



# Proposed Study Questions: Performance Measurement for Homelessness Programs

State of Washington Joint Legislative Audit and Review Committee

July 2018

## Study to evaluate performance measurement and reporting requirements for homelessness programs

The 2017-19 Operating Budget directed the Joint Legislative Audit and Review Committee (JLARC) to:

- A. Evaluate compliance with statutory performance measurement, reporting, and quality award requirements for homelessness programs.
- B. Evaluate the adequacy and effectiveness of performance based contracting in the Office of Youth Homelessness.

## The Department of Commerce, local governments, and service providers share responsibility for performance measurement and reporting

Under state law, the Department of Commerce (Commerce) must develop a statewide homelessness strategic plan, create performance measures, and fulfill state and federal reporting requirements. Commerce also manages the state's Office of Homeless Youth (OHY). A [2017 JLARC report](#) recommended that OHY incorporate performance measurement in its grant agreements with service providers.

Counties and some other local governments must develop strategic plans to address homelessness in their local areas. These governments work with service providers to collect data about homelessness and report it to Commerce. Some of these entities also are required to apply to the Washington State Quality Award program. The award program judges local governments' and service providers' efforts to set measurable goals, assess their progress in meeting them, and commit to ongoing improvement.

## Study will focus on statutory compliance and consistency with best practices

- 1) To what extent have Commerce, local governments, and service providers complied with statutory requirements for performance measurement, reporting, and quality award applications?
- 2) Has the Office of Homeless Youth improved how it measures the performance of service providers since the 2017 JLARC study? Has the Office incorporated performance measurement in its grant management and contracting practices?

## Study Timeframe

Preliminary Report: January 2019

Proposed Final Report: May 2019

## Study Team

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