



Program Model Chart Overview of Changes

For Approval at CoC Board of Directors February 2020 Meeting

The Program Model Chart (PMC) work group of the System Performance and Evaluation Committee (SPEC) recommends the following updates to the Chicago CoC's Program Model Chart.

All Chicago, on behalf of PMC work group, held feedback sessions with the following groups: Right Sizing work group, Youth Leadership, System Performance and Evaluation Committee and HUD CoC Funded Partner Quarterly Meeting. All Chicago also received 12 responses through a feedback form.

As with the previous update the Program Model Chart, the work group has developed this recommendation with the following goals and definitions.:

1. Simplicity. Move aspects that were standards to operate a program to Community Standards document.
2. Each model includes the following aspects:
 - a. **Population:** Primary population to be served in the program model and will include HUD homeless definition categories as appropriate.
 - b. **Time Frame:** All models are defined as short, medium or long term. Some models also indicate an average length of time for the majority of households to be enrolled in the model.
 - c. **Essential Elements:** The CoC has defined the minimum service elements for each model. These essential elements are the minimum needed to achieve the model's outcome.
 - d. **Outcome:** This is the primary, anticipated result of a household's participation in the program model. It is also the primary product of the project's efforts.
 - e. **Indicators:** These are a group of metrics that taken together give an indication of success towards or achievement of the desired outcome.
3. For each indicator, a **threshold** and **challenge** metric was set
 - a. **Threshold:** level or value to meet or exceed to exist; baseline
 - b. **Challenge:** hard but attainable goal given current knowledge, capabilities and resources
 - c. Indicators were set by reviewing 2 years of data for each model type and indicator. Thresholds were set so the majority of projects can meet or exceed the metric. Challenge metrics were set using either the average or median and would be achievable by many projects.



Overview of Changes

1. Creation of a **Population Specialization** category. The Population Specialization was created because the Program Model Chart work group has determined that some projects should be dedicated to a specific population. In these instances, the entire project is for one specific population and is required due to safety, service needs and/or building community. Inherent in this focus is formal adoption or certification of national best practices for the special population. All staff receives specialized training to serve the population.
2. **Increase income potential** indicator added and defined as a connection to resources that increase a households potential in increase income such as training programs, education, internships, volunteer opportunities and others. This indicator was added to three models. The measurement and percentage for this indicator will be developed and tested in 2020.
3. Three new housing models added:
 - a. **Shelter** was created to be a broad, flexible model that includes the previous models of Interim Housing, Emergency Shelter, Youth Interim Housing & Low Threshold Youth Overnight Shelter under Shelter. Since the development of the 2014 version of the Program Model Chart, these indicated models have become more similar in regard to essential elements and services. Diversity of shelter types is still needed in the Chicago CoC. *(Please refer to the [CoC's Community Standards](#) for a full description of the model on pages 45-47)*
 - b. **Youth Rapid Re-housing (Y-RRH)** was created to test and implement a RRH model dedicated to youth that ensures a youth focused service package is developed. *(Please refer to the [CoC's Community Standards](#) for a full description of the model on pages 39--41)*
 - c. **Joint Component Transitional Housing – Rapid Re-housing (TH/RRH)** is a new model in our system that provides short term crisis housing with housing-focused supportive services that is designed to quickly connect households experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services. *(Please refer to the [CoC's Community Standards](#) for a full description of the model on pages 41-44)*

All aspects, outcomes and indicators are available on the draft [Program Model Chart](#), in the [Community Standards under Program Models](#) (starting on p. 34) or in the [Program Model Chart Presentation](#).
4. **Youth Permanent Supportive Housing (Y-PSH)** has been included in the Permanent Supportive Housing model and Youth has been indicated as a Population Specialization. See p. 35 of the [Community Standards](#).

Not all models were updated in these recommendations. New models may be added in the future. Below is a chart of the models in the Program Model Chart from 2014 and their status.



| Updated | Pending | To Do |
|------------------------------------|--|---|
| Permanent Supportive Housing (PSH) | Joint Transitional Housing & Permanent Housing – Rapid Re-housing (TH/RRH) | Basic Street Outreach |
| Rapid Re-housing (RRH) | Shelter | Specialized Outreach & Engagement Services |
| Safe Havens | Youth Rapid Re-housing (Y-RRH) | Housing System Navigators |
| | | Drop-In Centers & Youth Drop-In Centers |
| | | Youth Transitional Housing & Transitional Housing |
| | | Youth Outreach Program |
| | | Homelessness Prevention |