Agenda

1. Project Performance Overview
2. Project Performance Dashboard
3. Goal 6 - Help Adults Increase Their Income while Enrolled in the Project
4. Goal 7 - Help Adults Increase Their Income as of Project Exit
5. Goal 8 - Help Clients Exit to Successful Housing Situations
6. Goal 9 - Stabilize Clients in Permanent Housing
7. Goal 10 - Ensure Clients Do Not Fall Back Into Homelessness after being Housed

Meeting materials and recording will be available on the HMIS Website
https://ochmis.org/hmis-monthly-training-webinars/

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

Project Performance Reports (PPR)

- Published performance data for all Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing/Other Permanent Housing projects that participate in HMIS

- Highlights different measures that HUD and the CoC have determined are important in effectively ending homelessness for the clients in Orange County

- Used to highlight successes for the different projects, and can be used to help providers develop processes and policies for improving performance

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

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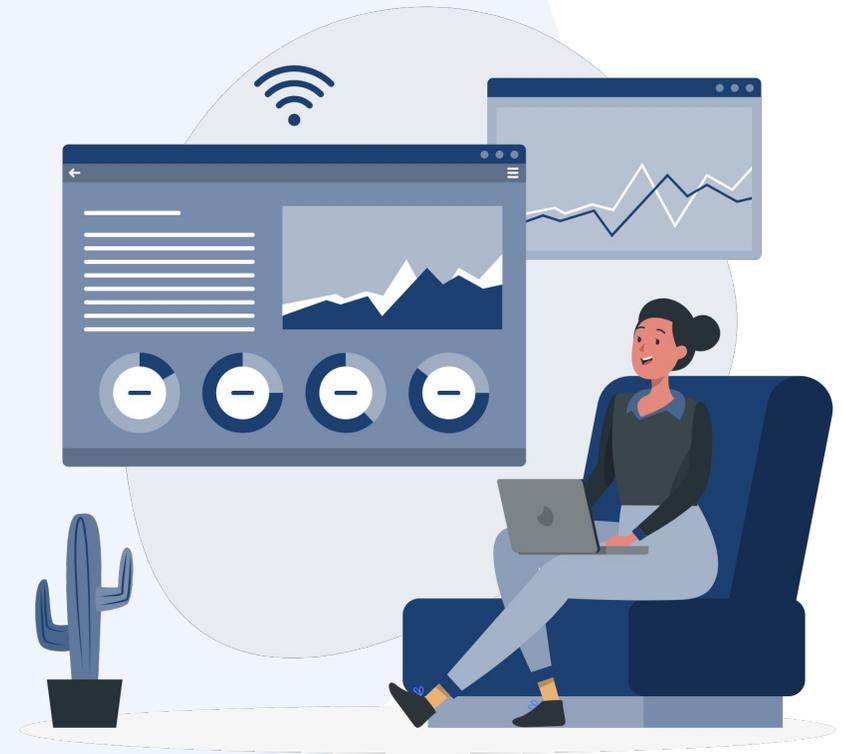
Project Performance Reports (PPR)

Schedule

	Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH Permanent Supportive Housing & Other Permanent Housing	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

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Project Performance Report Dashboards

To access the Project Performance Report Dashboards:

- From the Launch Pad (waffle icon), select Reports

- Select Data Analysis

- Expand the Orange County Clarity System Reports
  - Scroll down to the Project Performance Report section
    - Each project type will have two dashboards: The **Report** will provide a snapshot of the agency's performance and the **Report Details** will provide client level data

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

Goal: Projects focus on helping clients increase* their income over the course of their enrollment.

*Note: Homelessness Prevention project enrollments count as a positive contribution to this measure if clients increase or maintain their income.

- **Applicable Project Types & Targets**:
  - Emergency Shelter: >= 15%
  - Transitional Housing: >= 15%
  - Rapid Re-Housing (RRH): >= 40%
  - Permanent Supportive Housing (PSH) - Other Permanent Housing (OPH) : >= 65%
  - Homelessness Prevention: >= 55%

- **Universe**: (**Stayers**) 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.

$$Goal\ 6 = \frac{Adult\ stayers\ (365\ days+)\ with\ increased\ income}{Total\ adult\ stayers\ (365\ days+)}$$

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Making Corrections for Goal 6

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

Please review the Status and Annual Assessments KB for additional information on when and how to conduct these assessments.

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	START
Status Update Assessment	START
Annual Assessment	START

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Goal 7: Help Adults Increase Their Income as of Project Exit

Goal: Projects focus on helping clients increase* their income by the time they exit a project.

*Note: Homelessness Prevention project enrollments count as a positive contribution to this measure if clients increase or maintain their income.

- **Applicable Project Types & Targets**:
  - Emergency Shelter: >= 15%
  - Transitional Housing: >= 40%
  - Rapid Re-Housing (RRH): >= 44%
  - Permanent Supportive Housing (PSH) - Other Permanent Housing (OPH): >= 45%
  - Homelessness Prevention: >= 50%

- **Universe**: (**Leavers**) 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.

$$Goal\ 7 = \frac{Adult\ leavers\ with\ increased\ income}{Total\ adult\ leavers}$$

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Making Corrections for Goal 7

Project Exit:

- Review and track all income data on the project exit screen
- Increase in income is a key performance measure of most federal partner programs
- Make sure that exit dates are entered as well

Please review the Income and Sources KB for more information about the income field found on the enrollment, assessment, and exit screens as well as common errors for income and benefits.

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
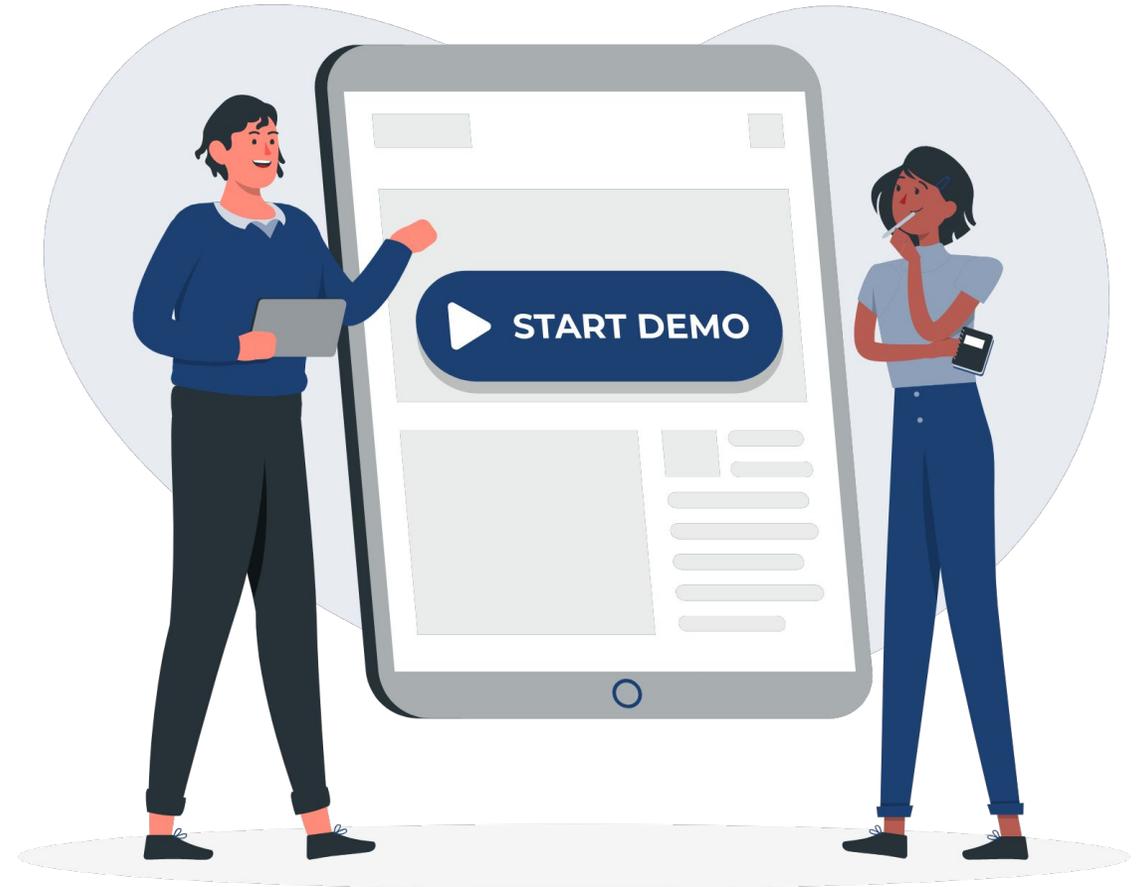
Earned Income

Unemployment Insurance

Supplemental Security Income (SSI)

Social Security Disability Insurance (SSDI)   Amount   500

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PPR Goals 6 & 7 Report and Corrections Demo

Goal 8: Help Clients Exit to Successful Housing Situations

Goal: Place clients into successful housing situations with the ultimate goal of permanently housing clients. With the exception of Street Outreach projects, all other project types' successful housing situations are defined as permanent housing situations. Since clients in Street Outreach projects are experiencing unsheltered homelessness, any move to a sheltered situation is also considered a successful outcome.

- **Applicable Project Types & Targets**:
  - Street Outreach: >= 20%
  - Emergency Shelter: >= 30%
  - Transitional Housing: >= 75%
  - Rapid Re-Housing (RRH): >= 80%
  - Homelessness Prevention: >= 90%

- **Universe**: Clients exited during the reporting period.

$$Goal\ 8 = \frac{Leavers\ exited\ to\ successful\ housing\ situation}{Total\ leavers}$$

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Goal 9: Stabilize Clients in Permanent Housing

Goal: Clients should be stabilized in permanent housing either by remaining in a permanent housing project after being placed in a housing unit, or by exiting the project to a permanent housing destination.

- **Applicable Project Types & Targets**:
  - Permanent Supportive Housing (PSH) - Other Permanent Housing (OPH): >= 95%

- **Universe**: Clients active during the reporting period with a Housing Move-In Date and all clients that exited a project during the reporting period.
  - Clients active at the end of the reporting period with a Housing Move-In Date are considered a success. Active clients at the end of the reporting period without a Housing Move-In Date are excluded from the measure. For clients that exited a project during the reporting period, review the Exit Destinations section to see a list of all possible exit destinations in HMIS.

$$Goal\ 9 = \frac{Active\ Clients\ stabilized\ in\ PH\ (with\ move\text{-}in\ date) + leavers\ exiting\ to\ PH}{Total\ active\ clients\ with\ housing\ move\text{-}in\ date + all\ leavers}$$

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Exit Destinations

Exit Destinations

Green cells with a checkbox represent a successful exit for that project type, and yellow cells with an X represent a neutral exit for that project type, meaning that those responses are excluded from the measure calculation entirely. Blank cells are considered unsuccessful exits for that project type.

Destination	Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH
Client doesn't know					
Client prefers not to answer					
Data not collected					
Deceased	X	X	X	X	X
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	✓				
Foster care home or foster care group home	✓	X	X	X	X
Hospital or other residential non-psychiatric medical facility	X	X	X	X	X
Host Home (non-crisis)	✓				
Hotel or motel paid for without emergency shelter voucher	✓				
Jail, prison, or juvenile detention facility					
Long-term care facility or nursing home	✓	X	X	X	X
Moved from one HOPWA funded project to HOPWA PH	✓	✓	✓	✓	✓
Moved from one HOPWA funded project to HOPWA TH	✓				
No exit interview completed					
Other					
Owned by client, no ongoing housing subsidy	✓	✓	✓	✓	✓
Owned by client, with ongoing housing subsidy	✓	✓	✓	✓	✓
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)					
Psychiatric hospital or other psychiatric facility	✓				
Rental by client, no ongoing housing subsidy	✓	✓	✓	✓	✓
Rental by client, with ongoing housing subsidy	✓	✓	✓	✓	✓
Residential project or halfway house with no homeless criteria	X				
Safe Haven	✓				
Staying or living with family, permanent tenure	✓	✓	✓	✓	✓
Staying or living with family, temporary tenure (e.g. room, apartment, or house)	✓				
Staying or living with friends, permanent tenure	✓	✓	✓	✓	✓
Staying or living with friends, temporary tenure (e.g. room, apartment, or house)	✓				
Substance abuse treatment facility or detox center	✓				
Transitional housing for homeless persons (including homeless youth)	✓				

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Making corrections for Goal 8 and Goal 9

Project Exit:
- Review and ensure the appropriate exit destination is selected

Please review the [Project Performance Overview](#) and [HMIS Data Standards](#) for full list of exit destination.
- HMIS Data Standards also has the destination grouped into categories as follow:
  - Homeless Situations
  - Institutional Situations
  - Temporary Housing Situations
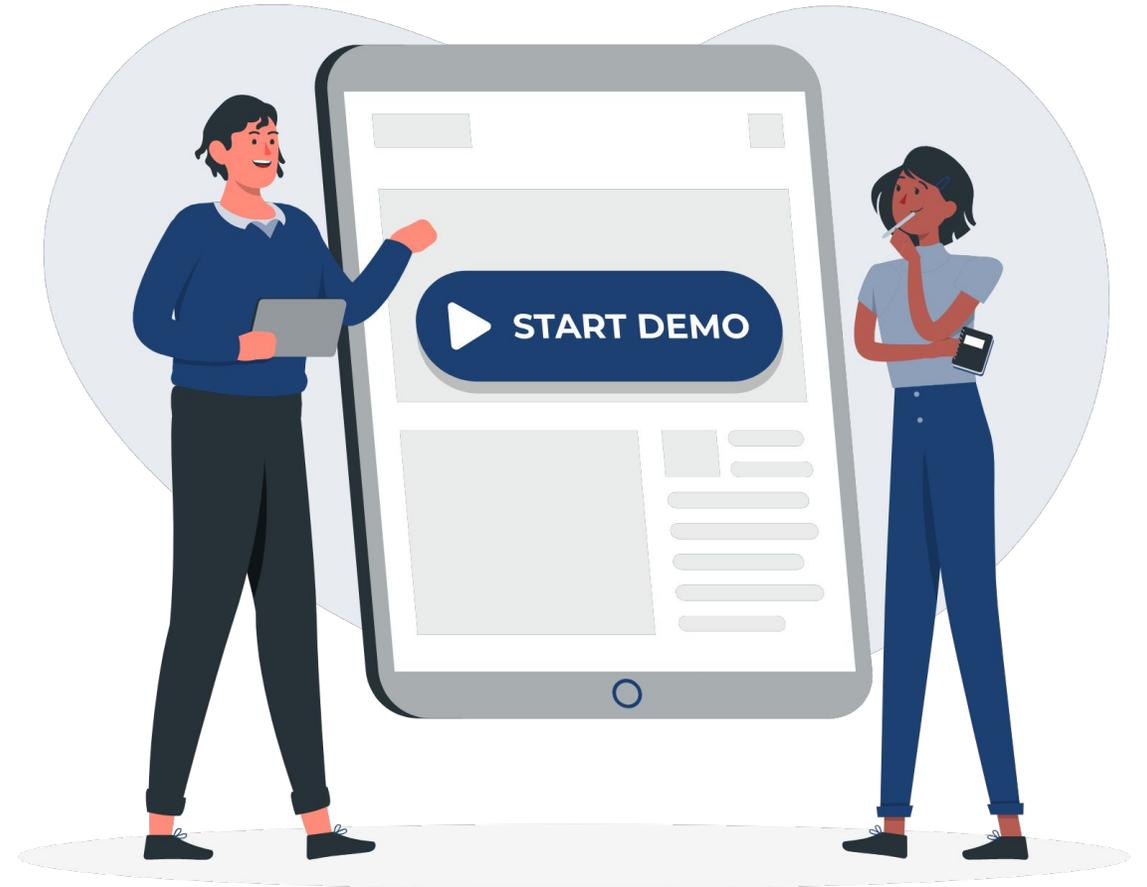 - Permanent Housing situation

Project Exit Date	10/29/2025
Destination	Select

- Select
- Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
- Safe Haven
- Foster care home or foster care group home
- Hospital or other residential non-psychiatric medical facility
- Jail, prison, or juvenile detention facility
- Long-term care facility or nursing home
- Psychiatric hospital or other psychiatric facility
- Substance abuse treatment facility or detox center
- Transitional housing for homeless persons (including homeless youth)
- Residential project or halfway house with no homeless criteria
- Hotel or motel paid for without emergency shelter voucher
- Host Home (non-crisis)
- Staying or living with family, temporary tenure (e.g., room, apartment, or house)
- Staying or living with friends, temporary tenure (e.g., room, apartment, or house)
- Moved from one HOPWA funded project to HOPWA TH
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Moved from one HOPWA funded project to HOPWA PH

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

Goal: Ensure that clients are not returning to the homeless system after they have been placed in permanent housing destinations. For Homelessness Prevention projects, ensure that clients do not enter the homeless system after exiting to a permanent housing destination.

- **Applicable Project Types & Targets**:
  - Street Outreach: <= 10%
  - Emergency Shelter: <= 10%
  - Transitional Housing: <= 7%
  - Rapid Re-Housing: <= 7%
  - Permanent Supportive Housing (PSH) - Other Permanent Housing (OPH): <= 7%
  - Homelessness Prevention: <= 10%

- **Universe**: Clients that exited the project to a permanent housing destination during the reporting period.

$$Goal\ 10 = \frac{Leavers\ placed\ in\ permanent\ housing\ who\ returned\ to\ homeless\ system}{Total\ leavers\ exited\ to\ permanent\ housing}$$

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Making Corrections for Goal 10

Programs Project Type Code	Clients Client ID	Enrollments Enrollment ID	Enrollments Household ID	Enrollments Project Start Date	Enrollments Project Exit Date	Update/Exit Screen Destination	Clients Veteran Status	Entry Screen Age at Project Start	Entry Screen Chronically Homeless at Project Start - Individual	PH Exit?	Exit During Reporting Period	Returning Entry Date	Project Type Returned to	Days between PH Exit and new entry	Days between PH Exit and New Entry Categories	Project Type Path	Return to homelessness	Enrollments Count Children	Enrollments Count Adults	Enrollments Total Clients	Enrollments Household Type
Emergenc	2081	228118	198161	3/14/2023	7/5/2024	Rental by	No	28	Yes	Yes PH Exit	Yes	2/14/2025	Street Out	224	6 Months	Emergency Shelter – Entry Exit to Street Outreach	Yes	0	1	1	Household without Children
Emergenc	3453	240455	209382	4/21/2023	1/11/2024	Rental by	No	63	Yes	Yes PH Exit	Yes	1/31/2024	PH – Hous	20	Within 6 N	Emergency Shelter – Entry Exit to PH – Housing with Services (no disabil	Yes	0	1	1	Household without Children
Emergenc	3831	348839	310114	3/18/2025	4/3/2025	Staying or	No	63	Yes	Yes PH Exit	Yes	4/23/2025	Street Out	20	Within 6 N	Emergency Shelter – Entry Exit to Street Outreach	Yes	0	2	2	Household without Children
Emergenc	3952	238668	207837	4/12/2023	9/1/2023	Staying or	No	58	No	Yes PH Exit	Yes	12/1/2023	Emergenc	91	Within 6 N	Emergency Shelter – Entry Exit to Emergency Shelter – Night-by-Night	Yes	0	1	1	Household without Children
Emergenc	26	237064	206383	3/29/2023	7/22/2023	No exit in	No	33	No	No PH Exit	Yes				One to Tw		No	0	1	1	Household without Children
Emergenc	66	340072	301692	1/26/2025	4/20/2025	No exit in	No	62	No	No PH Exit	Yes	4/24/2025	Street Out	4	One to Tw		No	0	1	1	Household without Children
Emergenc	128	324914	287467	10/18/2024			No	20	No	No PH Exit	No				One to Tw		No	0	1	1	Household without Children
Emergenc	168	254012	221773	7/20/2023	9/14/2023	Place not	No	55	Yes	No PH Exit	Yes	10/31/2023	Street Out	47	One to Tw		No	0	1	1	Household without Children
Emergenc	206	250794	218749	6/28/2023	8/7/2023	No exit in	No	44	Yes	No PH Exit	Yes	6/28/2023	Street Out	-40	One to Tw		No	0	1	1	Household without Children
Emergenc	206	309775	273045	7/24/2024	8/1/2024	No exit in	No	45	Yes	No PH Exit	Yes	9/28/2024	Street Out	58	One to Tw		No	0	1	1	Household without Children
Emergenc	206	346253	307616	2/28/2025			No	46	Yes	No PH Exit	No				One to Tw		No	0	1	1	Household without Children

- Review the Returns to Homelessness Column for clients with a "Yes". Review clients' Project Start Dates and Project Exit Dates and update if incorrect.

- Review for any overlapping enrollments that need to be fixed.

- Review clients' Destinations and update if incorrect.

- Review the Enrollments Household Type column to verify that each client has the correct Household Type. Clients highlighted in yellow (N/A) need to be corrected in HMIS, as they are displaying an incorrect household type.

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Project Performance Report Resources

- Project Performance Report Overview & Published Project Performance Reports

- Status and Annual Assessments

- Income and Sources

- Street Outreach Exiting Protocol

- Project Exit Date

- Housing Move In Date

- Unit Utilization Reports

- Agency Set-Up Review Dashboard

- Request to Update Bed Inventory

- HMIS Data Standards

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Q&A

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