Data & Performance Management Meeting

July 12, 2018
CoC Board Report

- CoC Board Report – June 2018
- CoC Board Report Narrative
- CoC Board Report – Q2 2018
HMIS P & P: Updated Data Release

• No identifiable client data will be released by 211OC or any Participating Organizations to any person, agency, or organization not participating in HMIS for any purpose without written permission from the client, with the exception of subpoenas or other circumstances as required by law. If the data is being released to an entity participating in HMIS, they will only be able to access client identifiable information if the client has signed the [Client Consent to Share Protected Personal Information form](#).

• Each Participating Organization owns their own data that is stored in the system. The organization may not release personal identifiable client data without written permission from the client. Organizations may release program and/or aggregate level data for all clients to whom the organization provided services.

• The Orange County CoC may release aggregate data about its own continuum at the program, sub-regional, and regional level. Aggregate data may be released without organization permission at the discretion of the Continuum.

• Requests for regional or sub-regional data must be reviewed and approved by the CoC Board prior to the data being released if the request meets any of the criteria below. If the request is pre-approved below, the CoC Board will receive a copy of the data that is released.
Data Requests are to be provided to 211OC via the HMIS Helpdesk and must be submitted using the Data Request Form, which includes the information below:

- Requestor’s Name
- Requestor’s Organization
- Description of the data needed, including reporting period and specific data elements
- Description of what the data will be used for (research, media use, etc)
- Will this data be published? If yes, where?
- When is the data needed by?
- How often is this data needed?
Data Request Form

This form must be filled out by any individual or group to request data from the OC HMIS. Forms that do not fill in all required fields* will not be processed. When completed, submit forms to the HMIS Help Desk (forms submitted via email will not be processed).

Requestor’s Information:
*Name: ____________________________

*Work Phone Number: (______) _______ - ________

*Work Email: ______________________

*Agency/Organization Name: ______________________

*Description of request (please include a reporting period i.e., 1/1/2017 to 1/1/2018 and specific data elements): ______________________________________________________

________________________________________________________________________

________________________________________________________________________

*Description of what the data will be used for (research, media release, etc.):

________________________________________________________________________

________________________________________________________________________

*Will this data be published? If yes, where?

________________________________________________________________________

________________________________________________________________________

*When is the data needed by? ____________________________

*How often is this data needed (i.e. one time, monthly, quarterly, annually)? 

________________________________________________________________________
HMIS Participating Agencies on Consent Form

How can a client see which agencies have access to their data if they sign the consent form?

CONTRIBUTING AGENCIES

Agencies Currently Contributing Data to HMIS: (Updated on 07/11/18)

<table>
<thead>
<tr>
<th>Agency Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1736 Family Crisis Center</td>
</tr>
<tr>
<td>AltaMed Health Services</td>
</tr>
<tr>
<td>American Family Housing</td>
</tr>
<tr>
<td>Anaheim Supportive Housing (AKA Tyrol Plaza)</td>
</tr>
<tr>
<td>Casa Teresa</td>
</tr>
<tr>
<td>Casa Youth Shelter</td>
</tr>
<tr>
<td>Children and Families Commission Orange County</td>
</tr>
<tr>
<td>City Net</td>
</tr>
<tr>
<td>City of Huntington Beach</td>
</tr>
<tr>
<td>Colette's Children's Home</td>
</tr>
<tr>
<td>Coast to Coast Foundation</td>
</tr>
</tbody>
</table>
Police Departments in HMIS

Should Police Departments participating in HMIS be able to see a client’s history like all other agencies?

Advanced Search Options

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFCOC Bed Night: Bed Night</td>
<td>06/20/2018</td>
<td>06/20/2020</td>
<td></td>
</tr>
<tr>
<td>Erinn's Agency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CFCOC ES Test</td>
<td>06/15/2018</td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>Erinn's Agency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regina House Emergency</td>
<td>06/15/2018</td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>Mercy House</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Referral: Regina House Emergency</td>
<td>05/17/2018</td>
<td>06/15/2018</td>
<td></td>
</tr>
<tr>
<td>Erinn's Agency referral to Mercy House</td>
<td></td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>ESG Street Outreach</td>
<td>05/01/2018</td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>Erinn's Agency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VI-SPDAT Prescreen for Single Adults [V2]</td>
<td>05/01/2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Erinn's Agency</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
P & P Acknowledgement

Should an acknowledgement of the Policies and Procedures be added to the document, or should it be added to the HMIS User Agreement?

Acknowledgement

I acknowledge that I have received a written copy of the LA/OC HMIS Collaborative Policies and Procedures Manual. I understand the terms of the LA/OC HMIS Policies and Procedures and I agree to abide by them. I understand that any violation of the policies or procedures could lead to my HMIS account being locked or even criminal prosecution.

Organization Name:__________________________________________________________
Printed Name:______________________________________________________________
Signature:_________________________________________________________________
Date:______________________________________________________________________
Current Data Requests

- Orange County United Way
- Family Solutions Collaborative Analysis
Clarity Custom Data Migration Update

Services and Case Notes
- 211OC has completed testing for the case notes migration; BitFocus will migrate data into the live site very soon
- 211OC is working on testing the services migration

Coordinated Entry
- Will be sending BitFocus updated exports for Coordinated Entry so they can complete a test migration; cut off date to add clients or update the Prioritization List will be determined when test migration data is received
  - This was postponed due to issues with the status formula on the Prioritization List
- Initial migration will include families only active as of March 1st
- Access points will need to complete a VI-SPDAT and create an HMIS enrollment for their client in order to correctly capture chronically homeless data
- 211OC will be separating out document files so each document is separate in Clarity, instead of one PDF document per client
  - This will allow users to easily see which documents the client has in HMIS
June 2018 CoC Board Report

Entries from Homelessness

Average Days until PH Placement

Where clients that enrolled into projects within the past month were living prior to entry.

Average number of days between the client's Project Start Date and Housing Move-In Date.

Average Length of Stay

Unit Utilization

Average number of days between the client's Project Start Date and Report End Date (or Project End Date).

Percentage of beds and units occupied during the month.

Stayers with Increased Income

Leavers with Increased Income

Percentage of adults enrolled for at least one year that increased their income from any source between entry and latest update.

Percentage of adults exited during the month that increased their income from any source between entry and exit.
Successful Exits

- Street Outreach: 53%
- Emergency Shelter: 43%
- Transitional Housing: 51%
- Homeless Prevention: 75%
- Rapid Re-Housing: 75%

Percentage of clients that exited during the month to a successful destination for that project type.

Maintained PSH/OPH or Exited to PH

- Permanent Supportive Housing: 100%
- Other Permanent Housing: 89%

Percentage of clients that remained in PSH or OPH at the end of the month or exited to a permanent housing situation during the month.

Clients Placed in Permanent Housing

195 clients

Number of clients placed in permanent housing situations during the month.

Households Waiting for Housing on the Prioritization List

- North: 514 (Households without Children), 47 (Households with Children and Adults)
- Central: 34 (Households without Children), 85 (Households with Children and Adults)
- South: 68 (Households without Children), 34 (Households with Children and Adults)

Number of assessed and document ready households on the Coordinated Entry Prioritization List. There were 1242 households on the Prioritization List waiting for housing this month.

Average Days on the Prioritization List

- Households without Children: 220 days
- Households with Children and Adults: 149 days

Average number of days between the client’s Survey Date and the last date of the month for assessed and document ready clients on the Coordinated Entry Prioritization List.

Coordinated Entry Inflow

- Households without Children: 193
- Households with Children and Adults: 43

Number of households on the Coordinated Entry Prioritization List with a survey date during the month.
Q2 2018 CoC Board Report

Entries from Homelessness

- Street Outreach: 98 clients with 13 in Homeless Situation, 16 in Institutional Setting, 2 in Other Locations, and 3 in CoC Threshold (100%)
- Emergency Shelter: 251 clients with 16 in Homeless Situation, 3 in Institutional Setting, 45 in Other Locations, and 3 in CoC Threshold (100%)
- Transitional Housing: 31 clients with 3 in Homeless Situation, 3 in Institutional Setting, 2 in Other Locations, and 2 in CoC Threshold (100%)
- Rapid Re-Housing: 59 clients with 13 in Homeless Situation, 4 in Institutional Setting, 2 in Other Locations, and 2 in CoC Threshold (100%)
- Permanent Supportive Housing: 2 clients

Where clients that enrolled into projects within the past quarter were living prior to entry.

Average Days until PH Placement

- Rapid Re-Housing: 40 days
- Permanent Supportive Housing: 21 days
- Other Permanent Housing: 4 days

Average number of days between the client's Project Start Date and Housing Move-In Date.

Average Length of Stay

- Emergency Shelter: 38 days
- Transitional Housing: 222 days

Average number of days between the client’s Project Start Date and Report End Date (or Project End Date).
Percentage of beds and units occupied during the quarter.

Percentage of clients that exited during the quarter to a successful destination for that project type.

Percentage of clients that remained in PSH or OPH at the end of the quarter or exited to a permanent housing situation during the quarter.
Percentage of adults exited during the quarter that increased their income from any source between entry and exit.

Percentage of adults enrolled for at least one year that were active at the end of the quarter and increased their income from any source between entry and latest update.

Clients Placed in Permanent Housing

586

Number of clients placed in permanent housing situations during the quarter.
Number of assessed and document ready households on the Coordinated Entry Prioritization List. There were 1242 households on the Prioritization List waiting for housing at the end of this quarter.

**Coordinated Entry Inflow**

<table>
<thead>
<tr>
<th>Households without Children</th>
<th>Households with Children and Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>460</td>
<td>144</td>
</tr>
</tbody>
</table>

Number of households on the Coordinated Entry Prioritization List with a survey date during the quarter.

**Average Days on the Prioritization List**

<table>
<thead>
<tr>
<th>Households without Children</th>
<th>Households with Children and Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>220 days</td>
<td>149 days</td>
</tr>
</tbody>
</table>

Average number of days between the client's Survey Date and the last date of the quarter for assessed and document ready clients on the Coordinated Entry Prioritization List.
Entries from Homelessness

This measure calculates the number of heads of household (HoH) that enrolled in a project during the month, and the Type of Residence the HoH was in prior to entry into that project. The measure categorizes each Head of Household’s Type of Residence as either a Homeless Situation, an Institutional Setting, or Other Locations for each project type based on HUD’s APR programming specifications. Other Locations includes entries from transitional or permanent housing situations, as well as unknown or missing responses.

Generally, clients should be entering from homeless situations in order to serve those that are most in need. Also, many funders, both federal and private, require that their funds be used to serve clients entering from homeless situations. However, clients entering from institutional settings that were homeless prior to entering the institution and who stayed in the institution for less than 90 days are considered homeless. Also, clients transitioning from one Permanent Supportive Housing (PSH) project to another do not count as an entry from homelessness, but is considered acceptable by HUD.

Average Days until PH Placement

This measure shows the average number of days between the date a client enters a Permanent Housing project and the date the client is placed into housing (based on the client’s Housing Move-in Date) for all active clients during the month.

Average Length of Stay (LOS)

Average Length of Stay (LOS) is a calculation of the average number of days clients have been enrolled in a project as of their last night bed night during the month. The measure calculates the number of days between the client’s Project Start Date and the end of the month, or if the client exited during the month, their Project End Date. For night-by-night shelters like the Mercy House Armory and Friendship Shelter ASL LOS is calculated by the number of bed nights recorded for the client during the month. This measure is included in the System Performance Report submitted to HUD. LOS may fluctuate for Emergency Shelters from month to month due to the Armory and the large amount of clients served by the project. Because so many clients enter the Armory and only stay one or two nights, the LOS may appear much lower than how the rest of the CoC is performing overall.

Unit Utilization

Unit Utilization is the calculation of the percentage of beds and units that are occupied during the month for each project type. For Emergency Shelter projects, unit utilization is affected by whether or not the seasonal shelters are open; if they are running below capacity, the bed utilization will be lower than expected. For Permanent Supportive Housing projects, unit utilization tends to be higher than 100% due to OCHA’s ability to lease up more vouchers than they were awarded.

Stayers with Increased Income

This measure calculates the percentage of adults active in the project as of the end of the month whose income from any source has increased between the client’s Project Start Date and latest update. The measure only takes into account adults who have been enrolled in the project for at least a year as of
the end of the month. This measure is included in the System Performance Report submitted to HUD, although the HUD report only includes CoC funded projects.

**Leavers with Increase Income**

This measure calculates the percentage of exited adults whose income from any source has increased between the client’s [Project Start Date](#) and [Project End Date](#). The measure only takes into account adults who exited the project during the month. This measure is included in the System Performance Report submitted to HUD, although the HUD report only includes CoC funded projects.

**Successful Exits**

Successful Exits calculates the percentage of clients who exited the project during the month to a successful destination for that project type determined by [HUD’s System Performance Reporting specifications](#). For Street Outreach projects, this measure shows how successful the projects are at helping people move from the street to shelter, institutional settings, or permanent housing during the month. For all other project types (other than PSH and OPH) the measure looks at how successful the projects are at moving clients from the homeless system into permanent housing placements. This measure is included in the System Performance Report submitted to HUD.

**Maintained PSH/OPH or exited to PH**

This measure calculates the percentage of clients enrolled in a Permanent Supportive Housing or Other Permanent Housing projects who remained housed in that project at the end of the month, or exited to another permanent housing destination during the month. This measure shows how successful the projects are at maintaining clients’ placements in permanent housing. This measure is included in the System Performance Report submitted to HUD.

**Households Waiting for Housing on the Prioritization List**

This measure shows the number of “assessed” and “document ready” households on the Coordinated Entry Prioritization list as of the end of the month. These households have not been matched to a housing opportunity, and are still waiting for assistance.

**Clients Placed in Permanent Housing**

This measure shows the unduplicated number of clients who were placed in Permanent Housing during the month. This includes clients that were placed in units through Permanent Supportive Housing and Rapid Re-housing projects, as well as clients that exited projects to permanent housing situations.

**Average Days on the Prioritization List**

Average Days on the Prioritization List is the average number of days between the household’s survey date and the last date of the month for “assessed” and “document ready” clients on the Coordinated Entry Prioritization List. This is the average number of days a household has been waiting for a housing opportunity since they were first assessed.

**Subpopulation Demographics**

This measure shows the number of “assessed” and “document ready” clients on the Coordinated Entry Prioritization List by subpopulation. These numbers only include the clients that completed a VI-SPDAT.

**Coordinated Entry Inflow**
Coordinated Entry Inflow measures the number of households that completed a VI-SPDAT during the month. In most cases, these are new households that have not been previously served by the Coordinated Entry System.
Data Request Form

This form must be filled out by any individual or group to request data from the OC HMIS. Forms that do not fill in all required fields* will not be processed. When completed, submit forms to the HMIS Help Desk (forms submitted via email will not be processed).

Requestor’s Information:

*Name: ________________________________________________________________

*Work Phone Number: (__) _____ - ______

*Work Email: __________________________________________________________

*Agency/Organization Name: ____________________________________________

*Description of request (please include a reporting period i.e., 1/1/2017 to 1/1/2018 and specific data elements): ____________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

*Description of what the data will be used for (research, media release, etc):

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

*Will this data be published? If yes, where?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

*When is the data needed by? ____________________________________________

*How often is this data needed (i.e. one time, monthly, quarterly, annually)?

________________________________________________________________________