

**Legislative Auditor’s Conclusion: Homeless youth programs need specific performance measures. Ability to evaluate outcomes hindered by state limits on collecting personal data.**

**Appendix 2: Program-Specific Measures**

**Commerce can develop program-specific performance measures that reflect Legislative goals and are consistent with those used by other organizations**

Federal programs, national organizations serving youth, and some state-contracted providers have performance measurement models in place for evaluating programs that serve unaccompanied homeless youth. The models include system-wide and program-specific measures to evaluate programs in four key areas: accessibility, quality, management, and outcomes. This is consistent with best practices for performance measurement.

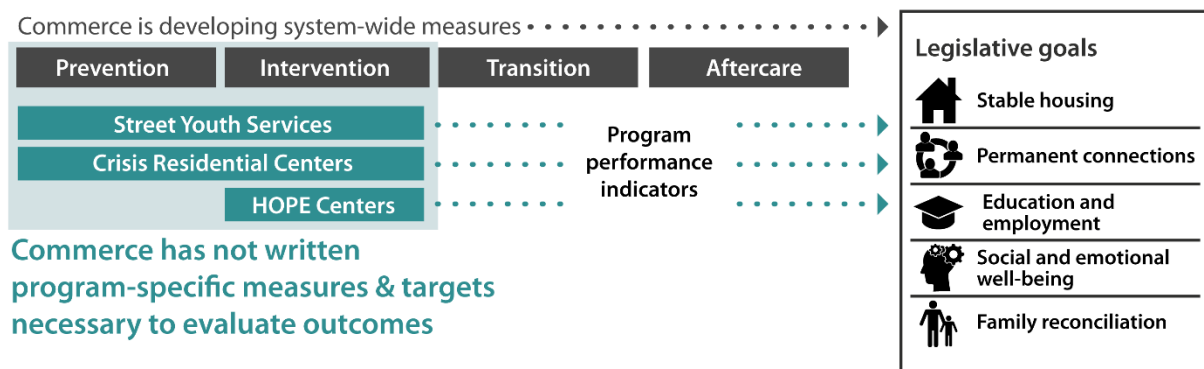
**Sample frameworks suggest core areas for performance measurement**

Program-specific measures should reflect each program’s operations, purpose, short duration, and role in early or crisis intervention (Exhibit B).

JLARC staff developed sample performance measurement frameworks (Exhibits C and D) that align the measures used by other entities with Commerce’s statutory goals and program purposes.

- While not definitive, the frameworks suggest core performance measurement areas and indicators from which Commerce could develop specific measures.
- These sample measures are intended to be a foundation for developing program-specific measures and performance targets in consultation with the advisory committee and program providers.
- Commerce also could consider data availability and alignment with its other programs (e.g., transitional housing for young adults) in its measures.

**Exhibit B: Program-Specific Performance Measures Should Reflect Program Purpose and Goals**



Source: JLARC staff analysis of frameworks, statutory goals, and best practices for performance measures.

**Exhibit C: Sample performance measure framework for Crisis Residential Centers and HOPE Centers**

Measurement Area	Performance indicators
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• Number of youth served</li> <li>• Program utilization rates</li> <li>• Youth legal status</li> <li>• Turn away rates</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Number and percent of youth completing needs assessment</li> </ul>
<b>Management</b>	<ul style="list-style-type: none"> <li>• Expenditure per youth served</li> <li>• Expenditure per bed</li> <li>• Lengths of stay</li> </ul>
<b>Outcomes (Statutory Goals)</b>	
<b>Stable housing</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Exit to a safe and stable location, by destination (family, foster care, group home, transitional living, other program, treatment, detention)</li> <li>• Return to program after exit</li> <li>• Exit without permission (run away)</li> </ul>
<b>Permanent Connections</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Complete service/case management plan</li> <li>• Receive community support or participate in community activities</li> <li>• Develop relationship with non-homeless peers, professionals, mainstream services</li> </ul>
<b>Education and Employment</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Enroll in an education program</li> <li>• Achieve education goals</li> <li>• Complete education program</li> <li>• Enroll in job training program/participate in related activity</li> <li>• Obtain employment</li> </ul>
<b>Social and Emotional Well Being</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Show improvement in some aspect of social/emotional well-being</li> <li>• Participate in/complete substance abuse treatment</li> <li>• Receive medical/mental health/dental care</li> <li>• Participate in life skills development activities</li> </ul>
<b>Family Reconciliation</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Receive Family Reconciliation Services referrals</li> <li>• Reunite with family</li> </ul>

Source: JLARC staff summary based on information from JLARC’s 2002 Children’s Mental Health Study, Hollywood Homeless Youth Project, federal Runaway and Homeless Youth programs, Community Youth Services, YouthCare, Root Cause, Cocoon House, the state of Illinois, and Janus Youth Programs.

**Exhibit D: Sample performance measure framework for Street Youth Services**

Measurement Area	Performance indicators
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• Number of youth contacts, by contact location</li> </ul>
<b>Quality</b>	Number of: <ul style="list-style-type: none"> <li>• Meals, hygiene, other supplies distributed</li> <li>• Youth receiving service referrals</li> </ul>
<b>Management</b>	<ul style="list-style-type: none"> <li>• Expenditure per youth served</li> <li>• Number of contacts compared to staff size and homeless youth population</li> </ul>
<b>Outcomes (Statutory Goals)</b>	
<b>Stable housing</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Receive referral to shelter or housing program, by program type (emergency shelter, short-term residential facility, transitional housing, permanent housing)</li> </ul>
<b>Permanent Connections</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Enroll in case management</li> <li>• Are new youth contacts</li> <li>• Are repeat youth contacts</li> </ul>
<b>Education and Employment</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Receive referrals to education/employment services</li> </ul>
<b>Social and Emotional Well Being</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Receive service referrals or direct services, by service type (education, employment, medical, dental, substance abuse, mental health, family reconciliation, generic counseling, other)</li> <li>• Receive basic needs services (food, clothing, supplies, hygiene)</li> </ul>
<b>Family Reconciliation</b>	Number and percent of youth who: <ul style="list-style-type: none"> <li>• Receive Family Reconciliation Services referrals</li> </ul>

Source: Adapted from JLARC’s 2002 Children’s Mental Health Study, Hollywood Homeless Youth Project, federal Runaway and Homeless Youth programs, Community Youth Services, YouthCare, Root Cause, Cocoon House, the state of Illinois, and Janus Youth Programs.