PROGRAM DESCRIPTION	
Dep	artment: Economic Development HB Section(s): 7.140
	gram Name: Emergency Solutions Grant
Program is found in the following core budget(s): Missouri Housing Development Commission	
1a.	What strategic priority does this program address? Data Driven, Customer Centric, Regionally Targeted, One Team
1b.	What does this program do?
	<ul> <li>The Missouri Housing Development Commission (MHDC) assists individuals and families who are homeless or at risk of homelessness obtain and remain in permanent housing by administering the Emergency Solutions Grant (ESG) Program through approximately 70 sub-grants to non-profit agencies operating emergency shelter, street outreach, rapid re-housing, and homeless prevention programs.</li> <li>The Ming Homeless Shelter is a program of the House on the Hill Foundation. Located in Warrensburg, the Ming shelter provides shelter and supportive services for homeless persons in the Johnson County area.</li> </ul>
2a.	<b>Provide an activity measure(s) for the program.</b> FY2019 through FY2022 activity measure is reflected in DSS budget request (HB 11.185). An activity measure to show total clients using ESG funding for the aid of homeless individuals and families will be developed.
2b.	<b>Provide a measure(s) of the program's quality.</b> Due to the nature of the assistance provided by the ESG Program can be difficult to collect customer satisfaction data. MHDC holds an annual Focus Group for funded ESG agencies at the end of each grant cycle. Due to COVID-19, the most recent Focus Group was conducted through electronic survey in the month of June 2021 and followed by a live webinar in July 2021. During this time, funded agencies are offered an opportunity to provide feedback and suggestions based on their experiences for the future grant year. The feedback has historically been very positive. This year the survey resulted in over 75% of respondents stating that MHDC did not need to do anything to improve the ESG program administration. In conjunction with the ESG Focus Group, MHDC is working to create and implement more effective ways of evaluating customer satisfaction measures and data reporting processes.
2c.	<b>Provide a measure(s) of the program's impact.</b> FY2019 through FY2022 impact measure is reflected in DSS budget request (HB 11.185). An impact measure to show the number of exits to permanent housing will be developed.
2d.	Provide a measure(s) of the program's efficiency. FY2019 through FY2022 efficiency measure is reflected in DSS budget request (HB 11.185). An efficiency measure to show the cost of assistance per client served will be developed.

