Data & Performance Management Meeting

November 8, 2018
CoC Board Report

• Households without children waiting for housing has decreased by 300+ from the previous month
• CES Inflow for Households without children has increased by 80 households since last month
• ES PPR data is being shared at Shelter Committee meeting next week; opportunity to correct utilization data
• Average Days on PL continues to fluctuate; this may start to normalize for families once we are live in Clarity
• Stayers with Increased Income continues to be an area of concern
Sheltered Homeless Dashboard Update

- Dashboard updated to reflect data at the SPA level instead of the city level to encourage collaboration within SPAs

Sheltered Homeless Dashboard – October 2018
Family Coordinated Entry System

- FCES has decided to complete manual data entry into HMIS instead of completing data migration
- All data entry (clients, enrollments, VI-SPDATs, and documents) should be entered into HMIS by 11/8/18
- Once client data entry is completed, housing agencies will need to enter all current housing opportunities, as well as opportunities that are currently matched to a household
- Family Solutions Collaborative will match households with the “matched” status to the housing agency they are working with
- 211OC will be releasing the Coordinated Entry Training within the next couple of days
- Any requests for technical support for the Family Coordinated Entry System should now be entered through the HMIS Help Desk (do not use CES helpdesk email)
Project Performance Reports Process

• Review each measure, and have discussion of thresholds and strategies to improve performance
• Following the meeting, 211OC will email each agency their client level performance data with instructions on how to correct the data, as well as feedback from the group on strategies to improve performance
• If the canned PPR report is not available to the agencies prior to the 5 month follow-up meeting, 211OC will send the agencies their data and give them time to review and make revisions
• Next November, we will compare the project’s performance over the past year and determine next steps
## Schedule and Reporting Periods

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Average Days until PH Placement

The average number of days between the HoHs Project Start Date and their Housing Move-in Date

Discussion:
• Strategies to improve performance
Returns to Homelessness

The percentage of clients that exited to permanent housing in the last two years and later returned to a project targeting homeless clients in HMIS

Discussion:
- Threshold (16/17 SPM = 9%)
- Strategies to improve performance
Stayers with Increased Income

The percentage of adults with increased income who were active in the project at the end of the reporting period with a length of stay of at least one year

Discussion:
• Threshold (16/17 SPM = 47%)
• Strategies to improve performance
• Is training needed on updating data in HMIS?
Leavers with Increased Income

The percentage of adults with increased income who exited during the reporting period

Discussion:
• Threshold (16/17 SPM = 46%)
• Strategies to improve performance
Entries from Homelessness

The percentage of entries from homelessness (including transitional housing) for HoHs

Discussion:
- Strategies to improve performance
- Are all of these projects actually targeting homeless clients?
- Does not include
  - CH clients entering from non-homeless situations
  - Entering from institutional settings where LOS is less than 90 days and was staying in ES, SH, or streets prior
Successful Exits

The percentage of exits to permanent housing situations

Discussion:
• Strategies to improve performance
Average Length of Homelessness

The average number of days between the client’s Approximate Date Homelessness Started and their Housing Move-In Date. Approximate Date Started should reflect the start date of the client’s current homeless episode.

Discussion:
• Threshold
• Strategies to improve performance
Cost Per Successful Outcome

The CoC award for the project divided by the number of households that exited to a permanent housing destination.

Discussion:
• Threshold
  o Average of all projects
  o FMR for a 3 bedroom apartment
• Strategies to improve performance
December Meeting

Special meeting time and location:

2:30 – 4:00 at 1300 Grand Conference Room A/B
Rapid Re-housing Project Performance Reports

10/1/17 - 9/30/18

Measures
Days Until PH Placement
Returns to Homelessness
Stayers with Increased Income
Leavers with Increased Income
Entries from Homelessness
Successful Exits
Average Length of Homelessness
Cost Per Successful Outcome
Average Days Until PH Placement

- Family Assistance Ministries - Rapid Re-housing: 0
- Illumination Foundation - Santa Ana ESG Rapid Rehousing: 0
- Interval House - Rapid Re-housing: 9
- Mercy House - CDBG Costa Mesa RRH: 9
- 1736 Family Crisis Center - SSVF Rapid Re-housing: 12
- Mercy House - Anaheim ESG RRP: 19
- Mercy House - ESG Santa Ana RRP: 20
- Mercy House - CoC Rapid Re-housing (HO): 26
- SPIN - GAPP CoC Rapid Rehousing Program: 26
- Mercy House - ESG Orange County RRP: 27
- Pathways of Hope - FAM PTC: 28
- SPIN - GAPP UW FACE 2024 Rapid Re-housing: 28
- OC Gateway to Housing - OCIS Rapid Re-housing: 30
- Families Forward - Housing First: 31
- Illumination Foundation - Housing Support Program SSA: 31
- Project Hope Alliance - Family Stability Program RRH: 33
- Illumination Foundation - TAY State ESG: 34
- Families Forward - HUD Rapid-Housing: 35
- South County Outreach - SCO Rapid Re-housing: 41
- Mercy House - Anaheim CHIPP: 47
- Pathways of Hope - Anaheim ESG Rapid Re-housing: 47
- Mercy House - CoC JRHR Rapid Re-housing: 52
- Mental Health America Los Angeles - SSVF Operation...: 52
- Pathways of Hope - Paths Ahead: 54
- Illumination Foundation - Chronically Homeless Individual...: 60
- 1736 Family Crisis Center - Rapid Re-housing for Homeless...: 61
- US Veterans Initiative - SSVF Rapid Rehousing: 61
- VOALA - SSVF Rapid Re-housing: 62
- Illumination Foundation - HAPP Rapid Rehousing: 70
- Pathways of Hope - Housing St. Jude (HSJ): 91
- Pathways of Hope - Paths Together Collaborative: 106
- Mercy House - CA State ESG: 169

RRH Threshold (30 Days)
Returns to Homelessness

- Illumination Foundation - ANH_ESG_Rapid Rehousing: 0%
- Interval House - Rapid Re-housing: 0%
- Mental Health America Los Angeles - SSVF Operation...: 0%
- Mercy House - Anaheim ESG RRP: 0%
- OC Gateway to Housing - OCIS Rapid Re-housing: 0%
- Pathways of Hope - Anaheim ESG Rapid Re-housing: 0%
- Pathways of Hope - CCH PTC: 0%
- Pathways of Hope - OCIS PTC: 0%
- Project Hope Alliance - Family Assistance Program: 0%
- SPIN - GAPP UW FACE 2024 Rapid Re-housing: 3%
- Families Forward - HUD Rapid-Housing: 4%
- US Veterans Initiative - SSVF Rapid Rehousing: 4%
- Illumination Foundation - HAPP Rapid Rehousing: 5%
- Pathways of Hope - FAM PTC: 5%
- SPIN - GAPP CoC Rapid Rehousing Program: 9%
- Families Forward - Housing First: 10%
- Mercy House - ESG Orange County RRP: 10%
- Illumination Foundation - Housing Support Program SSA: 11%
- Illumination Foundation - Santa Ana ESG Rapid Rehousing: 11%
- Project Hope Alliance - Family Stability Program RRH: 11%
- Family Assistance Ministries - Rapid Re-housing: 12%
- Mercy House - CoC JRHR Rapid Re-housing: 12%
- 1736 Family Crisis Center - Rapid Rehousing for...: 13%
- Mercy House - CDBG Costa Mesa RRH: 14%
- Mercy House - ESG Santa Ana RRP: 14%
- Pathways of Hope - Paths Ahead: 14%
- VOALA - SSVF Rapid Re-housing: 20%
- Mercy House - CoC Rapid Re-housing (HO): 25%
- Pathways of Hope - Paths Together Collaborative: 33%
- Pathways of Hope - Housing St. Jude (HSJ): 25%
- 1736 Family Crisis Center - SSVF Rapid Re-housing: 25%
- South County Outreach - SCO Rapid Re-housing: 26%
- Mercy House - CA State ESG: 33%
- Illumination Foundation - TAY State ESG: 100%

RRH Threshold (15%)
Leavers with Increased Income

- Interval House - Rapid Re-housing: 79%
- SPIN - GAPP CoC Rapid Rehousing Program: 59%
- Mercy House - CoC JRHR Rapid Re-housing: 52%
- Mercy House - CA State ESG: 50%
- OC Gateway to Housing - OCIS Rapid Rehousing: 50%
- Project Hope Alliance - Family Assistance Program: 50%
- Families Forward - HUD Rapid-Housing: 45%
- Pathways of Hope - Paths Together Collaborative: 44%
- Mercy House - CoC Rapid Re-housing (HO): 35%
- South County Outreach - SCO Rapid Re-housing: 33%
- SPIN - GAPP UW FACE 2024 Rapid Re-housing: 29%
- VOALA - SSVF Rapid Re-housing: 29%
- Pathways of Hope - Housing St. Jude (HSJ): 25%
- Pathways of Hope - FAM PTC: 24%
- Illumination Foundation - HAPP Rapid Rehousing: 21%
- US Veterans Initiative - SSVF Rapid Rehousing: 21%
- Mercy House - Anaheim ESG RRP: 20%
- Mercy House - ESG Orange County RRP: 14%
- Pathways of Hope - Anaheim ESG Rapid Re-housing: 14%
- Project Hope Alliance - Family Stability Program RRH: 14%
- Families Forward - Housing First: 14%
- Illumination Foundation - Housing Support Program SSA: 13%
- Mercy House - ESG Santa Ana RRP: 12%
- 1736 Family Crisis Center - Rapid Re-housing for Homeless: 8%
- 1736 Family Crisis Center - SSVF Rapid Re-housing: 0%
- Family Assistance Ministries - Rapid Re-housing: 0%
- Illumination Foundation - Santa Ana ESG Rapid Rehousing: 0%
- Illumination Foundation - TAY State ESG: 0%
- Mental Health America Los Angeles - SSVF Operation: 0%
- Mercy House - CDBG Costa Mesa RRH: 0%
- Pathways of Hope - Paths Ahead: 0%

RRH Threshold (42%)
Entries from Homelessness

1736 Family Crisis Center - Rapid Re-housing for...
1736 Family Crisis Center - SSVF Rapid Re-housing
Families Forward - HUD Rapid-Housing
Interval House - Rapid Re-housing
Mercy House - Anaheim CHIPP
Mercy House - Anaheim ESG RRP
Mercy House - CA State ESG
Mercy House - CDBG Costa Mesa RRH
Mercy House - CoC Rapid Re-housing (HO)
Mercy House - ESG Orange County RRP
Mercy House - ESG Santa Ana RRP
OC Gateway to Housing - OCIS Rapid Re-housing
Pathways of Hope - Anaheim ESG Rapid Re-housing
Pathways of Hope - FAM PTC
Pathways of Hope - Paths Ahead
Pathways of Hope - Paths Together Collaborative
SPIN - GAPP CoC Rapid Rehousing Program
US Veterans Initiative - SSVF Rapid Rehousing
VOALA - SSVF Rapid Re-housing
Mercy House - CoC JRHR Rapid Re-housing
Illumination Foundation - Chronically Homeless Individual...
Illumination Foundation - Santa Ana ESG Rapid Rehousing
Families Forward - Housing First
Mental Health America Los Angeles - SSVF Operation...
Pathways of Hope - Housing St. Jude (HSJ)
Family Assistance Ministries - Rapid Re-housing
South County Outreach - SCO Rapid Re-housing
Illumination Foundation - Housing Support Program SSA
Illumination Foundation - TAY State ESG
SPIN - GAPP UW FACE 2024 Rapid Re-housing
Project Hope Alliance - Family Stability Program RRH
Illumination Foundation - HAPP Rapid Rehousing
Project Hope Alliance - Family Assistance Program

RRH Threshold (100%)
October 2018 CoC Board Report

**Entries from Homelessness**

- Street Outreach: 98
- Emergency Shelter: 224
- Transitional Housing: 50
- Rapid Re-Housing: 52
- Permanent Supportive Housing: 10

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

**Average Days until PH Placement**

- Rapid Re-Housing: 44 (n = 359)
- Permanent Supportive Housing: 23 (n = 2180)
- Other Permanent Housing: 4 (n = 12)

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

**Average Length of Stay**

- Emergency Shelter: 65 (n = 1595)
- Transitional Housing: 190 (n = 326)

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

**Unit Utilization**

- Emergency Shelter: 113% (n = 2162)
- Transitional Housing: 79% (n = 527)
- Other Permanent Housing: 82% (n = 41)
- Permanent Supportive Housing: 104% (n = 2338)

Percentage of beds and units occupied during the month.

**Stayers with Increased Income**

- Emergency Shelter: 4% (n = 141)
- Transitional Housing: 3% (n = 39)
- Homeless Prevention: 3% (n = 1091)
- Rapid Re-Housing: 28% (n = 593)
- Permanent Supportive Housing: 56% (n = 1782)
- Other Permanent Housing: 25% (n = 4)

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

**Leavers with Increased Income**

- Emergency Shelter: 12% (n = 148)
- Transitional Housing: 40% (n = 35)
- Homeless Prevention: 50% (n = 6)
- Rapid Re-Housing: 28% (n = 94)
- Permanent Supportive Housing: 67% (n = 12)

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

Updated 11/6/18
**Percentage of clients that exited during the month to a successful destination for that project type.**

- Street Outreach: 22%
- Emergency Shelter: 32%
- Transitional Housing: 55%
- Homeless Prevention: 100%
- Rapid Re-Housing: 66%

**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.**

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

**Clients Placed in Permanent Housing**

213 clients

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

**Number of assessed and document ready households on the Coordinated Entry Prioritization List.**

- Households without Children: 200
- Households with Children and Adults: 295
- Households without Children: 86

**Number of assessed and document ready households on the Coordinated Entry Prioritization List by subpopulation.**

- North: 57
- Central: 35
- South: 35
- Chronically Homeless: 6
- Veterans: 10
- Youth: 9
- Seniors (62+): 3

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

- Households without Children: 154
- Households with Children and Adults: 38

**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.**

- Households without Children: 256 days
- Households with Children and Adults: 122 days

**Average Days on the Prioritization List**

- +53
- +5

All data pulled from HMS except for data from the CES individual and family PLs annotated with an asterisk (*). The individual PL data is managed by the Office of Care Coordination and the Family PL data is managed by 211OC.