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# HMIS Report Office Hours

## February 2025



# Reminders

- Please enter your agency's name into the chat box
- Our team will try our best to answer all the questions we receive during the zoom meeting.
  - For questions that may need additional research, we will follow up through our ticketing system.

# Agenda

1. CoC NOFO Overview
2. Data Quality and Project Performance Reports Overview
3. Report Measures
4. Q & A

# CoC NOFO - Program Performance Scoring

- In order to complete the ranking and rating of CoC-funded projects that is required to be submitted with the CoC Application, the CoC NOFO ad hoc develops scoring and rating criteria to evaluate each project
- A percentage of the scoring and rating criteria points are reserved for the project's performance
- Each year, the ad hoc proposes which performance measures should be included, as well as the thresholds and the points awarded for each measure
- Performance data is taken from reports published by 211OC

# Report Process

- Agencies are sent correction files to review and correct project performance and data quality data before the reports are published
- Data Quality and Project Performance Reports are also available for the agency to pull from HMIS on an as needed basis
- Project Performance Reports (PPRs) are pulled every 6 months for each project type, and Data Quality (DQ) Report Cards are published quarterly
- Agencies are notified via email and during the monthly HMIS User Meetings when the reports have been published
- Performance and data quality thresholds are discussed at the Data and Performance Management (D & PM) meeting on a quarterly basis

# Reporting Periods

- Updated Reporting Period to support FY2025 CoC Application Timeline
  - Permanent Supportive Housing: 2/1/24 – 1/31/25
  - Rapid Re-Housing: 3/1/24 – 2/28/25
  - Transitional Housing: 3/1/24 – 2/28/25
  - Average DQ Measure: 1/1/25 – 3/31/25

# PSH Measures and Point Allocations

	Average DQ		Entries from Homelessness		Days Until PH Placement		Increased Income - Stayers		Increased Income - Leavers		Returns to Homelessness		Unit Utilization		Stabilized in PH		Days Between CES Match and Enrollment		Successful CES Referrals		CES Denials by Housing Provider		Referrals from CES	
	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold
2024	11	>=98%	12	100%	12	<=30	6	>=65%	8	>=45%	13	<=7%	13	>=95%	13	>=95%	3	<=45	3	>=50%	3	<=40%	3	100%
2023	12	>=98%	13	100%	13	<=30	7	>=65%	9	>=45%	14	<=7%	14	>=95%	12	>=95%	3	<=45	3	>=50%	n/a	n/a	n/a	n/a
2022	12	>=98%	13	100%	13	<=30	7	>=65%	9	>=45%	14	<=7%	14	>=95%	12	>=93%	3	<=45	3	>=50%	n/a	n/a	n/a	n/a
2021	13	>=98%	13	100%	14	<=30	8	>=65%	10	>=45%	15	<=7%	15	>=95%	12	>=93%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2020	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2019	13	>=95%	13	100%	14	<=30	8	>=61%	10	>=42%	15	<=10%	15	>=95%	12	>=93%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2018	20	>=95%	20	>=95%	n/a	n/a	20	>=61%	20	>=42%	n/a	n/a	n/a	n/a	20	>=90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

- Year over year measure and point allocations
- 2025 NOFO Ad Hoc will determine the FY2025 measures and point allocations

# RRH Measures and Point Allocations

	Average DQ		Entries from Homelessness		Days Until PH Placement		Increased Income - Stayers		Increased Income - Leavers		Successful Exits		Returns to Homelessness		Days Between CES Match and Enrollment		Successful CES Referrals		CES Denials by Housing Provider		Referrals from CES	
	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold
2024	11	>=98%	13	100%	15	<=30	9	>=40%	11	>=44%	15	>=80%	14	<=7%	3	<=14	3	>=60%	3	<=40%	3	100%
2023	12	>=98%	14	100%	15	<=30	10	>=40%	12	>=44%	16	>=80%	15	<=7%	3	<=14	3	>=60%	n/a	n/a	n/a	n/a
2022	12	>=98%	14	100%	15	<=30	10	>=40%	12	>=44%	16	>=80%	15	<=7%	3	<=14	3	>=60%	n/a	n/a	n/a	n/a
2021	14	>=98%	14	100%	16	<=30	11	>=40%	13	>=44%	16	>=80%	16	<=7%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2020	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2019	14	>=95%	14	100%	16	<=30	11	>=40%	13	>=44%	16	>=80%	16	<=10%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2018	20	>=95%	20	>=95%	n/a	n/a	20	>=40%	20	>=42%	20	>=80%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

- Year over year measure and point allocations
- 2025 NOFO Ad Hoc will determine the FY2025 measures and point allocations



# DV Joint TH-RRH Measures and Point Allocations

	Average DQ		Entries from Homelessness		Days Until PH Placement		Increased Income - Stayers		Increased Income - Leavers		Successful Exits		Returns to Homelessness	
	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold	Points Possible	Threshold
2024	14	>=98%	16	100%	7	<=30	12	>=40%	14	>=44%	19	>=80%	18	<=7%

- DV Joint TH-RRH scoring established in 2024
- 2025 NOFO Ad Hoc will determine the FY2025 measures and point allocations

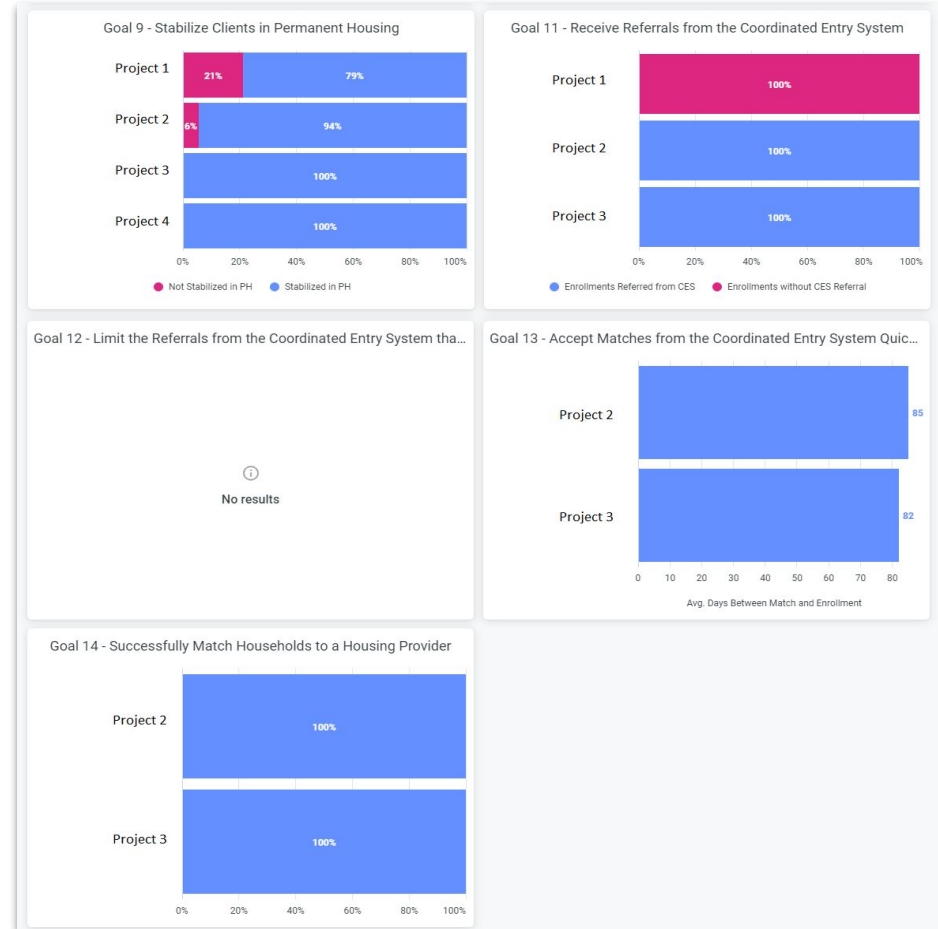
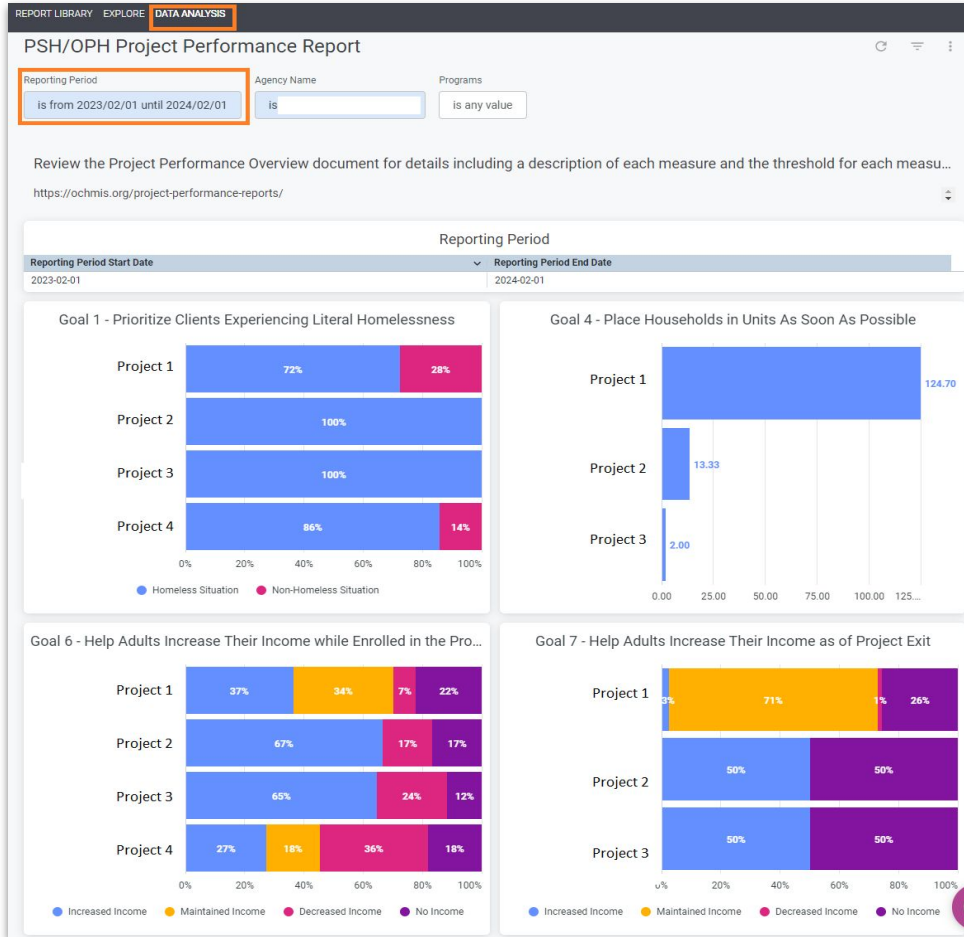
# Data Quality Report Card and Project Performance Reports Overview

The data quality dashboard is posted quarterly, and includes Data Completeness, Data Accuracy and Data Timeliness.

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 [Data Element Correction Guide](#) and [Project Performance Overview](#) for additional information.

# Project Performance Reports



# 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.

- Literal homeless situations: Place not meant for habitation, Emergency shelter, Safe Haven, Transitional housing for homeless persons (including homeless youth)
- Neutral situation:
  - 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.
  - PSH/OPH projects only - Entries from the following subsidy types: PSH, RRH, Other permanent housing dedicated for formerly homeless

# Goal 1 - Prioritize Clients Experiencing Literal Homelessness

## 3.917 Prior Living Situation

- To identify the type of living situation and length of stay in that situation immediately prior to project start for all adults and the Head of Household.

## Applicable Project Types & Targets:

- Street Outreach: = 100%
- Emergency Shelter: = 100%
- Transitional Housing: = 100%
- Rapid Re-Housing (RRH): = 100%
- Permanent Supportive Housing (PSH-OPH): = 100%


### Enroll Program for client Quentin Coldwater

Project Start Date 09/02/2024 

#### TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed No 

#### COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date 09/16/2024 


#### PRIOR LIVING SITUATION

Type of Residence Place not meant for habitation (e.g., a vehicle, an abandoned building, bu 

Length of Stay in Prior Living Situation One year or longer 

Approximate date this episode of homelessness started 07/01/2023 

Number of times on the streets, in ES, or Safe Haven in the past three years One Time 

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years More than 12 Months 

# Goal 6 & 7 - Help Adults Increase their Income

## Goal 6

- 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. This measure excludes clients that did not provide a valid response, either income or no income, to the Income from Any Source field collected at Project Entry.
  - Please review the [Status and Annual Assessments](#) KB for additional information

## Goal 7

- 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. This measure excludes clients that did not provide a valid response, either income or no income, to the Income from Any Source field collected at Project Entry.

# Goal 6 & 7 - Help Adults Increase their Income

## Status Update Assessment:

- Conduct to track changes while clients are still enrolled in the project
- Outside the range of the Annual Assessment

## Annual Assessment:

- Conduct an Annual Assessment within the 30 day window before or after the Head of Household's one year anniversary of their Program Start Date, if they are still active as of one year from their Start Date

## Project Exit:

- Review and track all income data
- Increase in income is a key performance measure of most federal partner programs

PROGRAM: COC FUNDED PERMANENT SUPPORTIVE HOUSING TRAINING PROJECT

Enrollment History Provide Services **Assessments** Goals Notes Files Forms × Exit

Assessments LINK FROM ASSESSMENTS

Current Living Situation

→ Status Update Assessment

→ Annual Assessment

PROGRAM: COC FUNDED PERMANENT SUPPORTIVE HOUSING TRAINING PROJECT

Enrollment History Provide Services Assessments Goals Notes Files Forms × Exit

End Program for client Quentin Coldwater

Project Exit Date 02/26/2025

Destination Rental by client, with ongoing housing subsidy

Rental Subsidy Type HCV voucher (tenant or project based) (not dedicated)

**MONTHLY INCOME AND SOURCES**

Income from Any Source Yes

Earned Income

Unemployment Insurance

Supplemental Security Income (SSI)

Social Security Disability Insurance (SSDI)  Amount 500

# Goal 11 - Receive Referrals from the Coordinated Entry System

Permanent Housing and CoC/ESG funded 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: CoC Funded Rapid Re-Housing Training ...</b> 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	<b>Active</b>	Individual
CoC Funded Permanent Supportive Housing Train... PH - Permanent Supportive Housing (disability required for entry) OC Training Agency ⓘ	08/06/2024	<b>Active</b>	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	

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

# Goal 12 - Limiting Denials by Housing Providers

The table below outlines the possible reasons for denial, and whether the reason for denial should be considered a denial by [the Housing Provider or the Client](#).

	A	B	C
1	Reason for Denial	Client	Housing Provider
2	Client Deceased	X	
3	Client did not show up or call	X	
4	Client out of Jurisdiction	X	
5	Client previously received service		X
6	Client refused services	X	
7	Denied by Landlord/Property Manager		X
8	Disagreement with rules provided	X	
9	Falsification of Documents	X	
10	Full Capacity/No availability		X
11	Incorrect match to agency		X
12	Lack of Eligibility		X
13	Needs could not be met by program	X	
14	Referral time expired		X
15	Self resolved- Client Housed	X	
16	Voucher Expired	X	
17	Other	X	X

# HMIS Reports

Report Pathway: Reports > Data Analysis >

Built in Reports folder:

- LSA Data Cleanup: Household and Enrollment Data

Orange County Clarity System Reports folder:

- Data Accuracy Dashboard
- Project Performance Reports

# Q&A

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

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