Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		Inconsistent use of specific results- based outcome measures in contracts and grants impairs the Department of Homelessness and Supportive Housing's ability to measure and evaluate the success of its programs and the performance of the CBOs who provide homelessness	Office of the Mayor [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28,		Insufficient on-site program monitoring limits HSH's ability to evaluate and support CBOs and improve contract performance.	Office of the Mayor [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		The existing City Performance Scorecard for Homelessness Benchmarking does not adequately track progress in reducing homelessness within specific subpopulations over time, including the chronically homeless, which limits HSH's ability to credibly assess and publicly report its progress toward achieving its strategic goals for these subpopulations.	Office of the Mayor [August 27, 2023]		

Report Title [Publication Date]	R# [for F#]		Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]	[for F1]	working with the Controller's Office and the Homelessness Oversight Commission, should develop a set of contract performance outcomes that will be consistently applied across all contracts for the provision of homelessness services and that will link directly to HSH's Home By the Bay strategic goals.	Office of the Mayor [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		should include, in all contracts for the	Office of the Mayor [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]			Office of the Mayor [August 27, 2023]		

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the	R3	By the end of FY24, HSH, working	Office of the		
Performance	[for F3]	with the City Controller and the City	Mayor		
Bullseye:		Administrator, should augment the	[August 27, 2023]		
Contracting for		City Performance Scorecard for			
Better Outcomes in		Homelessness Benchmarking to			
Homelessness		provide regular reports on progress			
Services [June 28,		made in reducing homelessness for			
2023]		all subpopulations of homeless			
		identified in the Home By the Bay			
		strategic plan, including the			
		chronically homeless.			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		Inconsistent use of specific results- based outcome measures in contracts and grants impairs the Department of Homelessness and Supportive Housing's ability to measure and evaluate the success of its programs and the performance of the CBOs who provide homelessness	Office of the Controller [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28,		Insufficient on-site program monitoring limits HSH's ability to evaluate and support CBOs and improve contract performance.	Office of the Controller [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		The existing City Performance Scorecard for Homelessness Benchmarking does not adequately track progress in reducing homelessness within specific subpopulations over time, including the chronically homeless, which limits HSH's ability to credibly assess and publicly report its progress toward achieving its strategic goals for these subpopulations.	Office of the Controller [August 27, 2023]		

Report Title [Publication Date]			Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the Performance		1 ·	Office of the Controller		
Bullseye:		and the Homelessness Oversight	[August 27, 2023]		
Contracting for		Commission, should develop a set of	[August 27, 2023]		
Better Outcomes in		contract performance outcomes that			
Homelessness		will be consistently applied across all			
Services [June 28,		contracts for the provision of			
2023]		homelessness services and that will			
		link directly to HSH's Home By the			
		Bay strategic goals.			
Hitting the	R1.2	By the end of Fiscal Year 2024, HSH	Office of the		
Performance	[for F1]	should include, in all contracts for the	Controller		
Bullseye:		provision of homelessness services,	[August 27, 2023]		
Contracting for		measures to facilitate tracking the			
Better Outcomes in		outcome of the services provided			
Homelessness		across all homelessness			
Services [June 28,		subpopulations identified in the			
2023]		Home By the Bay plan, including the			
		chronically homeless.			
Hitting the		By the end of FY24, HSH, working	Office of the		
Performance	[for F2]	I	Controller		
Bullseye:		develop standards for program and	[August 27, 2023]		
Contracting for		contract monitoring designed to			
Better Outcomes in		increase on-site program monitoring;			
Homelessness		improve evaluation of, collaboration			
Services [June 28,		with, and support for CBOs; and			
2023]		minimize burdens on CBOs by			
		consolidating overall contract and			
		program monitoring visits from			
		multiple agencies to the extent			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the	R3	By the end of FY24, HSH, working	Office of the		
Performance	[for F3]	with the City Controller and the City	Controller		
Bullseye:		Administrator, should augment the	[August 27, 2023]		
Contracting for		City Performance Scorecard for			
Better Outcomes in		Homelessness Benchmarking to			
Homelessness		provide regular reports on progress			
Services [June 28,		made in reducing homelessness for			
2023]		all subpopulations of homeless			
		identified in the Home By the Bay			
		strategic plan, including the			
		chronically homeless.			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		Inconsistent use of specific results- based outcome measures in contracts and grants impairs the Department of Homelessness and Supportive Housing's ability to measure and evaluate the success of its programs and the performance of the CBOs who provide homelessness	Department of Homelessness and Supportive Housing [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28,	F2	Insufficient on-site program monitoring limits HSH's ability to evaluate and support CBOs and improve contract performance.	Department of Homelessness and Supportive Housing [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		The existing City Performance Scorecard for Homelessness Benchmarking does not adequately track progress in reducing homelessness within specific subpopulations over time, including the chronically homeless, which limits HSH's ability to credibly assess and publicly report its progress toward achieving its strategic goals for these subpopulations.	Department of Homelessness and Supportive Housing [August 27, 2023]		

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]	[for F1]	and the Homelessness Oversight Commission, should develop a set of contract performance outcomes that will be consistently applied across all contracts for the provision of homelessness services and that will link directly to HSH's Home By the Bay strategic goals.	Department of Homelessness and Supportive Housing [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		should include, in all contracts for the provision of homelessness services,	Department of Homelessness and Supportive Housing [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		, and the second	Department of Homelessness and Supportive Housing [August 27, 2023]		

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the	R3	By the end of FY24, HSH, working	Department of		
Performance	[for F3]	with the City Controller and the City	Homelessness		
Bullseye:		Administrator, should augment the	and Supportive		
Contracting for		City Performance Scorecard for	Housing		
Better Outcomes in		Homelessness Benchmarking to	[August 27, 2023]		
Homelessness		provide regular reports on progress			
Services [June 28,		made in reducing homelessness for			
2023]		all subpopulations of homeless			
		identified in the Home By the Bay			
		strategic plan, including the			
		chronically homeless.			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Hitting the	F1	Inconsistent use of specific results-	Homelessness		
Performance		based outcome measures in	Oversight		
Bullseye:		contracts and grants impairs the	Commission		
Contracting for		Department of Homelessness and	[August 27, 2023]		
Better Outcomes in		Supportive Housing's ability to			
Homelessness		measure and evaluate the success of			
Services [June 28,		its programs and the performance of			
2023]		the CBOs who provide homelessness			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the	R1.1	By the end of Fiscal Year 2024, HSH,	Homelessness		
Performance	[for F1]	working with the Controller's Office	Oversight		
Bullseye:		and the Homelessness Oversight	Commission		
Contracting for		Commission, should develop a set of	[August 27, 2023]		
Better Outcomes in		contract performance outcomes that			
Homelessness		will be consistently applied across all			
Services [June 28,		contracts for the provision of			
2023]		homelessness services and that will			
		link directly to HSH's Home By the			
		Bay strategic goals.			
Hitting the	R1.2	By the end of Fiscal Year 2024, HSH	Homelessness		
Performance	[for F1]	should include, in all contracts for the	Oversight		
Bullseye:		provision of homelessness services,	Commission		
Contracting for		measures to facilitate tracking the	[August 27, 2023]		
Better Outcomes in		outcome of the services provided			
Homelessness		across all homelessness			
Services [June 28,		subpopulations identified in the			
2023]		Home By the Bay plan, including the			
		chronically homeless.			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness		based outcome measures in contracts and grants impairs the Department of Homelessness and Supportive Housing's ability to measure and evaluate the success of	Office of Contract Administration [August 27, 2023]		
Services [June 28, 2023]		its programs and the performance of the CBOs who provide homelessness			
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28,		monitoring limits HSH's ability to	Office of Contract Administration [August 27, 2023]		

Report Title [Publication Date]	R# [for F#]		Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]	[for F1]	working with the Controller's Office and the Homelessness Oversight Commission, should develop a set of contract performance outcomes that will be consistently applied across all contracts for the provision of homelessness services and that will link directly to HSH's Home By the Bay strategic goals.	Office of Contract Administration [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]		By the end of Fiscal Year 2024, HSH should include, in all contracts for the provision of homelessness services, measures to facilitate tracking the outcome of the services provided across all homelessness subpopulations identified in the Home By the Bay plan, including the chronically homeless.	Office of Contract Administration [August 27, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]			Office of Contract Administration [August 27, 2023]		

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Hitting the	F3	The existing City Performance	Office of the City		
Performance		Scorecard for Homelessness	Administrator		
Bullseye:		Benchmarking does not adequately	[August 27, 2023]		
Contracting for		track progress in reducing			
Better Outcomes in		homelessness within specific			
Homelessness		subpopulations over time, including			
Services [June 28,		the chronically homeless, which limits			
2023]		HSH's ability to credibly assess and			
		publicly report its progress toward			
		achieving its strategic goals for these			
		subpopulations.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 30, 2023]	[for F1]	working with the Controller's Office and the Homelessness Oversight Commission, should develop a set of contract performance outcomes that will be consistently applied across all contracts for the provision of homelessness services and that will link directly to HSH's Home By the	Office of the Controller [August 29, 2023]		
Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]	[for F3]	Bay strategic goals. By the end of FY24, HSH, working with the City Controller and the City Administrator, should augment the City Performance Scorecard for Homelessness Benchmarking to provide regular reports on progress made in reducing homelessness for all subpopulations of homeless identified in the Home By the Bay strategic plan, including the chronically homeless.	Office of the City Administrator [August 27, 2023]		