Orange County's Transitional Housing Goals and Outcomes

This report explains goals that have been set for Transitional Housing (TH) projects by the Orange County Continuum of Care (CoC), what they mean for Orange County residents experiencing homelessness, and the outcome of two cycles of performance data review.

2-1-1 Orange County first published project performance data for TH projects in June 2019 after deciding on measures and goals in 2018. Performance data has been published again in January 2020. The report published in June 2019 looked at data from clients who were active from 5/1/18 to 4/30/19 and the report published in January 2020 looked at data from clients who were active from 11/1/2018 to 10/31/2019. This report compares the progress that Transitional Housing projects have made in the two cycles of performance data review.

The following goals apply to TH projects:

Goal 1: Prioritize Clients Experiencing Literal Homelessness
Although the majority of projects have not been able to exclusively serve 100% of clients who are experiencing literal homelessness in any of the analysis periods, most projects have increased or maintained the percentage of clients enrolled from literal homeless situations.

Goal 2: Decrease Length of Time in Temporary Shelter
Projects made a significant improvement on this goal since the June 2019 analysis period. As a result, the majority of projects are very close to meeting the target of decreasing the clients' length of stay to less than 180 days.

Goal 5: Ensure Projects are being Fully Utilized
As a project type, Transitional Housing projects have been able to maintain the goal of utilizing at least 80% of available units in both periods analyzed. However, the majority of projects have a decreased utilization rate since the June 2019 analysis.

Goal 6: Help Adults Increase Their Income while Enrolled in the Project
A third of the projects have been able to meet the goal for increasing client income during both analysis periods. However, slightly more than half of the projects included in the January 2020 analysis did not meet the goal of increasing income for at least 10% of clients.

Goal 7: Help Adults Increase Their Income as of Project Exit
Overall, projects have made considerable improvements in this goal. The majority of the projects achieved the goal of increasing income for at least 35% of exited clients in both periods analyzed.

Goal 8: Help Clients Exit to Successful Housing Situations
Although 40% of projects increased the percentage of clients that exited to permanent housing destinations, on average projects have not been able to meet the target for this goal yet in any of the periods analyzed.

Goal 11: Ensure Clients Do Not Fall Back Into Homelessness After Being Housed
The vast majority of Transitional Housing projects were able to meet the goal that no more than 10% of clients who exit from a Transitional Housing project to a permanent housing destination will experience homelessness again after that housing placement.

*Goals 3, 4, 9, and 10 do not apply to Transitional Housing projects.

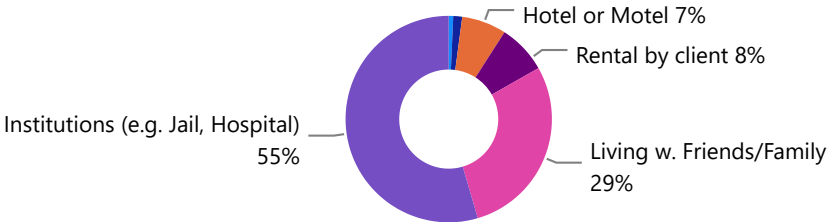# Goal 1: Prioritize People Experiencing Literal Homelessness

Why does this goal matter? Our goal is to have 100% of clients in Transitional Housing projects coming from literal homelessness situations to ensure that our CoC's limited resources are focused on those with the greatest need. The universe for this goal is all heads of household active during the reporting period.

Where are we right now?

On average, 82% of clients enrolled in Transitional Housing Projects enter from Literal Homeless Situations.

82%

Out of the clients entering from non-literal homeless situations, the majority are coming from Institutions. Around 30% come from living with friends or family, 8% come from rental locations, and 7% from hotels/motels.

- Hotel or Motel 7%
- Rental by client 8%
- Living w. Friends/Family 29%
- Institutions (e.g. Jail, Hospital) 55%

Any standout project successes?

Seven projects have been able to enroll 100% of their clients from literal homeless situations in both analyzed periods.

Project Name	June 2019 Score	January 2020 Score	Goal Achievement
Wise Place - Positive Steps	100%	100%	Met goal both periods
South County Outreach - SCO Transitional Housing - Mission Viejo	100%	100%	Met goal both periods
Pathways of Hope - Hope's Corner	100%	100%	Met goal both periods
Families Forward - I - Transitional Housing - Lake Forest	100%	100%	Met goal both periods
Families Forward - I - Transitional Housing - Irvine	100%	100%	Met goal both periods
Casa Teresa - Casa Teresa Transformation 2 Program	100%	100%	Met goal both periods
Casa Teresa - Casa Teresa Transformation 1 Program	100%	100%	Met goal both periods

Are we maintaining our goals?

The majority of projects have not been able to reach the goal of enrolling 100% of their clients from literal homeless situations in either analysis period. Out of 31 projects, 7 met the goal both in June 2019 and January 2020, 1 project met the goal in June 2019 but not on January 2020, and 23 projects have not meet the goal in neither period.

7
23

- ● Haven't met goal ● Met goal both periods ● Met only Jun 2019 goal

On average, in the January 2020 analysis period there were not significant improvements in prioritizing clients experiencing literal homelessness. The overall project type score remained unchanged in comparison to the June 2019 period.
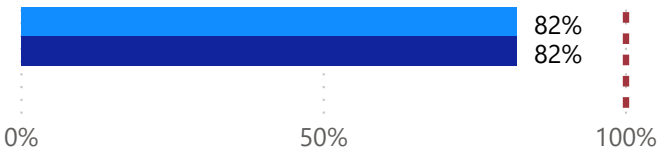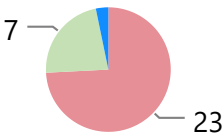
82%
82%
0%   50%   100%

- ● January 2020 Score ● June 2019 Score

What's the bottom line?

Only 7 projects, out of 32, reached the goal of enrolling 100% of their clients from Literal Homeless Situations.

Achieved goal
7 (22%)

Did not achieve...
25 (78%)

Although most of the projects have not been able to meet the goal of enrolling 100% of clients from literal homeless situations, the majority of projects have increased or maintained this percentage since June 2019.

9
12
10
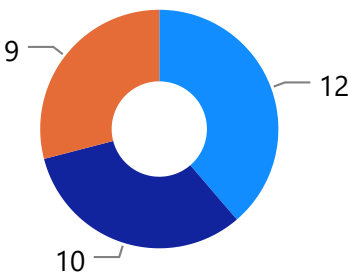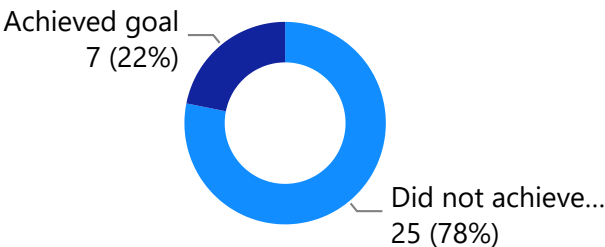
- ● Score Worsened ● Score Improved ● Score Maintained

Goal 2 - Decrease Length of Stay in Temporary Shelter

Why does this goal matter? Our goal is for clients enrolled in Transitional Housing projects to spend as little time as possible in these project types before moving to a permanent housing situation. Our target is 180 days or less spent residing in Transitional Housing before moving into sheltered housing. The universe for this goal is all clients active during the reporting period
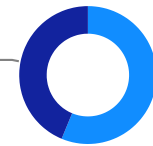

Where are we right now?

Clients are enrolled in Transitional Housing projects for 182 days on average.

182

More than half of the Transitional Housing projects achieved the goal of decreasing the clients' length of stay in temporary shelter to less than 180 days.

Did not achieved goal
14 (44%)

Achieved goal
18 (56%)

Any standout project successes?

Two projects decreased the length of stay of clients in temporary shelter around 40% from the June 2019 analysis period to the January 2020 period.

Project Name	June 2019 Score	January 2020 Score	Score Difference	Percentage Change
Families Forward - I - Transitional Housing - Irvine	158	94	64	40%
OC Gateway to Housing - Transitional Housing Program - Santa Ana	347	213	134	39%

Are we maintaining our goals?

More than half of the projects have been able to meet the goal of decreasing the clients' length of stay in transitional housing to less than 180 days. However, around 40% of the projects have not met this goal in either analysis period, and one project met the goal in June 2019 but not in January 2020.

1 (3.23%)
12 (38.71%)
18 (58.06%)
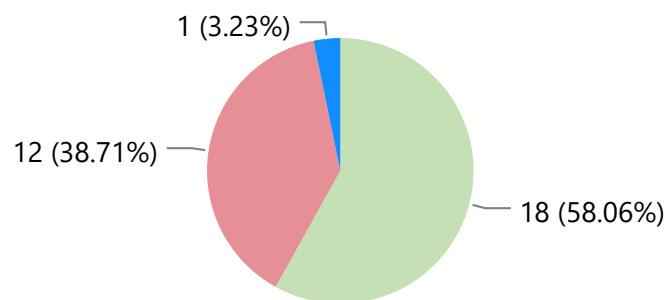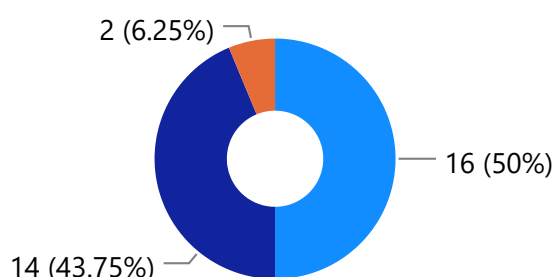
Goal Achievement over Time
- Met goal both periods
- Haven't met goal
- Met only Jun 2019 goal

What's the bottom line?

Since June 2019, half of the projects reduced the number of days that clients stay in temporary shelter.

2 (6.25%)
16 (50%)
14 (43.75%)

Transitional Housing Projects on average decreased the Length of Stay of clients in Temporary Shelter from 190 days to 182 days since June 2019.
As a result, Transitional Housing projects are very close to achieving the goal of reducing the clients' length of stay to less than 180 days.

190
182

0   50   100   150

- Score Improved   - Score Worsened   - Score didn't change
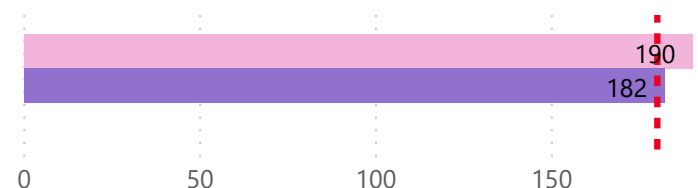
- June 2019 Score   - January 2020 Score

# Goal 5 - Ensure Projects are being Fully Utilized

Why does this goal matter? Maintaining a high utilization rate is very important to ensure that all beds and units available for serving people experiencing homelessness are filled and providing shelter to those who may otherwise be unsheltered. Our goal is for Transitional Housing projects to have at least 80% of their beds and units utilized.

Where are we right now?

On average, 81% of Transitional Housing beds and units are being utilized.
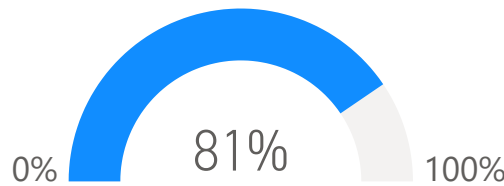
The majority of the projects were not able to achieve the goal of having at least 80% of their beds and units utilized.

Achieved goal 14 (44%)

Did not achieved goal 18 (56%)
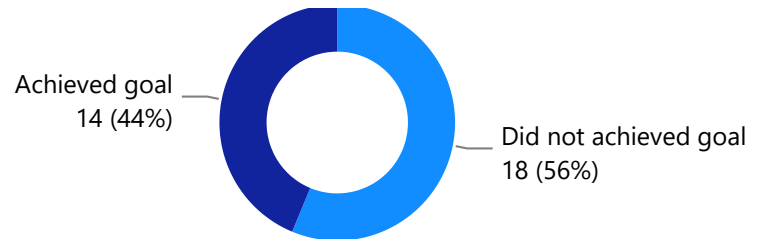
Any standout project successes?

Four projects that did not meet the utilization goal in the June 2019 analysis period were able to meet the goal in January 2020.

Project Name	June 2019 Score	June 2019 Goal	January 2020 Score	January 2020 Goal
Casa Teresa - Casa Teresa Transformation 2 Program	75%	Did not achieved goal	84%	Achieved goal
Grandma's House of Hope - Men's Transitional Housing	78%	Did not achieved goal	102%	Achieved goal
Grandma's House of Hope - Women's Bridge	73%	Did not achieved goal	89%	Achieved goal
Wise Place - Steps To Independence	62%	Did not achieved goal	80%	Achieved goal

Are we maintaining our goals?

About a third of the projects have been able to achieve the goal in both analysis periods. Four projects achieved the goal for the first time in the Jan 2020 analysis period, and five projects did not maintain the goal achieved in the Jun 2019 period. Twelve projects haven't been able to achieve the goal yet.
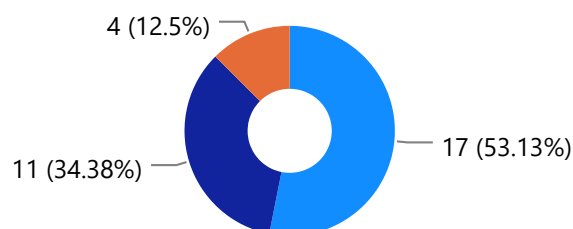
4 (12.9%)
5 (16.13%)
12 (38.71%)
10 (32.26%)
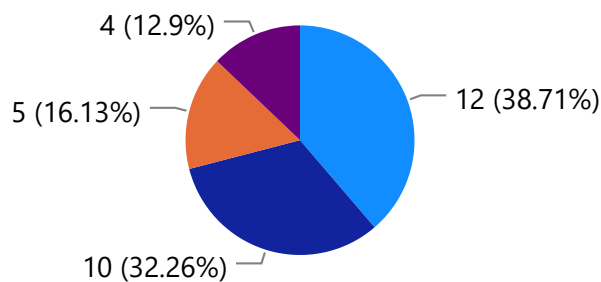
Goal Achievement over Time
- Haven't met goal
- Met goal both periods
- Met only Jun 2019 goal
- Met only Jan 2020 goal

What's the bottom line?

Utilization rate decreased for the majority of projects from the June 2019 to the January 2020 analysis period. Slightly more than a third of the projects increased their utilization, and 12% of the projects did not have changes in their utilization rate.

On average, the utilization rate for Transitional Housing projects did not change from June 2019 to January 2020. Overall, TH providers have been able to meet the goal of occupying at least 80% of their beds and units in both of the periods analyzed.

4 (12.5%)
17 (53.13%)
11 (34.38%)

- Score Worsened
- Score Improved
- Score didn't change

81%
81%

0%   20%   40%   60%   80%
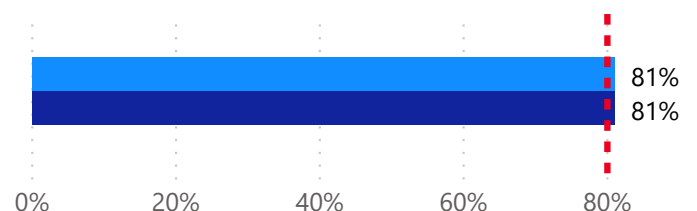
- January 2020 Score
- June 2019 Score

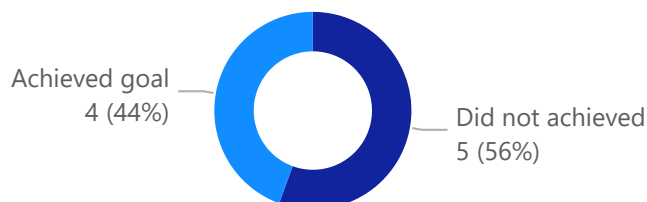# Goals 6 & 7: Help Adult Clients Increase Their Income While Enrolled in TH Projects and by the Time They Exit

Why does this goal matter? Improving the financial stability of clients in Transitional Housing Projects increases the likelihood that the client will be self-sufficient after exiting the project, and reduces the likelihood of them falling back into homelessness.
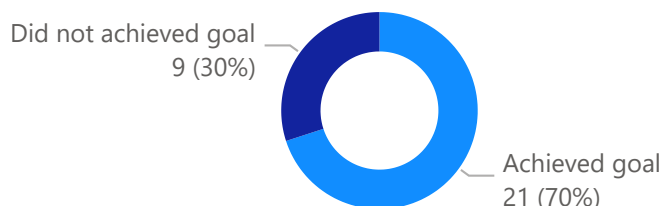
	Stayers	**Leavers**
Where are we right now?	Slightly more than half of the projects included in the analysis did not meet the goal of increasing income for at least 10% of their clients.	The vast majority of Transitional Housing projects included in the analysis were able to achieve the goal of increasing income for at least 35% of their exited clients.

Achieved goal 4 (44%) / Did not achieved 5 (56%)

Did not achieved goal 9 (30%) / Achieved goal 21 (70%)

Any standout project successes?
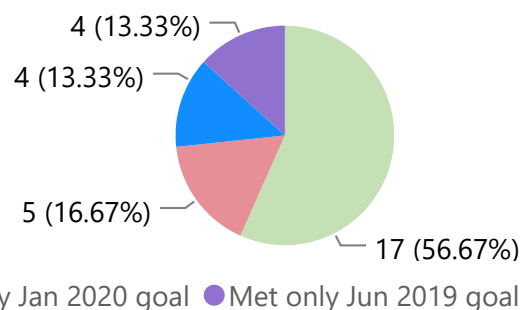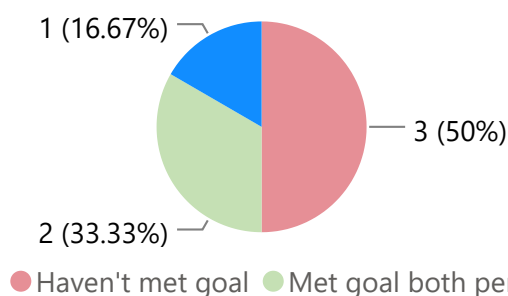
One project that did not met the Stayers Income goal in June 2019 was able to meet the goal in January 2020. Similarly, four projects that did not meet the Leavers Income goal in June 2019 met the goal in January 2020.

Project Name	June 2019 Score	January 2020 Score	Score Difference
Grandma's House of Hope - Women's Transitional Housing	6%	36%	29%

| Project Name	June 2019 Score	January 2020 Score	Score Difference ▲
Grandma's House of Hope - Women's Bridge	33%	38%	5%
Grandma's House of Hope - Women's Transitional Housing	26%	41%	15%
South County Outreach - SCO Transitional Housing - Lake Forest	33%	60%	27%
Wise Place - Steps To Independence	24%	69%	45%

Are we maintaining our goals?

Half of the projects included in the stayers analysis have not been able to meet the goal of increasing income for at least 10% of their clients in either analysis period. On the other hand, the majority of the projects included in the leavers analysis reached the goal of increasing income for at least 35% of their clients in both analysis periods.

1 (16.67%) / 3 (50%) / 2 (33.33%)

4 (13.33%) / 4 (13.33%) / 5 (16.67%) / 17 (56.67%)

● Haven't met goal ● Met goal both periods ● Met only Jan 2020 goal ● Met only Jun 2019 goal

What's the bottom line?

The majority of the projects did not have any significant change in the percentage of stayers with increase income from June 2019 to January 2020. Half of the projects had a reduction in the percentage of leavers with increased income since the June 2019 analysis period.

1 (16.67%) / 1 (16.67%) / 4 (66.67%)

3 (10%) / 12 (40%) / 15 (50%)
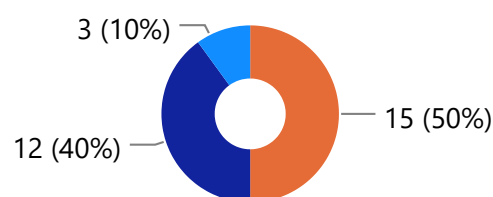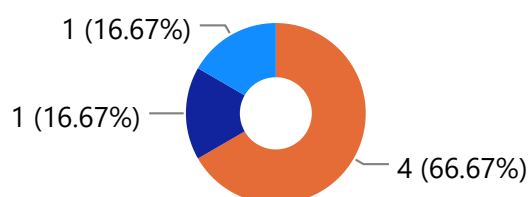
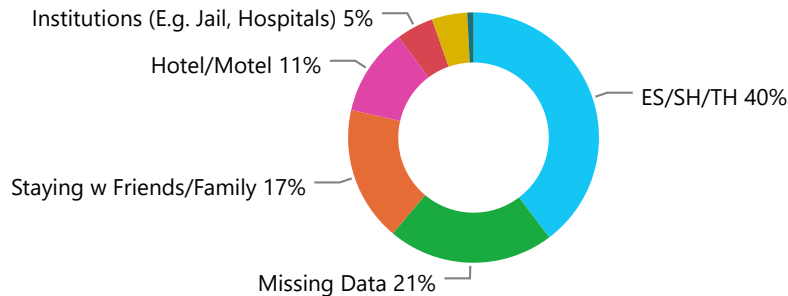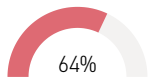● Score didn't change ● Score Improved ● Score Worsened

Goal 8: Help Clients Exit to Successful Housing Situations

Why does this goal matter? A key measure of effectiveness for Transitional Housing projects is how successful the projects are at moving clients from homelessness into permanent housing placements. Our goal is for at least 75% of clients enrolled in a Transitional Housing project to exit to permanent housing situations. The universe of this goal is all clients that exited during the reporting period.

Where are we right now?

On average, 64% of clients exit a Transitional Housing project to a Permanent Housing Destination.

64%

Out of clients that don't exit to Permanent Housing, 40% exit to Transitional Housing, Emergency Shelter, and Safe Haven projects, 17% exit temporarily to friends or family residences, and 5% exit to places not meant for habitation.

Institutions (E.g. Jail, Hospitals) 5%
Hotel/Motel 11%
ES/SH/TH 40%
Staying w Friends/Family 17%
Missing Data 21%

Any standout project successes?

Two projects that did not meet the goal in the June 2019 analysis period were able to exit 100% of their clients to permanent housing destinations in the January 2020 period.

Project Name	June 2019 Score	June 2019 Goal	January 2020 Score	January 2020 Goal
Families Forward - I - Transitional Housing - Irvine	70%	Did not achieved goal	100%	Achieved goal
Wise Place - Positive Steps	67%	Did not achieved goal	100%	Achieved goal

Are we maintaining our goals?

Approximately 50% of TH projects have not being able to help their clients exit to permanent housing destinations in either analysis period. However, just over a quarter of the projects have at least 75% of their clients exit to successful destinations in both periods.
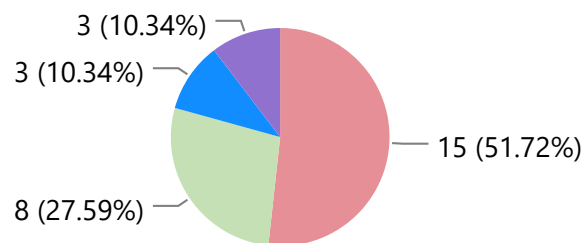
3 (10.34%)
3 (10.34%)
15 (51.72%)
8 (27.59%)

Goal Achievement over Time
- Haven't met goal
- Met goal both periods
- Met only Jan 2020 goal
- Met only Jun 2019 goal

What's the bottom line?

The majority of Transitional Housing projects did not achieve the goal of exiting at least 75% of their clients to permanent housing situations.

Achieved goal 12 (40%)
Did not achieved goal 18 (60%)

The percentage of clients that exit to successful destinations decreased compared to the June 2019 analysis period. On average, Transitional Housing projects have not achieved the goal of exiting at least 75% of the clients to successful destinations in either period analyzed.

64%
65%

0% 20% 40% 60% 80%
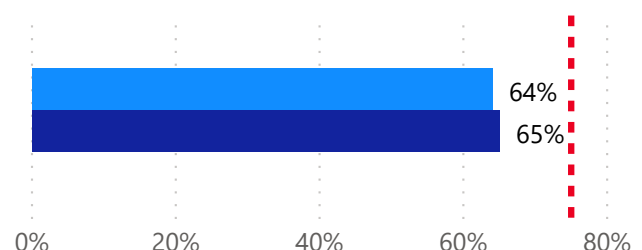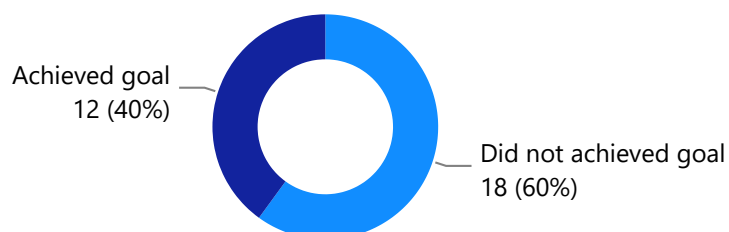
● January 2020 Score ● June 2019 Score

Goal 11: Ensure Clients Do Not Fall Back Into Homelessness After Being Permanently Housed

Why does this goal matter? When a client has been permanently housed and then falls back into homelessness, they experience a severe setback in their housing stability. It is crucial that every effort is made to keep clients from experiencing homelessness again after being permanently housed. Our goal is that no more than 10% of clients who exit from a Transitional Housing project to a permanent housing destination will experience homelessness again after that housing placement.

Where are we right now?

On average, 6% of Transitional Housing clients who exit to permanent housing fall back into homelessness.

6%

Out of clients who returned to homelessness, the majority went to Emergency Shelter Projects, slightly more than a quarter went to Transitional Housing projects, 21% went to Street Outreach, and 13% to Rapid Re-Housing projects.

PH - Rapid Re-Housing 13%
Street Outreach 21%
Emergency Shelter 40%
Transitional Housing 26%
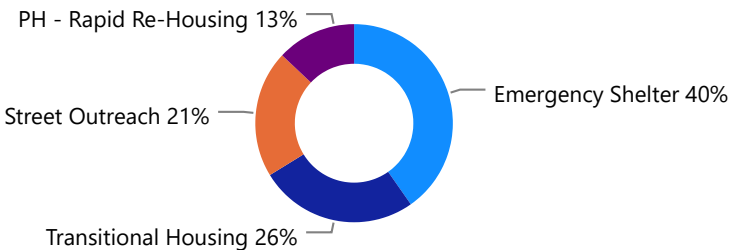
Any standout project successes?

Two projects were able to decrease the percentage of clients that return to homelessness after being housed to zero from the June 2019 analysis period to the January 2020 period.

Project Name	June 2019 Score	January 2020 Score
Families Forward - I - Transitional Housing - Irvine	3%	0%
Pathways of Hope - Hope's Corner	6%	0%

Are we maintaining our goals?

The vast majority of the Transitional Housing projects were able to meet the goal in both of the analyzed periods. However, 5 projects were not able to maintain the goal in January 2020, after reaching it in June 2019.
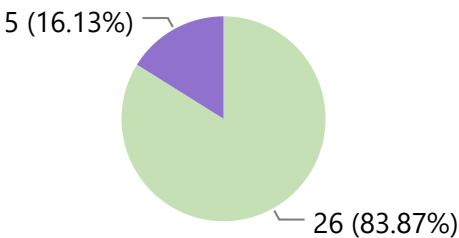
5 (16.13%)
26 (83.87%)

Goal Achievement over Time
● Met goal both periods
● Met only Jun 2019 goal

What's the bottom line?

The vast majority of Transitional Housing projects achieved the goal of decreasing the percentage of clients that return to homelessness after being housed to 10% or less.

Did not achieved goal 5 (16%)
Achieved goal 26 (84%)

Overall, the percentage of clients that fall back into homelessness after being permanently housed increased 1% from June 2019 to January 2020. However, in both analysis periods Transitional Housing projects have been able to meet the goal of limiting returns to homelessness to less than 10%.

6%
5%
0% 2% 4% 6% 8% 10%

● January 2020 Score ● June 2019 Score