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Data and Performance Management Meeting

May 2024

JOURNEY 100



Agenda

- Project Performance Reports Process
 - Measure Review
 - Data Clean Up Process
 - Available Dashboards
- Project Performance Reports: Emergency Shelter, Street Outreach and Homelessness Prevention
- Quarterly Data Quality Report Cards

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

Q1 2024 Published Reports:

Emergency Shelter

Street Outreach

Homelessness Prevention

Measure Review

Measure	Threshold Source
Goal 1 - Entries from Homelessness	HUD & CoC
Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach	HUD & CoC
Goal 3 - Decrease Length of Time in Prevention projects	D & PM Committee
Goal 4 - Place Households in Units As Soon As Possible	National Alliance to End Homelessness (NEAH)
Goal 5 - Ensure Projects are being Fully Utilized	D & PM Committee
Goal 6 - Help Adults Increase Their Income while Enrolled in the Project	D & PM Committee/NOFA Ad Hoc
Goal 7 - Help Adults Increase Their Income as of Project Exit	D & PM Committee/NOFA Ad Hoc
Goal 8 - Help Clients Exit to Successful Housing Situations	National Alliance to End Homelessness (NEAH)
Goal 9 - Stabilize Clients in Permanent Housing	D & PM Committee

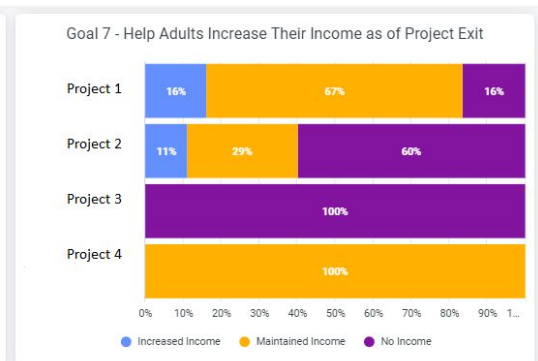
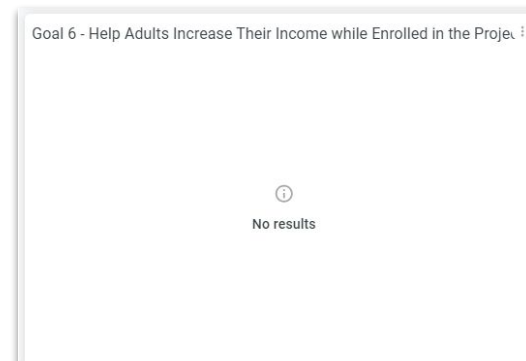
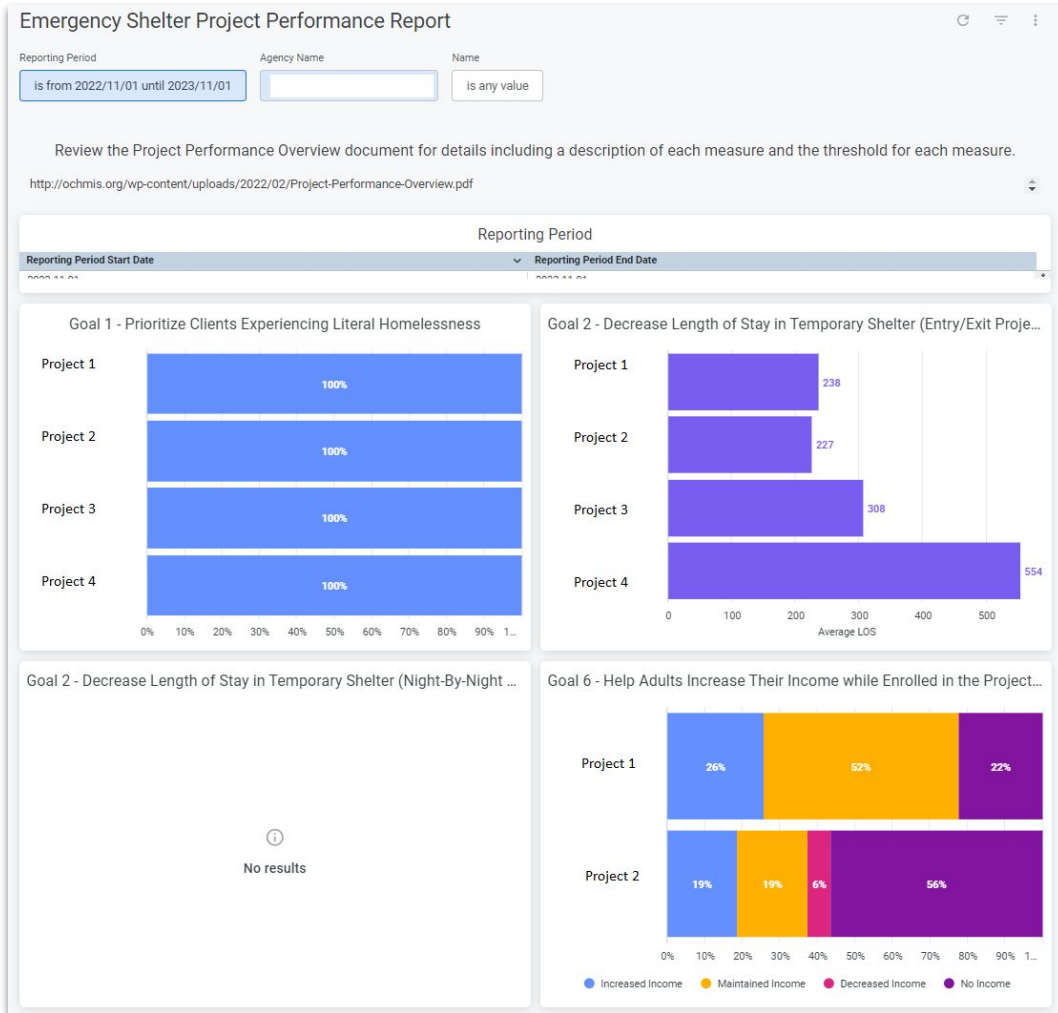
Measure Review

Measure	Threshold Source
Goal 10 - Ensure Clients Do Not Fall Back Into Homelessness after being Housed	D & PM Committee
Goal 11 - Receive Referrals from the Coordinated Entry System	D & PM Committee
Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by Housing Providers	D & PM Committee
Goal 13 - Accept Matches from the Coordinated Entry System Quickly	D & PM Committee
Goal 14 - Successfully Match Households to a Housing Provider	D & PM Committee

Data Clean Up Process

- Ensure team understand the data elements collected in HMIS
 - [HMIS Data Standard Guide](#)
 - [OC HMIS Knowledge Base Articles](#)
- Run the Project Performance Reports to review all goals applicable to specific Project Type
 - Details report will provide client level data to support with data clean up
- Correct any data errors and re-run report to verify the changes are processed
 - Submit HMIS Helpdesk to further discuss data errors as needed

Project Performance Reports



Emergency Shelter PPR

Orange County Emergency Shelter Goals & Outcomes

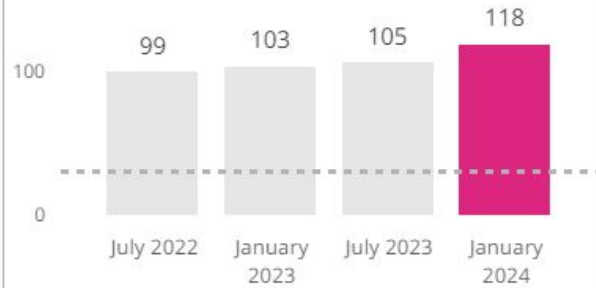
11/01/2022 - 10/31/2023

Emergency Shelter projects in the Orange County Continuum of Care (CoC) met **3 out of 7** thresholds as a project type.

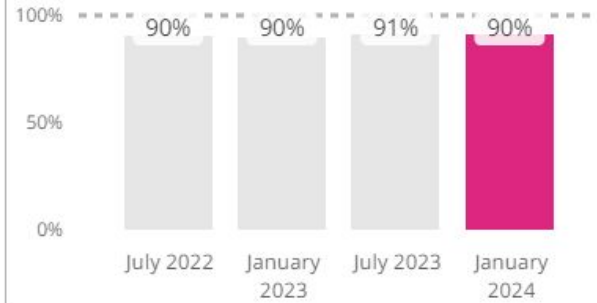
Met Threshold

Did Not Meet Threshold

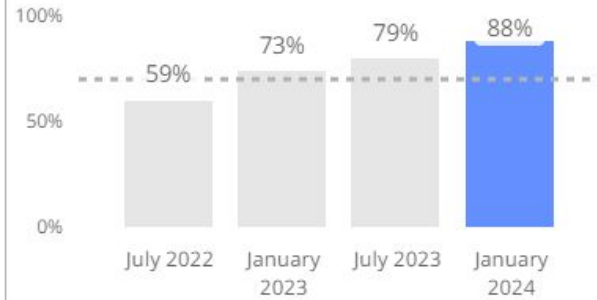
Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach (<=30 Days)



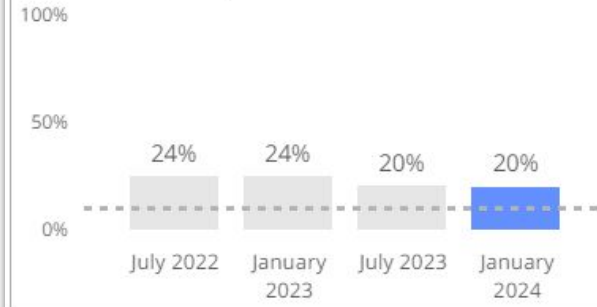
Goal 1 - Prioritize Clients Experiencing Literal Homelessness (=100%)



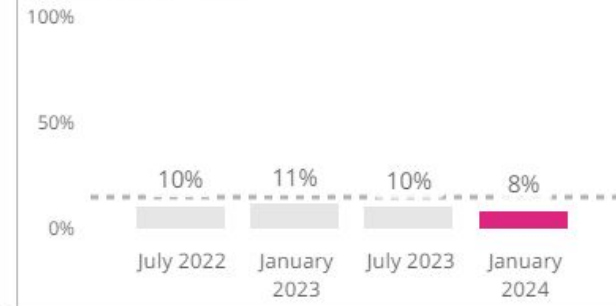
Goal 5 - Ensure Projects are being Fully Utilized (>=70%)



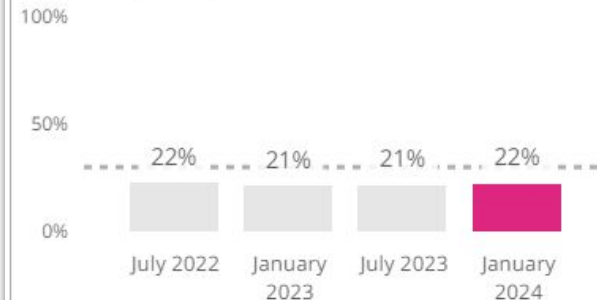
Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>=15%)



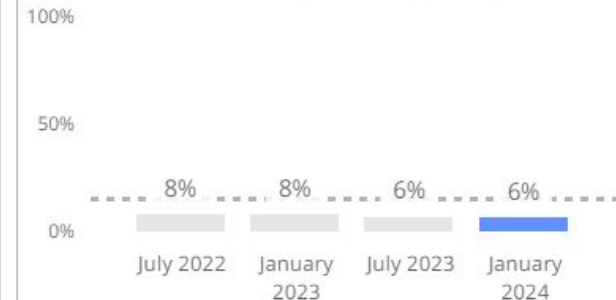
Goal 7 - Help Adults Increase Their Income as of Project Exit (>=15%)



Goal 8 - Help Clients Exit to Successful Housing Situations (>=30%)



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



Emergency Shelter - Highlights

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

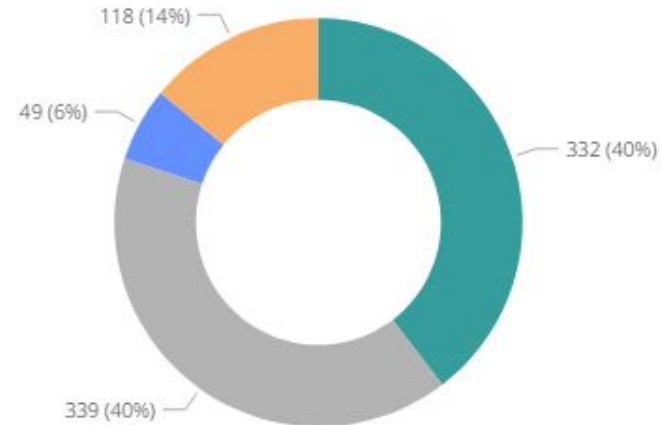
Goal 1 Scores					
Threshold: 100%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
90%	100%	95%	96%	92%	14%
n = 8,779	n = 3,980	n = 294	n = 813	n = 7,718	n = 241

Orange County CoC Goal: 100% of head of household enroll in Emergency Shelter projects from homeless situations.

Why? Enrolling clients from literal homeless situations is important because clients experiencing literal homelessness are among the most vulnerable of all Orange County residents experiencing homelessness.

Enrollments by Non-Homeless Entry Category

- Institutional Setting
- Missing
- Permanent Housing Situation
- Temporary Situation



Emergency Shelter - Highlights

OC CoC has seen increases with bed unit utilization over the last 3 reports.

Emergency Shelters capacity adjusted to original inventory prior to COVID as well as some projects increasing their bed inventory.

Goal 5 - Ensure Projects Are Being Fully Utilized

Goal 5 Scores

Threshold: $\geq 70\%$

Project Type Score

88%

n = 9,840

Households with Children

81%

n = 1,801

Households without Children

91%

n = 7,787

Households with only Children

45%

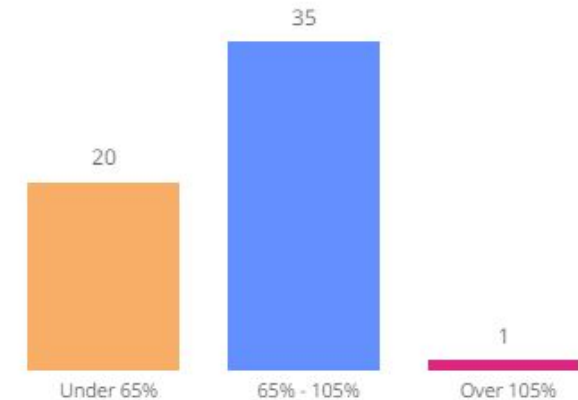
n = 248

Orange County CoC Goal: Emergency Shelter projects have a unit utilization score of at least 70%.

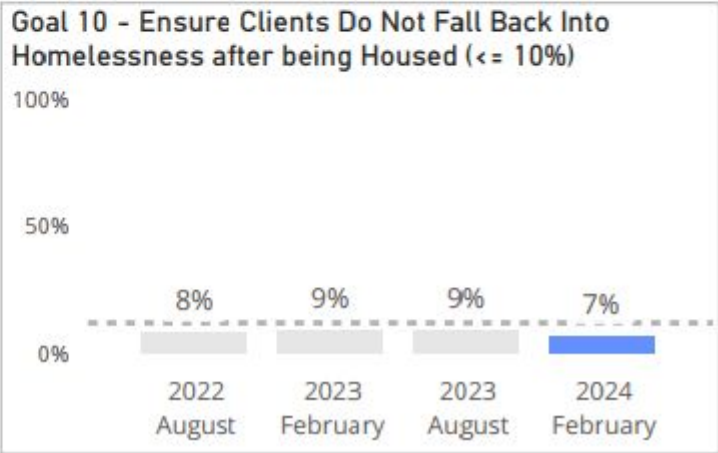
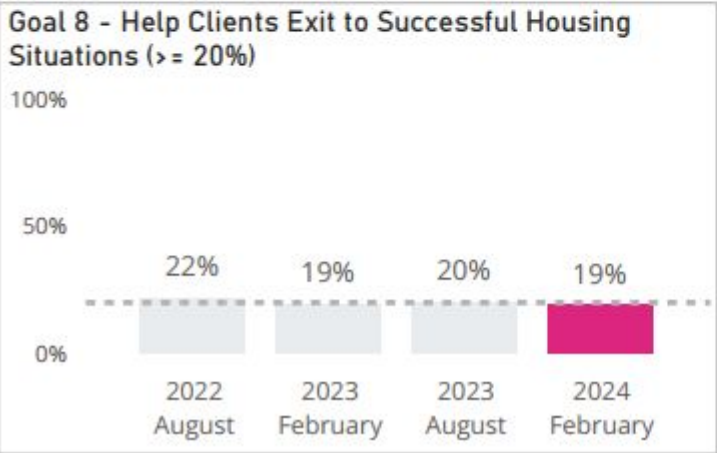
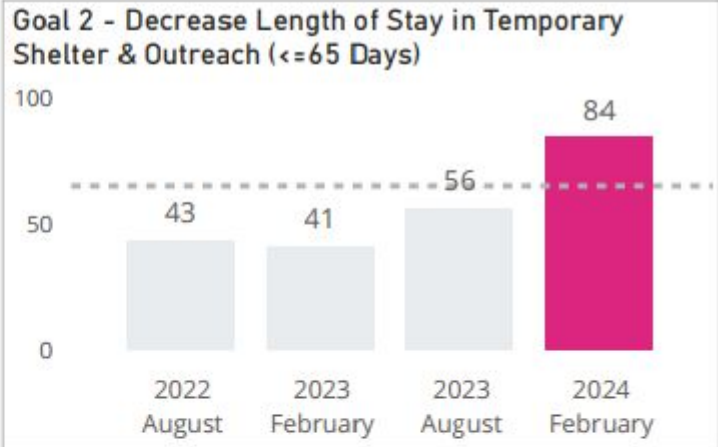
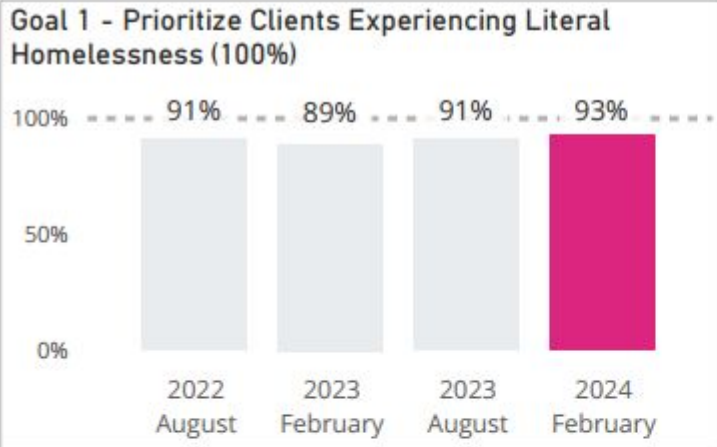
Why? To ensure that clients experiencing homelessness are being sheltered while they move toward permanent housing.

Scores under 65% and above 105% can sometimes be caused by data timeliness issues such as enrollments not being entered in HMIS or exited from HMIS in a timely manner.

Projects by Utilization Category



Street Outreach PPR



Street Outreach PPR

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

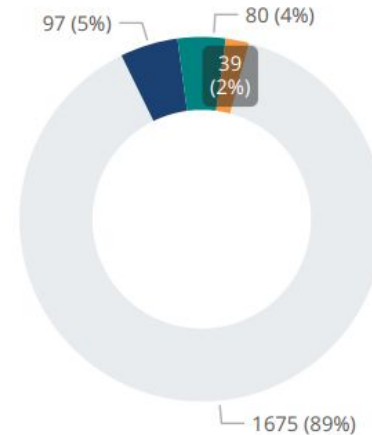
Goal 1 Scores					
Threshold: 100%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
89%	100%	97%	92%	95%	89%
<i>n</i> = 27,554	<i>n</i> = 8,062	<i>n</i> = 584	<i>n</i> = 281	<i>n</i> = 17,835	<i>n</i> = 503

Orange County CoC Goal: 100% of heads of household enroll in Street Outreach projects from homeless situations.

Why? Enrolling clients from literal homeless situations is important because clients experiencing literal homelessness are among the most vulnerable of all Orange County residents experiencing homelessness.

Enrollments by Non-Homeless Entry Category

- Missing
- Institutional Setting
- Temporary Situation
- Permanent Housing Situation



Street Outreach - Highlights

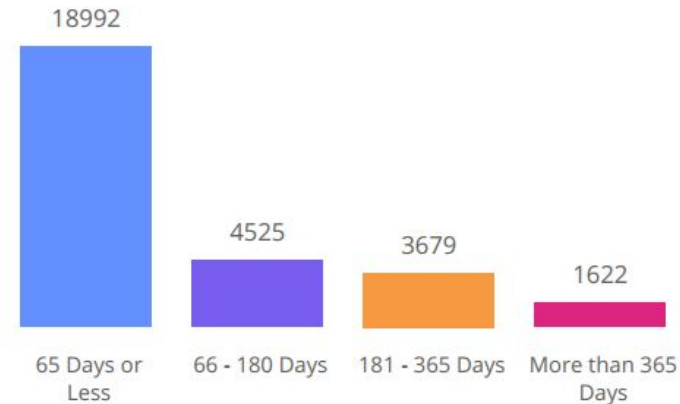
Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach

Goal 2 Scores					
Threshold: <=65 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
84	100	107	71	94	48
n = 28,818	n = 8,625	n = 601	n = 940	n = 18,432	n = 505

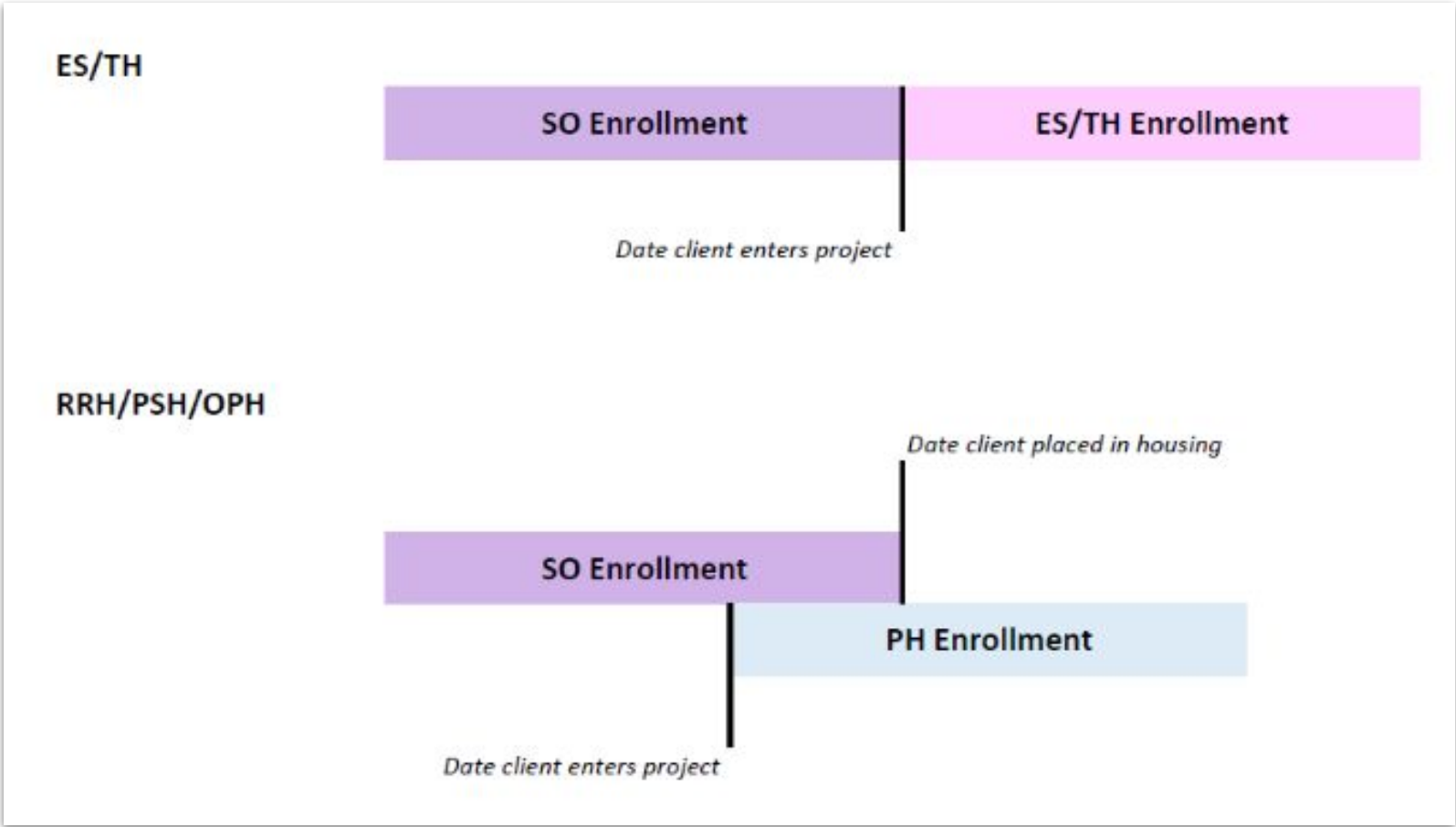
Orange County CoC Goal: Street Outreach project enrollments are no longer than 65 days from project entry to project exit.

Why? Clients in Street Outreach projects are experiencing literal, unsheltered homelessness, which makes this population particularly vulnerable. Although the purpose of Street Outreach projects is to provide critical services to clients who are "unwilling or unable to access emergency shelter, housing, or an appropriate health facility," the ultimate goal of Street Outreach projects is to move people to sheltered or permanent housing situations.

Enrollments by Length of Stay

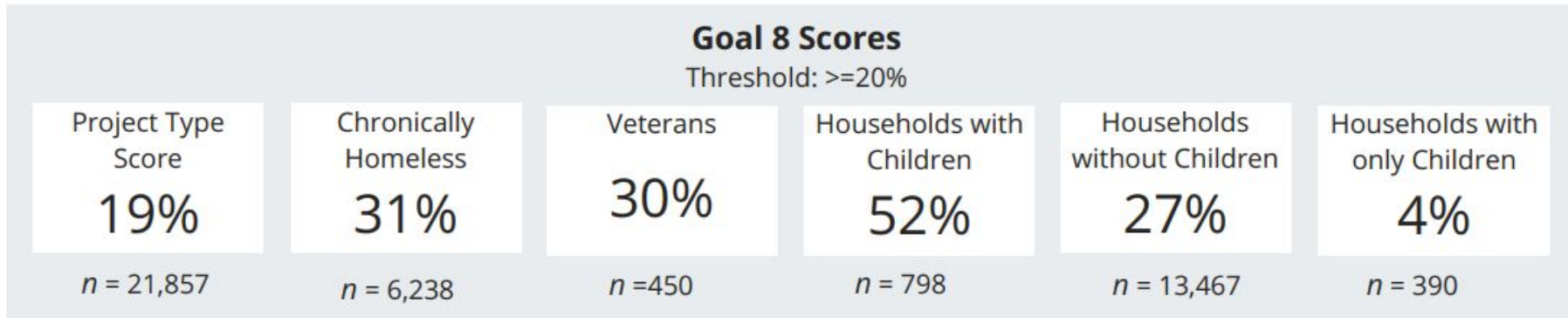


Street Outreach - Exiting Protocol



Street Outreach - Highlights

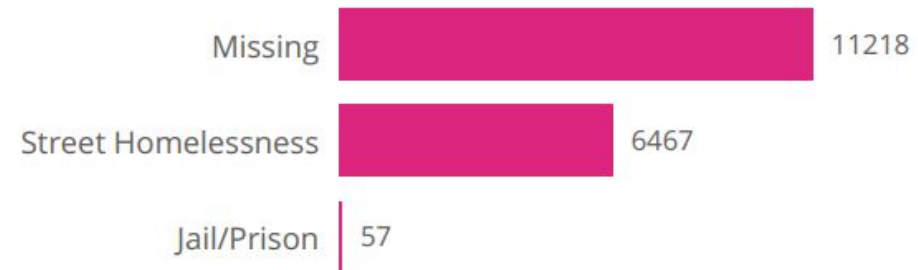
Goal 8 - Help Clients Exit to Successful Housing Situations



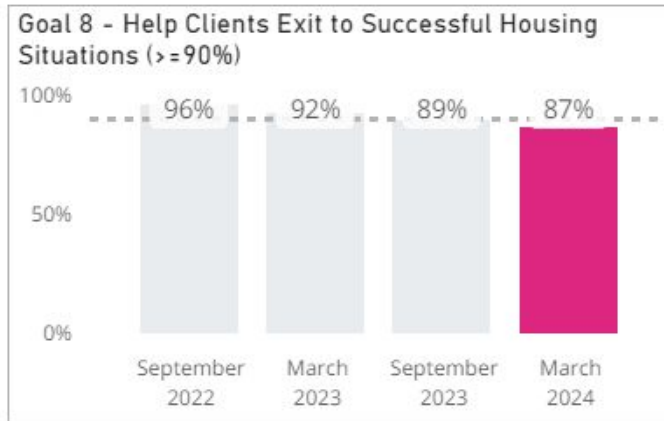
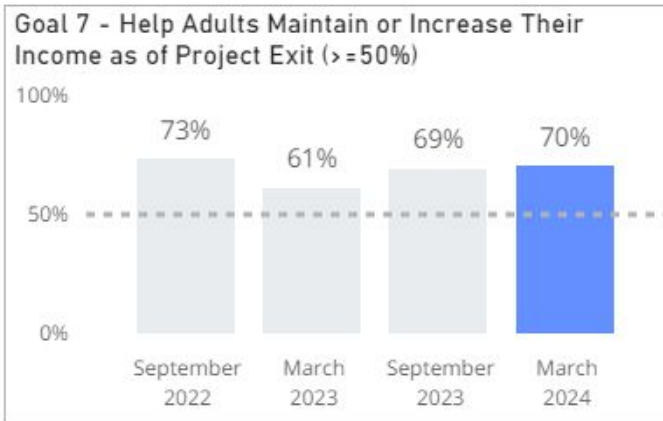
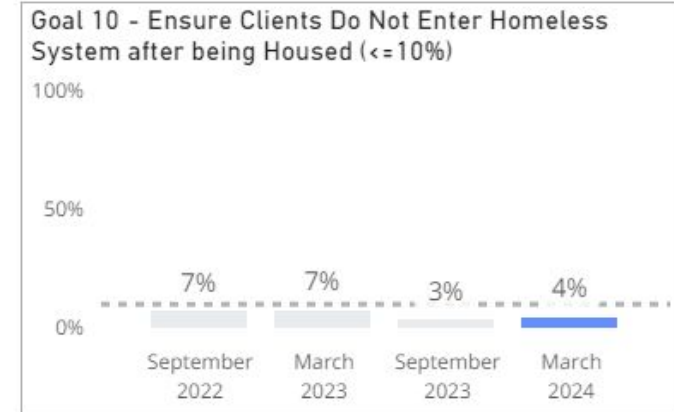
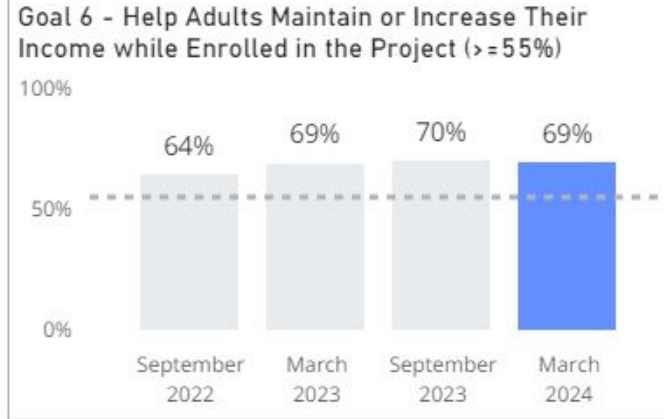
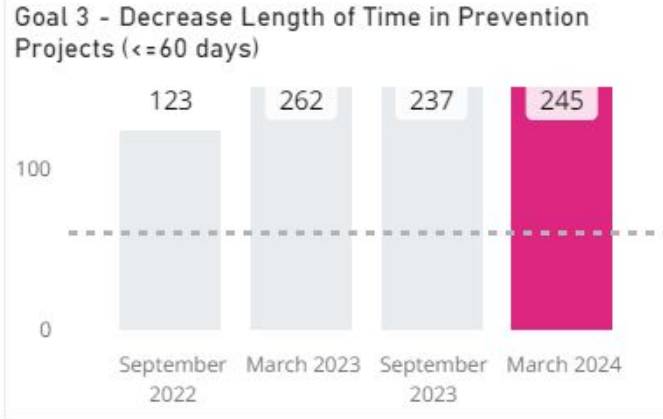
Orange County CoC Goal: At least 20% of Street Outreach enrollments exit to a successful situation.

Why? Because clients in Street Outreach projects are experiencing literal, unsheltered homelessness, it is important to provide people with sheltered situations.

Enrollments by Unsuccessful Exit Category



Homelessness Prevention PPR



Homelessness Prevention PPR - Highlights

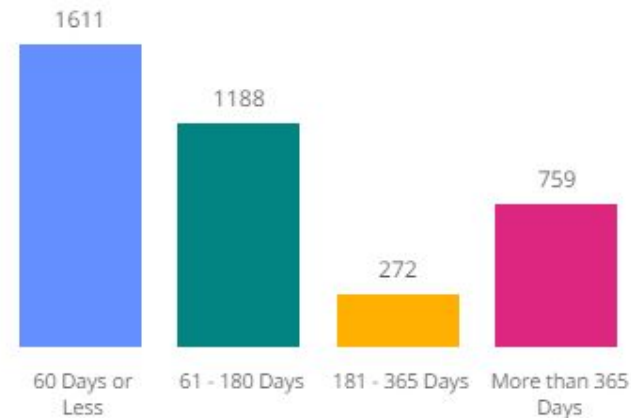
Goal 3 - Decrease Length of Time in Prevention Projects

Goal 3 Scores					
Threshold: <=60 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
245	254	268	231	287	296
n = 3,830	n = 96	n = 179	n = 2,861	n = 939	n = 9

Orange County CoC Goal: Homeless Prevention project enrollments are no longer than 60 days from project entry to project exit.

Why? Homeless Prevention projects are meant to provide "services and/or financial assistance necessary to prevent a person from moving into an emergency shelter or place not meant for human habitation." ([HUD Data Standards Manual](#).) Because clients are considered to not yet be experiencing homelessness, it is important to target efforts to help prevent clients from falling into homelessness in a timely manner.

Enrollments by Length of Stay



Homelessness Prevention - Highlights

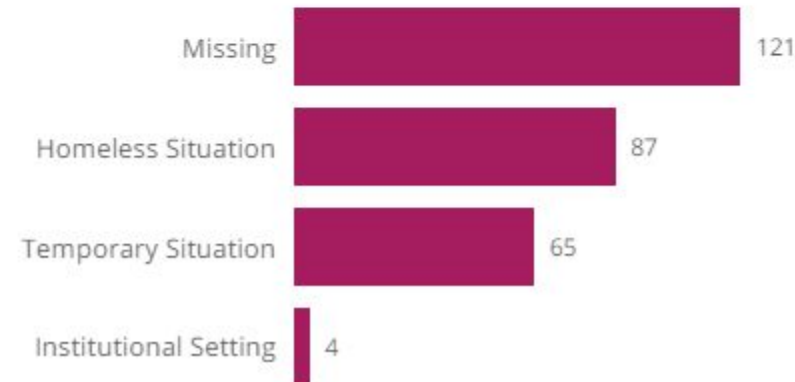
Goal 8 - Help Clients Exit to Successful Housing Situations



Orange County CoC Goal: At least 90% of Homeless Prevention enrollments exit to a permanent housing situation.

Why? The goal of Homeless Prevention projects is to prevent clients from falling into Homelessness and place them into permanent housing.

Enrollments by Non-Permanent Exit Category

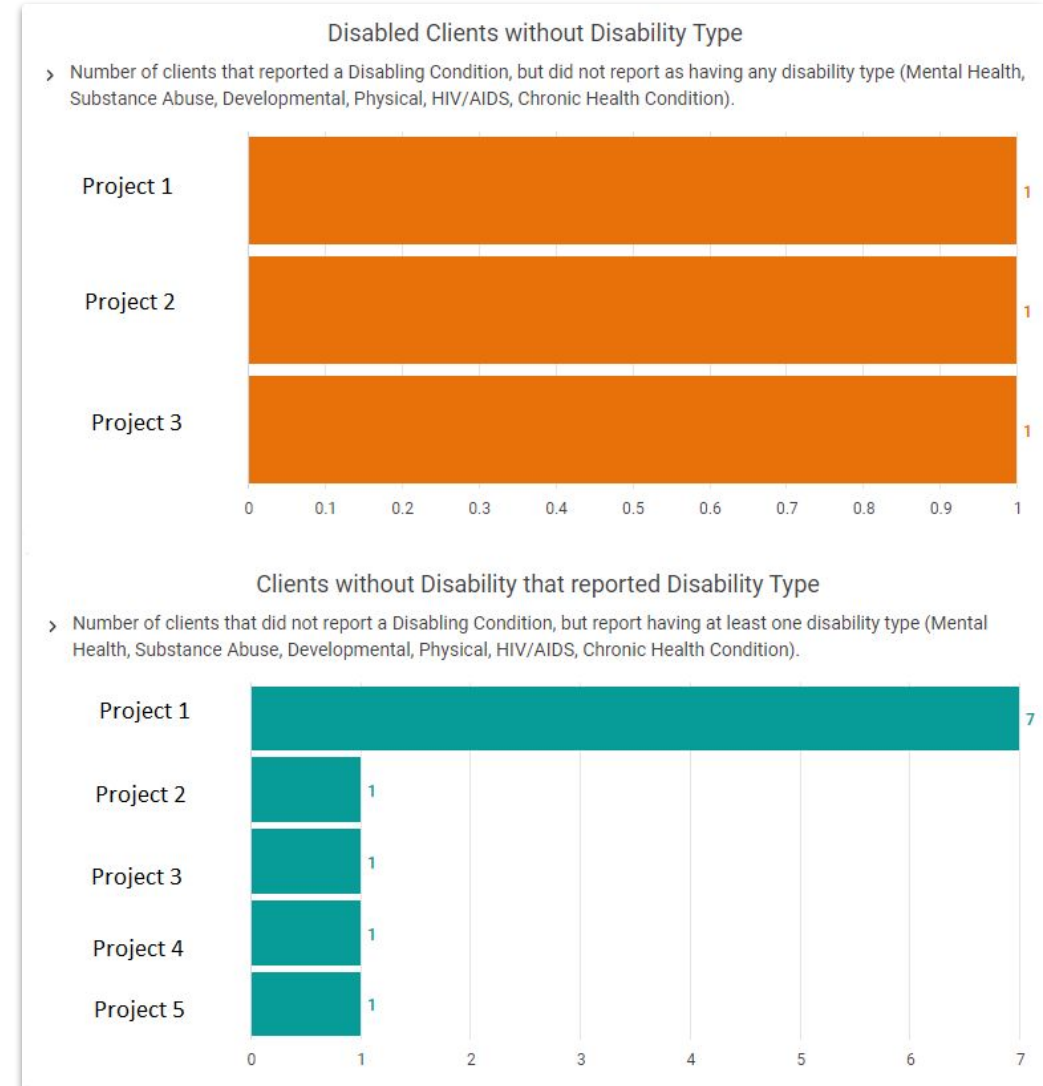


Data Accuracy Dashboard

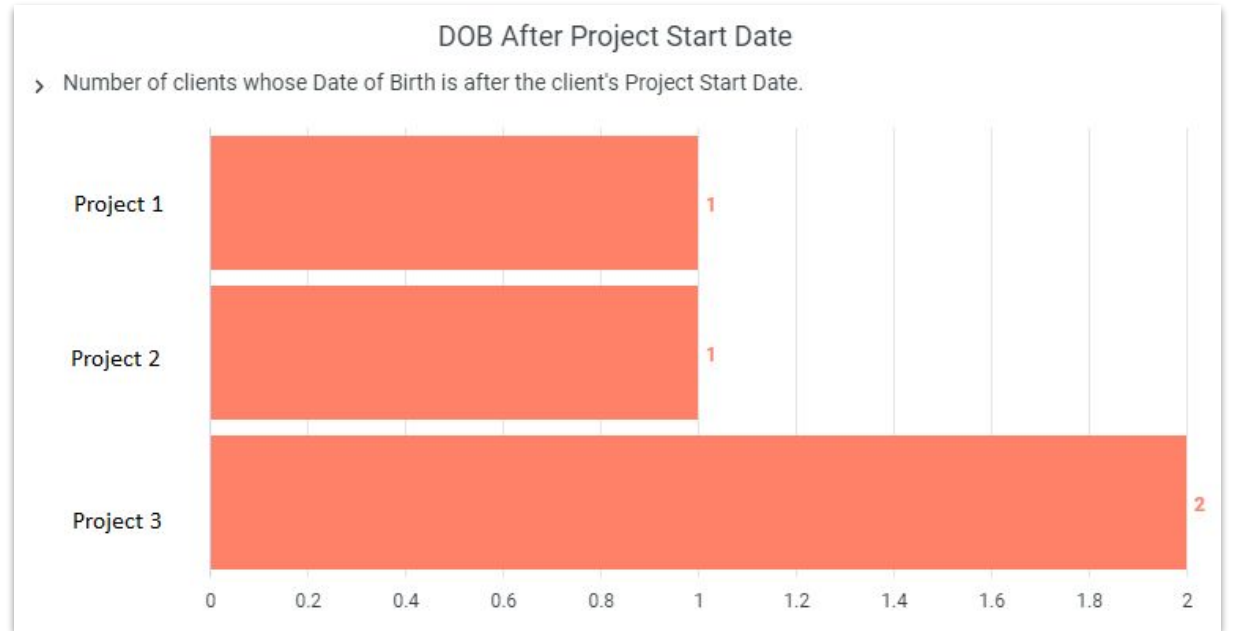
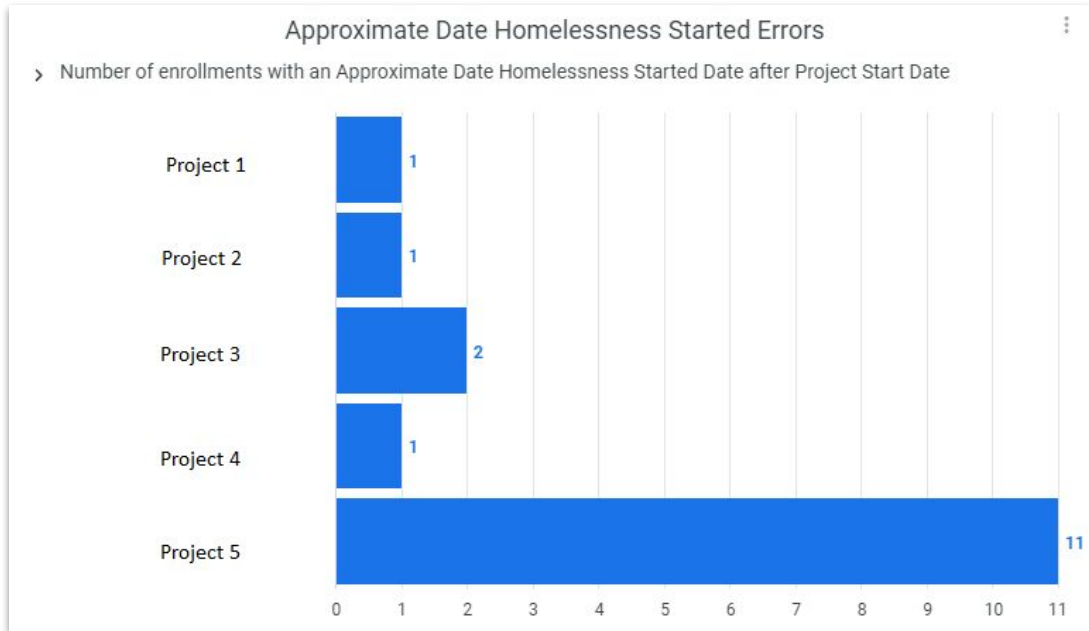
The **Data Accuracy Dashboard** will show enrollments and clients with potential data quality issues such as:

- Disabled Clients without Disability Type
- Housing Move-In Date Errors
- DOB after Project Start Date
- Approximate Date Homelessness Started Errors

Reports > Data Analysis > Orange County Clarity System
Reports > Data Quality > Data Accuracy Dashboard/Data Accuracy Dashboard Details

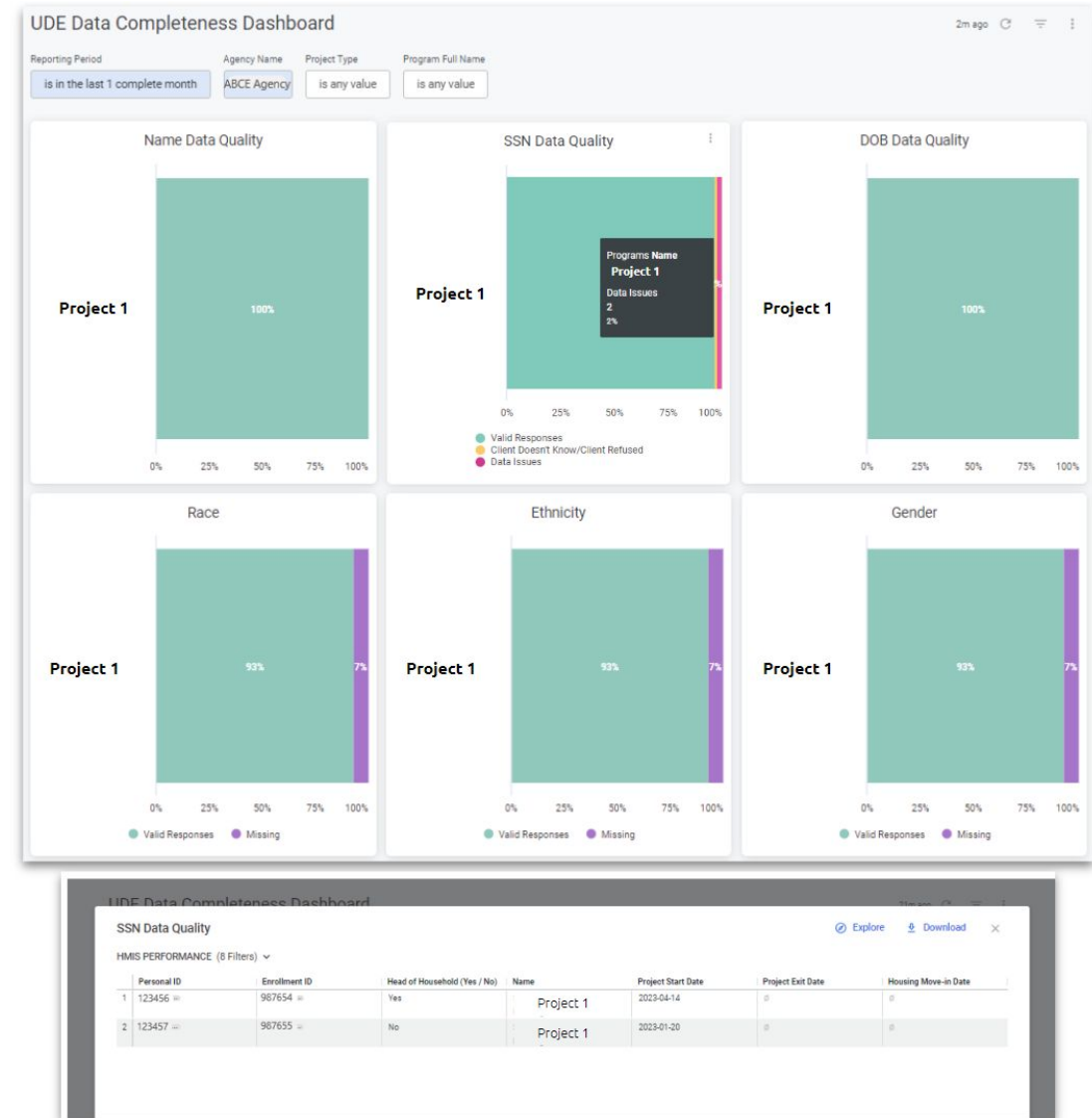


Data Accuracy Dashboard

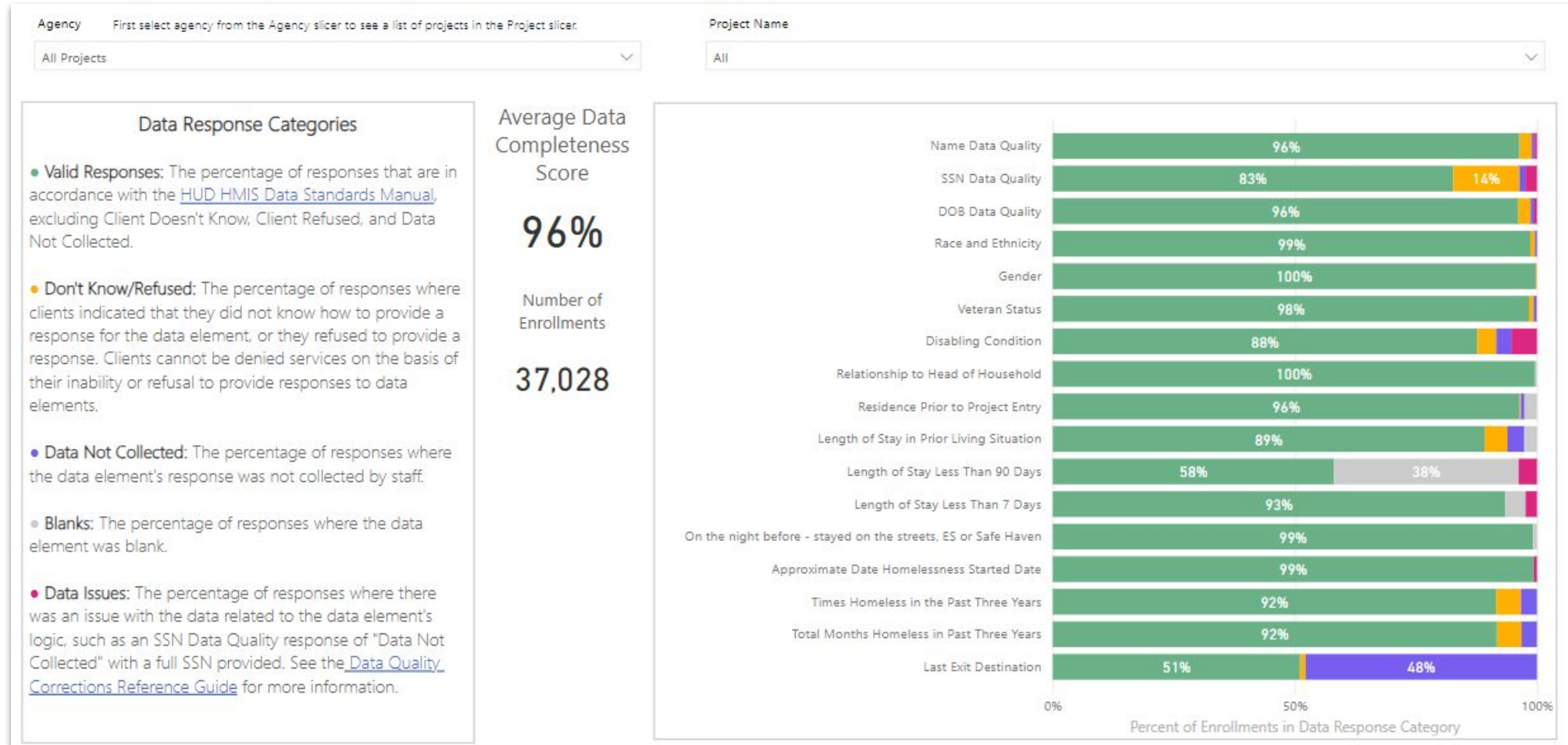


UDE Data Completeness Dashboard

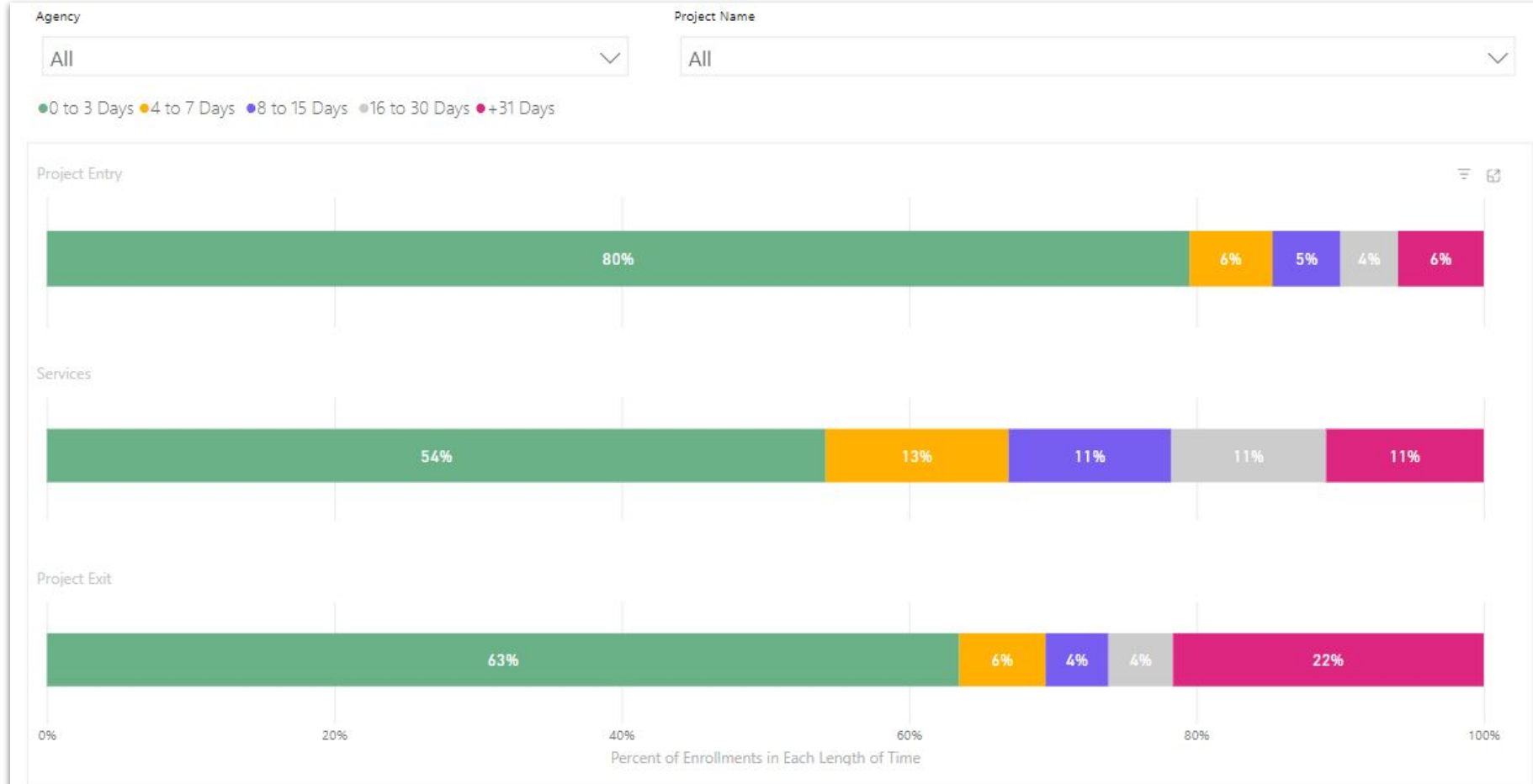
- Use this report to quickly see DQ errors by project
- Use the filters to adjust the reporting period, review only your agency's data, see only a particular project type, or a particular project.
- Each tile is a data element with color coding to help identify errors:
 - Green bars are "Valid Responses",
 - Yellow bars are "Client Doesn't know/Client Refused"
 - Purple is "Missing" Data.
 - Red is "Data Issues"
- Interactive functionality allows you to see each client record containing issues and enables immediate correction.



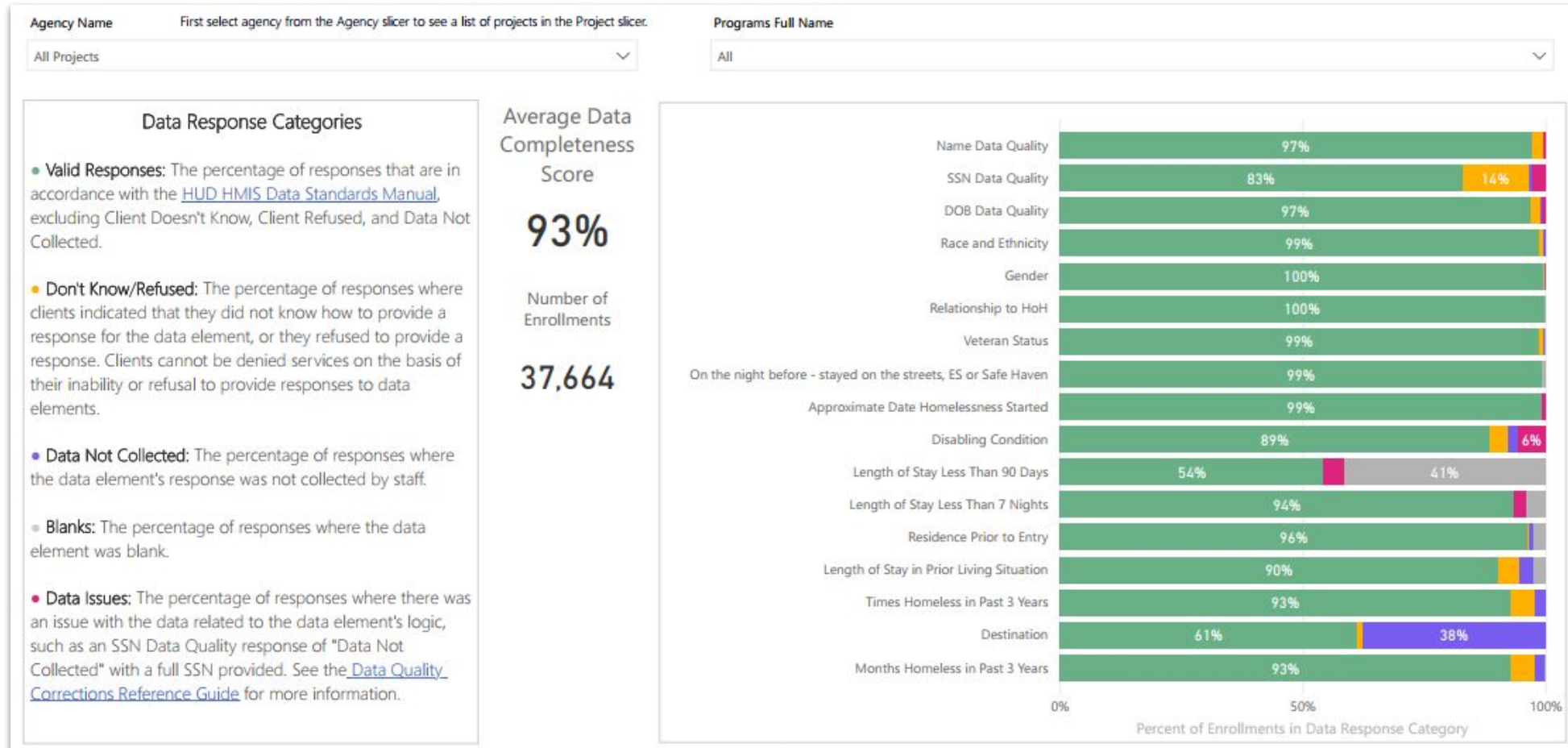
Quarterly Data Quality Reports - Q4 2023



Quarterly Data Quality Reports - Q4 2023



Quarterly Data Quality Reports - Q1 2024



Quarterly Data Quality Reports - Q1 2024



**Thank you
Have a great day!**

Next Meeting: Aug 14th



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