# TASC + B2H Pilot Program: KPIs with Tracking Methods

This document outlines existing and recommended Key Performance Indicators (KPIs) for the B.R.I.D.G.E. To Home (B2H) initiative under TASC, with suggested tracking methods.

## Section 1: Existing or Implied KPIs

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| **KPI** | **Metric Description** | **Tracking Method** |
| Timely Placement | Time from release to housing placement | Case management records, housing placement log |
| Service Plan Compliance | % of clients with finalized Individual Service Plans (ISP) within 45 days | Audit of client files and ISP completion reports |
| Health Services Linkage | % linked to behavioral/medical health services within 7 days of move-in | Service provider intake logs and EHR systems |
| Life Skills Training Initiation | % who begin training within 14 days of placement | Training attendance sheets and referral logs |
| 72-Hour Engagement Protocol | % receiving intensive support in first 72 hours | Case notes and client engagement tracker |
| Case Manager Touchpoints | Weekly check-ins for first 30 days, then bi-weekly | Case manager logs and contact sheets |
| Tenant Retention Rate | % maintaining housing for 6 and 12 months | Housing stability reports and landlord confirmations |
| Landlord Engagement Rate | % receiving orientation and follow-up | Orientation sign-in sheets and contact logs |
| Incident Response Time | Response to housing crises or violations | Incident reporting system timestamps |

## Section 2: Recommended Additional KPIs

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| **KPI** | **Metric Description** | **Tracking Method** |
| Referral-to-Placement Time | Avg. days from referral receipt to move-in | Referral and housing placement database |
| Spanish-Language Services Accessibility | % of Spanish-speaking clients assigned bilingual staff | Language tracking field in client intake system |
| Client Satisfaction Score | Avg. satisfaction from post-intake and post-move-in surveys | Surveys administered at 30 and 90 days |
| ISP Goal Achievement Rate | % meeting 3+ service plan milestones within 90 days | Progress notes and ISP milestone tracking |
| Benefits Enrollment Success | % enrolled in Medicaid, SNAP, SSI within 60 days | Confirmation from agencies and benefits enrollment trackers |
| Employment/Job Readiness Linkage | % referred to employment services | Referral logs and provider confirmations |
| Landlord Retention Rate | % renewing participation after 1 year | Landlord surveys and program database tracking |
| Unit Re-Utilization Rate | % of vacated units re-used | Housing database and re-utilization reports |
| Client Legal Compliance | % without new infractions in year 1 | Self-reporting, case manager updates, and legal checks |
| Agency Coordination Score | Number of joint engagements or hand-offs with partners | Inter-agency meeting notes and referral logs |

## Section 3: Enhanced KPIs

**Pre-Release KPIs**

* % of referrals contacted within 7 days of receipt from IDOC
* % of client intake assessments completed before MSR (Mandatory Supervised Release)
* % of housing secured prior to release date
* % of clients released with basic needs met (groceries, hygiene, clothing, phone, etc.)

**Move-In / Housing KPIs**

* Average time from referral to housing placement
* % of referrals accepted (minimum threshold: 80%)
* % of successful apartment inspections (pass on first visit)
* % of landlords retained after first lease cycle

**Post-Release Service Delivery KPIs**

* % of clients linked to behavioral health care within 7 days of release
* % of clients who complete life skills orientation in first 30 days
* % of required PRB (Prisoner Review Board) orders addressed within 45 days

**Stability & Program Outcome KPIs**

* % of clients who remain housed after 6 months / 12 months
* % of clients linked to permanent housing by end of program term
* % of clients employed or enrolled in benefits within 90 days
* % of required data reports submitted on time
* Client satisfaction score (quarterly feedback surveys)