Orange County Continuum of Care: Project Performance Overview

The Orange County Continuum of Care (CoC) publishes project performance data for all Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing/Other Permanent Housing projects that participate in HMIS. These reports highlight different measures that HUD and the CoC have determined are important in effectively ending homelessness for the clients in Orange County. These reports can be used to spotlight successes for the different projects, and can be used to help providers develop processes for improving performance if needed.

Project Performance reports are published on a monthly basis, and follow the schedule below. Prior to the reports being published draft data is sent to each agency to allow them time to review and correct their HMIS data as needed. Once published, the reports are presented at the monthly Data and Performance Management Committee Meeting. Thresholds are also discussed during this meeting, and are subject to change.

Schedule

	Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH *Permanent Supportive Housing & Other Permanent Housing*	Homeless Prevention
Month Presented at Data Meeting	August	January	December	May	October	March
Reporting Period	6/1 - 5/31	11/1 - 10/31	10/1 - 9/30	3/1 - 2/28	8/1 - 7/31	1/1 - 12/31
Month Presented at Data Meeting	February	July	June	November	April	September
Reporting Period	12/1 - 11/30	5/1 - 4/30	4/1 - 3/31	9/1 - 8/31	2/1 - 1/31	7/1 - 6/30

Measures

The Orange County CoC measures ten goals for optimizing services provided to people experiencing homelessness. Applicability of each goal and the goal's target vary by project type. See below for a description of each goal, the project types it applies to, and the targets for each project type.

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

Goal: 100% of clients in projects dedicated to serving clients experiencing homelessness come from literal homelessness situations to ensure that the CoC's limited resources are focused on those with the greatest need.

Goal 1's applicable project types and targets:

Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH
100%	100%	100%	100%	100%

Universe: Adults and heads of household active during the reporting period.

This goal considers the following Prior Living Situations to be literal homeless situations:

- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- Safe Haven
- Transitional housing for homeless persons (including homeless youth)
- Interim Housing (ONLY clients who exited the project prior to 10/1/2019)

For all project types the following situations make an enrollment a "neutral" entry, meaning it is excluded from the measure entirely:

- Clients entering from non-homeless situations who are fleeing domestic violence situations.
- Clients that are Chronically Homeless and entering from non-homeless situations.
- Clients entering from an institutional setting where their length of stay was less than 90 days, and the client was homeless prior to entering the institution.
- Clients entering from a non-homeless situation where their length of stay was less than 7 nights, and the client was homeless prior to entering the non-homeless situation.

For PSH-OPH projects the following Prior Living Situations are also considered a "neutral" entry:

- Permanent housing (other than RRH) for formerly homeless persons)
- Rental by client, with RRH or equivalent subsidy

Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach

Goal: Clients enrolled in Street Outreach, Emergency Shelter, and Transitional Housing projects spend as little time as possible experiencing homelessness in these project types before moving to more stable housing situations.

Goal 2's applicable project types and targets:

Street Outreach	Emergency Shelter	Transitional Housing
<=65 Days	<=30 Days	<=180 Days

Universe: Clients active during the reporting period.

This measure is calculated by counting the number of days between the client's Project Start Date and Project Exit Date or Reporting Period End Date (whichever is earlier) for Street Outreach, Transitional Housing, and Emergency Shelter Entry/Exit projects. For Emergency Shelter Night-By-Night projects, this measure is calculated by counting the number of bed night services provided during the enrollment.

Goal 3 - Decrease Length of Time in Prevention projects

Goal: Clients enrolled in Homeless Prevention projects spend as little time as possible in a Homeless Prevention project by receiving services that stabilize their housing situation as quickly as possible.

Goal 3's applicable project types and targets:

Homeless Prevention
<=60 Days

Universe: Clients active during the reporting period.

This measure is calculated by counting the number of days between the client's Project Start Date and Project Exit Date or Reporting Period End Date (whichever is earlier)

Goal 4 - Place Households in Units As Soon As Possible

Goal: Place clients in RRH/PSH-OPH projects into permanent housing as quickly as possible to reduce the amount of time clients remain homeless.

Goal 4's applicable project types and targets:

Rapid Re-Housing	PSH-OPH
<=30 Days	<=30 Days

Universe: Clients active during the reporting period.

This measure is calculated by counting the number of days between the client's Project Start Date and Housing Move-In Date.

Goal 5 - Ensure Projects are being Fully Utilized

Goal: Ensure that all available beds are filled as often as possible to reduce the amount of time people experiencing homelessness are unsheltered.

Goal 5's applicable project types and targets:

Emergency Shelter	Transitional Housing	PSH-OPH
>=70%	>=80%	>=95%

Universe: Heads of Households in households with adults and children, and all clients in households without children or with only children.

For households with adults and children, the bed nights of the head of household active during the reporting period are compared to the number of days the project's unit inventory was available for occupancy during the reporting period. For households without children and households with only children, the bed nights of all clients active during the reporting period are compared to the number of days the project's bed inventory was available for occupancy during the reporting period.

Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Goal: Projects focus on helping clients increase* their income over the course of their enrollment.

*Note: Homeless Prevention project enrollments count as a positive contribution to this measure if clients increase *or maintain* their income.

Goal 6's applicable project types and targets:

Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH	Homeless Prevention
>=10%	>=12%	>=40%	>=65%	>=45%

Universe: Adults who are still active in the project as of the end of the reporting period and have a length of stay of at least 365 days.

This measure compares the client's total monthly income at Project Entry to the latest total income reported during the enrollment.

Goal 7 - Help Adults Increase Their Income as of Project Exit

Goal: Projects focus on helping clients increase* their income by the time they exit a project.

*Note: Homeless Prevention project enrollments count as a positive contribution to this measure if clients increase *or maintain* their income.

Goal 7's applicable project types and targets:

Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH	Homeless Prevention
>=15%	>=35%	>=42%	>=45%	>=40%

Universe: Adults who exited a project during the reporting period.

This measure compares the client's total monthly income at Project Entry to the client's total monthly income at Project Exit.

Goal 8 - Help Clients Exit to Successful Housing Situations

Goal: Place clients into successful housing situations with the ultimate goal of permanently housing clients. With the exception of Street Outreach projects, all other project types' successful housing situations are defined as permanent housing situations. Since clients in Street Outreach projects are experiencing unsheltered homelessness, any move to a sheltered situation is also considered a successful outcome.

Goal 8's applicable project types and targets:

Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	Homeless Prevention
>=15%	>=30%	>=75%	>=80%	>=90%

Universe: Clients exited during the reporting period.

Review the Exit Destinations section to see a list of all possible exit destinations in HMIS.

Goal 9 - Stabilize Clients in Permanent Housing

Goal: Clients should be stabilized in permanent housing either by remaining in a permanent housing project after being placed in a housing unit, or by exiting the project to a permanent housing destination.

Goal 9's applicable project types and targets:

PSH-OPH
>=93%

Universe: Clients active during the reporting period with a Housing Move-In Date and all clients that exited a project during the reporting period.

Clients active at the end of the reporting period with a Housing Move-In Date are considered a success. Active clients at the end of the reporting period without a Housing Move-In Date are excluded from the measure. For clients that exited a project during the reporting period, review the Exit Destinations section to see a list of all possible exit destinations in HMIS.

Goal 10 - Ensure Clients Do Not Fall Back Into Homelessness after being Housed

Goal: Ensure that clients are not returning to the homeless system after they have been placed in permanent housing destinations. For Homeless Prevention projects, ensure that clients do not enter the homeless system after exiting to a permanent housing destination.

Goal 10's applicable project types and targets:

Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH	Homeless Prevention
<=12%	<=15%	<=10%	<=7%	<=7%	<=15%

Universe: Clients that exited the project to a permanent housing destination during the reporting period.

This measure includes two years of data instead of one. For example, if the reporting period for the report is 1/1/21 - 12/31/21, the reporting period for this measure would be 1/1/20 - 12/31/21. Clients are only included in this measure if they exit the project to any of the permanent housing destinations below. Clients are considered to return to the homeless system if they have an enrollment in any of the project types above at least 15 days after the permanent housing exit.

- Moved from one HOPWA funded project to HOPWA PH
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Permanent housing (other than RRH) for formerly homeless persons
- Rental by client in a public housing unit
- Rental by client, no ongoing housing subsidy
- Rental by client, with GPD TIP housing subsidy
- Rental by client, with HCV voucher (tenant or project based)
- Rental by client, with other ongoing housing subsidy
- Rental by client, with RRH or equivalent subsidy
- Rental by client, with VASH housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure

Goal 11 - Receive Referrals from the Coordinated Entry System

Goal: Permanent Housing projects should be receiving referrals from the Coordinated Entry System to ensure that the highest priority clients are receiving the housing resources they need to end their homelessness.

Goal 11's applicable project types and targets:

Rapid Re-Housing	PSH-OPH
TBD	TBD

Universe: Heads of households with a Project Start Date during the reporting period.

This measure is comparing the number of new enrollments in the housing project during the reporting period to the number of completed referrals the housing project had during the reporting period. Completed referrals means that a household was matched to a housing opportunity, and that match resulted in an enrollment in a housing project at that agency.

Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by Housing Providers

Goal: Permanent Housing projects should not be denying households that are matched to their housing opportunities unless the household is not eligible to be served by the project. However, households may choose to deny a match to a Housing Provider.

Goal 12's applicable project types and targets:

Rapid Re-Housing	PSH-OPH
TBD	TBD

Universe: Denied matches to permanent housing projects during the reporting period.

When a household is matched to a housing opportunity, that match can be denied by either the Housing Provider or the household that was matched to the opportunity. This measure is determining the percentage of all denials that were denied by the Housing Provider.

Goal 13 - Accept Matches from the Coordinated Entry System Quickly

Goal: Once a household is matched to a housing opportunity, the Housing Provider should determine whether or not the household is eligible and start working with the household on their housing placement as soon as possible in order to shorten the time a household is experiencing homelessness.

Goal 13's applicable project types and targets:

Rapid Re-Housing	PSH-OPH
TBD	TBD

Universe: Heads of households with a completed referral to a Housing Provider during the reporting period.

This measure is determining the number of days between the date a household was matched to a housing opportunity and the head of household's Project Start Date in the housing project.

Goal 14 - Successfully Match Households to a Housing Provider

Goal: Housing Providers should communicate with the CES Leads to ensure that households are being appropriately matched to their housing opportunities.

Goal 14's applicable project types and targets:

Rapid Re-Housing	PSH-OPH
TBD	TBD

Universe: Heads of households that were matched to a Housing Provider during the reporting period that resulted in either a completed or denied referral.

When a household is matched to a housing opportunity, the match results in either a completed referral, which is an enrollment in a housing project, or a denied referral, which means that either the Housing Provider decided that they could not serve the household, or the household decided they did not want to be served by the Housing Provider. Households that disappear or are otherwise unable to be contacted are also considered denials by the household. This measure is determining the percentage of matches that resulted in an enrollment in a housing project.

Exit Destinations

Green cells with a checkbox represent a successful exit for that project type, and yellow cells with an X represent a neutral exit for that project type, meaning that those responses are excluded from the measure calculation entirely. Blank cells are considered unsuccessful exits for that project type.

Destination	Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH
Client doesn't know					
Client refused					
Data not collected					
Deceased	X	X	X	X	X
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	✓				
Foster care home or foster care group home	✓	X	X	X	X
Hospital or other residential non-psychiatric medical facility	X	X	X	X	X
Host Home (non-crisis)	✓				
Hotel or motel paid for without emergency shelter voucher	✓				
Jail, prison, or juvenile detention facility					
Long-term care facility or nursing home	✓	X	X	X	X
Moved from one HOPWA funded project to HOPWA PH	✓	✓	✓	✓	✓
Moved from one HOPWA funded project to HOPWA TH	✓				
No exit interview completed					
Other					
Owned by client, no ongoing housing subsidy	✓	✓	✓	✓	✓
Owned by client, with ongoing housing subsidy	✓	✓	✓	✓	✓
Permanent housing (other than RRH) for formerly homeless persons	✓	✓	✓	✓	✓
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)					
Psychiatric hospital or other psychiatric facility	✓				
Rental by client in a public housing unit	✓	✓	✓	✓	✓
Rental by client, no ongoing housing subsidy	✓	✓	✓	✓	✓
Rental by client, with GPD TIP housing subsidy	✓	✓	✓	✓	✓
Rental by client, with HCV voucher (tenant or project based)	✓	✓	✓	✓	✓
Rental by client, with other ongoing housing subsidy	✓	✓	✓	✓	✓
Rental by client, with RRH or equivalent subsidy	✓	✓	✓	✓	✓
Rental by client, with VASH housing subsidy	✓	✓	✓	✓	✓
Residential project or halfway house with no homeless criteria	X				
Safe Haven	✓				
Staying or living with family, permanent tenure	✓	✓	✓	✓	✓
Staying or living with family, temporary tenure (e.g. room, apartment, or house)	✓				
Staying or living with friends, permanent tenure	✓	✓	✓	✓	✓
Staying or living with friends, temporary tenure (e.g. room, apartment, or house)	✓				
Substance abuse treatment facility or detox center	✓				
Transitional housing for homeless persons (including homeless youth)	✓				