

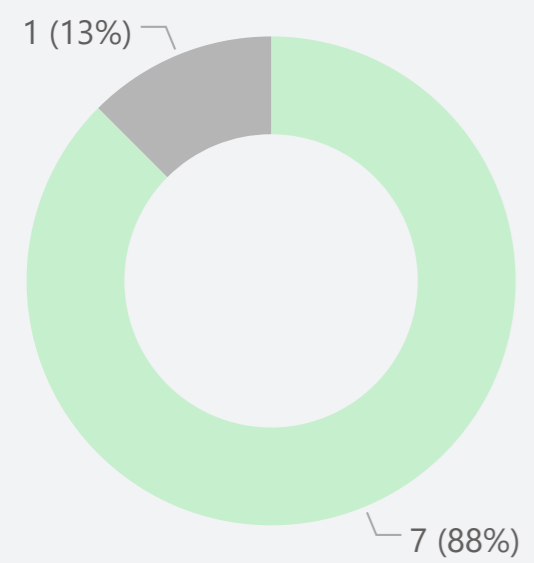
PSH-OPH Project Type Scores For Applicable Goals: February 2020

Reporting Period: 12/1/2018 to 11/30/2019

Met Target Did Not Meet Target Target

PSH-OPH Project Type Scores Met 88% of Targets in February 2020

Targets Met Targets Not Met



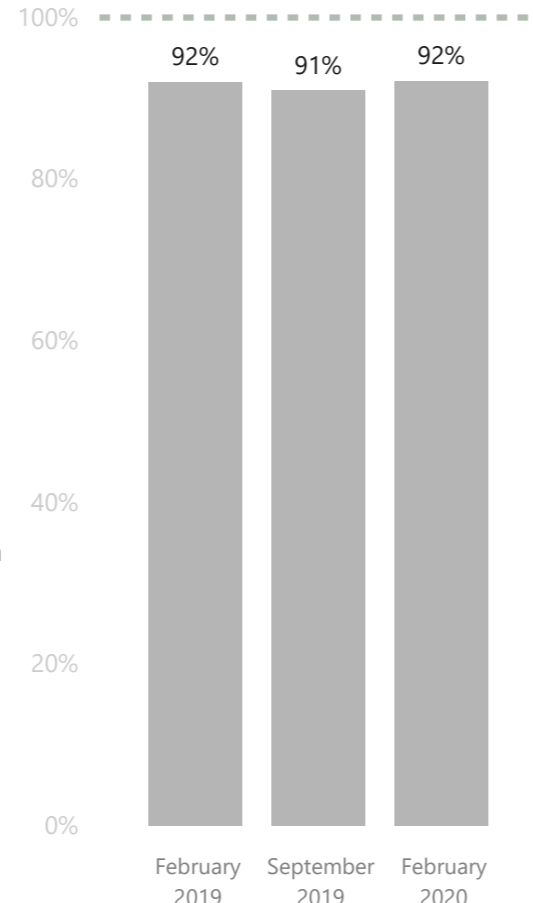
The following projects met 100% of applicable targets in February 2020:

- Anaheim Supportive Housing - Tyrol Plaza
- Friendship Shelter - Henderson House Supportive Housing
- OCHA - #1 Consolidated Shelter Plus Care TRA
- OCHA - #2 Consolidated CoC TRA
- OCHA - Oakcrest Heights

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

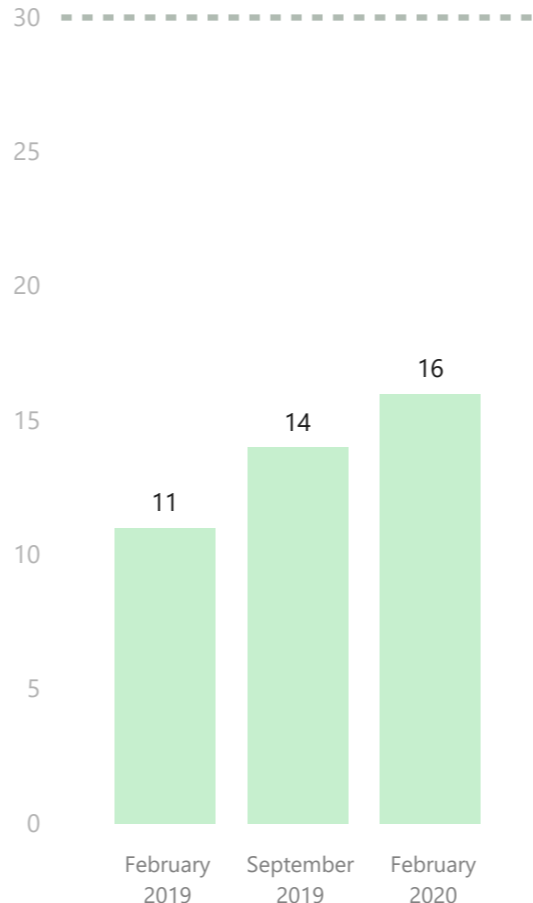
The project type's score for Goal 1 has remained stable over the past year.

The majority of entries from non-homeless situations are in projects that are not CoC funded because these projects have more flexibility in who they are able to serve.



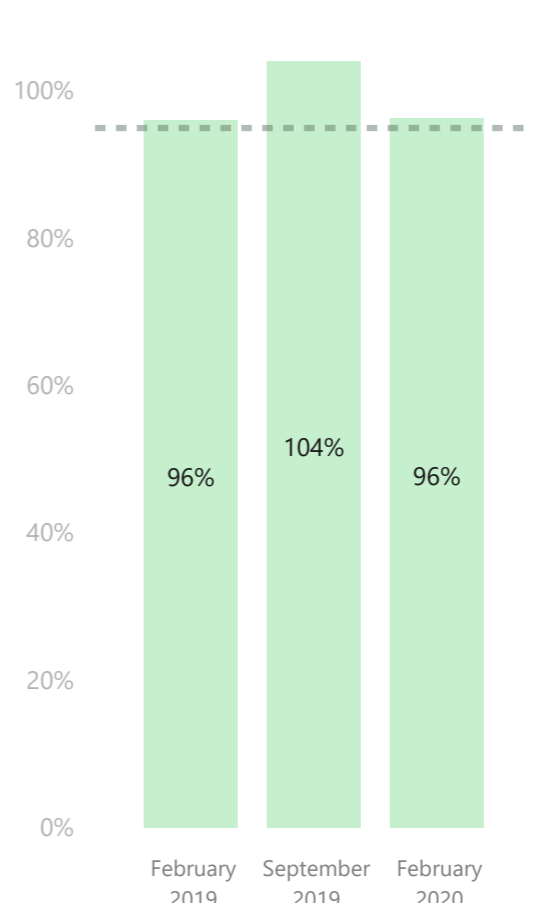
Goal 4 - Place Households in Units As Soon As Possible

The average time it takes for a household to be placed is trending upwards, but this is due to a small number of projects having a higher delay in placement time which raises the average.



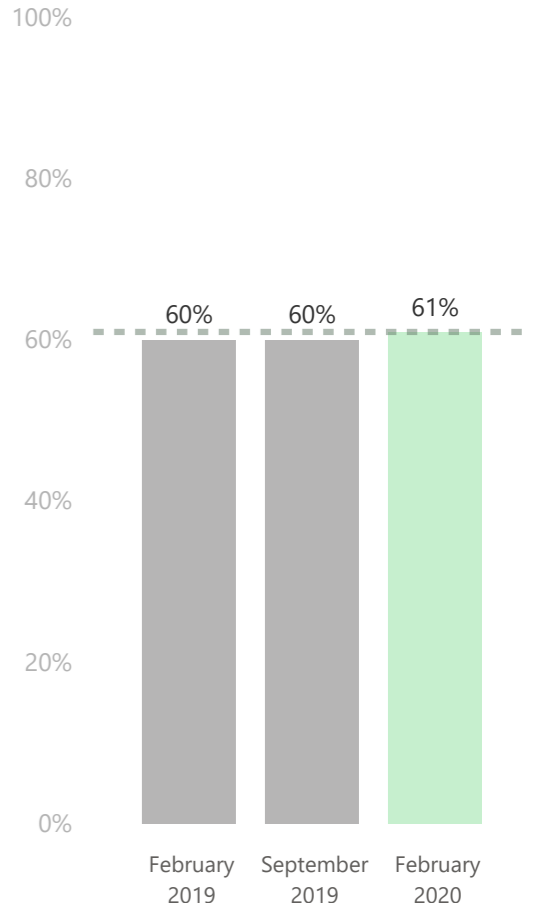
Goal 5 - Ensure Permanent Housing Beds Are Filled

Most projects meet the target of using at least 95% possible bed nights. Utilization is frequently high for PSH-OPH because voucher based projects do not have a set, physical bed/unit inventory. Voucher based projects may be able to serve more families than anticipated, exceeding their estimated bed/unit "inventory."



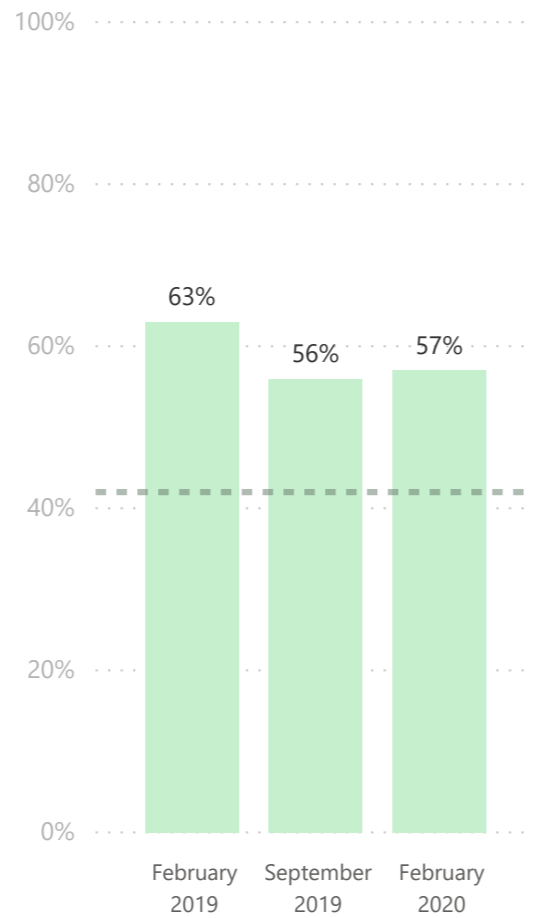
Goals 6 - Help Adults Increase Their Income During Enrollment

The project type was consistently just under the target for at least 61% of adult stayers to have increased their income by the time they have been in the project for one year until the February 2020 analysis period!



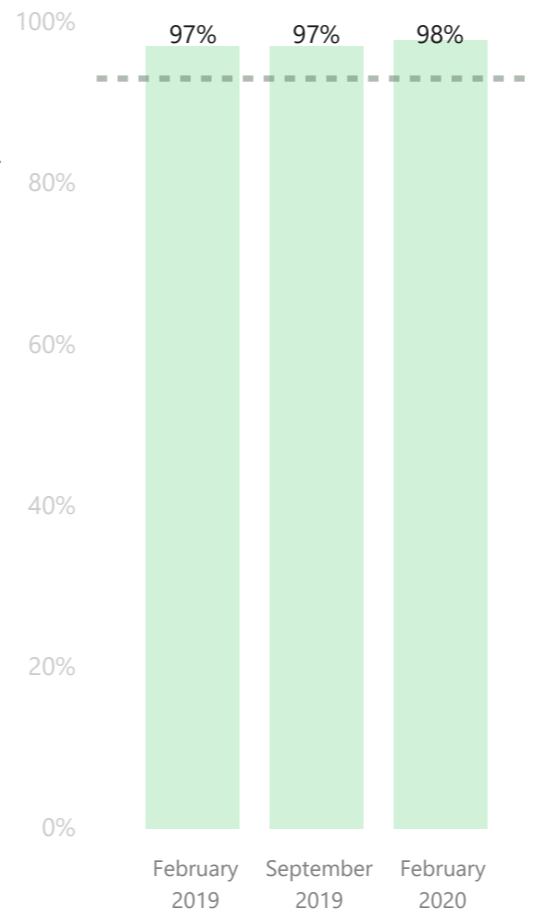
Goals 7 - Help Adults Increase Their Income at Exit

PSH-OPH projects consistently meet the target for leavers to increase their income by the time they exit, indicating that a higher target may be appropriate for Goal 7.



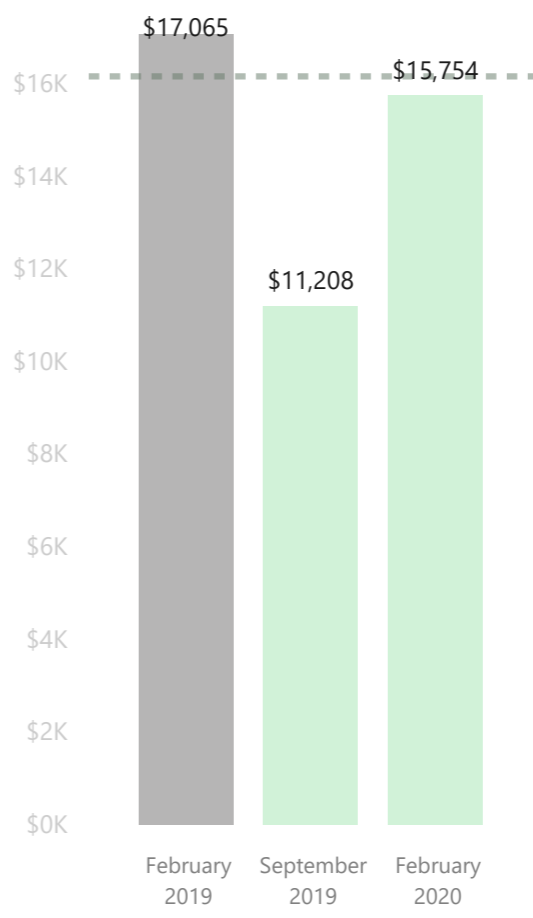
Goal 9 - Stabilize Clients in Permanent Housing

The project type is consistently helping at least 93% of clients either retain their enrollment in permanent housing projects or exit to permanent housing destinations.



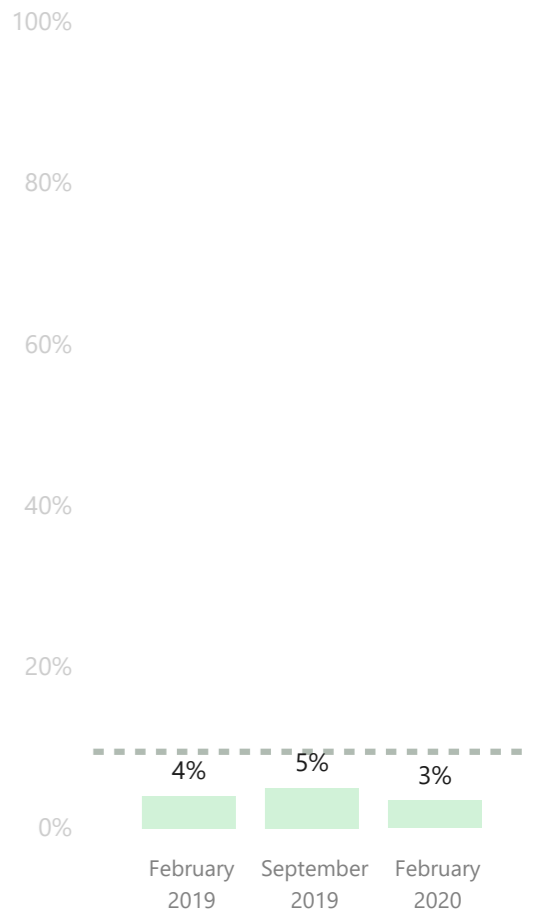
Goal 10 - Effectively Use CoC Funds

The effective use of funding remains a challenge to measure due to the lack of match funding information available in HMIS outside of CoC funds. The project type fluctuates in its ability to meet the target of spending no more than \$16,164 per household.



Goal 11 - Ensure Clients Do Not Fall Back Into Homelessness

While individual projects have little control over clients returning to homelessness after being placed in PH, PSH-OPH projects consistently see that 5% or less of their clients return to homelessness.



PSH-OPH Project Scores For Applicable Goals: February 2020

Reporting Period: 12/1/2018 to 11/30/2019



■ Met Target
 ■ Did Not Meet Target
 ■ Percent of Targets Met

Project	Goal 1: 100% Enrollments From Homelessness	Goal 4: >=30 Days to Move In	Goal 5: >=95% Possible Bed Nights Used	Goal 6: >=61% Stayers with Increased Income	Goal 7: >=42% Leavers with Increased Income	Goal 9: >=93% Clients Stabilized in PH	Goal 10: <=\$16,164 CoC Funds Per Successful Placement	Goal 11: <=10% Clients Returning to Homelessness	Total Percent of Applicable Goals Met
American Family Housing - Permanent Housing 2	100%	2	95%	83%	100%	94%	\$25,495	0%	88%
American Family Housing - Permanent Housing Collaborative	100%	2	92%	93%	100%	98%	\$18,778	5%	75%
Anaheim Supportive Housing - Tyrol Plaza	100%	0	96%	70%	100%	100%	\$12,262	0%	100%
Colette's Children's Home - CCH Housing First	100%	0	97%	100%	100%	100%	\$23,168	0%	88%
Colette's Children's Home - Olinda Permanent Supportive Housing	100%	0	92%	50%	100%	100%	\$21,246	0%	63%
Friendship Shelter - Henderson House Supportive Housing	100%	1	96%	69%	67%	100%	\$12,292	0%	100%
HOMES - Diamond Apartments	37%	0	124%	0%	0%	94%			50%
HOMES - Doria Apartments	67%	0	60%	0%		100%			40%
Illumination Foundation - SHP Stanton Multi-Service Center	100%	24	135%	71%	50%	79%	\$11,084	8%	88%
Illumination Foundation - Street 2 Home	100%	35	190%	66%	46%	97%	\$11,977	3%	88%
Mercy House - CoC Leasing	93%	0	140%	43%	43%	97%	\$20,079	7%	63%
Mercy House - Mills End and PSH Leasing Consolidation	94%	0	98%	60%	17%	97%	\$15,229	0%	63%
Mercy House - PSH Collaborative I	100%	0	114%	64%	35%	93%	\$14,915	4%	75%
Mercy House - PSH Collaborative II	100%	6	107%	49%	50%	95%	\$25,179	6%	75%
OCHA - #1 Consolidated Shelter Plus Care TRA	100%	15	130%	73%	74%	99%	\$15,479	5%	100%
OCHA - #2 Consolidated CoC TRA	100%	16	121%	69%	74%	99%	\$15,158	4%	100%
OCHA - #3 Consolidated CoC TRA	100%	18	138%	77%	0%	99%	\$16,011	0%	88%
OCHA - #4 Consolidated CoC TRA	100%	31	120%	84%	50%	99%	\$17,697	0%	75%
OCHA - Avenida Project Based Vouchers	71%	2	103%	81%	100%	100%		0%	86%
OCHA - CE HCV	95%	60	73%	23%	57%	99%		0%	57%
OCHA - Jackson Aisle Shelter Plus Care PRA Renewal	100%	30	97%	87%	83%	93%	\$9,322	40%	63%
OCHA - Oakcrest Heights	100%	5	105%			100%			100%
OCHA - Potter's Lane PB VASH	100%	2	114%	33%	100%	90%			67%
OCHA - Shelter Plus Care Colettes Childrens Home	100%	0	100%	67%		100%	\$21,555		83%
OCHA - Shelter Plus Care Mercy House	100%	26	123%	73%	25%	71%	\$16,567		57%
OCHA - VASH	82%	15	73%	52%	73%	100%		4%	57%
OCHA - VASH Project-Based Vouchers - Newport Veteran's Housing	100%	33	91%	80%	0%	100%			50%

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

21 out of 27 projects (78%) met the target of 100% entries from literal homelessness.

Out of 1,886 total qualifying enrollments in all PSH-OPH projects that were analyzed for the February 2020 reporting period, 148 enrollments entered PSH-OPH projects from situations other than homelessness. CoC funded projects had only 2 enrollments out of 1,147 with Prior Living Situations of non-homelessness.

Reaching Goal 1's target of 100% entries from literal homelessness continues to be just out of reach due to the definition of literal homelessness not taking into account truly vulnerable clients who will be well served by PSH-OPH projects despite their "non-homeless" enrollment status.

How are individual projects performing?

The majority of PSH-OPH projects enroll 100% of their clients from literal homelessness! 21 out of 27 projects met Goal 1's target.

Possible Action Item:

Work with non-CoC funded projects to determine if PSH-OPH is the correct project type designation for their projects.

Where are non-literally homeless clients coming from?

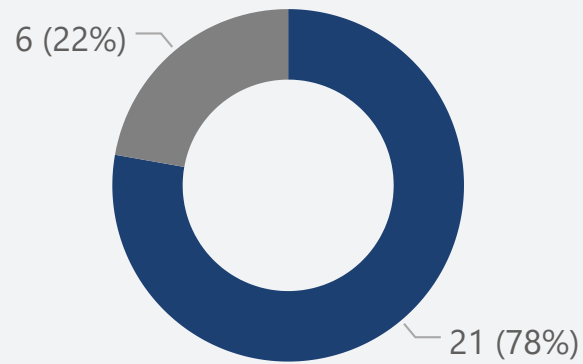
Clients entering PSH-OPH projects from non-homelessness are overwhelmingly entering from the residences of family or friends, or the clients' own rented/owned unit.

Possible Action Item:

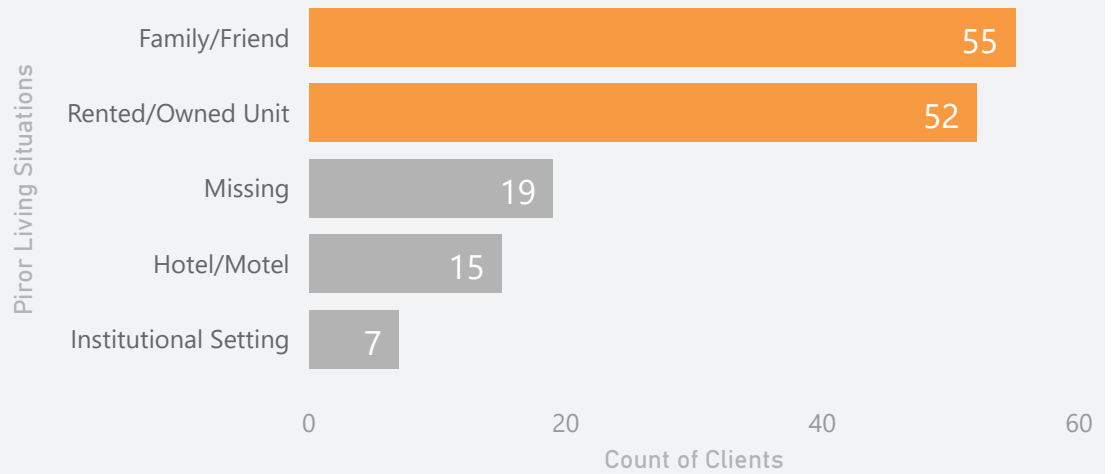
Facilitate coordination between PSH-OPH providers and diversion/prevention providers.

PSH-OPH Goal 1 Project Performance by Project

● Met Goal ● Did Not Meet Goal

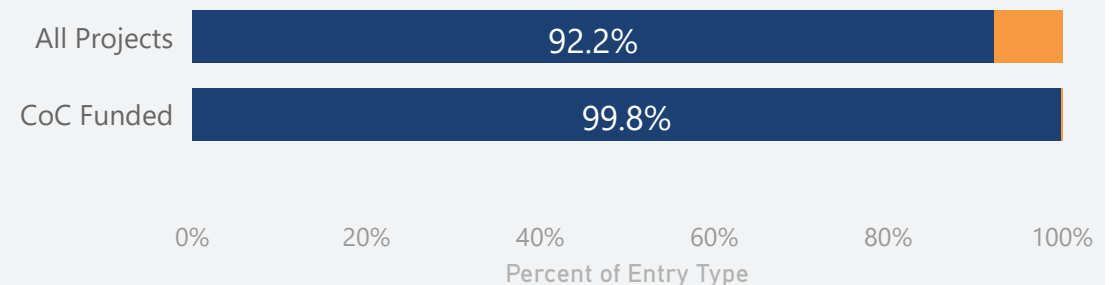


Non-Homeless Entry Prior Living Situations (All Projects)



Clients by Prior Living Situation Type

● Entries From Literal Homelessness ● Entries From Non-Homelessness

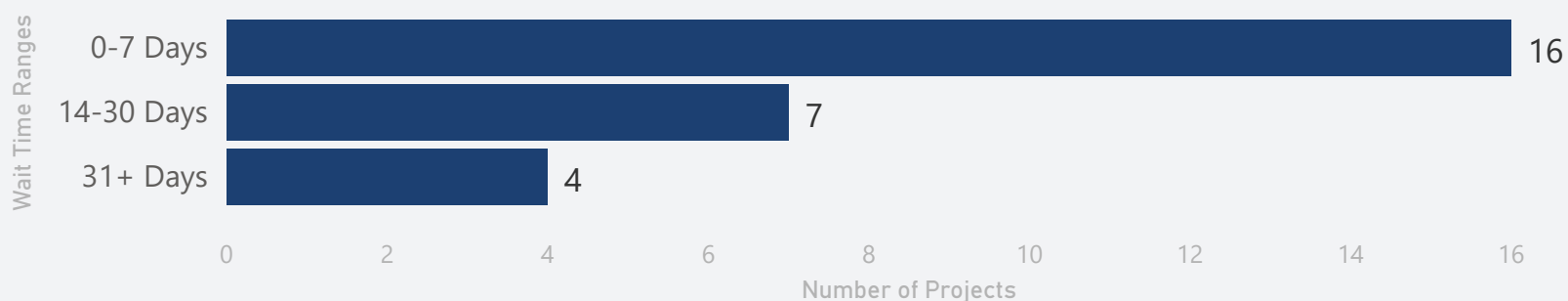


Goal 4 - Place Households In Units As Soon As Possible

22 of 27 PSH-OPH projects (81%) met the target of an average wait time between a household's acceptance into the project and the day the household moves into their unit of 30 days or less.

A small minority of projects have wait times for households of 31 days or more. The average for all PSH-OPH projects is 16 days, well below the target for Goal 4 of no more than 30 days.

Number of Projects by Average Wait Time Ranges

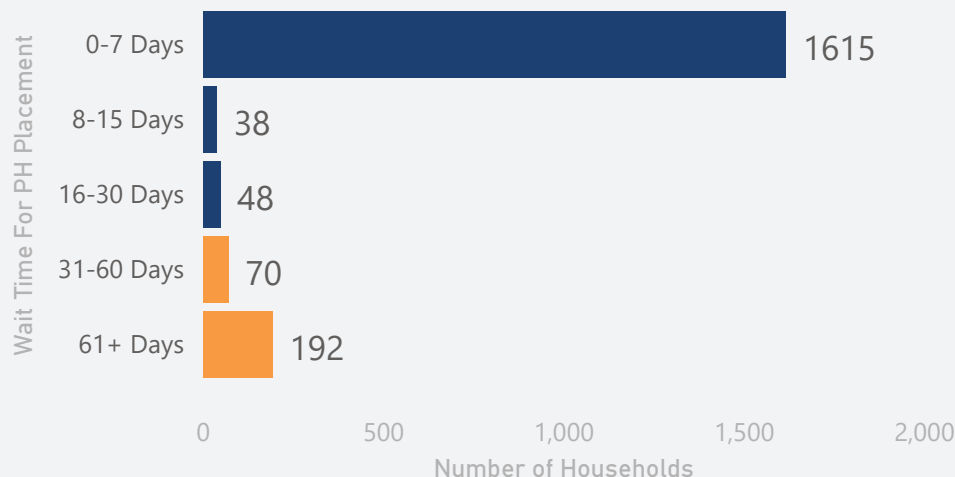


How many households experience wait times of 30 days or less for move in?

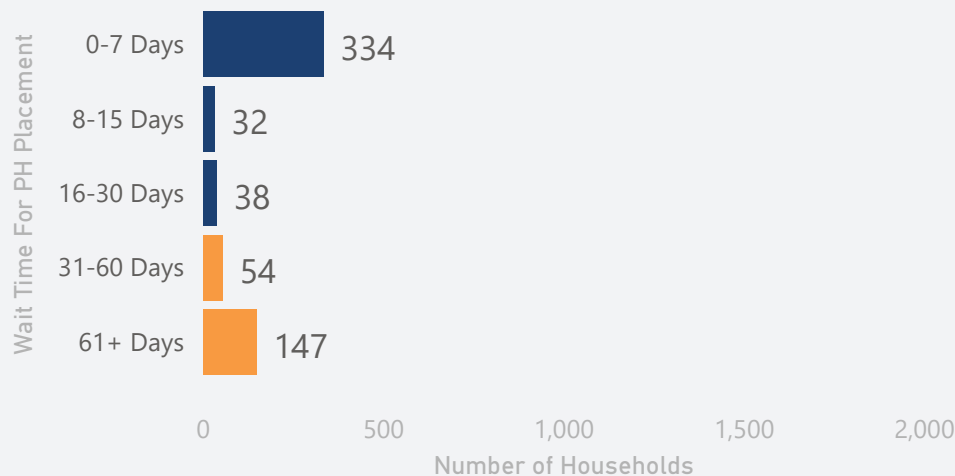
Although the majority of all households show data in HMIS indicating a wait time for permanent housing of 0-7 days, Housing Move-In Date was only implemented in 2017 for households enrolling on or after October 1st, 2017. Enrollments with project start dates prior to 10/1/17 were automatically given a Housing Move-In Date that matched their project start date in accordance with the HUD Data Standards, giving them a recorded wait time of 0 days to placement which may or may not be accurate.

Looking only at households who enrolled in PSH-OPH projects on or after 10/1/17, most households still fall within the 0-7 days to placement range. However, the majority of households with wait times of 61 days or longer appear in this subset of households which indicates that such a wait time is not as rare as it appears when looking at the All Households chart.

Number of Households in Wait Time Ranges (All Households)



Number of Households in Wait Time Ranges (Households Enrolled After 10/1/2017)



Possible Action Item:

Should Goal 4's calculation only include enrollments with Project Start Dates on or after October 1st, 2017? The APR includes all enrollments, but looking at enrollments after 10/1/17 could help gauge our performance with new enrollments more accurately

Goal 5 - Ensure Projects Are Being Fully Utilized

21 out of 27 projects (78%) met the target of 95% or more bed nights used out of total possible bed nights.

Possible bed nights are calculated by summing the number of units available for households with children (due to the often fluctuating number of clients in a household with children) and the number of beds for households without children, then multiplying that total number by the number of days in the reporting period.

An imaginary project has 7 units for households with children and 10 beds for households without children, giving the project a total bed inventory of 17. In a 365 day reporting period, this project has 6,205 possible bed nights.

Used bed nights are calculated by summing the number of days heads of household in households with children and all clients in households without children spent in the project during the reporting period.

The project's heads of household in households with children spent a collective 4,142 nights in the project. All clients in households without children spent a collective 958 nights in the project. The total number of used bed nights is 5,100.

Dividing the number of used bed nights by the number of possible bed nights gives us the percentage of available bed nights that were used.

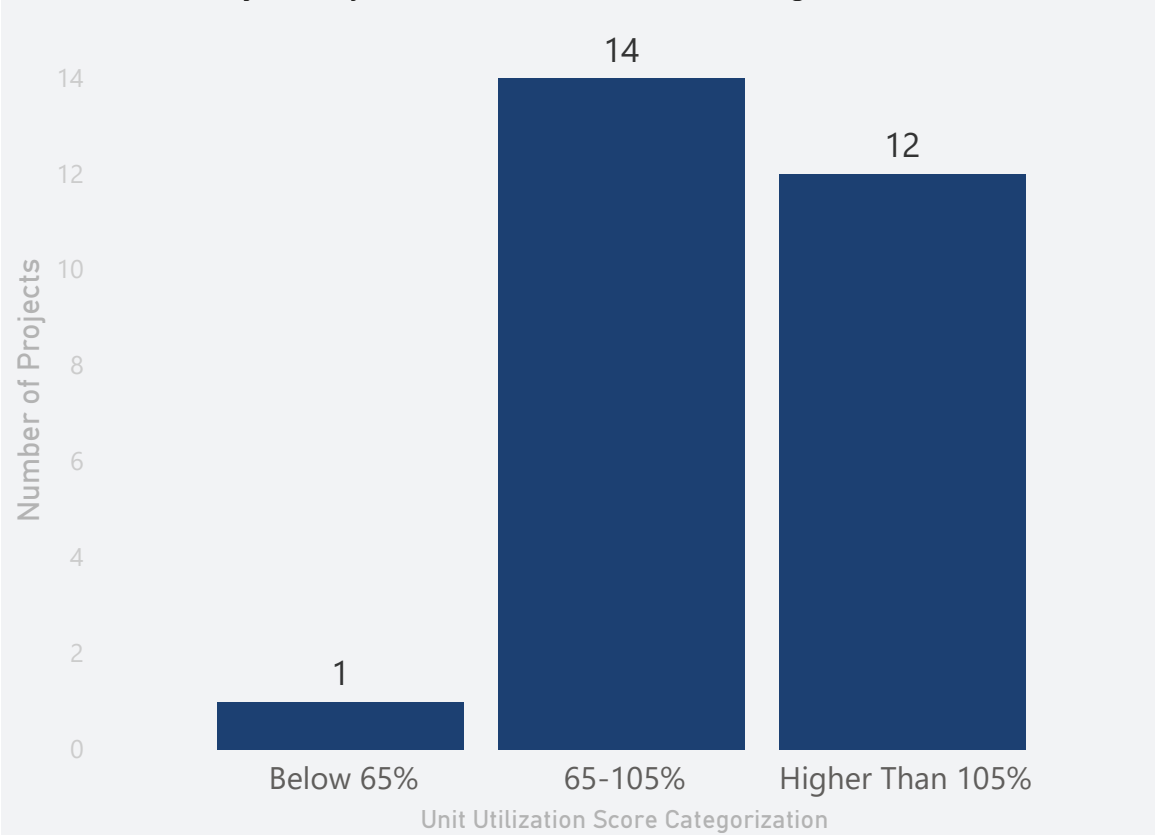
The project used 5,100 out of 6,205 possible bed nights, giving the project a score of 82% for Goal 5.

What do we learn from our current Unit Utilization calculations?

The project type as a whole is steady between 95-105% bed nights used for the last three reporting periods, and the majority of projects score 95% or above. However, some outliers may be skewing project type scores.

Unit Utilization rates between 65% and 105% are considered normal. In the latest analysis, just over half of the projects' scores fell within the normal range.

Number of Projects by Unit Utilization Score Categorizations (Feb 2020)



Data Quality Tips!

Lower than normal Unit Utilization rates are generally caused by clients who are enrolled in the project not being entered into HMIS, or beds being unavailable due to construction, repair, etc.

Higher than normal Unit Utilization rates are generally caused by clients exiting projects without being exited in HMIS, or beds being at capacity (including cribs or cots which are not counted in the HIC).

Bed and unit inventory information is sent for each project along with corrections for each performance analysis, make sure to check that they are accurate! Updates to inventory information collected annually at the HIC can also be submitted any time via ticket to the HMIS Help Desk!

Goals 6 & 7 - Help Adults Increase Their Income

During Enrollment and By Project Exit

The majority of PSH-OPH projects met the targets for Goals 6 and 7!

17 out of 26 projects (65%) met Goal 6's target of helping at least 61% of adult clients who have been enrolled in the project for at least 365 days and are not exited by the end of the reporting period (Stayers) increase their income during their enrollment.

18 out of 24 projects (75%) met Goal 7's target of helping at least 42% of adult clients who exited during the reporting period increase their income by the time they exit the project.

There is not a significant difference in the percentages of stayers versus leavers who increase cash income, maintain cash income, decrease cash income, never had cash income, or are missing cash income information.

The majority of both stayers and leavers are able to maintain or increase their cash income during stays of 365 days or more, or by the time they exit PSH-OPH projects!

The project type consistently just misses Goal 6's target of 61% or more stayers with increased income and consistently exceeds Goal 7's target of 42% or more leavers with increased income, with both groups hovering between the mid 50s and low 60s.

To be included in Goal 6 stayers must have a length of stay of at least 365 days. 11% of these stayers have not had an Annual Assessment completed, which means their income has not been updated in HMIS. The small number of enrollments belonging to Stayers with a Record Creation Stage of Project Exit were mistakenly reactivated and not exited again after corrections were made.

Possible Action Items:

-Discuss strategies for ensuring Annual Assessments are recorded in HMIS.

-Increase Goal 7's target to reflect the project type's performance.

Distribution of Income Changes for Stayers and Leavers

Goal 6 - Stayers



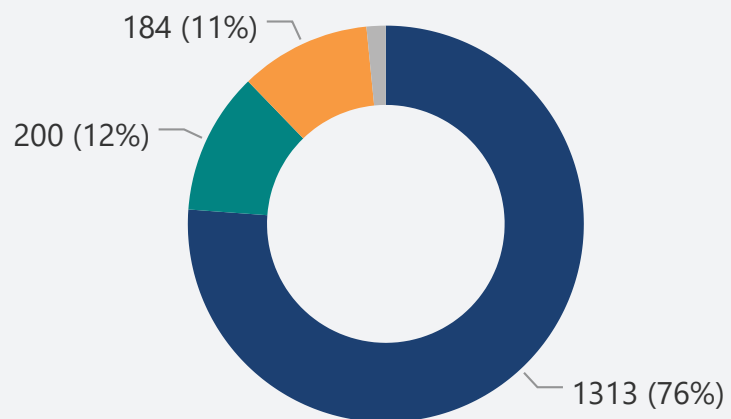
Goal 7 - Leavers



0% 20% 40% 60% 80% 100%
Percent of Clients
● Increased ● Maintained ● No Cash Income ● Decreased

Stayers By Latest Income Record in HMIS

● Annual Assessment ● Project Update ● Project Start ● Project Exit



Goal 9 - Stabilize Clients In Permanent Housing

The majority of PSH-OPH projects met the targets for Goal 9! Of the projects that did not meet the target, even the lowest score is only 22% away from the target.

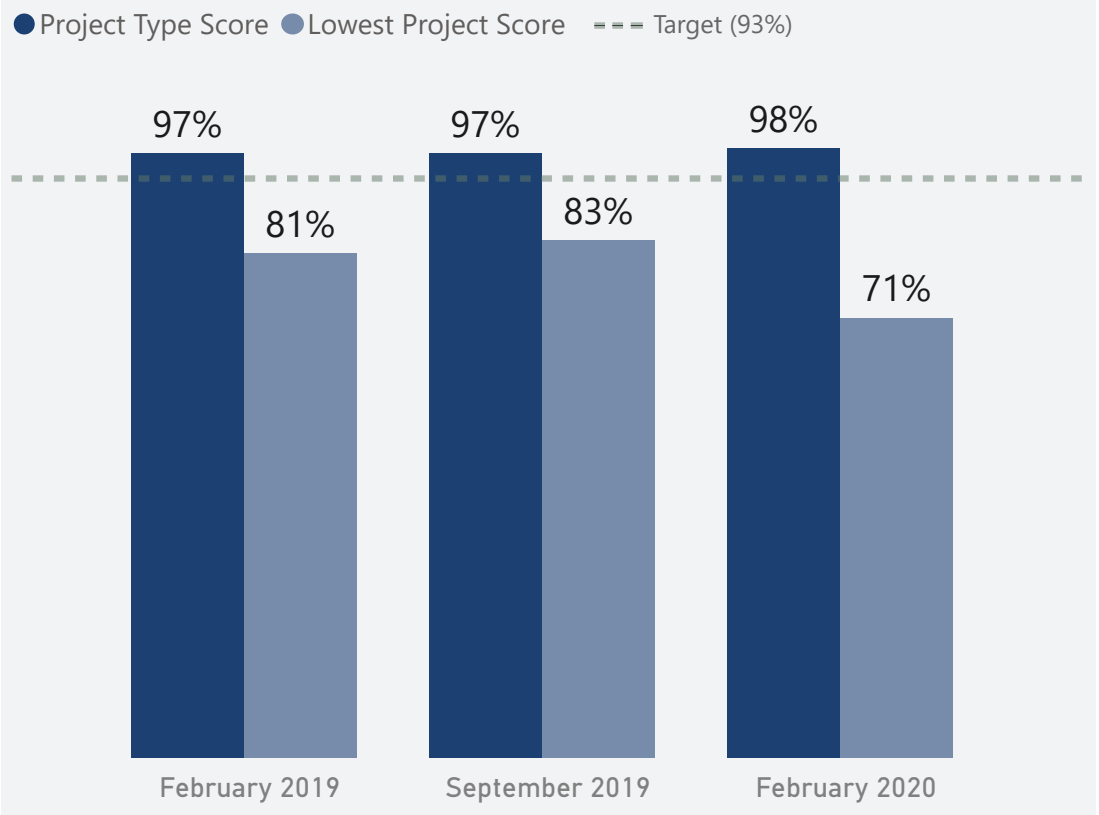
Because exiting from a PSH-OPH project into precarious situations such as the streets, institutions, or Emergency shelters represents a significant loss of support, safety, and stability, we should investigate the cause of these exits and what happens to clients who experience them.

The project type has kept its score for maintaining clients' enrollments in PSH-OPH projects or exiting them to other permanent housing destinations between 97% and 99% for the last year. Comparing the lowest score for Goal 9 in each reporting period shows us that even the lowest performing projects are not far off from the current target.

Possible Action Item:

Is it time to raise the target for Goal 9 to reflect the project type's consistent ability to meet the current target?

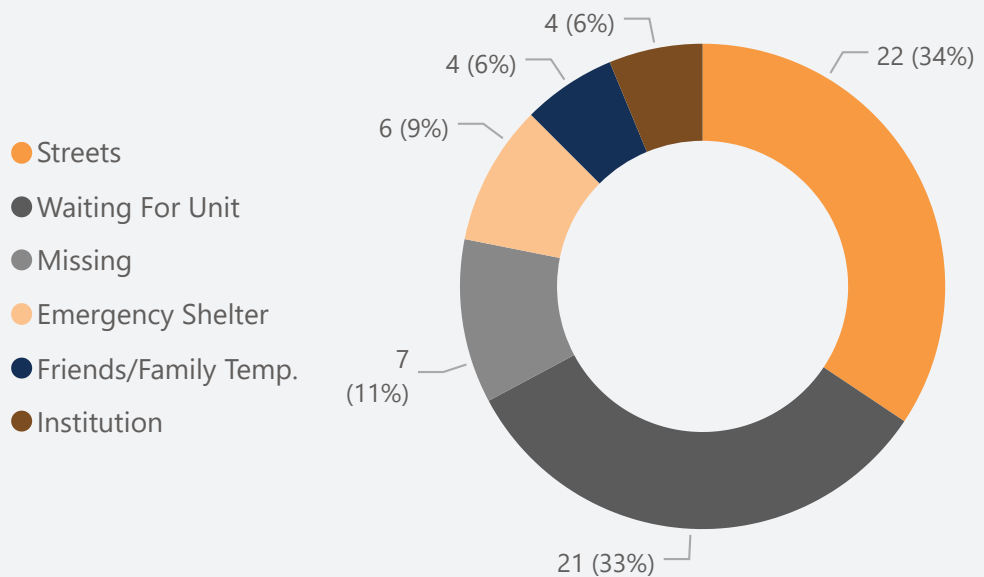
Project Type Total Score vs. Lowest Project Score



Although very few clients are not stabilized in permanent housing, the majority of clients who are not stabilized are exiting to precarious situations such as the streets, emergency shelters, and institutions. The second largest group of clients who have not been stabilized are waiting for units while still actively enrolled in PSH-OPH projects.

We hope that the newly approved field in HMIS intended to capture why clients exit to non-permanent situations will give us more insight into these trends on the next analysis for PSH-OPH projects which will be published in September 2020.

Clients Not Stabilized in Permanent Housing



Goal 10 - Effectively Use CoC Funds to Place Households in Units

Goal 10 sets a target for using \$16,164 or less to place a household in permanent housing. This goal is calculated by comparing the number of households that met Goal 9 to the amount of the CoC award received by the project. 10 out of 19 projects (53%) met the target for Goal 11.

The average amount spent on placing a household in permanent housing during this analysis period was

\$15,754

The majority of projects are meeting Goal 11's target. However, because 211OC only has consistent access to CoC grant award amounts, only CoC funding can be included in the analysis. This means that the analysis does not take any other funding into account that may support the project. Projects that receive additional funding sources may perform better in Goal 10's analysis. Without more comprehensive data about other funding received by projects, this goal shows only a portion of cost effectiveness.

From the data included in the Grant Inventory Worksheet we can see that projects receiving Rental Assistance funds are more likely to meet this goal than projects receiving Leasing funds or housing funds from another source.

Possible Action Item:

What would it take to record all funding in HMIS, or to make that information readily available to 211OC for analysis?

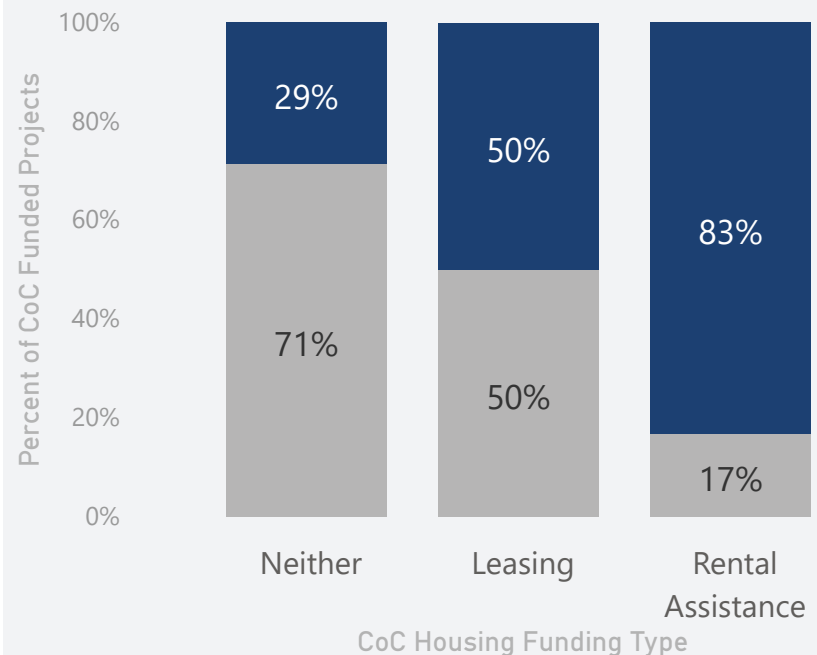
PSH-OPH Goal 10 Performance by Project

● Met Goal ● Did Not Meet Goal



Goal 10 Outcomes by CoC Housing Funding Type

● Did Not Meet Goal ● Met Goal



Goal 11 - Ensure Clients Do Not Fall Back Into Homelessness

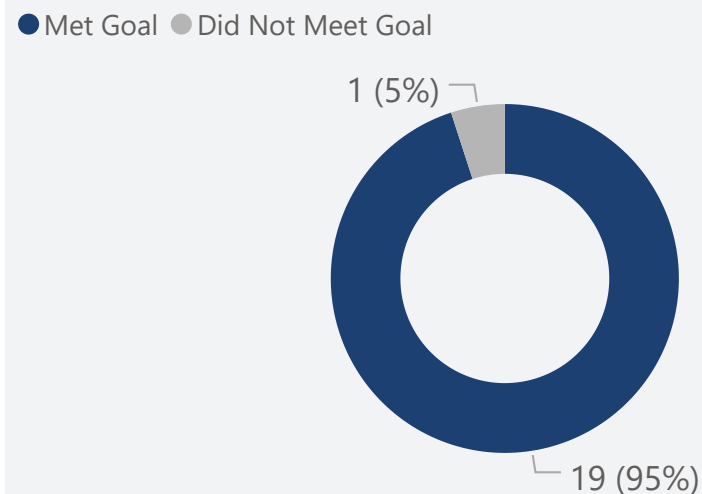
The PSH-OPH project type has consistently met the current target for Goal 11 of no more than 10% of clients to exit to permanent housing returning to homelessness within two years of the exit to permanent housing. During the current analysis, 19 out of 20 (95%) of projects met Goal 11's target.

Clients are considered to have returned to homelessness if they exit to a permanent housing destination and return to an HMIS participating project and their new project entry date is at least 14 days after the original exit to permanent housing.

Possible Action Item:

Should the target for Goal 11 be lowered to reflect the consistent performance of the project type?

PSH-OPH Goal 11 Performance by Project



The majority of clients who return to homelessness were exited from the PSH-OPH project to their own rental units or stays with family that the client reported would be permanent.

Possible Action Item:

Should clients exiting PSH-OPH projects without ongoing support be connected with supportive services projects, or be specifically counseled on how to find resources in the event that their living situation becomes unstable?

Number of Clients Returning to Homelessness by Destination

