

**November 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. Federal Reports: Longitudinal System Analysis (LSA) and System Performance Measures Preparation

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

Project Performance Reports (PPR)

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

Q3 2025 Published Reports:

- Emergency Shelter (ES) - (5/1/2024 – 4/30/2025)
- Street Outreach (SO)- (6/1/2024 – 5/31/2025)
- Homelessness Prevention (HP) - (7/1/2024 – 6/30/2025)

PPR Goals & Outcomes Overview

Orange County Rapid Re-Housing Goals & Outcomes

03/01/2023 - 02/29/2024

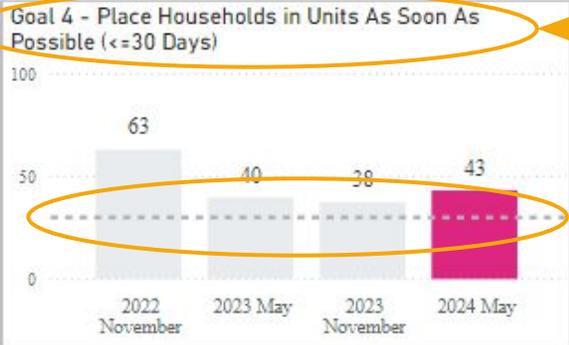
Rapid Re-Housing projects in the Orange County Continuum of Care (CoC) met **3 out of 10** thresholds as a project type.

Reporting Period

Met Threshold

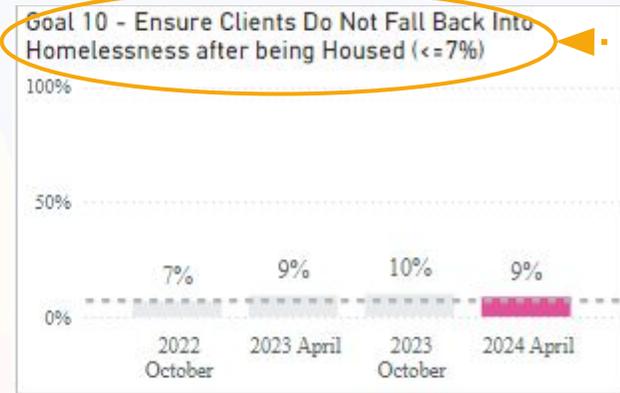
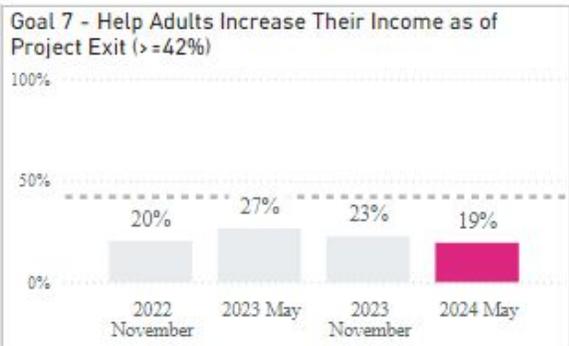
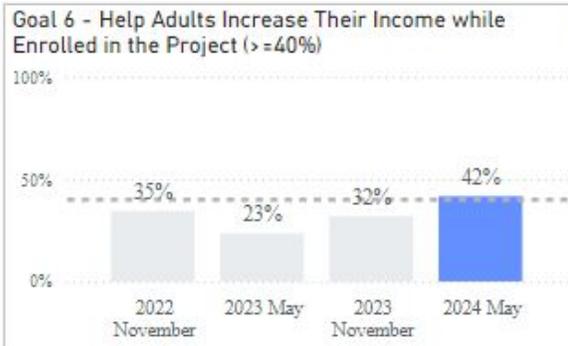
Did Not Meet Threshold

Color Coding Legend



Goal Name and threshold

Threshold line



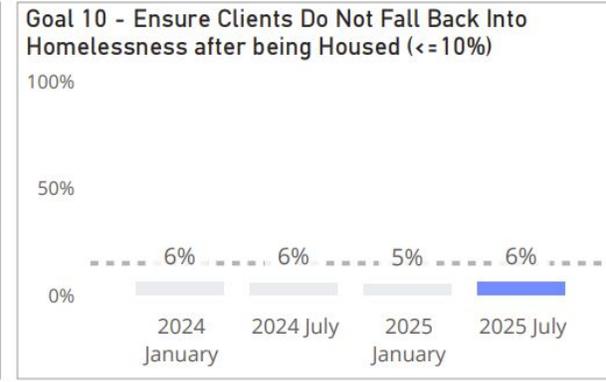
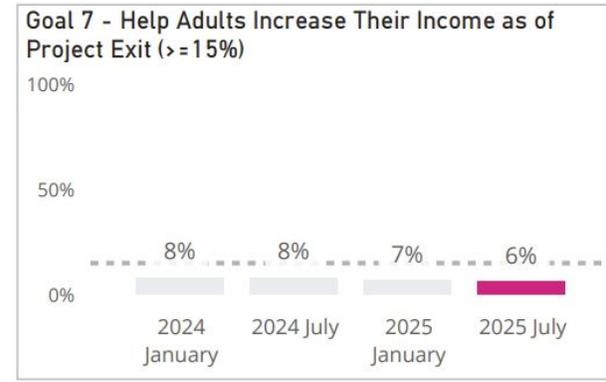
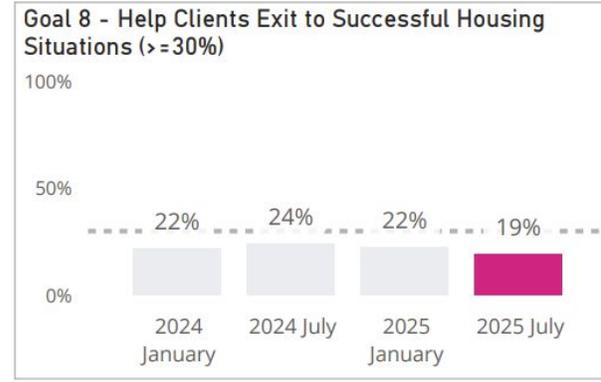
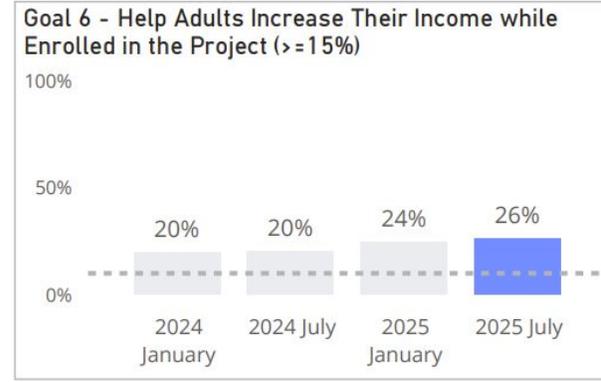
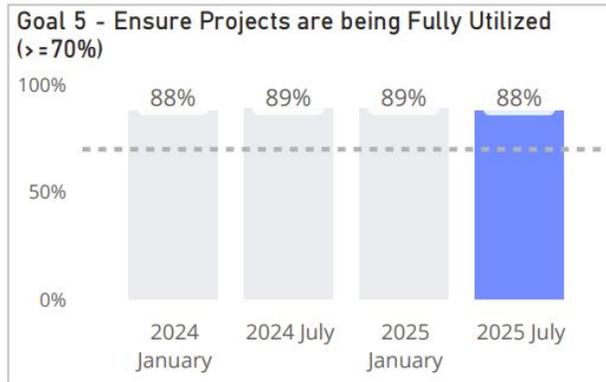
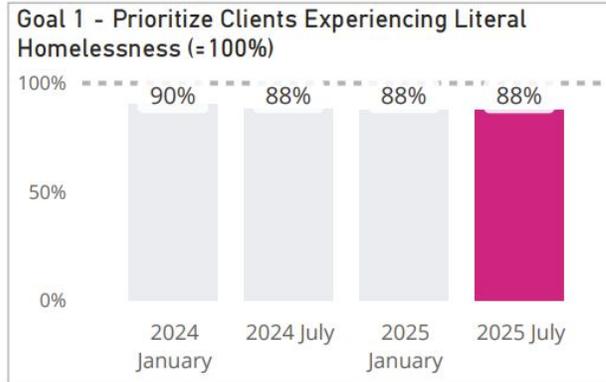
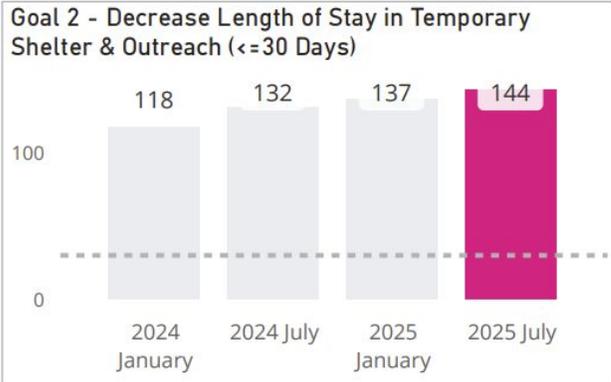
Goal 10 - 2 Years of Data

Emergency Shelter (ES) PPR: Goals and Outcomes

Orange County Emergency Shelter Goals & Outcomes

5/01/2024 - 4/30/2025

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



Emergency Shelter PPR - Highlight: Goal 8

Goal 8 - Help Clients Exit to Successful Housing Situations

Successful Housing Situation Breakdown

Goal 8 Scores

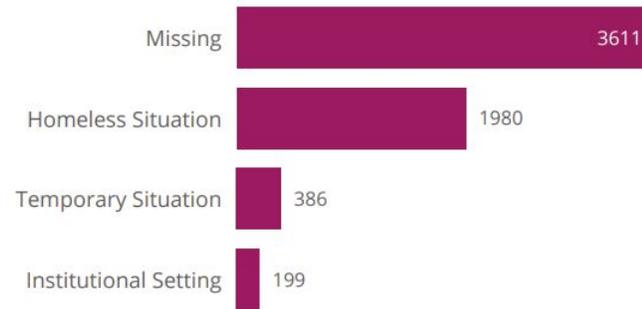
Threshold: >=30%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
19%	10%	27%	52%	11%	72%
<i>n</i> = 7,657	<i>n</i> = 3,136	<i>n</i> = 157	<i>n</i> = 1,410	<i>n</i> = 6,105	<i>n</i> = 138

Exit Destination	Count of Enrollments	Percent of Successful Exits
Rental by client, with ongoing housing subsidy	434	40%
Rental by client, no ongoing housing subsidy	326	30%
Staying or living with family, permanent tenure	274	25%
Staying or living with friends, permanent tenure	33	3%
Owned by client, no ongoing housing subsidy	10	1%
Moved from one HOPWA funded project to HOPWA PH	7	1%
Owned by client, with ongoing housing subsidy	5	0%

Orange County CoC Goal: At least 30% of Emergency Shelter enrollments exit to a permanent housing situation.

Enrollments by Non-Permanent Exit Category



Why? The goal of Emergency Shelter projects is to place clients in permanent housing.

Emergency Shelter PPR - Highlight: Goal 5

Goal 5 - Ensure Projects Are Being Fully Utilized

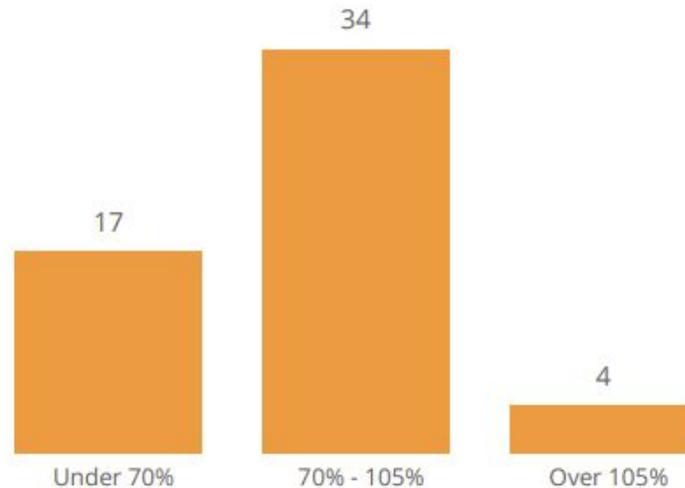


Orange County CoC Goal: Emergency Shelter projects have a unit utilization score of at least 70%.

Why? To ensure that clients experiencing homelessness are being sheltered while they move toward permanent housing.

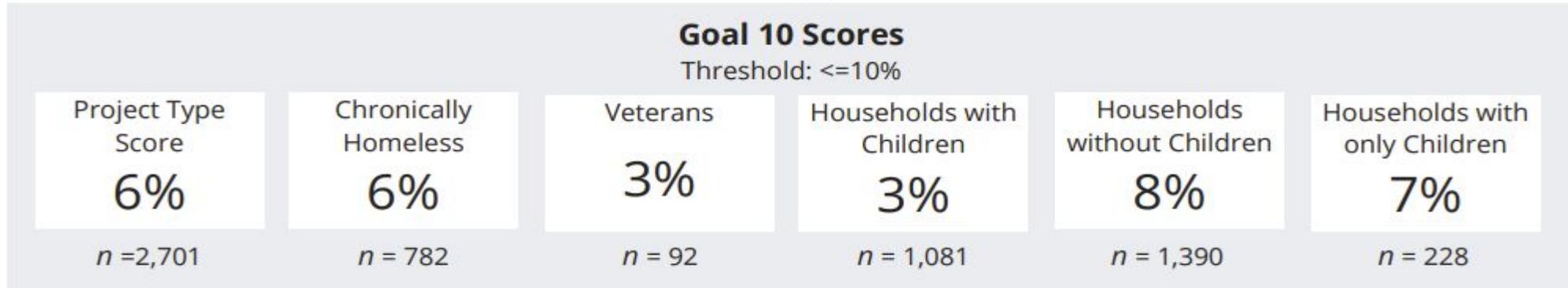
Scores under 70% and above 105% can sometimes be caused by data timeliness issues such as enrollments not being entered in HMIS or exited from HMIS in a timely manner.

Projects by Utilization Category



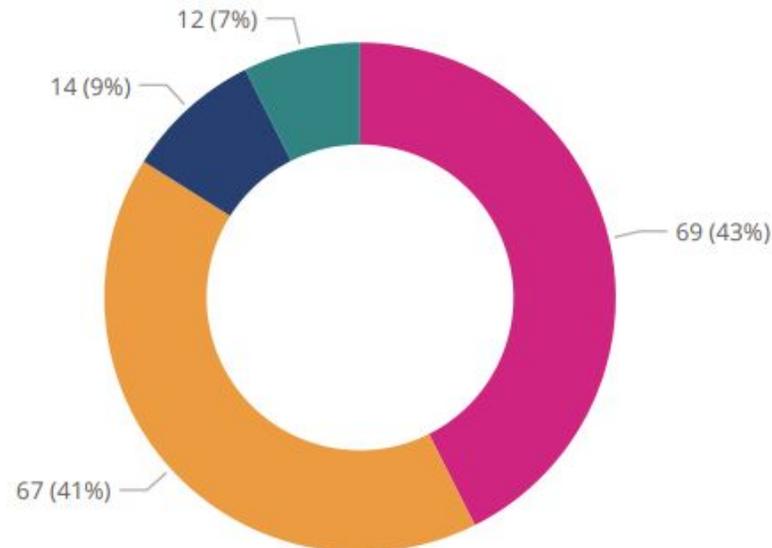
Emergency Shelter PPR - Highlight: Goal 10

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



Enrollments by Project Type Returned to

- Street Outreach
- Emergency Shelter
- PSH - OPH
- Rapid Re-Housing

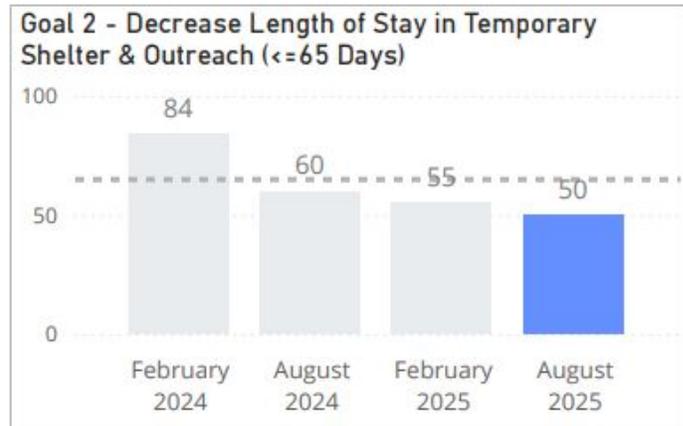
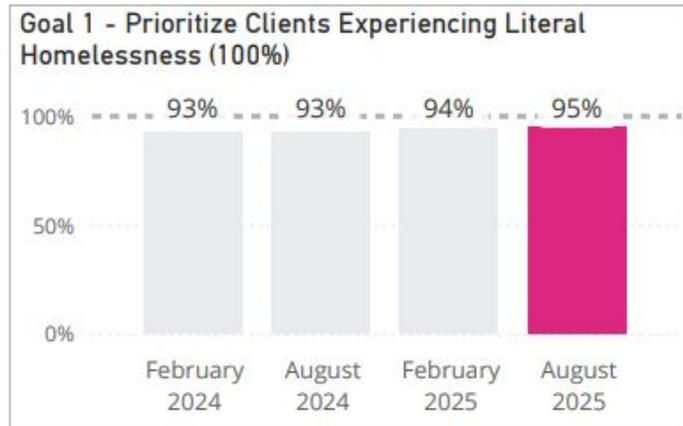


Street Outreach (SO) PPR: Goals and Outcomes

Orange County Street Outreach Goals & Outcomes

6/01/2024 to 05/31/2025

Street Outreach projects in the Orange County Continuum of Care (CoC) met **3 out of 4** thresholds as a project type.



Street Outreach - Highlight: Goal 1

Goal 1 - Prioritize Clients Experiencing Literal Homelessness



Orange County CoC Goal: 100% of heads of household enroll in Street Outreach projects from homeless situations.

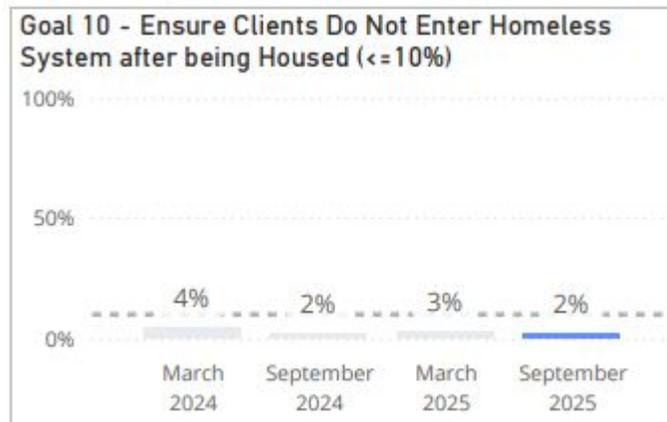
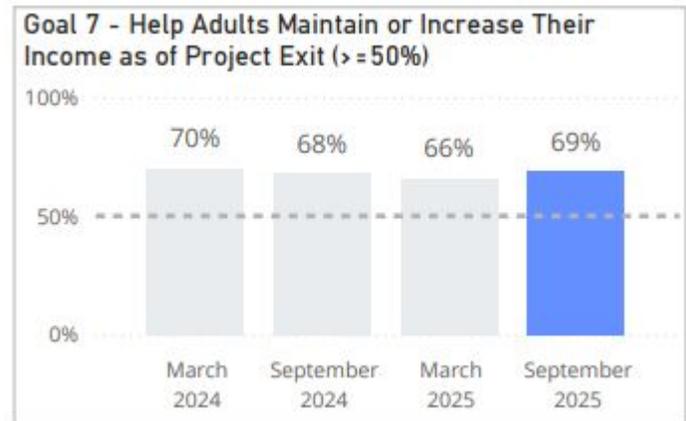
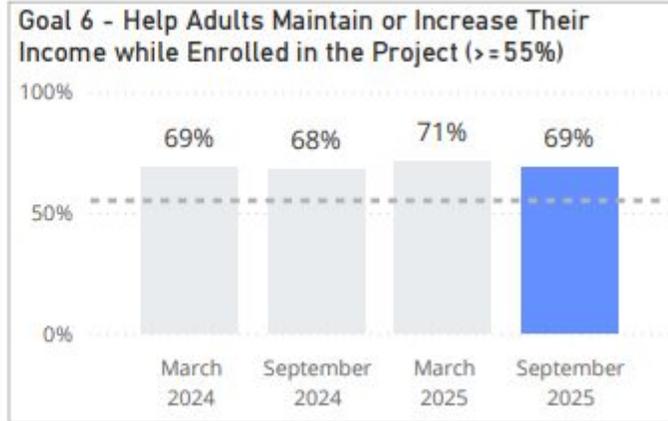
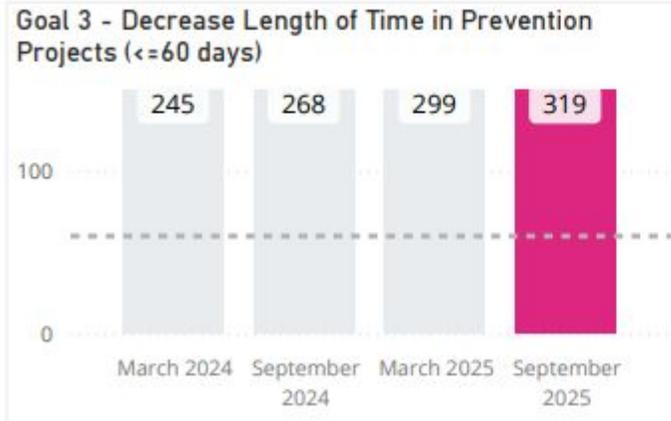
Why? Enrolling clients from literal homeless situations is important because clients experiencing literal homelessness are among the most vulnerable of all Orange County residents experiencing homelessness.

Enrollments by Non-Homeless Entry Category

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



Homelessness Prevention (HP) PPR: Goals and Outcomes



Homelessness Prevention PPR - Highlight: Goal 8

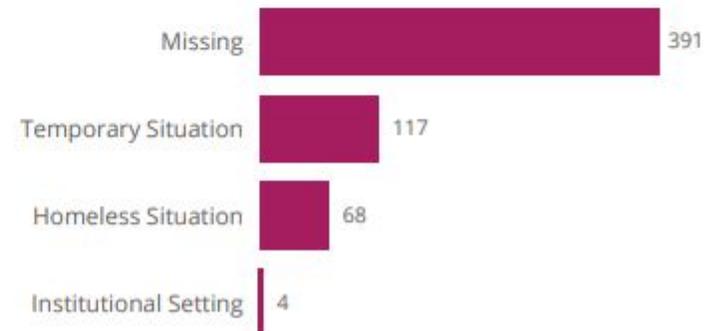
Goal 8 - Help Clients Exit to Successful Housing Situations

Goal 8 Scores					
Threshold: >=90%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
83%	92%	83%	84%	76%	86%
<i>n</i> = 3,340	<i>n</i> = 13	<i>n</i> = 163	<i>n</i> = 2,677	<i>n</i> = 651	<i>n</i> = 7

Orange County CoC Goal: At least 90% of Homeless Prevention enrollments exit to a permanent housing situation.

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

Enrollments by Non-Permanent Exit Category



Homelessness Prevention PPR - Highlight: Goal 10

Goal 10 - Ensure Clients Do Not Enter Homeless System After Being Housed

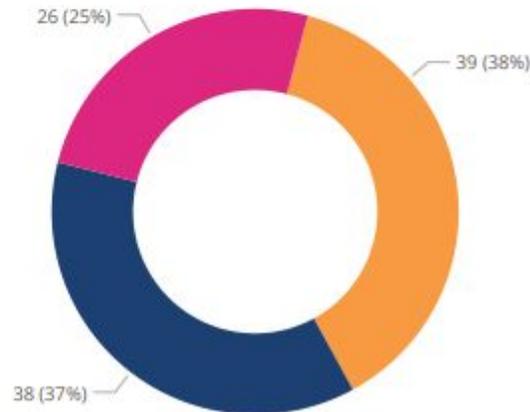
Goal 10 Scores					
Threshold: <=10%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
2%	7%	7%	2%	3%	9%
n = 4,470	n = 14	n = 206	n = 3,606	n = 848	n = 11

Orange County CoC Goal: No more than 10% of clients who exit from a Homeless Prevention 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
- PSH-OPH
- Street Outreach



Timeline of Return to Homeless System



Quarterly Data Quality Report Card

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



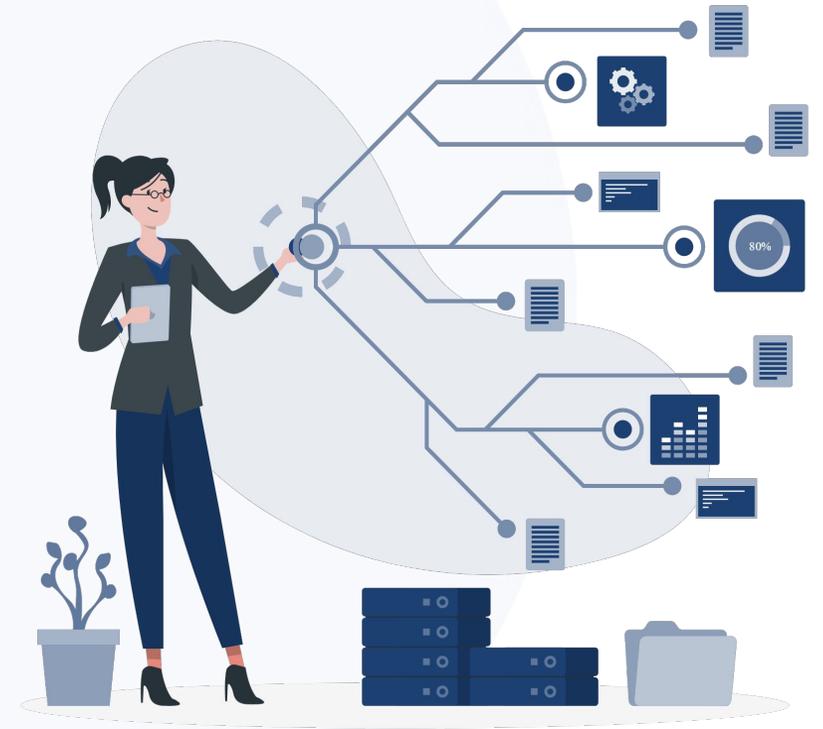
Data Completeness and Accuracy

- This refers to the degree to which all required data is known and documented and that it reflects the real information of the clients served and the services provided in HMIS.
- A valid response to all data elements is required for a client.



Data Timeliness

- This refers to when the data is collected in HMIS and is available for use. It looks at how much time passes from the moment data is collected from the client until the moment that data is entered in HMIS.
- The time to record intake, exit, and services in HMIS is within three calendar days of the client's actual Project Start, Project Exit, or Service Provision date.



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

Q3 Data Quality Report Card - Data Completeness and Accuracy

Data Response Categories

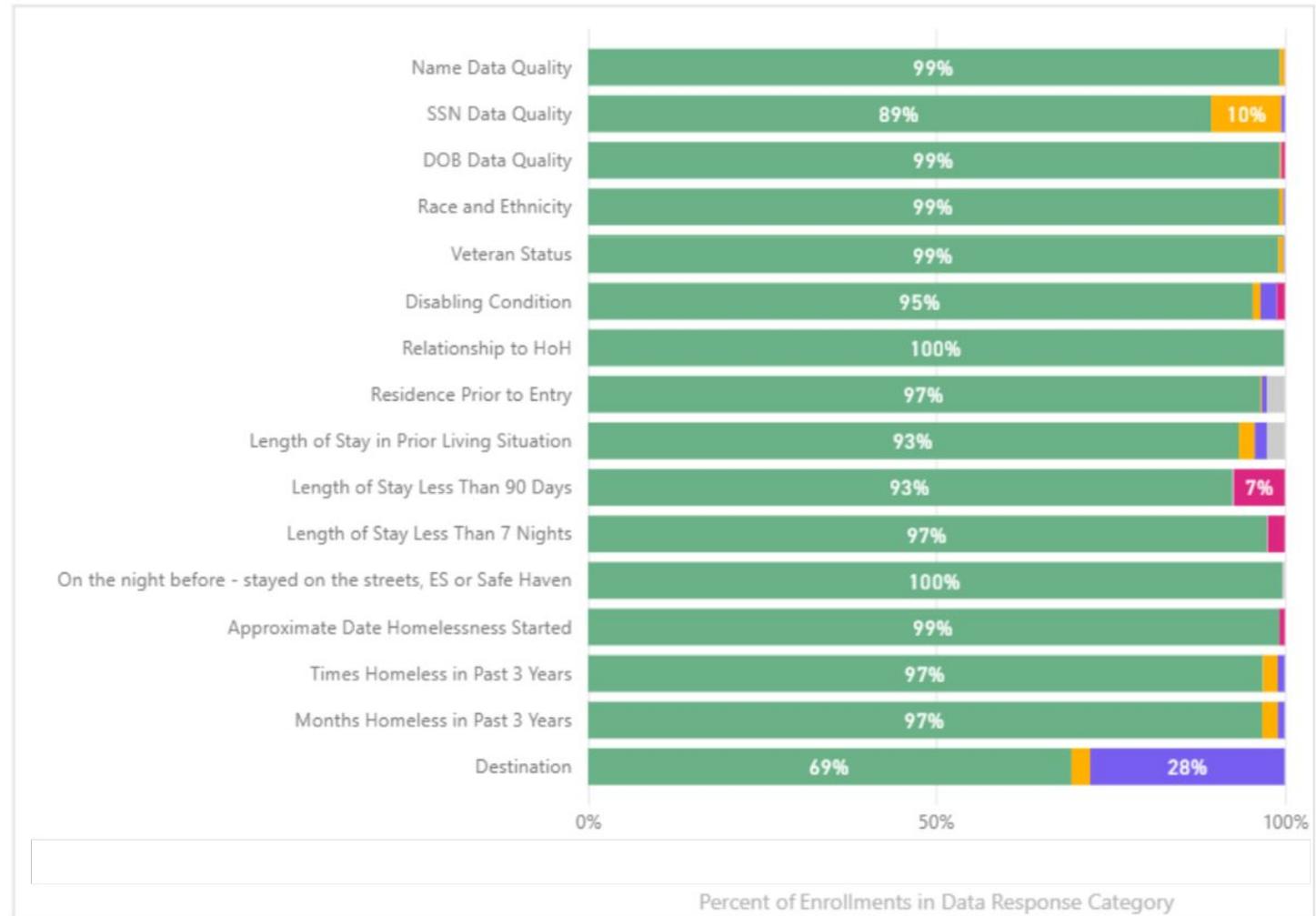
- **Valid Responses:** The percentage of responses that are in accordance with the [HUD HMIS Data Standards Manual](#), excluding Client Doesn't Know, Client Refused, and Data Not Collected.
- **Don't Know/Prefers Not to Answer:** The percentage of responses where clients indicated that they did not 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

37,537



Q3 Data Quality Report Card - Data Timeliness

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

Project Entry



Services



Project Exit



0%

20%

40%

60%

80%

100%

Percent of Enrollments in Each Length of Time

Federal Reports: Longitudinal System Analysis (LSA) and System Performance Measures (SPMs) Preparation - Timeline



Federal Reports: LSA and System Performance Measures (SPMs) Preparation

Cognito Form Review

1 Review the LSA Flag Category

2 Read the LSA Flag Description to understand the issue.

3 Next Steps will include:

- Reviewing the enrollments to verify all clients have been enrolled and data is accurate.
- Based on the flag, review your project's Bed Inventory or project descriptor information

FY2025 LSA Form

The Longitudinal System Analysis (LSA) is an annual report which includes demographic, performance, and household composition information, as well as patterns of system use. The LSA from each CoC is consolidated to create the AHAR that is submitted to Congress.

To Do: In the LSA Data Review section below, review each flag and complete the "Next Steps" for that flag.

Additional resources: [Sept 2025 HMIS Report - LSA & SPM Webinar](#) and [HUD LSA Common Library](#)

Corrections and form submission is due
11/25/2025

Agency Information

Agency Name *

Agency 1

LSA Data Review

⊗ LSA Flag 1

1 LSA Flag Category *
Utilization - Flag 963 - 969

Project Name *

Project A

2 Flag Description *
All people in Adult-Only households: The average length of stay (250.37) (which is derived from your LSA Calculated file as total bed nights divided by total people), among clients in f, is unusually long for this project type and household type. By "unusually long" we mean the average length of stay is more than 120.0 days. Please confirm and explain. If the length of stay is determined to be accurate, are there any specific factors that could have potentially contributed to longer household stays in this project?

3 Next Steps: Utilization
The flag is indicating your agency's project did not serve any client for the specified household type noted in the Flag Description.

Reports to run: [Program Roster](#), [Agency Set Up Review Dashboard](#) and [Unit Utilization Reports](#)

- Please review all enrollments within the reporting period 10/01/24 - 9/30/25 and verify if there are any missing enrollments. Enter in those missing households into HMIS to correct this error.
- Please review and determine if your inventory is non-dedicated or dedicated.

Federal Reports: LSA and System Performance Measures (SPMs) Preparation

Cognito Form Review

- 3 **Next Steps (continued):**
 - Information will be provided on how to resolve this flag, reports to run, and resources for additional help.
- 4 **Agency received this error/warning flag in previous LSA reporting.**
 - If “Yes”, the note your agency provided last year will be displayed.
- 5 **Is the above explanation still true for your project’s operations?**
 - If “Yes”, the note will be used
 - If “No”, you will be provided a box to enter a new explanation.

3 **Next Steps: Utilization**

The flag is indicating your agency's project did not serve any client for the specified household type noted in the Flag Description.

- Please review all enrollments within the reporting period 10/01/24 - 9/30/25 and verify if there are any missing enrollments.
- Please review and determine if your inventory is non-dedicated or dedicated.

Non-dedicated (Flexible) bed inventory should be more reflective of the household types actually served during the reporting period as opposed to the project's capacity to serve different household types.

Dedicated bed inventory that is truly dedicated to a specific household type and did not serve that household, please provide an explanation below.

Resources: [HMIS Data Standards - 2.07 Bed and Unit Inventory Information](#)

Night-by-Night Emergency Shelters: Ensure that clients that are active in your program have a bed night serve for each night they occupied a bed.

Rapid Re-Housing and Permanent Supportive Housing: Review enrollment data for any missing housing move in date and process the corrections accordingly. Clients are only counted towards being served if they are *active in residence*.

4 **Agency received this error/warning flag in previous LSA reporting.***

Yes

Previous shared explanation for this LSA flag

Agency 1 reviewed and verified that they have been provided guidance from the County of Orange that participants may stay as long as needed to support with their transition to housing. They also shared this program relies on the CES system to match participants to permanent housing opportunities. Once the participant is matched, the services team actively works with the member to provide housing navigation services in order to connect members with permanent housing opportunities as soon as possible. The limited access to tenant based vouchers and project based vouchers impedes on their ability to move participants out of Project 1 sooner.

5 **Does the above explanation still true to your project's operations?**

Yes

Federal Reports: LSA and System Performance Measures (SPMs) Preparation

- 6 **Additional Comments:**
- Add any comments to leave the HMIS Team.

- 7 8 **Submitting the form**
- Add any comments to leave the HMIS Team.

- 9 **Saving the form to complete later**

Additional Comments

6

+ Add LSA Flag

To save your progress without submitting to the HMIS team, click on the **Save** button. A new window will pop up and you'll have the option to email yourself a copy of saved progress.

To submit your final form to the HMIS team, check the box below to verify the information entered on the form is accurate, and click on the **Submit to the OC HMIS Help Desk** button.

By submitting this form, I certify that the information submitted by my agency for the LSA is accurate and complete to the best of my knowledge. I also certify that the Executive Director or other leadership at my agency has reviewed and approved the submission of the LSA information.

Yes, I as the assigned Agency Admin for my agency verify the information submitted on this form is accurate.

HMIS Agency Admin Completing the LSA Form:

Elizabeth

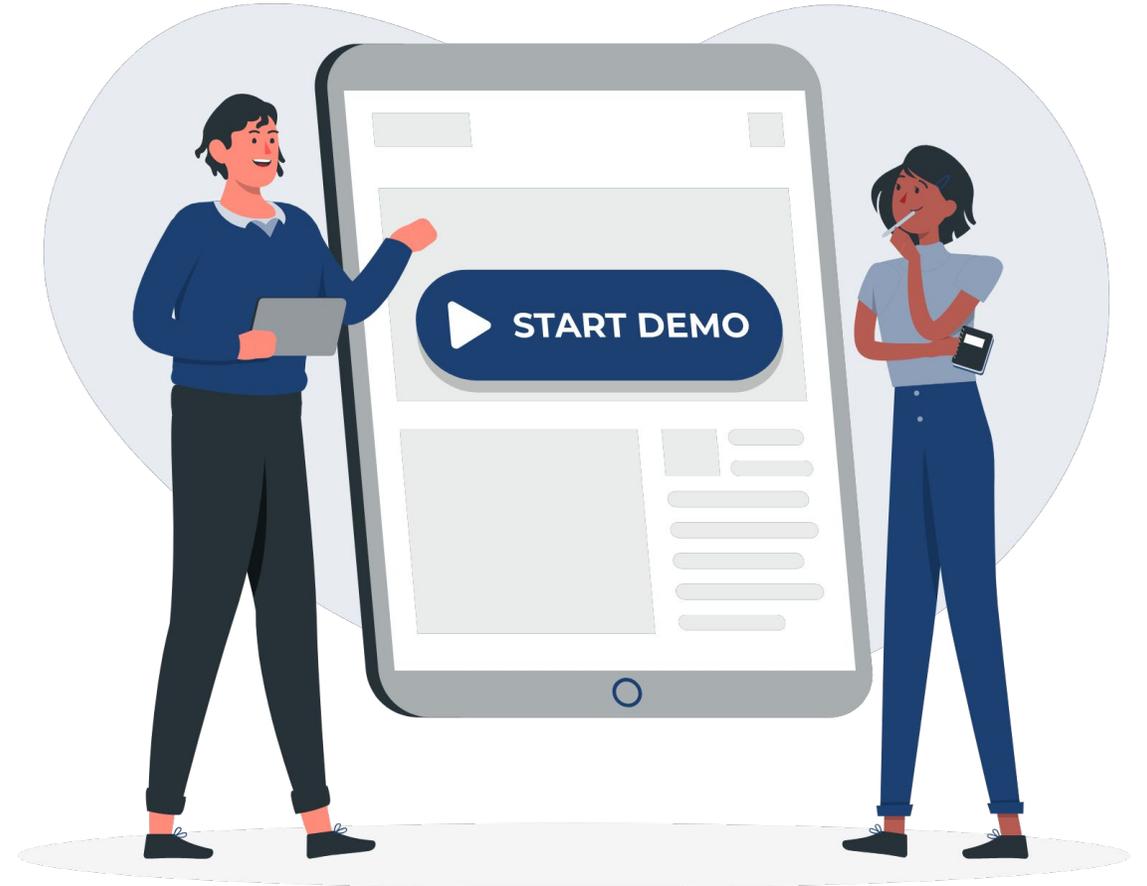
8

Submit

Save

9

LSA Form Demo



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

Q&A

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



**Thank you
Have a great day!**

**Next Meeting: Thursday,
February 12th at 1pm**





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