needs	# of showers per day		N/A	N/A
		# of loads of laundry per day		N/A	N/A
		# of RV waste removal per day		N/A	N/A
Homeless Prevention Grants	Prevent tenant evictions (non payment of rent)	# of Housing Retention Grants		% of Households remain housed	
Representative Payee Services	Prevent tenant evictions (non payment of rent)	# of Participant sessions		% of Households remain housed	

Berkeley Youth Equity Partnership (YEP) FY 25-28 Service Measures and Outcomes

Note: Further refinements of YEP Service Measures and Outcomes may occur up until execution of FY 25 contracts.

YEP OBJECTIVE	YEP ACTION AREA	SERVICE MEASURES	OUTCOMES
Kindergarten Ready	• Increase access to affordable care for children ages 0 - 5 (tuition scholarships, subsidies, and/or assistance).	# of participants served (required)	% of childcare days actually attended (required)
		# of participants receiving scholarships (required)	% of participants on scholarships receiving timely development screenings (required)
		# of participants receiving full-time scholarships (required)	% of participants scoring in the Monitoring Zone who were screened again on a timely basis (required)
		# of participants receiving part-time scholarships (required)	% of participants scoring in the Concerns Zone who were referred appropriately for services or support (required)
		# of childcare days actually attended (required)	% of participants completing preschool confirmed to be attending TK or K (required)
			% of participants completing preschool confirmed to be attending TK or K at BUSD (required)
	• Ensure high quality care for children ages 0 - 5 by delivering Quality Rating and Improvement Services (QRIS).	# of sites served (required)	% of sites implementing at least 50% of the goals from their QIP plans (required)
		# of sites receiving intensive coaching (required)	% of sites implementing all (100%) of the goals from their QIP plans (required)
		# of quality improvement plans (QIPs) created (required)	
		# of intensive coaching sessions provided (required)	
	• Provide child development and kindergarten readiness resources and build mutual support among parents/ guardians of children ages 0 – 5 to promote healthy child development and a successful transition to TK/K.	# of parents/guardians (caregivers) of 0-5 year olds served served (required)	% of parents/guardians (caregivers) of 0-5 year olds who report a better understanding of quality childcare, kindergarten readiness and child care options as a result of the workshop(s) (required)
		# of workshop sessions about childcare quality/ kindergarten readiness (required)	% of parents/guardians (caregivers) of 0-5 year olds who report that they feel more knowledgeable and confident in their ability to support their child(ren) as a result of the workshop(s) (required)
Successful in School	• Provide tutoring, mentoring, and/or other academic support focused on increasing literacy and/or math skills and achievement in, after, and out of school.	# of participants served (required)	% of program days actually attended (required)
		# of program days actually attended (required)	% of participants demonstrating improved proficiency in English Language Arts (ELA) (required)
		# of tutoring sessions (required)	% of participants at or above target (grade) level in English Language Arts (ELA) (required)
		# of families contacted (required)	% of participants demonstrating improved proficiency in math (required)
			% of participants at or above target (grade) level in math (required)

YEP OBJECTIVE	YEP ACTION AREA	SERVICE MEASURES	OUTCOMES
College and Career Ready	• Provide cohort-based and/or one-on-one academic programs and social supports to prepare middle or high school students for college and/or career. • Provide college preparedness and transition support to high school students and/or families. • Offer structured, hands-on opportunities to experience the world of work. • Support concurrent/dual enrollment and/or other related activities that create post-secondary momentum and degree/certificate completion.	**# of participants served (required)**	**% of program days actually attended (required)**
		# of program days actually attended (required)	**% of participants demonstrating improved proficiency in English Language Arts (ELA) (required)**
		# of tutoring sessions (required)	**% of participants at or above target (grade) level in English Language Arts (ELA) (required)**
		# of college/career counseling sessions (required)	**% of participants demonstrating improved proficiency in math (required)**
		# of mentoring sessions (if applicable)	**% of participants at or above target (grade) level in math (required)**
		# of students participating internships (if applicable)	**% of graduating participants who have completed the A-G requirements (required)**
		# of families contacted (required)	**% of graduating participants who are "prepared" or "well prepared" according to California's College/Career Indicator (required)**
			% of graduating participants enrolled in 2-year college following graduation (required)
			% of graduating participants enrolled in 4-year college following graduation (required)
			% of graduating participants enrolled in other education or career development/training institution following graduation. Please describe in narrative. (required)
			% of parents/guardians of participants who report that they feel more knowledgeable and confident in their ability to support their child(ren) as a result of their child(ren)'s participation in your program (required)

YEP OBJECTIVE	YEP ACTION AREA	SERVICE MEASURES	OUTCOMES
Healthy, Connected, and Resilient	• Provide development and/or behavioral health services and supports that meet children's unique needs and promote children's health development and school success.	**# of participants served (required)**	**% of students with improved school attendance (fewer missed days and/or tardies) (required)**
		# of program days actually attended (required)	**% of students attending 90% or more of the school year (required)**
		# of individual counseling/therapy sessions (if applicable)	**% of participants with increased resiliency scores (required)**
		# of group counseling/therapy sessions (if applicable)	
		# of home visits (if applicable)	
		# of families contacted (required)	
	• Provide youth community action or peer education programs on issues that impact young people and their communities	**# of participants served (required)**	**% of students with improved school attendance (fewer missed days) (required)**
		# of program days actually attended (required)	**% of students attending 90% or more of the school year (required)**
		# of workshop/training sessions (required)	**% of participants with increased resiliency scores (required)**
		# of participants who complete training program (required)	**% of participants who complete training program (required)**
		# of youth participant-led presentations/educational outreach activities (required)	
		# of people reached by youth participant-led presentation/educational outreach (required)	
		# of ongoing skill building sessions following core workshop/training sessions (if applicable)	
	• Provide activities that promote the development of positive racial and cultural identify and build identify-affirming connection among young people.	**# of participants served (required)**	**% of students with improved school attendance (fewer missed days) (required)**
		# of program days actually attended (required)	**% of students attending 90% or more of the school year (required)**
		# of workshop/sessions (required)	**% of participants with increased resiliency scores (required)**
		# of mentoring sessions (if applicable)	
Supported at School and at Home	• Provide parents/guardians with knowledge, skills, and tools that help them partner with schools to support their child(ren)'s education.	**# of participants served (required)**	**% of parent/guardian participants who report a stronger or more productive connection with their child(ren)'s school as a result of participation in your program (required)**
		# of program days actually attended (required)	**% of parent/guardian participants who report that they feel more knowledgeable about their child(ren)'s learning as a result of their participation in your program (required)**
		# of workshop/sessions (required)	**% of parents/guardians participants who report that they feel better able to support their child(ren)'s education as a result of their participation in your program (required)**