

**May 2026  
Data and Performance  
Management Meeting**

**211**

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**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 are 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. Data Quality: 3.12 Destination
4. Goal 8 - Exits to PH: Emergency Shelter Provider Best Practices

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 &amp; 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 (PPRs)

## 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

### Q1 2026 Published Reports:

- Emergency Shelter (ES) - (11/1/2024 – 10/31/2025)
- Street Outreach (SO)- (12/1/2024 – 11/30/2025)
- Homelessness Prevention (HP) - (1/1/2025 – 12/31/2025)

# Emergency Shelter (ES) PPR: Goals and Outcomes

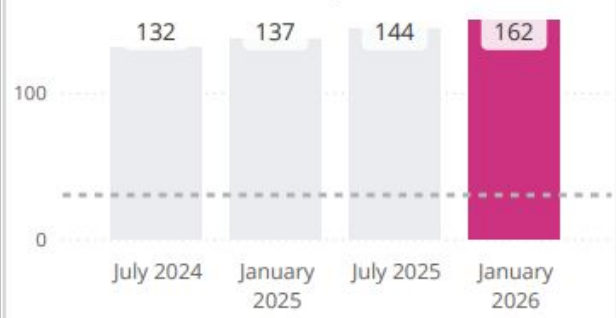
## Orange County Emergency Shelter Goals & Outcomes

11/01/2024 - 10/31/2025

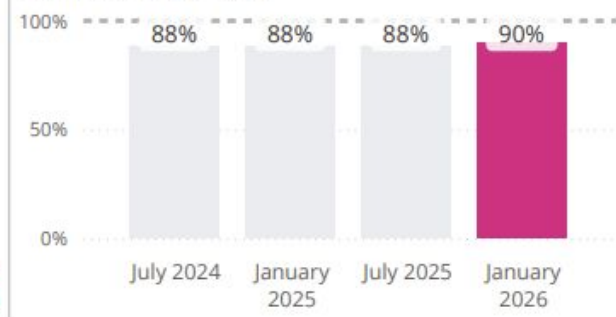
Emergency Shelter projects in the Orange County Continuum of Care (CoC) met **3 out of 7** thresholds as a project type.



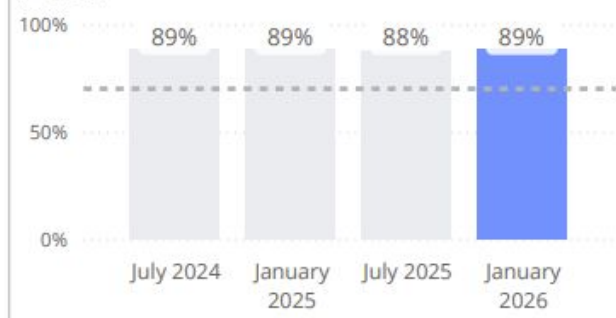
### Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach (<=30 Days)



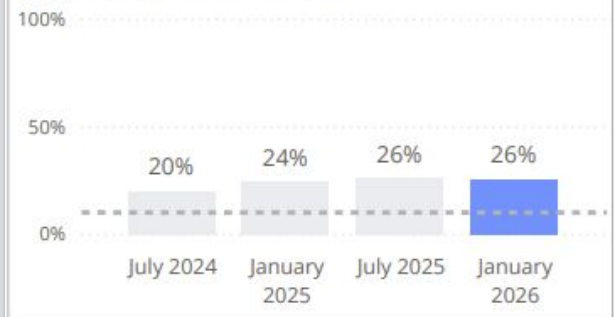
### Goal 1 - Prioritize Clients Experiencing Literal Homelessness (= 100%)



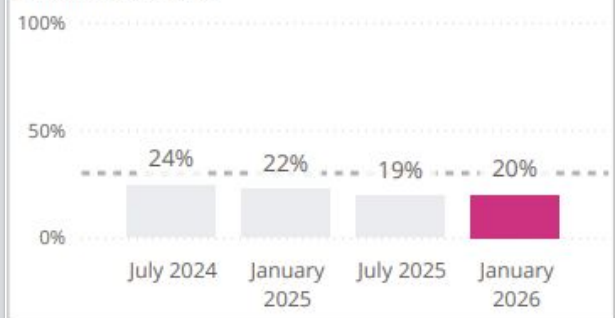
### Goal 5 - Ensure Projects are being Fully Utilized (>=70%)



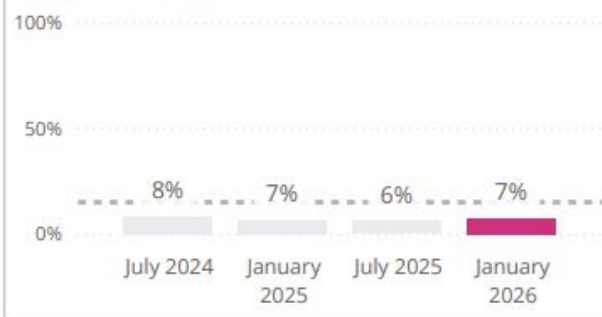
### Goal 6 - Help Adults Increase Their Income while Enrolled in the Project (>=15%)



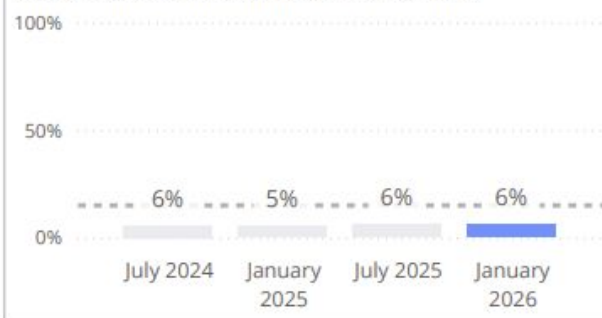
### Goal 8 - Help Clients Exit to Successful Housing Situations (>=30%)



### Goal 7 - Help Adults Increase Their Income as of Project Exit (>=15%)



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



# Emergency Shelter PPR - Highlight: Goal 2

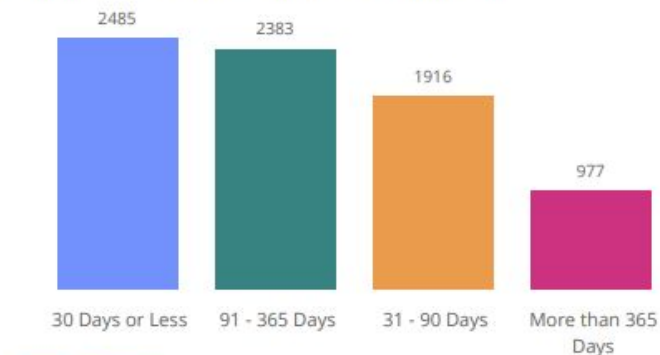
## Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach

Goal 2 Scores					
Threshold: <= 30 Days					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with Only Children
162	164	116	113	174	14
<i>n</i> = 7,760	<i>n</i> = 3,056	<i>n</i> = 124	<i>n</i> = 1,036	<i>n</i> = 6,551	<i>n</i> = 171

**Orange County CoC Goal:** Emergency Shelter project enrollments are no longer than 30 days from project entry to project exit.

**Why?** Emergency Shelter projects are meant to provide "temporary shelter (lodging) for the homeless in general or for specific populations of the homeless" (HUD Data Standards Manual.) Because clients are considered to be experiencing homelessness while residing in Emergency Shelter projects, it is important to target efforts to move clients into stable housing in a timely manner.

### Length of Days to Permanent Housing Placement



## Analysis

- 17 Projects have an average Length of Stay over 180 Days
- 2 Projects have an average Length of Stay over 500 Days
- Projects serving Adult Only Households have the longest LOS

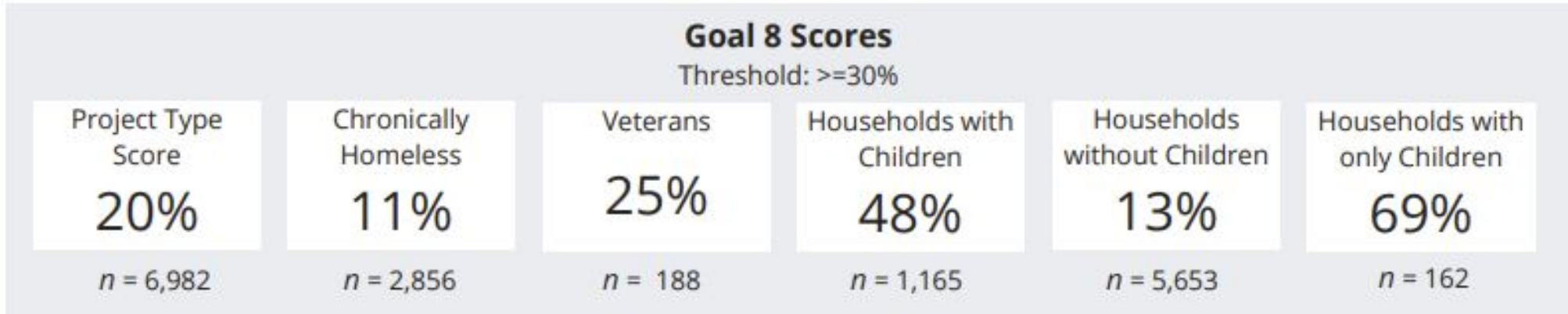
# Emergency Shelter PPR - Highlight: Goal 2



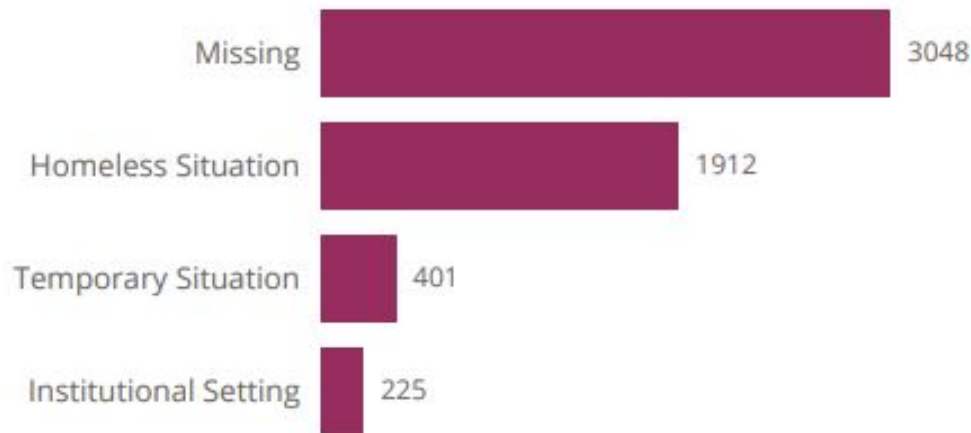
## Recommendation

- Review current project operations to determine if another project type is more suitable. (If needed, submit a ticket to the HMIS Helpdesk to assist with guidance.)
- Review Project Start and Exit Dates to ensure they reflect the dates the client was physically sleeping in a bed funded by the project
  - Clients not occupying a bed longer than two days, should be exited
- Review project policies to determine if there is a max LOS for the project, and is the project's LOS in alignment with that policy. If not, is there a reasonable explanation for this?
- Review and adjust project strategies for exiting clients to permanent housing

# Emergency Shelter PPR - Highlight: Goal 8



Enrollments by Non-Permanent Exit Category



Update/Exit Screen Destination	Enrollments Count	Percent of Exits
No exit interview completed	2,085	72%
Client prefers not to answer	357	12%
Data not collected	253	9%
Client doesn't know	186	6%
Other	30	1%

# Emergency Shelter PPR - Highlight: Goal 8



## Recommendation

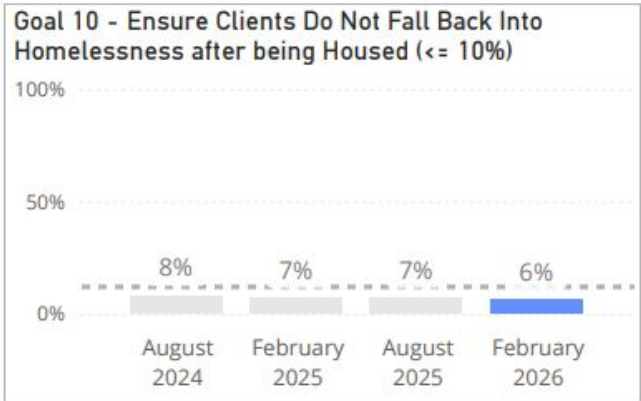
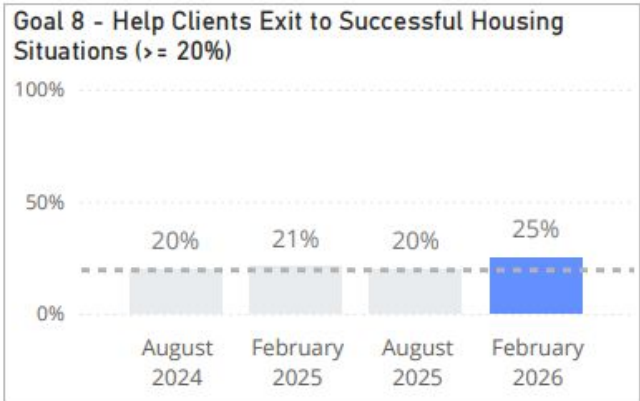
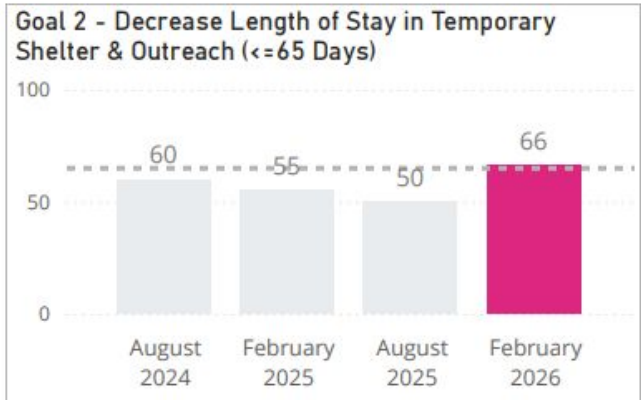
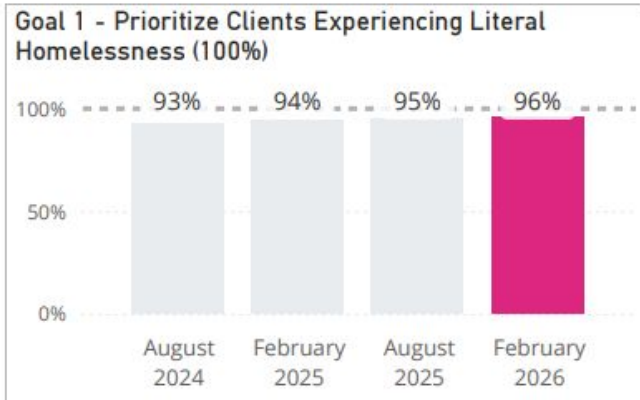
- Review each client record and verify that the exit destination is correct.
- Update any “Other” responses. Run the *Emergency Shelter PPR Details* report for your agency or project. Reports>Data Analysis>
- For “Client prefers not to answer” responses, consider additional training around interviewing or trust-building techniques to support client engagement.

# Street Outreach (SO) PPR: Goals and Outcomes

## Orange County Street Outreach Goals & Outcomes

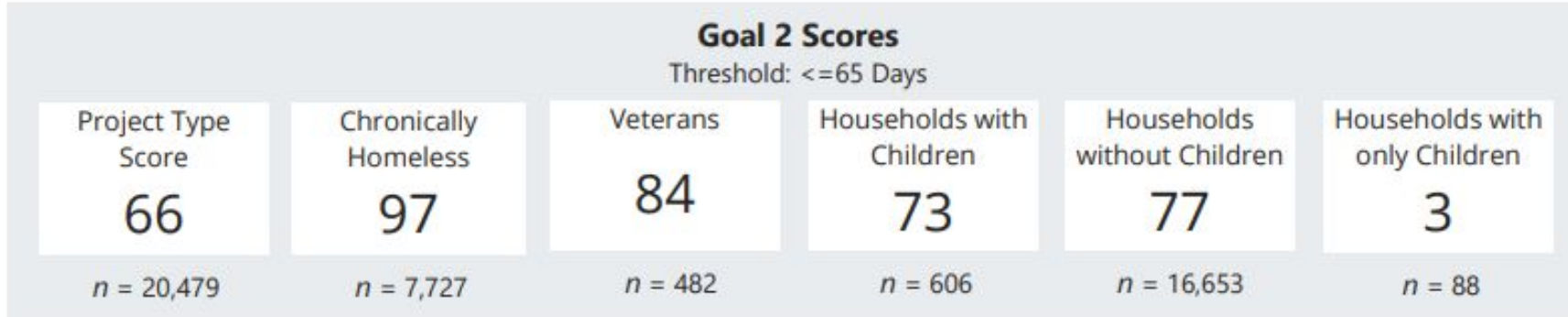
12/01/2024 to 11/30/2025

Street Outreach projects in the Orange County Continuum of Care (CoC) met **2 out of 4** thresholds as a project type.



# Street Outreach - Highlight: Goal 2

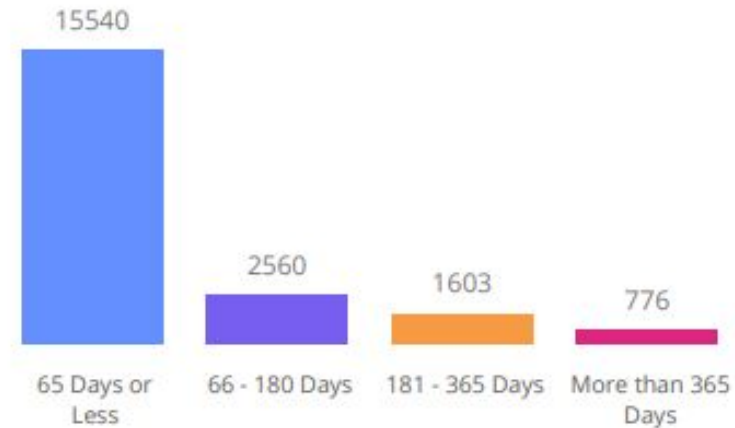
## Goal 2 - Decrease Length of Stay in Temporary Shelter & Outreach



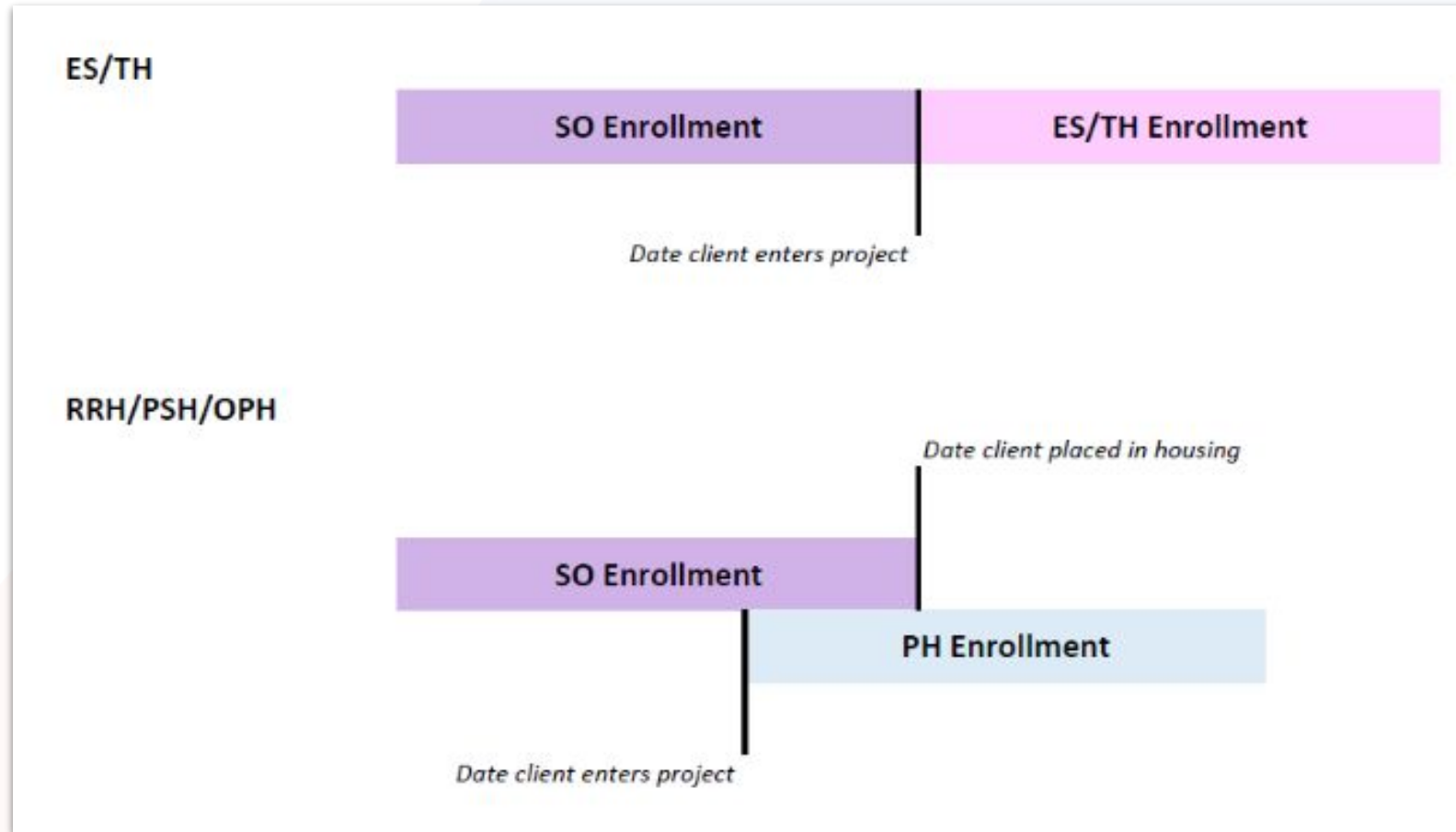
**Orange County CoC Goal:** Street Outreach project enrollments are no longer than 65 days from project entry to project exit.

**Why?** Clients in Street Outreach projects are experiencing literal, unsheltered homelessness, which makes this population particularly vulnerable. Although the purpose of Street Outreach projects is to provide critical services to clients who are "unwilling or unable to access emergency shelter, housing, or an appropriate health facility," the ultimate goal of Street Outreach projects is to move people to sheltered or permanent housing situations.

### Enrollments by Length of Stay



# Street Outreach - Exiting Protocol



Additional information can be found in the [Street Outreach Exiting Protocol KB](#).

# Homelessness Prevention (HP) PPR: Goals and Outcomes

## Orange County Homelessness Prevention Goals & Outcomes

01/01/2025 to 12/31/2025

Homeless Prevention projects in the Orange County Continuum of Care (CoC) met **3 out of 5** thresholds as a project type.

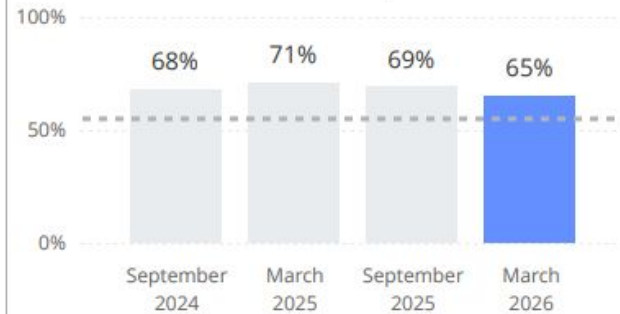
Met Threshold

Did Not Meet Threshold

### Goal 3 - Decrease Length of Time in Prevention Projects (<=60 days)



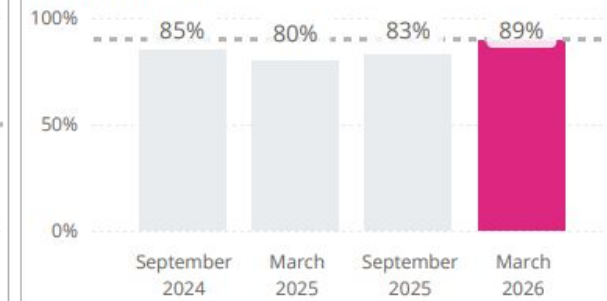
### Goal 6 - Help Adults Maintain or Increase Their Income while Enrolled in the Project (>=55%)



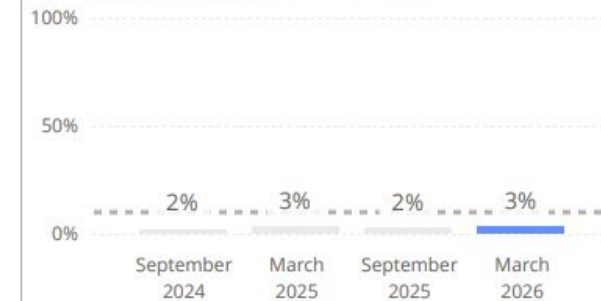
### Goal 7 - Help Adults Maintain or Increase Their Income as of Project Exit (>=50%)



### Goal 8 - Help Clients Exit to Successful Housing Situations (>=90%)



### Goal 10 - Ensure Clients Do Not Enter Homeless System after being Housed (<=10%)



# Homelessness Prevention PPR - Highlight: Goal 8

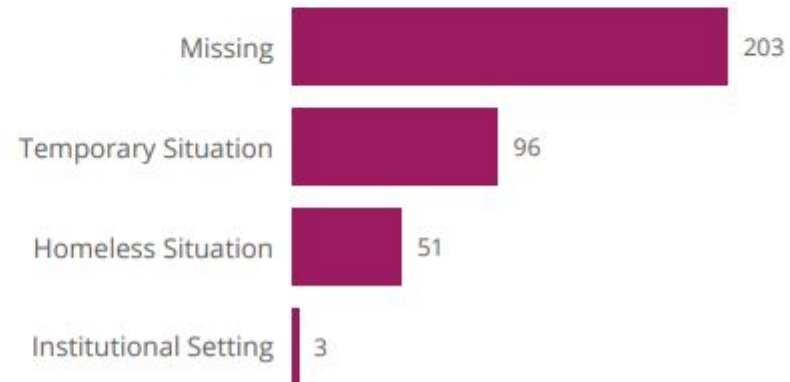
## Goal 8 - Help Clients Exit to Successful Housing Situations

Goal 8 Scores					
Threshold: >=90%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
89%	0%	89%	91%	85%	64%
<i>n</i> = 3,296	<i>n</i> = 7	<i>n</i> = 190	<i>n</i> = 2,548	<i>n</i> = 725	<i>n</i> = 11

**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

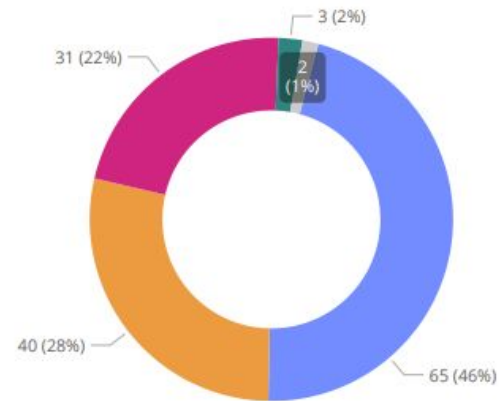
Goal 10 Scores					
Threshold: <=10%					
Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
3%	17%	5%	3%	3%	0%
n = 5,079	n = 6	n = 266	n = 4,077	n = 983	n = 13

**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.

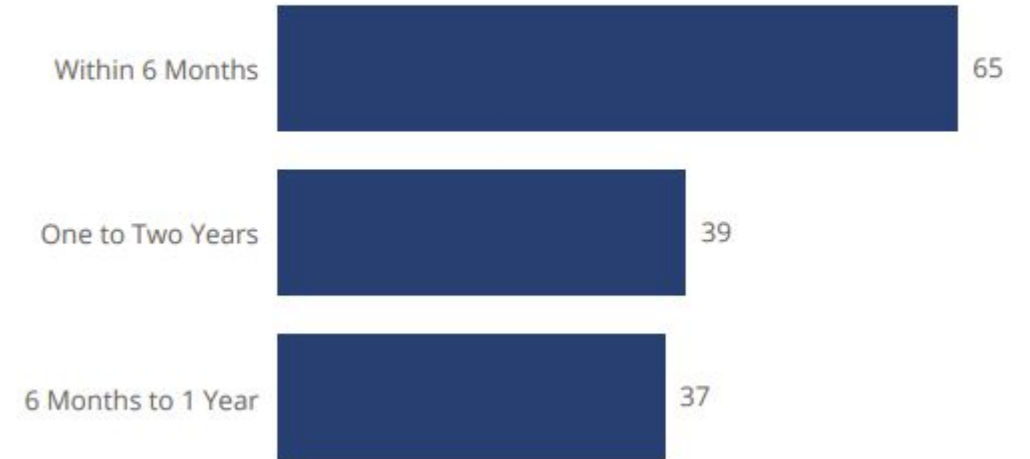
Efforts should be made to ensure that clients who receive homelessness prevention services are stabilized in their housing and can successfully maintain the housing at the end of the period of service provision. Repeat interventions are time consuming for both clients and service providers and can be mentally taxing for clients.

### Enrollments by Project Type Returned to

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



### Timeline of Return to Homeless System



## 3.12 Destination Errors

- The HUD Longitudinal Systems Analysis (LSA) and System Performance Measures (SPM) Reports are flagging missing 3.12 Destination responses as this is a missing part of our system of care.
- Agencies are encouraged to verify their data for accuracy.

### SPM Summary Report

CA-602: Santa Ana, Anaheim/Orange County CoC  
 FY 2025: 10/1/24-9/30/25

### System Performance Measures Data Quality

Data coverage and quality will allow HUD to better interpret your SPM submissions.

Metric	All ES, SH	All TH	All PSH, OPH	All RRH	All Street Outreach
Unduplicated Persons Served (HMIS)	7,242	501	5,803	2,483	12,984
Total Leavers (HMIS)	4,734	307	767	1,555	10,447
Destination of Don't Know, Refused, or Missing (HMIS)	1,859	40	115	171	5,731
Destination Error Rate (Calculated)	39.27%	13.03%	14.99%	11.00%	54.86%

## 3.12 Destination



### Recommendations:

- Enhance client engagement to improve data collection at exit
- Perform regular audits to identify errors and missing data
- Ensure consistent data entry through training
- Refer to the Data Standards manual on the [3.12 Destination](#) Data Element for additional information.

# Thank you to our community Emergency Shelter Providers!



Pathways of Hope leads a community effort to provide access to food, shelter, and housing to those experiencing hunger and homelessness in North Orange County.

**Stephen Langlois**, Director of Grants & Compliance

**Onely Flores**, Housing Programs Manager

**Adan Reyes**, Case Manager



Family Promise of Orange County aims to create a pathway of support for families experiencing housing instability and insecurity.

**Brian Trigueros**, Program Manager

**Priscilla Zalvidar**, Case Manager



## Best Practices for Housing-Focused Case Management



**Set clear, realistic expectations early on about available housing assistance programs, waitlists & the County's limited supply of affordable housing.**



**Discuss all possible pathways to permanent housing, including housing interest lists, rental applications, employment, budgeting & savings plans, and reunification with friends or family.**



**Remember that clients are the experts of their own lives. Our role is to provide perspective, guidance & support so they can determine the best path forward for their families.**

## Key Supports for Successful Permanent Housing Exits



**Help clients become document-ready so they can act quickly when housing opportunities arise.**



**Transportation can be critical to a successful housing plan, helping families maintain school attendance, access childcare, and pursue employment and housing opportunities.**



**Collaboration across teams & departments connects clients to the full range of agency resources, be it CalAIM, food pantry assistance or move-in costs covered by prevention funding.**

# BEST PRACTICES

## Short-Term Housing

- Housing Focused Approach
  - **Goal:** Transition families to permanent housing within 3-6 months
  - **Housing Plans:** Individualized plans are developed within the first 48 hours
  - **Approach:** Flexible, client-centered support allows for individualized extensions and services based on each family's unique circumstances and engagement in the program

## Overcoming Barriers

- Client Success Story
  - Client experienced loss of employment after maintaining multiple jobs
  - Transportation instability created additional barriers to employment
  - Family experienced domestic violence and safety concerns
  - Team provided coordinated wraparound support, crisis intervention, and housing-focused case management
  - Aftercare services and case management continue to support long-term stability



# - BEST PRACTICES

## Holistic Case Management

- Wraparound support services
- Workshops offered on site
- Community Meetings
- Person-Centered Approach
- Manageable Caseloads



## Staff Training & Development

- Following a Client's Journey
- Client-Centered Care
- Trauma-Informed
- Safety First
- Scenario-Based Training
- Ongoing Staff Development

## Supporting Successful Exits

- SMART goals are incorporated into individualized housing plans
- Housing plans are consistently reviewed and updated with clients
- Case management remains focused on measurable progress toward successful housing outcomes

# Q&A

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



**Thank you  
Have a great day!**

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





Orange County  
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# PPR Goals & Outcomes Overview

## Orange County Rapid Re-Housing Goals & Outcomes

03/01/2023 - 02/29/2024

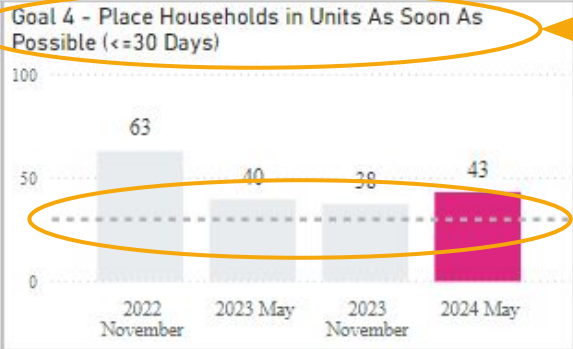
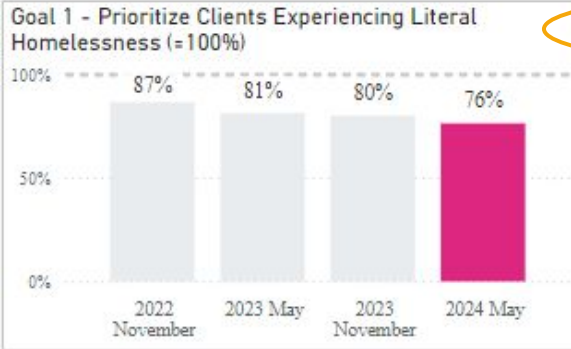
Rapid Re-Housing projects in the Orange County Continuum of Care (CoC) met **3 out of 10** thresholds as a project type.

Reporting Period

Met Threshold

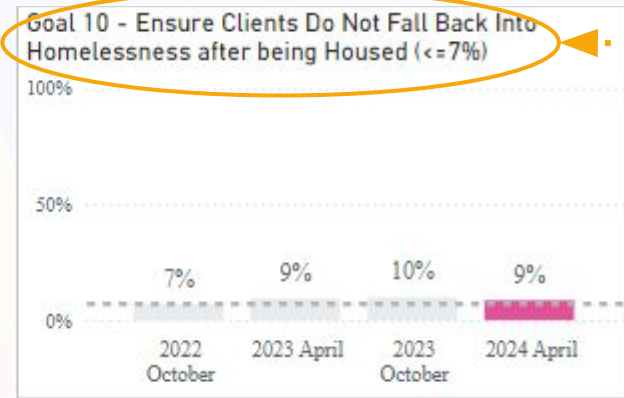
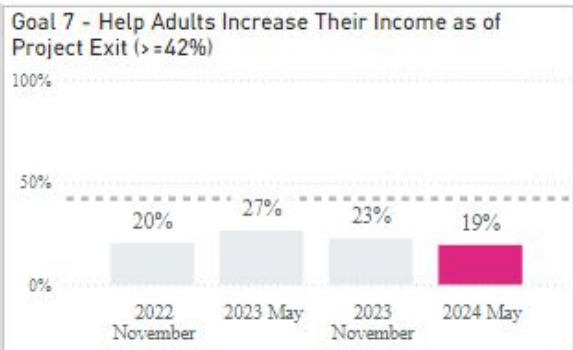
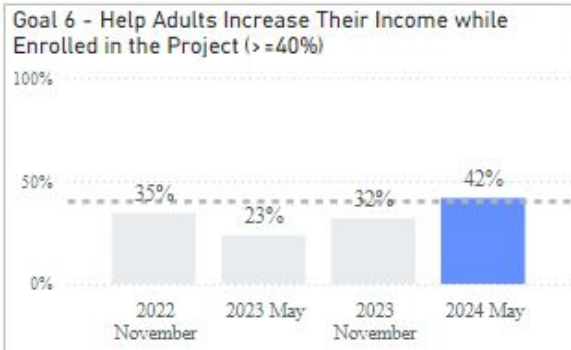
Did Not Meet Threshold

Color Coding Legend



Goal Name and threshold

Threshold line



Goal 10 - 2 Years of Data

# Quarterly Data Quality Report Card

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



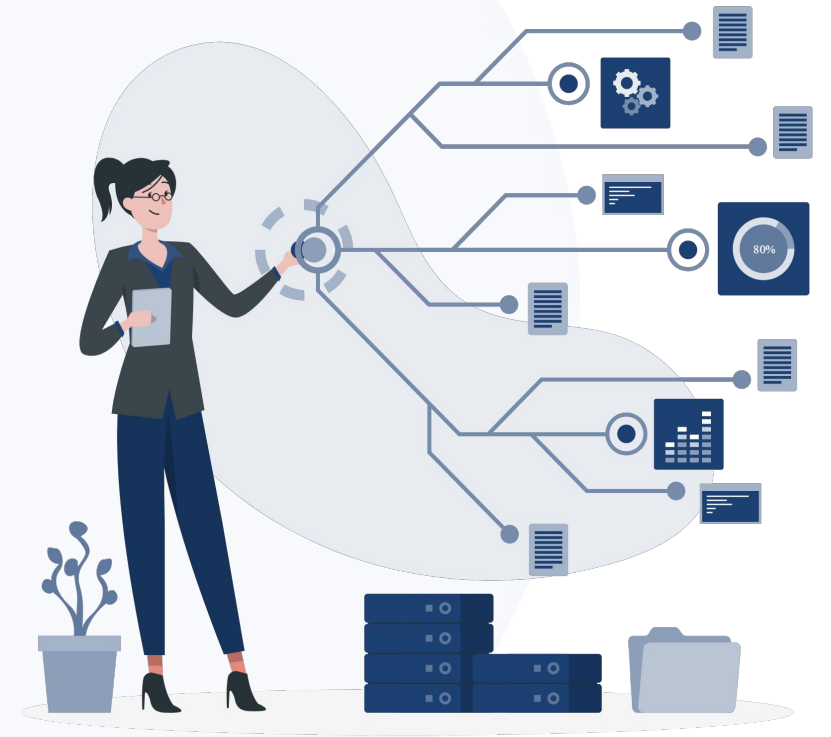
## Data Completeness and Accuracy

- 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>

# Q1 Data Quality Report Card - Data Completeness and Accuracy



# Q1 Data Quality Report Card - Data Timeliness

