Evaluation Plan (VA Metrics)

Data Collection:

Track via HMIS (HUD-mandated homeless system) for entries/exits, supplemented by client surveys and staff logs. Monthly progress reports to VA include SF-PPR forms.

Key Performance Indicators:

Housing placement rate (target: 85%), lease retention at 6 months (80%), average days homeless (reduce from 180 to 45).

Continuous Improvement:

Quarterly reviews with VA program officer; adjust based on client feedback (Net Promoter Score >70). Independent evaluation at Year 1 using University of Central Florida research partners.