



**Get Connected. Get Help.™**

# Data and Performance Management Meeting

## August 2024

JOURNEY 100



# Agenda

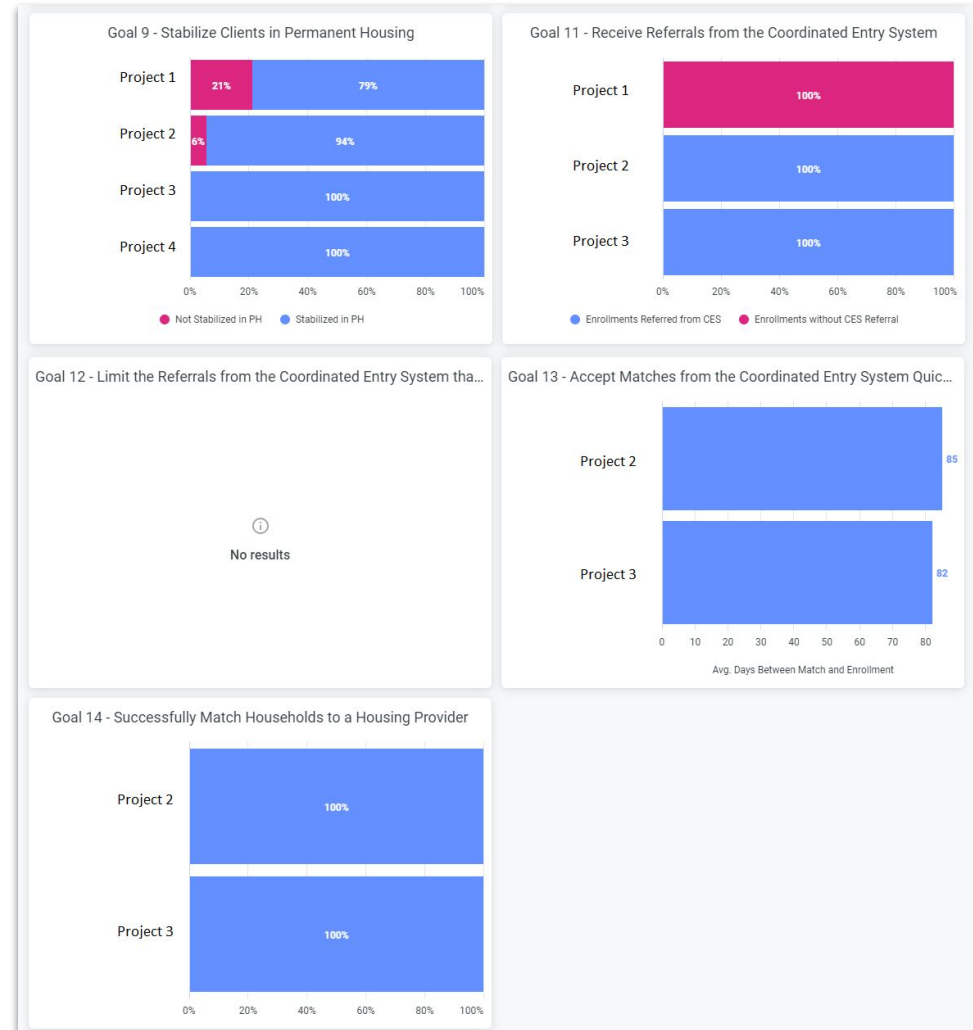
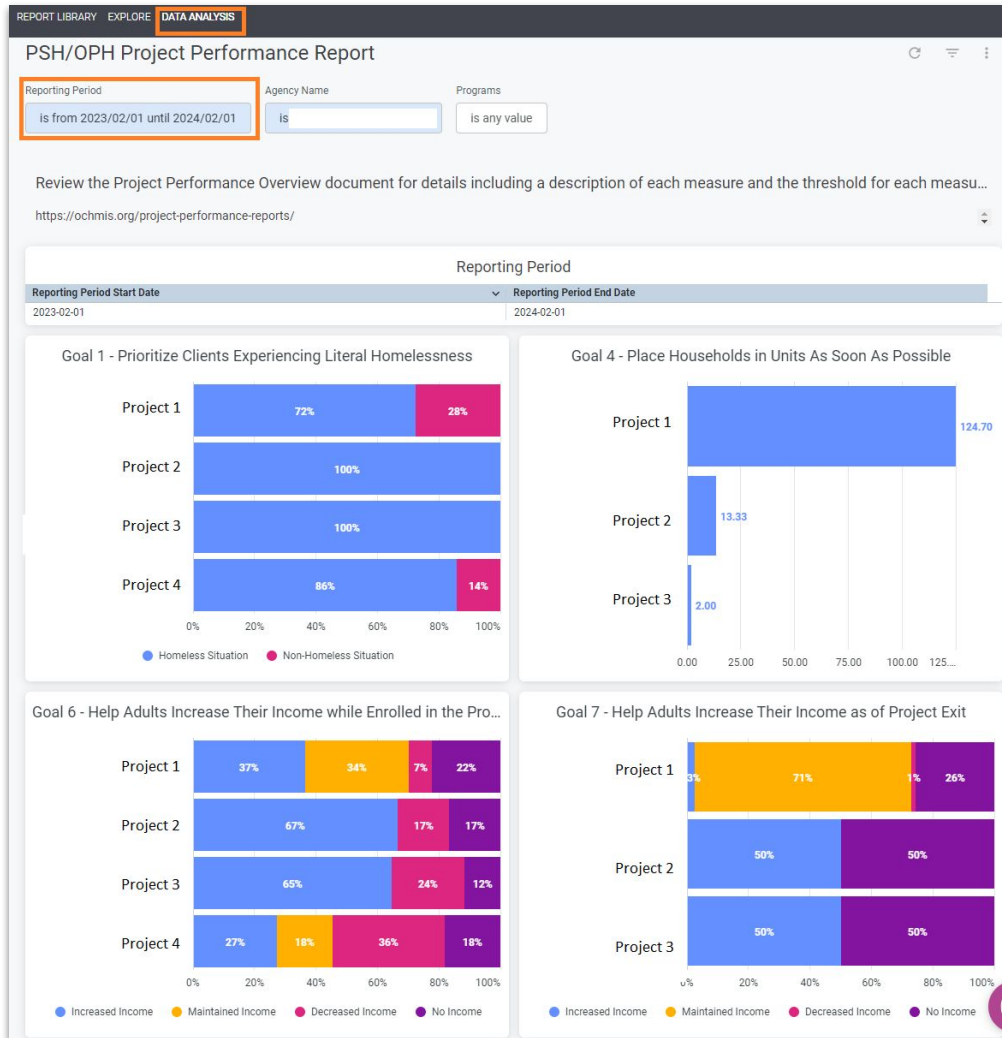
- Project Performance Reports (PPR) Overview
  - Reporting Schedule
  - Available Dashboards
- Project Performance Reports: Permanent Supportive Housing/Other Permanent Housing, Rapid Re-Housing, Transitional Housing
- Quarterly Data Quality Report Card
- LSA System Map

# Project Performance Reports Schedule

## Schedule

	Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH <i>Permanent Supportive Housing &amp; Other Permanent Housing</i>	Homelessness Prevention
Month Report is Published	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 Report is Published	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

# Project Performance Reports



# Goal 11 - Receive Referrals from the Coordinated Entry System

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.

Applicable Project Types & Targets:

- Rapid Re-Housing (RRH): = 100%
- Permanent Supportive Housing (PSH-OPH): = 100%

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

Clients entering from the following locations are excluded from this measure:

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

$$\text{Goal 11} = \frac{\text{Completed Referrals}}{\text{Number of New Enrollments}}$$

# Goal 11 - Completed Referrals

Type Referrals


Coordinated Entry  Clear SEARCH

Service Name	Start Date	End Date
<b>Referral:</b> CoC Funded Rapid Re-Housing Training ... County of Orange referral to OC Training Agency ⓘ	08/06/2024	08/06/2024

Program  Service  Referral  Reservation  Assessment  Events



### PROGRAM HISTORY

Program Name	Start Date	End Date	Type
Individual Coordinated Entry System Coordinated Entry County of Orange ⓘ	08/06/2024	Active	Individual
CoC Funded Permanent Supportive Housing Train... PH - Permanent Supportive Housing (disability required for entry) OC Training Agency ⓘ	08/06/2024	Active	Individual 


# Goal 12 - Limiting Denials by Housing Providers

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

Applicable Project Types & Targets:

- Rapid Re-Housing (RRH): ≤ 40%
- Permanent Supportive Housing (PSH-OPH): ≤ 40%

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

Current Status	Pending <input checked="" type="checkbox"/>
Status Date	08/08/2024 
New Status	Denied <input type="button" value="v"/>
Send to Community Queue	Yes <input type="button" value="v"/>
Denied By Type	-- Select -- <input type="button" value="v"/>
Denied Reason	<input type="button" value="-- Select --"/> Client Provider
Denial Information	

$$\text{Goal 12 Score} = \frac{\text{Count of Denials by Provider}}{\text{Total Count of Denials}}$$

# 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

Q2 2024 Published Reports:

Permanent Supportive Housing/Other  
Permanent Housing (02/01/23 - 01/31/24)

Rapid Re-Housing (03/01/23 - 02/29/24)

Transitional Housing (04/01/23 - 03/31/24)



# Goals & Outcomes Overview

## Orange County Rapid Re-Housing

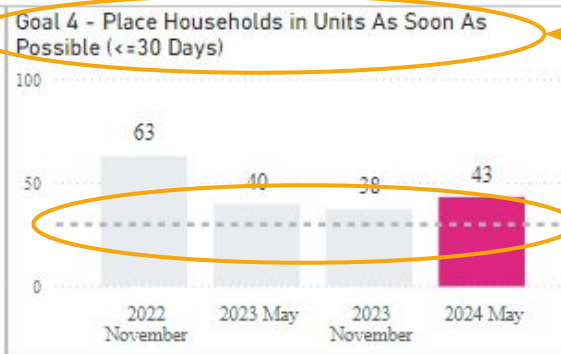
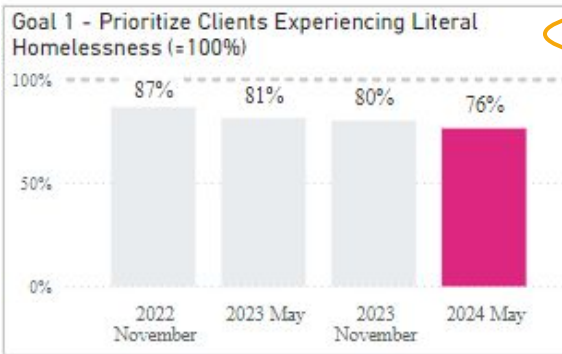
Goals & Outcomes 03/01/2023 - 02/29/2024

Reporting Period

Rapid Re-Housing projects in the Orange County Continuum of Care (CoC) met **3 out of 10** thresholds as a project type.

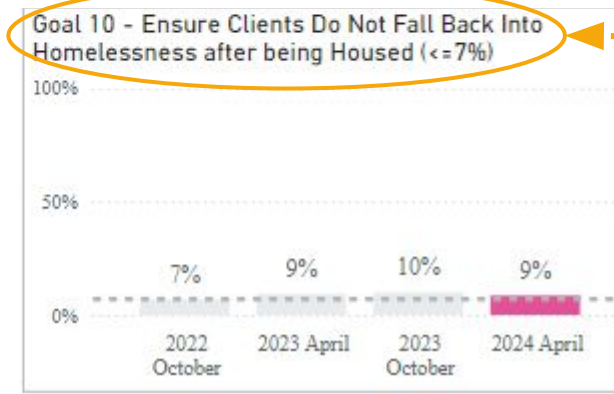
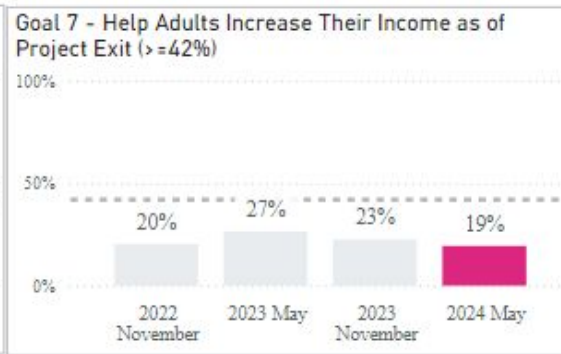
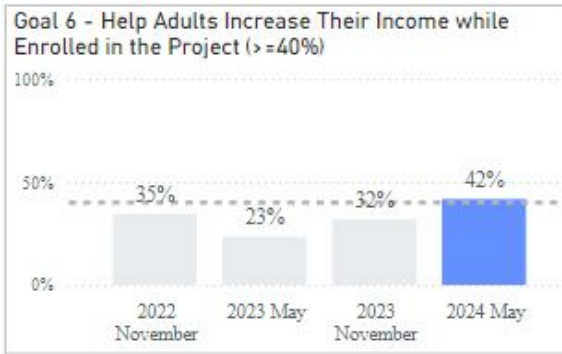


Color Coding Legend



Goal Name and threshold

Threshold line



Goal 10 - 2 Years of Data

# Permanent Supportive Housing/Other Permanent Housing (PSH/OPH) PPR

## Orange County PSH-OPH Goals & Outcomes

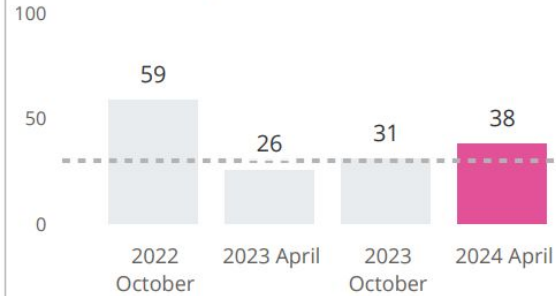
02/01/2023 - 01/31/2024

PSH-OPH projects in the Orange County Continuum of Care (CoC) met **2 out of 11** thresholds as a project type.

Met Threshold

Did Not Meet Threshold

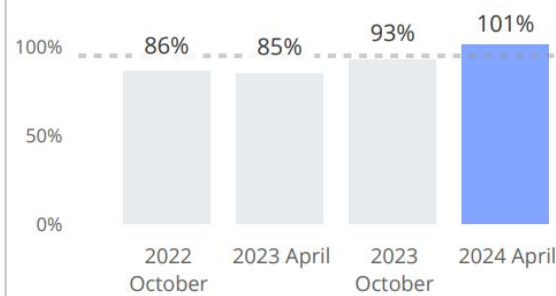
### Goal 4 - Place Households in Units As Soon As Possible (<=30 Days)



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



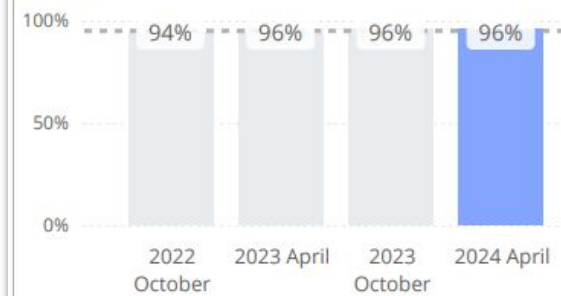
### Goal 5 - Ensure Projects are being Fully Utilized (>=95%)



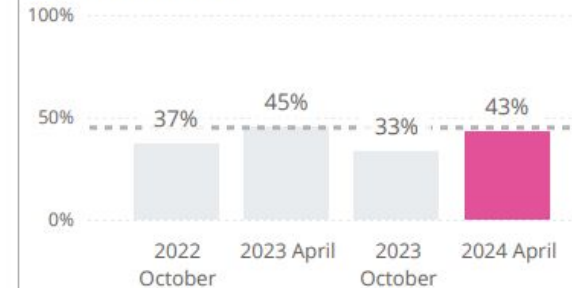
### Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>=65%)



### Goal 9 - Stabilize Clients in Permanent Housing (>=95%)



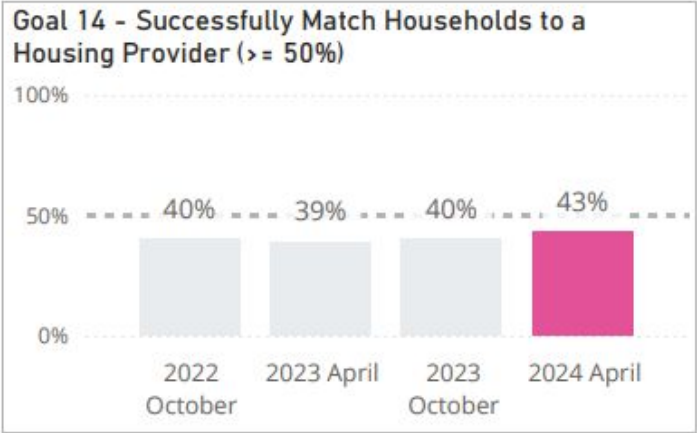
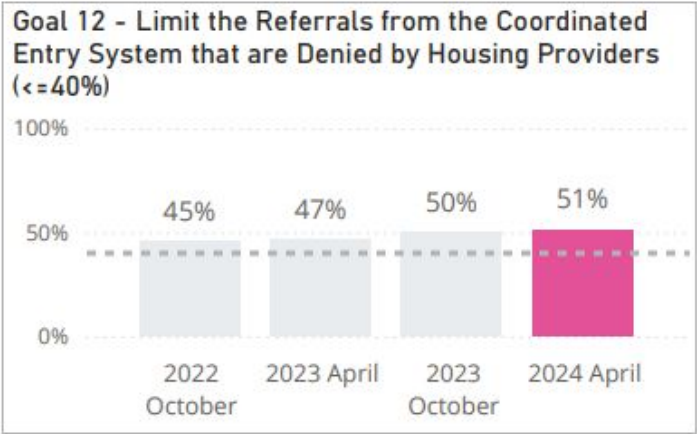
### Goal 7 - Help Adults Increase Their Income as of Project Exit (>=45%)



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



# PSH/OPH PPR CES Goals



# PSH/OPH - Highlight: Goal 6

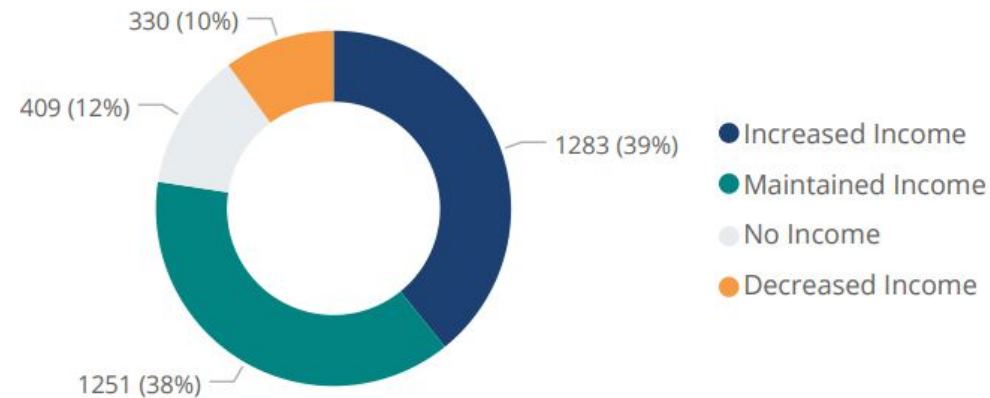
## Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Goal 6 Scores					
Threshold: >=65%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
39%	40%	46%	32%	41%	N/A
n = 3273	n = 1607	n = 792	n = 529	n = 2744	

**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



# PSH/OPH - Highlight: Goal 9

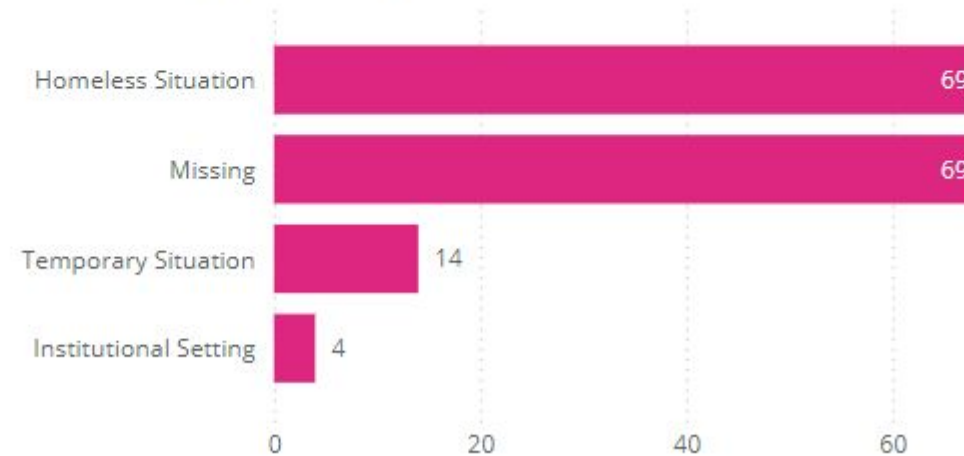
## Goal 9 - Stabilize Clients in Permanent Housing

Goal 9 Scores					
Threshold: >=95%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
96%	96%	99%	92%	96%	N/A
<i>n</i> = 3771	<i>n</i> = 1877	<i>n</i> = 848	<i>n</i> = 550	<i>n</i> = 3221	<i>n</i> = 0

**Orange County CoC Goal:** At least 95% of PSH-OPH clients are stabilized while in permanent housing.

**Why?** Stabilizing clients in PSH-OPH projects help to prevent clients from falling into homelessness.

### Enrollments by Non-Permanent Exit Category



# PSH/OPH - Highlight: Goal 12

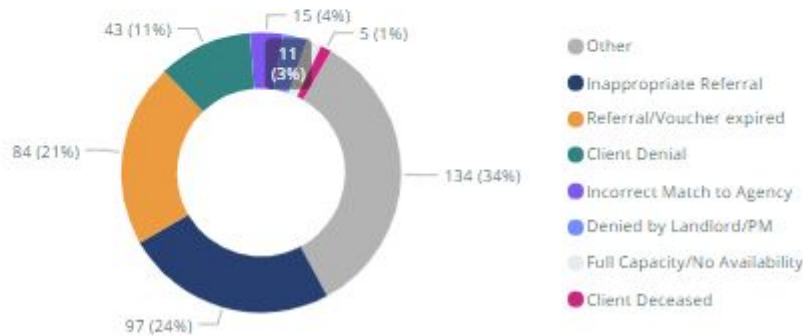
## Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by the Housing Providers

Goal 12 Scores					
Threshold: <=40%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
51%	51%	23%	43%	51%	N/A
n = 784	n = 677	n = 119	n = 23	n = 761	n = 0

**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



### Count of Denials by 'Other' reason

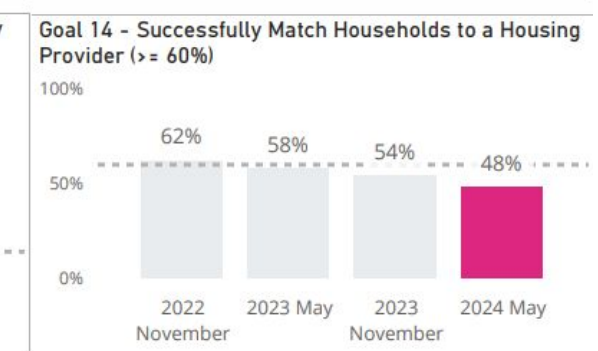
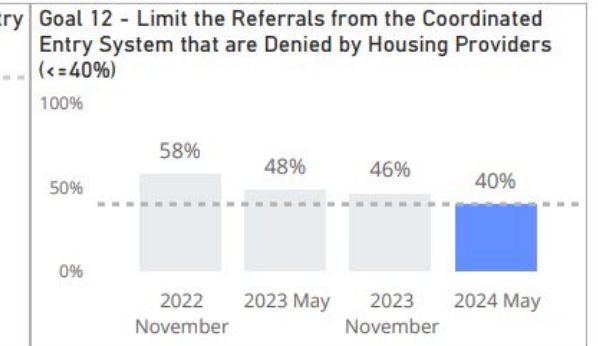
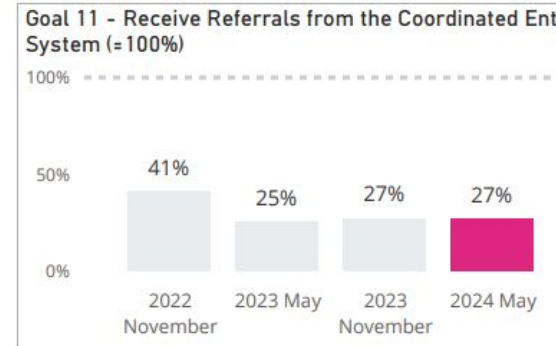
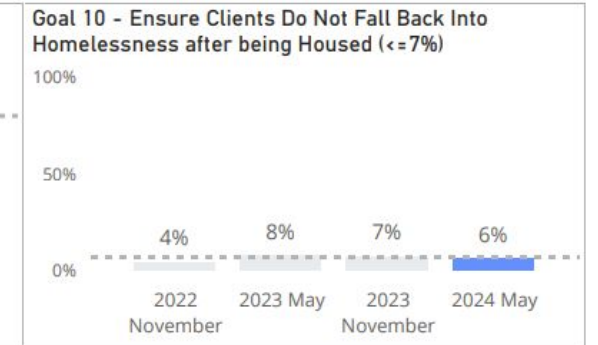
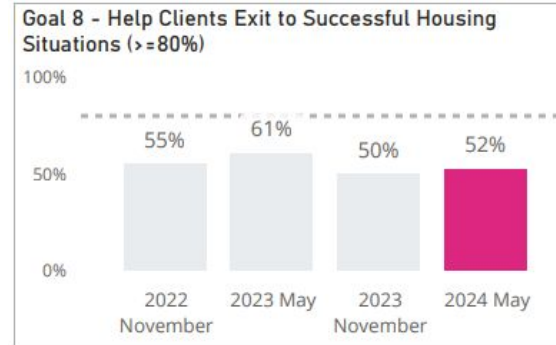
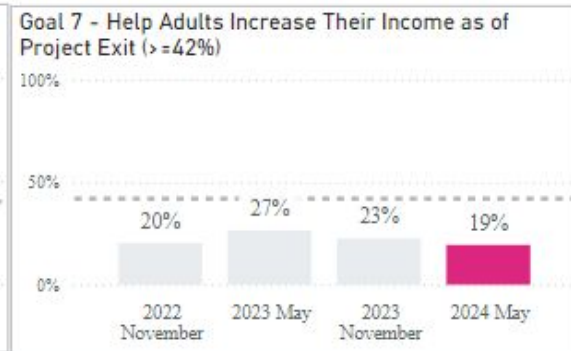
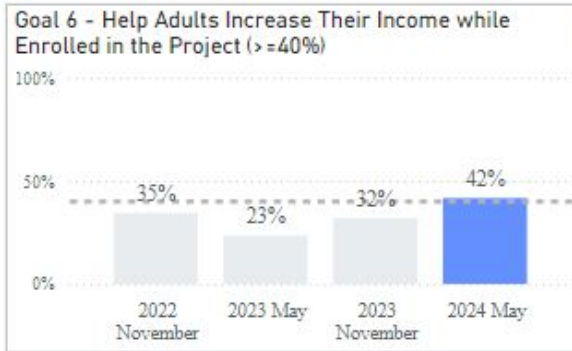
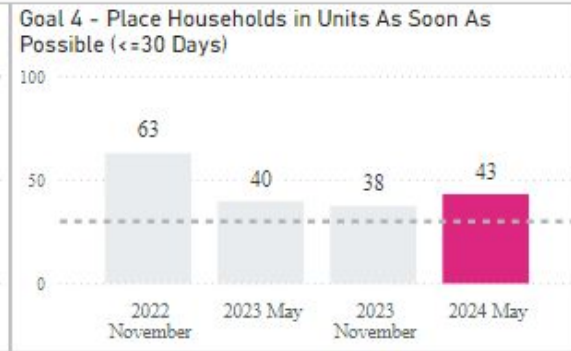
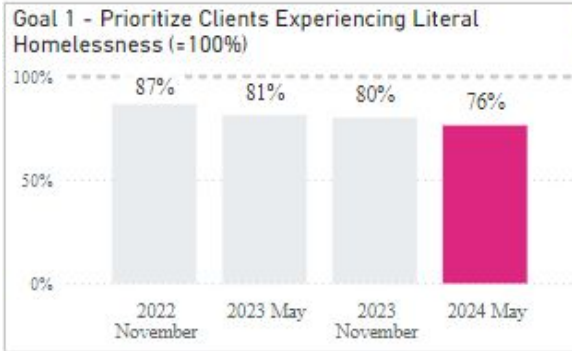


# Rapid Re-Housing (RRH) PPR

## Orange County Rapid Re-Housing

### Goals & Outcomes 03/01/2023 - 02/29/2024

Rapid Re-Housing projects in the Orange County Continuum of Care (CoC) met **3 out of 10** thresholds as a project type.



# Rapid Re-Housing - Highlight: Goal 6

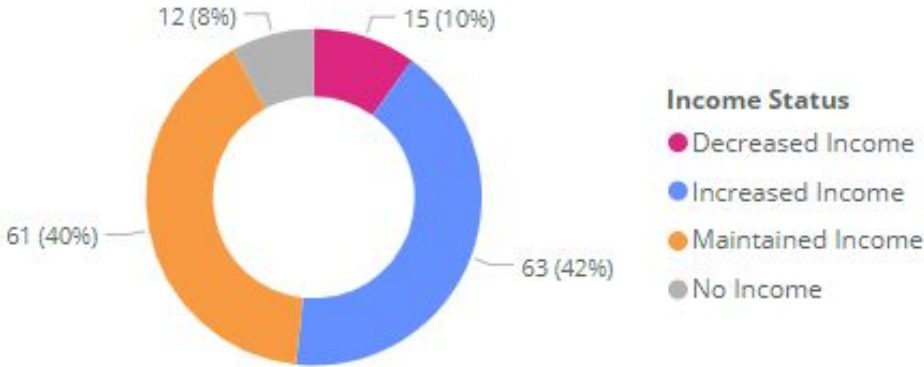
## Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Goal 6 Scores					
Threshold: >=40%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
42%	31%	60%	33%	46%	N/A
n = 151	n = 35	n = 30	n = 52	n = 99	n = 0

**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





# Rapid Re-Housing - Highlight: Goal 12

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

**Goal 12 Scores**

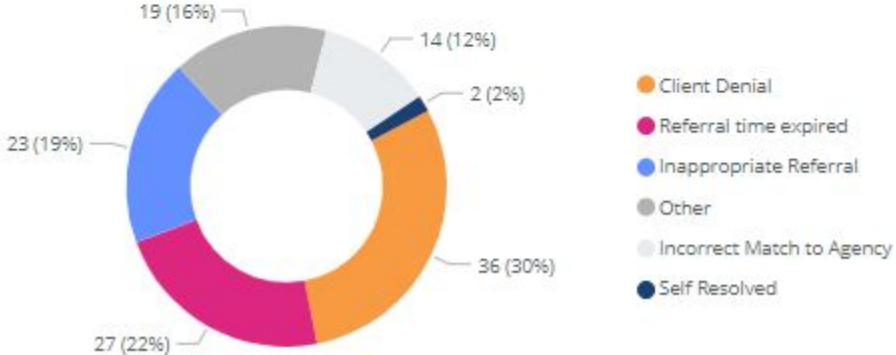
Threshold: <=40%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
40%	40%	28%	27%	43%	N/A
n = 303	n = 158	n = 64	n = 59	n = 244	n = 0

**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



# Rapid Re-Housing - Highlight: Goal 14

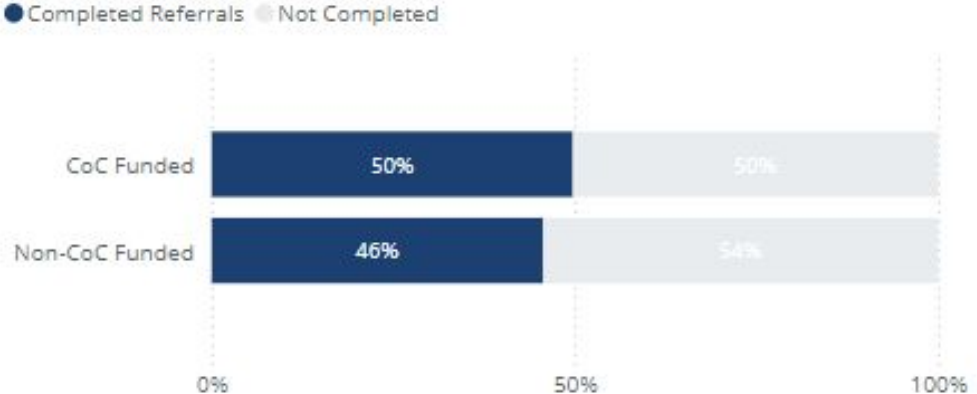
## Goal 14 - Successfully Match Households to a Housing Provider

Goal 14 Scores					
Threshold: >=60%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
48%	32%	25%	67%	40%	N/A
n = 586	n = 231	n = 85	n = 181	n = 405	n = 0

**Orange County CoC Goal:** At least 60% of the households matched to a Housing Provider are accepted by the Provider and enrolled in their housing project.

**Why?** Successfully matching households to Housing Providers helps to decrease the amount of time a household is homeless.

### Matches from CoC and Non-CoC Funded Projects



# Transitional Housing (TH) PPR

## Orange County Transitional Housing Goals & Outcomes

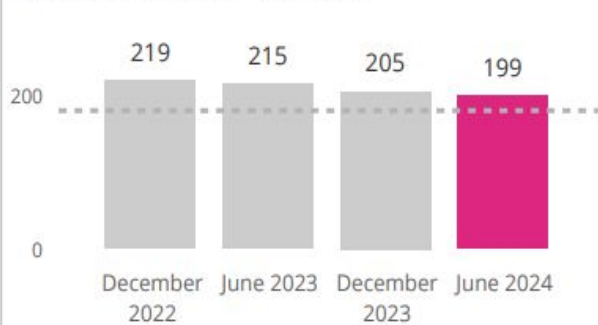
04/01/2023 - 03/31/2024

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

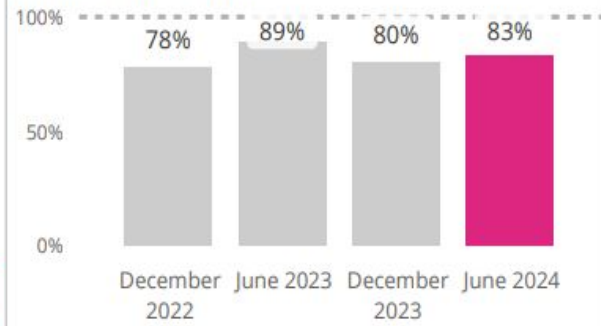
Met Threshold

Did Not Meet Threshold

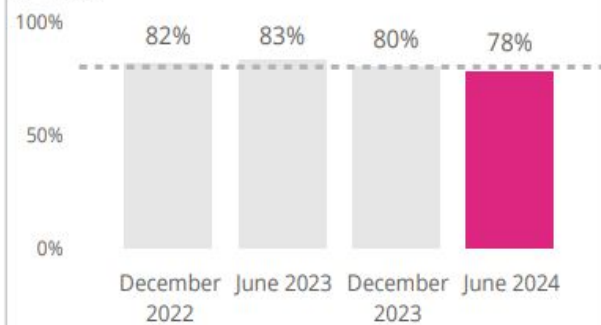
### Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach (<=180 Days)



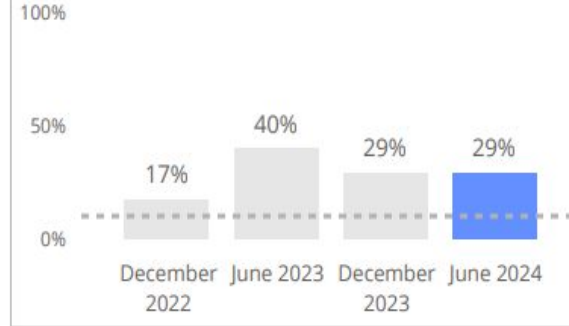
### Goal 1 - Prioritize Clients Experiencing Literal Homelessness (=100%)



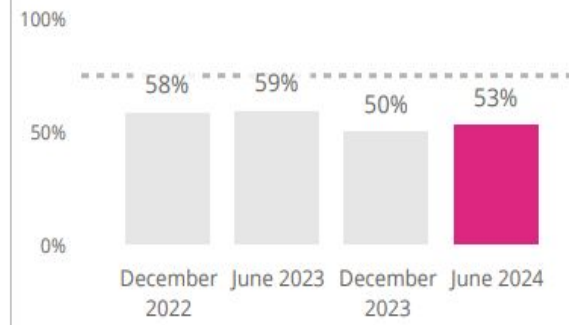
### Goal 5 - Ensure Projects are being Fully Utilized (>=80%)



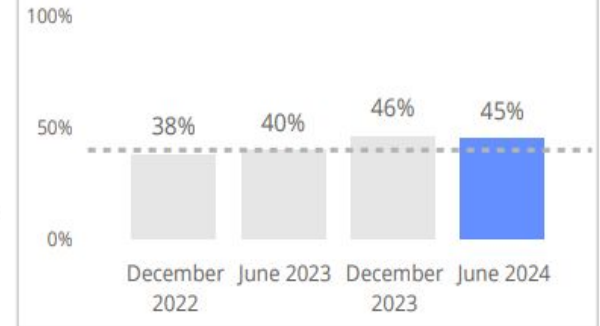
### Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>=15%)



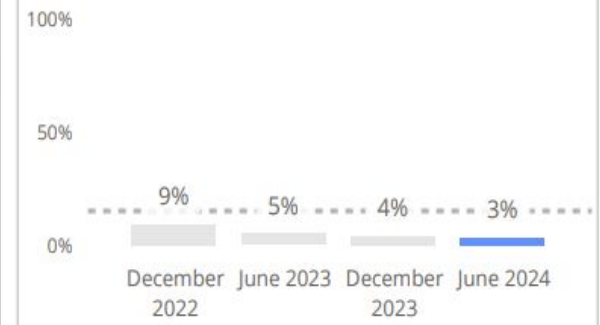
### Goal 8 - Help Clients Exit to Successful Housing Situations (>=75%)



### Goal 7 - Help Adults Increase Their Income as of Project Exit (>=40%)



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



# Transitional Housing - Highlight: Goal 2

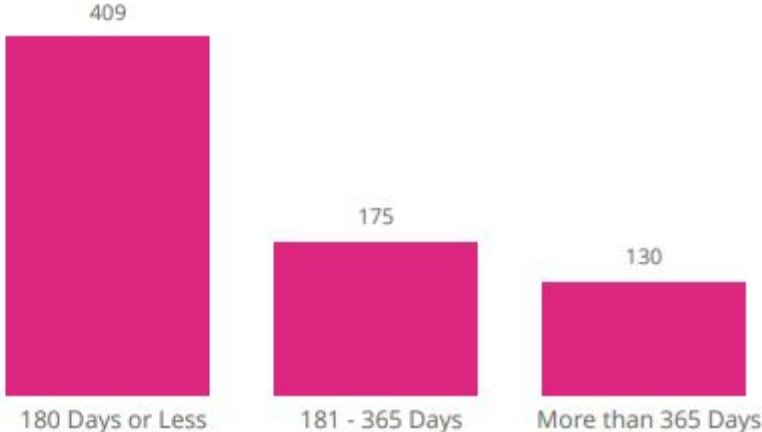
## Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach

Goal 2 Scores					
Threshold: <= 180 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with Only Children
199	191	N/A	214	219	20
<i>n</i> = 714	<i>n</i> = 28	<i>n</i> = 0	<i>n</i> = 586	<i>n</i> = 127	<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



# Transitional Housing - Highlight: Goal 8

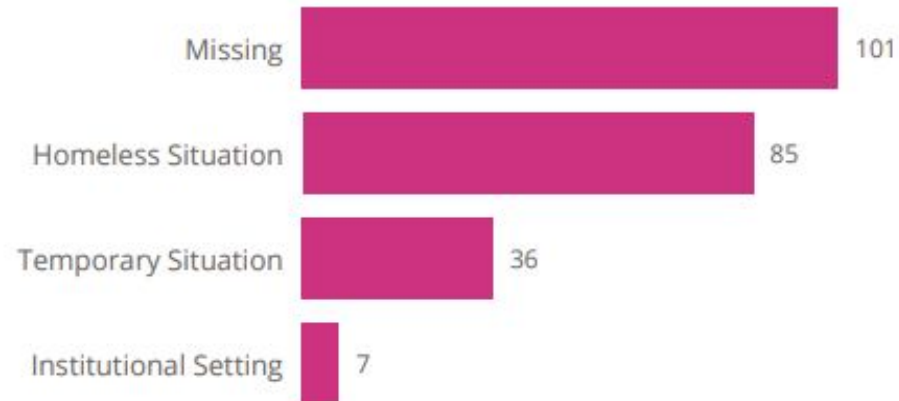
## Goal 8 - Help Clients Exit to Successful Housing Situations

Goal 8 Scores					
Threshold: >=75%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
53%	35%	N/A	55%	45%	N/A
<i>n</i> = 485	<i>n</i> = 20		<i>n</i> = 392	<i>n</i> = 93	

**Orange County CoC Goal:** 75% of Transitional Housing enrollments exit to a permanent housing situation.

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

### Enrollments by Non-Permanent Exit Category



# Transitional Housing - Highlight: Goal 10

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

**Goal 10 Scores**  
Threshold: <=10%

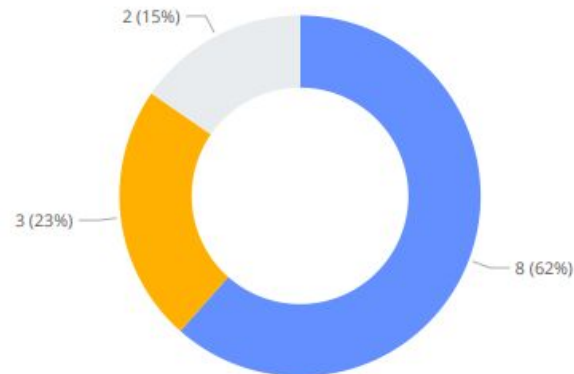
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
3%	0%	0%	2%	5%	N/A
n = 508	n = 16	n = 1	n = 430	n = 78	

**Orange County CoC Goal:** No more than 10% of clients who exit from a Transitional Housing project to a permanent housing destination subsequently return to the system.

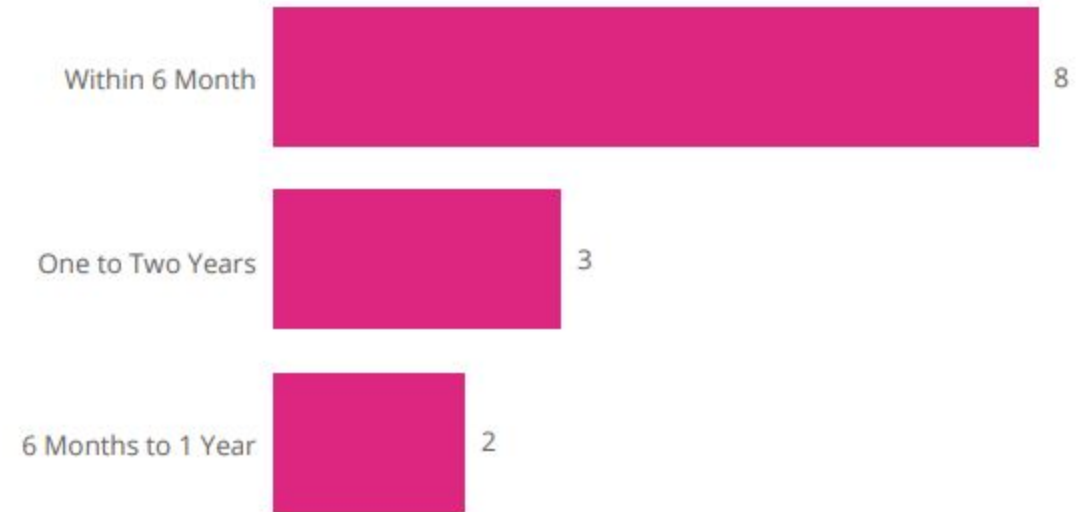
Efforts should be made to ensure that clients who receive homelessness prevention services are stabilized in their housing and can successfully maintain the housing at the end of the period of service provision. Repeat interventions are time consuming for both clients and service providers and can be mentally taxing for clients.

**Enrollments by Project Type Returned to**

- PSH & OPH
- Transitional Housing
- Emergency Shelter



**Timeline of Returns to Homeless System**



# Quarterly Data Quality Report Cards

HMIS Universal Data Elements (UDE) are elements required to be collected by all projects participating in HMIS, regardless of funding source.

## Data Completeness and Accuracy

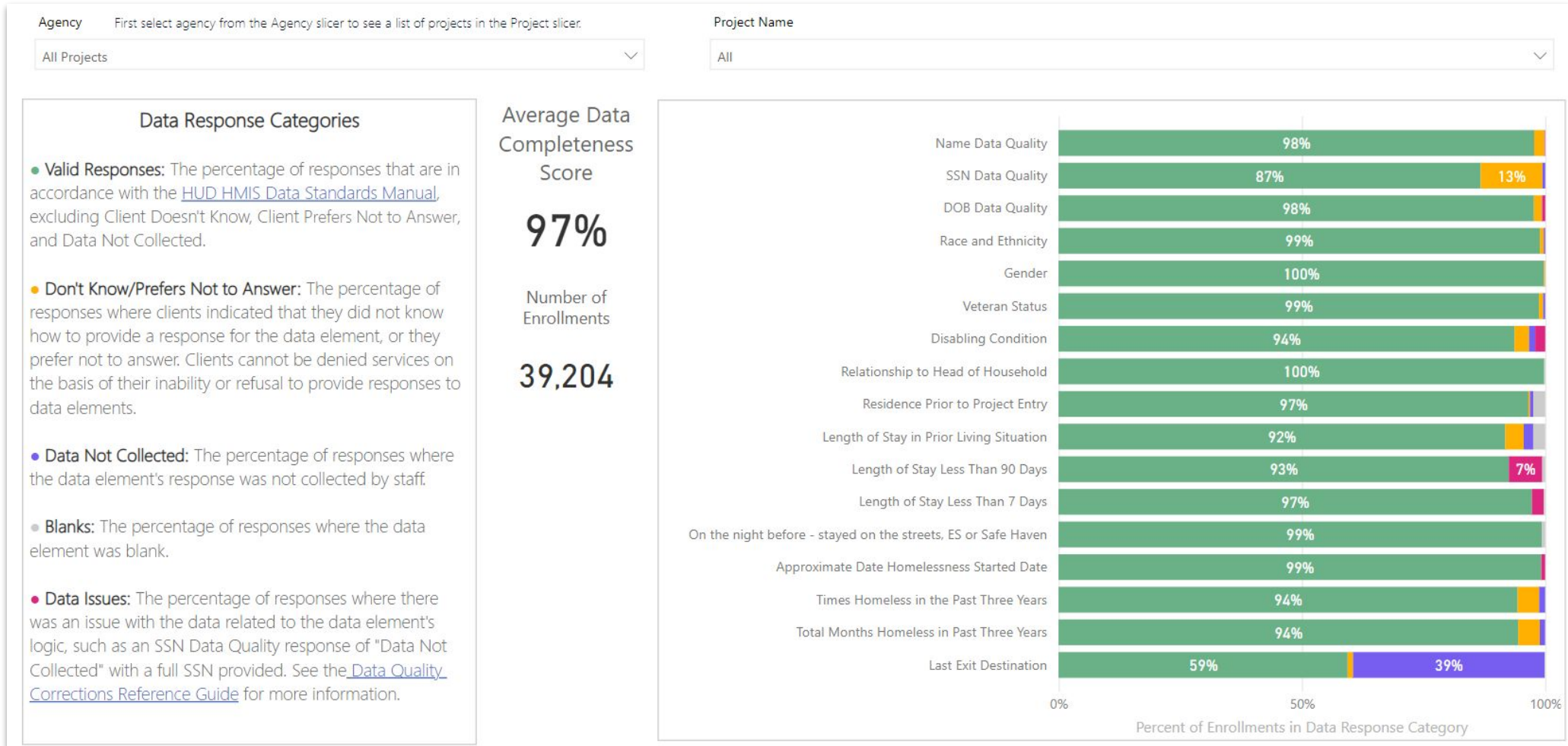
- It refers to the degree to which all required data is known and documented in HMIS. Data Completeness looks if there is a valid response to all the data elements required for a client.
- It refers to the degree to which data entered in HMIS reflects the real information of the clients served and the services provided.

## Data Timeliness

- It refers to the degree to which the data is collected in HMIS and available when it is needed. Data Timeliness looks at how much time passes from the moment data is collected from the client until the moment that data is entered in HMIS.



# Quarterly Data Quality Reports - Q2 2024





# Quarterly Data Quality Reports - Q1 2024



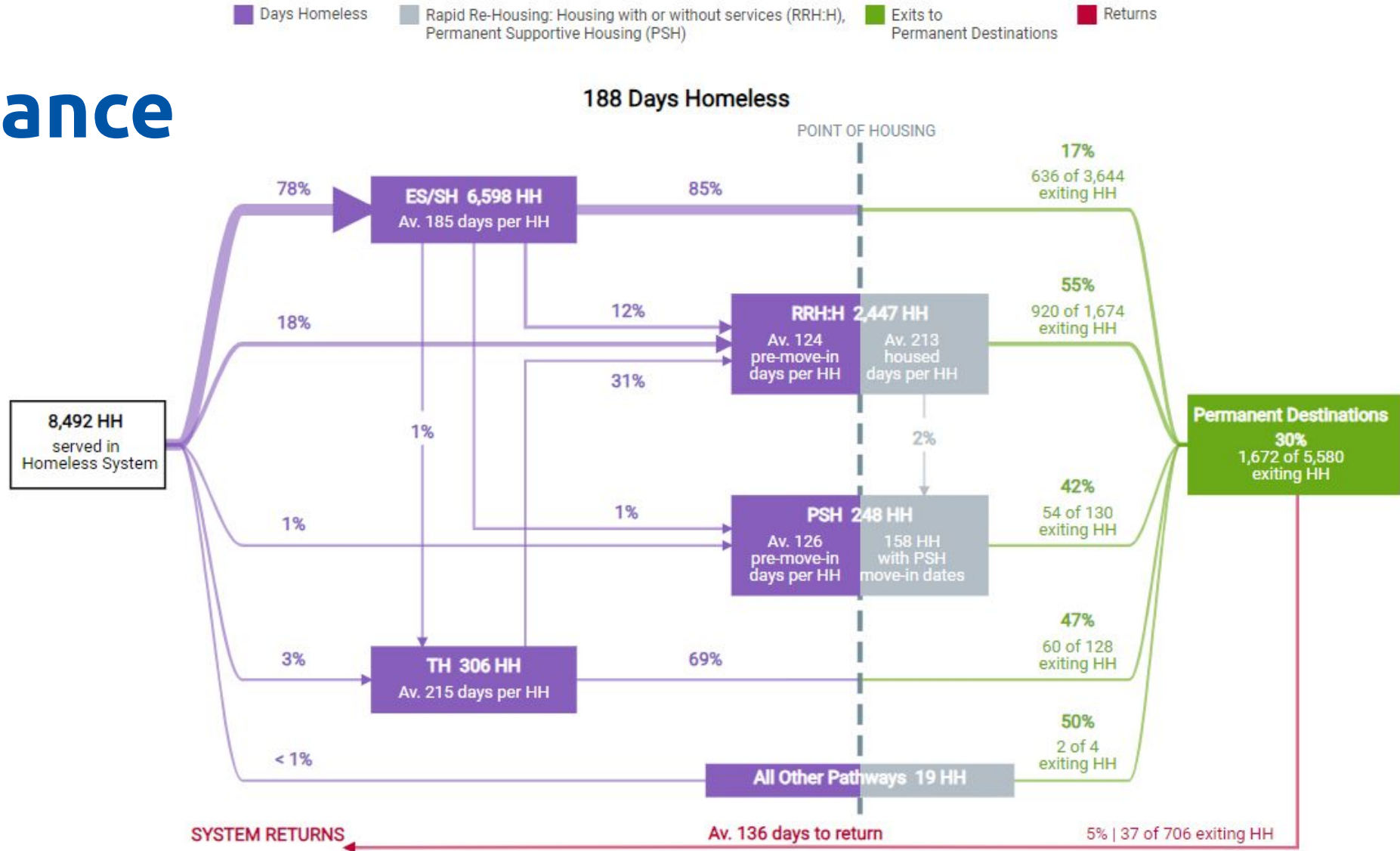
# LSA Background

- HUD requires CoCs to measure their performance as a system on an annual basis and submit the results to HUD
- Reporting Period: 10/1/22 – 9/30/23
  - Report is available at [ochmis.org](http://ochmis.org) > Reports > [LSA \(Longitudinal Systems Analysis\)](#)
- HMIS Project Types
  - Street Outreach
  - Emergency Shelter
  - Transitional Housing
  - Permanent Supportive Housing
  - Rapid Rehousing
  - Other Permanent Housing

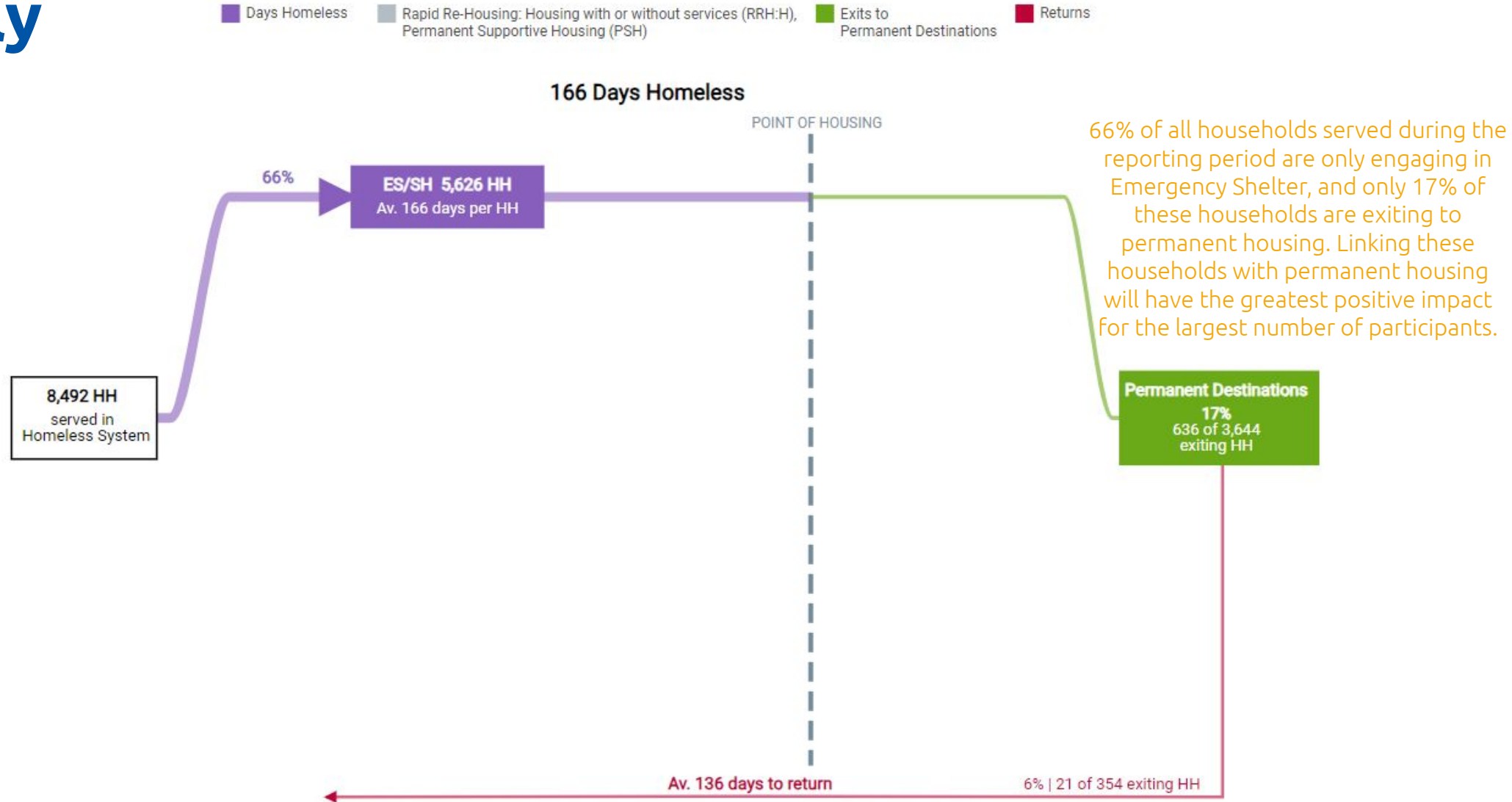
# System Performance Map

- The System Map shows the different combinations of project types households may utilize while they are served in the homeless system of care, called pathways.
- The map displays performance metrics for each pathway, as well as the percentage of participants served.

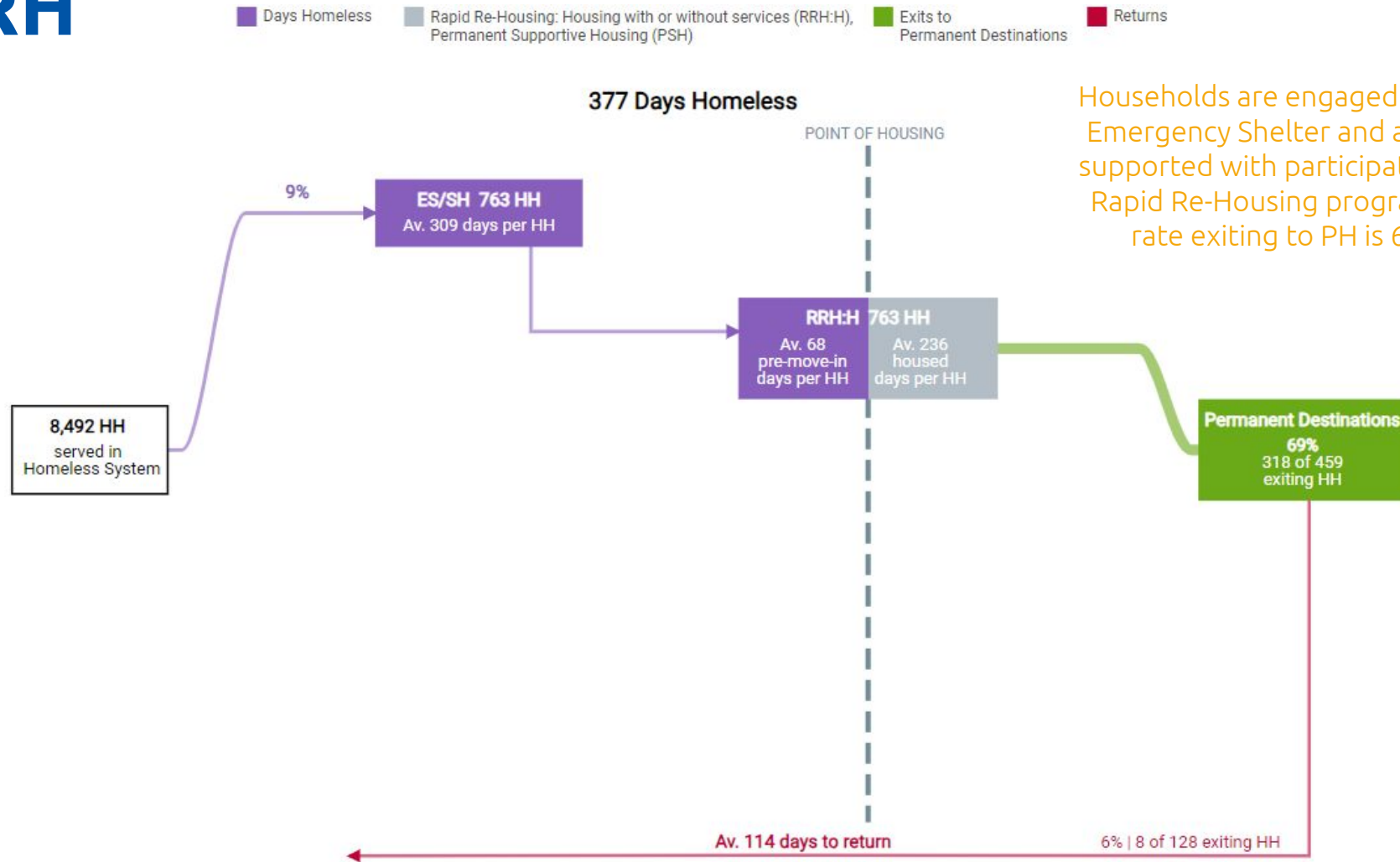
# System Performance Map



# ES/SH Only Pathway

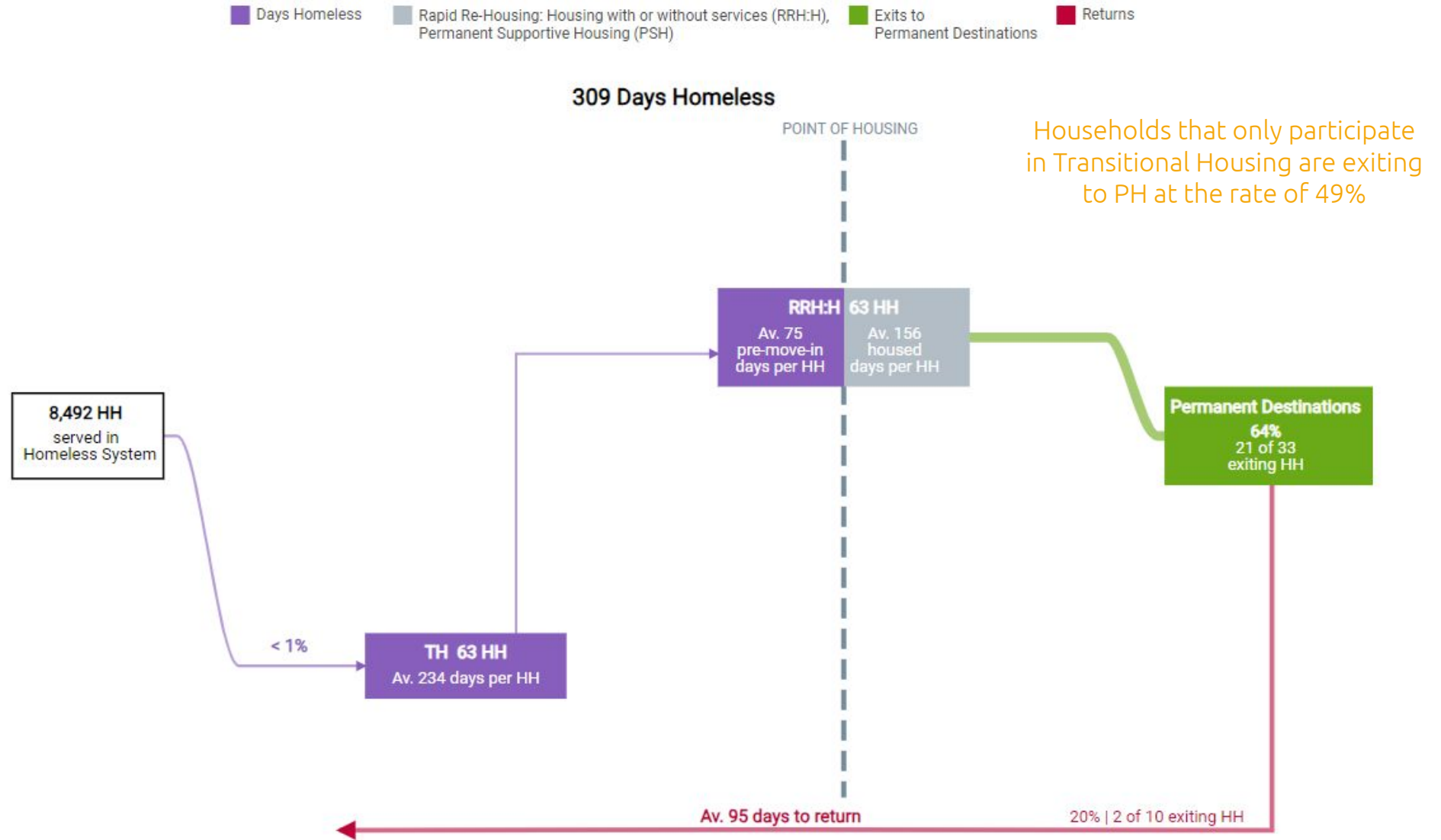


# ES/SH + RRH Pathway



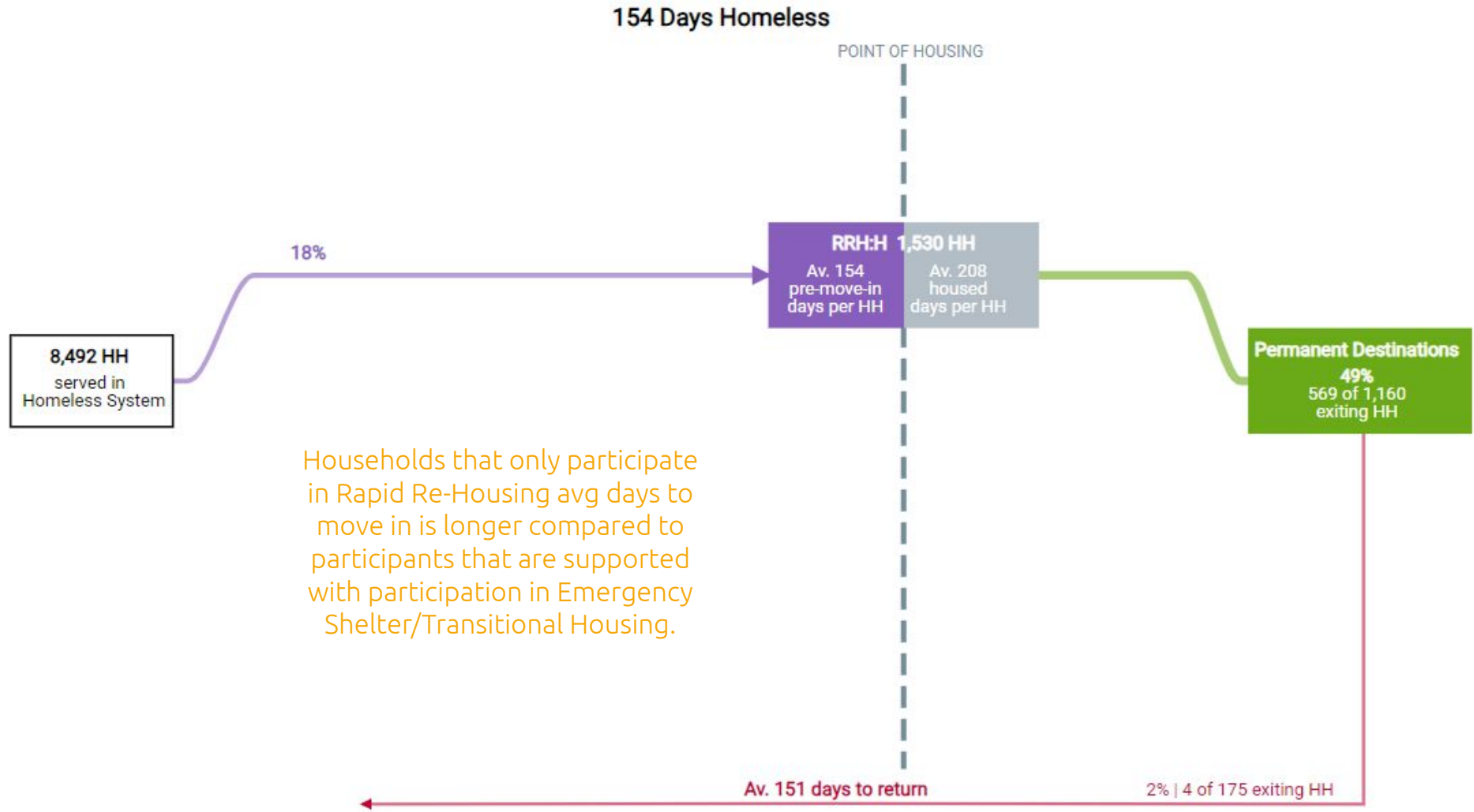
Households are engaged with an Emergency Shelter and are also supported with participating in a Rapid Re-Housing program the rate exiting to PH is 69%

# TH + RRH Pathway



# RRH Only Pathway

■ Days Homeless    
 ■ Rapid Re-Housing: Housing with or without services (RRH:H), Permanent Supportive Housing (PSH)    
 ■ Exits to Permanent Destinations    
 ■ Returns





**Thank you  
Have a great day!**

**Next Meeting: Nov 13th**



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](https://UnitedWayOC.org/Journey-to-100)