

Best Practices for Standards of Care (BPSC) Committee Final Recommendations Summary

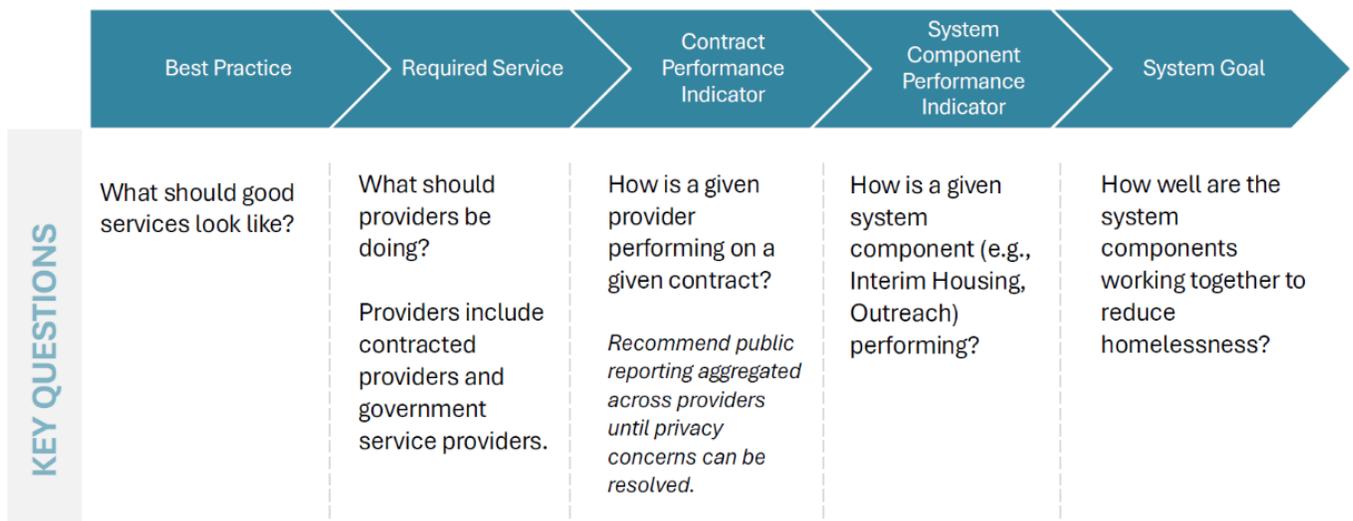
Among other duties, the Measure A Ordinance (Section 3.C) tasks the Executive Committee for Regional Homeless Alignment (ECRHA) with input from the Leadership Table, with developing “best practices for the standardization of care, including but not limited to connections to behavioral and mental health, medical care, and other services. These best practices should include guidance and key performance indicators for contractors and funding recipients.”¹ ECRHA established the Best Practices for Standardization of Care (BPSC) Committee on March 14, 2025 to lead this work.

From April 10, 2025-November 20, 2025 the BPSC Committee met to develop draft recommendations, receive and incorporate feedback from the Data Subcommittee, and finalize its recommendations to ECRHA regarding performance measures related to permanent supportive housing, interim housing, and outreach. The following is a summary of the final measures being submitted to ECRHA for its consideration, along with the accompanying performance management framework.

The performance measures are organized into four categories:

- 1) System Goals: Monitor how the entire system is functioning as a whole and examine progress toward strategic goals.
- 2) System component performance indicators: Measures how all providers of a specific component are collectively performing and how multiple components are working together to move participants through the homeless services system.
- 3) Contract performance indicators: Measures of how well individual programs and providers are performing.
- 4) Required Services: Operational expectations that define how providers should deliver services.

This visual displays how the performance management components come together:



¹ <https://file.lacounty.gov/SDSInter/bos/supdocs/198339.pdf>

This chart summarizes the recommended measures across the four performance management categories:

	System Goals	System Component Performance Indicators	Contract Performance Indicators	Required Services	Totals
Permanent supportive housing	2	20	9	4	35 (31%)
Interim housing	3	21	8	1	33 (30%)
Outreach	6	28	9	1	44 (39%)
Totals	11 (10%)	69 (62%)	26 (23%)	6 (5%)	112

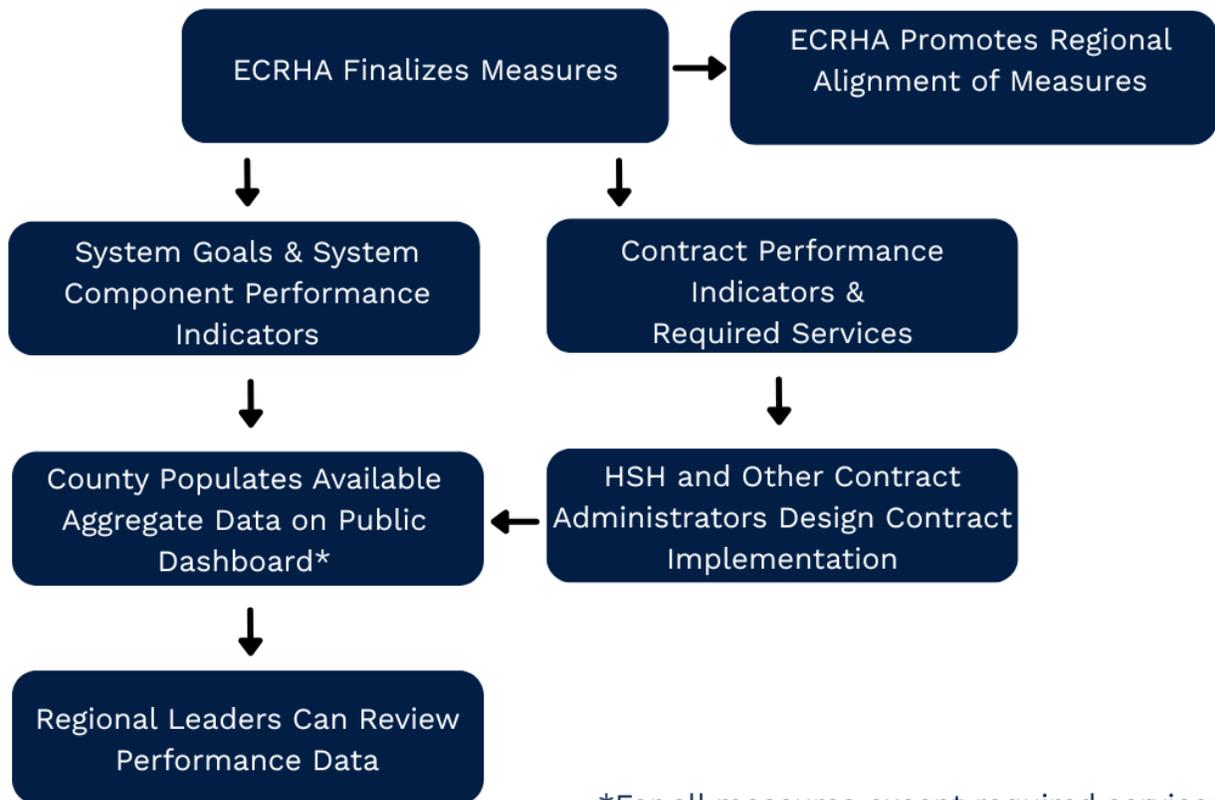
If approved by ECRHA, for the measures that relate to contracts (contract performance indicators and required services), the relevant contract administrators would work to determine how to implement them, including setting when needed appropriate targets and taking into account current funding constraints. BPS and ECRHA have both stressed the importance of engagement with service providers. It is important to note that approximately 50% of measures related to contracts are existing for some or all grant administrators.

For measures not related to contracts (i.e. system goals and system component performance indicators), available aggregate data from these measures would be populated in an interactive public dashboard the Department of Homeless Services and Housing (HSH) would lead development and launch of by October 2026, with a goal to update at least quarterly. Data for many system goals is already available on the public Measure A Progress Dashboard. Additionally, while required services are typically not quantifiably tracked on a public dashboard, aggregate information for the contract performance measures would be available on the dashboard.

The measures vary in whether they can be reported at the SPA, Supervisorial District, City, Council District, and site levels, and the supporting materials note these distinctions. As the Data Subcommittee outlined, data exists for many measures, and when it does not, the documents identify current limitations and provide estimated timelines for building the necessary data infrastructure or workflows. Many gaps can be addressed through staffing, resources, policy decisions, and new data processes, but these steps will take time and prioritization. The County has already committed to making progress on these gaps. Some measures, particularly those involving referrals and connections to care, cannot be resolved through data systems alone: they will require changes in program design and frontline workflows to ensure that the needed information is actually captured in the field. For each measure, the materials indicate the ideal end state and what is currently operational in today's data environment.

In summary, these proposed measures reflect significant advancement and alignment of a shared performance framework across multiple key system stakeholders. It is recommended that ECRHA finalize the proposed measures so that they can advance to implementation.

Implementation Workflow:



*For all measures except required services.

