



## SWAP (System-Wide Analytics and Projection) Tool: 2016 Emergency Shelter Program Performance Analysis

The Orange County Continuum of Care (CoC) began work on re-designing the homeless system of care by approving the 10 Year Plan to End Homelessness in 2012. This plan is the product of an integrated community collaboration, and was written both to comply with federal policy direction, and to create and realize the greatest possible reduction in homelessness in our community. Achieving this goal requires the community to understand how resources are invested, the capacity of the current system to serve homeless families and individuals, and the likely result of alternative approaches.

In 2013 and 2014, the Orange County Continuum of Care used the Program Performance Report commissioned by 2-1-1 Orange County (211OC) and created by Focus Strategies for each agency's project(s). In 2015 and 2016, 211OC produced the Program Performance Report by using the HUD approved SWAP (System-Wide Analytics and Projection) Tool developed by Focus Strategies in collaboration with the National Alliance to End Homelessness (NAEH). The SWAP Tool is a suite of tools designed to help communities plan and prioritize changes to bring about the greatest possible reduction in homelessness. The measures included in this report are annual household utilization, length of stay, households exited to permanent housing, households entered from homelessness, and households that returned to homelessness.

These reports present analyses of data from the local Homeless Management Information System (HMIS) and the HUD-mandated Housing Inventory Count (HIC) of each program. The objective of the analysis is to assess how both individual programs and the system as a whole are performing in relation to the goals of the federal HEARTH Act, as well as provide support for, and transparency to, the decision making process. The primary focus of the individual program information is to assess a program's demonstrated ability to serve individuals who have experienced literal homelessness and assist them to move to permanent housing as quickly as possible. Although the HEARTH Act has several goals that include decreasing length of time homeless, returns to homelessness, first time homelessness, and the total number of homeless people, as well as increasing outreach to homeless populations and job and income growth for clients, these indicators ultimately relate back to the goal of ensuring no one is homeless longer than 30 days.

The 2016 Program Performance Analysis includes enrollments active in the Orange County HMIS between 1/1/14 and 12/31/15. One intended use for this latest set of reports is for the Orange County CoC to include the information as part of a HUD grant application rating and ranking process. 211OC envisions the Analysis being used by agencies, funders and stakeholders alike, and encourages agencies to share the report with private and public funders as well as the community. 211OC believes in the community's commitment to make system change, and together we can help to move Orange County forward in "right-sizing" our homeless system of care, allowing organizations and decision-makers to make more informed decisions, including prioritizing programs and system-wide policies that best serve the needs of the Orange County community.

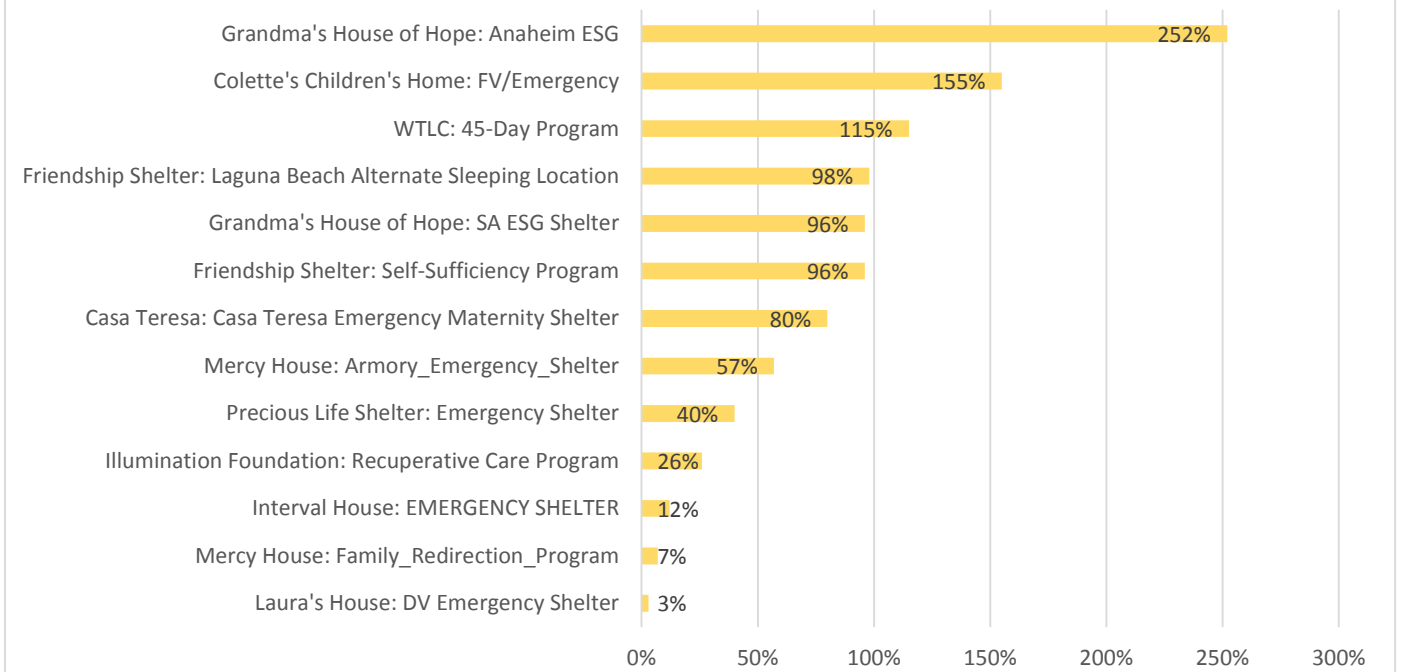
Please be aware as you view this report that the SWAP only includes Emergency Shelter projects with two years of data in HMIS.

### Questions?

For more information about the SWAP Tool, please visit <http://focusstrategies.net/swap/>.

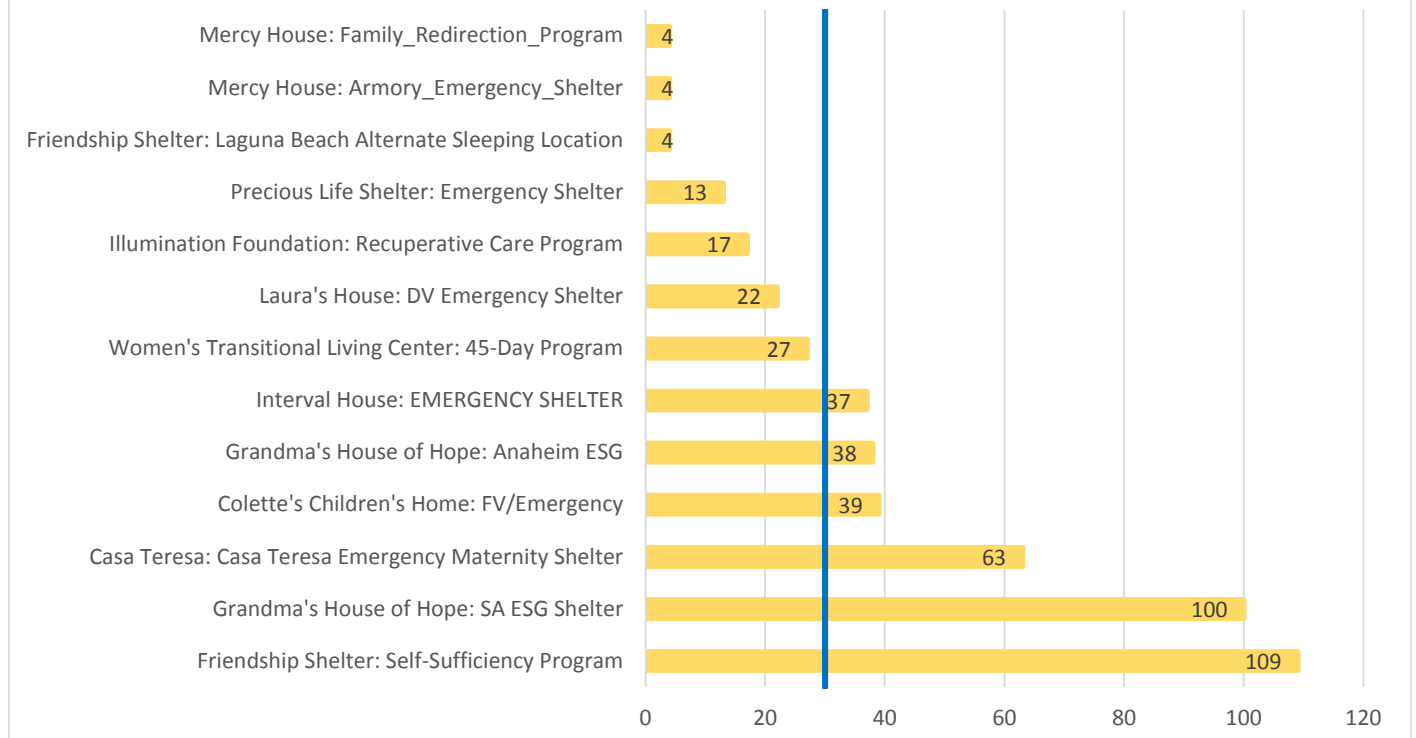
Should you have additional questions please contact 211OC's Data and Analytics Manager, Erin DeRycke via email at [ederycke@211oc.org](mailto:ederycke@211oc.org).

## HMIS Annual Utilization Rate



**Annual Utilization Rate** shows the utilization rate for each emergency shelter project based on the imported HMIS data and HIC data. Capacity is determined by the number of units for households with at least one adult and one child and beds for households without children reported on the 2015 HIC. Utilization was annualized for seasonal projects. Utilization is determined by dividing the number of bed nights for active enrollments between 1/1/15 and 12/31/15 by the yearly capacity for the project.

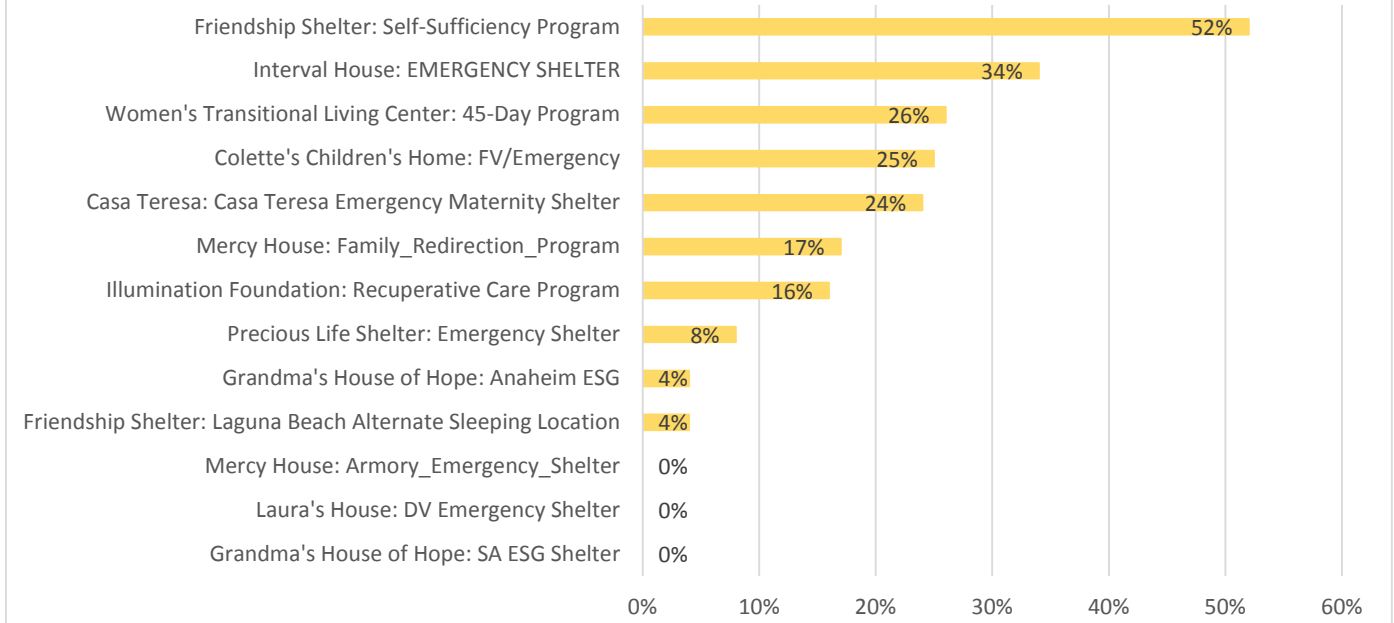
## Average Length of Stay (days)



The blue line represents the HUD benchmark for this measure (<30 days).

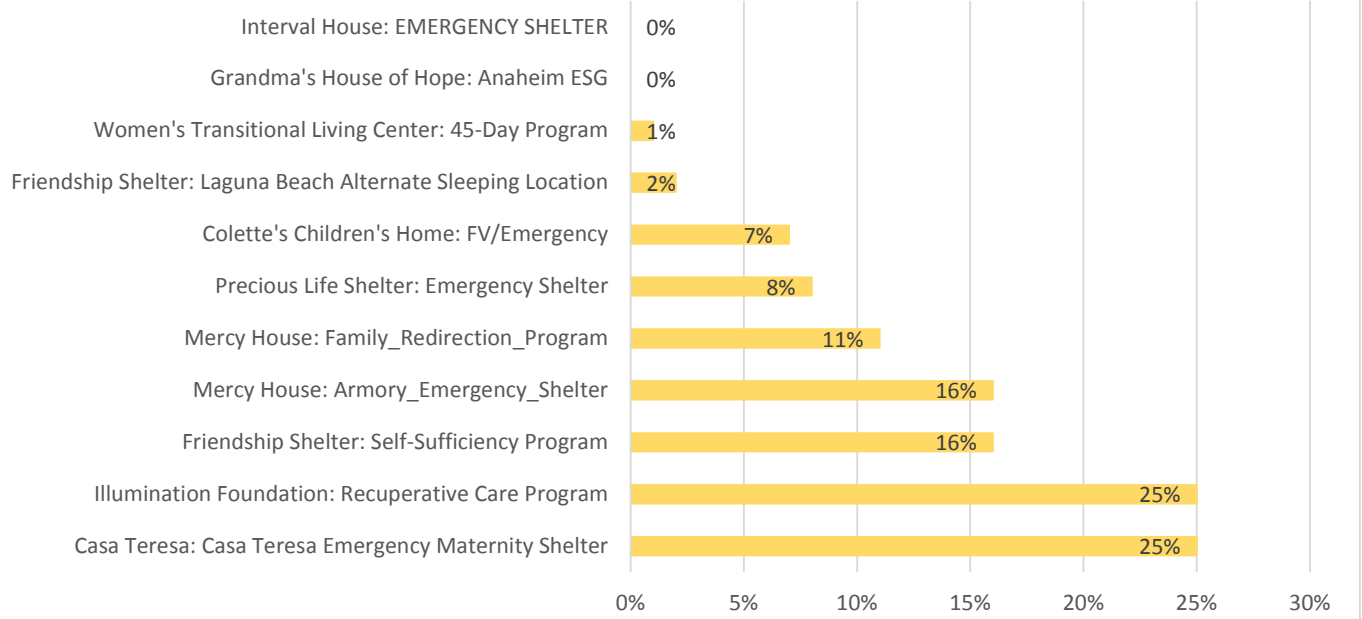
**Average Length of Stay (days)** is the average of the length of stay for all households that exited the project between 1/1/15 and 12/31/15. For night-by-night projects, a stay is the number of consecutive days the client resided in the project.

## Permanent Housing Exits



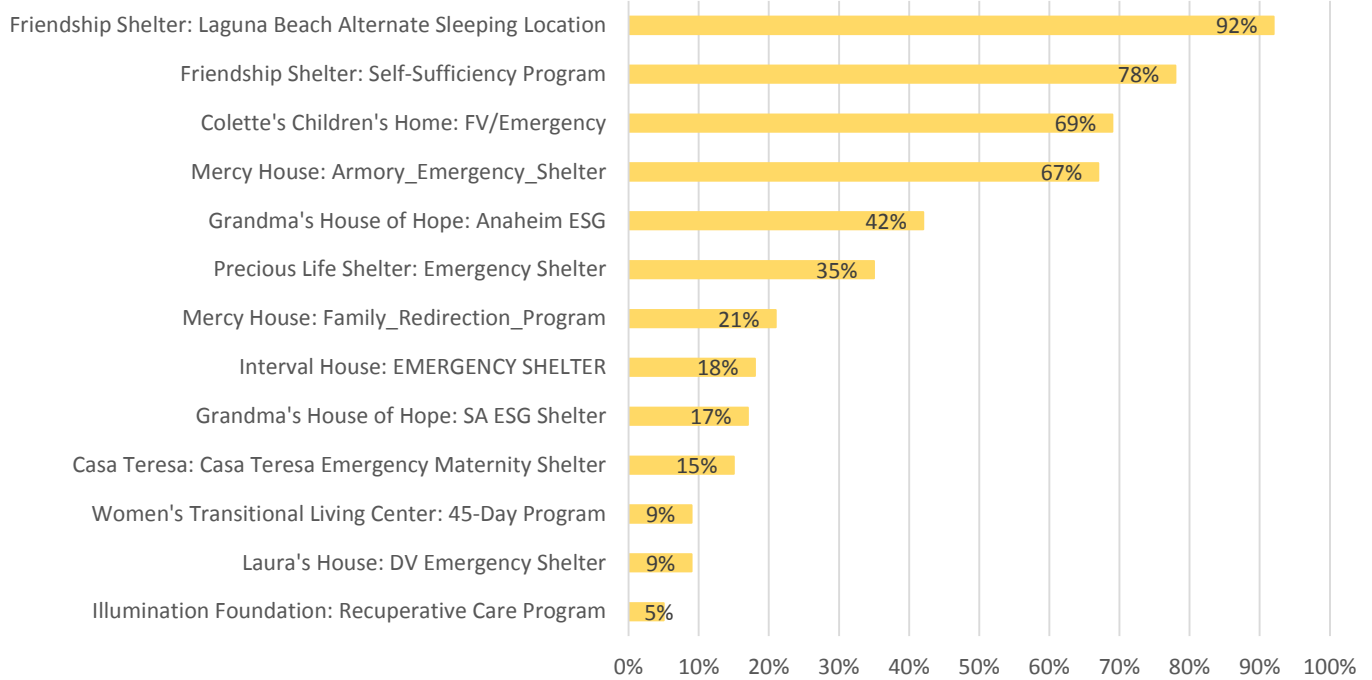
**Permanent Housing Exits** is the percentage of exited households that exited to permanent housing. Only households with exit dates between 1/1/15 and 12/31/15 were included in this calculation. For night-by-night projects, an exit is each time there is a break in bed nights for a household.

## Returns to Homelessness



**Returns to Homelessness** is the percentage of households that exited to a permanent housing location and returned within a year to another emergency shelter or transitional housing project included in the SWAP.

## Entries from Homelessness



**Entries from Homelessness** shows the percentage of households that entered from unsheltered locations or emergency shelters. Only households with enrollment dates between 1/1/15 and 12/31/15 were included in this calculation. For night-by-night projects, each new stay is considered a new entry.