



Get Connected. Get Help.™

Data and Performance Management Meeting

Feb 2024

JOURNEY 100



Agenda

- Project Performance Reports (PPR)
 - Permanent Supportive Housing & Other Permanent Housing (PSH-OPH)
 - Rapid Re-Housing (RRH)
 - Transitional Housing (TH)
- Quarterly Data Clean Up
- Bed Inventory Discussion

Project Performance Reports

Overview

The project performance reports include all projects that participate in HMIS, and highlight different measures that HUD and the CoC have determined are important in effectively ending homelessness for the clients in Orange County.

Please review the [Project Performance Overview](#) for additional information.

Project Types

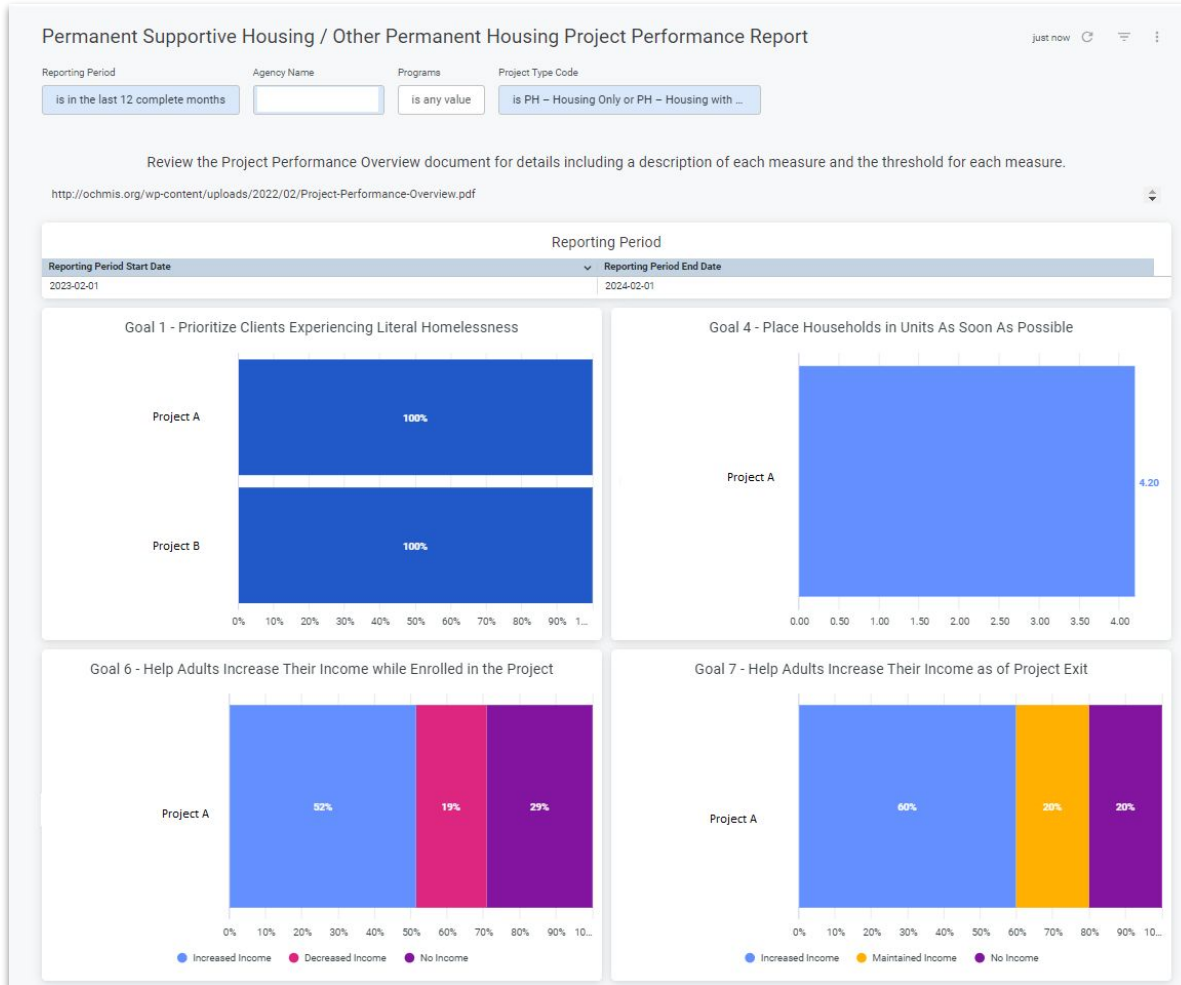
Q4 2023 Published Reports:

Permanent Supportive Housing & Other Permanent Housing

Rapid Re-Housing

Transitional Housing

Project Performance Reports



PSH-OPH PPR

Orange County PSH-OPH Goals & Outcomes

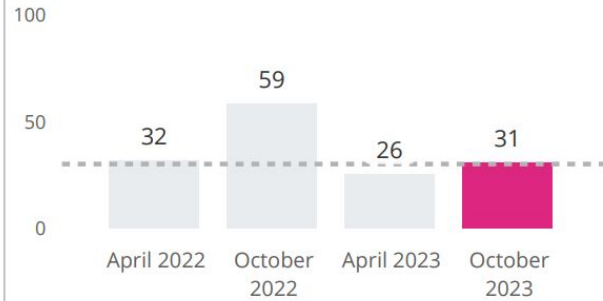
08/01/2022 - 07/31/2023

PSH-OPH projects in the Orange County Continuum of Care (CoC) met **1 out of 11** thresholds as a project type.

Met Threshold

Did Not Meet Threshold

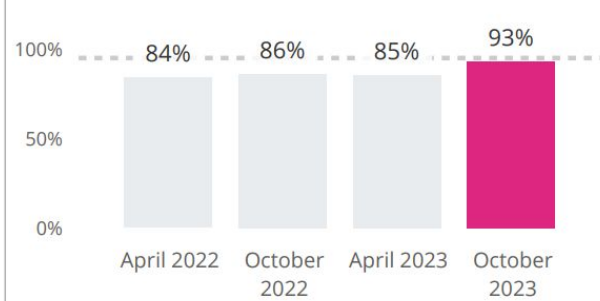
Goal 4 - Place Households in Units As Soon As Possible (<=30 Days)



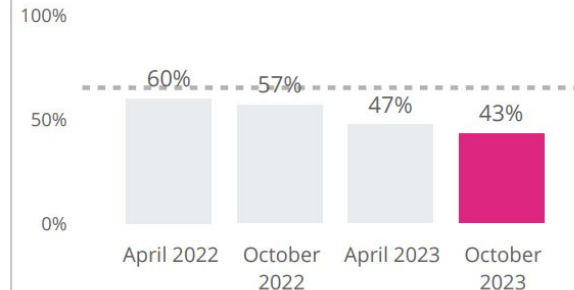
Goal 1 - Prioritize Clients Experiencing Literal Homelessness (=100%)



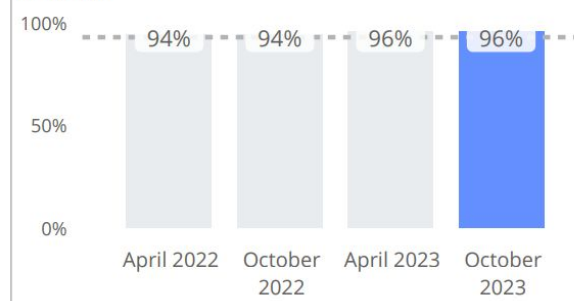
Goal 5 - Ensure Projects are being Fully Utilized (>=95%)



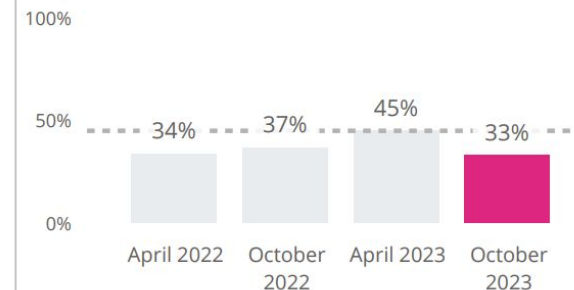
Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>=65%)



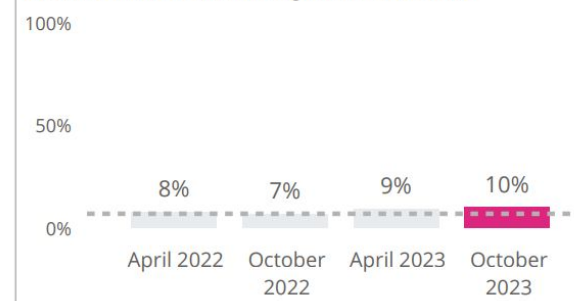
Goal 9 - Stabilize Clients in Permanent Housing (>=93%)



Goal 7 - Help Adults Increase Their Income as of Project Exit (>=45%)



Goal 10 - Ensure Clients Do Not Fall Back Into Homelessness after being Housed (<=7%)



PSH-OPH PPR

Orange County PSH-OPH

Goals & Outcomes

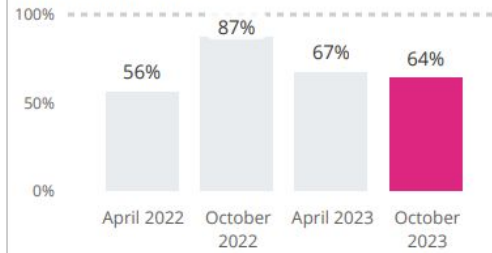
08/01/2022 - 07/31/2023

PSH-OPH projects in the Orange County Continuum of Care (CoC) met **1 out of 11** thresholds as a project type.

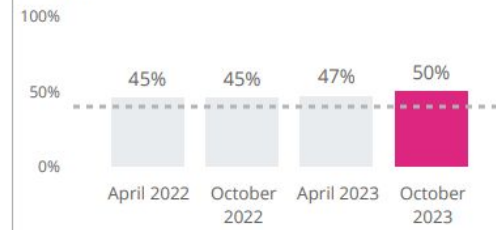
Met Threshold

Did Not Meet Threshold

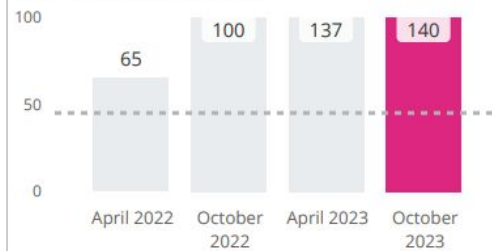
Goal 11 - Receive Referrals from the Coordinated Entry System (= 100%)



Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by Housing Providers (<= 40%)



Goal 13 - Accept Matches from the Coordinated Entry System Quickly (<= 45 Days)



Goal 14 - Successfully Match Households to a Housing Provider (>= 50%)



PSH-OPH PPR - Highlights

There are outcomes that should be recorded as denied by clients.

For example, during this reporting period outcomes recorded “Client Denial” and “Self Resolved” should be recorded Denied Type - Client and then select the reason.

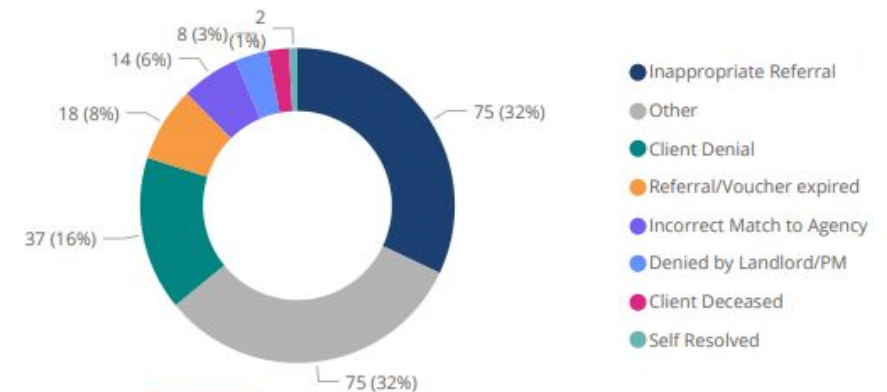
Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by the Housing Providers

Goal 12 Scores					
Threshold: <=40%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households with Children	Households with only Children
50%	51%	35%	N/A	50%	N/A
n = 468	n = 389	n = 49		n = 468	

Orange County CoC Goal: Less than 40% of denials to housing opportunities are due to the Housing Provider.

Why? Being denied a housing opportunity lengthens the amount of time that a household spends homeless, and can also be traumatic for the household. Housing Providers should work with Coordinated Entry Matchmakers to ensure that households are being appropriately matched to their housing opportunities.

Reasons for Denial by Housing Provider



Goal 12 - Reasons for Denial

Denied by Type - Select who was the determining party for the denial, the client or the housing provider. This selection should coincide with the denied reason table.

Denied Reason - Select a reason for denial from the drop down menu. The table outlines the possible reasons for denial, and whether the reason for denial should be considered a denial by the Housing Provider or the Client.

[Community Queue for Housing Agencies](#)

	Client	Housing Provider
Client Deceased	x	
Client did not show up or call	x	
Client out of Jurisdiction	x	
Client previously received service		x
Client refused services	x	
Denied by Landlord/Property Manager		x
Disagreement with rules	x	
Falsification of Documents	x	
Full Capacity/No Availability		x
Incorrect Match to Agency		x
Lack of Eligibility		x
Needs could not be met by program	x	
Referral time expired		x
Self Resolved – Client Housed	x	
Voucher expired	x	
Other	x	x

PSH-OPH PPR - Highlights

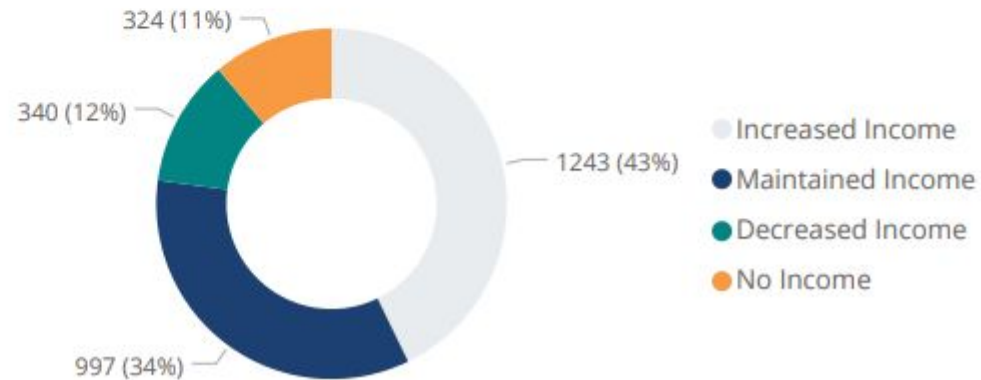
Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Goal 6 Scores					
Threshold: >=65%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
43%	43%	48%	36%	45%	N/A
n = 2904	n = 1392	n = 765	n = 502	n = 2401	

Orange County CoC Goal: At least 65% of adult clients who were enrolled in PSH-OPH project during the reporting period have increased their income while being enrolled in the project.

Why? Income is critical to maintaining most permanent housing situations.

Enrollments by Stayer Income Status

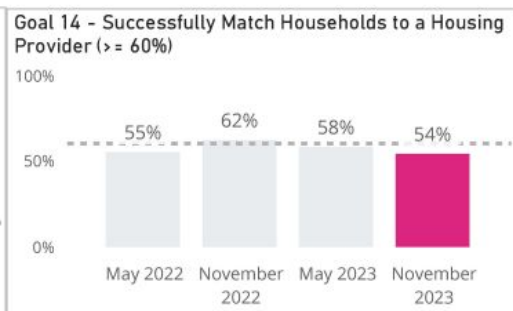
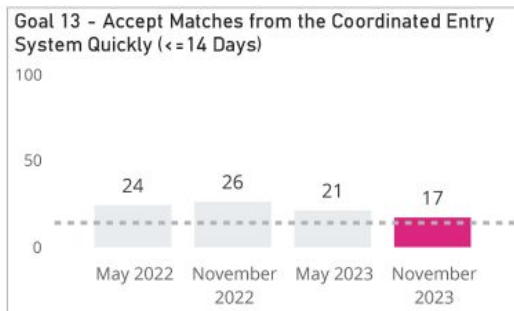
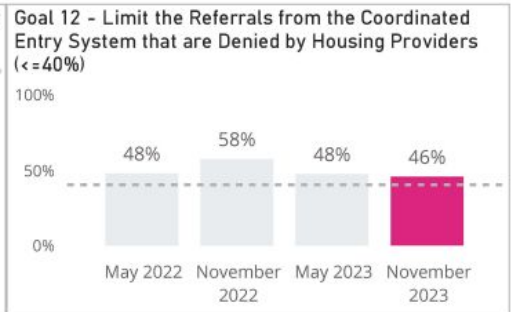
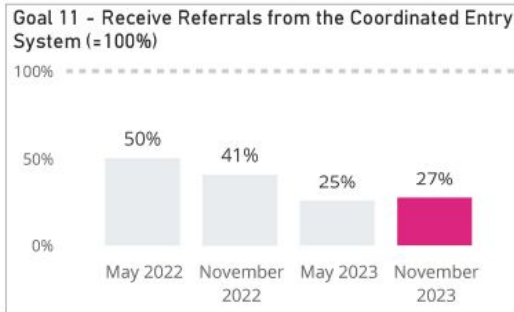
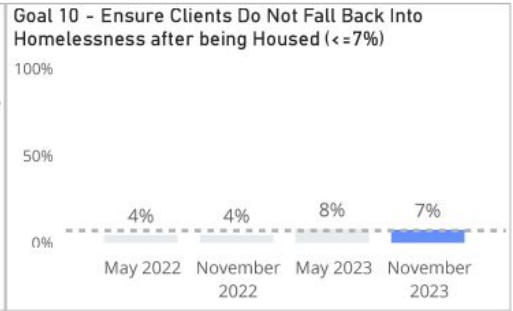
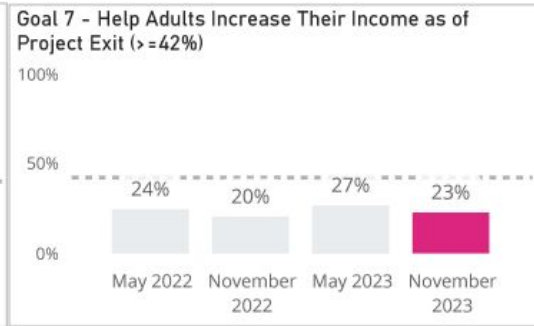
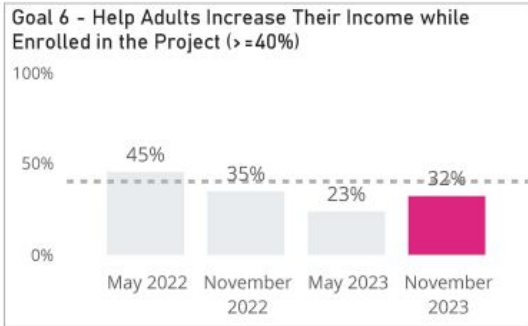
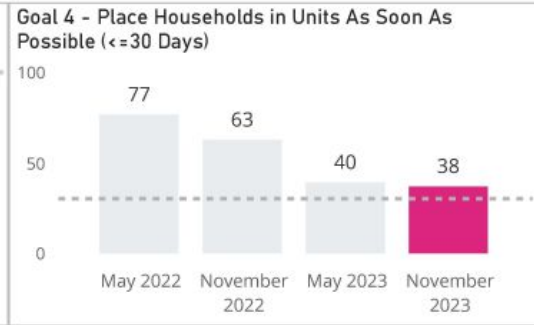
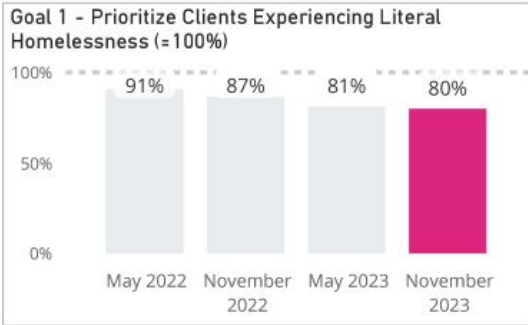


Rapid Re-Housing PPR

Orange County Rapid Re-Housing

Goals & Outcomes 09/01/2022 - 08/31/2023

Rapid Re-Housing projects in the Orange County Continuum of Care (CoC) met **1 out of 10** thresholds as a project type.



RRH PPR - Highlights

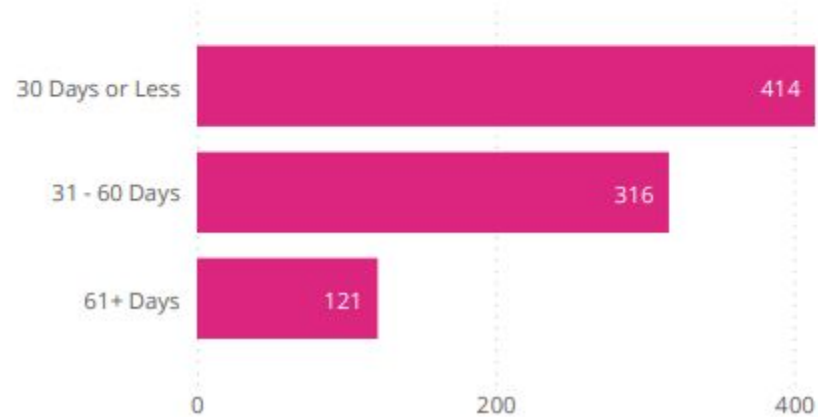
Goal 4 - Place Households in Units as Soon As Possible

Goal 4 Scores					
Threshold: <= 30 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
38	58	42	29	44	9
n = 970	n = 135	n = 100	n = 418	n = 550	n = 1

Orange County CoC Goal: Households are placed in permanent housing units within 30 days of entering the project.

Why? It is critical to place households into Permanent Housing as soon as possible.

Length of Days to Permanent Housing Placement



RRH PPR - Highlights

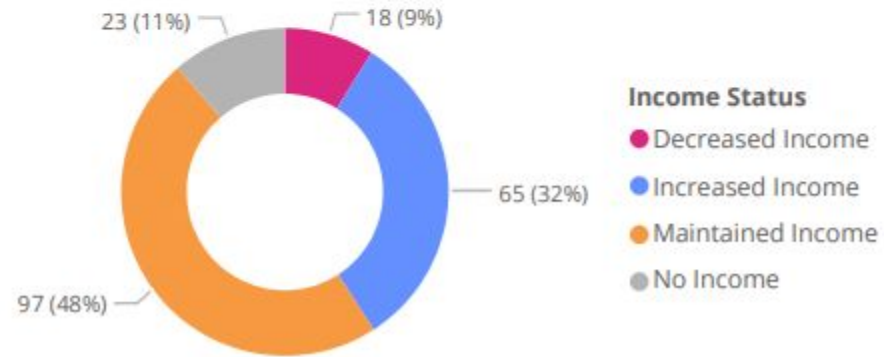
Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Goal 6 Scores					
Threshold: >=40%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
32%	15%	54%	41%	28%	N/A
<i>n</i> = 203	<i>n</i> = 80	<i>n</i> = 35	<i>n</i> = 64	<i>n</i> = 139	

Orange County CoC Goal: 40% of adult clients who were enrolled in a Rapid Re-Housing project during the reporting period have maintained or increased their income while being enrolled in the project.

Why? Income is critical to maintaining most permanent housing situations.

Enrollments by Stayer Income Status

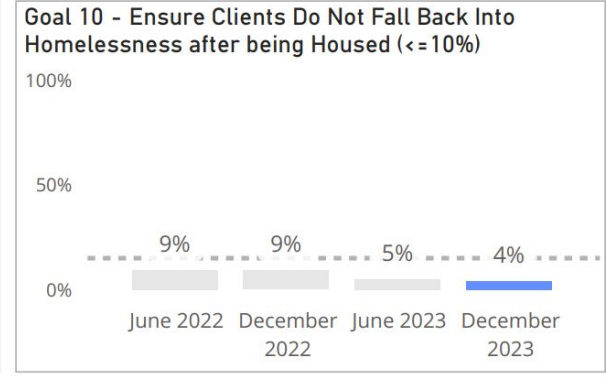
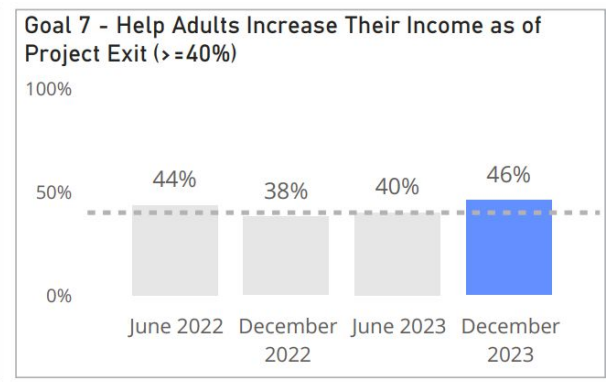
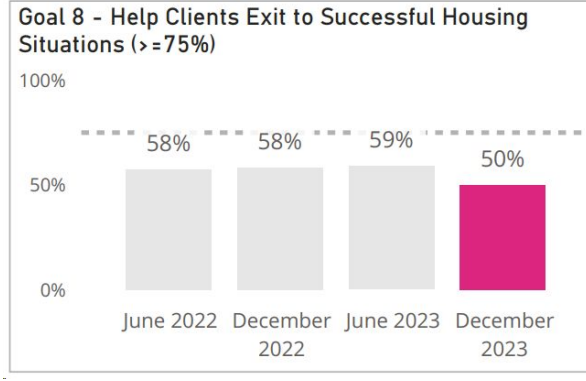
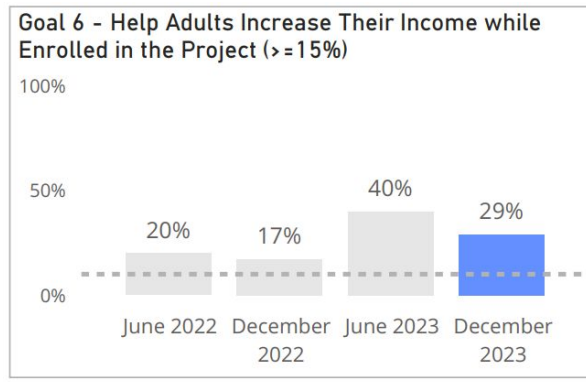
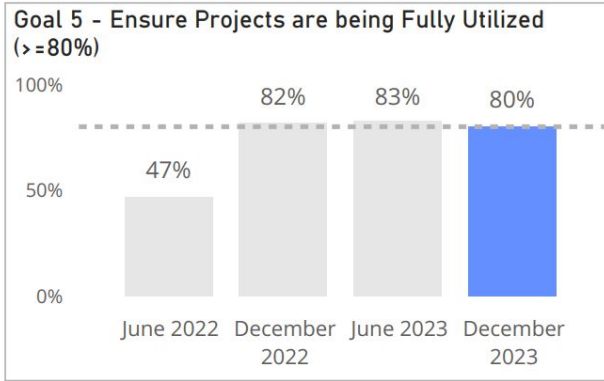
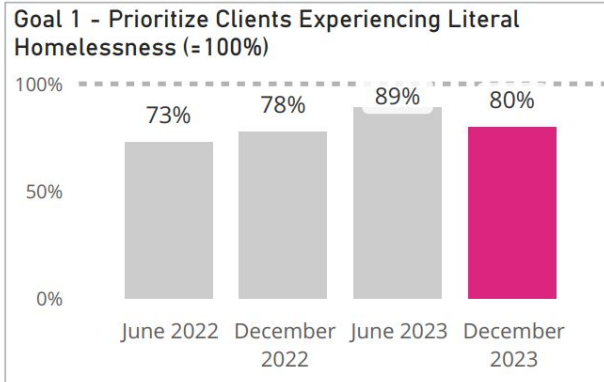
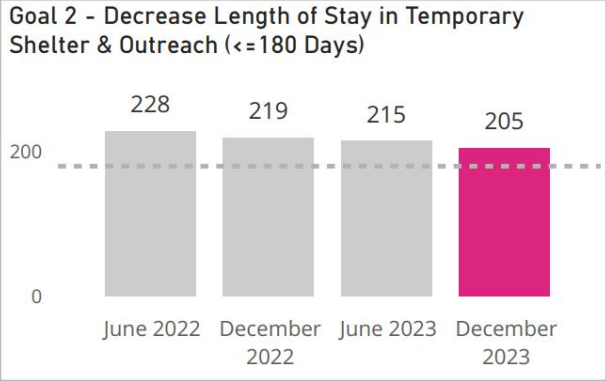


Transitional Housing PPR

Orange County Transitional Housing Goals & Outcomes

10/01/2022 - 09/30/2023

Transitional Housing projects in the Orange County Continuum of Care (CoC) met **4 out of 7** thresholds as a project type.



TH PPR - Highlights

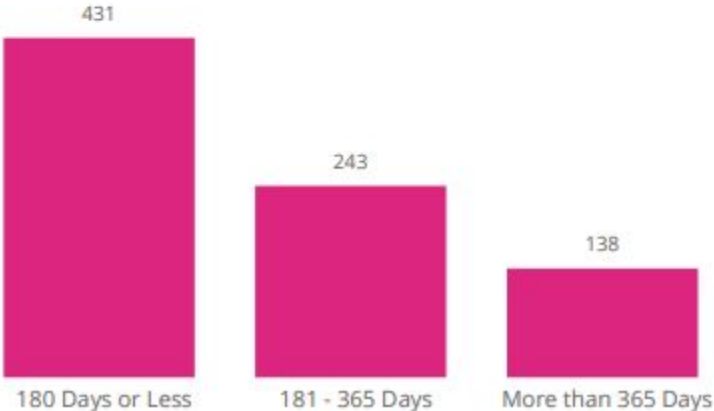
Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach

Goal 2 Scores					
Threshold: <= 180 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with Only Children
205	202	0	217	138	185
<i>n</i> = 812	<i>n</i> = 35	<i>n</i> = 0	<i>n</i> = 697	<i>n</i> = 111	<i>n</i> = 1

Orange County CoC Goal: Transitional Housing project enrollments are no longer than 180 days from project entry to project exit.

Why? Clients in Transitional Housing projects are experiencing literal, unsheltered homelessness, which makes this population particularly vulnerable. The ultimate goal of Transitional Housing projects is to move people to sheltered or permanent housing situations.

Length of Days to Permanent Housing Placement



TH PPR - Highlights

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

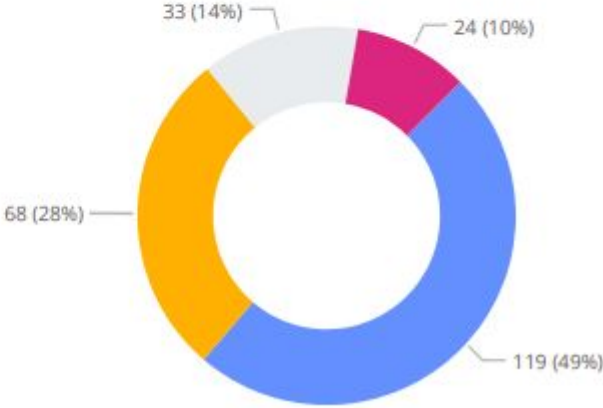
Goal 7 Scores					
Threshold: >=40%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
49%	50%	N/A	44%	58%	N/A
n = 244	n = 16		n = 165	n = 79	

Orange County CoC Goal: At least 40% of adult clients who exited from a Transitional Housing project during the reporting period have increased their income between project entry and project exit.

Why? Income is critical to maintaining most permanent housing situations.

Enrollments by Leaver Income Status

- Increase
- Maintain
- No Income
- Decrease



Quarterly Data Clean Up

- [Duplicate Client Records](#)
 - Report Library > Data Quality Reports > [DQXX-110] Duplicate Clients
- [Overlapping Enrollments](#)
 - Data Analysis > Built in Reports > LSA Data Cleanup: Overlapping Enrollments
- [LSA Common Warning Flag Review](#)
 - Data Analysis > Built in Reports > LSA Data Cleanup reports

Bed Inventory Discussion

- Bed Inventory is reported for each HIC and applicable PPR to determine unit utilization
- HMIS Agency Admins are given the opportunity to review and finalize the record before report submission
- Updates to bed inventory request after the most current HIC, the start date should be set to after the HIC

**Thank you
Have a great day!**

Next Meeting: May 8th

JOURNEY 100





Throughout 2024, Orange County United Way is celebrating 100 years of impact in our community. We invite you to join us on our year-long Journey to 100 centennial celebration as we prepare for another century of caring for each other The OC Way. Learn more and see how you can get involved.

UnitedWayOC.org/Journey-to-100