Orange County’s Transitional Housing Project Performance

2-1-1 Orange County analyzed project performance data for Transitional Housing (TH) projects in June 2019. This data was shared with Transitional Housing providers and attendees of the June Data and Management Performance Committee meeting.

Attendees at this meeting reviewed the projects’ performance and participated in a collaborative discussion on how to make improvements on the goals. This report represents the progress that Transitional Housing projects have made since June to enhance data quality and the programmatic improvements in the applicable goals for their project type.

The reporting period for all goals, except Goal 11, is 11/1/2018 - 10/31/2019. In accordance with the System Performance Measures specifications, the reporting period for Goal 11 includes an additional year at the beginning of the reporting period. The reporting period for Goal 11 is 11/1/2017 - 10/31/2019.

The following goals apply to Transitional Housing projects:

**Goal 1: Prioritize Clients Experiencing Literal Homelessness**
Our goal is to have 100% of clients 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.

**Goal 2: Decrease Length of Time in Temporary Shelter**
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.

**Goal 5: Ensure Projects are being Fully Utilized**
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.

**Goal 6: Help Adults Increase Their Income while Enrolled in the Project**
Improving the financial stability of clients while enrolled in the project increases the likelihood that the client will be self-sufficient after exiting the project. Our goal is for at least 10% of adults enrolled in Transitional Housing projects to increase their income while they are still enrolled in the project. The universe of this goal is all adults active in the project for at least one year that remained enrolled in the project as of the end of the reporting period.

**Goal 7: Help Adults Increase Their Income as of Project Exit**
It is important for clients to have an increase in income when they leave Transitional Housing projects, as this reduces the likelihood of them falling back into homelessness. Our goal is for at least 35% of adults who exit Transitional Housing projects to have an increase in their income. The universe of this goal is all adults that exited the project during the reporting period.

**Goal 8: Help Clients Exit to Successful Housing Situations**
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.

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

*Goals 3, 4, 9, and 10 do not apply to Transitional Housing projects.*
Goal 1 - Prioritize Clients Experiencing Literal Homelessness

Casa Teresa - Casa Teresa Transformation 1 Program: 100%
Casa Teresa - Casa Teresa Transformation 2 Program: 100%
Families Forward - I - Transitional Housing - Irvine: 100%
Families Forward - I - Transitional Housing - Lake Forest: 100%
Pathways of Hope - Hope's Corner: 100%
South County Outreach - SCO TH - Mission Viejo: 100%
Wise Place - Positive Steps: 100%
Colette's Children's Home - CCH #3: 95%
Colette's Children's Home - Anaheim/Ariel: 93%
Family Assistance Ministries - Gilchrist House Transiti...: 92%
Colette's Children's Home - CCH #2: 91%
Colette's Children's Home - CCH #1: 91%
Colette's Children's Home - Cypress Street #2/Place...: 91%
Grandma's House of Hope - Women's Bridge: 90%
South County Outreach - SCO TH - Lake Forest: 90%
Grandma's House of Hope - Men's Bridge: 88%
Wise Place - Steps To Independence: 88%
HIS House - HIS House Transitional: 86%
OC Gateway to Housing - Transitional Housing Prog...: 83%
Colette's Children's Home - Cypress/Placentia III: 82%
Mercy House - Bethany House: 80%
OC Rescue Mission - Hope Family Housing - Buena ...: 78%
Grandma's House of Hope - Women's Transitional H...: 75%
Salvation Army - Transitional Housing - Tustin: 75%
Grandma's House of Hope - Men's Transitional Hous...: 71%
Salvation Army - Transitional Housing - Buena Park: 67%
Thomas House - Homeless Family Shelter #10: 64%
Colette's Children's Home - Dairyview: 55%
Thomas House - 2nd Step: 50%
OC Gateway to Housing - Transitional Housing Prog...: 33%
One Step Ministries - Our House: 25%
South County Outreach - SCO TH - Laguna Niguel: 0%

Goal 1 Target: 100%
Project Type Score: 82%
Goal 5 - Ensure Projects are being Fully Utilized

South County Outreach - SCO TH - Mission Viejo 176%
Wise Place - Positive Steps 125%
Thomas House - Homeless Family Shelter #10 102%
Grandma’s House of Hope - Men’s Transitional Housing 102%
South County Outreach - SCO TH - Laguna Niguel 99%
Grandma’s House of Hope - Women’s Transitional Housing 90%
Grandma’s House of Hope - Women’s Bridge 89%
Colette’s Children’s Home - CCH #2 88%
Colette’s Children’s Home - Cypress/Placentia III 87%
Casa Teresa - Casa Teresa Transformation 2 Program 84%
OC Gateway to Housing - TH - Tustin 84%
OC Rescue Mission - Hope Family Housing - Buena Park 83%
Colette’s Children’s Home - Anaheim/Ariel 81%
Wise Place - Steps To Independence 80%
HIS House - HIS House Transitional 79%
Grandma’s House of Hope - Men’s Bridge 79%
South County Outreach - SCO TH - Lake Forest 77%
Salvation Army - Transitional Housing - Tustin 76%
Colette’s Children’s Home - Cypress Street #2/Place... 75%
Family Assistance Ministries - Gilchrist House Transiti... 74%
Families Forward - I - Transitional Housing - Lake For... 73%
Colette’s Children’s Home - Dairyview 70%
Colette’s Children’s Home - CCH #1 70%
Colette’s Children’s Home - CCH #3 70%
One Step Ministries - Our House 65%
Casa Teresa - Casa Teresa Transformation 1 Program 64%
Pathways of Hope - Hope’s Corner 60%
OC Gateway to Housing - TH - Santa Ana 58%
Mercy House - Bethany House 46%
Salvation Army - Transitional Housing - Buena Park 31%
Thomas House - 2nd Step 27%
Families Forward - I - Transitional Housing - Irvine 26%

Goal 5 Target >= 80%
Project Type Score 81%
Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Grandma's House of Hope - Men's Transitional Housing
50%

Grandma's House of Hope - Women's Transitional Housing
36%

Grandma's House of Hope - Women's Bridge
25%

Thomas House - Homeless Family Shelter #10
17%

OC Rescue Mission - Hope Family Housing - Buena Park
0%

Salvation Army - Transitional Housing - Buena Park
0%

Salvation Army - Transitional Housing - Tustin
0%

South County Outreach - SCO TH - Lake Forest
0%

Wise Place - Positive Steps
0%

Goal 6 Target
>= 10%

Project Type Score
24%
### Goal 7 - Help Adults Increase Their Income as of Project Exit

<table>
<thead>
<tr>
<th>Organization</th>
<th>Project Type</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wise Place - Positive Steps</td>
<td>100%</td>
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</tr>
<tr>
<td>Casa Teresa - Casa Teresa Transformation 1 Program</td>
<td>71%</td>
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<tr>
<td>Colette's Children's Home - CHH #2</td>
<td>71%</td>
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<tr>
<td>Wise Place - Steps To Independence</td>
<td>69%</td>
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<td>Colette's Children's Home - Cypress Street #2/Place...</td>
<td>63%</td>
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<tr>
<td>Casa Teresa - Casa Teresa Transformation 2 Program</td>
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<td>Colette's Children's Home - CHH #3</td>
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<tr>
<td>Colette's Children's Home - Cypress/Placentia III</td>
<td>60%</td>
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<td>South County Outreach - SCO TH - Lake Forest</td>
<td>60%</td>
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<tr>
<td>Colette's Children's Home - Dairyview</td>
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<tr>
<td>Colette's Children's Home - CHH #1</td>
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<td>Thomas House - Homeless Family Shelter #10</td>
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<td>57%</td>
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<td>HIS House - HIS House Transitional</td>
<td>54%</td>
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<tr>
<td>Pathways of Hope - Hope’s Corner</td>
<td>53%</td>
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<tr>
<td>Salvation Army - Transitional Housing - Tustin</td>
<td>50%</td>
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<tr>
<td>Family Assistance Ministries - Gilchrist House Transi...</td>
<td>46%</td>
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<tr>
<td>Grandma's House of Hope - Women's Transitional H...</td>
<td>41%</td>
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<td>Families Forward - I - Transitional Housing - Lake Fo...</td>
<td>40%</td>
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<tr>
<td>OC Gateway to Housing - TH - Tustin</td>
<td>38%</td>
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<tr>
<td>Grandma's House of Hope - Women's Bridge</td>
<td>38%</td>
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<tr>
<td>One Step Ministries - Our House</td>
<td>33%</td>
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<tr>
<td>Salvation Army - Transitional Housing - Buena Park</td>
<td>33%</td>
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<tr>
<td>OC Rescue Mission - Hope Family Housing - Buena ...</td>
<td>28%</td>
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<td>Mercy House - Bethany House</td>
<td>26%</td>
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<tr>
<td>OC Gateway to Housing - TH - Santa Ana</td>
<td>25%</td>
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<tr>
<td>Grandma's House of Hope - Men's Transitional Hous...</td>
<td>20%</td>
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<tr>
<td>Grandma's House of Hope - Men's Bridge</td>
<td>19%</td>
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<tr>
<td>Families Forward - I - Transitional Housing - Irvine</td>
<td>0%</td>
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<tr>
<td>South County Outreach - SCO TH - Mission Viejo</td>
<td>0%</td>
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Goal 7 Target: \(\geq 35\%\)

Project Type Score: \(47\%\)
Goal 8 - Help Clients Exit to Successful Housing Situations

- Families Forward - I - Transitional Housing - Irvine: 100%
- One Step Ministries - Our House: 100%
- Salvation Army - Transitional Housing - Buena Park: 100%
- South County Outreach - SCO TH - Mission Viejo: 100%
- Wise Place - Positive Steps: 100%
- Wise Place - Steps To Independence: 98%
- Salvation Army - Transitional Housing - Tustin: 88%
- Pathways of Hope - Hope's Corner: 82%
- Colette's Children's Home - CCH #3: 81%
- Colette's Children's Home - CCH #1: 81%
- Thomas House - Homeless Family Shelter #10: 80%
- Families Forward - I - Transitional Housing - Lake Forest: 75%
- Colette's Children's Home - CCH #2: 73%
- Colette's Children's Home - Dairyview: 72%
- Family Assistance Ministries - Gilchrist House Transitional: 70%
- Colette's Children's Home - Cypress/Placentia III: 69%
- HIS House - HIS House Transitional: 64%
- Grandma's House of Hope - Women's Transitional Housing: 63%
- OC Gateway to Housing - TH - Santa Ana: 63%
- Colette's Children's Home - Cypress Street #2/Place: 61%
- Colette's Children's Home - Anaheim/Ariel: 52%
- Grandma's House of Hope - Women's Bridge: 52%
- OC Rescue Mission - Hope Family Housing - Buena Park: 47%
- OC Gateway to Housing - TH - Tustin: 46%
- Grandma's House of Hope - Men's Bridge: 38%
- Mercy House - Bethany House: 37%
- Grandma's House of Hope - Men's Transitional Housing: 32%
- South County Outreach - SCO TH - Lake Forest: 15%
- Casa Teresa - Casa Teresa Transformation 2 Program: 13%
- Casa Teresa - Casa Teresa Transformation 1 Program: 0%
Goal 11 - Ensure Clients Do Not Fall Back Into Homelessness after being Housed

Casa Teresa - Casa Teresa Transformation 1 Program 0%
Colette's Children's Home - CCH #2 0%
Colette's Children's Home - CCH #3 0%
Families Forward - I - Transitional Housing - Irvine 0%
Grandma's House of Hope - Men's Bridge 0%
Mercy House - Bethany House 0%
OC Gateway to Housing - TH - Santa Ana 0%
OC Gateway to Housing - TH - Tustin 0%
OC Rescue Mission - Hope Family Housing - Buena ... 0%
One Step Ministries - Our House 0%
Pathways of Hope - Hope's Corner 0%
Salvation Army - Transitional Housing - Buena Park 0%
Salvation Army - Transitional Housing - Tustin 0%
South County Outreach - SCO TH - Laguna Niguel 0%
South County Outreach - SCO TH - Lake Forest 0%
South County Outreach - SCO TH - Mission Viejo 0%
Wise Place - Positive Steps 0%
Colette's Children's Home - Anaheim/Ariel 3%
Family Assistance Ministries - Gilchrist House Transiti... 4%
Colette's Children's Home - Cypress Street #2/Place... 4%
Colette's Children's Home - Dairyview 6%
Colette's Children's Home - CCH #1 6%
HIS House - HIS House Transitional 8%
Grandma's House of Hope - Men's Transitional Hous... 10%
Grandma's House of Hope - Women's Bridge 10%
Grandma's House of Hope - Women's Transitional H... 10%
Colette's Children's Home - Cypress/Placentia III 11%
Wise Place - Steps To Independence 12%
Thomas House - Homeless Family Shelter #10 12%
Families Forward - I - Transitional Housing - Lake For... 13%
Casa Teresa - Casa Teresa Transformation 2 Program 25%

Goal 11 Target
<= 10%
Project Type Score
6%