Fiscal Year 2013 Housing Choice Voucher (HCV) Family Self-Sufficiency (FSS) Program Logic Model Aggregated Results and PIC Data Analysis

I.   Program Description

The FSS program supports the Department's Strategic Goal of utilizing housing as a platform for improving quality of life and our Strategic Objective of promoting advancements in economic prosperity for residents of HUD-assisted housing. (Sub-Goal 3B, 2014-2018, HUD Strategic Plan).

The purpose of the FSS program is to promote the development of local strategies to coordinate the use of assistance under the HCV and public housing (PH) programs with public and private resources to enable participating families to increase earned income and financial literacy, reduce or eliminate the need for welfare assistance, and make progress toward economic independence and self-sufficiency.

By having an FSS coordinator whose primary responsibility is to guide and connect participants to needed training and resources, FSS participants gain access to the support they need in order to achieve their self-sufficiency goals and move up the economic ladder. Despite the challenges faced by FSS programs (e.g. tight local job markets, and varying availability of services) many families participating in the FSS program have achieved stable employment and/or educational growth, which has made it possible for some to move to other non-assisted rental housing or become homeowners, and ultimately achieve their goal of becoming self-sufficient.

Families that participate in the program sign a Contract of Participation (CoP) with the housing agency and develop an Individual Training and Services Plan (ITSP) that details the goals that the FSS family will accomplish during their participation in the program and the services that will be made available (typically delivered by third-party providers) to accomplish those goals. The FSS program provides for the establishment of an escrow account, a critical asset-building component of the program for participants. The escrow account incentivizes families to participate in the program, and increase their earnings. The amount of the escrow credited is based on increases in the family's earned income during the term of the FSS contract. The escrow account can help them build savings towards homeownership, continuing their

education, or other goals, and can be accessed when the family's contract has been completed. Under certain circumstances, an FSS family may receive an interim disbursement of escrow.

Each FSS PHA is required to establish a Program Coordinating Committee (PCC). The PCC assists the PHA in securing commitments and resources from public and private organizations for the operation of the FSS program within the PHA's area. The PCC also assists with the development of an FSS Action Plan and implementation the program.

II.   FSS Data Sources: PIC and the Logic Model

A. Public and Indian Housing Information Center (PIC):

The primary data collection tool HUD uses for the FSS program is PIC. Although there are some data collection and quality issues with the PIC system, it provides some of the best data available, and is used as effectively as possible to assess the program. Another benefit of PIC is that, when functioning properly, FSS-based information can be paired with wage data collected for standard rent calculation purposes for each family. For this reason, HUD has used PIC-generated information in its Congressional Justifications for the FSS programs.

Following is the data provided from PIC in the FY2016 Congressional Justification, which covers FY2014:
- Over 72,000 households actively participated in the program (59,000+ in the Housing Choice Voucher program and 13,000+ in Public Housing).
- 4,382 families successfully completed their FSS contracts and graduated (3,808 in Housing Choice Voucher FSS and 574 in Public Housing FSS).
- 100 percent of graduating families did not require temporary cash assistance (TANF/welfare). This is a requirement that families must achieve in order to be eligible to graduate from the program.
- 56[1] percent of participants that had been in the program for at least one year show an increase in earned income (57 percent in Housing Choice Voucher FSS and 53 percent from Public Housing FSS). Average escrow at graduation for those with a positive escrow balance was approximately $6,600.
- 1,401 or 32.6 percent of graduates exited rental assistance within one year of graduation; 1,177 or 31.53 percent from Housing Choice Voucher, and 224 or 40 percent from Public Housing.
- 485 or 11.3 percent graduating families went on to purchase a home; 401 or 10.74 percent from Housing Choice Voucher, and 84 or 15 percent from Public Housing.

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[1] Since the Congressional Justifications were published, a coding error was discovered. The correct percentage of participants that had been in the program for at least one year with an increase in earned income is 71%. HUD's Office of Policy Development and Research (PD& R) is in the process of assessing the validity of PIC income data for future use.

B. Logic Model:

As a secondary data collection and evaluation tool, HUD uses an electronic **Logic Model** (LM), built using a Microsoft Excel platform. The LM was a tool selected by HUD to be used in all of its grant programs and it was approved by the Office of Management and Budget. The LM is intended to measure outcomes and the efficiency and effectiveness of grantees.   As part of their annual performance reporting responsibilities, grantees are required to submit a completed LM report. The LM report shows actual accomplishments (in comparison to initial projections) for a set of HUD-determined services/activities and outcomes. The report also includes answers to a set of Program Management Questions. The LM report is an annual report due to the local HUD field office no later than 30 days after the ending date of the PHA's one-year funding increment. LM report data covers what was accomplished during the grantee's one-year funding term.

While the tool itself is useful, the form was initially found to be confusing for grantees, and the method used to collect and extract the data was cumbersome for both grantees and HUD staff. In response to a GAO report on the FSS program[2], HUD significantly streamlined the LM, reducing the **number of services** (from over 50 to 26) and the **number of outcomes** (from over 40 to 15). Services center around 9 areas: child care, education, employment, financial literacy, health, housing, service coordination, training, and transportation. And, outcomes center around 4 areas: education, employment, financial literacy, and housing. In addition, HUD made reporting on each of the activities and outcomes mandatory.

HUD has also conducted a comprehensive training and issued guidance, which it made available to all grantees in March 2014. The LM guidance and training were developed in an effort to achieve consistency in reporting. The LM guidance provides detailed instructions on how each measure is to be counted and the training provided an overview of the LM process, as well as step-by-step instructions on how to complete the LM. The LM guidance and training can be found at the following address:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/fss

The first set of reports using the modified LM have been collected and analyzed. Data from 99% (636 out of 640) PHAs whose LMs were due January 30, 2015 is presented here, and covers the reporting period of January 1, 2014 to December 31, 2014. There were a total of 671 PHAs awarded FY 2013 HCV FSS funding; therefore, 95% of the total number of PHAs funded under the FY 2013 HCV FSS NOFA are represented in this report.[3]

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[2] GAO-13-581, HUD Data on Self-Sufficiency Programs Should Be Improved (Published 8/2013)

[3] Not all LM reports are due to HUD at the same time. The due date is based on the ending date of the PHA's funding term. While most FSS LM reports for HCV participants were due January 31, 2015, some are due after that date.

III. PIC Analysis

HUD has analyzed the information that is provided on the FSS Report - Section 17 of the HUD-50058 Tenant Characteristics Report and submitted through PIC. HUD initially chose four PIC metrics to use to determine high vs. low performance. These metrics are represented in the box below.

- **Rate of increased earned income**: the percentage of FSS participants that have experienced an increase in earned income. HUD will use the definition in the preceding sentence, instead of the dollar amount of the increase, due to wage variations across the country. Additionally, HUD would use this definition, instead of measuring the rate of change (e.g., average earned income increased by 30% at the PHA) because rate of change cannot be measured for families who started with no earned income.
- **Graduation rate**: the percentage of FSS participants that exited the FSS program after completing their contract.
- **Rate of exit without graduation**: the percentage of FSS participants that exited the FSS program without completing their contract.
- **Forfeiture rate**: the amount of escrow forfeited by FSS participants divided by total FSS participants. Escrow is forfeited when the participant fails to graduate from the program.

As the program office began to work with HUD's Policy Development and Research (PD&R) statistics experts, it became apparent that the best way to use the PIC data to determine the strength of a program was to create a score that took into account the first three and not include the fourth because the correlations were spurious.

PD&R reviewed all participants that had an entrance report, progress report or exit report within the prior seven years (based on the fact that FSS Contracts of Participation are generally five to seven years), so the "universe" included graduates, people who had left the program without graduating for whatever reason and participants that were still in the program. The score was weighted 40% for graduation, 30% for non-graduate leavers and 30% for rate of increased earned income. This analysis does not include MTW agencies, as their PIC reporting requirements had been different for many years. Further details on the relative scores for high and low performers can be seen in Appendix A.

It should be noted that the Department has not yet undertaken an analysis based on program size, average number of years in the program, nor by taking into account the strength of the economy in the area around the PHA. It must also be kept in mind that all reports are based on PHA self-reporting. HUD plans to distribute the results as another method of encouraging PHAs to properly report their data into the PIC system.

IV. **Logic Model Data Limitations**

This report does not include data on PH residents participating in FSS because those grants were on a different funding cycle. However, the HCV data presented reflects 81% of all FSS participants, and serves as a strong test for this analysis. Starting with FY2014 awards, all grants were combined to include PH residents and HCV participants, and to the extent practicable, will be moved to the same funding cycle. HUD will analyze FY2014 Logic Model data, which represents combined FSS programs, once they are submitted in early 2016.

It is also important to note that this data is an aggregation of PHA-level data, and does not contain individual-level data/results. This data is not intended to, and cannot be used to, track the progress of a particular family from year to year, or to know the intensity of services to a particular family, and cannot directly link particular services to specific outcomes.

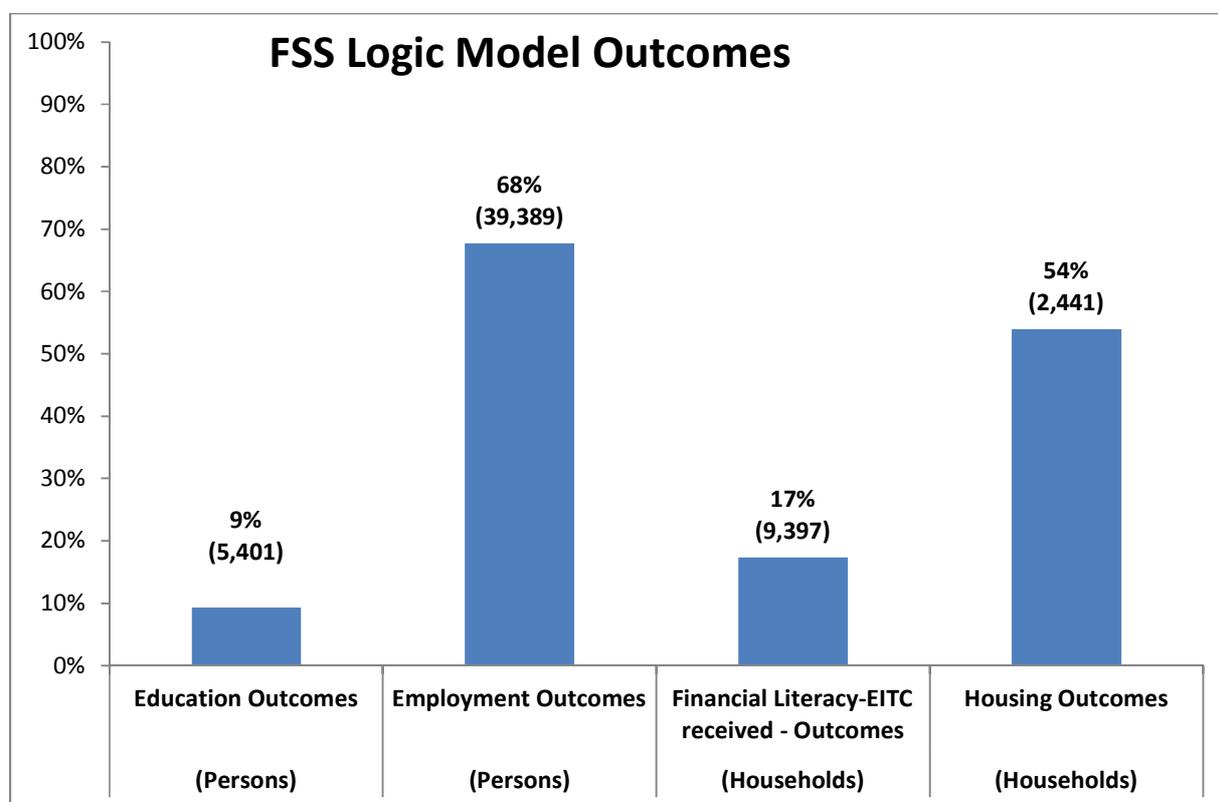**V.** **Logic Model Results –Outcomes and Services**

A. Outcomes:

The LM includes fifteen outcomes that fall in four broad categories: (1) Education, (2) Employment, (3) Financial Literacy, and (4) Housing. Two of those categories (Housing and Financial Literacy) are counted by households, and the other two categories (Education and Employment) are counted by individuals.

The following tables reflect the outcomes for 54,100 households and 58,150 individuals who participated in FSS during the period covered in this report (January 1, 2014-December 31, 2014). [4] Note that for housing outcomes, the report reflects only graduates (4,524) because we would not expect to see housing outcomes for participants that are still in the program.

Please also note that some categories have more sub-categories than others. For example, the employment and education categories have 11 subcategories between them. In contrast, the financial literacy and housing outcome categories have 4 subcategories between them. For further drill-down, including how projections compare to what was actually accomplished, please see Appendix C below.

The table below shows the count and percentages for each outcome category tracked by the LM grouped by individuals and households. Each outcome category is then analyzed separately in the sections below. The data below indicates that most FSS programs are focusing on employment-related services and outcomes.

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[4] Note that the number of households and individuals does not include any families that had their initial enrollment during this period (12,831) because it is not expected that these families will have achieved any outcomes.

FSS Logic Model Outcomes

Outcome	Value
Education Outcomes (Persons)	9% (5,401)
Employment Outcomes (Persons)	68% (39,389)
Financial Literacy-EITC received - Outcomes (Households)	17% (9,397)
Housing Outcomes (Households)	54% (2,441)

N= 54,100 (Households); N=58,150 (people);

* Note that the for housing outcomes, the N=4,524 (FSS Graduates)

1. Employment Outcomes:

Over 39,000 individuals achieved an employment related outcome by either obtaining employment (or apprenticeship), achieving a promotion or a new job that resulted in an increased hourly wage, increasing from part-time to full-time employment, maintaining employment for more than one year, and/or obtaining employer provided health benefits for the first time during the reporting period (or maintaining them from a previous period). The chart below breaks down the employment outcomes by type.

Employment Outcomes
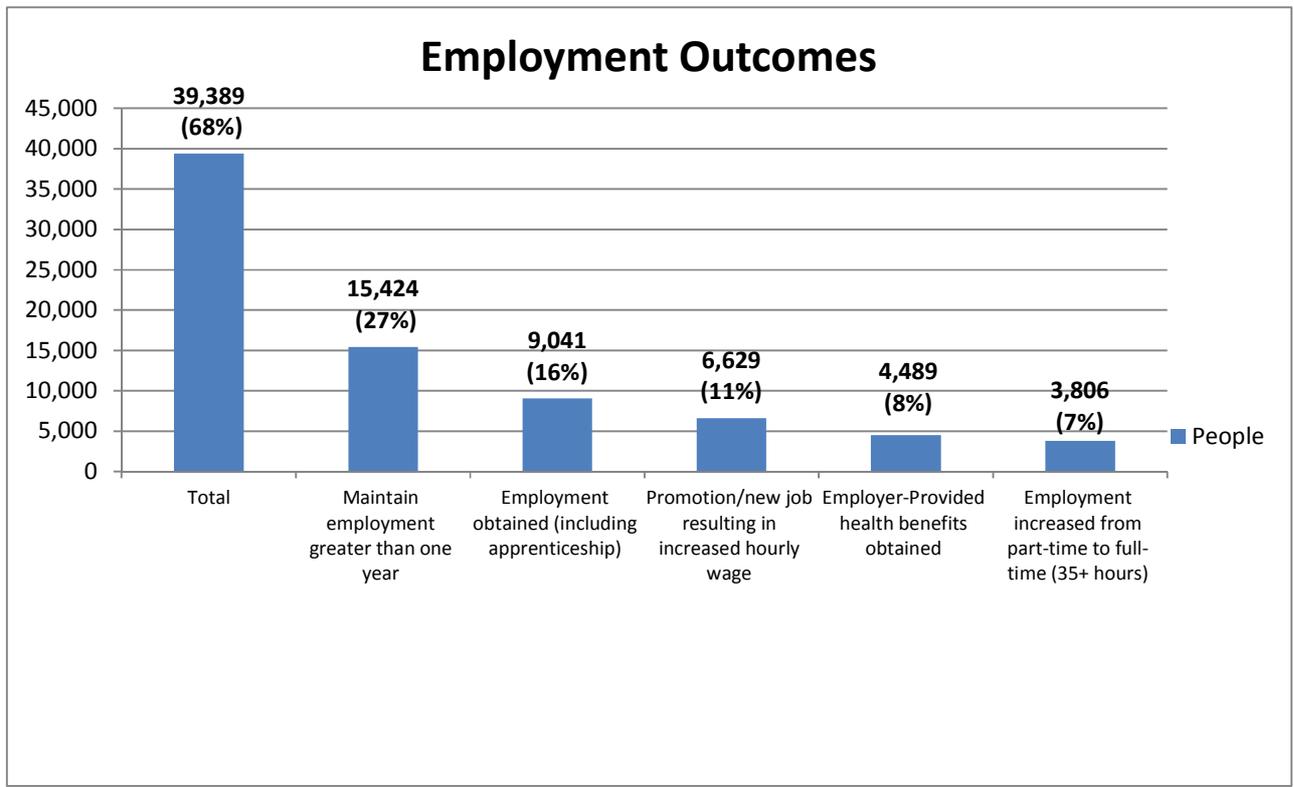
N= 58,150 (people)

2. Education Outcomes:

5,401 people achieved an education related outcome, by either receiving a Bachelor's or Associates degree, a certification from technical school, a GED or high school diploma, and/or completing adult basic education or English as a Second Language (ESL) classes. The chart below breaks down education outcomes by type.

Education Outcomes
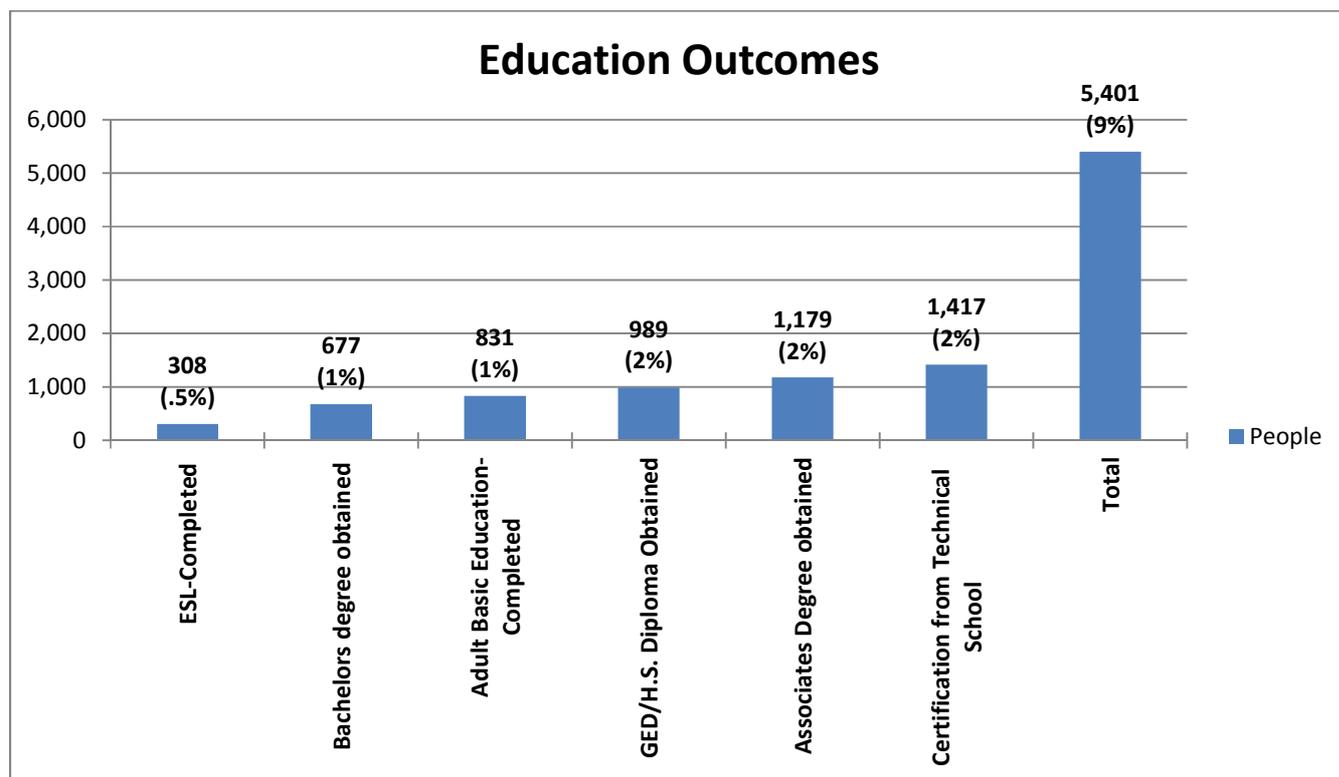
N= 58,150 (people)

3. Financial Literacy Outcomes

There is only one outcome tracked for Financial Literacy – that is the number of households that receive the Earned Income Tax Credit (EITC). Out of 54,100 households that received FSS services, 9,397 (17%) received the EITC, a refundable tax credit for working people with low and moderate income that reduces amount of tax owed and may provide a refund. Research has shown that EITC offers a short-term safety net enabling families to stay above the poverty line, promoting work and encouraging asset building and saving [Center for Law and Social Policy, 2013].

4. Housing Outcomes:

Of 4,524 families who graduated during this report's period[5], nearly 2,500 households (or 54%) achieved a housing outcome, by either no longer needing housing choice voucher assistance due to increases in their earned income, or purchasing a home with or without HCV homeownership assistance. In the reporting period, 776 households purchased a home. Roughly half purchased a home with HCV homeownership assistance and half purchased a home without further HUD assistance. The chart below breaks down housing-related outcomes by type.

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[5] As explained earlier on this report, only graduates (4,524) are reflected for housing outcomes because we would not expect to see housing outcomes for participants that are still in the program.

Housing Outcomes

Purchased home without HCV Homeownership Assistance	371 (8%)
Purchased home with HCV Homeownership Assistance	405 (9%)
Increased earned income results in no longer needing rental assistance	1,665 (37%)
Total	2,441 (54%)

■ Households
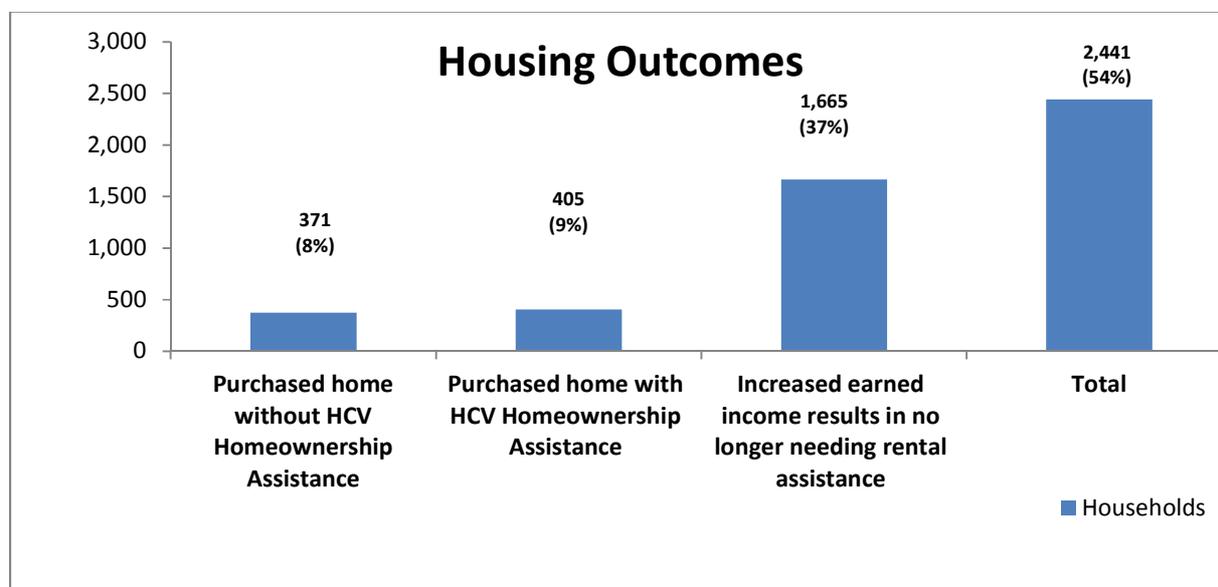
N= 4,524 (FSS graduates)

B. Services and Activities:

A key component to families becoming self-sufficient is access to supportive services. Though services for FSS program participants are not funded by HUD, the FSS Program Coordinator establishes relationships with community partners, makes referrals to service providers, and follows up with participants to ensure that their goals can be fulfilled and that the needs of participants are met.

The LM tracks 26 types of services or activities that center around nine categories: (1) Child Care, (2) Education, (3) Employment, (4) Financial Literacy, (5) Health, (6) Housing, (7) Service Coordination, (8) Training and (9) Transportation. A total of 58,150[6] individuals received service coordination during the one-year period of January 1, 2014-December 31, 2014.

The table below shows the count and percentages of services by category type.[7] Section V.B.1 below goes into further detail for those service categories that have more than one subcategory. See Appendix B for a summary of all services/activities, including how projections compare to what was actually accomplished.

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[6]The number of families who had their initial enrollment during this period are not included in this number.

[7] The "Service Coordination" category, which is included as a service in the LM, is not included in the table below because this category provides a count of participants in the program and not a specific service/activity per se.

Please note that this data reflects participants at all phases of the program, and with various service needs. Therefore, we would not expect to see 100% outcomes in any service category. Furthermore, the data/counts are higher in some service categories because there are several services offered under the category. For example, there are five types of Financial Literacy services (i.e., classroom education, establishing escrow or Individual Development Account (IDA) accounts, tax preparation and individual counseling), while there is only one Transportation related service. Additionally, the same household/individual may be counted in more than one service/activity.

Services/Activities

Service	Value
Financial Literacy	40,254 (69%)
Training	28,460 (49%)
Education Svcs	11,751 (20%)
Employment Retention	11,403 (20%)
Health Referrals	10,485 (18%)
Housing-Homeownership	7,586 (13%)
*Child Care Svcs -Households	5,382 (10%)
Transportation	4,394 (8%)

Legend: ■ People (Unless Noted)

x-axis: 0 — 10,000 — 20,000 — 30,000 — 40,000 — 50,000
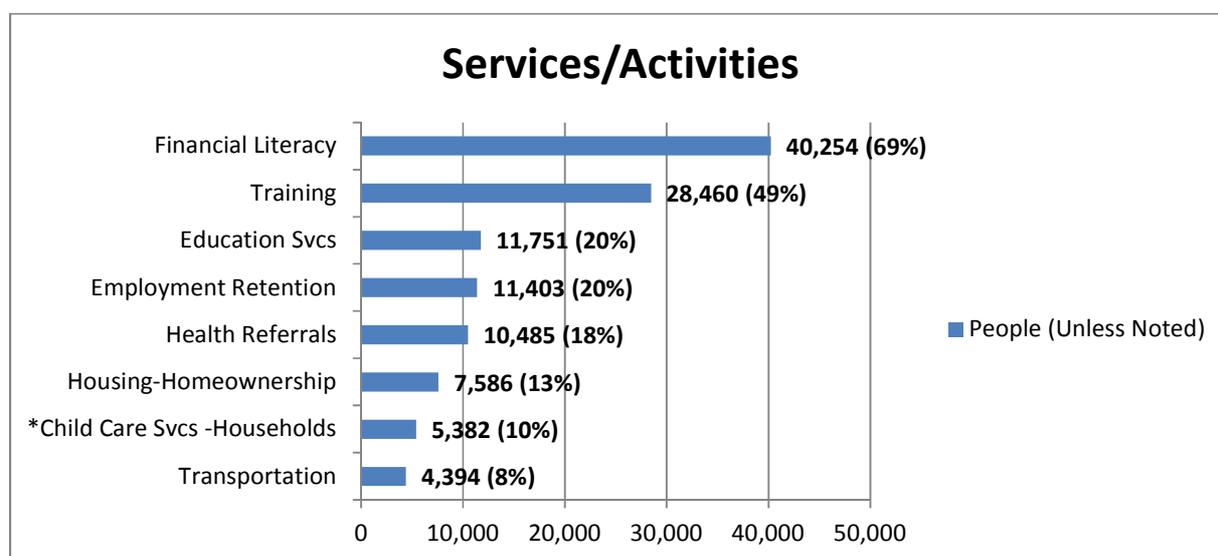
N=54,100 (Households); N=58,150 (People).

*Please note that households/individuals may be counted in more than one service/activity. Also note that the chart above reflects participants at all phases of the program, and with various service needs. Therefore, we would not expect to see 100% outcomes in any service category.

1. Analysis of Service/Activity Subcategories.

Below is a breakdown for each service category that has more than one subcategory. Services without subcategories are not illustrated below. Services without subcategories include Child Care, Housing-Homeownership Counseling, Transportation, and Employment-Job Retention.

The charts below show the number of participants that participated in a particular service subcategory as a percentage of all participants in that service category. It also shows the number of participants that participated in a particular service subcategory as a percentage of all participants. A complete summary of services, including sub-categories, is found in Appendix B.

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Education Services

Participation in High School/GED program
2,492 (21%)
4% of all participants

Education-Participation in Post secondary classes
6,701 (57%)
12% of all participants

Participation in ESL classes
604 (5%)
1% of all participants

Participation in Adult Basic Education
1,954 (17%)
3% of all participants
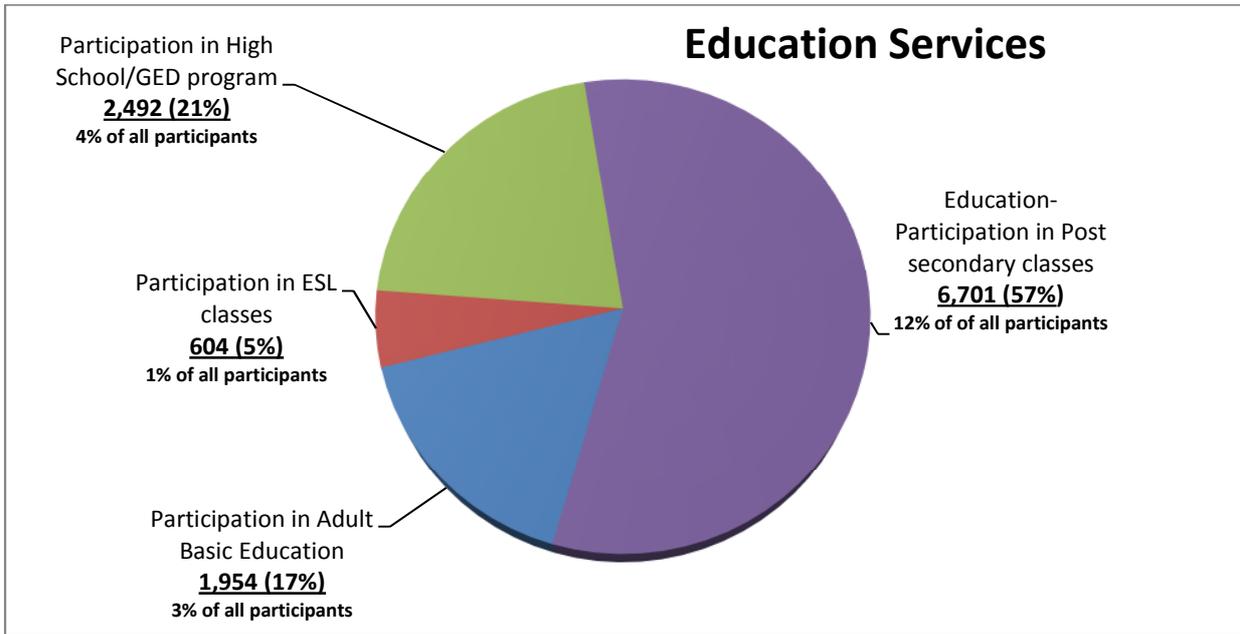
N=11,751 (All persons that participated in education services); Total # of People receiving services=58,150

*Please note that the chart above reflects participants at all phases of the program, and with various service needs. Therefore, we would not expect to see 100% outcomes in any service category.

Financial Literacy Services

Financial Literacy-IDA accounts (not escrow) established,
1,013 (3%)
2% of all participants

Financial Literacy-Classroom Setting Financial Education (participation),
8,479 (21%)
15% of all participants

Financial Literacy-Individualized Counseling,
12,041 (30%)
21% of all participants

Financial Literacy-Escrow accounts established,
11,093 (28%)
19% of all participants

Financial Literacy-Tax Preparation assistance provided,
7,628 (19%)
13% of all participants
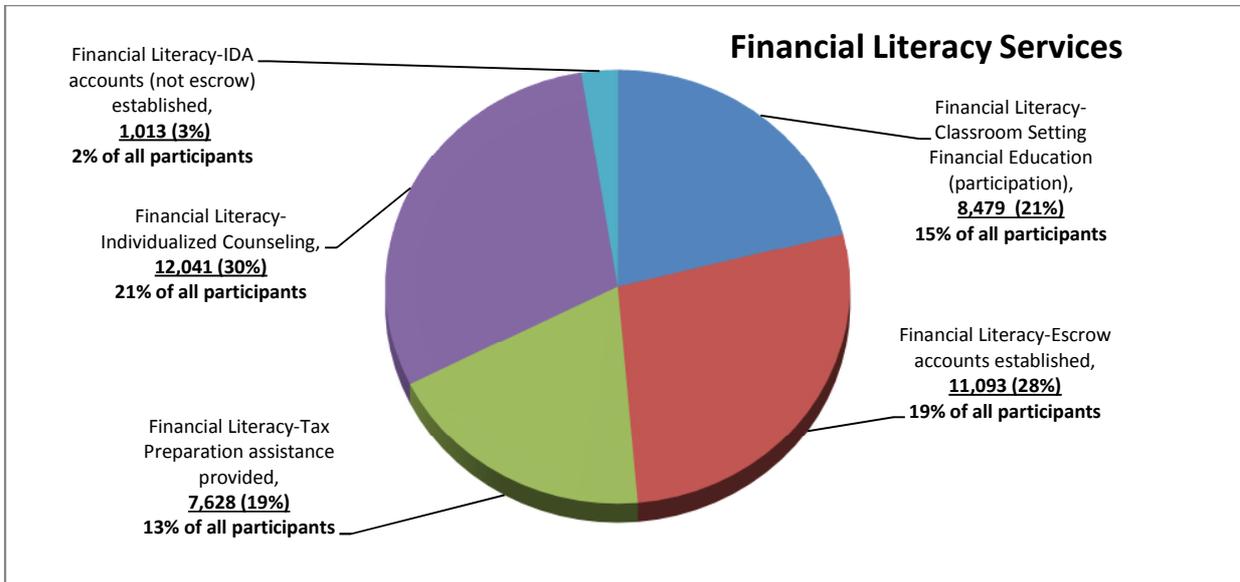
N=40,254 (All persons that participated in financial literacy services); Total # of People receiving services=58,150

*Please note that the chart above reflects participants at all phases of the program, and with various service needs. Therefore, we would not expect to see 100% outcomes in any service category.

Health Referral Services

Referral for substance abuse services, **827 (8%)** 1% of all participants

Referral for mental health services, **2,752 (26%)** 5% of all participants

Referral for health care services (physical/dental), **6,906 (66%)** 12% of all participants

N=10,485 (All persons that participated in health referral services); Total # of People receiving services=58,150

*Please note that the chart above reflects participants at all phases of the program, and with various service needs. Therefore, we would not expect to see 100% outcomes in any service category.

Training Services

Parenting/Household Skills/Life Skills (non-job training)-Enrolled **5,000 (18%)** 8% of all participants

Parenting/Household Skills/Life Skills (non-job training)-Completed **4,048 (14%)** 7% of all participants

Job Preparation/Counseling (soft skills)-Completed **5,132 (18%)** 9% of all participants

Job Preparation/Counseling (soft skills)-Enrolled **7,787 (27%)** 13% of all participants

Job Training (for specific job/type of job)-Enrolled **3,803 (13%)** 6% of all participants

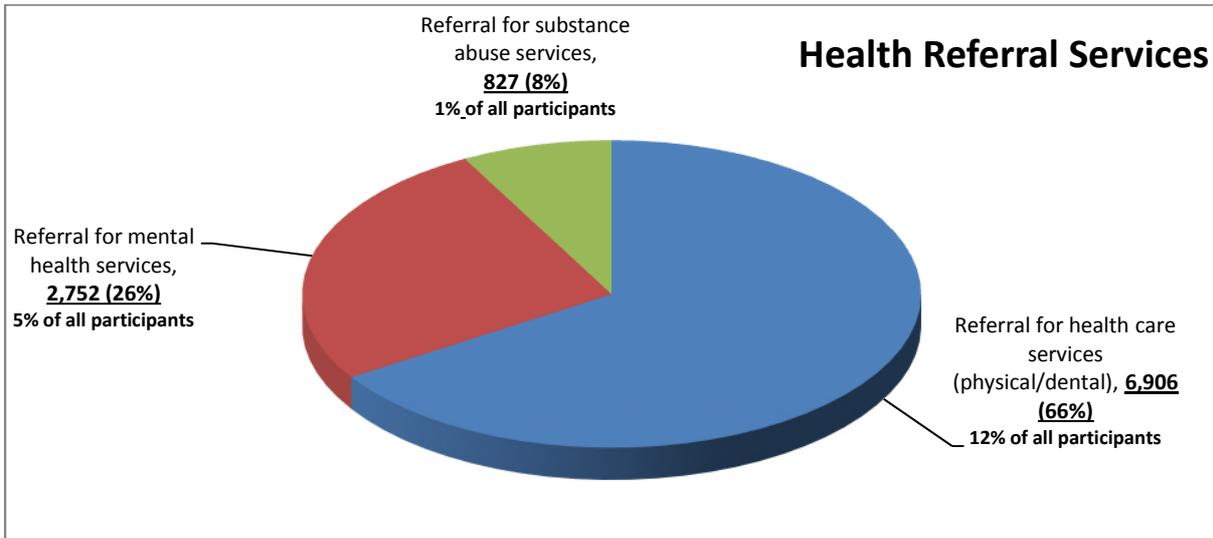Job Training (for specific job/type of job)-Completed **2,690 (10%)** 5% of all participants

N=28,460 (All persons that participated in training services); Total # of People receiving services=58,150

*Please note that the chart above reflects participants at all phases of the program, and with various service needs. Therefore, we would not expect to see 100% outcomes in any service category.
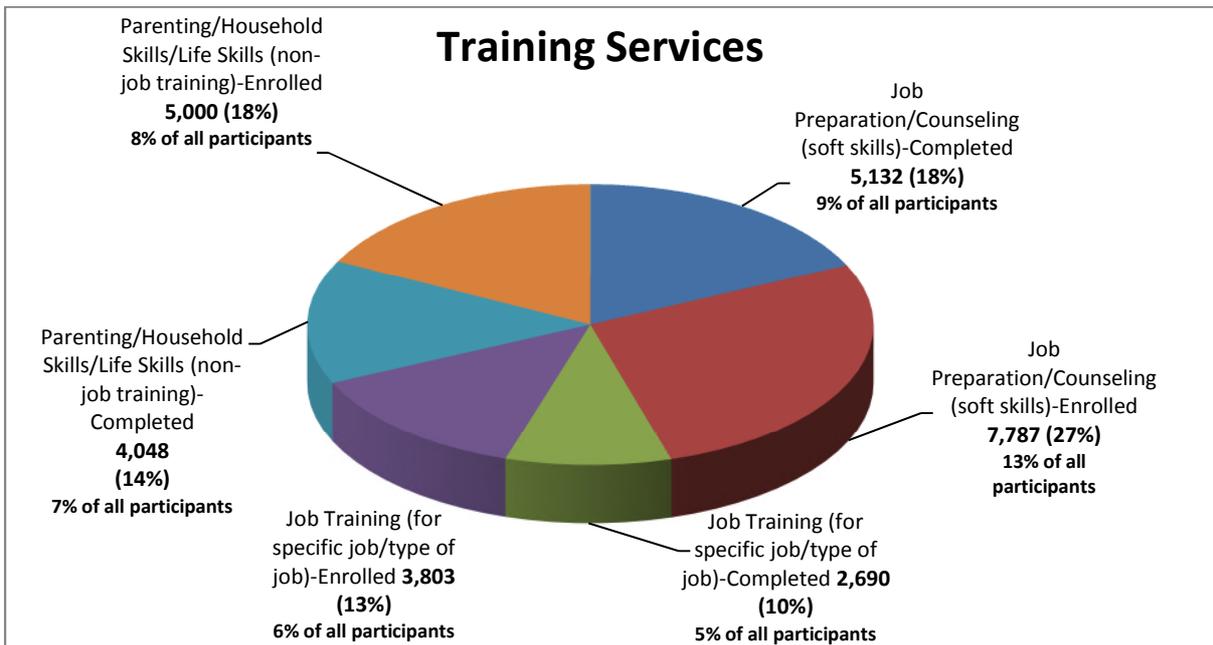
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VI.   Concluding Statement and Next Steps

Through the FSS program, PHAs are utilizing HUD assistance to increase economic security and self-sufficiency for individuals and families across the country. PHAs administering the FSS program continue to provide linkages to a variety of education, employment, financial literacy, health, transportation, training, child care, and other social services that lead to positive employment, health, education and economic outcomes. The FSS program offers a tremendous opportunity for participants to become free from welfare assistance, improve employment opportunities, and gain financial stability.

Starting with the FY 2014 LM submissions, the Department will establish baselines that can be used by PHAs to compare their own results with that of their peers. The 2014 LMs will provide a better gauge because they will contain, for the first time, FSS data for both public housing and HCV participants within the same LM.   The Department is considering establishing these baselines by calculating averages for each service and each outcome. The Department is also considering taking FSS program size into account in determining the baselines. The analysis above and any future analysis of LM data is limited by the fact that it is self-reported by PHAs. The Department continues to work with PHAs to ensure that reporting is consistent and complete.

The Department has dedicated funds in Fiscal Year 2015 for Technical Assistance (TA) for the FSS program. A significant outcome of the TA will be to help the Department establish strong performance measurements and identify best practices that can be shared among all FSS grantees. In addition to identifying best practices and performance measurements, this TA will also create training tools that will be disseminated to FSS programs (both existing and new) with the goal of "moving the needle" on FSS program outcomes. In the interim, the Department has assembled reports from FSS practitioners on key practices that have led to successful outcomes (this report will be made available soon on HUD's website under the FSS webpage). Also, the Department is conducting a longitudinal randomized-control study on FSS that will result in empirical evidence on the outcomes and best practices of FSS programs. Results are expected in 2018.

Prepared by:
Amaris Rodriguez – OPHVP
Darrin Dorsett – OPHVP
Anice Chenault – OPHI

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Appendix A

High and Low Performing PHAs: Analysis of HUD 50058 – PIC Details

High Performing PHAs:

Rank	total_households	avg_years_in_program	pct_graduate	grad_rank	pct_dropout	dropout_rank	wage_increase	wage_inc_rank	GDW_40_30_30
1	108	4	40.70%	99	8.30%	84	88.40%	91	92.1
2	64	3	34.40%	98	12.50%	75	91.40%	96	90.5
3	66	2	21.20%	85	6.10%	89	97.00%	99	90.4
4	134	3	17.20%	74	2.20%	96	100.00%	100	88.4
5	87	3	35.60%	98	16.10%	68	89.50%	94	87.8
6	109	2	29.40%	95	11.00%	78	86.80%	87	87.5
7	50	4	20.00%	82	4.00%	92	87.50%	90	87.4
8	69	3	37.70%	99	20.30%	58	91.20%	95	85.5
9	111	4	18.00%	77	9.00%	82	93.00%	97	84.5
10	34	3	32.40%	97	14.70%	70	84.60%	82	84.4
11	53	3	20.80%	84	15.10%	70	93.80%	98	84
12	67	2	26.90%	93	17.90%	65	87.90%	90	83.7
13	276	3	25.70%	91	16.30%	67	86.90%	88	82.9
14	65	3	26.20%	92	16.90%	66	86.70%	87	82.7
15	76	3	25.00%	90	19.70%	60	90.00%	95	82.5
16	137	3	20.40%	83	15.30%	69	90.30%	95	82.4
17	360	4	23.90%	89	10.00%	79	82.20%	76	82.1
18	231	3	17.70%	76	9.50%	80	88.60%	92	82
19	50	3	42.00%	99	18.00%	64	82.40%	76	81.6
20	73	2	15.10%	67	8.20%	84	93.90%	98	81.4

*Rank is determined by the sum of (Graduation Rank X 40%) + (Dropout Rank X 30%) + (Wage Increase X 30%)

Low Performing PHAs

Rank	total_households	avg_years_in_program	pct_graduate	grad_rank	pct_dropout	dropout_rank	wage_increase	wage_inc_rank	GDW_40_30_30
705	166	1	0.60%	8	22.90%	51	61.20%	9	21.2
706	51	3	0.00%	7	31.40%	33	70.30%	28	21.1
707	198	4	5.60%	26	46.00%	10	68.90%	24	20.6
708	72	3	4.20%	20	45.80%	10	70.80%	30	20
709	644	4	8.70%	41	64.60%	2	61.50%	9	19.7
710	68	2	7.40%	34	41.20%	17	52.00%	3	19.6
711	29	4	6.90%	31	89.70%	1	66.70%	21	19
712	218	2	2.30%	13	64.20%	2	73.80%	42	18.4
713	614	3	6.40%	29	46.70%	9	62.60%	11	17.6
714	1,200	4	6.20%	28	46.60%	9	63.30%	12	17.5
715	80	2	1.30%	9	45.00%	11	71.90%	35	17.4
716	67	3	7.50%	34	49.30%	7	50.00%	3	16.6
717	1,713	3	5.30%	25	55.10%	4	65.50%	17	16.3
718	333	3	4.20%	20	43.50%	13	62.10%	10	14.9
719	107	2	1.90%	11	39.30%	21	62.70%	11	14
720	383	2	5.70%	27	67.60%	1	61.30%	9	13.8
721	755	3	5.30%	25	62.60%	2	58.00%	6	12.4
722	2,495	6	3.10%	16	69.30%	1	62.10%	10	9.7
723	62	1	0.00%	7	45.20%	11	53.60%	4	7.3

*Rank is determined by the sum of (Graduation Rank X 40%) + (Dropout Rank X 30%) + (Wage Increase X 30%)

8/25/2015

Appendix B
List of all Activities/Services

Activities and Services	Unit	Projection	Actual	Projection vs. Actual (as a %)	Actual > Projection	% of People/Households within a Category	% of ALL People/Households
Child Care-Families linked to Child Care Services	Households	5,043	5,382	106.7%	Y	100.00%	9.9%
Education-Participation in Adult Basic Education	Persons	2,272	1,954	86.0%	N	16.63%	3.4%
Education-Participation in ESL classes	Persons	726	604	83.2%	N	5.14%	1.0%
Education-Participation in High School/GED program	Persons	2,696	2,492	92.4%	N	21.21%	4.3%
Education-Participation in Post secondary classes	Persons	5,648	6,701	118.6%	Y	57.02%	11.5%
Total Education Services	**Persons**	**11,342**	**11,751**	**103.6%**	**Y**		**20.2%**
Financial Literacy-Classroom Setting Financial Education (participation)	Persons	9,104	8,479	93.1%	N	21.06%	14.6%
Financial Literacy-Escrow accounts established	Persons	10,295	11,093	107.8%	Y	27.56%	19.1%
Financial Literacy-Tax Preparation assistance provided	Persons	7,223	7,628	105.6%	Y	18.95%	13.1%
Financial Literacy-Individualized Counseling	Persons	10,792	12,041	111.6%	Y	29.91%	20.7%
Financial Literacy-IDA accounts (not escrow) established	Persons	1,721	1,013	58.9%	N	2.52%	1.7%
Total Financial Services	**Persons**	**39,135**	**40,254**	**102.9%**	**Y**		**69.2%**

Activities and Services	Unit	Projection	Actual	Projection vs. Actual (as a %)	Actual > Projection	% of People/Households within a Category	% of ALL People/Households
Health-Referral for health care services (physical/dental)	Persons	6,136	6,906	112.5%	Y	**65.87%**	11.9%
Health-Referral for mental health services	Persons	2,262	2,752	121.7%	Y	**26.25%**	4.7%
Health-Referral for substance abuse services	Persons	911	827	90.8%	N	**7.89%**	1.4%
Total Health Services	**Persons**	**9,309**	**10,485**	**112.6%**	**Y**		**18.0%**
Housing-Homeownership counseling	Persons	6,794	7,586	111.7%	Y	100.00%	13.0%
Service Coordination-Families continuing to receive service coordination	Households	43,157	49,576	114.9%	Y	**74.07%**	91.6%
Service Coordination-Families graduated	Households	4,216	4,524	107.3%	Y	**6.76%**	8.4%
Service Coordination-New families enrolled (new CoPs)	Households	10,356	12,831	123.9%	Y	**19.17%**	23.7%
Total Service Coordination (households)	**Households**	**57,729**	**66,931**	**115.9%**	**Y**		**123.7%**
Service Coordination-Individuals served (unduplicated count)	Persons	48,051	70,981	147.7%	Y	**100.00%**	122.1%
Training-Job Preparation/Counseling (soft skills)-Completed	Persons	4,508	5,132	113.8%	Y	**18.03%**	8.8%
Training-Job Preparation/Counseling (soft skills)-Enrolled	Persons	6,685	7,787	116.5%	Y	**27.36%**	13.4%

Activities and Services	Unit	Projection	Actual	Projection vs. Actual (as a %)	Actual > Projection	% of People/Households within a Category	% of ALL People/Households
Training-Job Training (for specific job/type of job)-Completed	Persons	2,527	2,690	106.5%	Y	**9.45%**	4.6%
Training-Job Training (for specific job/type of job)-Enrolled	Persons	3,466	3,803	109.7%	Y	**13.36%**	6.5%
Training-Parenting/Household Skills/Life Skills (non-job training)-Completed	Persons	3,141	4,048	128.9%	Y	**14.22%**	7.0%
Training-Parenting/Household Skills/Life Skills (non-job training)-Enrolled	Persons	4,208	5,000	118.8%	Y	**17.57%**	8.6%
Total Job Training	**Persons**	**24,535**	**28,460**	**116.0%**	**Y**		**48.9%**
Transportation-Transportation services to enable service provision/employment	Persons	3,492	4,394	125.8%	Y	**100.00%**	7.6%
Employment-Job Retention activities (persons)	Persons	10,131	11,403	112.6%		**100.00%**	19.6%

8/25/2015

Appendix C

List of all Outcomes

Program	Unit	Projection	Actual	Projections vs. Actual (as a%)	Actual > Projection	% of People/Households within a Category	% of ALL People/Households
Education-Adult Basic Education-Completed - Persons	Persons	952	831	87.3%	N	15%	1%
Education-Associates degree obtained - Persons	Persons	1,101	1,179	107.1%	Y	22%	2%
Education-Bachelors degree obtained - Persons	Persons	737	677	91.9%	N	13%	1%
Education-Certification from technical school - Persons	Persons	1,220	1,417	116.1%	Y	26%	2%
Education-ESL-Completed - Persons	Persons	362	308	85.1%	N	6%	1%
Education-GED/High School diploma obtained - Persons	Persons	1,088	989	90.9%	N	18%	2%
Education Outcomes	**Persons**	**5,460**	**5,401**	**98.9%**	**N**	**100%**	**9%**
Employment-Employer-Provided health benefits obtained - Persons	Persons	3,024	4,489	148.4%	Y	11%	8%
Employment-Employment increased from part-time to full-time (35+ hours) - Persons	Persons	2,649	3,806	143.7%	Y	10%	7%
Employment-Employment obtained (including apprenticeship) - Persons	Persons	5,017	9,041	180.2%	Y	23%	16%
Employment-Maintain employment greater than one year - Persons	Persons	8,686	15,424	177.6%	Y	39%	27%

Program	Unit	Projection	Actual	Projections vs. Actual (as a%)	Actual > Projection	% of People/Households within a Category	% of ALL People/Households
Employment-Promotion/new job resulting in increased hourly wage - Persons	Persons	3,568	6,629	185.8%	Y	17%	11%
Employment Outcomes	**Persons**	**22,944**	**39,389**	**171.7%**	**Y**	**100%**	**68%**
Financial Literacy-EITC received - Households	Households	6,194	9,397	151.7%	Y	100%	17%
Housing-Increased earned income results in no longer needing rental assistance - Households	Households	1,188	1,665	140.2%	Y	68%	37%
Housing-Purchased home with HCV Homeownership Assistance - Households	Households	555	405	73.0%	N	17%	9%
Housing-Purchased home without HCV Homeownership Assistance - Households	Households	377	371	98.4%	N	15%	8%
Housing Outcomes	**Households**	**2,120**	**2,441**	**115.1%**	**Y**	**100%**	**54%**