

## **Exhibit C**

### **HOPWA Performance Indicators**

#### **All HOPWA funded agencies will ensure:**

Eighty percent (80%) of eligible clients receiving any HOPWA assistance will achieve their initial housing plan goals by designated target dates.

#### **Facility Based Housing Assistance (FBH):**

- Seventy-five percent (75%) of discharged participants will transition to appropriate stable housing
- Eighty-five percent (85%) of discharged participants will demonstrate an improvement in the Vulnerability Assessment Scale

#### **Project Based Rental Assistance (PBR):**

- Eighty-five percent (85%) of clients will be assessed for alternative resources and referred as appropriate
- Eighty percent (80%) of clients will apply for available and appropriate benefits

#### **Permanent Housing Placement (PHP) / Short-Term Rent, Mortgage and Utilities (STRMU):**

- Seventy percent (70%) of clients receiving short-term housing assistance will experience reductions of homelessness and will increase by two percent (2%) each year.
- Eighty percent (80%) of clients will achieve self-sufficiency and transition out of the STRMU/PHP program.

#### **Tenant Based Rental Voucher (TBRV):**

- Eighty percent (80%) of eligible clients will receive assistance with completing a realistic monthly budget and receive the appropriate follow up to ensure adherence to the budget to further client's goal of self sufficiency.
- Seventy-five percent (70%) of clients will apply for available and appropriate benefits to achieve self-sufficiency.
- *Additional Performance Indicators to be determined* – Two (2) agencies were awarded this activity and additional performance indicators will be discussed and developed by the Community Services Board (CSB).

**Non-Housing Case Management** *(for Legal Aid of Broward County):*

- Clients facing eviction, administrative proceedings to deny / revoke their subsidized housing, rental properties where landlord is facing foreclosure or landlord is not paying condo or association fees on the rental units or uninhabitable condition will receive advice and council on their presenting problem within 3 business days. Sixty percent (60%) of eligible clients who are represented will avoid eviction and / or negotiate a lease termination.
- Clients facing foreclosure or bankruptcy will receive advice or counsel within 10 calendar days upon initial contact. Sixty percent (60%) of eligible homeowners facing foreclosure who are represented will avoid foreclosure, negotiate a settlement or obtain additional time to relocate to alternative housing. Sixty percent (60%) of bankruptcy eligible clients will receive satisfaction of court order requirements and receive a discharge in bankruptcy.
- Provide quarterly legal education forums regarding tenant/landlord law and foreclosure laws, and various legal issues for all HOPWA funded agencies and the community. Whereas eighty-five percent (85%) of the HOPWA service providers will receive training and pass the posttest with a score of eighty-five (85) or higher. By end of fiscal year, one hundred percent (100%) of HOPWA service providers and personnel will receive the training and pass the post-test.

**All other Non-Housing Case Management Programs:**

- Eighty-five percent (85%) of clients who meet assessment criteria will receive assistance with applying for emergency financial assistance whereas HOPWA is the payer of last resort.
- Ninety percent (90%) of eligible clients will receive assistance with seeking employment by developing and reviewing skills/job readiness with case manager and will report job search activities on a continual basis.
- Ninety percent (90%) of eligible clients will receive assistance with completing a realistic monthly budget and receive the appropriate follow up to ensure adherence to the budget to further clients goal of self sufficiency.