HMIS Reporting
PPR Goals 11 - 14

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Agenda

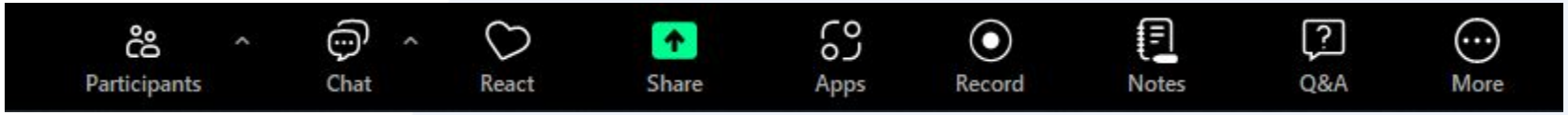
1. Project Performance Overview
2. Project Performance Dashboard
3. Goal 11 - Receive Referrals from the Coordinated Entry System
4. Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by Housing Providers
5. Goal 13 - Accept Matches from the Coordinated Entry System Quickly
6. Goal 14 - Successfully Match Households to a Housing Provider

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Meeting materials and recording will be available on the HMIS Website
https://ochmis.org/hmis-monthly-training-webinars/

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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.

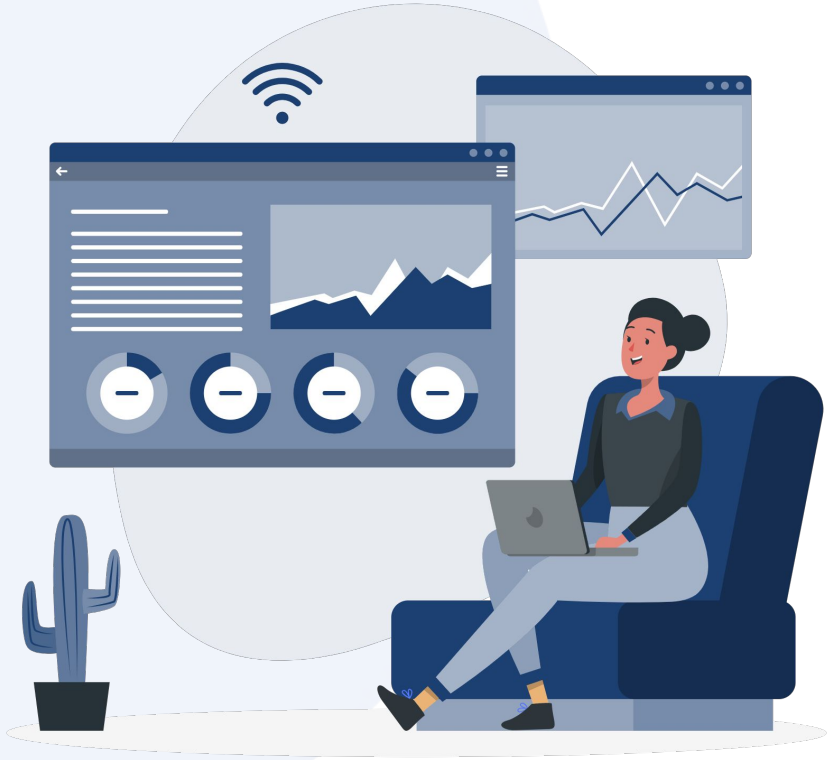
Agency specific questions are best supported through an HMIS Help Desk ticket submission, so our Team is able to further investigate and provide assistance for your request.

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Project Performance Reports (PPR)

- Published performance data for all Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing/Other Permanent Housing projects that participate in HMIS
- Highlights different measures that HUD and the CoC have determined are important in effectively ending homelessness for the clients in Orange County
- Used to highlight successes for the different projects, and can be used to help providers develop processes and policies for improving performance



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Project Performance Reports (PPR)

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

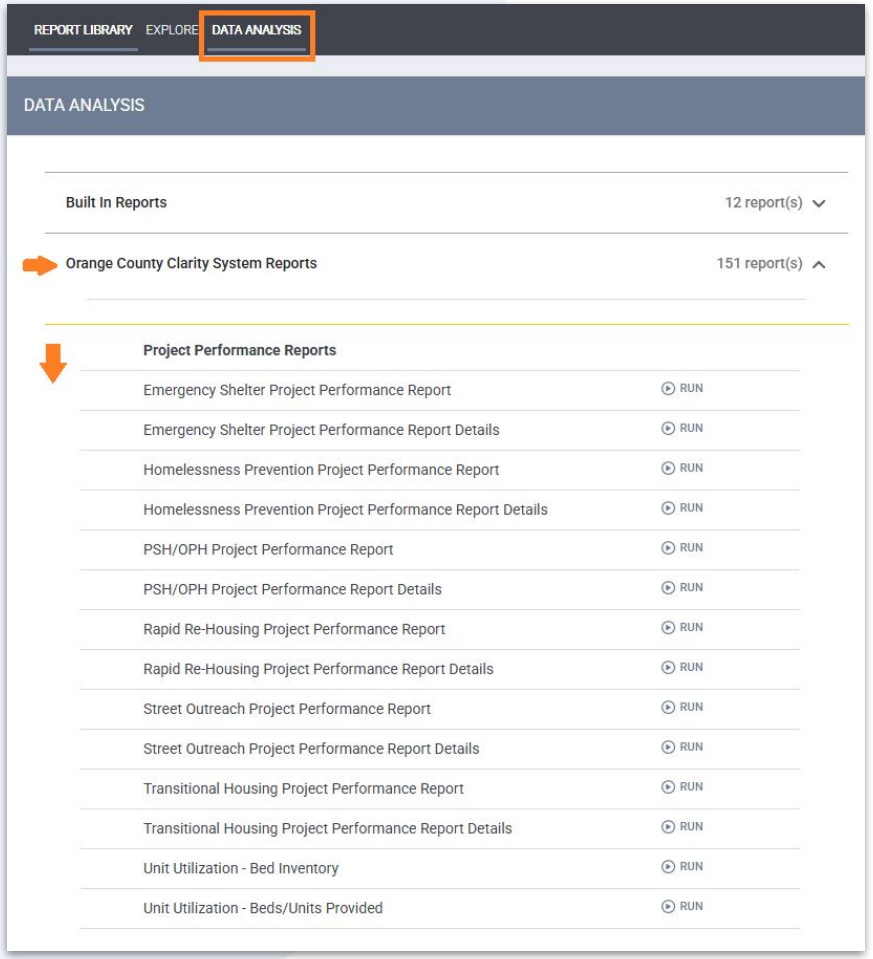
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Project Performance Report Dashboards

To access the Project Performance Report Dashboards:

- From the Primary Navigation Menu, select Reports
- Select Data Analysis
- Expand the Orange County Clarity System Reports
  - Scroll down to the Project Performance Report section
    - Each project type will have two dashboards: The **Report** will provide a snapshot of the agency's performance and the **Report Details** will provide client level data



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Goal 11: Receive Referrals from the Coordinated Entry System

Goal 11 is focused on receiving referrals from the Coordinated Entry System. This means that 100% of Permanent Housing Projects should be receiving referrals from the Coordinated Entry System, to ensure that the **highest priority clients are receiving the housing resources they need to end their homelessness**.

Applicable Project Types and Targets:

- Rapid Re-Housing: 100%
- Permanent Supportive Housing - Other Permanent Housing: 100%

Universe: Head of Households with a Project Start Date during the reporting period.

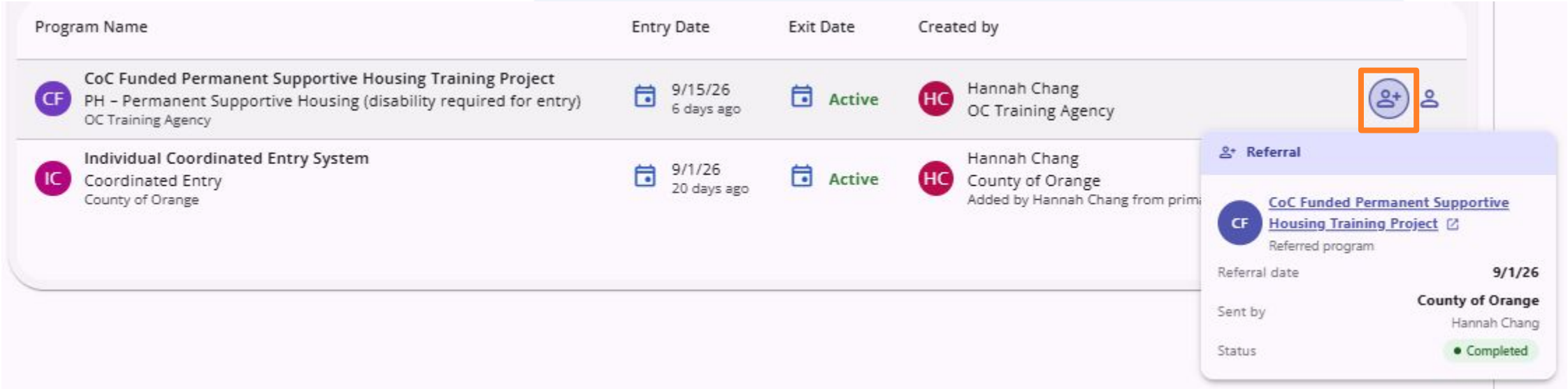
This measure compares the **number of new enrollments** in the housing project during the reporting period to the **number of completed referrals** the housing project had during the reporting period.

$$Goal\ 11 = \frac{Completed\ Referrals}{Number\ of\ New\ Enrollments}$$

Clients entering from the following rental subsidy types should be excluded from the measure.

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

Making Corrections for Goal 11



Please review enrollments without CES referrals from the client's Programs tab. Once you verify that the client is enrolled in the correct program, please submit a ticket to the HMIS Help Desk to create a proper referral linkage.

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

Goal: Permanent Housing projects should not be denying households that are matched to their housing opportunities unless the household is not eligible to be served by the project. However, households may choose to deny a match to a Housing Provider.

Applicable Project Types and Targets:

- Rapid Re-Housing: <= 40%
- Permanent Supportive Housing - Other Permanent Housing: <= 40%

Universe: Denied matches to permanent housing projects during the reporting period

When a household is matched to a housing opportunity, that match can be denied by either the Housing Provider or the Household that was matched to the opportunity. This measure is determining the percentage of all denials that were denied by the Housing Provider.

$$Goal\ 12\ = \frac{Matches\ that\ are\ denied\ by\ the\ Housing\ Provider}{Total\ number\ of\ denied\ matches\ to\ permanent\ housing\ projects}$$

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Goal 12 - Reasons for Denial

When denying a referral after a household has been matched to a housing opportunity, a reason for denial must be selected.

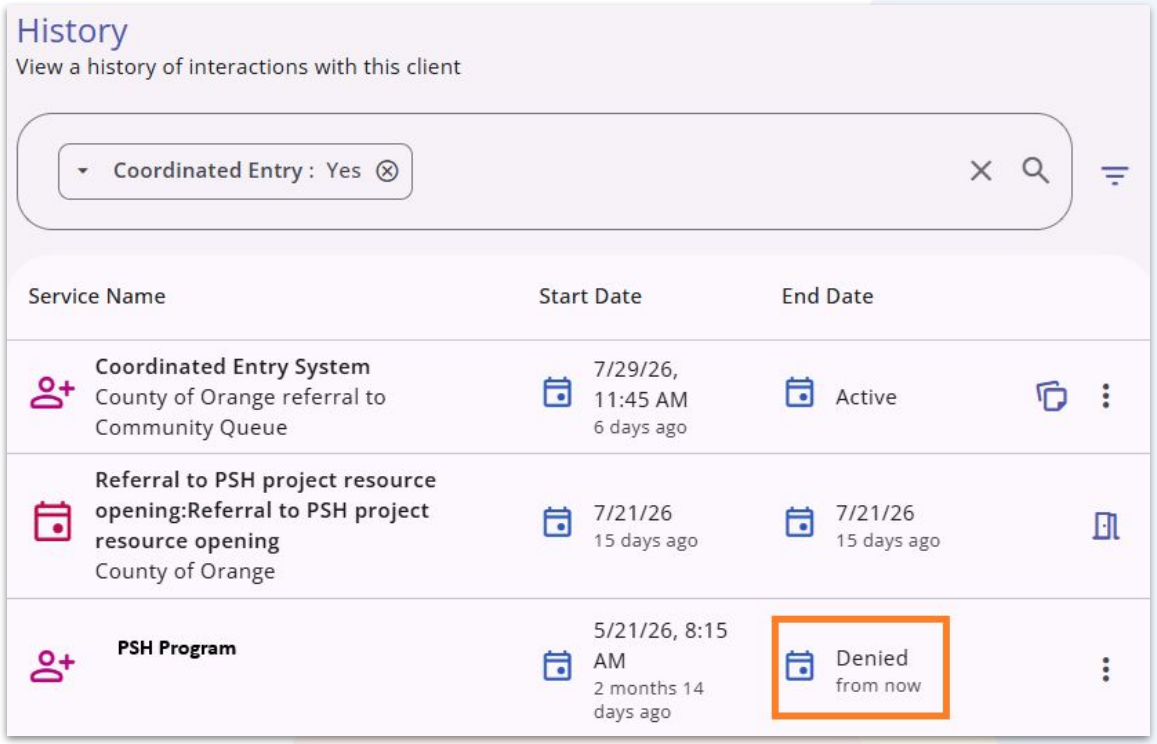
- The table outlines the possible reasons for denial, and whether the reason for denial should be considered by the Housing Provider or the Client.

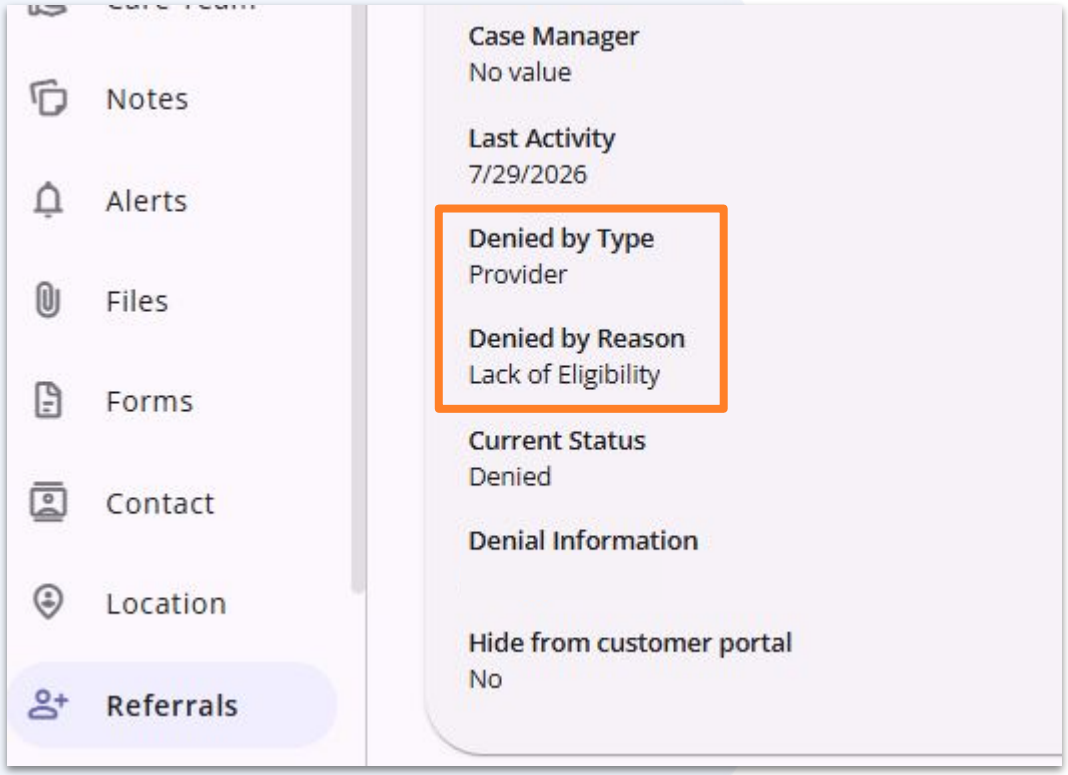
To ensure that you receive matches that meet your program's eligibility requirements and limit the number of denials, make sure that the toggles for the applicable eligibility requirements are pushed forward when adding housing opportunities.

For additional information about recording denials and setting up housing opportunities, please refer to the Community Queue for Housing Agencies KB.

	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

Goal 12 - Making Corrections





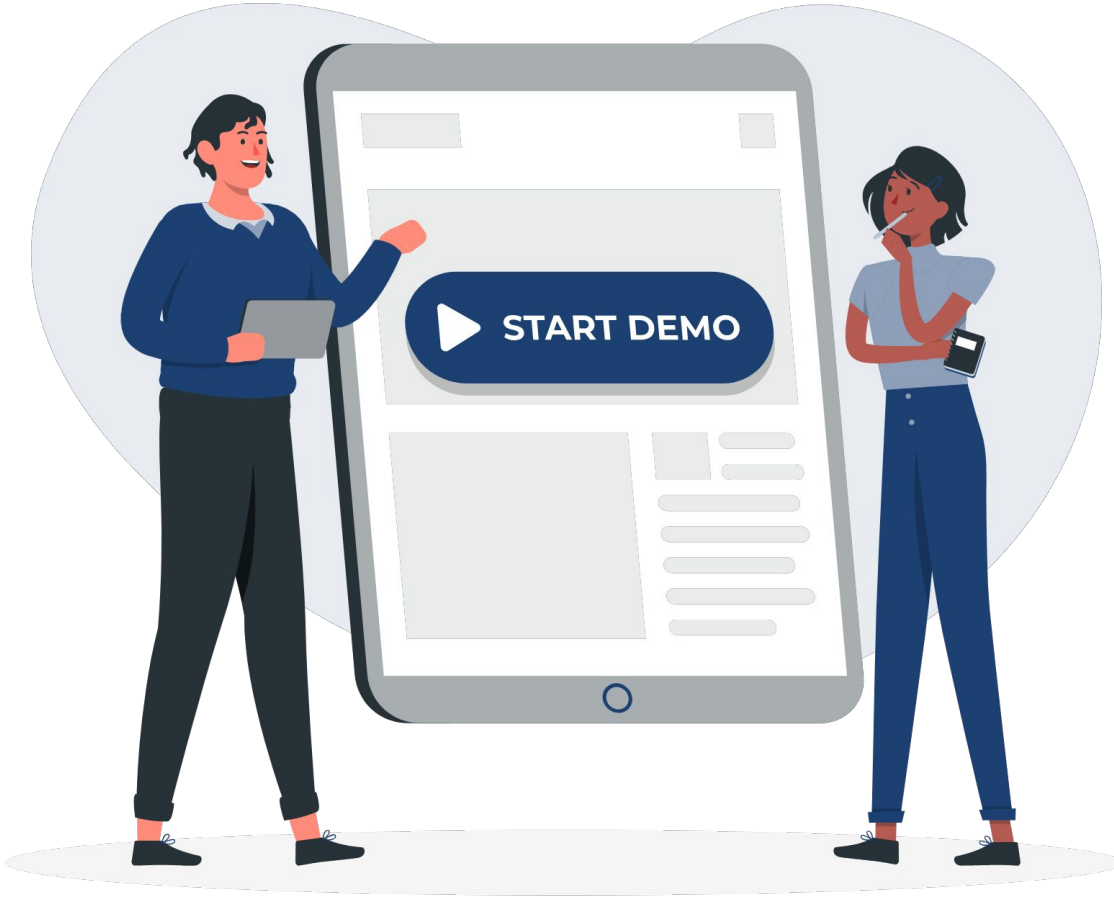
Please review denied referrals from the client's History tab and reach out to the HMIS Team if there are any corrections that need to be made.

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PPR Goals 11 & 12 Report and Corrections Demo



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PPR Goal 13- Accept Matches from the Coordinated Entry System Quickly

Goal: Once a household is matched to a housing opportunity, the Housing Provider should determine whether or not the household is eligible and start working with the household on their housing placement as soon as possible in order to shorten the time a household is experiencing homelessness.

Applicable Project Types & Targets:

- Rapid Re-Housing <= 14 days
- Permanent Supportive Housing- Other Permanent Housing <=45 days

Universe: Head of households with a completed referral to a Housing Provider during the reporting period.

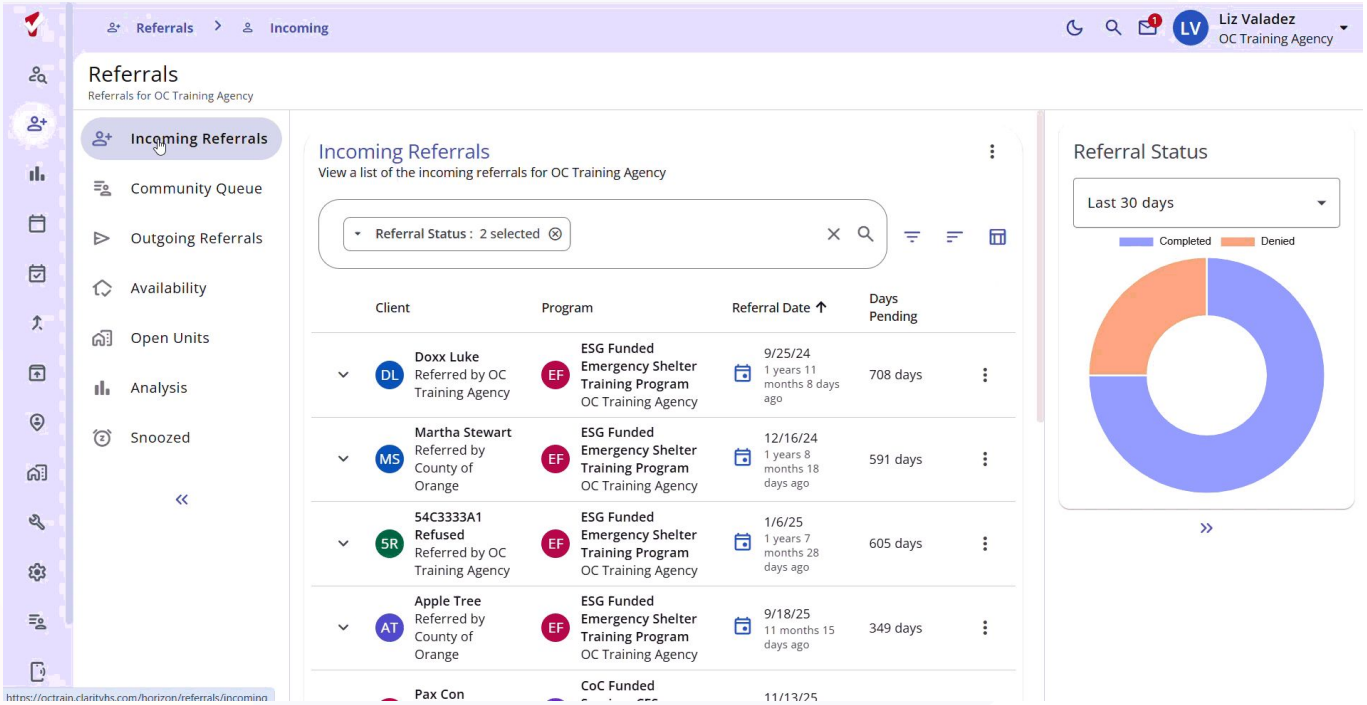
- This measure is determining the number of days between the date a household was matched to a housing opportunity and the head of household's Project Start Date in the housing project.

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Accepting a Match: Review Referral

1. Ensure your housing agency is listed in the Agency drop-down
2. Navigate to the referrals page
3. Select *Incoming Referrals* and select the referred client to review additional details
4. Select view client

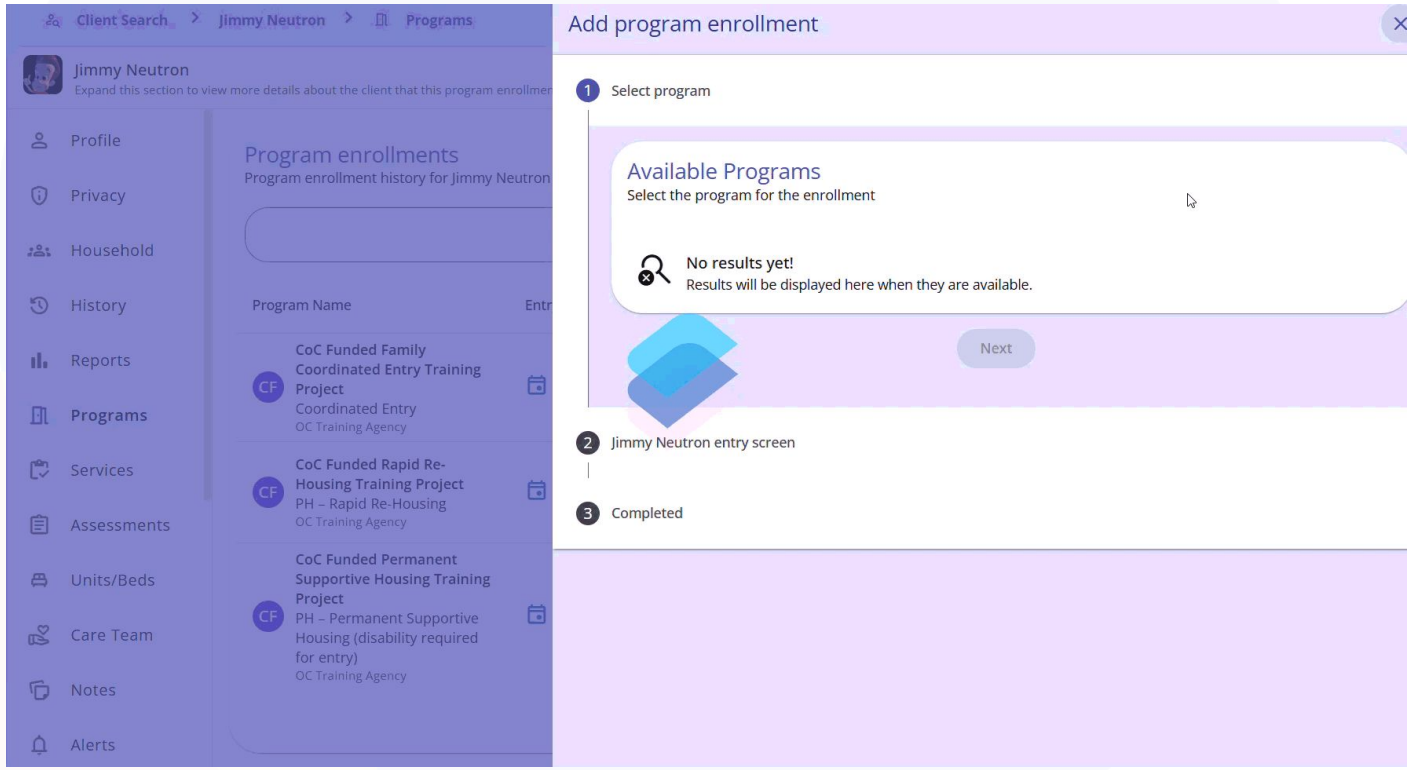


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Accepting a Match

1. Navigate to the programs tab
2. Click on the add (+) icon
3. Select the program the household was referred to
4. Complete



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PPR Goal 14- Successfully Match Households to a Housing Provider

Goal: Housing Providers should communicate with the CES leads to ensure that households are being appropriately matched to their housing opportunities.

Applicable Project Types & Targets:

- Rapid Re-Housing >= 60%
- Permanent Supportive Housing- Other Permanent Housing >= 50%

Universe: Head of households with a completed referral to a Housing Provider during the reporting period.

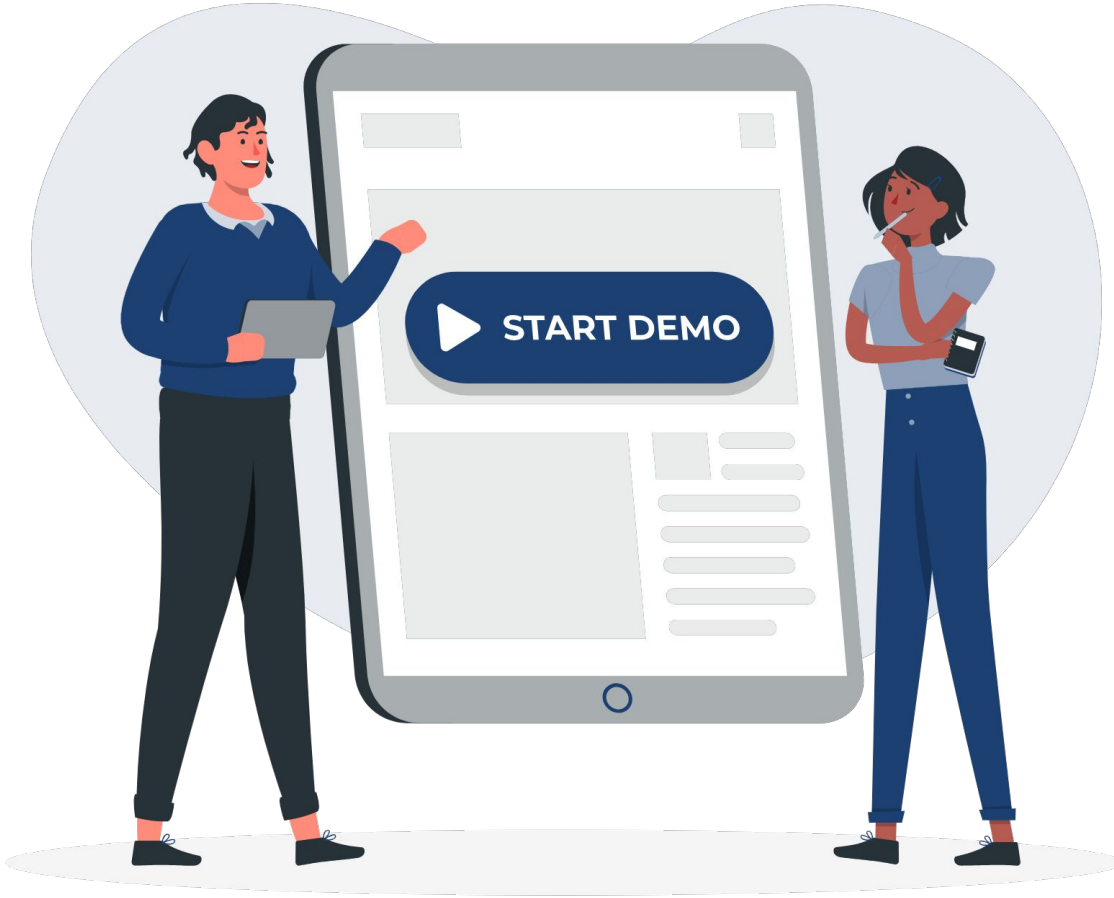
- When a household is matched to a housing opportunity, the match results in either a completed referral, which is an enrollment in a housing project, or a denied referral, which means that either the Housing Provider decided that they could not serve the household, or the household decided they did not want to be served by the Housing Provider. Households that disappear or are otherwise unable to be contacted are also considered denials by the household. This measure is determining the percentage of matches that resulted in an enrollment in a housing project.

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PPR Goals 13 & 14 Report Demo



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Project Performance Report Resources

- Project Performance Report Overview & Published Project Performance Reports
- Status and Annual Assessments
- Income and Sources
- Street Outreach Exiting Protocol
- Project Exit Date
- Housing Move In Date
- Unit Utilization Reports
- Agency Set-Up Review Dashboard
- Request to Update Bed Inventory
- HMIS Data Standards

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Q&A

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

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