August 2026
Data and Performance Management Meeting

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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 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. Goal 1 Highlight
3. Project Performance Reports
4. Quarterly Data Quality Report Card
5. Best Practices for Increased Income: Goals 6 & 7

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

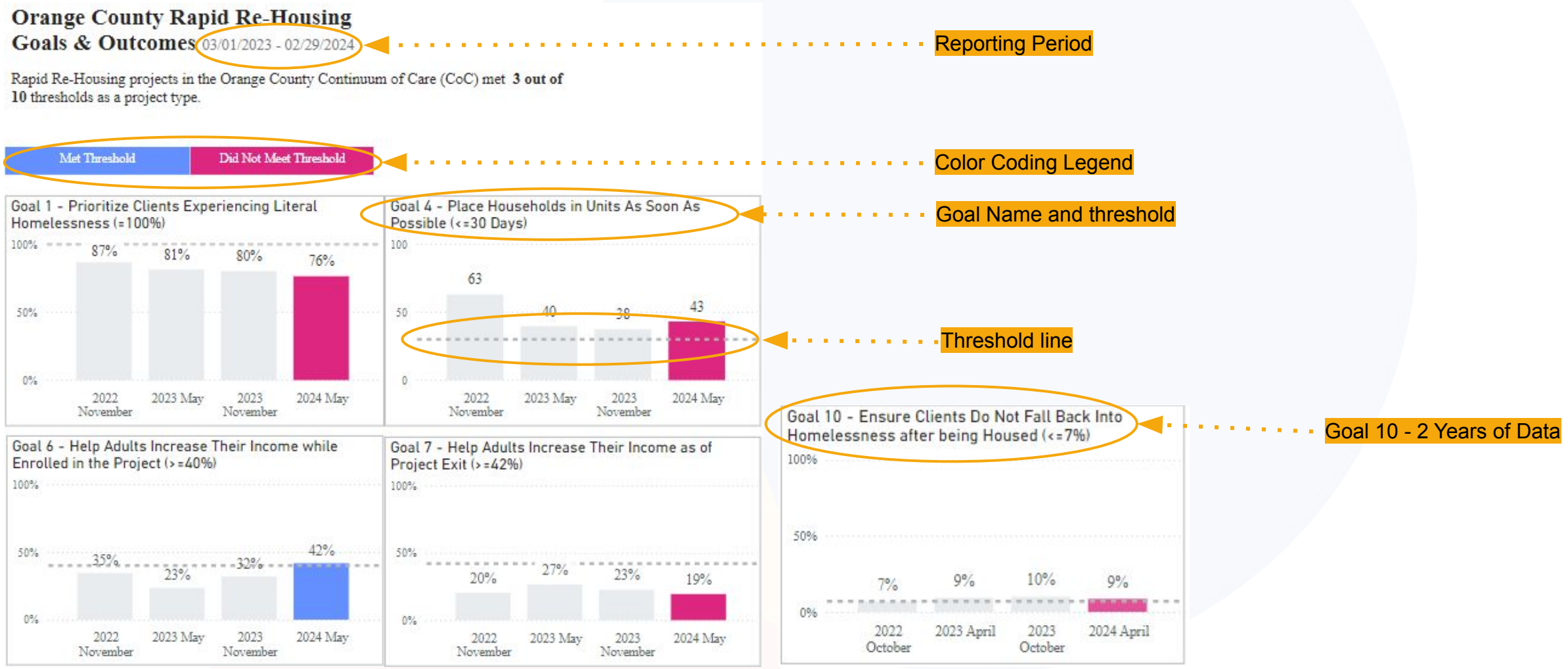
Q2 2026 Published Reports:

- Permanent Supportive Housing/Other Permanent Housing (PSH/OPH) - (2/1/2025 – 1/31/2026)

- Rapid Re-Housing (RRH) - (3/1/2025 – 2/28/2026)

- Transitional Housing (TH) - (4/1/2025 – 3/31/2026)

Goals & Outcomes Overview



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Goal Overview for all Project Types

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

CoC threshold = 100%



- **Projects should be prioritizing clients who are literally homeless (e.g. who have a 3.917B Prior Living Situation with one of the following):**
  - 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, or RHY-funded Host Home shelter
  - Safe Haven
  - Transitional housing for homeless persons (including homeless youth)

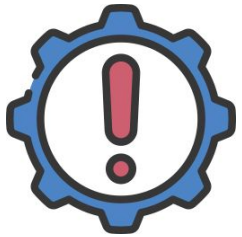
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Goal Overview for all Project Types

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

CoC threshold = 100%



- **Note: <u>Exclusions</u> (clients coming from a "neutral entry")**
  - Non-homeless situations, fleeing domestic violence situations.
  - Chronically Homeless and entering from non-homeless situations.
  - Institutional settings where the length of stay was < 90 days, and the client was homeless prior to entering the institution.
  - Non-homeless situations where the length of stay was less than 7 nights, **and** the client was homeless prior to entering the non-homeless situation.

For PSH-OPH projects ONLY the following Prior Living Situation Subsidy Types are also considered a "neutral" entry:

- Permanent Supportive Housing
- RRH or equivalent subsidy
- Other permanent housing dedicated for formerly homeless persons

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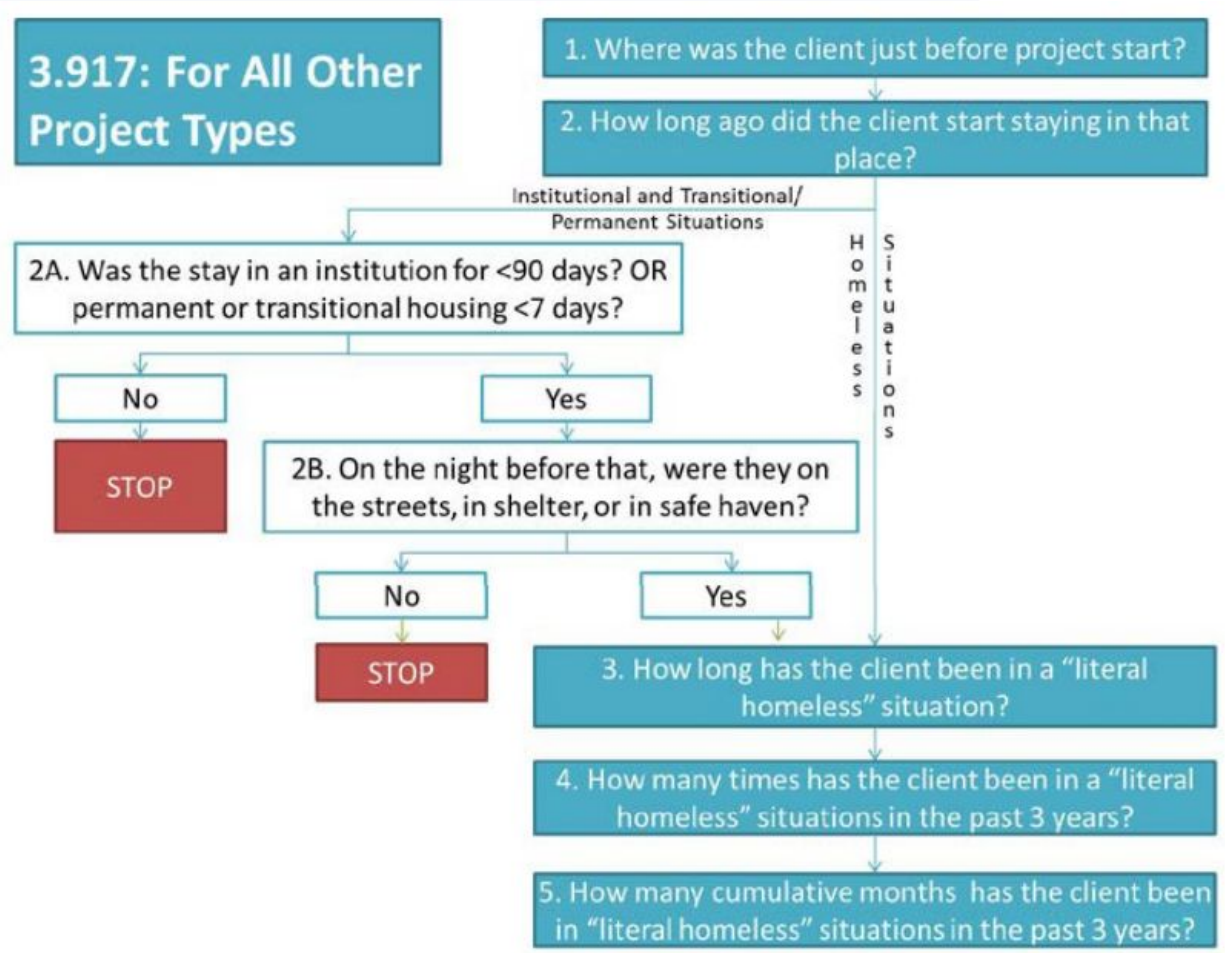
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Goal Overview for all Project Types

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

Common Errors and Fixes:

1. **Incorrectly identifying "literal homelessness"**
   Use the flow chart to determine client status.



Prior Living Situation 3.917B

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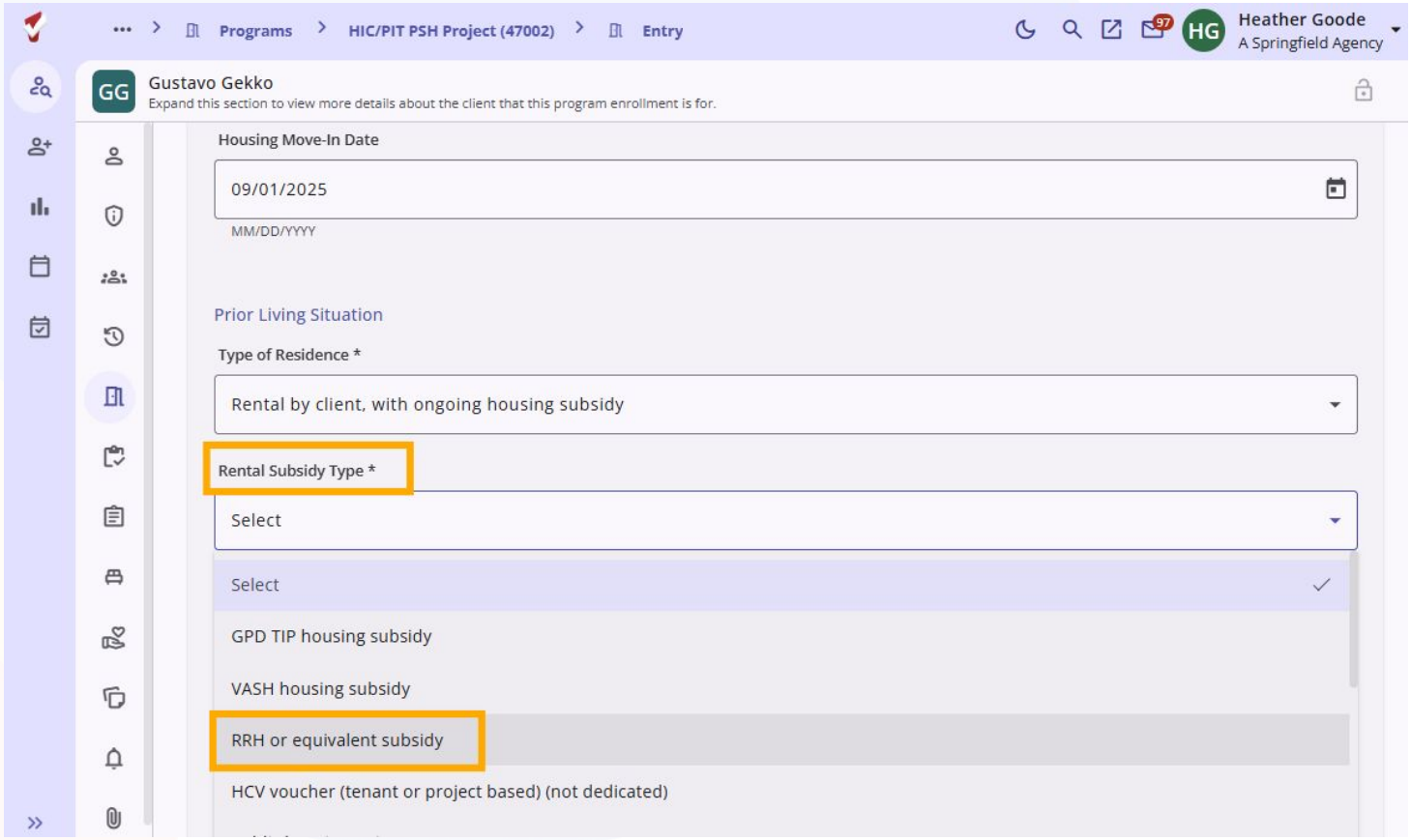
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Goal Overview for all Project Types

Goal 1 - Prioritize Clients Experiencing Literal Homelessness

Common Errors and Fixes:

2. **Using an incorrect "Rental Subsidy Type"**
   If the client is being moved from one PH project due to funding or other reason, ensure that this client is excluded by using the correct subsidy type.



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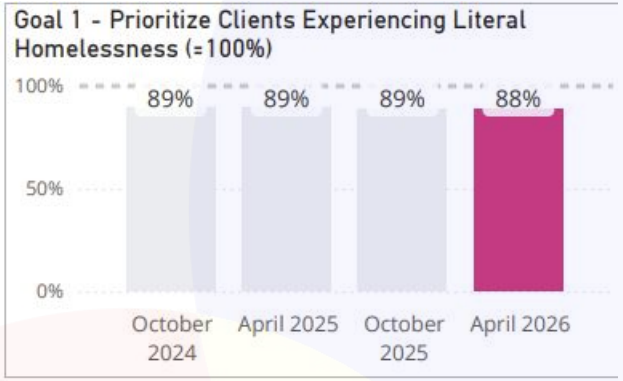
Permanent Supportive Housing-
Other Permanent Housing (PSH-OPH) PPR

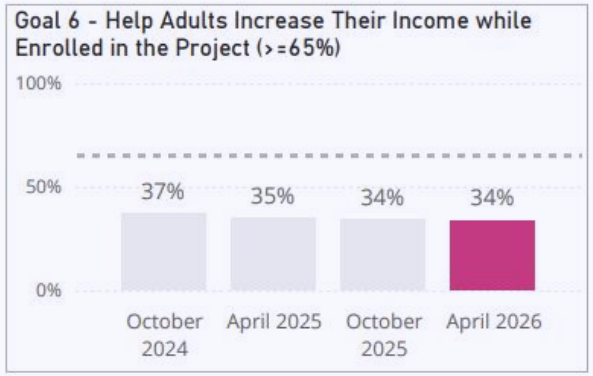
Orange County PSH-OPH Goals & Outcomes

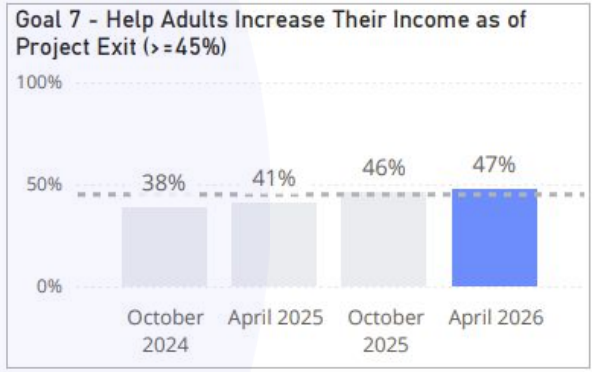
02/01/2025 - 01/31/2026

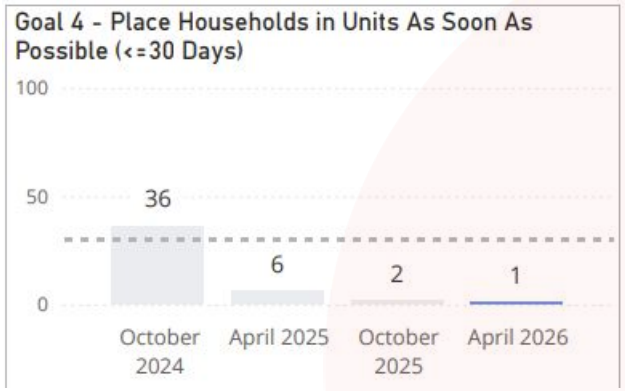
PSH-OPH projects in the Orange County Continuum of Care (CoC) met **6 out of 11** thresholds as a project type.

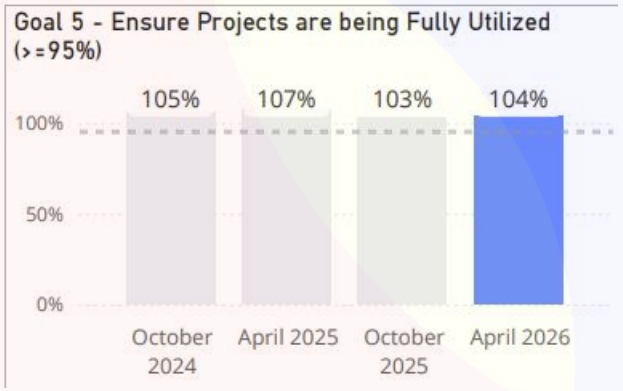
Met Threshold | Did Not Meet Threshold











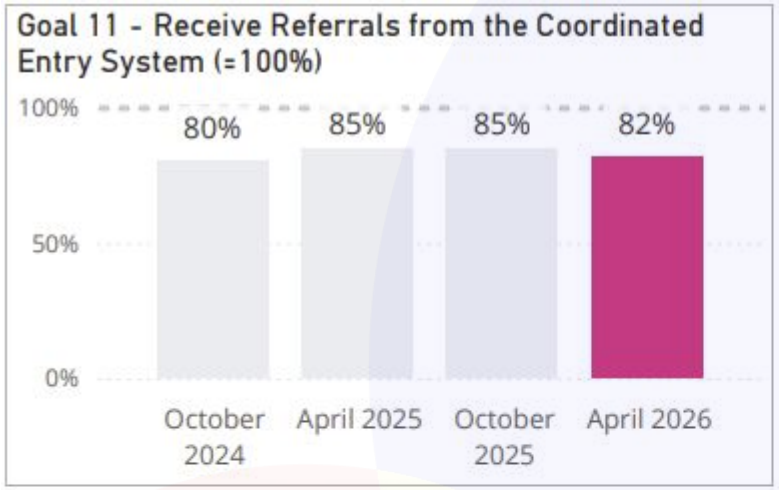


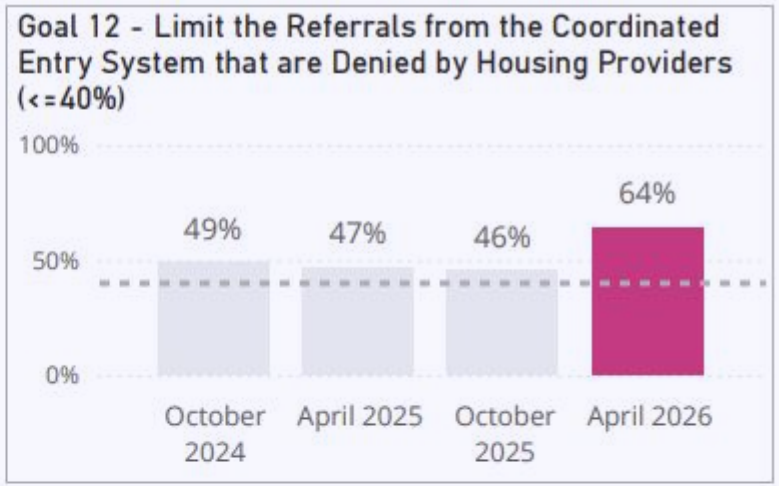


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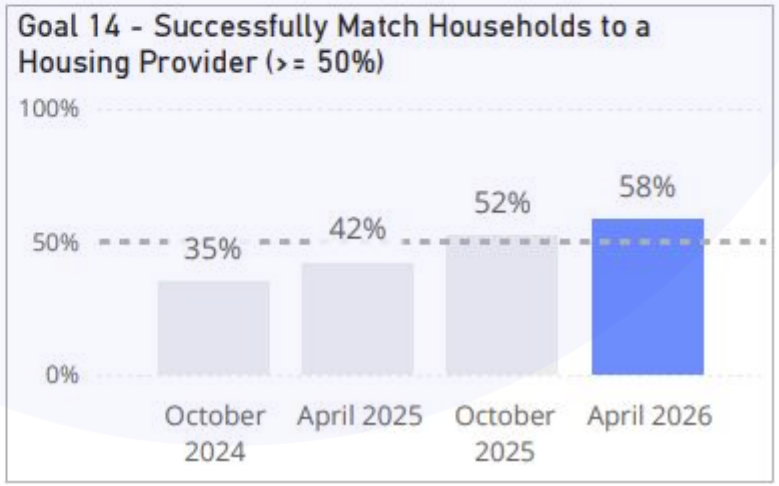
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PSH-OPH PPR: CES Goals









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PSH-OPH PPR - Highlight: Goal 14

- Up 6% from the last Reporting Period
- Largest increase for Households with Children from 31% to 73%.

Goal 14 - Successfully Match Households to a Housing Provider

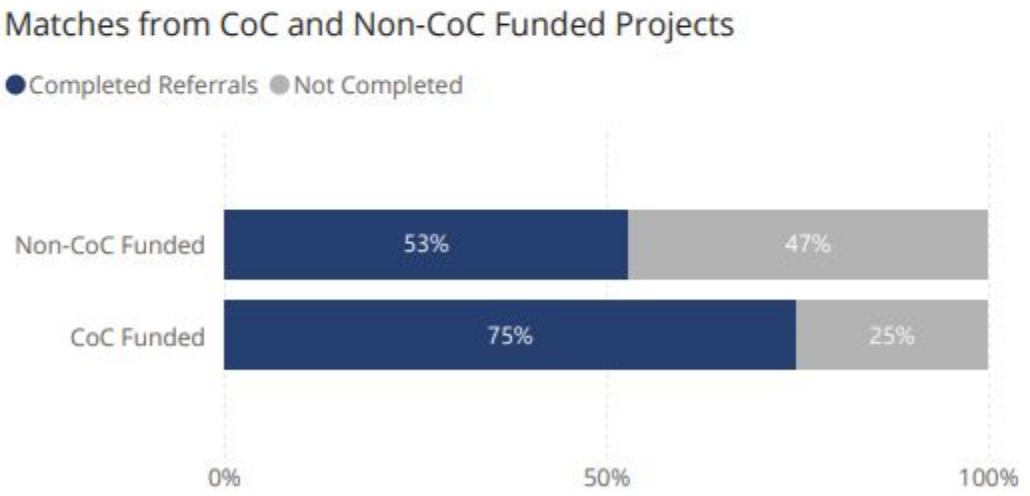
Goal 14 Scores

Threshold: >=50%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
58%	54%	35%	73%	57%	N/A
n = 563	*n* = 432	*n* = 128	*n* = 30	*n* = 533	*n* = 0

Orange County CoC Goal: At least 50% of the households matched to a Housing Provider are accepted by the Provider and enrolled in their housing project.

Why? Successfully matching households to Housing Providers helps to decrease the amount of time a household is homeless.



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PSH-OPH PPR - Highlight: Goal 12

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

Goal 12 Scores

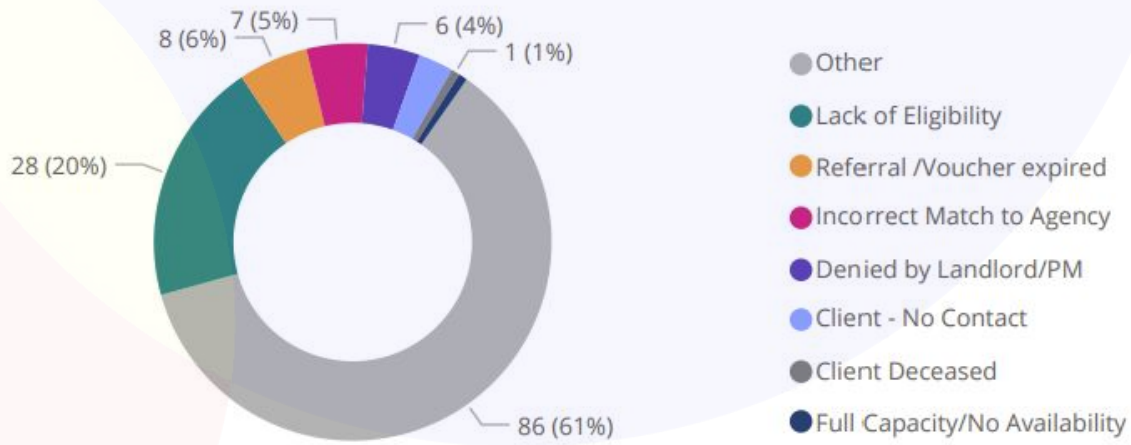
Threshold: <=40%

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



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PSH-OPH PPR: Goal 12



	Client	Housing Provider
Client Deceased	x	
Client did not show up or call	x	
Client out of Jurisdiction	x	
Client previously received service		x
Client refused services	x	
Denied by Landlord/Property Manager		x
Disagreement with rules	x	
Falsification of Documents	x	
Full Capacity/No Availability		x
Incorrect Match to Agency		x
Lack of Eligibility		x
Needs could not be met by program	x	
Referral time expired		x
Self Resolved – Client Housed	x	
Voucher expired	x	
Other	x	x

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[Community Queue for Housing Agencies KB]

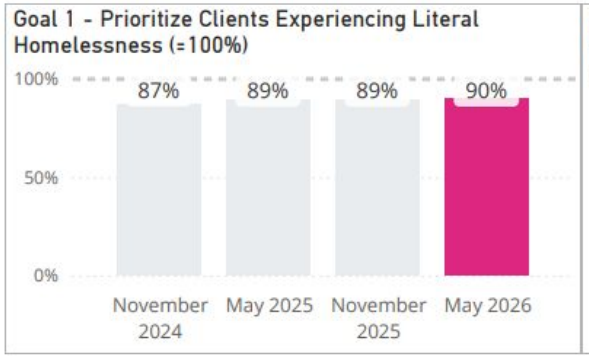
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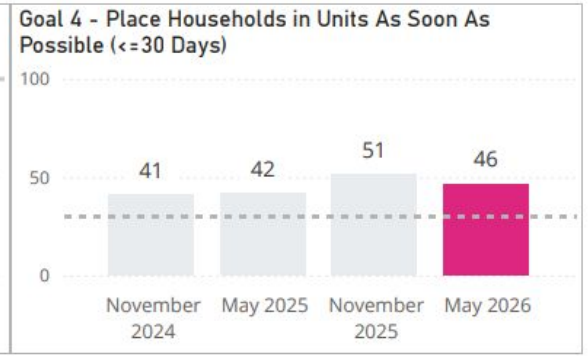
Rapid Re-Housing PPR

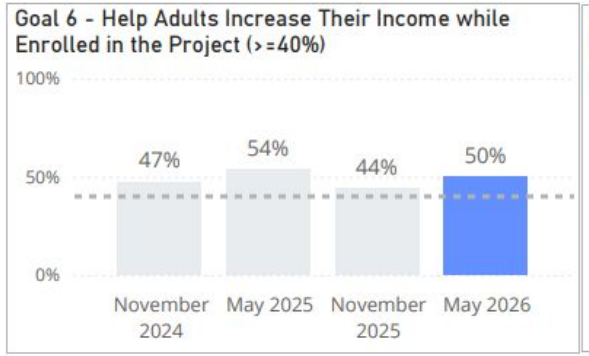
Orange County Rapid Re-Housing Goals & Outcomes 03/01/2025 - 02/28/2026

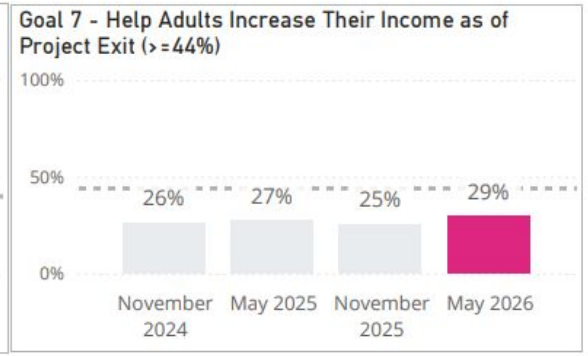
Rapid Re-Housing projects in the Orange County Continuum of Care (CoC) met **3 out of 10** thresholds as a project type.

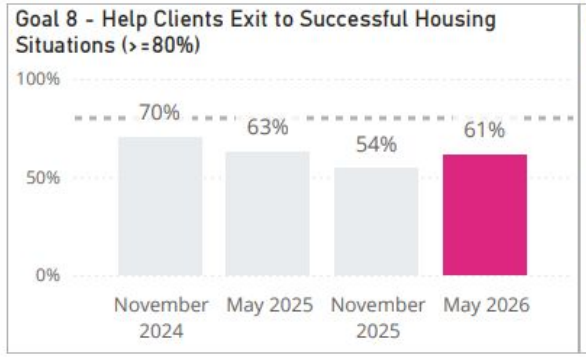
Met Threshold | Did Not Meet Threshold

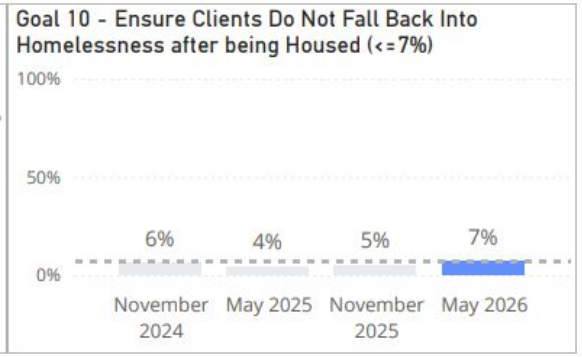








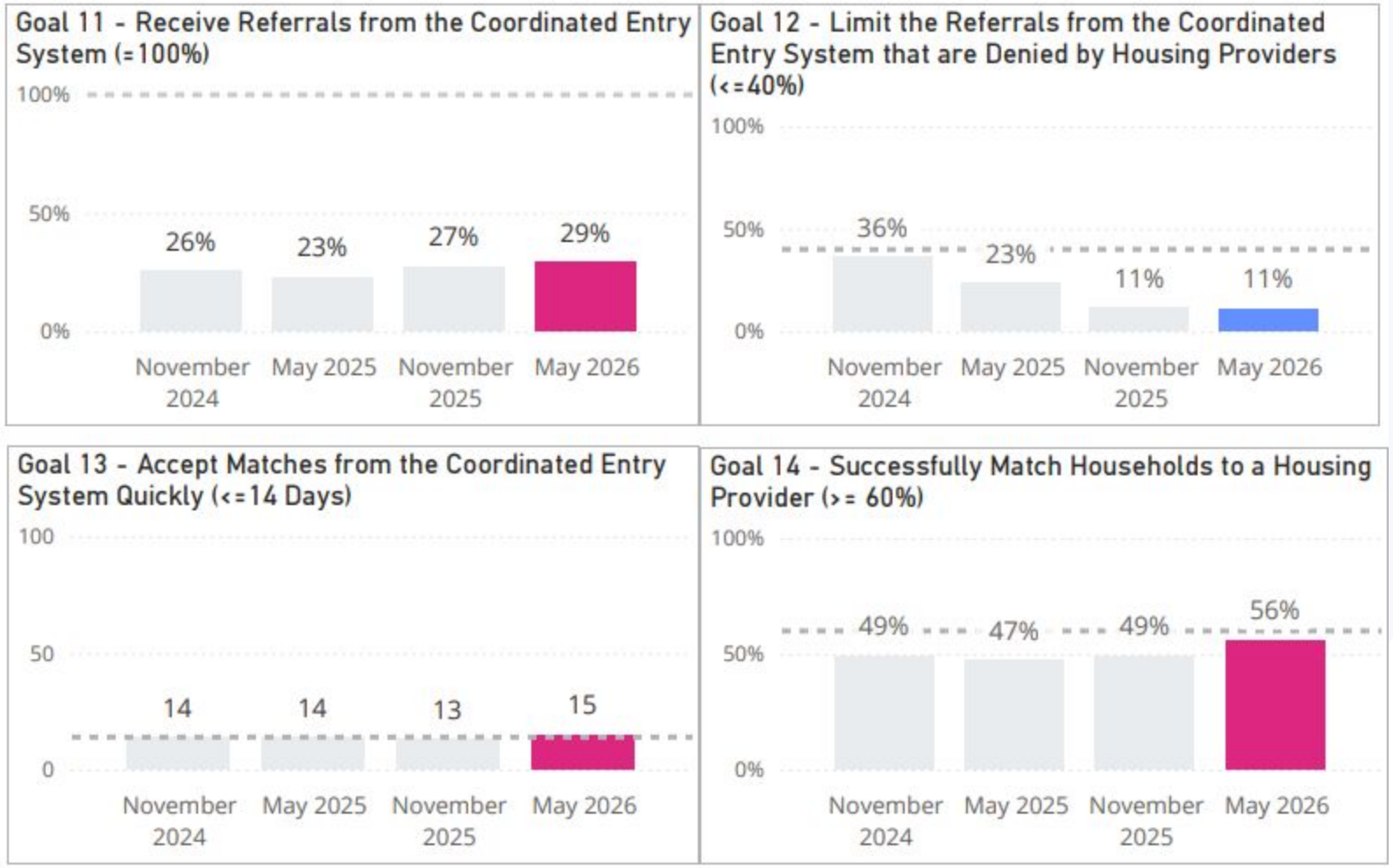




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Rapid Re-Housing: CES Goals



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Rapid Re-Housing - Highlight: Goal 13

Goal 13 - Accept Matches from the Coordinated Entry System Quickly

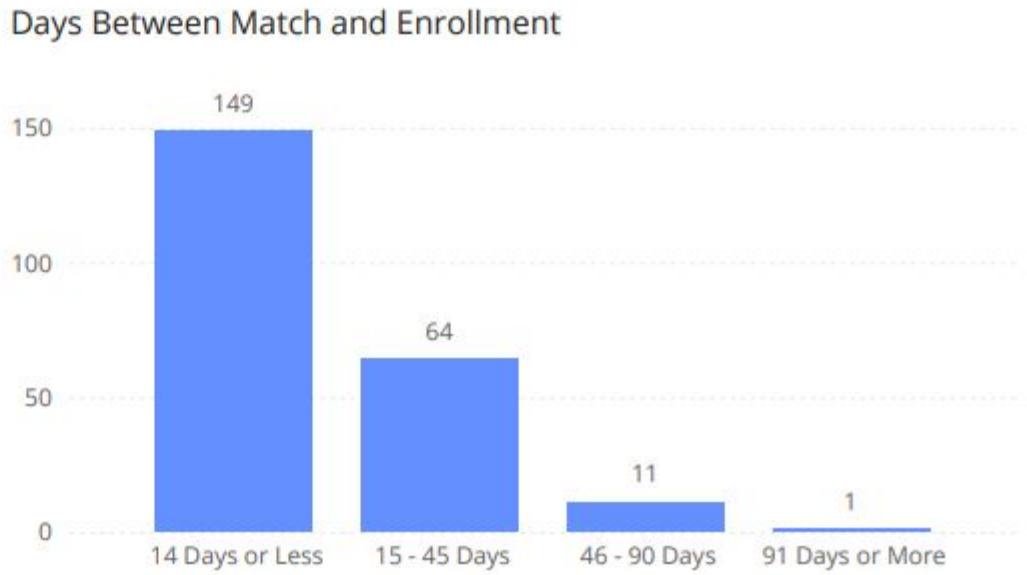
Goal 13 Scores

Threshold: <=14 days

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
15	16	8	7	20	N/A
n = 225	*n* = 90	*n* = 1	*n* = 86	*n* = 139	*n* = 0

Orange County CoC Goal: Households are accepted into the housing project they are matched to within 14 days of the match date.

Why? Household eligibility should be determined quickly to shorten the length of time the household remains homeless, and to ensure the household remains engaged in the housing process.



▼ # Days increased by 2 from previous reporting period

Matches that take 46-90 days have increased by ~4%

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Transitional Housing PPR

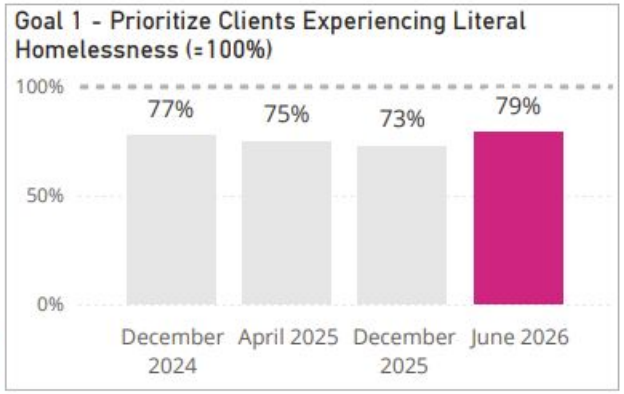
Orange County Transitional Housing Goals & Outcomes

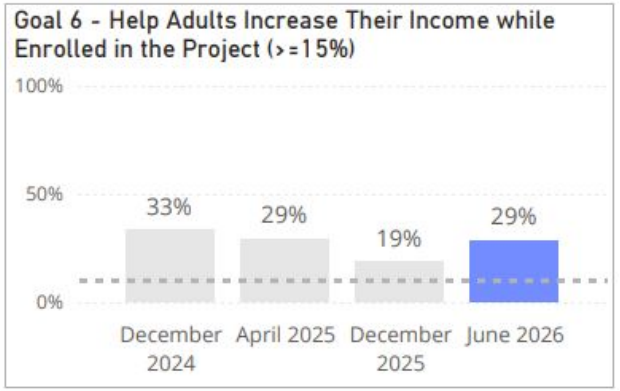
04/01/2025 - 03/31/2026

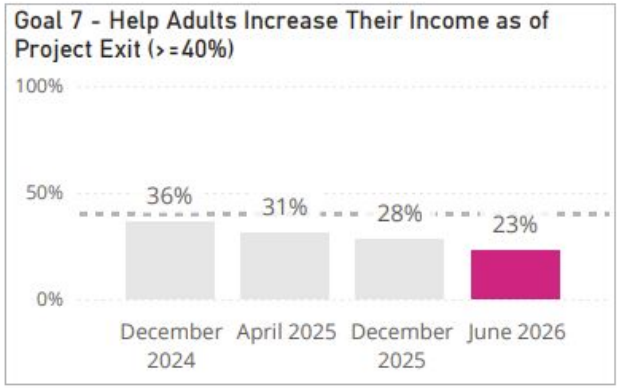
Transitional Housing projects in the Orange County Continuum of Care (CoC) met **2 out of 7** thresholds as a project type.

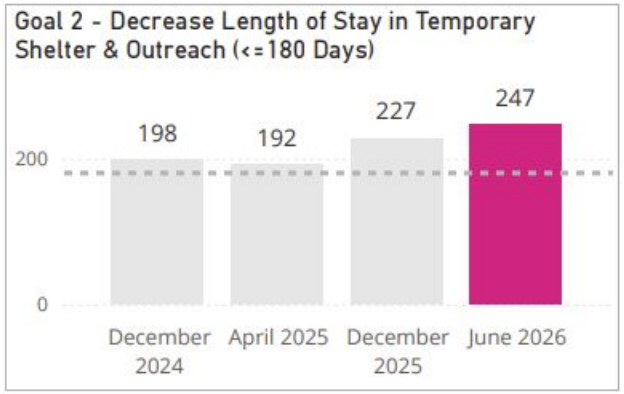
VSP are excluded in the Goal and Outcome reports.

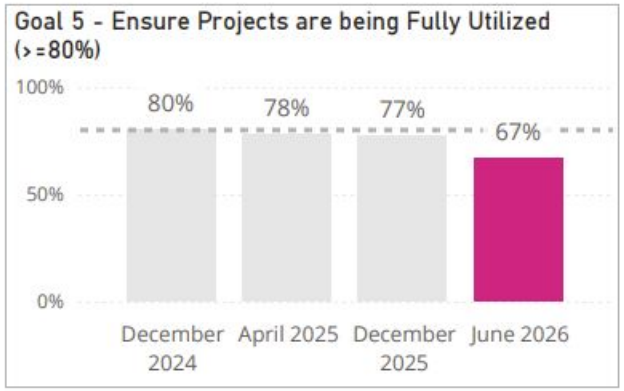
Met Threshold | Did Not Meet Threshold



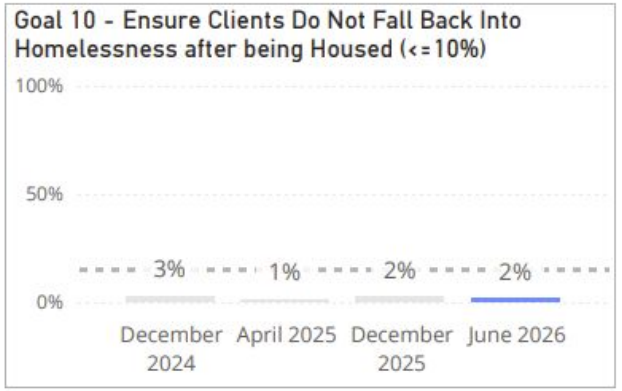












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Transitional Housing PPR - Highlight: Goal 5

Goal 5 - Ensure Projects Are Being Fully Utilized

Goal 5 Scores

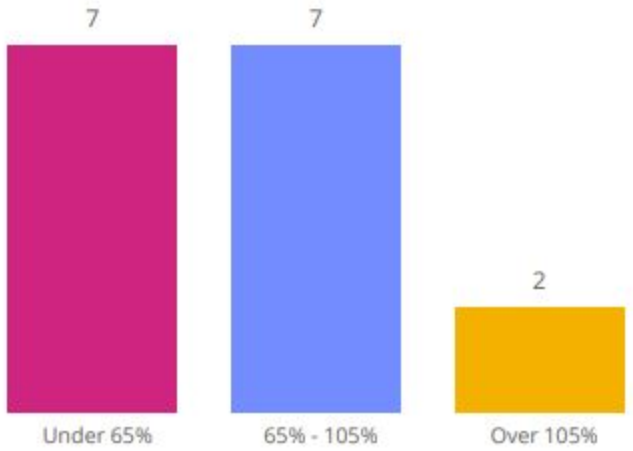
Threshold: >=80%

Project Type Score	Households with Children	Households without Children	Households with only Children
67%	74%	54%	N/A
n = 461	*n* = 370	*n* = 91	*n* = 0

Orange County CoC Goal: Transitional Housing projects have a unit utilization score of at least 80%.

Why? Projects should be close to full occupancy to ensure as many clients as possible are stabilized in housing situation.

Projects by Utilization Category



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Transitional Housing PPR - Highlight: Goal 5



How to improve your scores?

- Review a client's **Project Start Date** and **Project Exit Date** for accuracy.
- Review Project Enrollments to ensure clients are enrolled correctly (either as a **group** or as an **individual**) to ensure proper categorization of the **Household Type**.
- Review **bed inventory** on a regular basis to ensure it accurately reflects current project capacity.

Request to Update Bed Inventory Form KB

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Transitional Housing PPR - Highlight: Goal 6

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

Goal 6 Scores

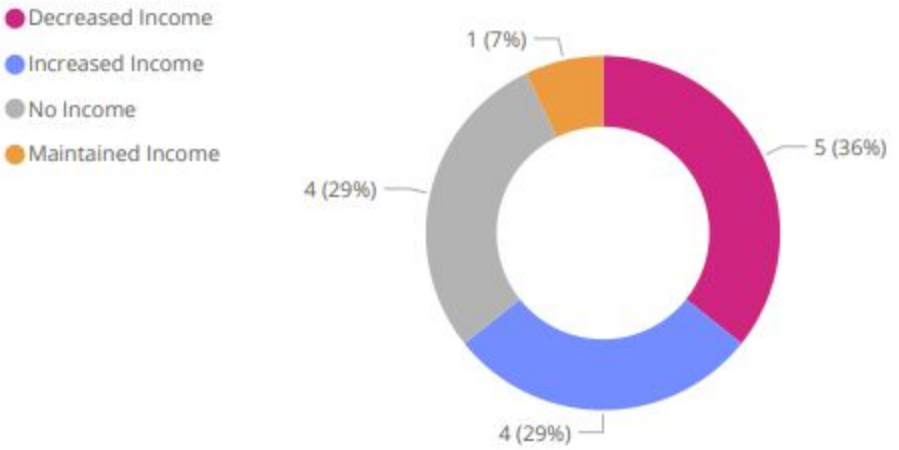
Threshold: >=15%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
29%	0%	N/A	36%	0%	N/A
n = 14	*n* = 1	*n* = 0	*n* = 11	*n* = 3	*n* = 0

Orange County CoC Goal: At least 15% of adults who were active during the reporting period in Transitional Housing projects with a length of stay of at least 365 days have increased their income during their project enrollment.

Why? Income is critical to maintaining most permanent housing situations. Clients receiving intensive service from Transitional Housing projects that necessitate lengths of stay of 365 or more days should receive services that help to increase their income.

Enrollments by Stayer Income Status



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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

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Agencies Agency Name	Programs Full Name	Programs Project Type Code	Date Created Date	Unique Identifier	Enrollment Id	Household Id	Head of Household (Yes / No)	Update/Exit Screen Individual or Family	Age at Project Start	First Name	Last Name	Name Data Quality	SSN	SSN Data Quality	Date of Birth Date	DoB Data Quality
			########		409462	366387	Yes	Individual				Client prefers not to answer	xxx-xx-xxxx	Client prefers not to answer		Client prefers not to answer
			########		409467	366394	Yes	Individual				Client prefers not to answer	xxx-xx-xxxx	Client prefers not to answer		Client prefers not to answer
			########		409549	366481	Yes	Individua	73			Full name reported		Full SSN Reported	########	Full DOB Reported
			########		409590	366523	Yes	Individua	24			Full name reported		Full SSN Reported	########	Full DOB Reported
			########		409498	366427	Yes	Individual				Partial, street name, or code name reported	xxx-xx-xxxx	Client prefers not to answer		Client prefers not to answer
			########		409499	366428	Yes	Individua	56			Client prefers not to answer	xxx-xx-xxxx	Client prefers not to answer	########	Approximate or partial DOB reported
			########		409501	366432	Yes	Individua	61			Client prefers not to answer	xxx-xx-xxxx	Client prefers not to answer	########	Approximate or partial DOB reported
			########		409513	366443	Yes	Individua	76			Full name reported	xxx-xx-0009	Approximate or partial SSN reported	########	Full DOB Reported
			########		409593	366526	Yes	Individua	85			Client prefers not to answer	xxx-xx-xxxx	Client doesn't know	########	Approximate or partial DOB reported
			########		388951	347541	Yes	Individua	71			Full name reported	xxx-xx-0000	Client prefers not to answer	########	Full DOB Reported
			########		390896	349258	Yes	Family	28			Full name reported	xxx-xx-xxxx	Client prefers not to answer	########	Full DOB Reported
			########		395583	353477	Yes	Individua	50			Full name reported	xxx-xx-9999	Approximate or partial SSN reported	########	Full DOB Reported
			########		365715	326083	Yes	Individua	42			Full name reported	xxx-xx-0000	Approximate or partial SSN reported	########	Full DOB Reported
			########		356047	316865	Yes	Individua	37			Full name reported	xxx-xx-xxxx	Client prefers not to answer	########	Full DOB Reported
			########		356506	317321	Yes	Individua	25			Full name reported	xxx-xx-xxxx	Client doesn't know	########	Full DOB Reported
			########		408814	365794	Yes	Individua	31			Full name reported	xxx-xx-xxxx	Client prefers not to answer	########	Full DOB Reported
			########		407171	364264	Yes	Individua	31			Full name reported	xxx-xx-xxxx	Client prefers not to answer	########	Full DOB Reported
			########		409287	366218	Yes	Individual				Client prefers not to answer	xxx-xx-xxxx	Client prefers not to answer		Client prefers not to answer
			########		409305	366237	Yes	Individual				Client prefers not to answer	xxx-xx-xxxx	Client prefers not to answer		Client prefers not to answer
			########		400102	357711	Yes	Individua	62			Full name reported	xxx-xx-xxxx	Client doesn't know	########	Full DOB Reported
			########		405238	362488	Yes	Individua	72			Full name reported	xxx-xx-xxxx	Approximate or partial SSN reported	########	Full DOB Reported

Error/ Warning	Description	Action Required from AAs
Highlighted in orange: Client Doesn't Know / Client Prefers Not to Answer	Responses with *Client doesn't know* or *Client Prefers Not to Answer*	Confirm that the value entered in HMIS corresponds with the information provided by the client
Highlighted in gray: Information Missing	Responses with *Data not Collected* or Blanks	Complete missing information if possible
Highlighted in magenta: Data Accuracy Issues	Responses that constitute Data Accuracy Issues (For more information see the Data Quality Corrections Reference Guide)	Correct the appropriate field in HMIS

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Quarterly Data Quality Report Card

Orange County Continuum of Care HMIS Data Completeness and Accuracy

Quarter 2 2026

4/1/26 -6/30/26

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.

Agency — First select agency from the Agency slicer to see a list of projects in the Project slicer.

All Projects

Project Name

All

Data Response Categories

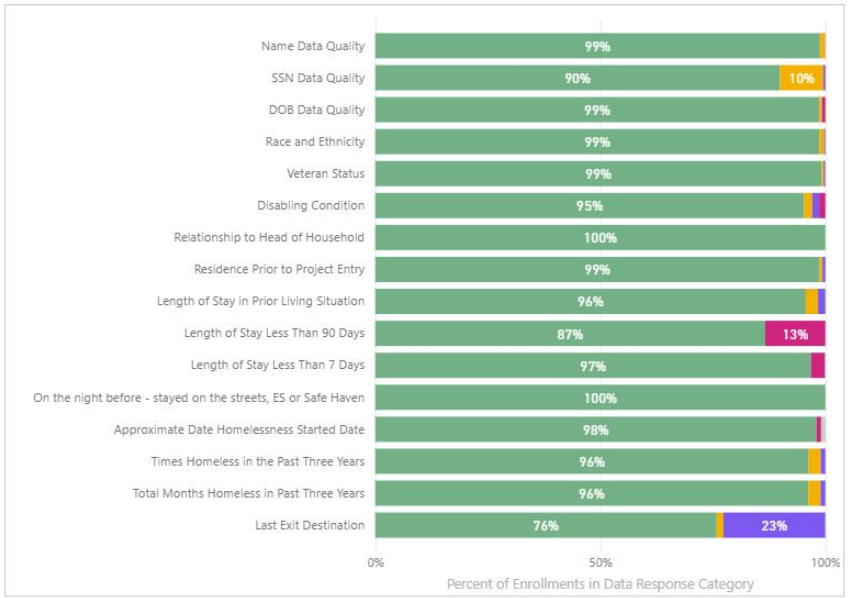
- **Valid Responses:** The percentage of responses that are in accordance with the HUD HMIS Data Standards Manual, excluding Client Doesn't Know, Client Refused, and Data Not Collected.
- **Don't Know/Prefers Not to Answer:** The percentage of responses where clients indicated that they did not know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

37,213



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Quarterly Data Quality Report Card

Orange County Continuum of Care HMIS Data Timeliness

Quarter 2 2026

4/1/26 - 6/30/26

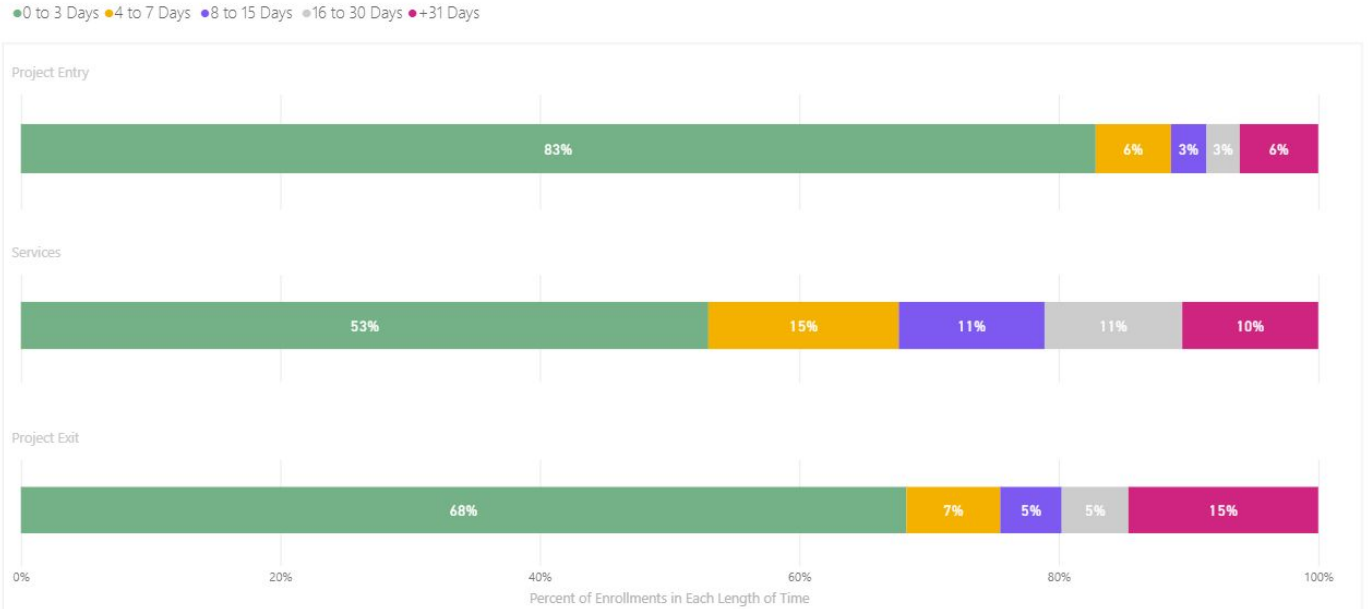
Data timeliness refers to the degree to which data is entered into HMIS in a timely manner. The Orange County Continuum of Care's data timeliness goal aligns with HUD's recommendation that all data should be entered into HMIS no later than three calendar days after it occurs. This tab shows the percentage 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



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Best Practices for Increased Income: Goals 6 & 7

Thank you to our community partner!

FAMILIES FORWARD

Kathy Lopez,
Director of Programs

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SUPPORTING INCOME GROWTH

Families Forward Approach to Help Adults Increase Income and Maintain Stability

Kathy Lopez, Director of Programs

FAMILIES FORWARD



Best Practice 1: Start income planning early

Make the income conversation part of housing stabilization from the first case management meeting.

1. **Assess**
   Review current income, employment history, benefits, barriers, and short-term housing obligations.

2. **Plan**
   Set a realistic income goal tied to housing costs and identify the next right step.

3. **Connect**
   Warm handoff to career coaching, benefits support, training, budgeting, and partner resources.

4. **Track**
   Revisit income at each touchpoint and document progress, changes, and follow-up needs.

What makes it work

Integrated team model
Case management plus career coaching and supportive services keeps income planning connected to housing stability.

Concrete skill building
Resume, job search, interview prep, budgeting, career pathway planning, and vocational training support.

Housing-focused lens
Income goals are framed around maintaining housing after assistance ends.

Keep the Income Plan alive throughout program enrollment, not only at exit.

Best Practices 2 & 3: Connect supports, then document progress

1 Normalize income conversations

Ask about income, goals, barriers, and opportunities in a strengths-based way. Tie the discussion to the family's housing plan, not compliance alone.

2 Use warm handoffs

Connect participants to career coaching, benefits, training, budgeting, and partner resources. Close the loop so the family/housing plan reflects what happened next.

3 Document changes consistently

Track income updates, employment changes, benefits, referrals, and follow-up needs throughout enrollment and at exit.

Key takeaway **Income growth is strongest when it is treated as part of housing stability: planned early, supported by the right partners, and documented consistently.**

Q&A

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

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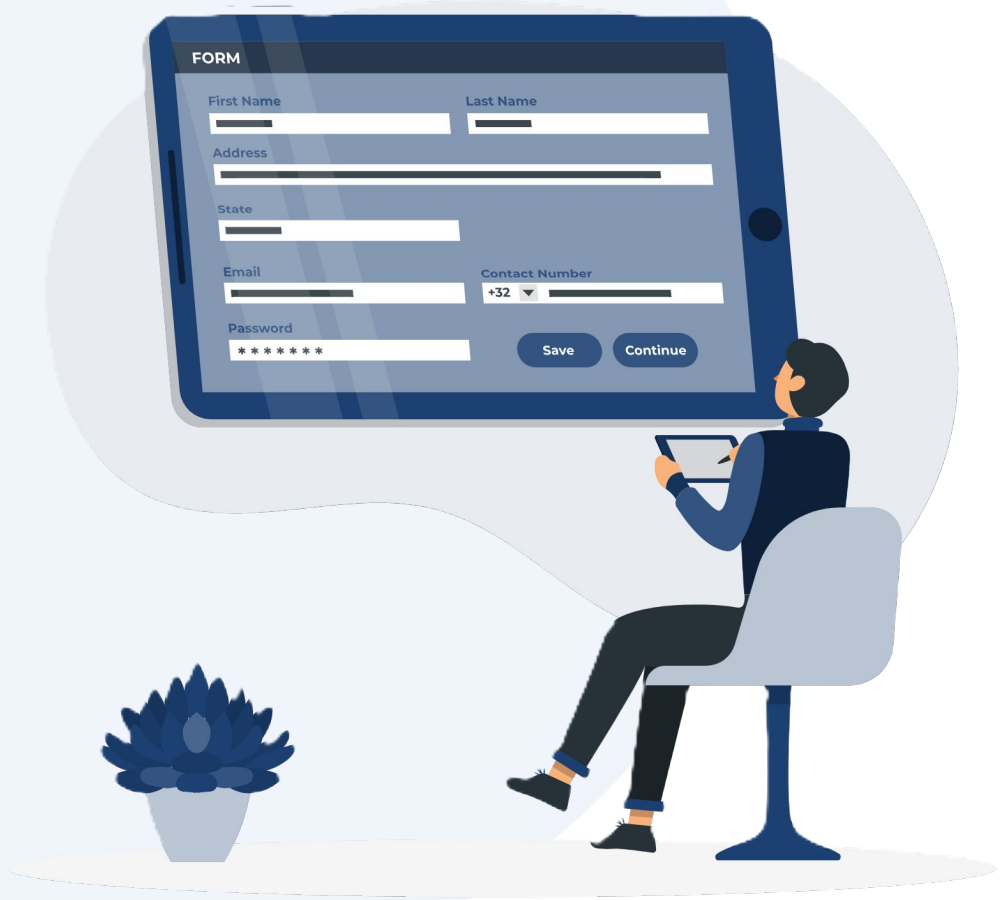
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August 2026 Data & Performance Management Survey

The HMIS Team invites users to complete our August 2026 Data & Performance Management Survey. The feedback from the survey is used to improve the content and quality of future webinars.

We'd greatly appreciate any feedback.

Thank you!



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

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Thank you
Have a great day!

Next Meeting: Thursday, November 12th at 1pm

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