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# Data and Performance Management Meeting

## February 2025



# Agenda

1. Project Performance Reports (PPR) Schedule and Overview
2. Project Performance Reports
3. Quarterly Data Quality Report Card
4. Quarterly CoC Dashboard
5. Canned Agency Management Reports

Meeting materials and recording will be available on the [OC HMIS website](#)

# 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

## 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 2024 Published Reports:

Permanent Supportive Housing/Other Permanent Housing (PSH/OPH) - (08/01/23 - 07/31/24)

Rapid Re-Housing (RRH) - (09/01/23 - 08/31/24)

Transitional Housing (TH) - (10/01/23 - 09/30/24)

2-1-1

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# Goals & Outcomes Overview

## Orange County Rapid Re-Housing

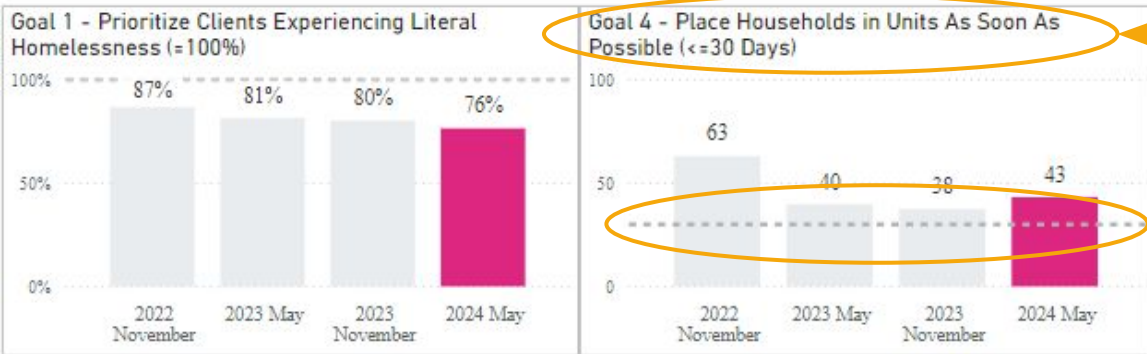
Goals & Outcomes 03/01/2023 - 02/29/2024

Reporting Period

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

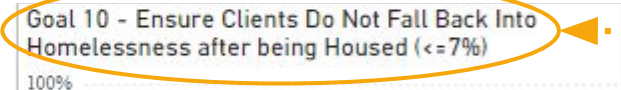
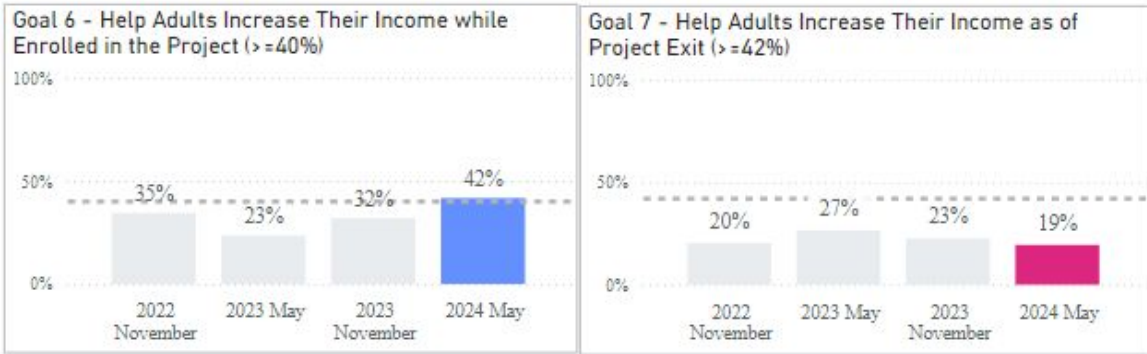


Color Coding Legend



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

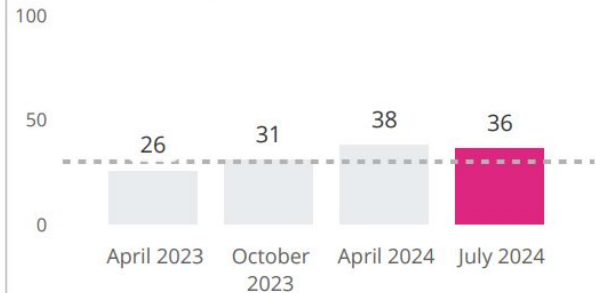
### Goals & Outcomes

08/01/2023 - 07/31/2024

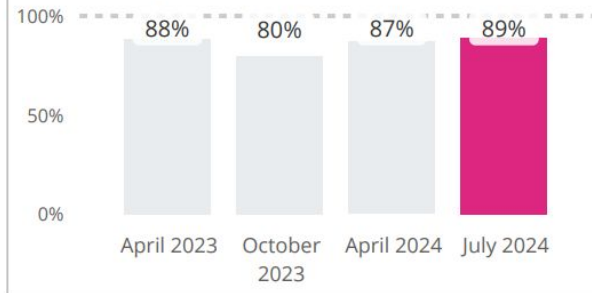
PSH-OPH projects in the Orange County Continuum of Care (CoC) met **2 out of 11** thresholds as a project type.



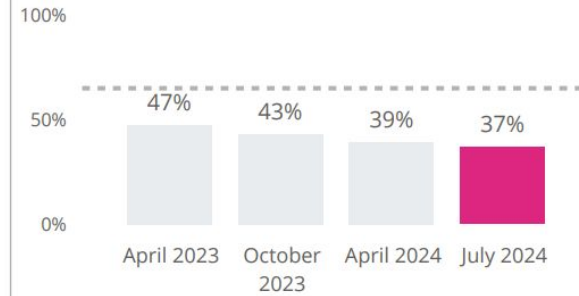
#### Goal 4 - Place Households in Units As Soon As Possible (<=30 Days)



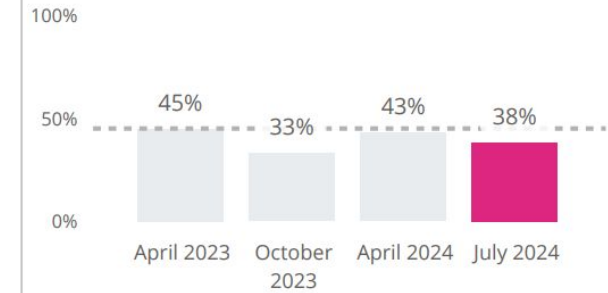
#### Goal 1 - Prioritize Clients Experiencing Literal Homelessness (=100%)



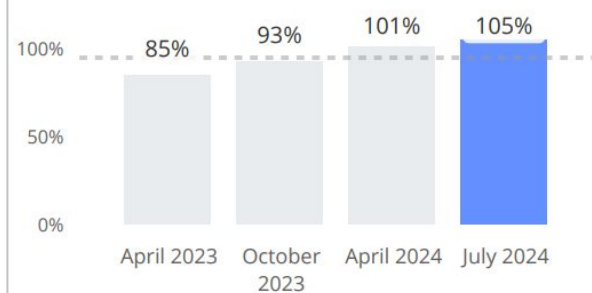
#### Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>=65%)



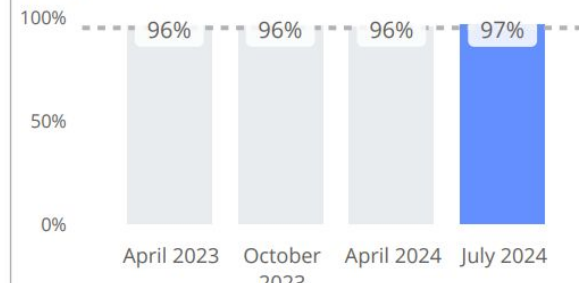
#### Goal 7 - Help Adults Increase Their Income as of Project Exit (>=45%)



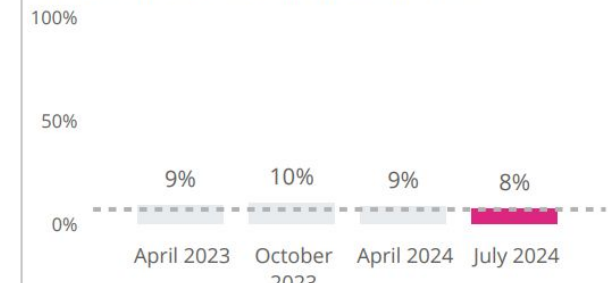
#### Goal 5 - Ensure Projects are being Fully Utilized (>=95%)



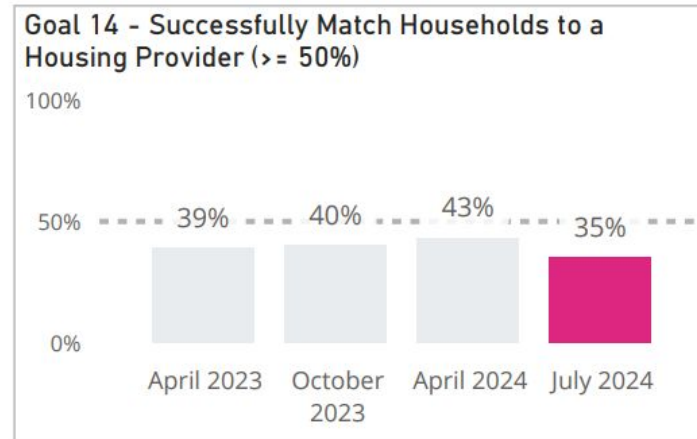
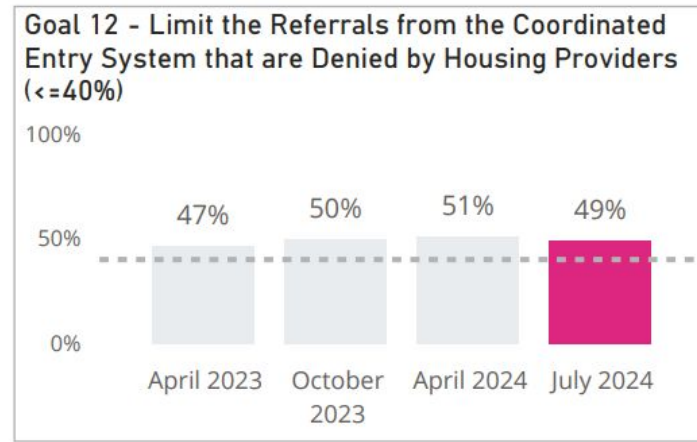
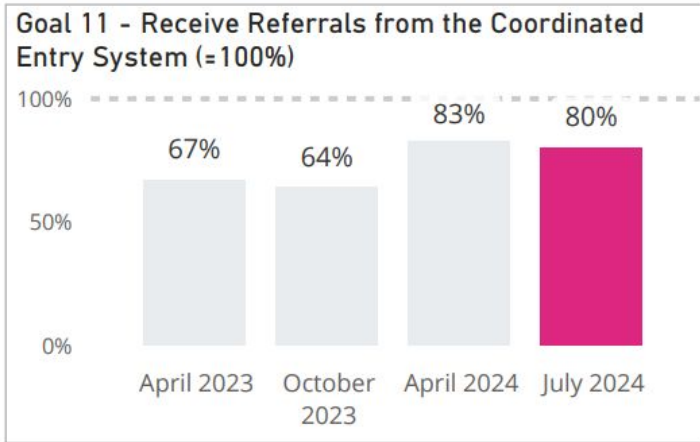
#### Goal 9 - Stabilize Clients in Permanent Housing (>=95%)



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



# PSH-OPH PPR: CES Goals



# PSH-OPH PPR - Highlight: Goal 4

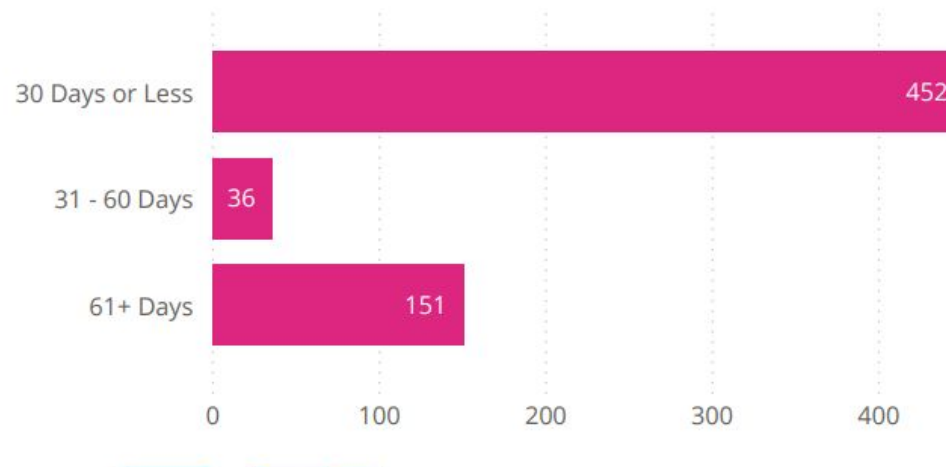
## Goal 4 - Place Households in Units as Soon As Possible

Goal 4 Scores					
Threshold: <= 30 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
36	34	7	5	38	N/A
<i>n</i> = 639	<i>n</i> = 443	<i>n</i> = 72	<i>n</i> = 36	<i>n</i> = 603	<i>n</i> = 0

**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.

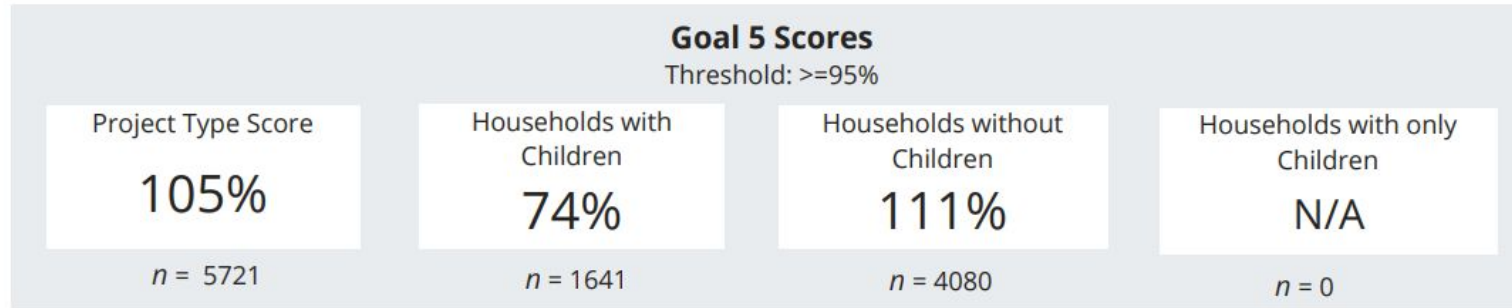
### Length of Days to Permanent Housing Placement





# PSH-OPH PPR - Highlight: Goal 5

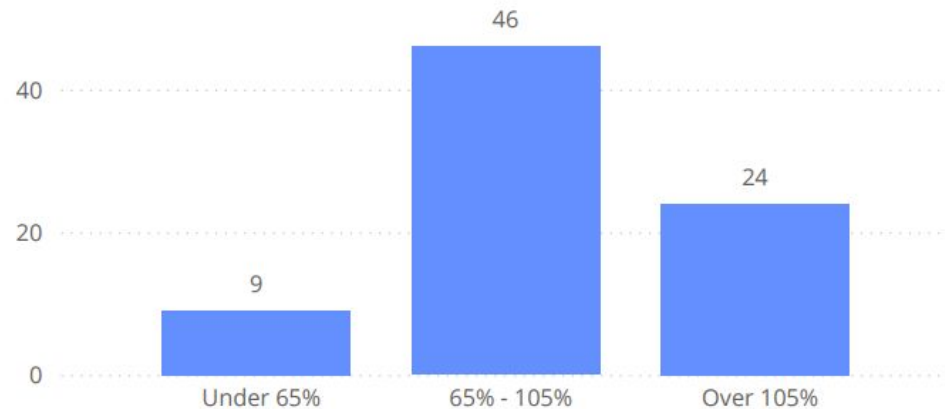
## Goal 5 - Ensure Projects Are Being Fully Utilized



**Orange County CoC Goal:** PSH-OPH projects have a unit utilization score of at least 95%.

**Why?** Projects should be close to full occupancy to ensure as many clients as possible are stabilized in housing situation.

Projects by Utilization Category

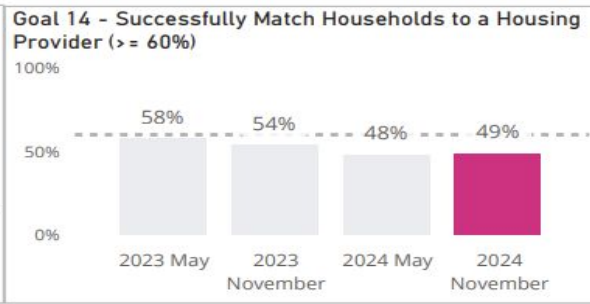
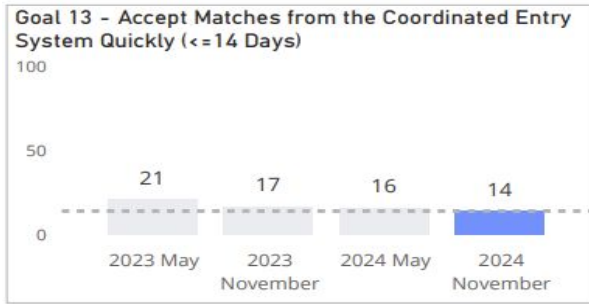
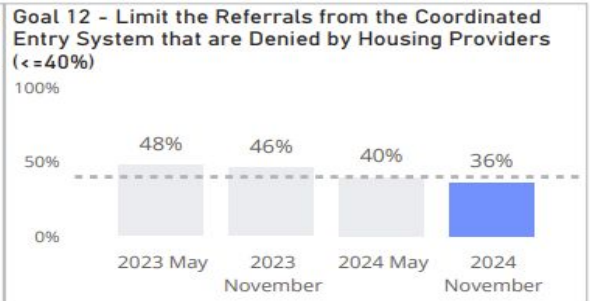
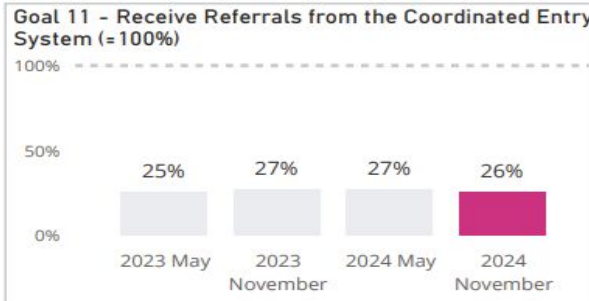
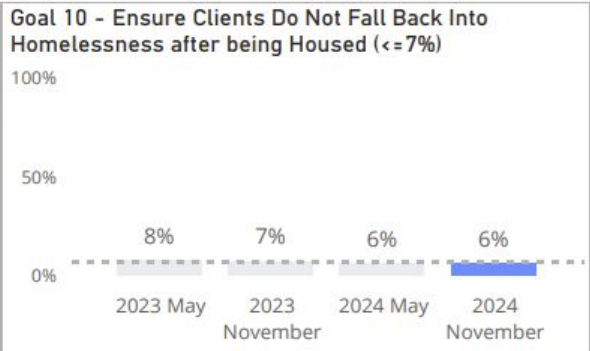
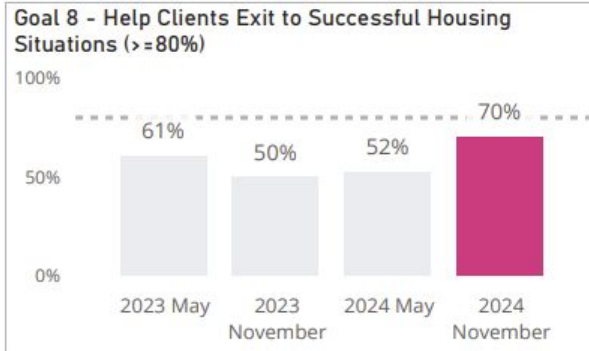
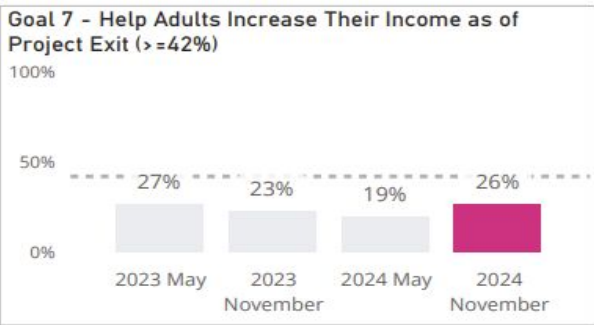
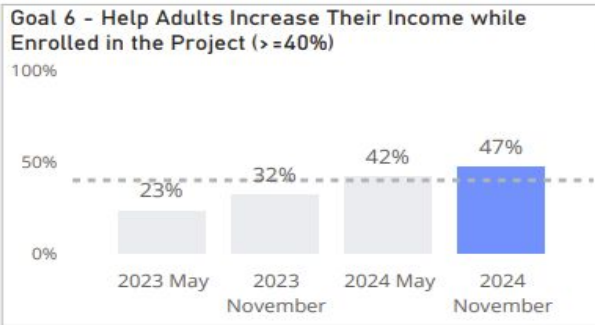
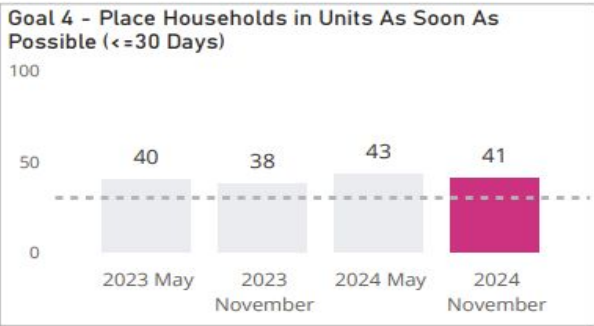
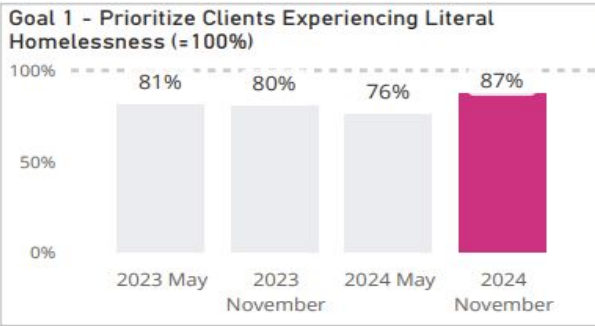


# Rapid Re-Housing (RRH) PPR

## Orange County Rapid Re-Housing

### Goals & Outcomes 09/01/2023 - 08/31/2024

Rapid Re-Housing projects in the Orange County Continuum of Care (CoC) met **4 out of 10** thresholds as a project type.



# Rapid Re-Housing - Highlight: Goal 13

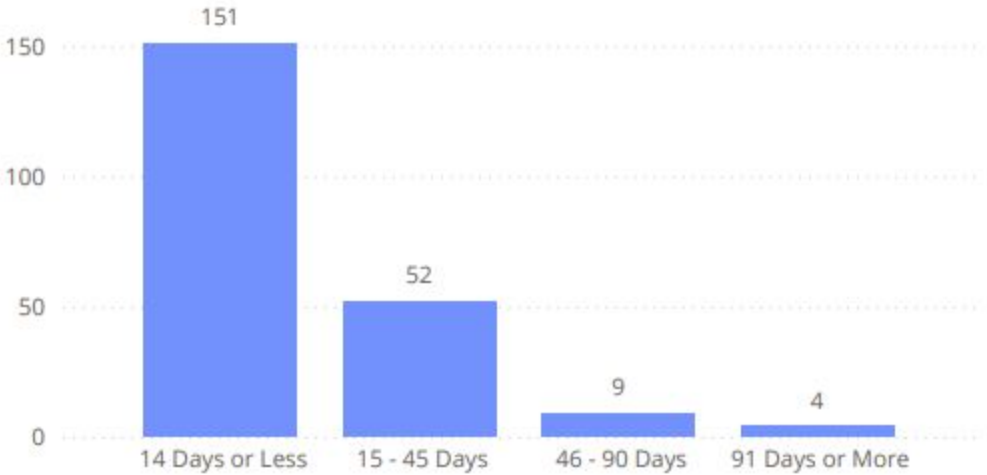
## Goal 13 - Accept Matches from the Coordinated Entry System Quickly

Goal 13 Scores					
Threshold: <=14 days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
14	17	33	10	19	N/A
<i>n</i> = 216	<i>n</i> = 65	<i>n</i> = 21	<i>n</i> = 107	<i>n</i> = 179	<i>n</i> = 0

**Orange County CoC Goal:**  
Households are accepted into the housing project they are matched to within 14 days of the match date.

**Why?** Household eligibility should be determined quickly to shorten the length of time the household remains homeless, and to ensure the household remains engaged in the housing process.

Days Between Match and Enrollment



# Rapid Re-Housing - Highlight: Goal 11

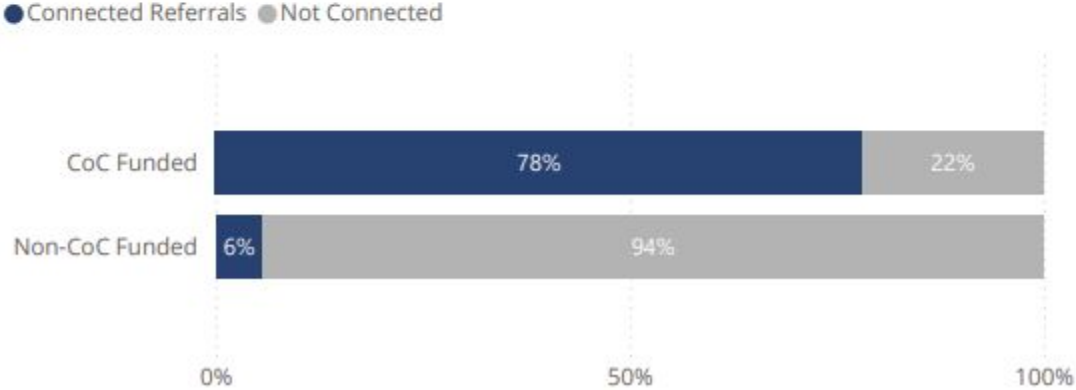
## Goal 11 - Receive Referrals from the Coordinated Entry System

Goal 11 Scores					
Threshold: =100%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
26%	37%	5%	27%	24%	N/A
n = 826	n = 218	n = 251	n = 388	n = 438	n = 0

**Orange County CoC Goal:** 100% of head of household received a referral from the Coordinated Entry System.

**Why?** Receiving referrals from the Coordinated Entry System is required for CoC-funded projects, and ensures the most vulnerable clients in the CoC are receiving the housing that they need.

### Referrals from CoC vs. Non-CoC Funded Projects

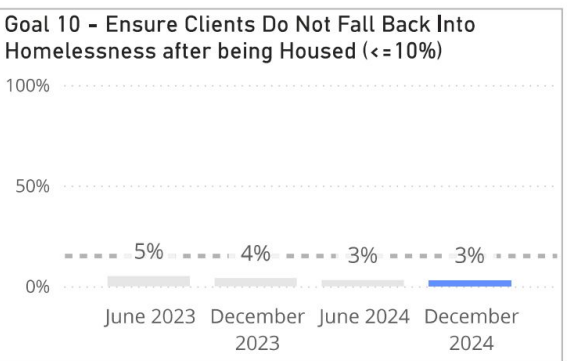
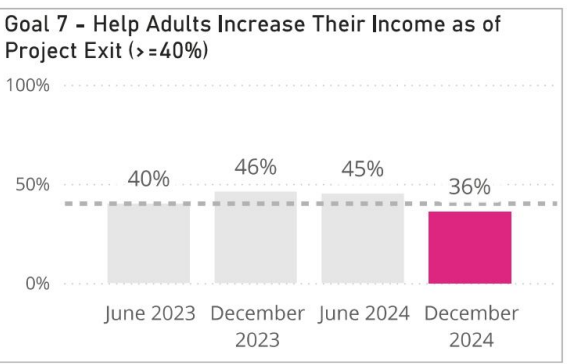
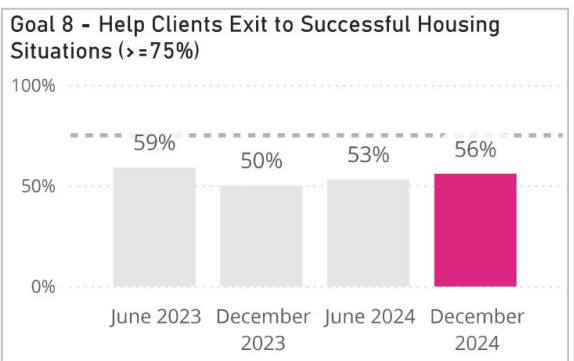
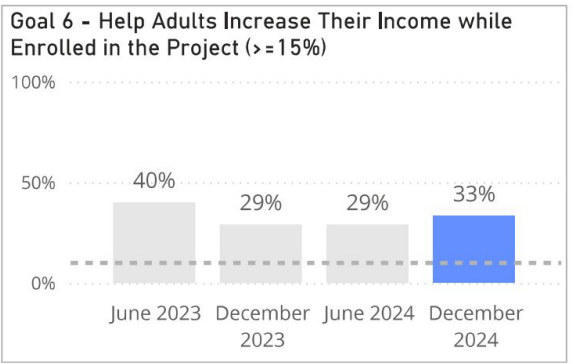
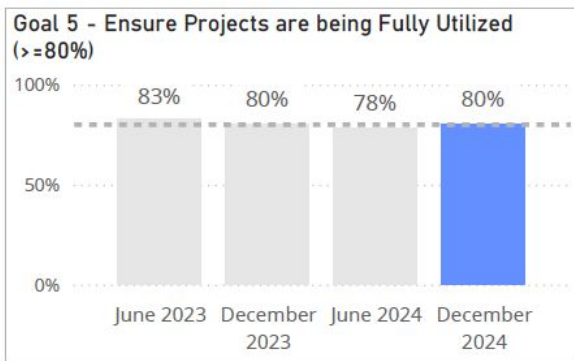
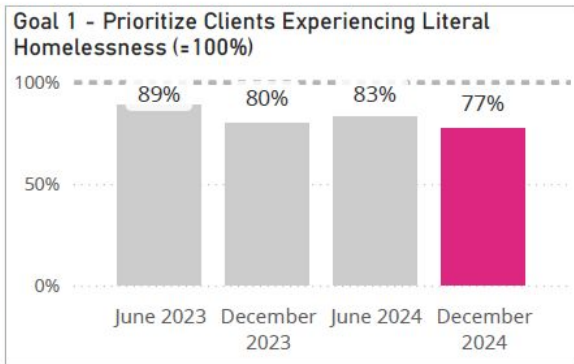
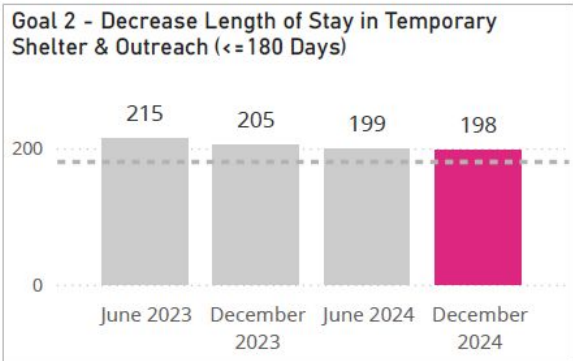


# Transitional Housing (TH) PPR

## Orange County Transitional Housing Goals & Outcomes

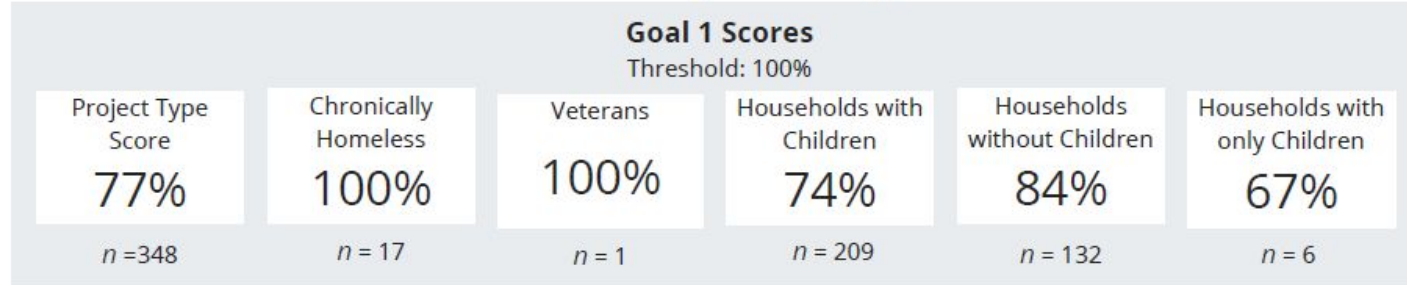
10/01/2023 - 09/30/2024

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



# TH PPR

## Goal 1 - Prioritize Clients Experiencing Literal Homelessness

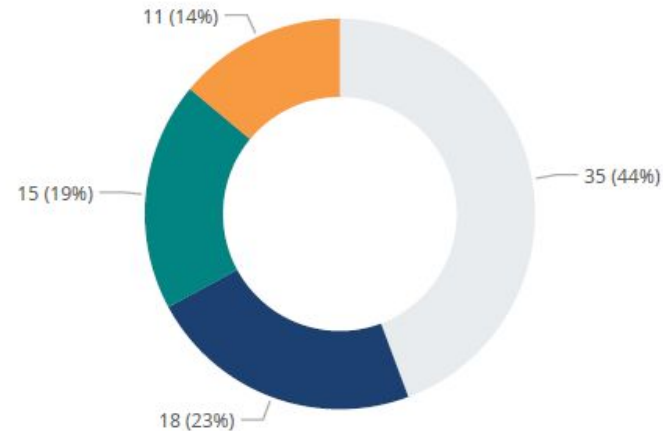


**Orange County CoC Goal:** 100% of head of household enroll in Transitional Housing projects from homeless situations.

**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
- Temporary Situation
- Institutional Setting
- Permanent Housing Situation



# TH PPR

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

Goal 10 Scores  
Threshold: <=10%

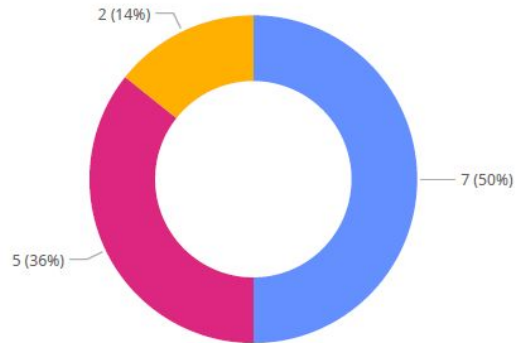
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
3%	0%	N/A	2%	6%	0%
<i>n</i> = 483	<i>n</i> = 16	<i>n</i> = 0	<i>n</i> = 395	<i>n</i> = 84	<i>n</i> = 4

**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.

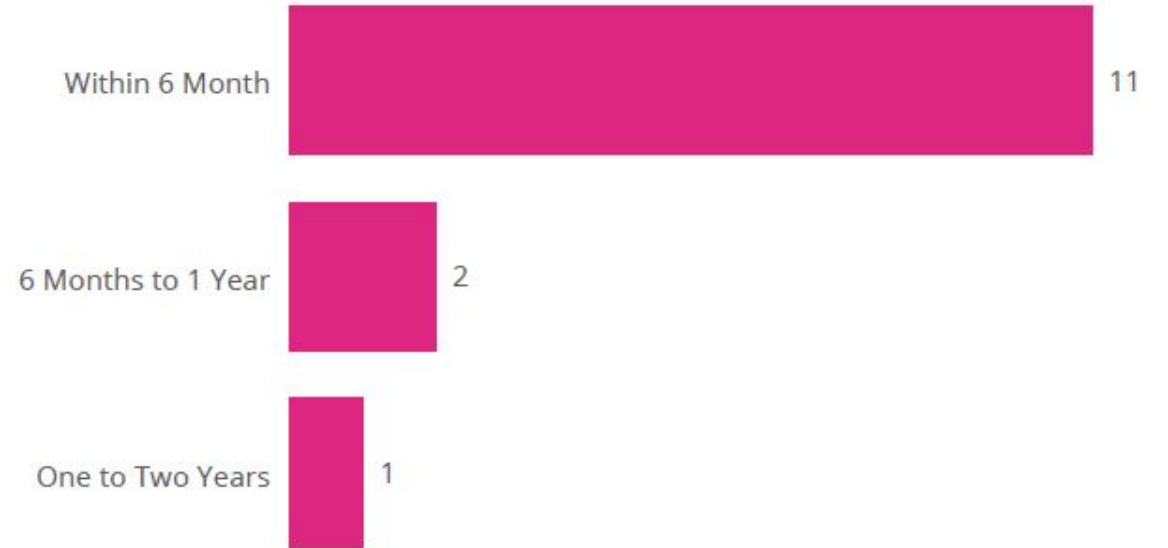
Efforts should be made to ensure that clients who receive homelessness prevention services are stabilized in their housing and can successfully maintain the housing at the end of the period of service provision. Repeat interventions are time consuming for both clients and service providers and can be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

Enrollments by Project Type Returned to

- Rapid Re-Housing
- 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 - Q4 2024

Agency First select agency from the Agency slicer to see a list of projects in the Project slicer.   
 All Projects

Project Name   
 All

## Data Response Categories

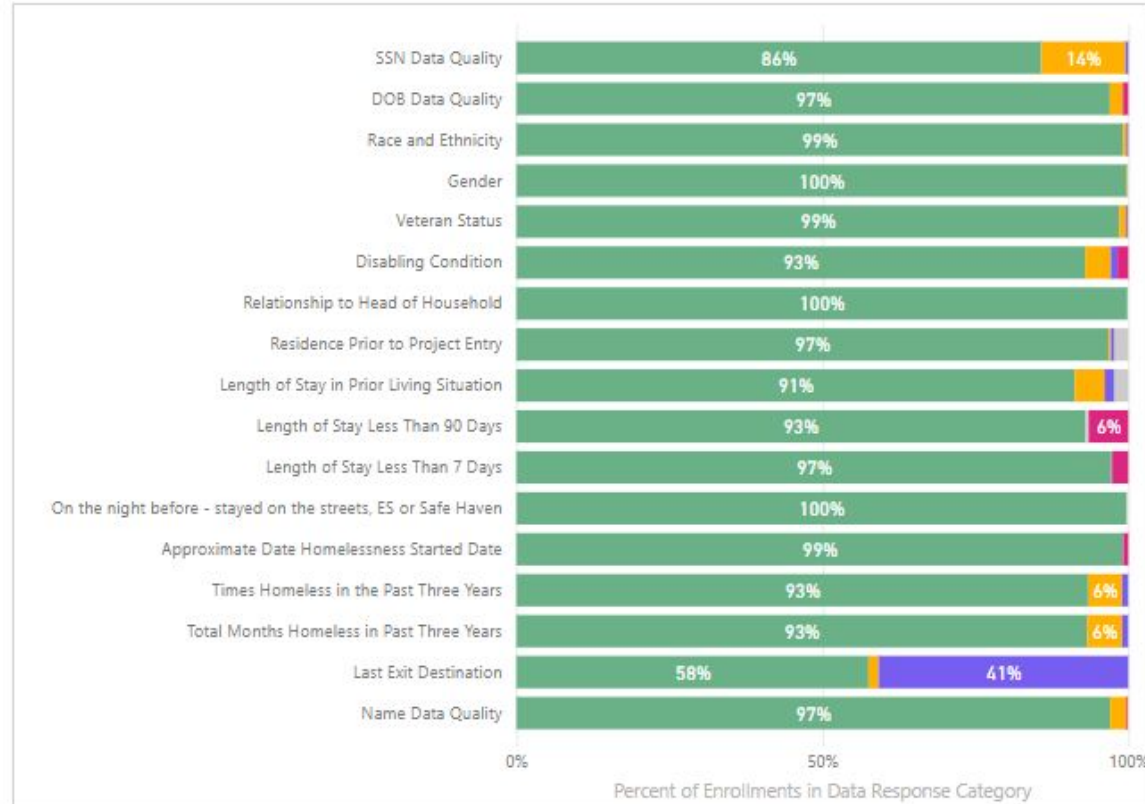
- **Valid Responses:** The percentage of responses that are in accordance with the [HUD HMIS Data Standards Manual](#), excluding Client Doesn't Know, Client Refused, and Data Not Collected.
- **Don't Know/Prefers Not to Answer:** The percentage of responses where clients indicated that they did not know how to provide a response for the data element, or they prefer not to answer. Clients cannot be denied services on the basis of their inability or refusal to provide responses to data elements.
- **Data Not Collected:** The percentage of responses where the data element's response was not collected by staff.
- **Blanks:** The percentage of responses where the data element was blank.
- **Data Issues:** The percentage of responses where there was an issue with the data related to the data element's logic, such as an SSN Data Quality response of "Data Not Collected" with a full SSN provided. See the [Data Quality Corrections Reference Guide](#) for more information.

Average Data Completeness Score

97%

Number of Enrollments

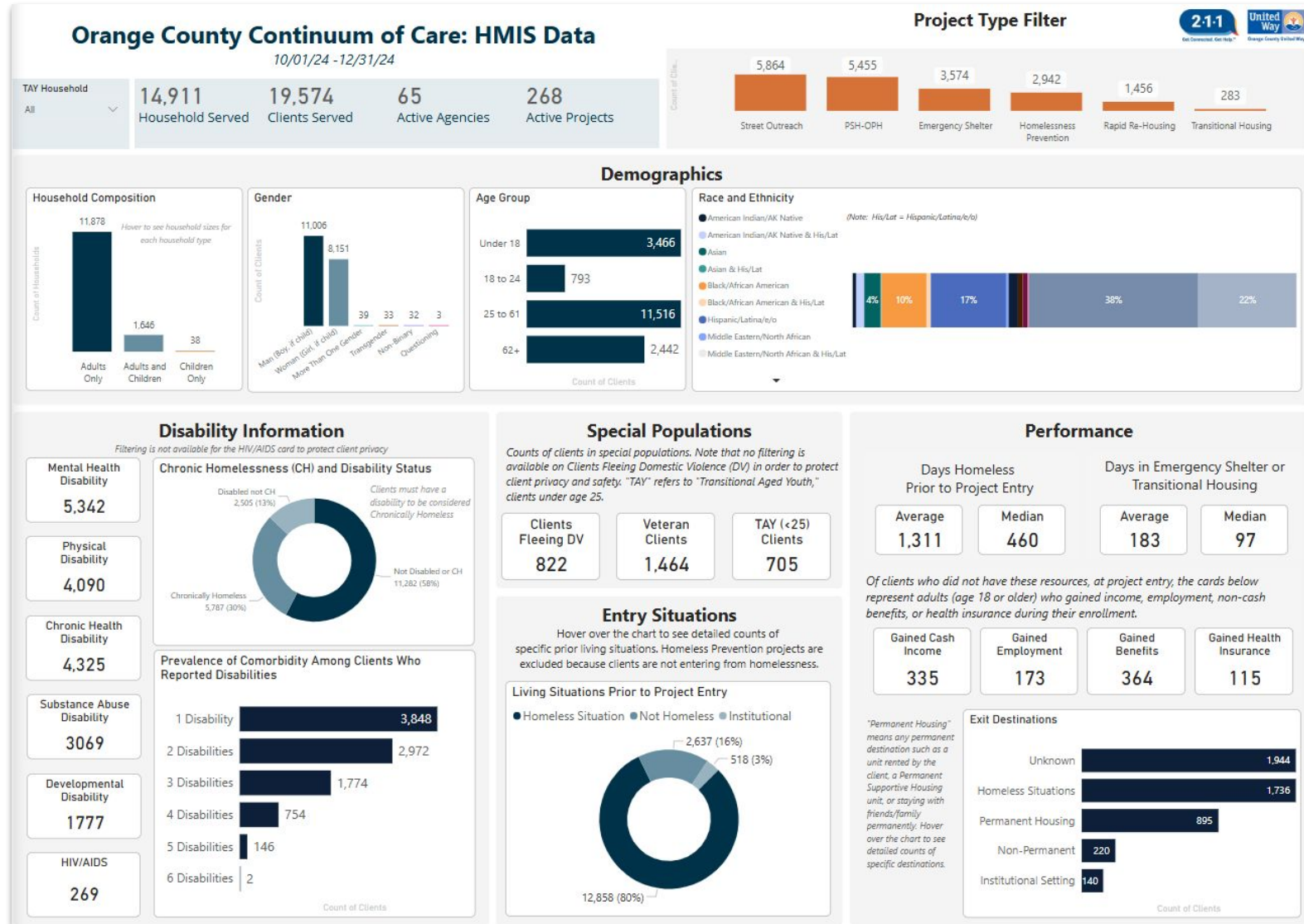
42,664



# Quarterly Data Quality Reports - Q4 2024



# Quarterly CoC Dashboard



The clients are reported based on their latest enrollments.

The quarterly reports provides a snapshot of all the clients in HMIS and the demographic data during the listed reporting time frame.

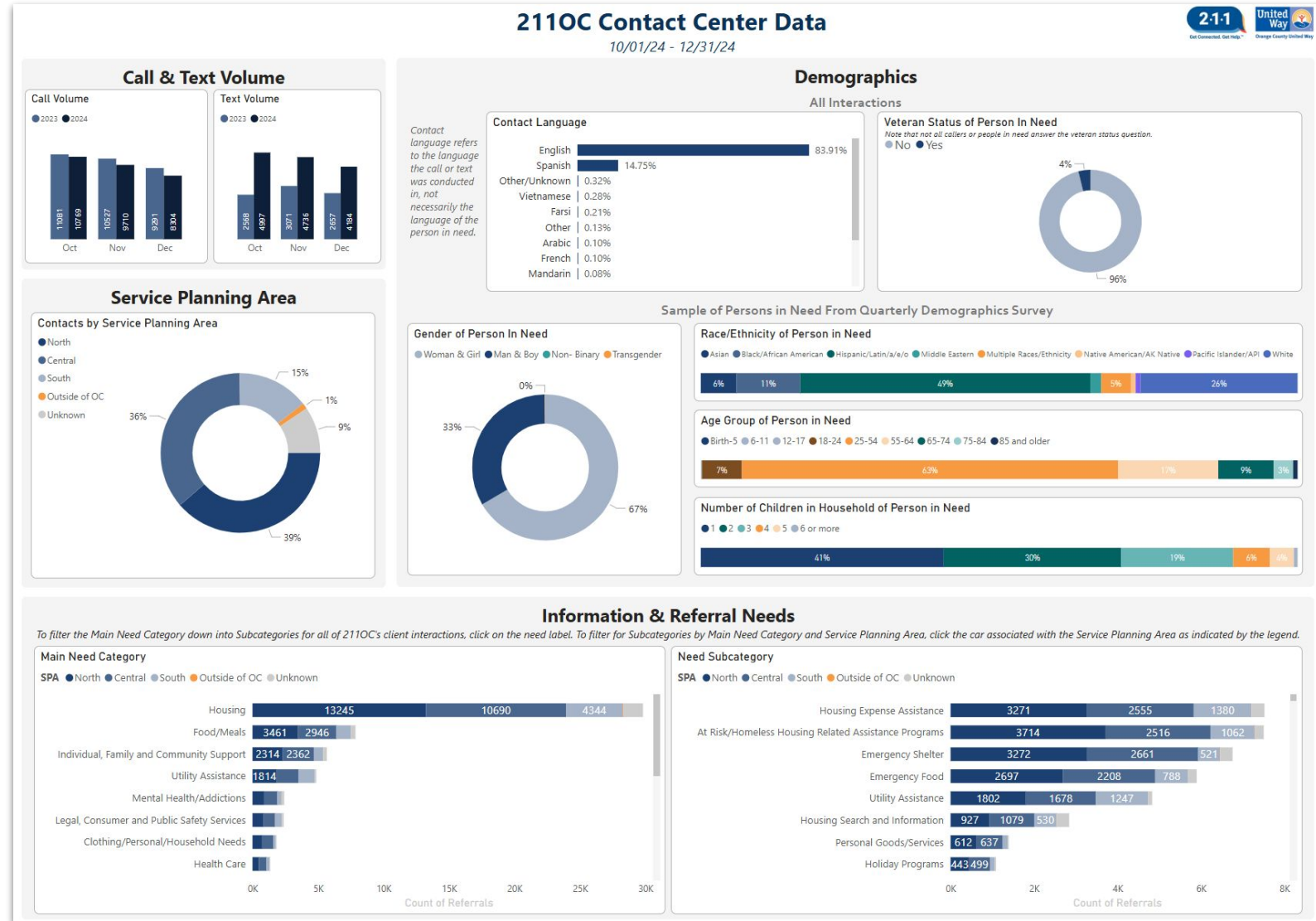
Clients with multiple disabling conditions will be counted more than once in the breakdown.

# Quarterly CoC Dashboard

Contact Center Data is reporting on incoming and outgoing calls that the 211OC Contact Center Team supports.

A caller may receive more than 1 referral based on their needs.

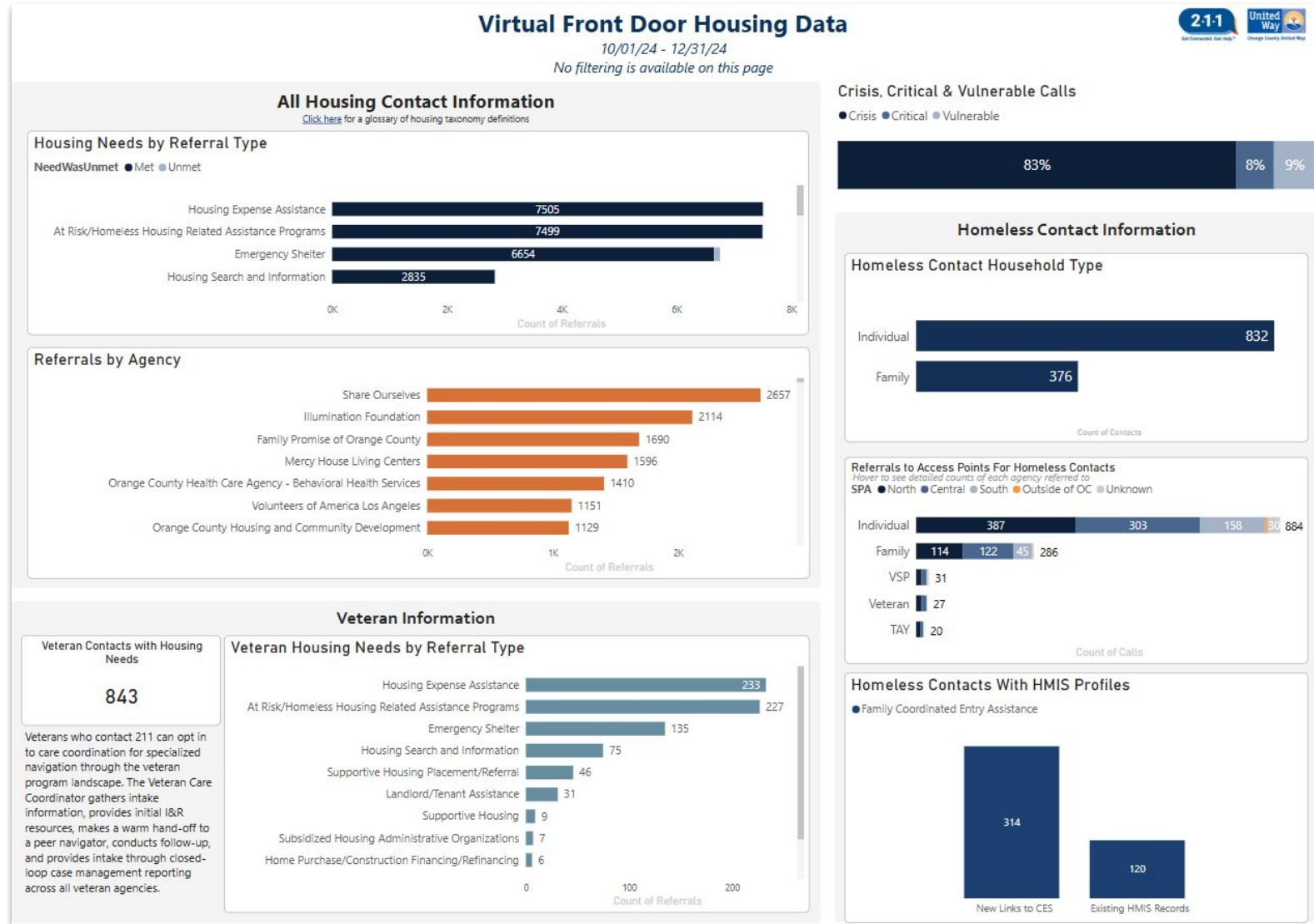
- Top 5 Needs for this quarter: Housing, Food/Meals, Individual, Family and Community Support, Utility Assistance, Mental Health/Substance Use Disorder



# Quarterly CoC Dashboard

Callers that call in with housing needs are pre-screened to determine their housing situation and those who are unhoused are offered support with a linkage to appropriate Access Point Service Provider.

Callers are also supported to be relinked and offered warm hand off to Access Point Service Providers as needed.



# Canned Agency Management Reports

Report Name	Description	Access
[STFF-101] User Activity Report	The purpose of this report is to generate data reflecting the system activity of certain staff members. Pulling from the System Dashboard, this report will provide information regarding login dates, times, and durations. Please note that the user activity log may only be retained for 30 days.	Agency Admins
[STFF-103] User Active Caseload	This report provides a detail of the current caseload for a user and the activities. A staff is considered assigned to an enrollment if they created the enrollment or were assigned to the enrollment within Clarity Human Services.	Agency Admins Agency Staff
[STFF-104] Staff Client Data Activity Report	This report assists in providing program management/review with a record of Staff/User client record activity in Clarity Human Services.	Agency Admins
[STFF-106] User Client Note Hours Tracked	Provides program management with an overview of the client note hours that were tracked by users. The hours also include a drilldown to details about the clients and notes tracked.	Agency Admins Agency Staff

# [STFF-101] User Activity Report

REPORT LIBRARY

Agency Management > [STFF-101] User Activity Report

User(s) 

- All
- Staff 1
- Staff 2
- Staff 3

Report Date Range  -

Report Output Format  Web Page  PDF  Excel

**SUBMIT**

User Activity Report		Agency Name
		Staff Name
Date Range: 01/01/2025 thru 01/31/2025		
Please note that the user activity log cleaned each first day of a month keeping no more than 15 most recent records submitted in two last months		
<b>01/08/2025</b>		
01/08/2025 12:40:59	01/08/2025 13:21:10	0h 40min 11sec
01/08/2025 13:19:56	01/08/2025 14:21:10	1h 01min 14sec
01/08/2025 17:02:28	01/08/2025 18:21:10	1h 18min 42sec
<b>01/09/2025</b>		
01/09/2025 07:33:03	01/09/2025 10:02:48	2h 29min 45sec
<b>01/13/2025</b>		
01/13/2025 07:53:08	01/13/2025 09:11:11	1h 18min 03sec
01/13/2025 09:06:32	01/13/2025 10:41:12	1h 34min 40sec
<b>01/14/2025</b>		
01/14/2025 09:38:49	01/14/2025 11:02:30	1h 23min 41sec
01/14/2025 10:51:44	01/14/2025 12:41:34	1h 49min 50sec
01/14/2025 12:38:57	01/14/2025 13:21:11	0h 42min 14sec
01/14/2025 13:13:14	01/14/2025 15:31:59	2h 18min 45sec

# [STFF-103] User Active Caseload

## REPORT LIBRARY

Agency Management > [STFF-103] User Active Caseload

User Training Account, OC United Way

Report Output Format  Web Page  PDF  Excel

SUBMIT

### User Active Caseload Report

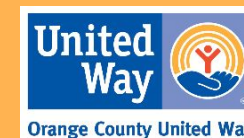
OC Training Agency

User: OC United Way Training Account  
Program Status: active

CoC Funded Family Coordinated Entry Training Project							
Client	Unique ID	Birth Date	Household Member	Date Start	LoS	Assess-ments	Services
	9064588A8	05/31/1960	2	10/01/2023	500	0	0
	1A1495A96	01/01/2000	2	10/01/2023	500	0	0
	7658A3A0D	12/04/1979	2	11/15/2021	1185	0	0
	C897626C1	12/05/2016	2	11/16/2021	1185	0	0
	294D6B874	01/02/2021	1	08/08/2021	29	2	0
	91A7890F1	02/23/1987	2	01/08/2022	1131	2	1
	214EC743F	01/21/2014	2	01/08/2022	1131	2	0
	3366D92A7	12/27/1963	2	07/11/2024	216	0	0
	A4763F640	09/23/2020	2	07/11/2024	216	0	0
	5A333C453	04/03/1988	2	10/01/2023	500	0	0
	14E031355	09/23/2010	2	10/01/2023	500	0	0
	A9C45C80B	08/01/1963	2	02/28/2022	1080	0	1
	7A0D92952	01/01/1970	2	01/24/2022	1080	0	1
	2A6B2B608	03/01/1945	2	02/15/2021	1458	0	0
	7ED77AD73	01/15/2015	2	02/15/2021	1458	0	0
	8539C339B	04/29/1995	2	11/30/2020	1535	5	1
	182E055DC	05/21/2015	2	12/30/2020	1535	1	1
	D1A14879B	01/23/2021	1	10/12/2021	1	2	1
	FF7DF101D	11/17/1964	1	12/07/2024	67	2	2

Total: 19

CoC Funded Permanent Supportive Housing Training Project							
Client	Unique ID	Birth Date	Household Member	Date Start	LoS	Assess-ments	Services
	10B80C8D0	01/05/1985	2	09/28/2021	1233	0	0
	DD1D22A08	01/10/2015	2	09/28/2021	1233	0	0
	66E6805B8	08/01/1980	3	09/01/2022	895	0	1
	A8439A87B	02/01/1990	3	09/01/2022	895	0	0
	E8151C47E	09/01/2001	3	09/01/2022	895	0	1





# [STFF-104] Staff Client Data Activity Report



REPORT LIBRARY

Agency Management > [STFF-104] Staff Client Data Activity Report

Staff(s)  
 Choose...  
 All  
 Admin, City Net  
 Ambriz, Hugo  
 Cornew, Michael

Data Type(s)  
 Choose...  
 All  
 Assessment  
 Client Contact Created  
 Client Contact Edited

Deleted Option  
 Not deleted  Deleted only  All

Report Date Range  
 01/01/2025  - 01/31/2025 

Report Output Format  
 Web Page  PDF  Zip with XLSX

Note: If the report contains more than 40,000 rows, the Report Output Format will be automatically changed to Zip with XLSX

**SUBMIT**

Staff Client Data Activity Report		Staff members are listed below	
		Date Range: 01/01/2025 thru 01/31/2025	
Training Account, OC United Way			
Data Type	Client Name	Unique Identifier	Date/Time
Program Exit		3517C075E	01/08/2025 11:41 AM
Program Enrollment		3517C075E	01/08/2025 11:40 AM
Program Enrollment		AE1918026	01/08/2025 11:40 AM
Program Enrollment		25C9726B5	01/08/2025 11:39 AM
Program Exit		3517C075E	01/08/2025 11:37 AM
Program Exit		AE1918026	01/08/2025 11:36 AM
Program Exit		25C9726B5	01/08/2025 11:36 AM
Program Enrollment		3517C075E	01/08/2025 11:34 AM
Profile Edited		3517C075E	01/08/2025 11:32 AM
Profile Edited		3517C075E	01/08/2025 11:31 AM
Client ROI		3517C075E	01/08/2025 11:30 AM
Profile Created		3517C075E	01/08/2025 11:30 AM
Service Updated		25C9726B5	01/08/2025 11:29 AM
Service Updated		25C9726B5	01/08/2025 11:29 AM
Service Updated		25C9726B5	01/08/2025 11:29 AM

# [STFF-106] User Client Note Hours Tracked

REPORT LIBRARY

Agency Management > [STFF-106] User Client Note Hours Tracked

Note Type: Only Program Notes

Project Type(s): Choose...  
 All  
 Emergency Shelter – Entry Exit  
 Emergency Shelter – Night-by-Night  
 Transitional Housing

Program Status: Active Programs

Program(s): Choose...  
 All  
 CoC Funded Family Coordinated Entry Training Project  
 CoC Funded Permanent Supportive Housing Training Project  
 CoC Funded Rapid Re-Housing Training Project

User Status: Undeleted Users

User(s): Choose...  
 All  
 Account, Test  
 additional, casey  
 Admin, City Net

Report Date Range: 01/01/2025 – 01/31/2025

Report Output Format:  Web Page  PDF  Excel

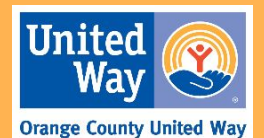
SUBMIT

User Client Note Hours Tracked Report		OC Training Agency	
		Only Program Notes Undeleted Users	
		Date Range: 01/01/2025 thru 01/31/2025	
User ID	User Name	Total Hours Tracked	
133	Training Account, OC United Way	8h 30m	
Included Programs	Total # Users	Total # Client Notes	Total Hours Tracked
CoC Funded Permanent Supportive Housing Training Project	1	4	8h 30m

# Q&A

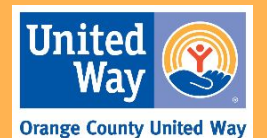
**Reminder: Please enter your agency name in the chat box for attendance**

# OC HMIS Reports Office Hours: Feb 26th at 11am



Thank you  
Have a great day!

Next Quarterly D&PM Meeting:  
May 14th



**United  
Way**



**Orange County United Way**