

**August 2025
Data and Performance
Management Meeting**

211

Get Connected. Get Help.™



Orange County
UNITED WAY

Q&A



To better organize questions the HMIS Help Desk receives during the meeting, our Team recommends that you submit your questions through the Q&A option.

We request that you keep your questions general and related to the topics discussed in the meeting.

Agency specific questions is best supported through a HMIS Help Desk ticket submission, so our Team is able to further investigate and provide assistance for your request.

Agenda

1. Project Performance Reports (PPR) Schedule
2. Project Performance Reports
3. Quarterly Data Quality Report Card
4. Quarterly CoC Dashboard
5. Goal 5 Unit Utilization Reports
6. Agency Admin Contact - Care Coordination

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 & Other Permanent Housing</i>	Homeless 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

HMIS Participating Agencies Schedule

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 refer to the [Project Performance Overview](#) document, which provides detailed information on the Goals and the schedule for publication.

Project Types

Q2 2025 Published Reports:

- Permanent Supportive Housing/Other Permanent Housing (PSH/OPH) - (2/1/2024 – 1/31/2025)
- Rapid Re-Housing (RRH) - (3/1/2024 – 2/28/2025)
- Transitional Housing (TH) - (3/1/2024 – 2/28/2025)

Goals & Outcomes Overview

Orange County Rapid Re-Housing

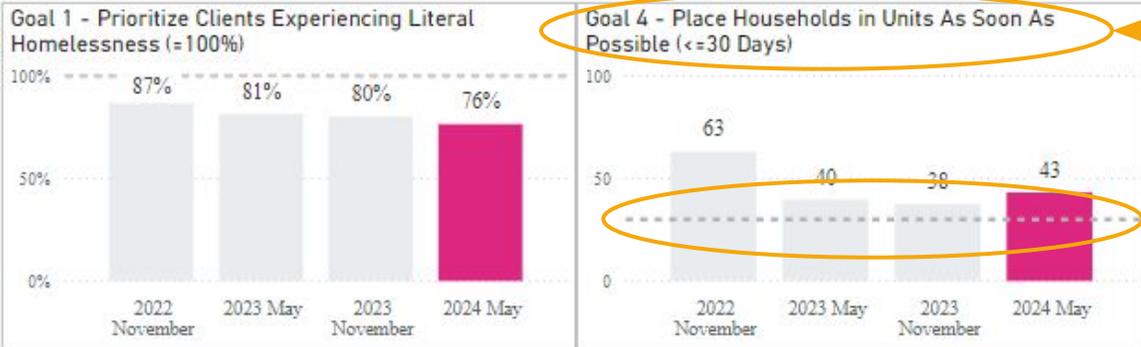
Goals & Outcomes 03/01/2023 - 02/29/2024

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

Reporting Period

Met Threshold Did Not Meet Threshold

Color Coding Legend



Goal Name and threshold



Threshold line



Goal 10 - 2 Years of Data

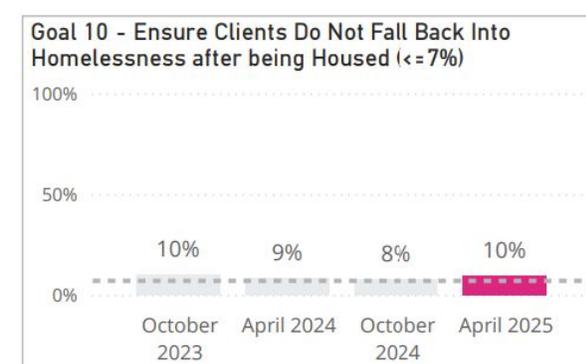
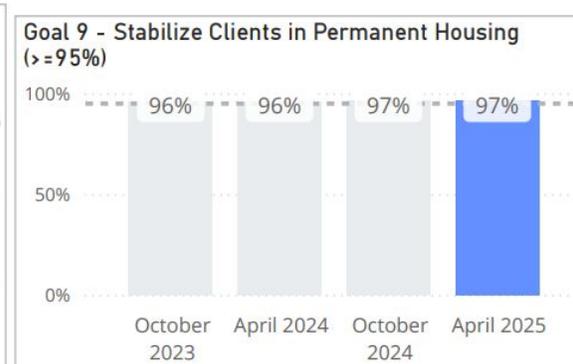
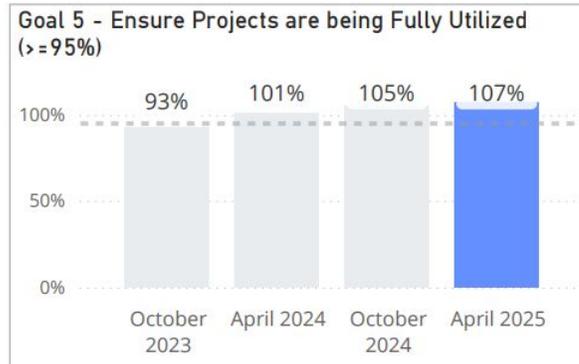
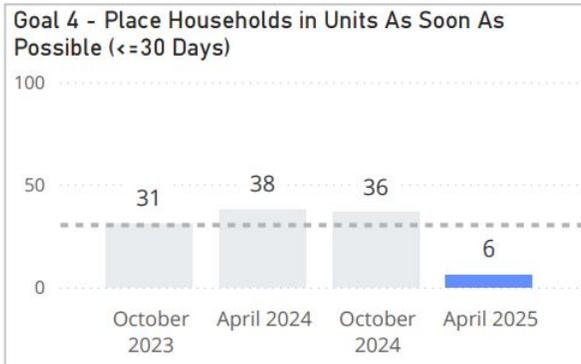
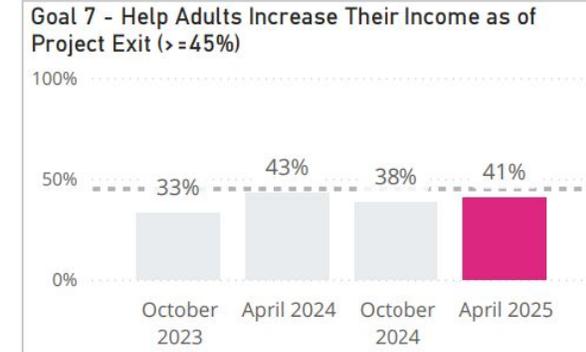
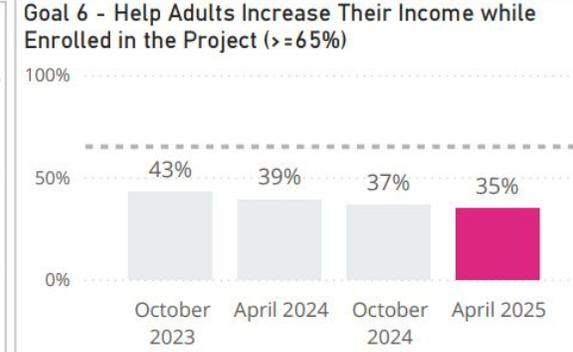
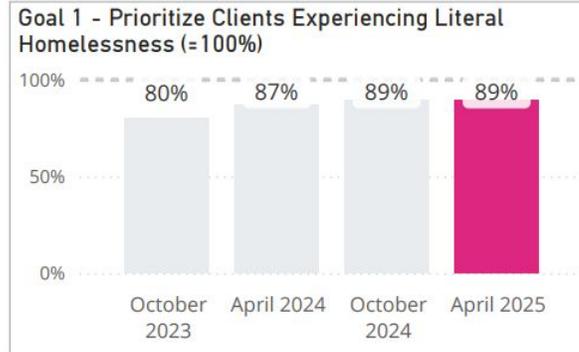
hic by: <https://storyset.com/online>

Permanent Supportive Housing- Other Permanent Housing (PSH-OPH) PPR

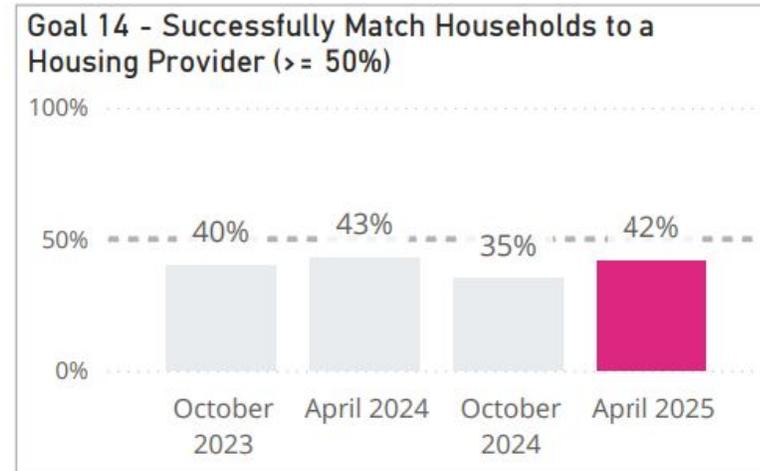
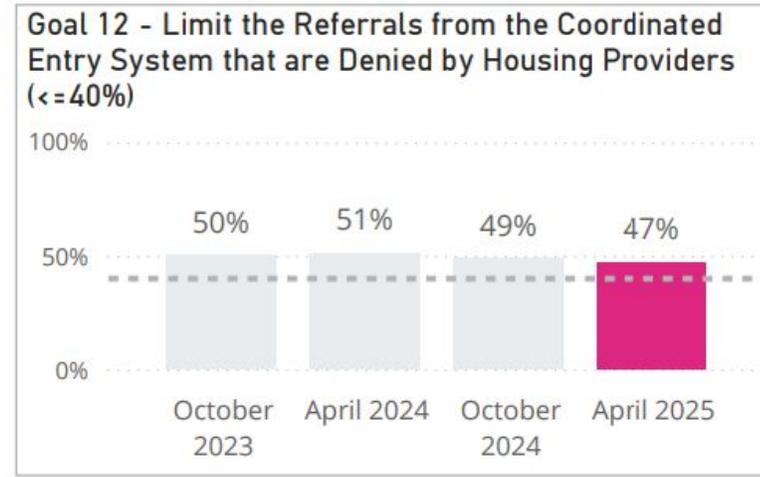
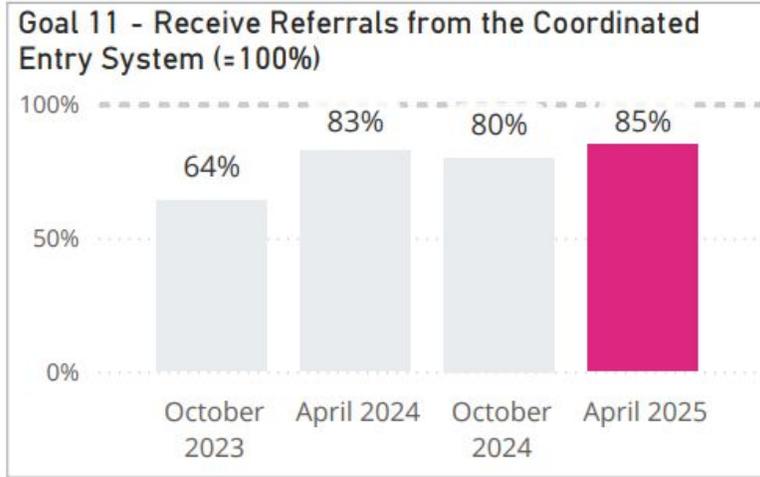
Orange County PSH-OPH Goals & Outcomes

02/01/2024 - 01/31/2025

PSH-OPH projects in the Orange County Continuum of Care (CoC) met **3 out of 11** thresholds as a project type.



PSH-OPH PPR: CES Goals



PSH-OPH PPR - Highlight: Goal 14

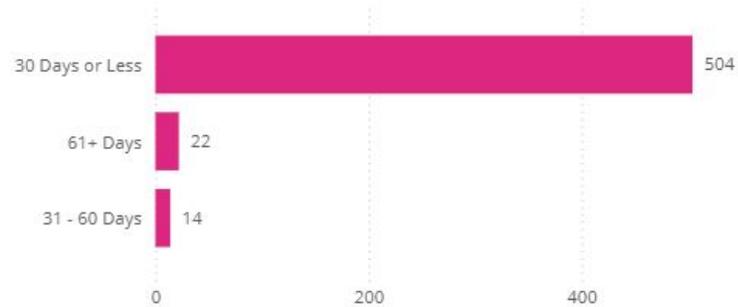
Goal 4 - Place Households in Units as Soon As Possible

Goal 4 Scores					
Threshold: <= 30 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
6	9	0	5	7	N/A
n = 540	n = 338	n = 124	n = 32	n = 507	n = 0

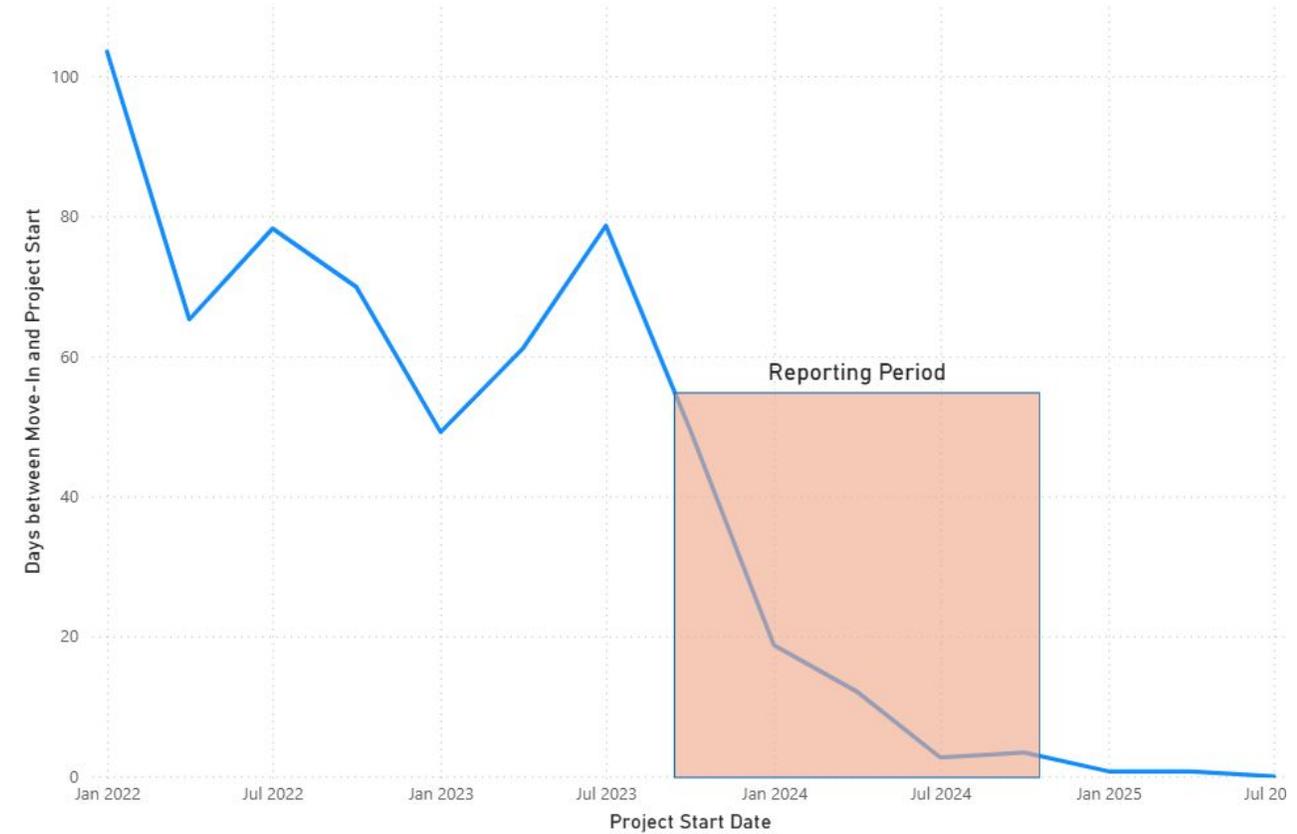
Orange County CoC Goal: Households are placed in permanent housing units within 30 days of entering the project.

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

Length of Days to Permanent Housing Placement



Goal 4 Monthly Average

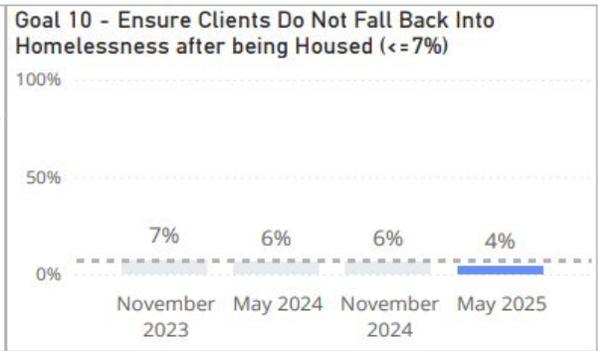
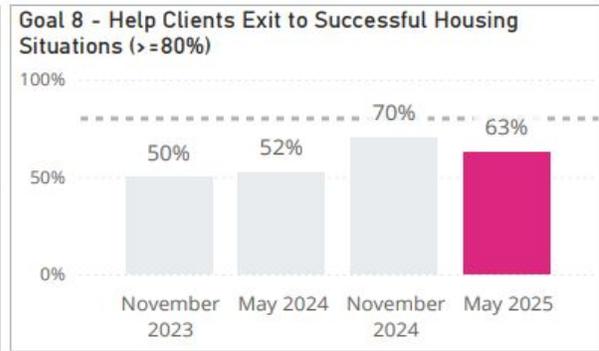
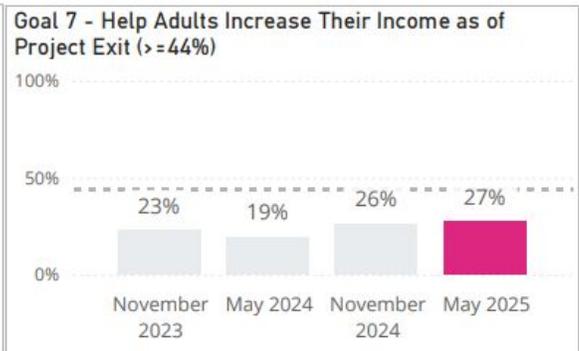
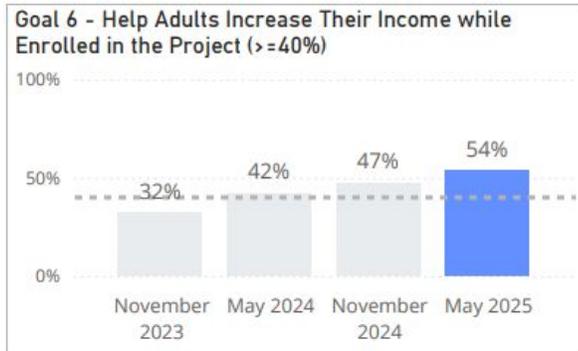
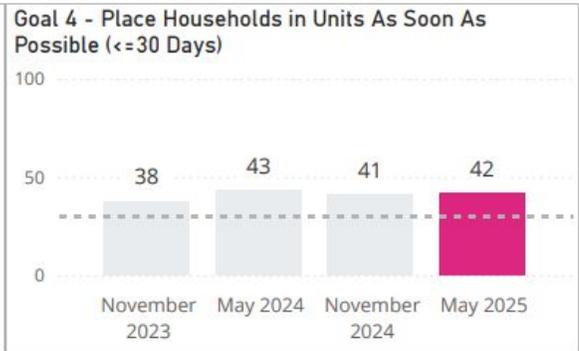
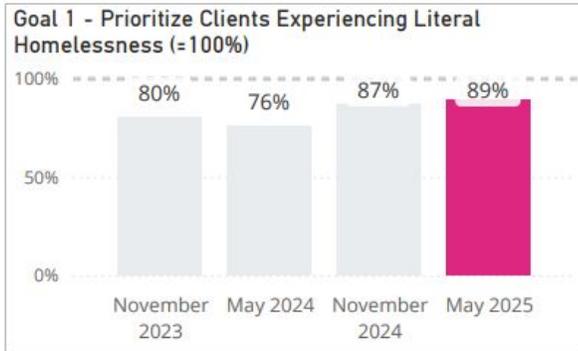


Rapid Re-Housing PPR

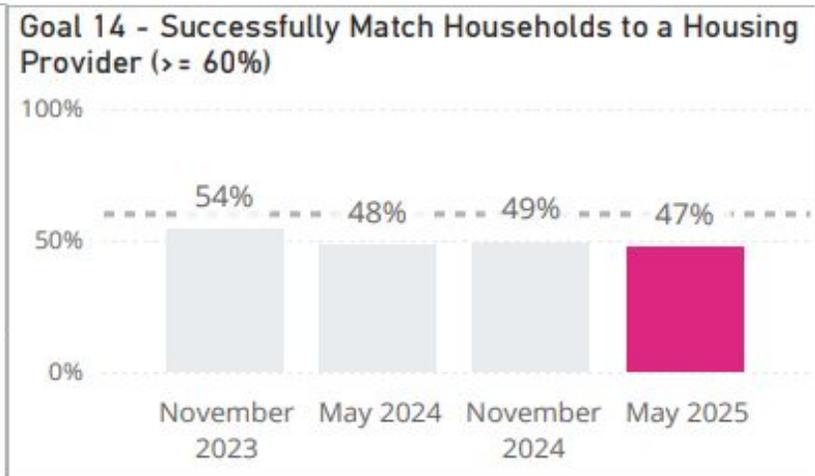
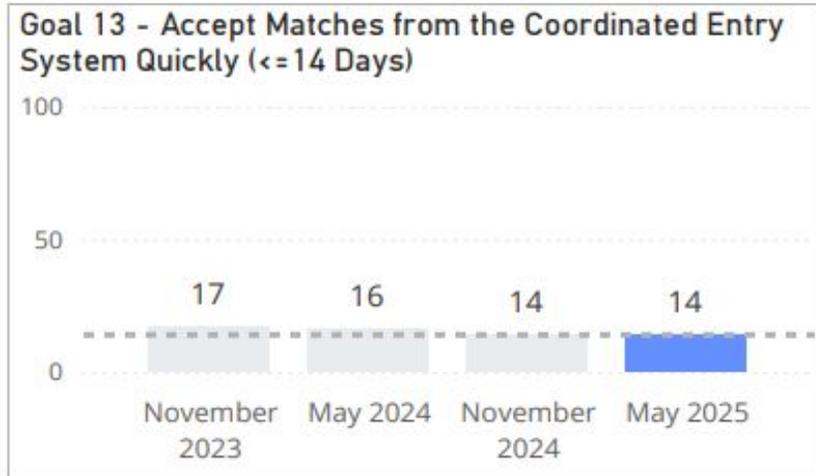
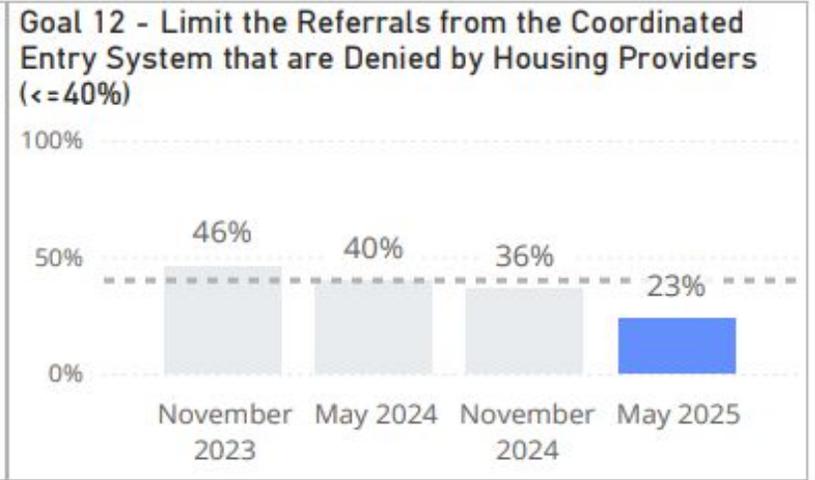
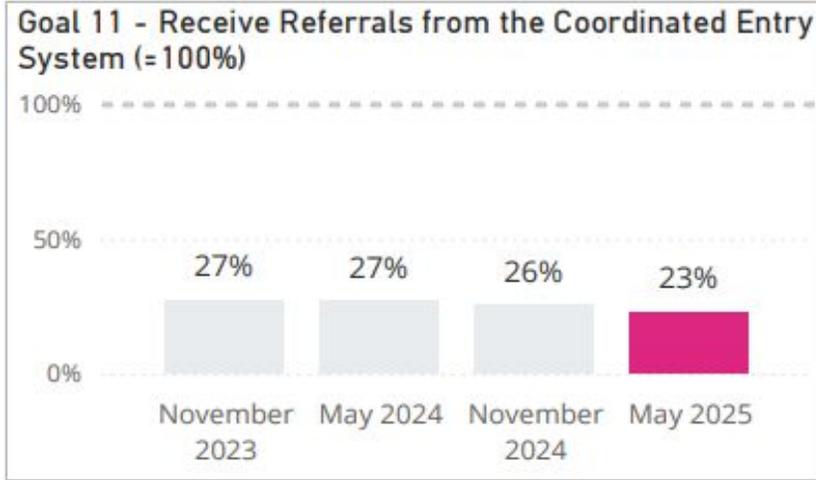
Orange County Rapid Re-Housing

Goals & Outcomes 03/01/2024 - 02/28/2025

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: CES Goals



Rapid Re-Housing - Highlight: Goal 12

▼ 13% from previous reporting period

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

Goal 12 Scores

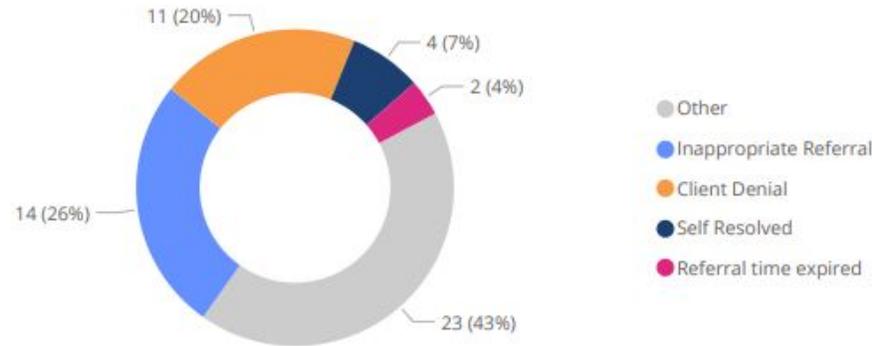
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
23%	20%	37%	14%	26%	N/A
<i>n</i> = 233	<i>n</i> = 98	<i>n</i> = 19	<i>n</i> = 58	<i>n</i> = 175	<i>n</i> = 0

Threshold: <=40%

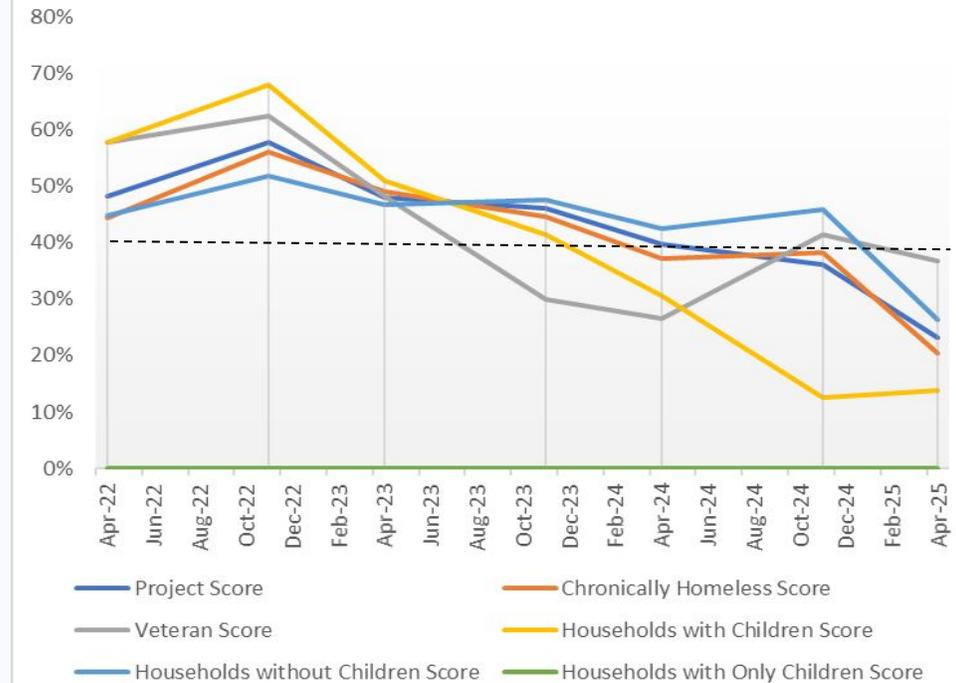
Orange County CoC Goal: No more than 40% of denials to housing opportunities are due to the Housing Provider.

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

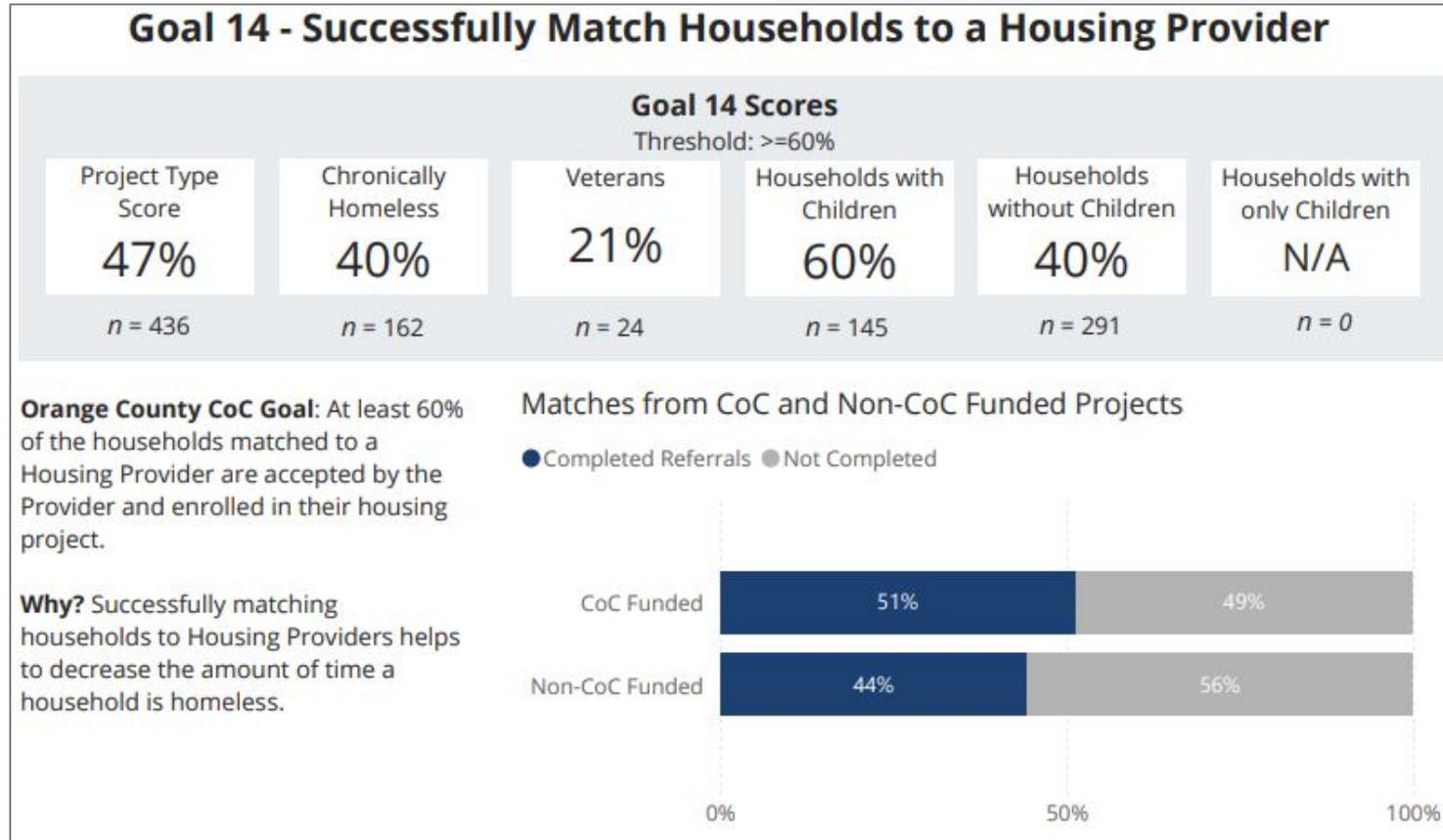


Changes in Subpopulations



Rapid Re-Housing - Highlight: Goal 14

▼ 2% from previous reporting period
13% from Goal Threshold



Challenges:

- Enrollments not connected to referrals

Review:

- Ensure the “link” icon appear next to the referral



- Submit a ticket to the Helpdesk to link the enrollment

Transitional Housing PPR

Orange County Transitional Housing Goals & Outcomes

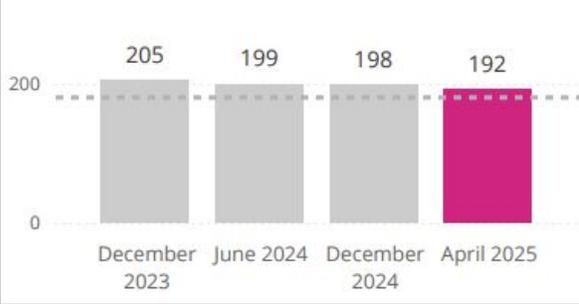
03/01/2024 - 02/28/2025

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

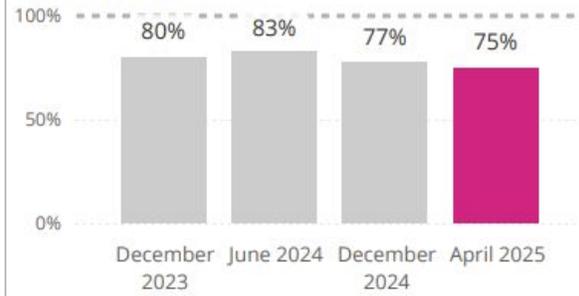
Met Threshold

Did Not Meet Threshold

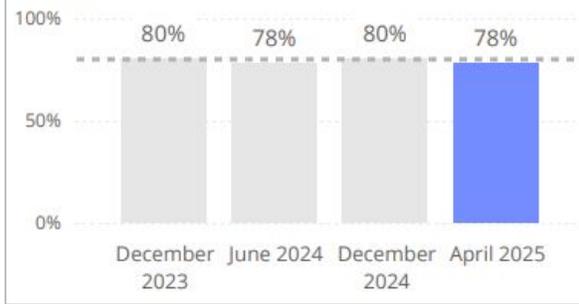
Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach (<= 180 Days)



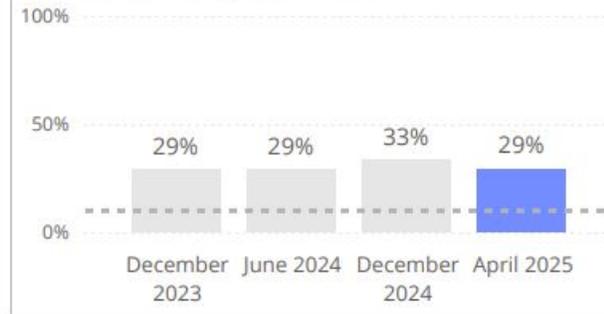
Goal 1 - Prioritize Clients Experiencing Literal Homelessness (= 100%)



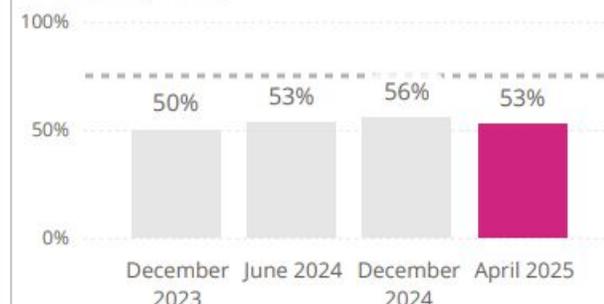
Goal 5 - Ensure Projects are being Fully Utilized (>= 80%)



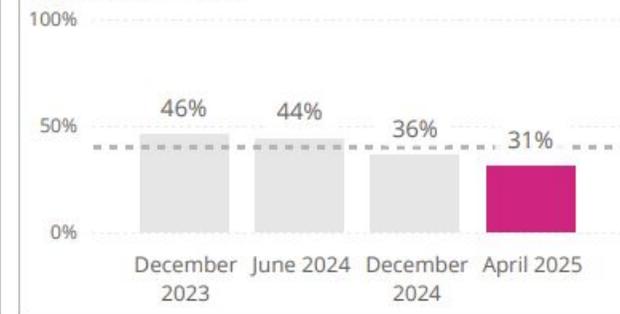
Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>= 15%)



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 PPR - Highlight: Goal 1

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

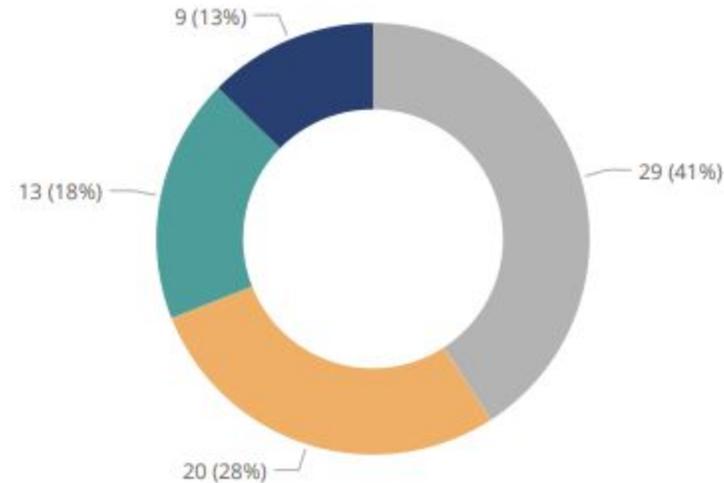
Goal 1 Scores					
Threshold: 100%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
75%	100%	N/A	72%	80%	88%
<i>n</i> = 284	<i>n</i> = 17	<i>n</i> = 0	<i>n</i> = 173	<i>n</i> = 103	<i>n</i> = 8

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

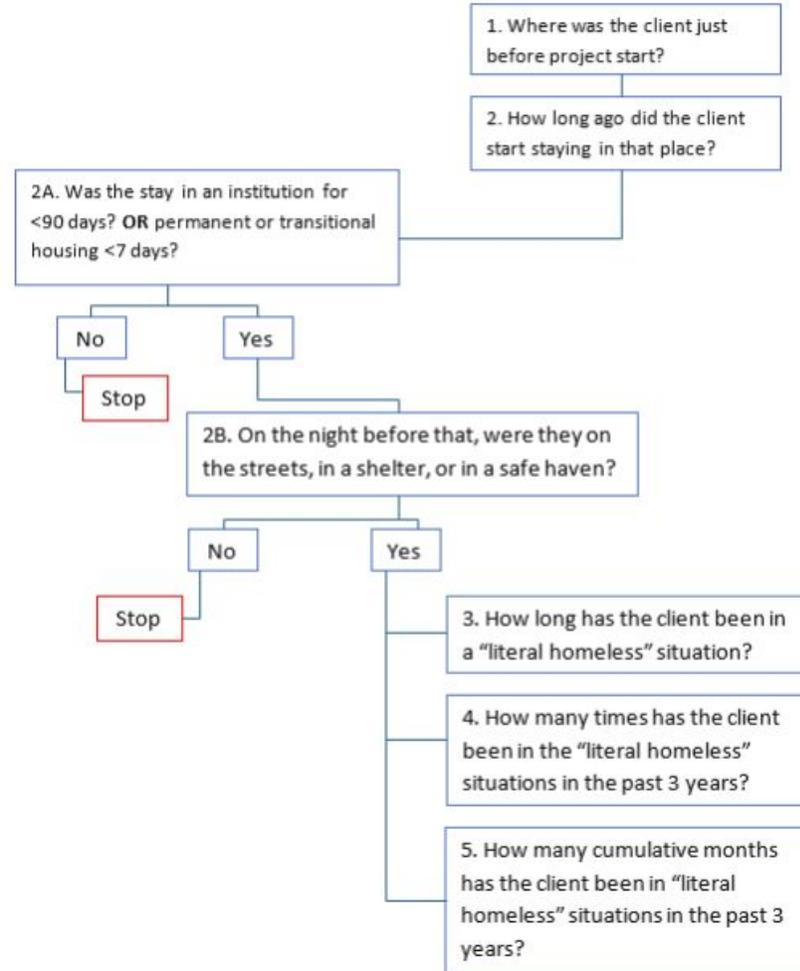
- Missing
- Temporary Situation
- Institutional Setting
- Permanent Housing Situation



Transitional Housing PPR - Highlight: Goal 1

3.917B Flow Chart is applicable to all other HMIS project types.

3.917B For All Other HMIS Project Types



Transitional Housing PPR - Highlight: Goal 10

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

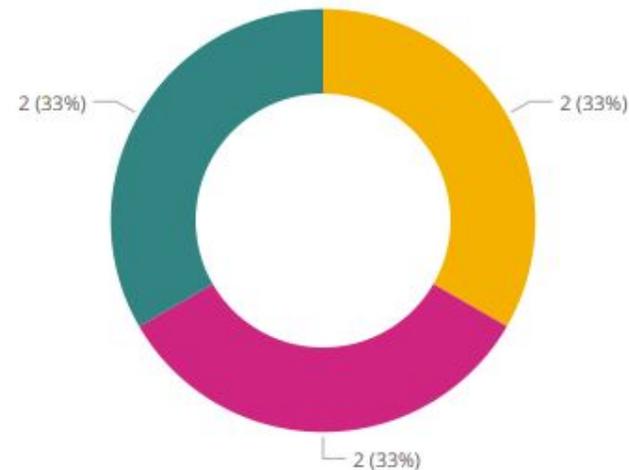
Goal 10 Scores					
Threshold: <=10%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
1%	6%	N/A	0%	8%	0%
n = 443	n = 13	n = 0	n = 336	n = 87	n = 12

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

- Emergency Shelter
- Street Outreach
- Transitional Housing



Quarterly Data Quality Report Card

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 Report Card

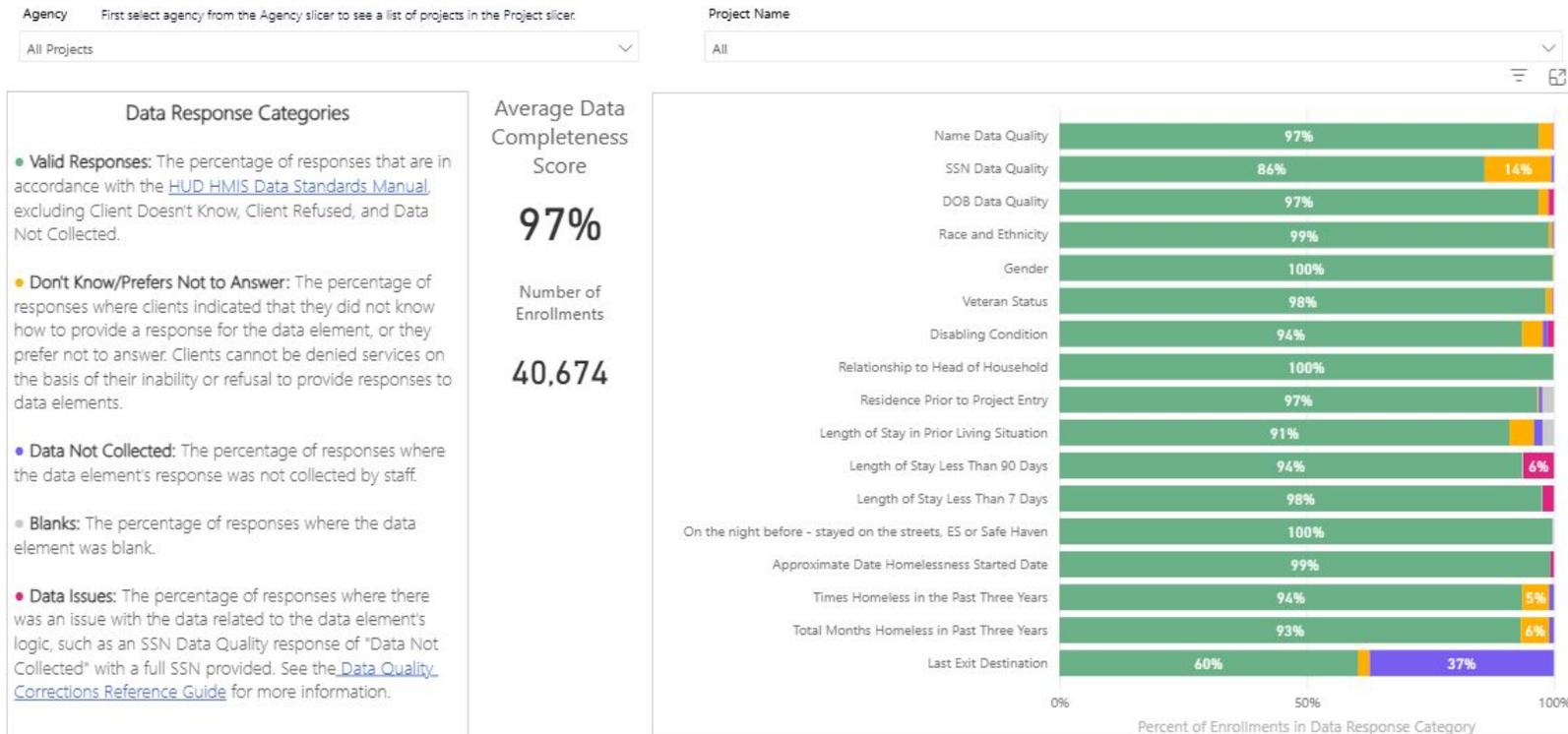
Orange County Continuum of Care HMIS Data Completeness and Accuracy Quarter 2 2025

4/1/25 - 6/30/25

Data completeness refers to the degree to which all required data is known and documented in HMIS. This tab shows the percentage of valid responses and data quality error types for each Universal Data Element (UDE) for all projects in the Orange County HMIS and can be filtered by individual project by using the dropdown menu above the chart.

The stacked bar chart below shows what percentage of a project's enrollments fall into the following data response categories: Valid Responses, Don't Know/Refused, Data Not Collected, Missing, and Data Issues. See the sidebar for a color legend and description of each category.

The **Average Data Completeness Score** is a unique indicator of data completeness for each project. It is calculated by dividing the total valid responses that the project has across all UDEs by the total number of clients that require an answer to each UDE.



Quarterly Data Quality Report Card

Orange County Continuum of Care HMIS Data Timeliness

Quarter 2 2025

4/1/25 - 6/30/25

Data timeliness refers to the degree to which data is entered into HMIS in a timely manner. The Orange County Continuum of Care's data timeliness goal aligns with HUD's recommendation that all data should be entered into HMIS no later than three calendar days after it occurs. This tab shows the percentage of data entered within the length of time categories for all projects in the Orange County HMIS and can be filtered by individual project by using the dropdown menu above the chart.

The stacked bar charts below shows what percentage of a project's enrollments fall into the length of time categories: 0-3 days, 4-7 days, 8-15 days, 16-30 days, or 31+ days.

If a project's stacked bar does not show a category, this means that the project did not have any enrollments in that length of time category during the reporting period. Similarly, if a project is selected and any of the charts below appear blank, this means that the project did not have any data in that category during the reporting period.

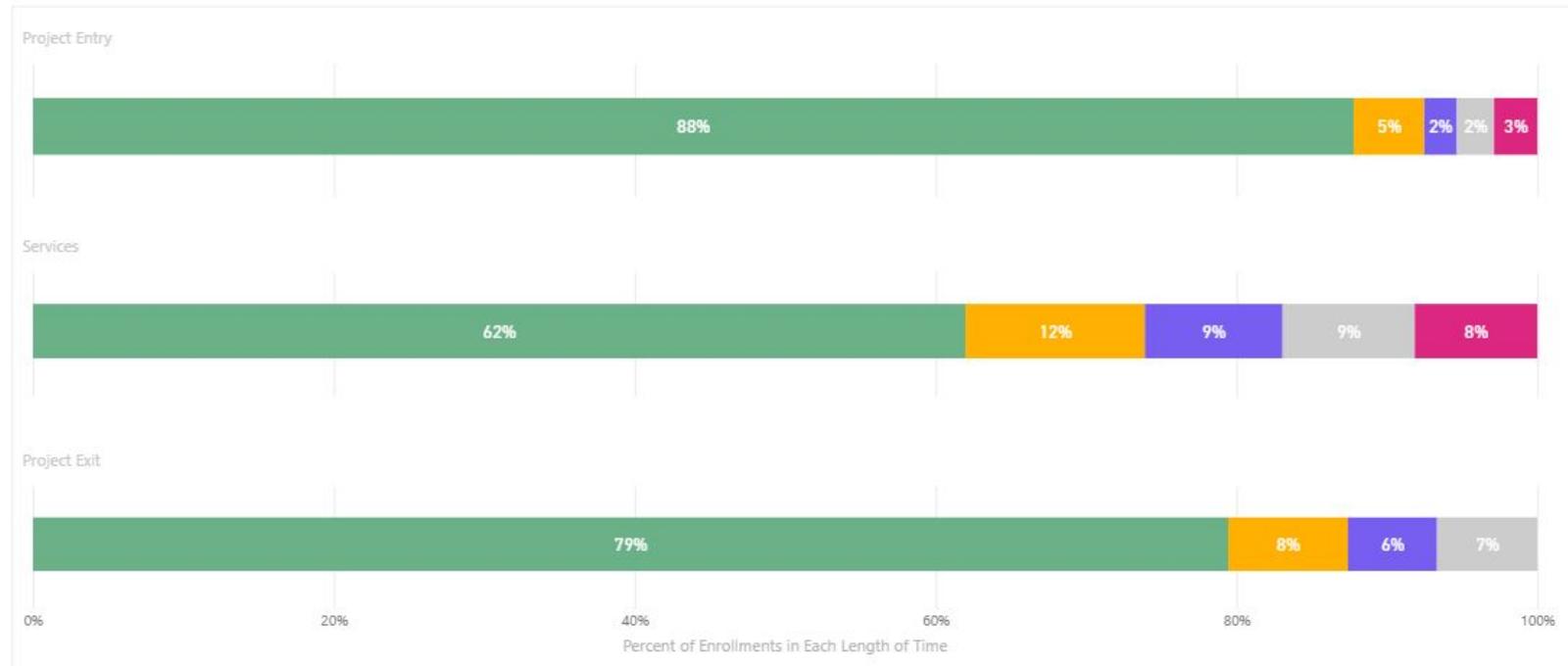
Agency

All

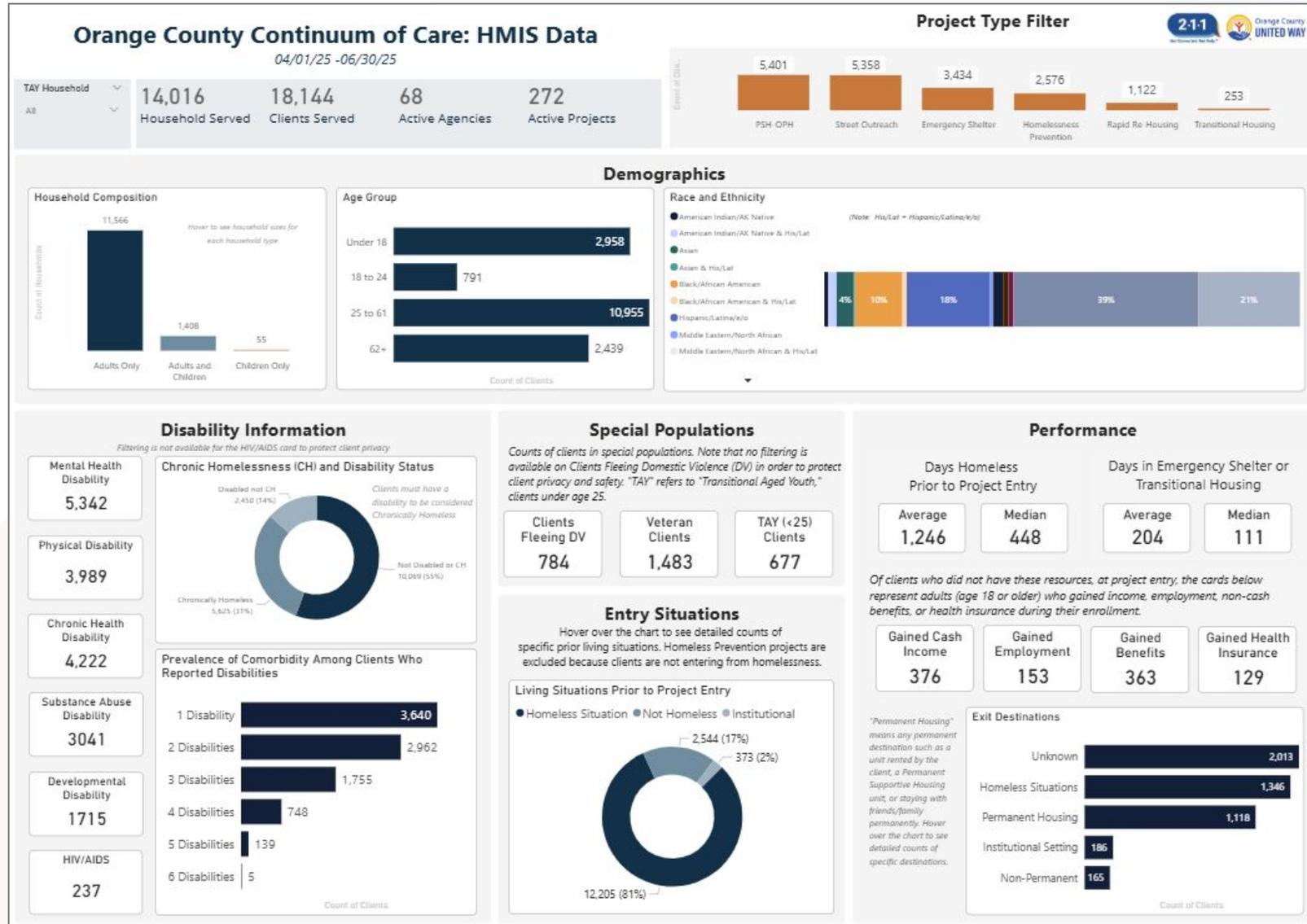
Project Name

All

● 0 to 3 Days ● 4 to 7 Days ● 8 to 15 Days ● 16 to 30 Days ● +31 Days



Quarterly CoC Dashboard



Quarterly CoC Dashboard

211OC Contact Center Data

04/01/25 - 06/30/25



Call, Text & Chat Volume



Demographics

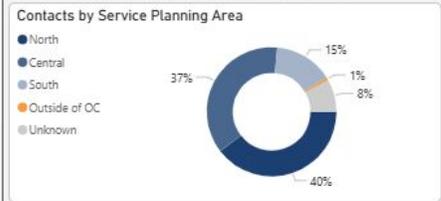
All Interactions



Sample of Persons in Need From Quarterly Demographics Survey

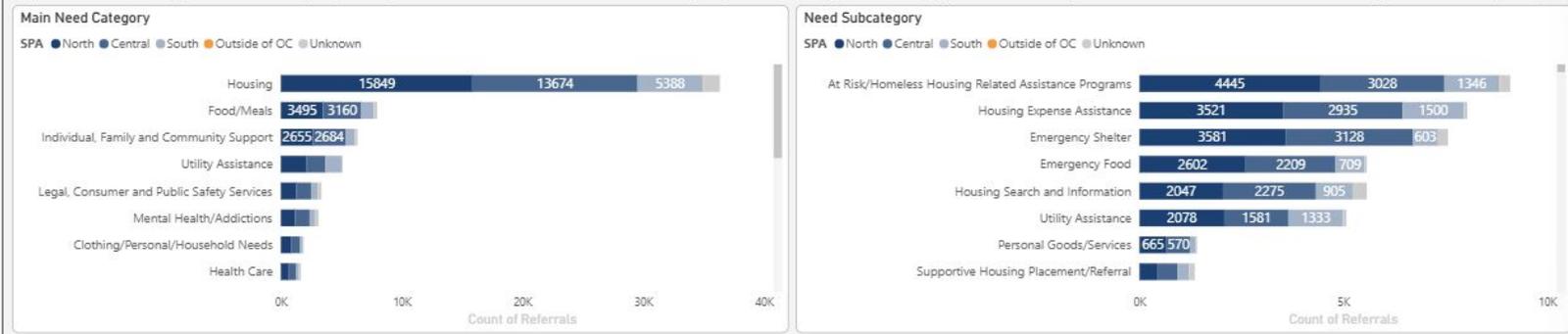


Service Planning Area



Information & Referral Needs

To filter the Main Need Category down into Subcategories for all of 211OC's client interactions, click on the need label. To filter for Subcategories by Main Need Category and Service Planning Area, click the car associated with the Service Planning Area as indicated by the legend.



Quarterly CoC Dashboard

Virtual Front Door Housing Data

04/01/25 - 06/30/25

No filtering is available on this page

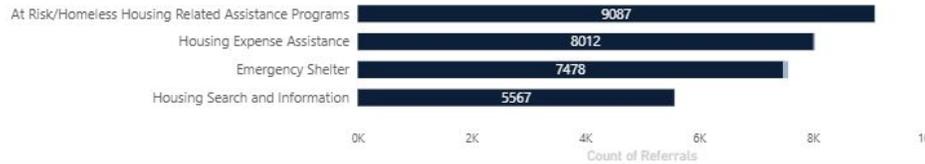


All Housing Contact Information

[Click here](#) for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

NeedWasUnmet ● Met ● Unmet



Referrals by Agency



Veteran Information

Veteran Contacts with Housing Needs

963

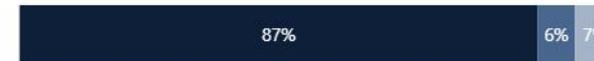
Veterans who contact 211 can opt in to care coordination for specialized navigation through the veteran program landscape. The Veteran Care Coordinator gathers intake information, provides initial I&R resources, makes a warm hand-off to a peer navigator, conducts follow-up, and provides intake through closed-loop case management reporting across all veteran agencies.

Veteran Housing Needs by Referral Type



Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable



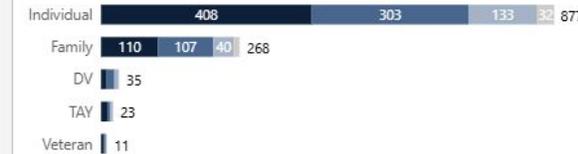
Homeless Contact Information

Homeless Contact Household Type



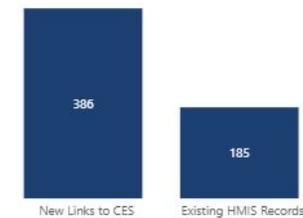
Referrals to Access Points For Homeless Contacts

Hover to see detailed counts of each agency referred to
SPA ● North ● Central ● South ● Outside of OC ● Unknown



Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance



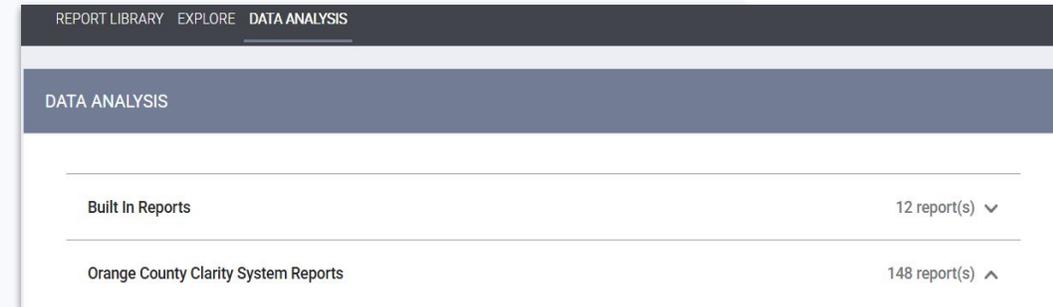
Goal 5 Unit Utilization Reports

Two new reports have been developed to assist agencies calculate Unit Utilization for their projects.

These reports are to be used in unison and briefly processed in Excel to capture the final Unit Utilization percentage.

To Access: Data Analysis > Orange County Clarity Reports > Project Performance Reports

- **Unit Utilization - Bed Inventory:** This report shows the total number of beds available during the reporting period.
- **Unit Utilization - Beds/Units Provided:** This report shows the total number of beds provided to clients during the reporting period.



Unit Utilization Reports

Unit Utilization - Bed Inventory

Example Reporting Period: 6/1/25-6/30/25

1. Change the "Start Date is before" to the day after the last day of your reporting period.
2. Change the "Date Filter" to the desired reporting period.
3. Select the project type(s) to include in your report from the dropdown list (optional).
4. Select the project name(s) to include in your report (optional).
5. Change the "End Date is on or after" to the first day of your reporting period.
6. Click **Run** and **download the results as a CSV file**.

Unit Utilization - Bed Inventory

Start Date

is before 2025/07/01

Date Filter

is from 2025/06/01 until 2025/07/01

Project Type Code

is any value

Full Name

is any value

End Date

is on or after 2025/06/01 or is null

Unit Utilization Reports

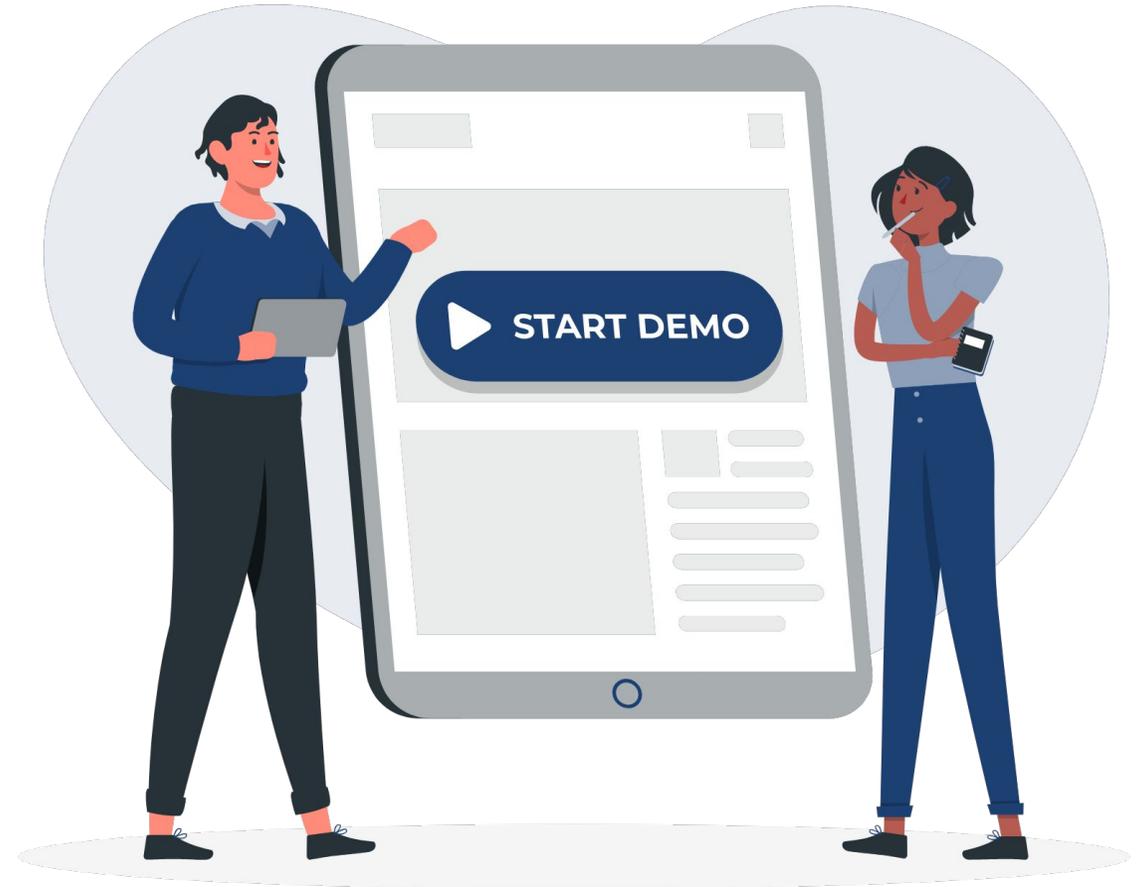
Unit Utilization - Bed/Units Provided:

1. Change the "Reporting Period Filter" using the same reporting period as the *Unit Utilization - Beds/Units Provided* report.
2. Select the project name(s) from the dropdown list (optional).
3. Select the project type(s) from the dropdown list (optional).
4. Click **Run** and **download the results as a CSV file**.

Unit Utilization - Beds/Units Provided

Reporting Period Filter	Full Name	Project Type Code
is from 2025/06/01 until 2025/07/01	is any value	is any value

Unit Utilization Excel Procedure Demo



Graphic by: <https://storyset.com/online>

Agency Administrator Contact - Care Coordination

The HMIS Team received request from providers exploring options to streamline care coordination.

A scheduled report to HMIS Agency Admin of partner HMIS Agency Admin's contact:

- Email
- Work Phone



System

Elizabeth Duong, System

SEARCH CASELOAD

MY INFO

First Name	Elizabeth
Last Name	Duong
Email	ElizabethD@unitedwayoc.org
Phone Number	XXX-XXX-XXXX Ext. XXXXX

ED

ACCOUNT SETTINGS

SIGN OUT

Q&A

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



**Thank you
Have a great day!**

**Next Meeting: Thursday,
November 13th at 1pm**





Orange County
UNITED WAY