

Performance Measurement of Homelessness Programs

Why this study? The 2017-19 Operating Budget directed JLARC to evaluate compliance with requirements in Ch. 43.185C RCW, and the adequacy of the Office of Homeless Youth's performance-based contracting.

Commerce is using a phased approach to implement a 2017 JLARC recommendation for improving performance-based contracting

The Washington State Department of Commerce (Commerce) is using a phased approach. It has written performance measures and plans to enter performance-based contracts in July 2019.

<p>① MEASURES & DATA</p> <p>Finalize performance measures and collect data</p> <p style="text-align: right;">JAN-DEC 2018</p>	<p>② BENCHMARKS</p> <p>Set benchmarks based on data collected in Phase 1</p> <p style="text-align: right;">JAN-JUNE 2019</p>	<p>③ EVALUATION</p> <p>Evaluate grantee performance and provide technical assistance</p> <p style="text-align: right;">JUL 2019-DEC 2021</p>
--	---	---

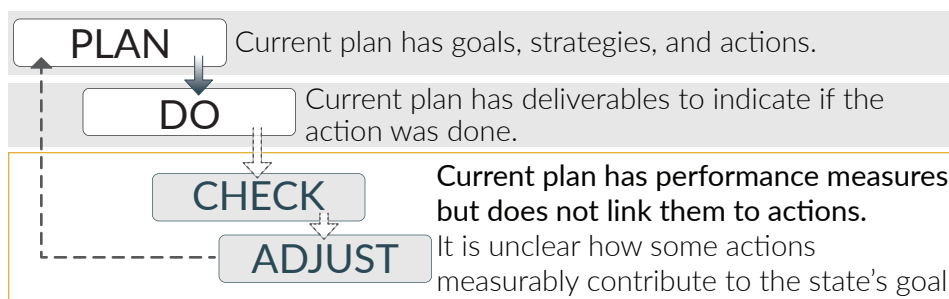
Commerce & local governments comply with key planning and reporting requirements

Statute requires Commerce and local governments to develop plans and report data.

- State & local plans have goals, actions, and measures.
- Data available in an annual report & online.

Statute also requires some organizations to apply to Washington State Quality Award (WSQA). It is unclear if required organizations applied, but Commerce processes can be adapted to identify future compliance.

As Commerce responds to 2018 legislation, it should demonstrate how its actions measurably contribute to the state's goal of ending homelessness



2018 legislation directs Commerce to write a new state plan with short- and long-term goals, and an implementation strategy.

In its new plan, Commerce should more clearly link statewide goals, actions, and performance measures.

Legislative Auditor recommends

- When implementing the planning and reporting requirements in RCW 43.185C.040 and RCW 43.185C.045, Commerce should clearly explain how its actions will measurably contribute to the state's goal of ending homelessness.
- Commerce should implement processes to track compliance with WSQA application requirements in RCW 43.185C.210.