

## Program Outcomes Plan (POP) Overview

### A. Purpose

The Program Outcomes Plan (POP) establishes individual program performance goals for all CSB and HUD funded programs. Performance goals must be consistent with both CSB Performance Standards and the Continuum of Care (CoC), the Columbus/Franklin County continuum of care Performance Standards.

Additionally, programs should be continually improving performance until a level of optimal performance is achieved. CSB will propose a POP for each program applying for CSB and/or HUD funding.

### B. Monitoring

For purposes of contract and funding compliance, program outcomes may be evaluated for compliance with performance standards on a quarterly, semi-annual, and annual basis. Success in achieving performance standards during the current monitoring period, along with other factors, will form the basis for funding decisions in the next contract period. Significant failure to meet program outcomes may result in contract enforcement related to reduction of funding or termination.

System Indicators Reports are published quarterly and provided to the CoC and its Board. System and Program Indicator Reports are provided to CSB trustees. Annual program evaluations are published based on the first semi-annual contract period performance and shared with the aforementioned entities. Ratings on the program evaluation may impact HUD funding for programs funded through the annual competitive funding process. Reports are posted to [www.csb.org](http://www.csb.org).

### C. Process

1. Review the Evaluation Methodology and Program Performance Standards documents.
2. Review program performance for prior years (See CSB System Indicator Reports, Program Evaluation Reports, and agency generated reports from HMIS).
3. Preliminary Program Outcomes Plans (POP) are sent to agencies for review. Agencies may make suggestive recommendations to goals. CSB staff reviews recommendations and works with agency to reach agreement.
4. Review the CSB proposed Program Outcomes Plan (POP) for each program.
5. Agencies may appeal POP recommendations to CSB Board Chair or CoC Board and CoC if unable to reach agreement on modifications with CSB staff.
6. Decisions of the CSB Board Chair or CoC are final.
7. The final Program Outcomes Plan incorporated into the program agreement must match the final, agreed upon POP.