Data & Performance Management Meeting

January 9, 2020
CSUF Data Request

**Description of request:** CES and HMIS clients (all project types) active from 1/1/16 – 12/31/19, used for CSUF research project to evaluate the Individual CES system

**Data elements:** All HUD and CoC specific data elements, including Name, DOB, and SSN
- Identifying data would not be necessary if CoC Lead or 211OC created ID to match HMIS and CES records
- If client identifying data is provided, would be limited to Dixie only, and would be deleted once ID link is established between HMIS & CES; computer and files will be password protected and/or encrypted

**Items included in the analysis:**
- Estimate the average amount of time for clients to attain permanent housing upon entry into the housing placement system.
- Estimate the amount of time clients spend at each stage within the housing placement system (Identification, Assessment, Housing Match, Housing Placement).
- Identify whether individual and system characteristics/factors impact the period of time for clients to advance through stages and receive permanent housing.

**Will data be published:** yes, but CoC Board will be able to review findings prior to publication

*As part of this study, CSUF will also be conducting provider interviews and client interviews*
PH Clients Not Placed in Housing Units

- For clients that exit a permanent housing project without a housing move-in date, would it be beneficial to track why a client was not able to be placed in a unit?
- Data could be included in the Goals and Outcomes reports
- What answer options should be included?

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Exits Without Housing Move-In Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Only</td>
<td>0.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>3.76%</td>
</tr>
<tr>
<td>Rapid Re-Housing</td>
<td>19.59%</td>
</tr>
<tr>
<td>Total</td>
<td>15.33%</td>
</tr>
</tbody>
</table>
TH Project Performance Analysis

• Project-level reports and OC’s Transitional Housing Goals and Outcomes report are available on our website

• Reporting period: 11/1/18 – 10/31/19
Prioritize People Experiencing Literal Homelessness

• 82% of clients are entering from literally homeless situations (remains consistent from last June)

• Most common entries from non-homeless situations
  o Institutions
  o Living with friends/family
Decrease Length of Stay in Temporary Shelter

- We are very close to meeting our goal of 180 days (down 8 days from June)!

- Half of the projects decreased the average length of stay in their projects since June
Ensure Projects are being Fully Utilized

• During both analysis periods, we met our goal to fill at least 80% of all available beds and units!

• However, only 44% of projects were able to meet this goal.
Help Adult Clients Increase their Income While Enrolled in the Project

• 4 out of 9 projects met our goal of increasing income for at least 10% of adults this analysis period

• 2 projects were able to meet our goal during both analysis periods!
Help Adult Clients Increase their Income by the Time they Exit

• 70% of projects were able to meet our goal of increasing income for at least 35% of exited adults!

• 17 projects (57%) met our goal in both analysis periods!

• Should we increase our goal?
Help Clients Exit to Successful Housing Situations

- 12 projects (40%) were able to meet our goal of placing 75% of clients in permanent housing at exit.

- During both analysis periods, we have consistently placed about 64% of clients in permanent housing at exit.

- Of those not exiting to permanent housing, 40% go to Emergency Shelters, Safe Havens, or other Transitional Housing projects.
Ensure Clients do not Fall Back into Homelessness after being Permanently Housed

- 94% of clients that exit to permanent housing situations do not return to homelessness within two years of exit!

- 26 projects (84%) met our goal of limiting returns to homelessness to less than 10% in both analysis periods

- Of the clients that returned to homelessness, 40% of clients returned to Emergency Shelters.
Orange County's Transitional Housing Goals and Outcomes

This report explains goals that have been set for Transitional Housing (TH) projects by the Orange County Continuum of Care (CoC), what they mean for Orange County residents experiencing homelessness, and the outcome of two cycles of performance data review.

2-1-1 Orange County first published project performance data for TH projects in June 2019 after deciding on measures and goals in 2018. Performance data has been published again in January 2020. The report published in June 2019 looked at data from clients who were active from 5/1/18 to 4/30/19 and the report published in January 2020 looked at data from clients who were active from 11/1/2018 to 10/31/2019. This report compares the progress that Transitional Housing projects have made in the two cycles of performance data review.

The following goals apply to TH projects:

**Goal 1: Prioritize Clients Experiencing Literal Homelessness**
Although the majority of projects have not been able to exclusively serve 100% of clients who are experiencing literal homelessness in any of the analysis periods, most projects have increased or maintained the percentage of clients enrolled from literal homeless situations.

**Goal 2: Decrease Length of Time in Temporary Shelter**
Projects made a significant improvement on this goal since the June 2019 analysis period. As a result, the majority of projects are very close to meeting the target of decreasing the clients’ length of stay to less than 180 days.

**Goal 5: Ensure Projects are Being Fully Utilized**
As a project type, Transitional Housing projects have been able to maintain the goal of utilizing at least 80% of available units in both periods analyzed. However, the majority of projects have a decreased utilization rate since the June 2019 analysis.

**Goal 6: Help Adults Increase Their Income While Enrolled in the Project**
A third of the projects have been able to meet the goal for increasing client income during both analysis periods. However, slightly more than half of the projects included in the January 2020 analysis did not meet the goal of increasing income for at least 10% of clients.

**Goal 7: Help Adults Increase Their Income as of Project Exit**
Overall, projects have made considerable improvements in this goal. The majority of the projects achieved the goal of increasing income for at least 35% of exited clients in both periods analyzed.

**Goal 8: Help Clients Exit to Successful Housing Situations**
Although 40% of projects increased the percentage of clients that exited to permanent housing destinations, on average projects have not been able to meet the target for this goal yet in any of the periods analyzed.

**Goal 11: Ensure Clients Do Not Fall Back Into Homelessness After Being Housed**
The vast majority of Transitional Housing projects were able to meet the goal that no more than 10% of clients who exit from a Transitional Housing project to a permanent housing destination will experience homelessness again after that housing placement.

*Goals 3, 4, 9, and 10 do not apply to Transitional Housing projects.*
Goal 1: Prioritize People Experiencing Literal Homelessness

Why does this goal matter? Our goal is to have 100% of clients in Transitional Housing projects coming from literal homelessness situations to ensure that our CoC’s limited resources are focused on those with the greatest need. The universe for this goal is all heads of household active during the reporting period.

Where are we right now?

On average, 82% of clients enrolled in Transitional Housing Projects enter from Literal Homeless Situations.

82%

Any standout project successes?

Seven projects have been able to enroll 100% of their clients from literal homeless situations in both analyzed periods.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>June 2019 Score</th>
<th>January 2020 Score</th>
<th>Goal Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wise Place - Positive Steps</td>
<td>100%</td>
<td>100%</td>
<td>Met goal both periods</td>
</tr>
<tr>
<td>South County Outreach - SCO Transitional Housing - Mission Viejo</td>
<td>100%</td>
<td>100%</td>
<td>Met goal both periods</td>
</tr>
<tr>
<td>Pathways of Hope - Hope’s Corner</td>
<td>100%</td>
<td>100%</td>
<td>Met goal both periods</td>
</tr>
<tr>
<td>Families Forward - I - Transitional Housing - Lake Forest</td>
<td>100%</td>
<td>100%</td>
<td>Met goal both periods</td>
</tr>
<tr>
<td>Families Forward - I - Transitional Housing - Irvine</td>
<td>100%</td>
<td>100%</td>
<td>Met goal both periods</td>
</tr>
<tr>
<td>Casa Teresa - Casa Teresa Transformation 2 Program</td>
<td>100%</td>
<td>100%</td>
<td>Met goal both periods</td>
</tr>
<tr>
<td>Casa Teresa - Casa Teresa Transformation 1 Program</td>
<td>100%</td>
<td>100%</td>
<td>Met goal both periods</td>
</tr>
</tbody>
</table>

The majority of projects have not been able to reach the goal of enrolling 100% of their clients from literal homeless situations in either analysis period. Out of 31 projects, 7 met the goal both in June 2019 and January 2020, 1 project met the goal in June 2019 but not on January 2020, and 23 projects have not met the goal in neither period.

Are we maintaining our goals?

On average, in the January 2020 analysis period there were not significant improvements in prioritizing clients experiencing literal homelessness. The overall project type score remained unchanged in comparison to the June 2019 period.

What’s the bottom line?

Only 7 projects, out of 32, reached the goal of enrolling 100% of their clients from Literal Homeless Situations.

Although most of the projects have not been able to meet the goal of enrolling 100% of clients from literal homeless situations, the majority of projects have increased or maintained this percentage since June 2019.

Out of the clients entering from non-literal homeless situations, the majority are coming from Institutions. Around 30% come from living with friends or family, 8% come from rental locations, and 7% from hotels/motels.
Goal 2 - Decrease Length of Stay in Temporary Shelter

Why does this goal matter? Our goal is for clients enrolled in Transitional Housing projects to spend as little time as possible in these project types before moving to a permanent housing situation. Our target is 180 days or less spent residing in Transitional Housing before moving into sheltered housing. The universe for this goal is all clients active during the reporting period.

Where are we right now?
Clients are enrolled in Transitional Housing projects for 182 days on average.

182

Any standout project successes?
Two projects decreased the length of stay of clients in temporary shelter around 40% from the June 2019 analysis period to the January 2020 period.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>June 2019 Score</th>
<th>January 2020 Score</th>
<th>Score Difference</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families Forward - I - Transitional Housing - Irvine</td>
<td>158</td>
<td>94</td>
<td>64</td>
<td>40%</td>
</tr>
<tr>
<td>OC Gateway to Housing - Transitional Housing Program - Santa Ana</td>
<td>347</td>
<td>213</td>
<td>134</td>
<td>39%</td>
</tr>
</tbody>
</table>

More than half of the projects have been able to meet the goal of decreasing the clients' length of stay in transitional housing to less than 180 days. However, around 40% of the projects have not met this goal in either analysis period, and one project met the goal in June 2019 but not in January 2020.

Are we maintaining our goals?

Goal Achievement over Time
- Met goal both periods
- Haven't met goal
- Met only Jun 2019 goal

What's the bottom line?
Since June 2019, half of the projects reduced the number of days that clients stay in temporary shelter.

Transitional Housing Projects on average decreased the Length of Stay of clients in Temporary Shelter from 190 days to 182 days since June 2019. As a result, Transitional Housing projects are very close to achieving the goal of reducing the clients' length of stay to less than 180 days.
Goal 5 - Ensure Projects are being Fully Utilized

**Why does this goal matter?** Maintaining a high utilization rate is very important to ensure that all beds and units available for serving people experiencing homelessness are filled and providing shelter to those who may otherwise be unsheltered. Our goal is for Transitional Housing projects to have at least 80% of their beds and units utilized.

**Where are we right now?**

On average, 81% of Transitional Housing beds and units are being utilized.

The majority of the projects were not able to achieve the goal of having at least 80% of their beds and units utilized.

<table>
<thead>
<tr>
<th>Achieved goal</th>
<th>Did not achieved goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 (44%)</td>
<td>18 (56%)</td>
</tr>
</tbody>
</table>

**Any standout project successes?**

Four projects that did not meet the utilization goal in the June 2019 analysis period were able to meet the goal in January 2020.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>June 2019 Score</th>
<th>June 2019 Goal</th>
<th>January 2020 Score</th>
<th>January 2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casa Teresa - Casa Teresa Transformation 2 Program</td>
<td>75%</td>
<td>Did not achieved goal</td>
<td>84%</td>
<td>Achieved goal</td>
</tr>
<tr>
<td>Grandma’s House of Hope - Men’s Transitional Housing</td>
<td>78%</td>
<td>Did not achieved goal</td>
<td>102%</td>
<td>Achieved goal</td>
</tr>
<tr>
<td>Grandma’s House of Hope - Women’s Bridge</td>
<td>73%</td>
<td>Did not achieved goal</td>
<td>89%</td>
<td>Achieved goal</td>
</tr>
<tr>
<td>Wise Place - Steps To Independence</td>
<td>62%</td>
<td>Did not achieved goal</td>
<td>80%</td>
<td>Achieved goal</td>
</tr>
</tbody>
</table>

**Are we maintaining our goals?**

On average, the utilization rate for Transitional Housing projects did not change from June 2019 to January 2020. Overall, TH providers have been able to meet the goal of occupying at least 80% of their beds and units in both of the periods analyzed.

**Goal Achievement over Time**

- Haven't met goal
- Met goal both periods
- Met only Jun 2019 goal
- Met only Jan 2020 goal

**What's the bottom line?**

Utilization rate decreased for the majority of projects from the June 2019 to the January 2020 analysis period. Slightly more than a third of the projects increased their utilization, and 12% of the projects did not have changes in their utilization rate.

About a third of the projects have been able to achieve the goal in both analysis periods. Four projects achieved the goal for the first time in the Jan 2020 analysis period, and five projects did not maintain the goal achieved in the Jun 2019 period. Twelve projects haven’t been able to achieve the goal yet.

On average, 81% of Transitional Housing beds and units are being utilized.

The majority of the projects were not able to achieve the goal of having at least 80% of their beds and units utilized.

<table>
<thead>
<tr>
<th>Score Worsened</th>
<th>Score Improved</th>
<th>Score didn't change</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 (12.9%)</td>
<td>5 (16.13%)</td>
<td>10 (32.26%)</td>
</tr>
</tbody>
</table>

On average, the utilization rate for Transitional Housing projects did not change from June 2019 to January 2020. Overall, TH providers have been able to meet the goal of occupying at least 80% of their beds and units in both of the periods analyzed.

<table>
<thead>
<tr>
<th>January 2020 Score</th>
<th>June 2019 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>81%</td>
<td>81%</td>
</tr>
</tbody>
</table>

**Score Worsened | Score Improved | Score didn't change**
Goals 6 & 7: Help Adult Clients Increase Their Income While Enrolled in TH Projects and by the Time They Exit

Why does this goal matter? Improving the financial stability of clients in Transitional Housing Projects increases the likelihood that the client will be self-sufficient after exiting the project, and reduces the likelihood of them falling back into homelessness.

Where are we right now?

Stayers

Slightly more than half of the projects included in the analysis did not meet the goal of increasing income for at least 10% of their clients.

- Achieved goal: 4 (44%)
- Did not achieved: 5 (56%)

Leavers

The vast majority of Transitional Housing projects included in the analysis were able to achieve the goal of increasing income for at least 35% of their exited clients.

- Did not achieved goal: 9 (30%)
- Achieved goal: 21 (70%)

Any standout project successes?

One project that did not meet the Stayers Income goal in June 2019 was able to meet the goal in January 2020. Similarly, four projects that did not meet the Leavers Income goal in June 2019 met the goal in January 2020.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>June 2019 Score</th>
<th>January 2020 Score</th>
<th>Score Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grandma's House of Hope - Women's Transitional Housing</td>
<td>6%</td>
<td>36%</td>
<td>29%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Name</th>
<th>June 2019 Score</th>
<th>January 2020 Score</th>
<th>Score Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grandma's House of Hope - Women's Bridge</td>
<td>33%</td>
<td>38%</td>
<td>5%</td>
</tr>
<tr>
<td>Grandma's House of Hope - Women's Transitional Housing</td>
<td>26%</td>
<td>41%</td>
<td>15%</td>
</tr>
<tr>
<td>South County Outreach - SCO Transitional Housing - Lake Forest</td>
<td>33%</td>
<td>60%</td>
<td>27%</td>
</tr>
<tr>
<td>Wise Place - Steps To Independence</td>
<td>24%</td>
<td>69%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Are we maintaining our goals?

Half of the projects included in the stayers analysis have not been able to meet the goal of increasing income for at least 10% of their clients in either analysis period. On the other hand, the majority of the projects included in the leavers analysis reached the goal of increasing income for at least 35% of their clients in both analysis periods.

What's the bottom line?

The majority of the projects did not have any significant change in the percentage of stayers with increase income from June 2019 to January 2020. Half of the projects had a reduction in the percentage of leavers with increased income since the June 2019 analysis period.
Goal 8: Help Clients Exit to Successful Housing Situations

**Why does this goal matter?** A key measure of effectiveness for Transitional Housing projects is how successful the projects are at moving clients from homelessness into permanent housing placements. Our goal is for at least 75% of clients enrolled in a Transitional Housing project to exit to permanent housing situations. The universe of this goal is all clients that exited during the reporting period.

**Where are we right now?**

Out of clients that don’t exit to Permanent Housing, 40% exit to Transitional Housing, Emergency Shelter, and Safe Haven projects, 17% exit temporarily to friends or family residences, and 5% exit to places not meant for habitation.

Two projects that did not meet the goal in the June 2019 analysis period were able to exit 100% of their clients to permanent housing destinations in the January 2020 period.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>June 2019 Score</th>
<th>June 2019 Goal</th>
<th>January 2020 Score</th>
<th>January 2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families Forward - I - Transitional Housing - Irvine</td>
<td>70%</td>
<td>Did not achieved goal</td>
<td>100%</td>
<td>Achieved goal</td>
</tr>
<tr>
<td>Wise Place - Positive Steps</td>
<td>67%</td>
<td>Did not achieved goal</td>
<td>100%</td>
<td>Achieved goal</td>
</tr>
</tbody>
</table>

**Any standout project successes?**

Approximately 50% of TH projects have not being able to help their clients exit to permanent housing destinations in either analysis period. However, just over a quarter of the projects have at least 75% of their clients exit to successful destinations in both periods.

**Are we maintaining our goals?**

The majority of Transitional Housing projects did not achieve the goal of exiting at least 75% of their clients to permanent housing situations.

The percentage of clients that exit to successful destinations decreased compared to the June 2019 analysis period. On average, Transitional Housing projects have not achieved the goal of exiting at least 75% of the clients to successful destinations in either period analyzed.

**What’s the bottom line?**

On average, 64% of clients exit a Transitional Housing project to a Permanent Housing Destination.

The percentage of clients that exit to Permanent Housing destinations decreased compared to the June 2019 analysis period. On average, Transitional Housing projects have not achieved the goal of exiting at least 75% of the clients to successful destinations in either period analyzed.
Goal 11: Ensure Clients Do Not Fall Back Into Homelessness After Being Permanently Housed

**Why does this goal matter?** When a client has been permanently housed and then falls back into homelessness, they experience a severe setback in their housing stability. It is crucial that every effort is made to keep clients from experiencing homelessness again after being permanently housed. Our goal is that no more than 10% of clients who exit from a Transitional Housing project to a permanent housing destination will experience homelessness again after that housing placement.

### Where are we right now?

On average, 6% of Transitional Housing clients who exit to permanent housing fall back into homelessness.

### 6%

### Any standout project successes?

Two projects were able to decrease the percentage of clients that return to homelessness after being housed to zero from the June 2019 analysis period to the January 2020 period.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>June 2019 Score</th>
<th>January 2020 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families Forward - I - Transitional Housing - Irvine</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>Pathways of Hope - Hope’s Corner</td>
<td>6%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Are we maintaining our goals?

The vast majority of the Transitional Housing projects were able to meet the goal in both of the analyzed periods. However, 5 projects were not able to maintain the goal in January 2020, after reaching it in June 2019.

### What’s the bottom line?

The vast majority of Transitional Housing projects achieved the goal of decreasing the percentage of clients that return to homelessness after being housed to 10% or less.

Overall, the percentage of clients that fall back into homelessness after being permanently housed increased 1% from June 2019 to January 2020. However, in both analysis periods Transitional Housing projects have been able to meet the goal of limiting returns to homelessness to less than 10%.