



**Services Workbook  
FY 2023-2024**



OFFICE FOR THE  
**Homelessness  
Coalition**

## Introduction

This Excel workbook contains a list of services in Empower Lancaster by program type, along with each service's measurement (each, 1/4 hour, dollars) and a brief description. This is not an exhaustive list of every program type in EL, nor is it a list of every service. This document is intended to serve as a guide and training document for organizations operating Joint Funding projects in Lancaster County.

Specific instructions regarding the use of these services will be described in each organization's annual funding contract. Some program types will be expected to use services to perform monthly reporting. Most program types will use services for billing purposes, either to record the number of case management hours performed, or the number of shelter services provided.

At a minimum, O4C will review, revise, and re-publish the service list once per year. However, if organizations have specific requests for services that need to be added to their programs, those changes can be made at any time. Email these requests to Christopher Thomas ([cthomas@lchra.com](mailto:cthomas@lchra.com)) and Sheldon Kepiro ([skepiro@caplanc.org](mailto:skepiro@caplanc.org)).

**Prevention/Diversion**

SERVICE	Measurement	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Eviction Prevention/Arrears	\$	Client financial assistance funds used for paying client arrears. Measured in dollars.
Client Financial Assistance - Food	\$	Client assistance funds used to pay for client/client household food needs
Client Financial Assistance - Hotels	\$	Client financial assistance funds used to pay for client hotel stay. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Rent	\$	Client financial assistance funds used to pay for client rent payments. Measured in dollars.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars

**Prevention/Diversion**

SERVICE	Measurement	Define
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance - Utilities	\$	Client financial assistance funds used to pay for client utility bill. Measured in dollars.
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.

**Prevention/Diversion**

SERVICE	Measurement	Define
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Life Skills	EA	Time spent with client on life skills education or training.
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Emergency shelter	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Prevention/Diversion**

SERVICE

Measurement

Define

Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.

**Refresh Lancaster**

SERVICE

Measurement

Define

Case Management

1/4hr

Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.

**211 Coordinated Assessment Prescreening**

SERVICE	Measurement	Define
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.



**Street Outreach**

SERVICE	Measurement	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Clothing	\$	Client assistance funds used to pay for client/client household clothing needs
Client Financial Assistance - Food	\$	Client assistance funds used to pay for client/client household food needs
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars

**Street Outreach**

SERVICE	Measurement	Define
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Gift Card	EA	Donated gift card provided to client
Housing Advocacy	EA	Each occurrence of advocating on behalf of client to obtain housing. Specific steps taken (i.e., spoke with landlord about giving a second chance) should be included in case notes.
Housing Placement	EA	Client obtained permanent housing. This helps track housing placement for clients in programs that do not close clients immediately upon placement.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Information/Education/Referral	EA	Information shared with the client on how to access needed services. General communication with client. Problem solving with client. Tracks number of unique contacts per client. NOTE: this service is entered as "each." This is one of the ways that PA-510 tracks the output of its Outreach workers.

**Street Outreach**

SERVICE	Measurement	Define
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Life Skills	EA	Time spent with client on life skills education or training.
Meal distribution	EA	Donated food distributed to client
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Outreach canvassing	EA	Time an Outreach Worker (OW) spends locating individuals and families who are currently unsheltered to engage with and provide needed services. The use of "Generic Outreach" client in Empower Lancaster (EL) is for time spent canvassing but not connecting with a "known person". CoC requirements include identity of all individuals (known client) unless upon an initial engagement a person is hesitant to reveal their personal information.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Street Outreach**

SERVICE	Measurement	Define
Referral - Emergency shelter	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

**CHART: Community Homeless Assessment and Referral Team**

SERVICE	Measurement	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
CHART Assessment Completed	EA	Completing a CHART assessment with a client. Please be sure to enter this service any time you complete a CHART assessment, as this is one of the ways that PA-510 tracks CHART performance.
CHART Client Education - Mainstream Resource	EA	Referrals made by a CHART worker to any resources needed by the client: food, clothing, showers, laundry, etc.
CHART Action Plan completed - Next Steps	EA	Completed an action plan outlining next steps completed with CHART client. Note that all CHART clients should complete an action plan as a part of their assessment.
CHART Diversion Plan Created	EA	Completed a diversion plan with a CHART client
CHART Follow-up Appointment	EA	Denotes that a client was called to schedule a follow-up appointment.
CHART Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
CHART Referral - Community Resource	EA	Prevention/diversion activity: client was referred to a resource in the community to prevent them from entering homelessness
CHART Referral - Family Emergency shelter	EA	Denotes that the household was referred to an emergency shelter in the community

**CHART: Community Homeless Assessment and Referral Team**

SERVICE	Measurement	Define
CHART Referral - Family Permanent Supportive Housing	EA	Denotes that the household was referred to a permanent supportive housing program
CHART Referral - Family Rapid Rehousing	EA	Denotes household placed on Pathways waiting list, important to track for follow up with client.
CHART Referral - Homeless Preference Voucher	EA	Homeless verification form completed by client.
CHART Referral - Single Emergency shelter	EA	Denotes that the household was referred to an emergency shelter in the community
CHART Referral - Single Permanent Supportive Housing	EA	Denotes that the household was referred to a permanent supportive housing program
CHART Referral - Single Rapid ReHousing	EA	Denotes household placed on Pathways waiting list, important to track for follow up with client.
CHART Referral - YWCA SRO	EA	Denotes household was referred to the YWCA's SRO project.
Client Financial Assistance - 1st/Last Month's Rent/Security Deposit	\$	Client financial assistance funds used to pay for a household's first month/security deposit. Measured in dollars
Client Financial Assistance - Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars

**CHART: Community Homeless Assessment and Referral Team**

SERVICE	Measurement	Define
Client Financial Assistance - Eviction Prevention/Arrears	\$	Client financial assistance funds used for paying client arrears. Measured in dollars.
Client Financial Assistance - Hotels	\$	Client financial assistance funds used to pay for client hotel stay. Measured in dollars.
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Rent	\$	Client financial assistance funds used to pay for client rent payments. Measured in dollars.
Client Financial Assistance - Security Deposit	\$	Client assistance funds used to pay for client's security deposit
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance - Utilities	\$	Client financial assistance funds used to pay for client utility bill. Measured in dollars.
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted

**CHART: Community Homeless Assessment and Referral Team**

SERVICE	Measurement	Define
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.



**CHART: Community Homeless Assessment and Referral Team**

SERVICE	Measurement	Define
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.

Day Shelter		
SERVICE	Measurement	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.

Day Shelter		
SERVICE	Measurement	Define
Day Shelter	EA	Client accessed day center shelter services.
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Laundry Facilities	EA	Client accessed on-site laundry facilities
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.

Day Shelter		
SERVICE	Measurement	Define
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Emergency shelter	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.

**Day Shelter**

SERVICE

Measurement

Define

Service Coordination

EA

Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.

Transportation

EA

Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

**Night Shelter**

SERVICE	Measurement	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.

## Night Shelter

SERVICE	Measurement	Define
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.
Emergency Shelter Bed Night	EA	The basic unit of emergency shelter service. Each night that a shelter bed was occupied counts as one bed-night. A bed-night should be entered for each night that a client was in shelter.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Laundry Facilities	EA	Client accessed on-site laundry facilities
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Night Shelter**

**SERVICE**

Measurement

Define

Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service



**Crisis Housing**

SERVICE	Measurement	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.

**Crisis Housing**

SERVICE	Measurement	Define
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Crisis Housing**

**SERVICE**

Measurement

Define

Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

**Transitional Housing**

SERVICE	Measurement	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.

**Transitional Housing**

SERVICE	Measurement	Define
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Transitional Housing**

SERVICE	Measurement	Define
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

**Pathways To MyHome Rapid Rehousing**

SERVICE	Measurement	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.

**Pathways To MyHome Rapid Rehousing**

SERVICE	Measurement	Define
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Habitability Assessment	EA	Time spent performing, documenting, and uploading necessary documentation related to any HUD required housing inspection (i.e., HQS, and lead paint).
Habitability Assessment - Lead Paint	EA	Time spent performing, documenting, and uploading necessary documentation related to any HUD required housing inspection (i.e., HQS, and lead paint).
HQS Inspection	EA	Housing Quality Standards assessment completed
Housing Advocacy	EA	Each occurrence of advocating on behalf of client to obtain housing. Specific steps taken (i.e., spoke with landlord about giving a second chance) should be included in case notes.
Housing Placement	EA	Client obtained permanent housing. This helps track housing placement for clients in programs that do not close clients immediately upon placement.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.



**Pathways To MyHome Rapid Rehousing**

SERVICE	Measurement	Define
Lease Signing	EA	
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.
Negotiated Debt Repayment Plan	EA	Plan between client and landlord, utility provider, or other entities to reduce, or pay off debt that is creating a barrier in obtaining or maintain stable housing. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Non-billable travel time	1/4hr	Time spent by worker in transit to or from appointments. This time does not count towards monthly invoicing, all of which should be captured by Case Management.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Phase Summary	EA	Summary of what the client accomplished during each of the three Pathway phases. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Pre-Enrollment Activity	EA	Time spent on client-related work before enrollment, including phone calls, scheduling, obtaining homeless verification, etc.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Pathways To MyHome Rapid Rehousing**

SERVICE	Measurement	Define
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
RRH Financial Assistance - Case Manager Travel	EA	Pathways case manager travel to client, landlord appointments, housing inspections, etc.
RRH Financial Assistance - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. This service is specific to Pathways RRH clients
RRH Financial Assistance - Moving Costs	\$	Client assistance funds used to pay for client's moving costs. This service is specific to Pathways RRH clients.
RRH Financial Assistance - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients

**Pathways To MyHome Rapid Rehousing**

SERVICE	Measurement	Define
RRH Financial Assistance - Rental Assistance	\$	Client assistance funds used to pay for client's monthly rent. This service is specific to Pathways RRH clients.
RRH Financial Assistance - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients.
RRH Financial Assistance - Utility Assistance	\$	Client assistance funds used to pay for client's utility expenses. Specific to Pathways RRH clients.
RRH Financial Assistance - Utility Deposits	\$	Client assistance funds used to pay for the deposit on client's utility account. This service is specific to Pathways RRH clients.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

### Housing Plan 2023

SERVICE	Measurement	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.

**Housing Plan 2023**

SERVICE	Measurement	Define
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Habitability Assessment	EA	Time spent performing, documenting, and uploading necessary documentation related to any HUD required housing inspection (i.e., HQS, and lead paint).
Habitability Assessment - Lead Paint	EA	Time spent performing, documenting, and uploading necessary documentation related to any HUD required housing inspection (i.e., HQS, and lead paint).
Housing Advocacy	EA	Each occurrence of advocating on behalf of client to obtain housing. Specific steps taken (i.e., spoke with landlord about giving a second chance) should be included in case notes.
Housing Placement	EA	Client obtained permanent housing. This helps track housing placement for clients in programs that do not close clients immediately upon placement.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.

**Housing Plan 2023**

**SERVICE**

Measurement

Define

Negotiated Debt Repayment Plan	EA	Plan between client and landlord, utility provider, or other entities to reduce, or pay off debt that is creating a barrier in obtaining or maintain stable housing. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Non-billable travel time	1/4hr	Time spent by worker in transit to or from appointments. This time does not count towards monthly invoicing, all of which should be captured by Case Management.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Phase Summary	EA	Summary of what the client accomplished during each of the three Pathway phases. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Pre-Enrollment Activity	EA	Time spent on client-related work before enrollment, including phone calls, scheduling, obtaining homeless verification, etc.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Housing Plan 2023**

SERVICE	Measurement	Define
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Housing Plan Financial Assistance - Case Manager Travel	EA	Pathways case manager travel to client, landlord appointments, housing inspections, etc.
Housing Plan Financial Assistance - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. This service is specific to Pathways RRH clients
Housing Plan Financial Assistance - Moving Costs	\$	Client assistance funds used to pay for client's moving costs. This service is specific to Pathways RRH clients.
Housing Plan Financial Assistance - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients
Housing Plan Financial Assistance - Rental Assistance	\$	Client assistance funds used to pay for client's monthly rent. This service is specific to Pathways RRH clients.
Housing Plan Financial Assistance - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients.

**Housing Plan 2023**

SERVICE	Measurement	Define
Housing Plan Financial Assistance - Utility Assistance	\$	Client assistance funds used to pay for client's utility expenses. Specific to Pathways RRH clients.
Housing Plan Financial Assistance - Utility Deposits	\$	Client assistance funds used to pay for the deposit on client's utility account. This service is specific to Pathways RRH clients.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service



**Permanent Supportive Housing**

SERVICE	Measurement	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
Client Financial Assistance - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars
Client Financial Assistance - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars.
Client Financial Assistance - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note.
Client Financial Assistance - Transportation (bus pass)	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars
Client Financial Assistance - Transportation (other)	\$	Client financial assistance funds used to pay for client transportation other than a bus pass. Measured in dollars
Client Financial Assistance Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Developed Balanced Budget	EA	Outcome of work with client creating a realistic and sustainable household budget. Created after housing is obtained when the amount of rent and utilities are known. Specific steps taken (i.e., meeting to finalize household budget) should be included in case notes. Actual time spent should be recorded under Budget Counseling and a description of the activity included in case notes.

**Permanent Supportive Housing**

SERVICE	Measurement	Define
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Life Skills	EA	Time spent with client on life skills education or training.
Non-billable travel time	1/4hr	Time spent by worker in transit to or from appointments. This time does not count towards monthly invoicing, all of which should be captured by Case Management.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type

**Permanent Supportive Housing**

SERVICE	Measurement	Define
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Service Coordination	EA	Time spent helping clients access services, coordinating, advocating, or communicating with other service providers on client's behalf. NOTE: this includes time spent enrolling clients into EL and time spent making referrals in EL.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service