



Homefull Outcomes and Quality Indicators



Quality Indicator	Goal	2019	Notes
Organizational Key Metrics	5% variance of revenue & expenses	2.3% 1.6%	As of the end of 2019, revenue was over budget by 2.3% and expenses were over budget by 1.6%.
	<25% receivables over 30 days	19%	For the calendar year of 2019, the average amount of receivables outstanding for 30 days or more was 19%.
	Stakeholder satisfaction surveys 90%	91%	In October 2019, survey results had an overall score of 91%. The first survey of the year scored 88.6%.
	Retention Rate >75%	78%	Of the full-time employees (beyond 90 days) that departed in 2019, 2 of them returned to full time employment within the 6 months.
Overall Performance	Overall Program Performance 90% Gateway Programs Housing Programs Food Programs	96%	Gateway programs achieved an overall performance score of 92%. Falling slightly short in Length of Stay. These numbers are skewed due to closing all clients in this program effective June 30 th . Gateway program goals were measured for only the 1 st six months as we exited the Gateway July 1. Housing Program achieved an overall performance score of 95%. Great improvements in increasing income. Food Programs achieved a 100% on performance goals having achieved all its annual goals.