November 2026 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 are best supported through a HMIS Help Desk ticket submission, so our Team is able to further investigate and provide assistance for your request.

211
Get Connected. Get Help.™

Orange County
UNITED WAY

Agenda

1. Project Performance Reports (PPR) Schedule
2. Project Performance Reports
3. Quarterly Data Quality Report Cards
4. Federal Reports: LSA & SPM

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

211
Get Connected. Get Help.™

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

211
Get Connected. Get Help.™

Orange County UNITED WAY

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

Q3 2026 Published Reports:

- Emergency Shelter (ES) - (5/1/2025 – 4/30/2026)

- Street Outreach (SO)- (6/1/2025 – 5/30/2026)

- Homelessness Prevention (HP) - (7/1/2025 – 6/30/2026)

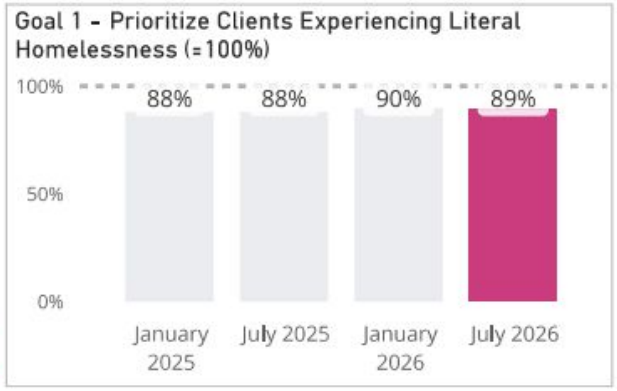
Emergency Shelter (ES) PPR: Goals and Outcomes

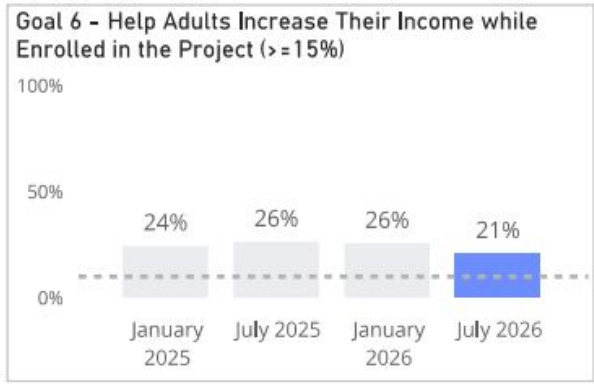
Orange County Emergency Shelter Goals & Outcomes

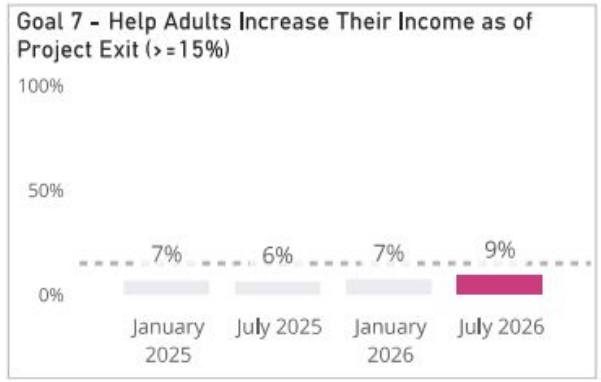
05/01/2025 - 04/30/2026

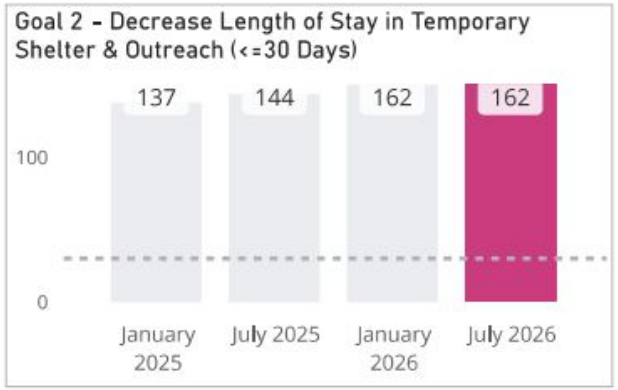
Emergency Shelter projects in the Orange County Continuum of Care (CoC) met **3 out of 7** thresholds as a project type.

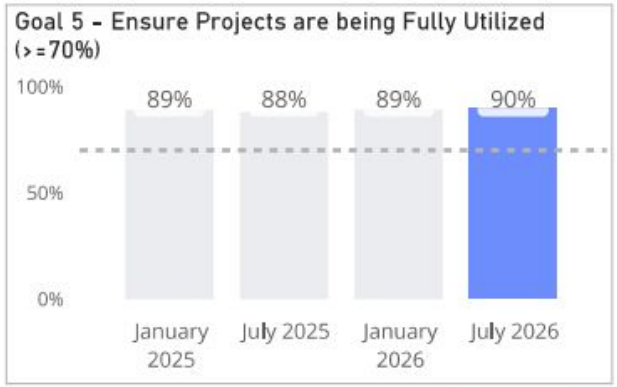
Met Threshold | Did Not Meet Threshold

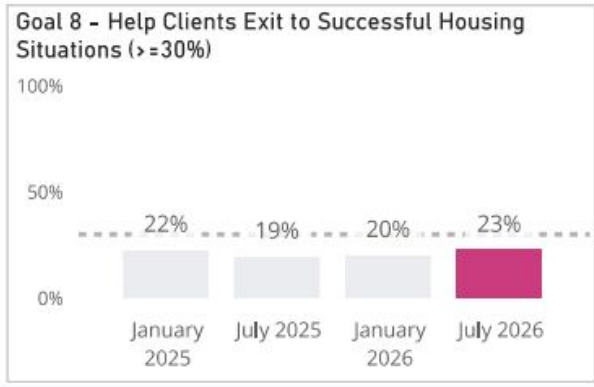


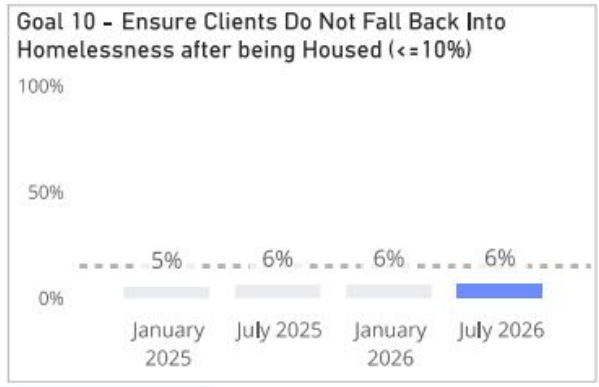












211
Get Connected. Get Help.™

Orange County UNITED WAY

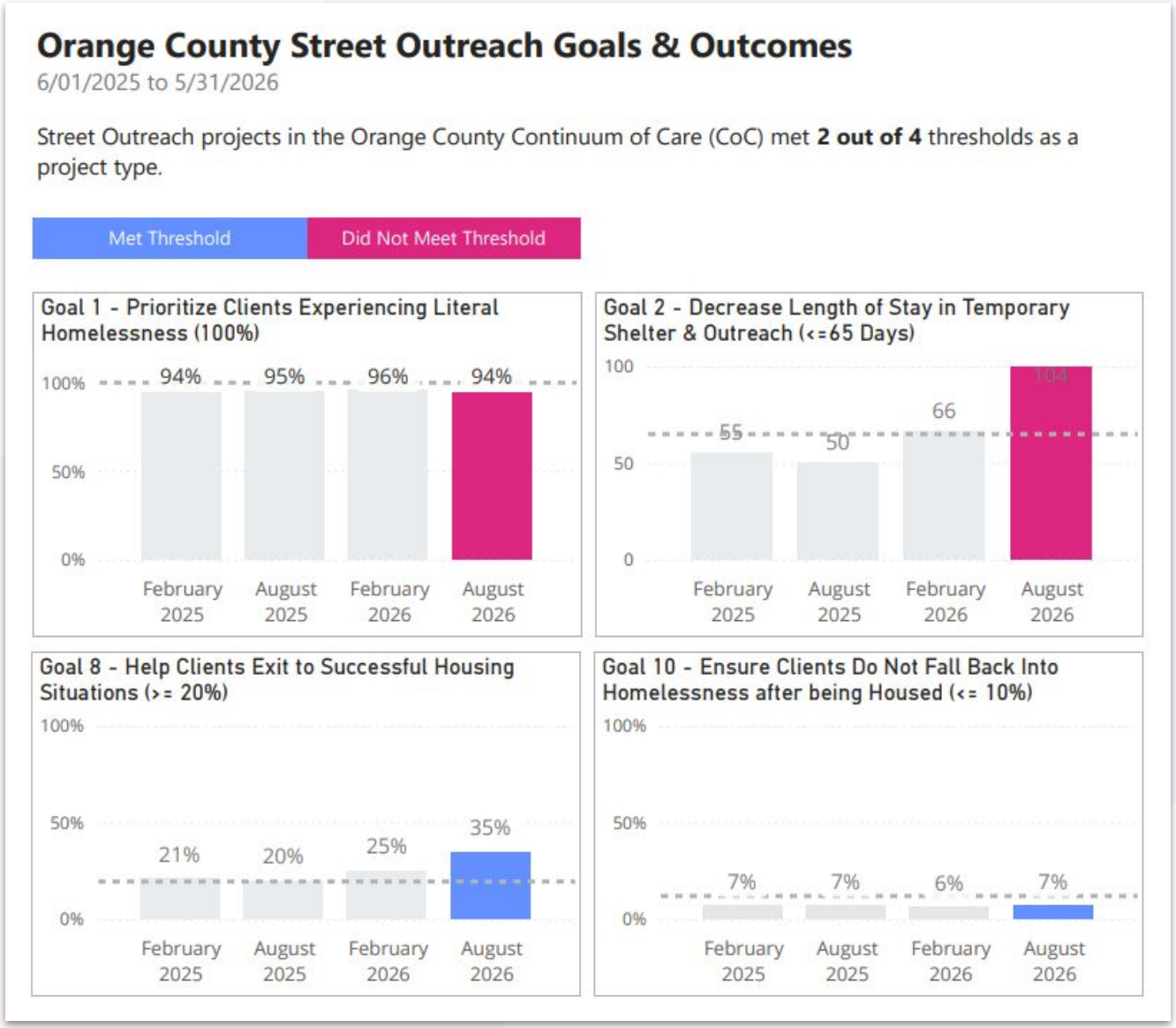
Emergency Shelter PPR - Highlights

- **Goal 2:** Length of Stay upward trend has stopped.
- **Goal 5:** Utilization of projects continues to improve.
- **Goal 7:** 2% point increase in clients who have increased their income.
- **Goal 8:** 3% increase in clients who have exited to successful housing

211
Get Connected. Get Help.™

Orange County
UNITED WAY

Street Outreach (SO) PPR: Goals and Outcomes



211
Get Connected. Get Help.™

Orange County UNITED WAY

Street Outreach - Highlight: Goal 2

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

Goal 2 Scores

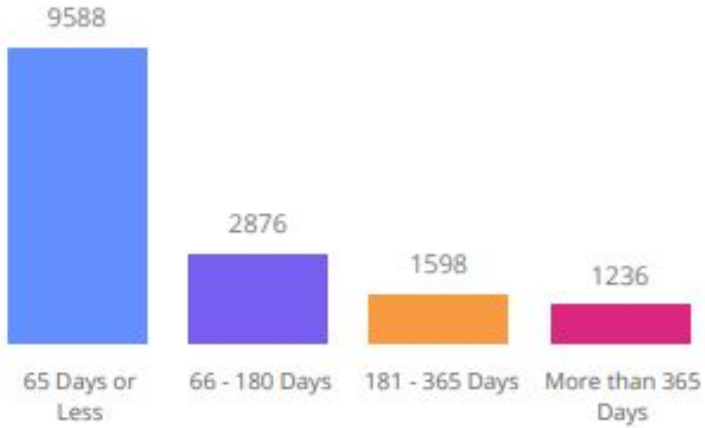
Threshold: <=65 Days

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
104	138	122	80	113	6
n = 15,298	*n* = 6,399	*n* = 498	*n* = 589	*n* = 13,446	*n* = 67

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.

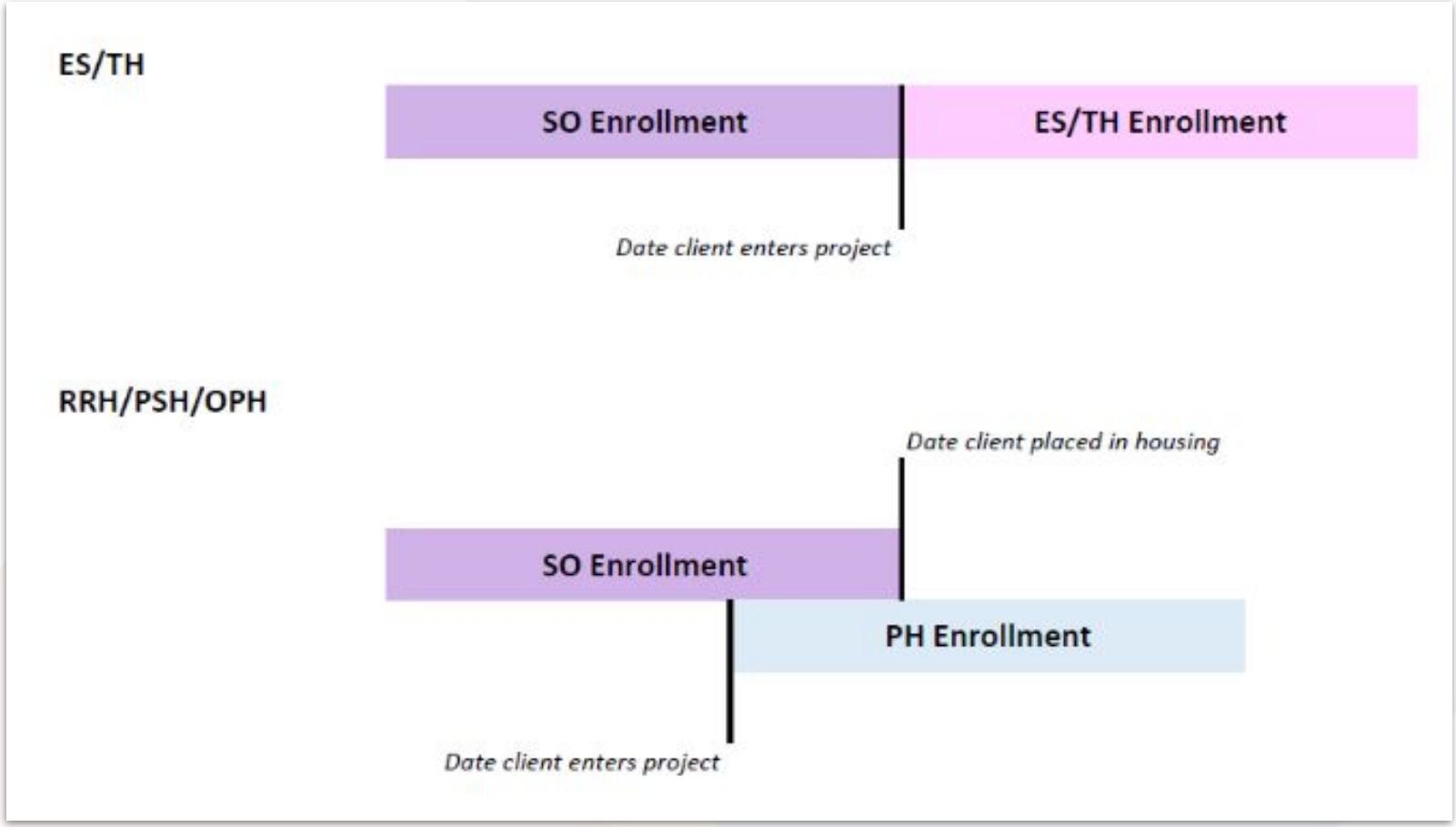
Enrollments by Length of Stay



211
Get Connected. Get Help.™

Orange County UNITED WAY

Street Outreach - Exiting Protocol



Additional information can be found in the Street Outreach Exiting Protocol KB.

211
Get Connected. Get Help.™

Orange County
UNITED WAY

Street Outreach - Highlight: Goal 8

Goal 8 - Help Clients Exit to Successful Housing Situations

Goal 8 Scores

Threshold: >=20%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
35%	39%	44%	64%	38%	8%
n = 10,838	*n* = 4,011	*n* = 262	*n* = 478	*n* = 9,164	*n* = 64

Orange County CoC Goal: At least 20% of Street Outreach enrollments exit to a successful situation.

Why? Because clients in Street Outreach projects are experiencing literal, unsheltered homelessness, it is important to provide people with sheltered situations.

Enrollments by Unsuccessful Exit Category



211
Get Connected. Get Help.™

Orange County UNITED WAY

Homelessness Prevention (HP) PPR: Goals and Outcomes

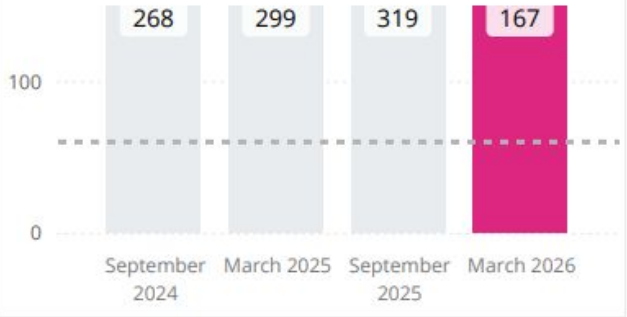
Orange County Homelessness Prevention Goals & Outcomes

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

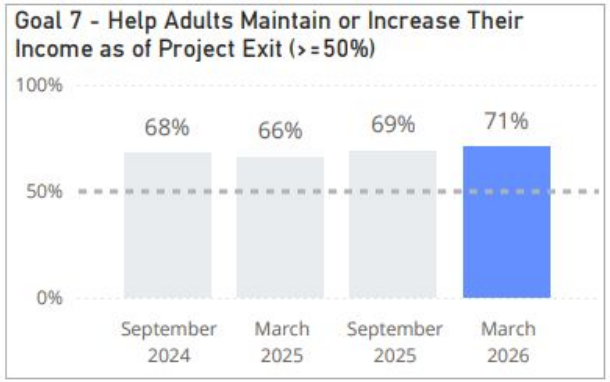
Goal 3 - Decrease Length of Time in Prevention Projects (<=60 days)



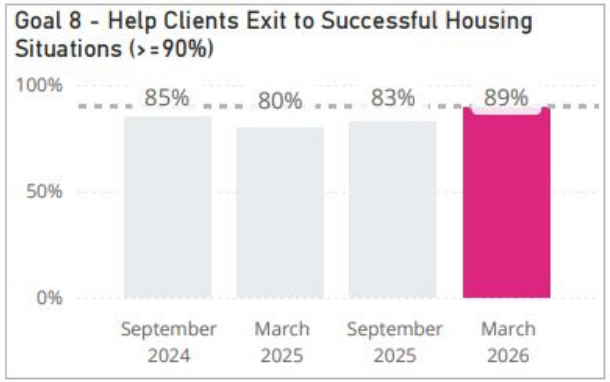
Goal 6 - Help Adults Maintain or Increase Their Income while Enrolled in the Project (>=55%)



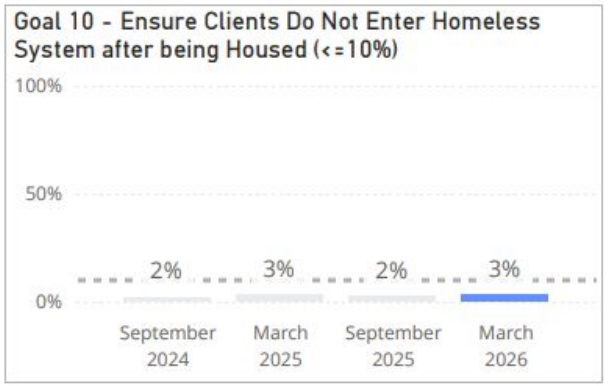
Goal 7 - Help Adults Maintain or Increase Their Income as of Project Exit (>=50%)



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



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



211
Get Connected. Get Help.™

Orange County UNITED WAY

Homelessness Prevention PPR - Highlight: Goal 8

Goal 8 - Help Clients Exit to Successful Housing Situations

Goal 8 Scores

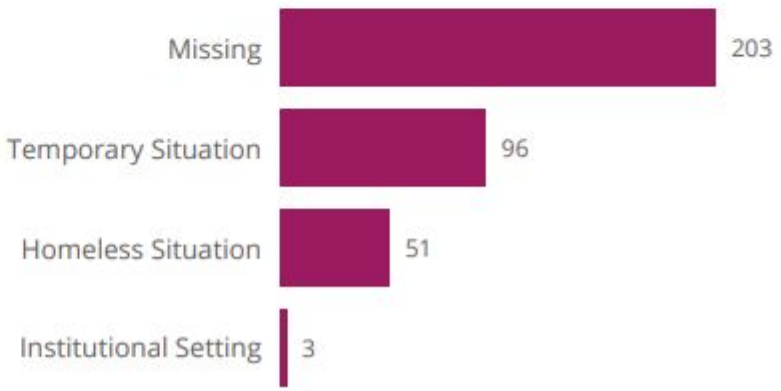
Threshold: >=90%

Project Type Score	Chronically Homeless	Veterans	Households with Children	Households without Children	Households with only Children
89%	0%	89%	91%	85%	64%
n = 3,296	*n* = 7	*n* = 190	*n* = 2,548	*n* = 725	*n* = 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



211
Get Connected. Get Help.™

Orange County UNITED WAY

Homelessness Prevention PPR - Highlight: Goal 10

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

Goal 10 Scores

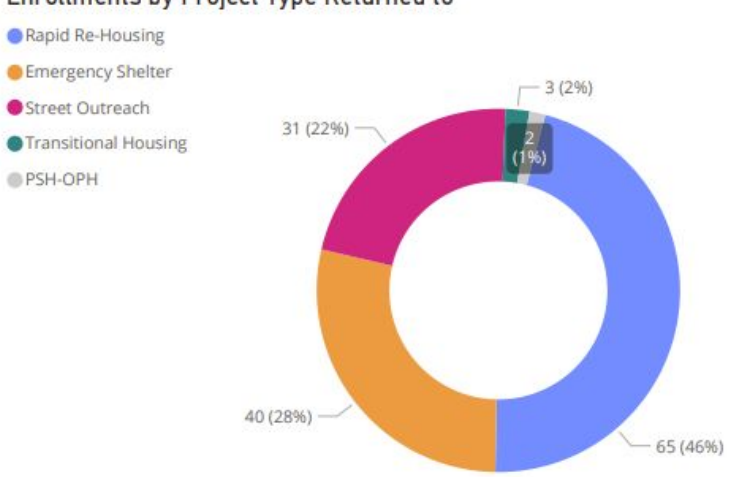
Threshold: <=10%

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

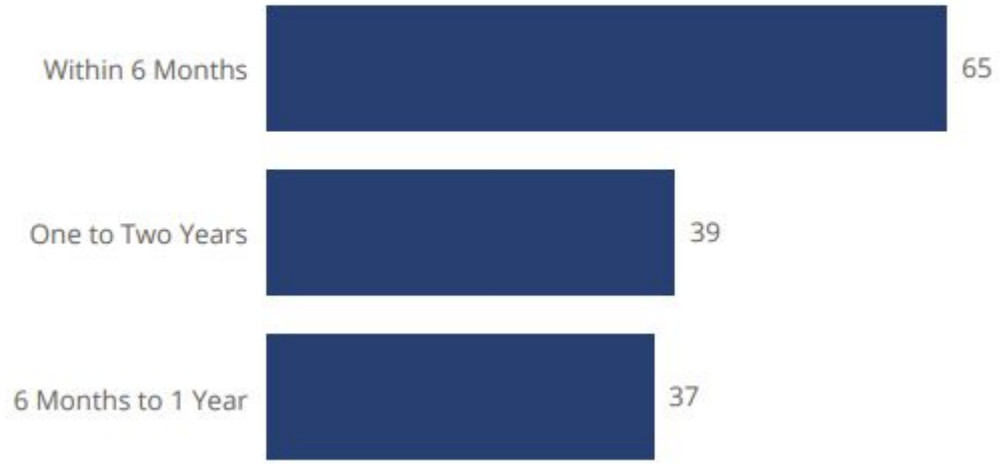
Orange County CoC Goal: No more than 10% of clients who exit from a Homeless Prevention project to a permanent housing destination subsequently return to the system.

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



Timeline of Return to Homeless System



211
Get Connected. Get Help.™

Orange County UNITED WAY

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.

211
Get Connected. Get Help.™

Orange County
UNITED WAY

Quarterly Data Quality Report Card

Orange County Continuum of Care HMIS Data Completeness and Accuracy

Quarter 3 2026

7/1/26 - 9/30/26

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

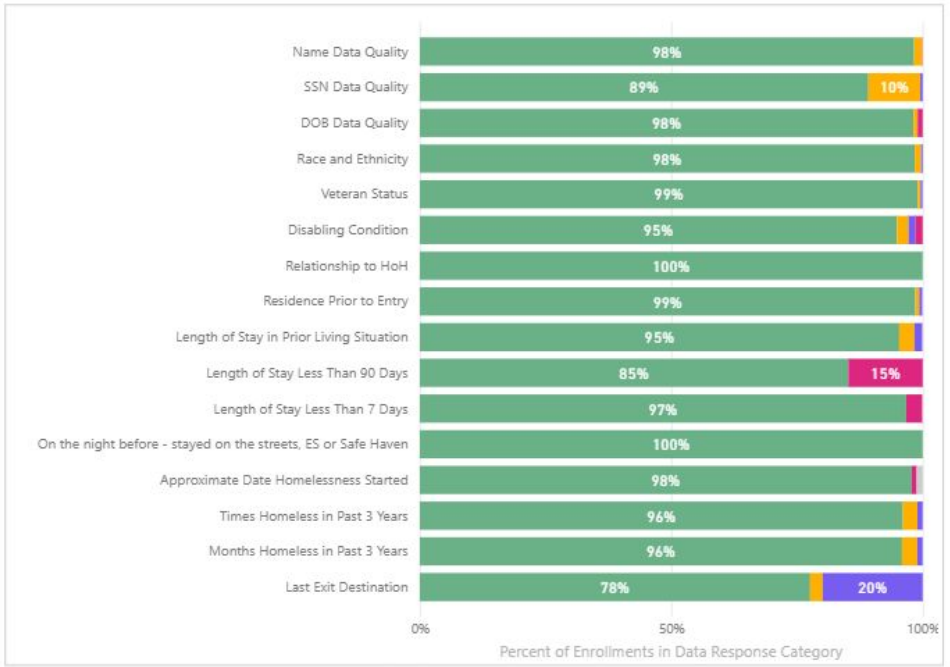
- **Valid Responses:** The percentage of responses that are in accordance with the HUD HMIS Data Standards Manual, excluding Client Doesn't Know, Client Refused, and Data Not Collected.
- **Don't Know/Prefers Not to Answer:** The percentage of responses where clients indicated that they did not know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

38,278



211

Get Connected. Get Help.™

Orange County UNITED WAY

Quarterly Data Quality Report Card

Orange County Continuum of Care HMIS Data Timeliness

Quarter 3 2026

7/1/26 - 9/30/26

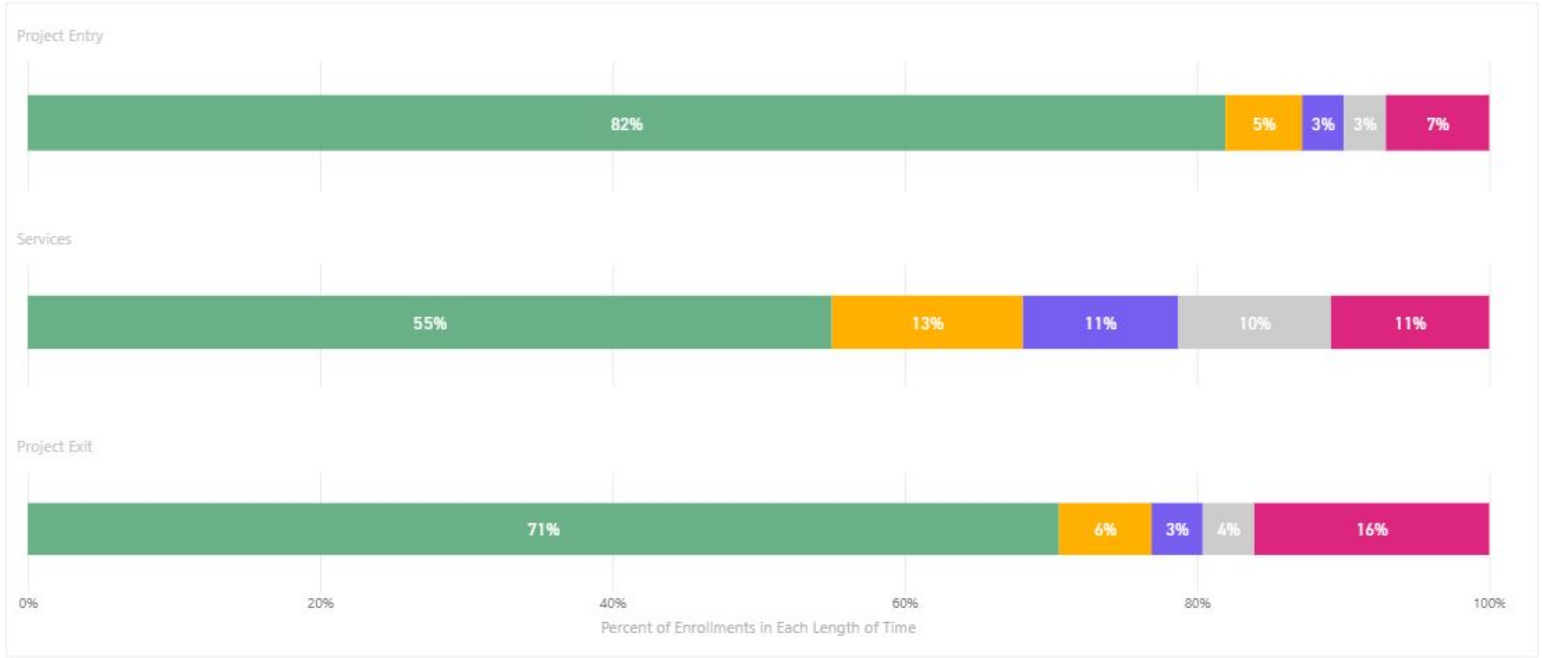
Data timeliness refers to the degree to which data is entered into HMIS in a timely manner. The Orange County Continuum of Care's data timeliness goal aligns with HUD's recommendation that all data should be entered into HMIS no later than three calendar days after it occurs. This tab shows the percentage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



211 Get Connected. Get Help.™

Orange County United Way

Federal Reports: Longitudinal System Analysis (LSA) & System Performance Measure (SPM) Updates



LSA: Preparing HMIS Data for final HUD upload

- Agencies are addressing flags and warnings about data
- Data Quality reports are provided for additional data clean-up
  - Notes are being collected for inclusion into final LSA upload



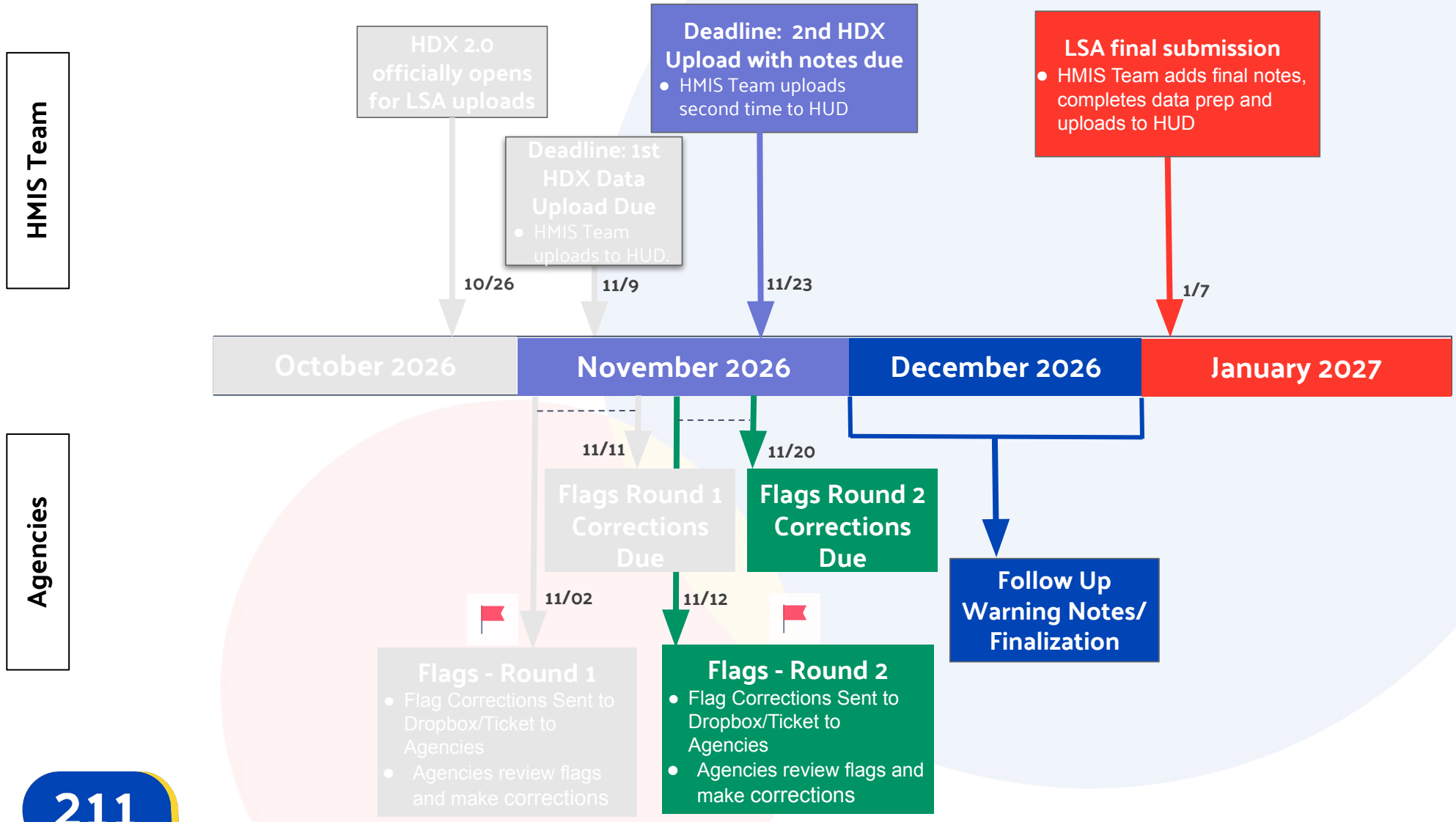
SPM: Preparing for HMIS Data for final HUD upload

- DQ Rounds 1 and 2 completed
- Preparing for DQ Round 3 sent to agencies

211
Get Connected. Get Help.™

Orange County UNITED WAY

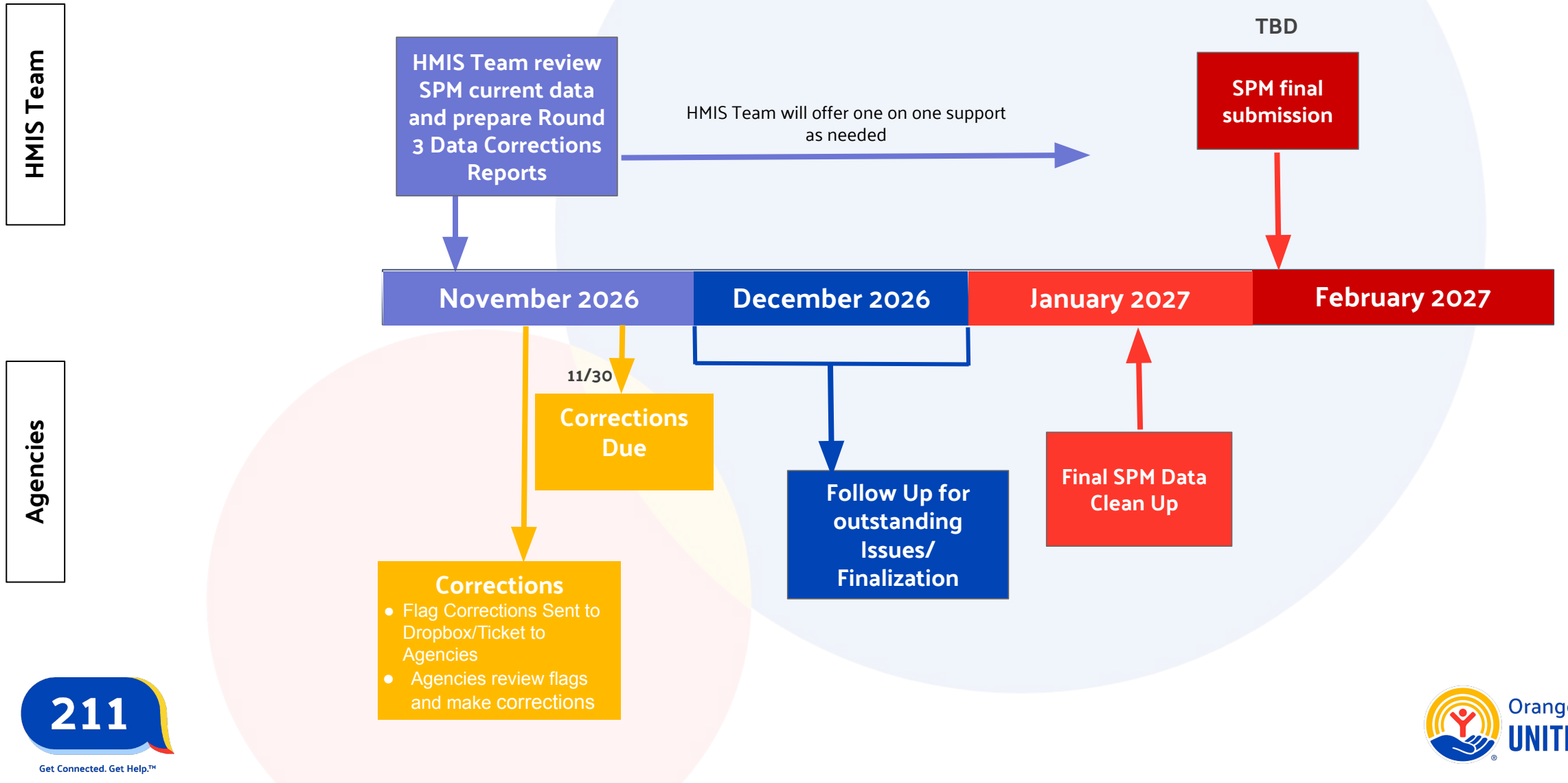
Longitudinal System Analysis (LSA) Timeline



211
Get Connected. Get Help.™

Orange County UNITED WAY

System Performance Measure (SPM) Timeline



211
Get Connected. Get Help.™

Orange County UNITED WAY

LSA Flag Category Review: Utilization

Example Flag	Possible Issues:	Clarity Report:	Action Items:
"You reported that zero people were served (active in residence) during the entire report period…"	The operating start date is incorrect (see HMIS Data standards), or project should be closed	**Agency Set Up Review Dashboard**, "Program Descriptor Data" tile	• If the operating start date is incorrect, respond on the form with the corrected date. • If the project should be closed, please submit a Agency/Project Deactivation Form
	Clients were not enrolled.	**Program Roste**r	• Enroll missing clients.
"A substantial proportion of clients in this project were served in [household type], but none of the active bed records for this project in your Inventory file reported [household type] beds."	There is no bed inventory indicated for this Household type in HMIS.	**Agency Set Up Review Dashboard**, "Bed Inventory" tile	• If bed inventory is missing, complete a Request to Update Bed Inventory form to the HMIS Helpdesk.
"[household type]: Program utilization rate for all households (x%) is unusually low. By "low", we mean under 25% utilization…"	Fewer households were served than expected.	**Agency Set Up Review Dashboard**, "Bed Inventory" tile **Program Roste**r	• If the bed inventory on the dashboard is not correct, complete a Request to Update Bed Inventory form. • Review the program roster is correct and add enrollments as necessary. • If both are correct, an explanation will be needed.

211 Get Connected. Get Help.™

Orange County UNITED WAY

LSA Flag Category Review: Length of Stay

Example Flag	Possible Issues:	Clarity Report:	Action Items:
"The average length of stay (x) (which is derived from your LSACalculated file as total bed nights divided by total people), among clients in [project name], 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	Data entry errors in client program start and end dates.	**Program Roster**	• Review client project start and end dates and make updates as necessary.
	Your project operates to allow clients to stay as long as necessary in order to find housing.		• Agencies that had this warning flag in the previous year, received an explanation shared in the previous reporting period to review and verify is still true to your agency's operations. • If no prior explanation was provided you will need to provide one. For assistance reach out in the ticket.

211
Get Connected. Get Help.™

Orange County UNITED WAY

LSA Flag Category Review: Project Descriptor

Example Flag	Possible Issues:	Clarity Report:	Action Items:
"The following Project ID [x] was found in your LSACalculated file, but there were no inventory records associated with this project in your Inventory file that fall within the reporting period and where the CoC Code in the Inventory file is the same as your CoC's code in the HDX.."	Project was not created in HMIS.	**Agency Set Up Review Dashboard**, "Program Descriptor Data" tile	• Confirm the project is listed. If not, please submit an New Agency/Program Set-Up Form
	The project does not have bed inventory associated with it.	**Agency Set Up Review Dashboard**, "Bed Inventory" tile	• Confirm the project's bed inventory. If bed inventory is missing, complete a Request to Update Bed Inventory form to the HMIS Helpdesk.

211 Get Connected. Get Help.™

Orange County UNITED WAY

Q&A

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

211
Get Connected. Get Help.™

Orange County
UNITED WAY

Thank you
Have a great day!

Next Meeting: Thursday, August 13th at 1pm

211
Get Connected. Get Help.™

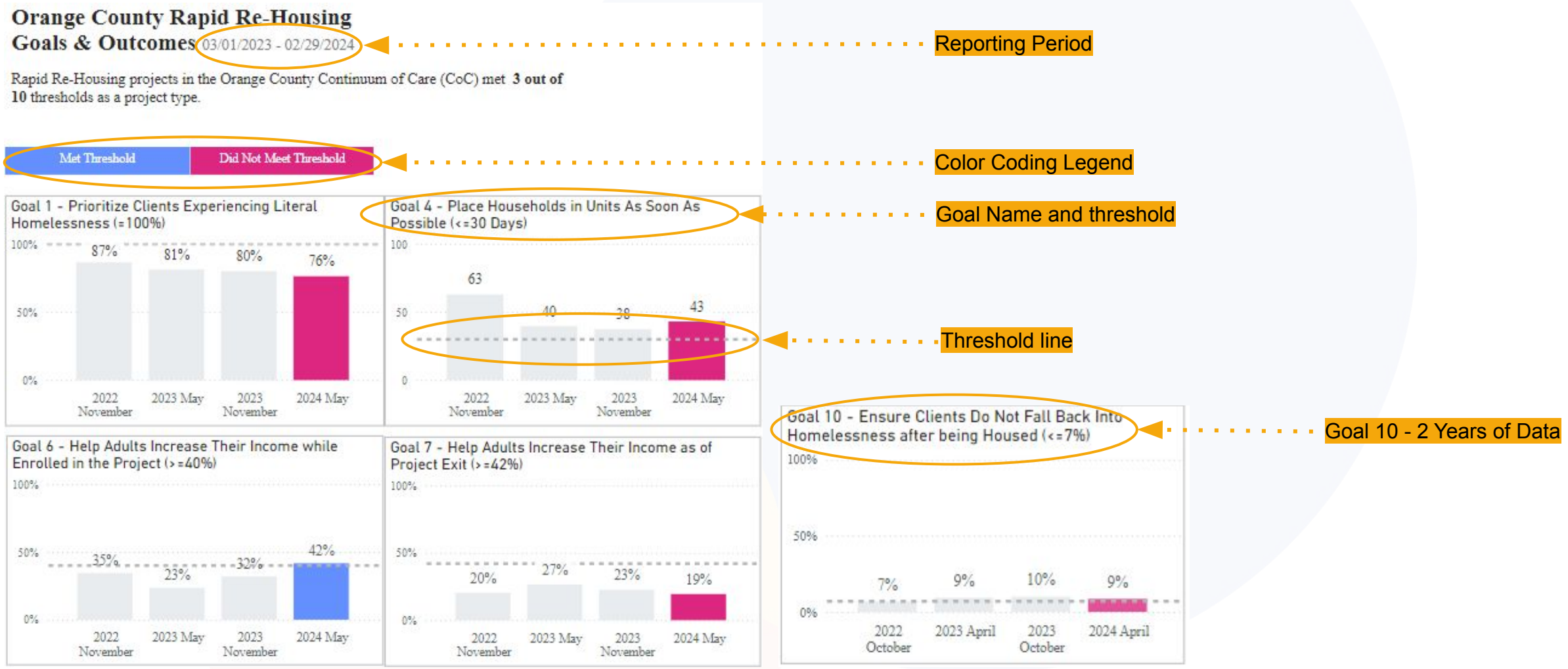
Orange County UNITED WAY



Orange County

UNITED WAY

PPR Goals & Outcomes Overview



211
Get Connected. Get Help.™

Orange County UNITED WAY

Quarterly Data Quality Report Card

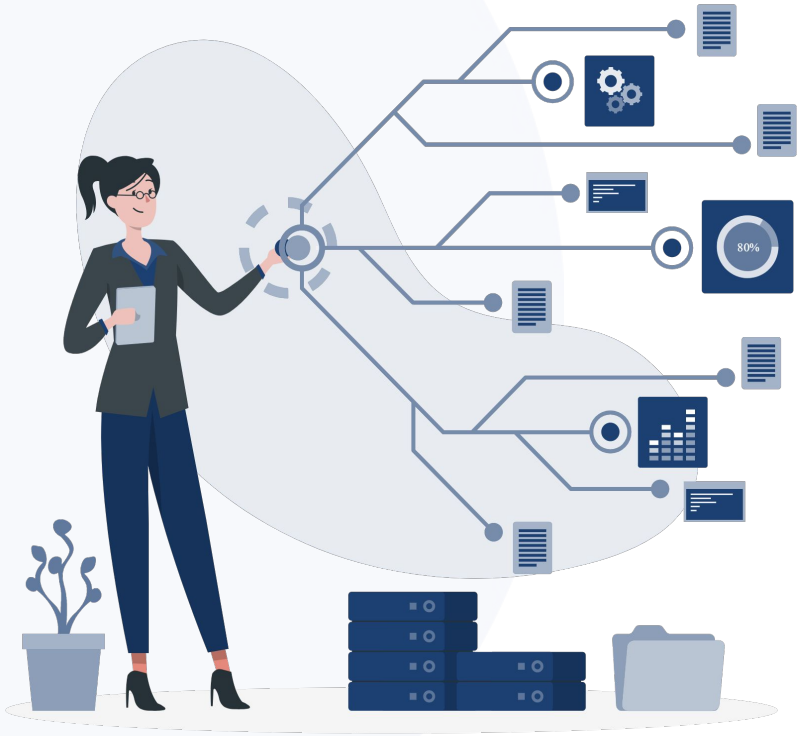
HMIS Universal Data Elements (UDE) are required collected elements for all projects participating in HMIS, regardless of funding source.

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

211
Get Connected. Get Help.™

Orange County
UNITED WAY

Q1 Data Quality Report Card - Data Completeness and Accuracy

211
Get Connected. Get Help.™

Orange County
UNITED WAY

Q1 Data Quality Report Card - Data Timeliness

211
Get Connected. Get Help.™

Orange County
UNITED WAY

211

Get Connected. Get Help.™

Orange County UNITED WAY