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.

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Agenda

1. Project Performance Reports (PPR) Schedule
2. Project Performance Reports
3. Quarterly Data Quality Report Card
4. Discussion: Data Quality Reports

Meeting materials and recording will be available on the OC HMIS website

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Project Performance Reports Schedule

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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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

Q4 2025 Published Reports:

- Permanent Supportive Housing/Other Permanent Housing (PSH/OPH) - (8/1/2024 – 7/31/2025)

- Rapid Re-Housing (RRH) - (9/1/2024 – 8/31/2025)

- Transitional Housing (TH) - (10/1/2024 – 9/30/2025)

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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.
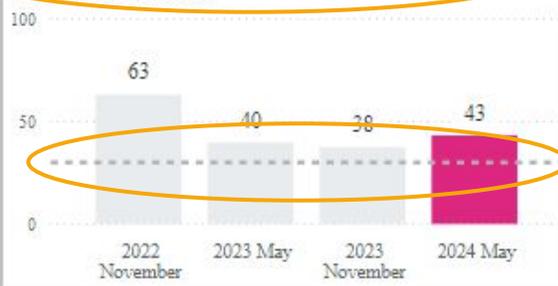
Met Threshold | Did Not Meet Threshold → Color Coding Legend

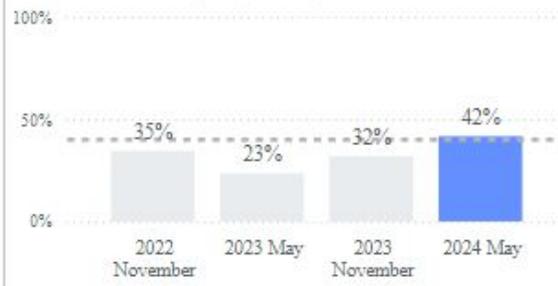Goal 1 - Prioritize Clients Experiencing Literal Homelessness (=100%)
- 2022 November: 87%
- 2023 May: 81%
- 2023 November: 80%
- 2024 May: 76%

Goal 4 - Place Households in Units As Soon As Possible (<=30 Days) → Goal Name and threshold
- 2022 November: 63
- 2023 May: 40
- 2023 November: 38
- 2024 May: 43

→ Threshold line

Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>=40%)
- 2022 November: 35%
- 2023 May: 23%
- 2023 November: 32%
- 2024 May: 42%

Goal 7 - Help Adults Increase Their Income as of Project Exit (>=42%)
- 2022 November: 20%
- 2023 May: 27%
- 2023 November: 23%
- 2024 May: 19%
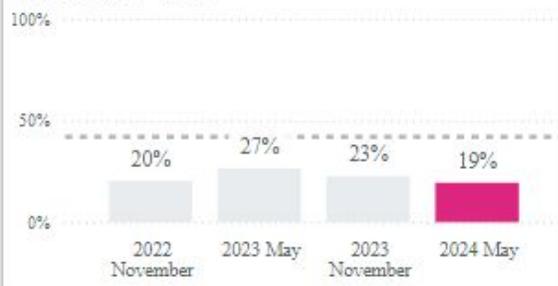
Goal 10 - Ensure Clients Do Not Fall Back Into Homelessness after being Housed (<=7%) → Goal 10 - 2 Years of Data
- 2022 October: 7%
- 2023 April: 9%
- 2023 October: 10%
- 2024 April: 9%

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Permanent Supportive Housing-
Other Permanent Housing (PSH-OPH) PPR
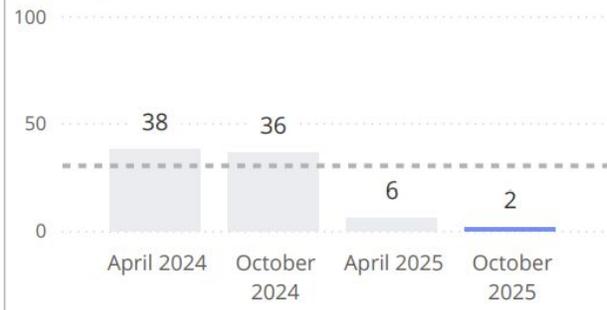
Orange County PSH-OPH Goals & Outcomes

08/01/2024 - 07/31/2025

PSH-OPH projects in the Orange County Continuum of Care (CoC) met **6 out of 11** thresholds as a project type.
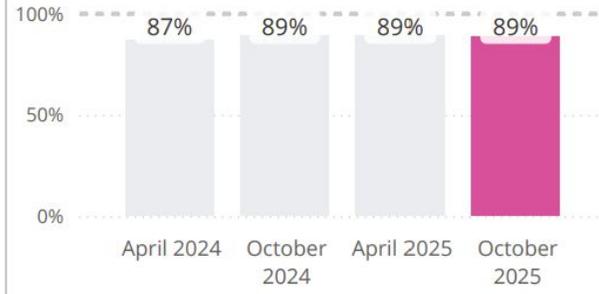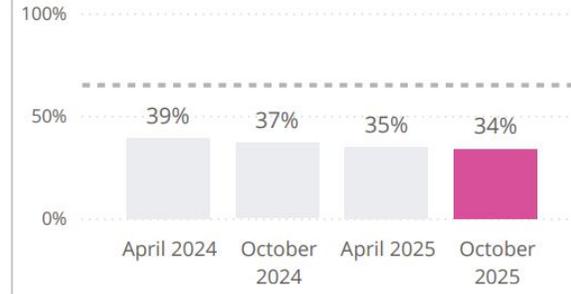
Met Threshold	Did Not Meet Threshold

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

- April 2024: 87%
- October 2024: 89%
- April 2025: 89%
- October 2025: 89%

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

- April 2024: 39%
- October 2024: 37%
- April 2025: 35%
- October 2025: 34%

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

- April 2024: 43%
- October 2024: 38%
- April 2025: 41%
- October 2025: 46%

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

- April 2024: 38
- October 2024: 36
- April 2025: 6
- October 2025: 2

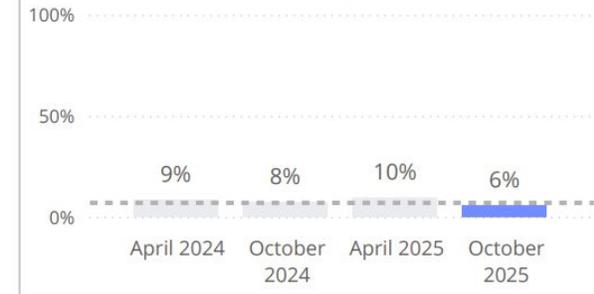**Goal 5 - Ensure Projects are being Fully Utilized (>=95%)**

- April 2024: 101%
- October 2024: 105%
- April 2025: 107%
- October 2025: 103%
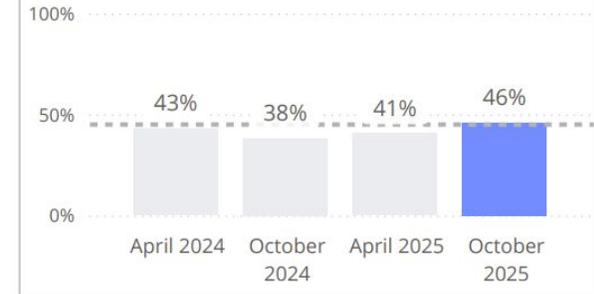
Goal 9 - Stabilize Clients in Permanent Housing (>=95%)

- April 2024: 96%
- October 2024: 97%
- April 2025: 97%
- October 2025: 96%

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

- April 2024: 9%
- October 2024: 8%
- April 2025: 10%
- October 2025: 6%

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PSH-OPH PPR: CES Goals

Goal 11 - Receive Referrals from the Coordinated Entry System (=100%)
- April 2024: 83%
- October 2024: 80%
- April 2025: 85%
- October 2025: 85%

Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by Housing Providers (<=40%)
- April 2024: 51%
- October 2024: 49%
- April 2025: 47%
- October 2025: 46%

Goal 13 - Accept Matches from the Coordinated Entry System Quickly (<=45 Days)
- April 2024: 113
- October 2024: 101
- April 2025: 106
- October 2025: 107

Goal 14 - Successfully Match Households to a Housing Provider (>= 50%)
- April 2024: 43%
- October 2024: 35%
- April 2025: 42%
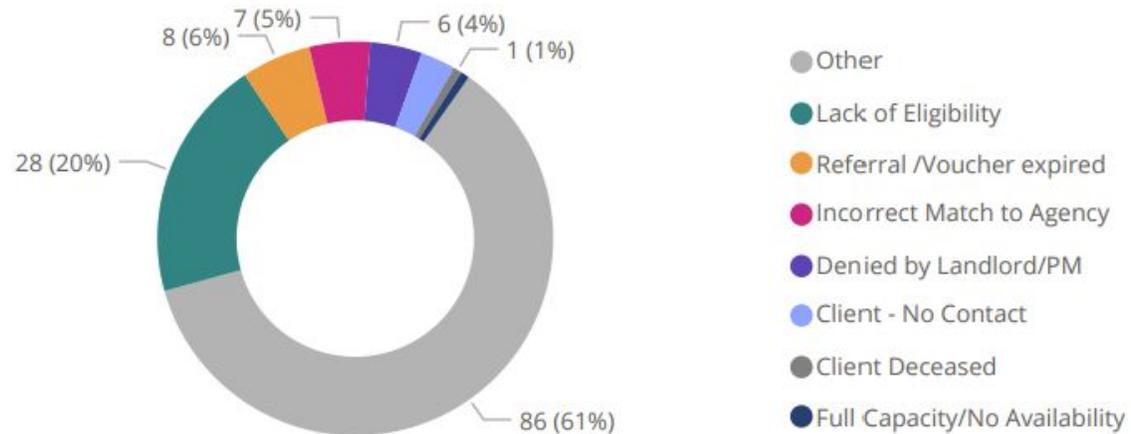- October 2025: 52%

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

Goal 12 Scores
Threshold: <=40%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
46%	46%	39%	54%	45%	N/A
n = 646	*n* = 442	*n* = 236	*n* = 42	*n* = 604	*n* = 0

Orange County CoC Goal: Less 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.
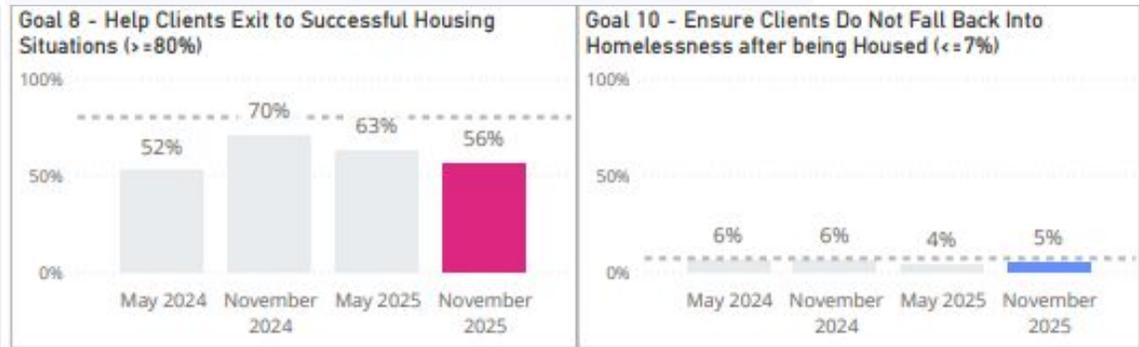
Reasons for Denial by Housing Provider

8 (6%)   7 (5%)   6 (4%)   1 (1%)
28 (20%)
86 (61%)

- Other
- Lack of Eligibility
- Referral /Voucher expired
- Incorrect Match to Agency
- Denied by Landlord/PM
- Client - No Contact
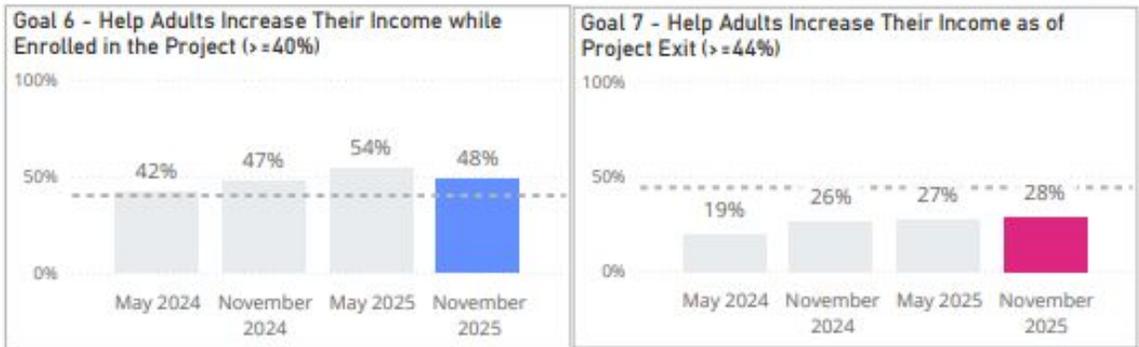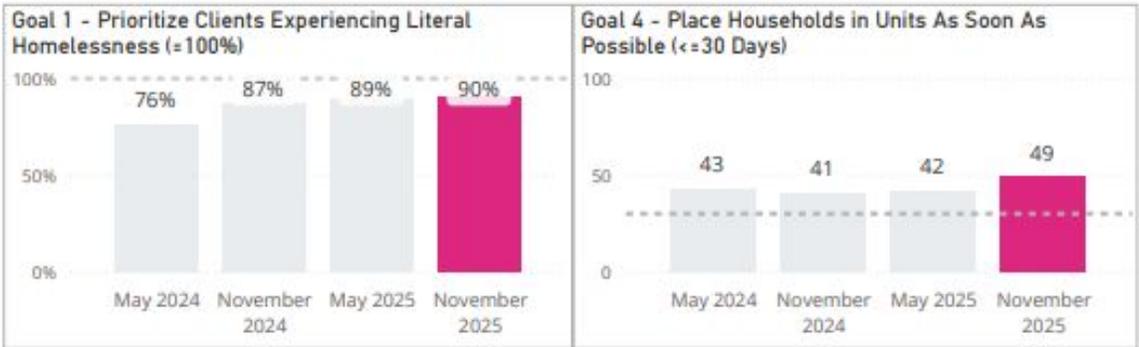- Client Deceased
- Full Capacity/No Availability

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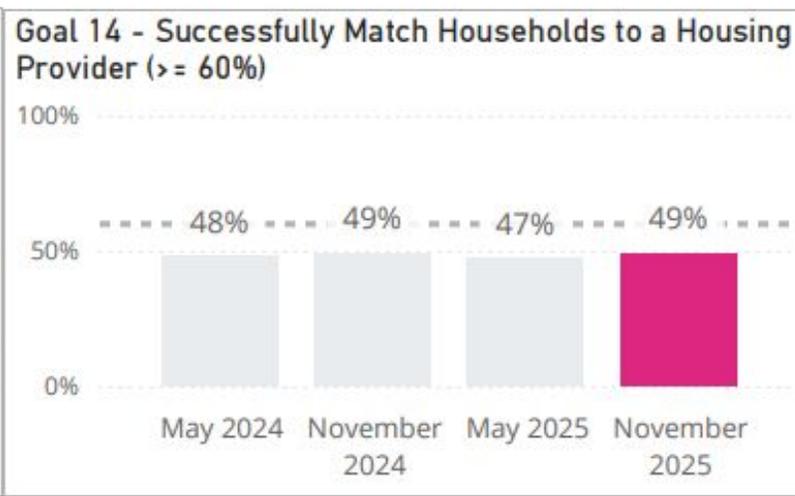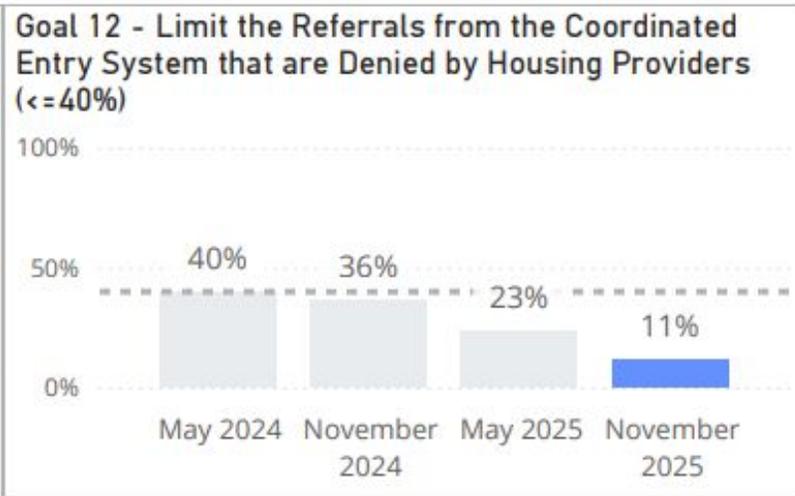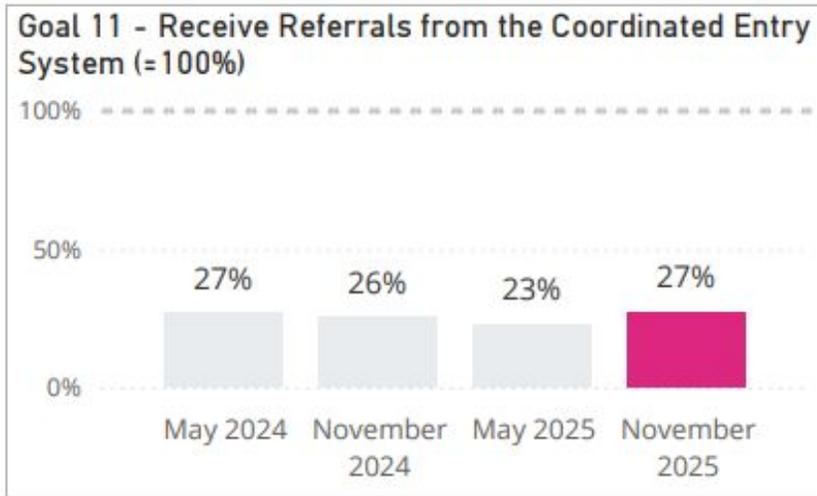
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Rapid Re-Housing PPR

Orange County Rapid Re-Housing Goals & Outcomes 09/01/2024 - 08/31/2025

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

Met Threshold | Did Not Meet Threshold

Goal 1 – Prioritize Clients Experiencing Literal Homelessness (=100%)
- May 2024: 76%
- November 2024: 87%
- May 2025: 89%
- November 2025: 90%

Goal 4 – Place Households in Units As Soon As Possible (<=30 Days)
- May 2024: 43
- November 2024: 41
- May 2025: 42
- November 2025: 49

Goal 6 – Help Adults Increase Their Income while Enrolled in the Project (>=40%)
- May 2024: 42%
- November 2024: 47%
- May 2025: 54%
- November 2025: 48%

Goal 7 – Help Adults Increase Their Income as of Project Exit (>=44%)
- May 2024: 19%
- November 2024: 26%
- May 2025: 27%
- November 2025: 28%

Goal 8 – Help Clients Exit to Successful Housing Situations (>=80%)
- May 2024: 52%
- November 2024: 70%
- May 2025: 63%
- November 2025: 56%

Goal 10 – Ensure Clients Do Not Fall Back Into Homelessness after being Housed (<=7%)
- May 2024: 6%
- November 2024: 6%
- May 2025: 4%
- November 2025: 5%

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Rapid Re-Housing: CES Goals

Rapid Re-Housing - Highlight: Goal 12

▼ 12% from previous reporting period

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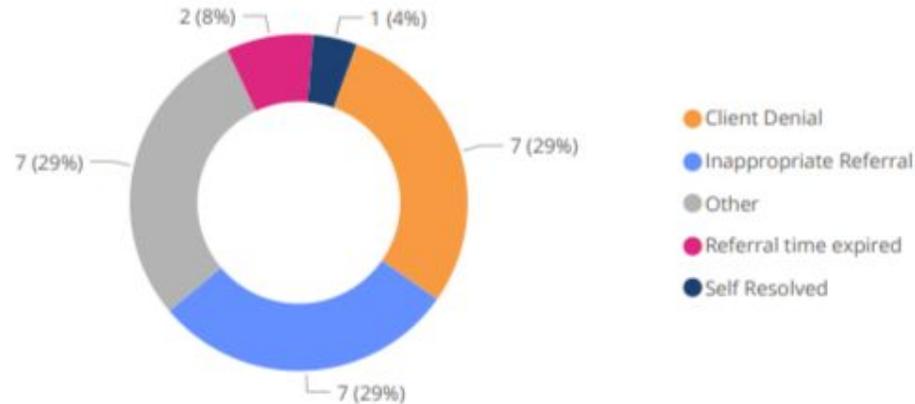
Goal 12 Scores

Threshold: <=40%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
11%	10%	33%	13%	11%	N/A
n = 213	n = 109	n = 3	n = 40	n = 173	n = 0

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

2 (8%)   1 (4%)
7 (29%)
7 (29%)
7 (29%)

- ● Client Denial
- ● Inappropriate Referral
- ● Other
- ● Referral time expired
- ● Self Resolved

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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
27%	**39%**	**1%**	**32%**	**25%**	**N/A**
n = 697	*n* = 210	*n* = 282	*n* = 258	*n* = 439	*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
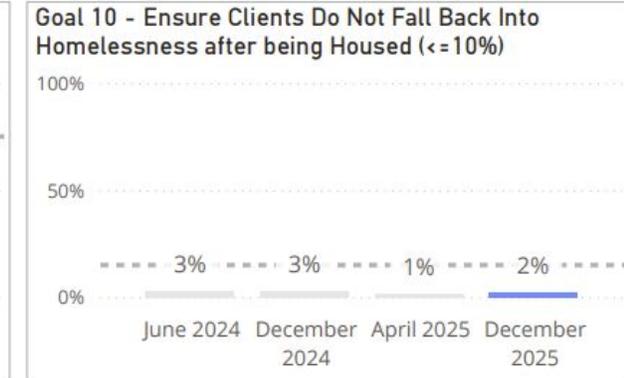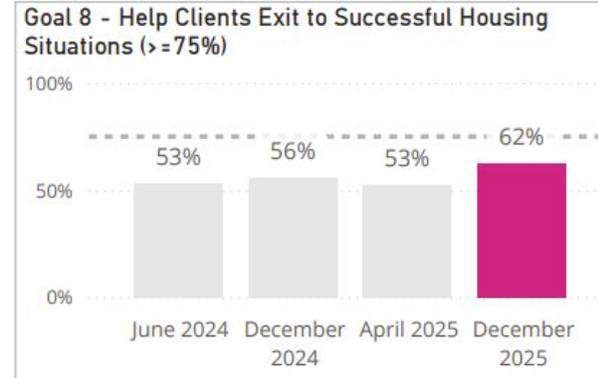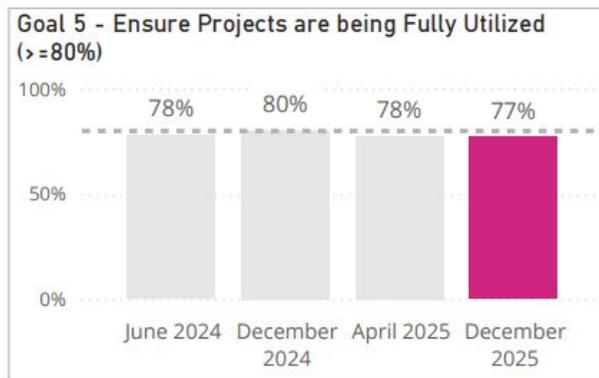
● Connected Referrals   ● Not Connected

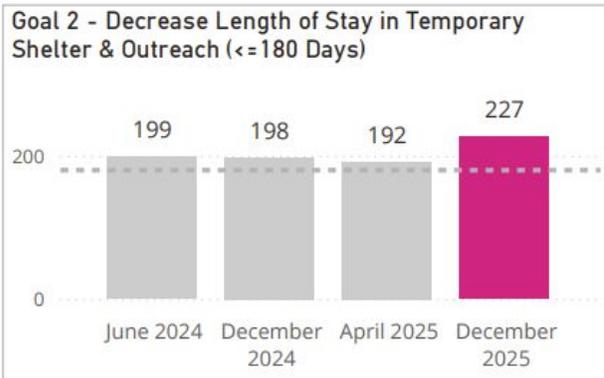|	Connected Referrals	Not Connected
CoC Funded	82%	18%
Non-CoC Funded		100%

0%   50%   100%
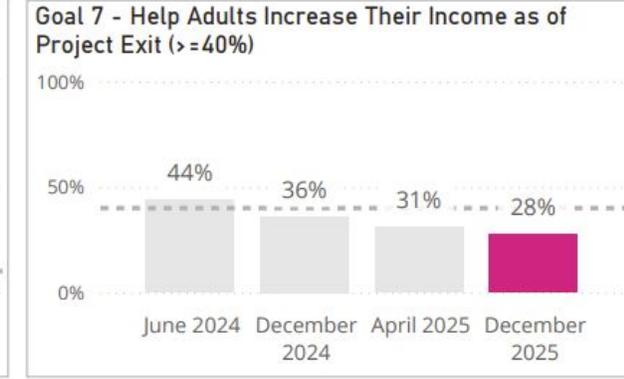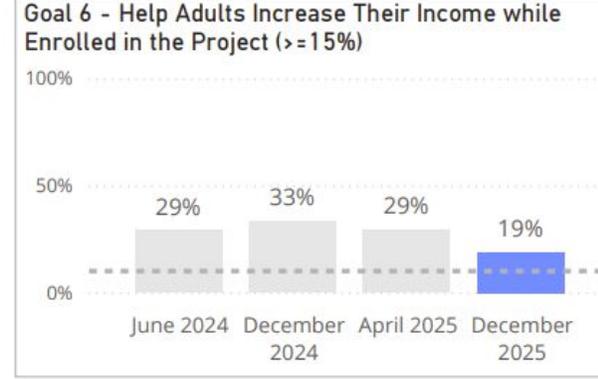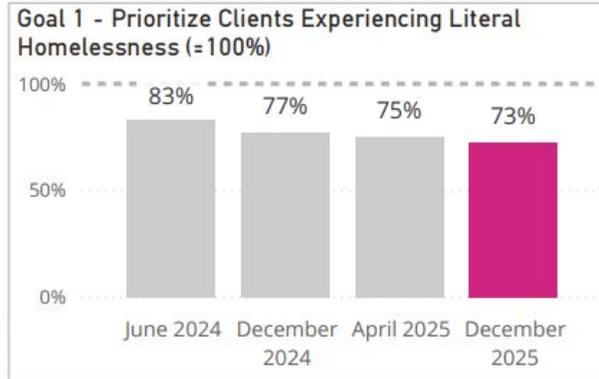
Transitional Housing PPR

Orange County Transitional Housing Goals & Outcomes
10/01/2024 - 09/30/2025

Transitional Housing projects in the Orange County Continuum of Care (CoC) met **2 out of 7** thresholds as a project type.

Met Threshold | Did Not Meet Threshold

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

June 2024	December 2024	April 2025	December 2025
83%	77%	75%	73%

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

June 2024	December 2024	April 2025	December 2025
29%	33%	29%	19%

Goal 7 – Help Adults Increase Their Income as of Project Exit (>=40%)

June 2024	December 2024	April 2025	December 2025
44%	36%	31%	28%

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

June 2024	December 2024	April 2025	December 2025
199	198	192	227

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

June 2024	December 2024	April 2025	December 2025
78%	80%	78%	77%

Goal 8 – Help Clients Exit to Successful Housing Situations (>=75%)

June 2024	December 2024	April 2025	December 2025
53%	56%	53%	62%

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

June 2024	December 2024	April 2025	December 2025
3%	3%	1%	2%

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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
73%	100%	100%	69%	78%	0%
$n = 215$	$n = 20$	$n = 1$	$n = 123$	$n = 91$	$n = 1$

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.

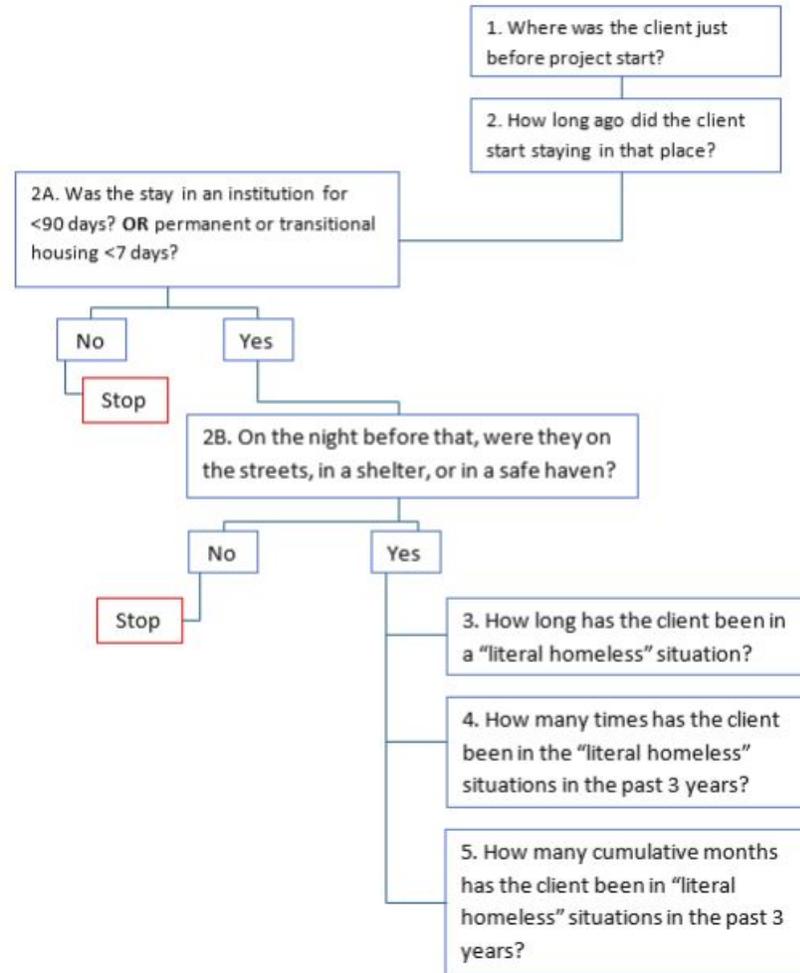### Enrollments by Non-Homeless Entry Category

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

5 (8%)
25 (42%)
13 (22%)
16 (27%)

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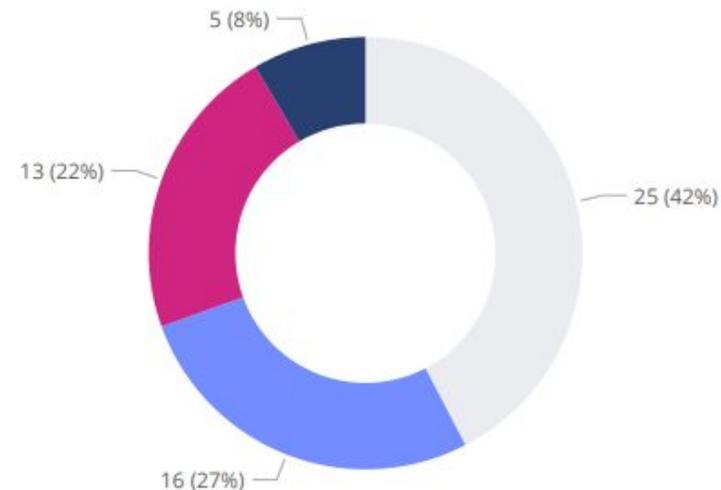
Transitional Housing PPR - Highlight: Goal 1

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

3.917B For All Other HMIS Project Types

1. Where was the client just before project start?

2. How long ago did the client start staying in that place?

2A. Was the stay in an institution for <90 days? **OR** permanent or transitional housing <7 days?

No — Stop

Yes

2B. On the night before that, were they on the streets, in a shelter, or in a safe haven?

No — Stop

Yes

3. How long has the client been in a "literal homeless" situation?

4. How many times has the client been in the "literal homeless" situations in the past 3 years?

5. How many cumulative months has the client been in "literal homeless" situations in the past 3 years?

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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
2%	6%	N/A	1%	9%	0%
n = 417	n = 18	n = 0	n = 335	n = 77	n = 5

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
- Rapid Re-Housing
- Transitional Housing

1 (10%)
4 (40%)
2 (20%)
3 (30%)

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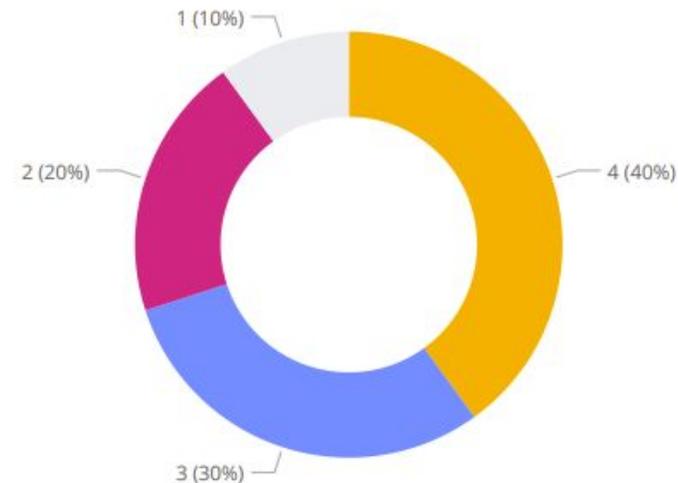
Quarterly Data Quality Report Card

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.

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Quarterly Data Quality Report Card

Quarterly Data Quality Report Card

Orange County Continuum of Care HMIS Data Timeliness

Quarter 4 2025

10/1/25 – 12/31/25

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.
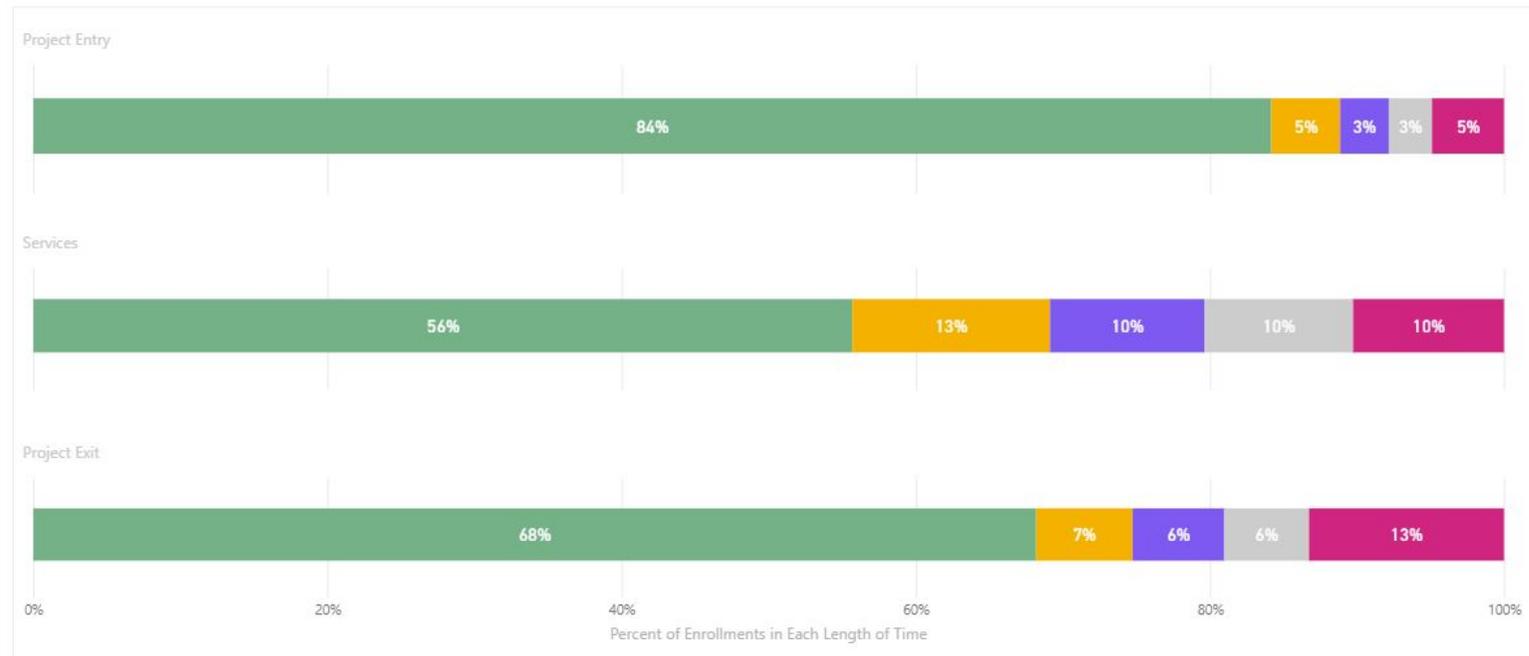
Data Quality Reports

- Data Quality Report will include the following errors:
  - Overlapping enrollments
  - Approx. Date Homelessness Started / Episodes of Homelessness inconsistencies
  - Head of Household Errors

- HMIS Support
  - Knowledge Base Articles
  - Data Quality guidance via Monthly HMIS User Meeting/Training
  - One on One Sessions initiated by HMIS Agency Admins

Data Quality Reports

- Quarterly Data Quality Reports
  - Flagging data element 3.917 Prior Living Situation - Approx. Date Homelessness Started (ADHS) that is 15 years or older
  - Flagging Approx. Date Homelessness Started / Episodes of Homelessness inconsistencies

- System Performance Measure 1b: Length of Homeless
  - HMIS Team shared at the Jan 2026 CoC Board the impact of data quality issues surrounding data element [3.917 Prior Living Situation](). Old dates are causing the average Length of Homelessness for the CoC to increase, which is considered a negative result by HUD.
  - HMIS Team conducted a review of 182 enrollments that had an ADHS field occurs before Jan 1, 2000
    - Errors consist of the following:
      - Client has a Housing Move-In Date prior to enrollment
      - Client has later Approximate Date Homelessness Started in previous enrollment
      - Client reported multiple times homeless in the past 3 years, signifying a break in homelessness.

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Q&A

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

Thank you
Have a great day!

Next Meeting: Thursday, May 21st at 1pm