

System Performance Measures Report

16/17: System Performance Report submitted to HUD May 2018 (10/1/16 - 9/30/17)

17/18: System Performance Report to be submitted to HUD in May 2019 (10/1/17 - 9/30/18)

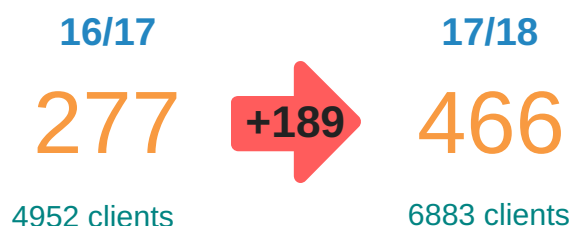
Measure 1a: Length of Stay (ES or TH)



Average Length of Stay (LOS) is a calculation of the average number of days clients have been enrolled in a project as of their last night bed night during the month.

The decrease reflected in this measure may be due to the ramping up of the CoC's Coordinated Entry System, which places clients into Permanent Housing via case coordination and is currently focusing efforts on clients experiencing homelessness in Emergency Shelter and Transitional Housing projects.

Measure 1b: Length of Homelessness (ES, TH, PH)



Average Length of Homelessness is a calculation of the average number of days a client enrolled in ES, TH, or PH projects have spent in homelessness.

In 2018 the HMIS Lead Agency (211OC) focused efforts on accurately collecting the "Approximate Date [Homelessness] Started" data element. There may not have been a literal increase in the lengths of homelessness, but data collected in HMIS is now more accurately representing existing lengths of homelessness.

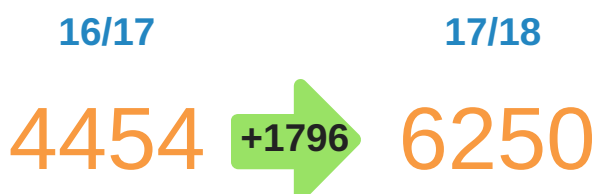
Measure 2: Returns to Homelessness (SO, ES, TH, PH)



Returns to Homelessness is a calculation of the percentage of clients who exited to a Permanent Housing destination and returned to homelessness.

Multiple new agencies and projects have been added to HMIS since April 2018. This increase means that HMIS now has much more comprehensive data regarding whether or not a client is returning to another agency to be served.

Measure 3.2: Unduplicated Sheltered Homeless (ES and TH)



Unduplicated Sheltered Homeless is the number of clients who have been enrolled in either an ES or TH project during the reporting period.

The increase reflected in this measure is due to the addition of the Midnight Mission and the Salvation Army, which both run large Emergency Shelter projects, to HMIS. In addition, other new Emergency Shelter projects have opened in Orange County, and these shelters are now entering data into HMIS.

Measure 4.3: Increased Income for Adult Stayers (CoC PH)



Increased Income for Adult Stayers measures the percentage of adults enrolled in a CoC funded PH project with a length of stay of 365+ days who have increased their total income since entering the project.

The CoC has focused on the increased income measures over the past couple of years, and this measure is beginning to improve as a result.

Measure 4.6: Increased Income for Adult Leavers (CoC PH)



Increased Income for Adult Leavers measures the percentage of adults who exited a CoC funded PH project during the reporting period and increased their total income over the duration of their enrollment.

The CoC has focused on the increased income measures over the past couple of years, and this measure is beginning to improve as a result.

Measure 5.2: First Time Homeless (ES, TH, PH)



First Time Homeless is a calculation of the number of persons in ES, TH, and PH projects with no prior enrollments in HMIS.

The increase reflected in this measure is due to the addition of multiple new projects being added to HMIS. The addition of these projects is due to migrating to a new HMIS vendor in April 2018, and also because new Emergency Shelter projects were opened in 2018.

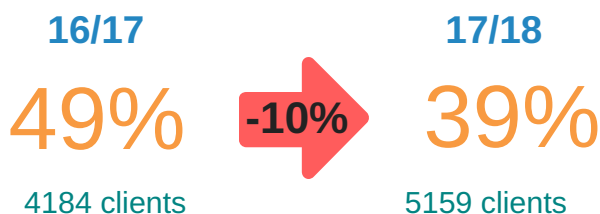
Measure 7a.1: Successful Exits (SO)



Measure 7a.1 is a calculation of the percentage of clients who exited from a Street Outreach enrollment to permanent housing destinations, temporary destinations (except for a place not meant for human habitation), and some institutional destinations during the reporting period.

The universe of clients has increased because five street outreach projects were added to HMIS in the past year.

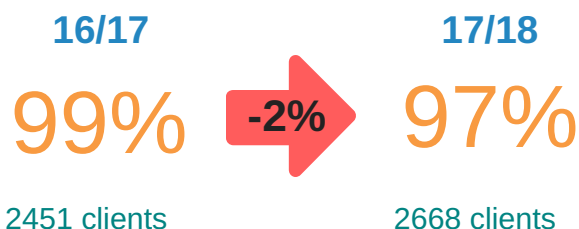
Measure 7b.1: Successful Exits (ES, TH, RRH)



Measure 7b.1 is a calculation of the percentage of clients who exited from an ES, TH, or RRH enrollment to permanent housing destinations during the reporting period.

During the 17/18 reporting period, the Mercy House Armory was open longer than it was open the previous year, and therefore served over 1000 clients more than they did the previous year. The decrease in this measure reflects the increase in these clients who frequently do not provide exit locations prior to leaving the project.

Measure 7b.2: Maintained or Exited to PH (PSH, OPH)



Measure 7a.1 is a calculation of the percentage of clients who exited from a PSH or OPH enrollment to a permanent housing destination or remained enrolled in a PSH or OPH project during the reporting period.