Data & Performance Management Meeting

September 13, 2018
CoC Board Report

• Added number of clients included in measure
• Added description of where data is pulled from

• Highlights
  o All project types are meeting or close to meeting successful exits measure

• Areas of Improvement
  o LOS for ES has increased due to the Armory closure
  o Unit Utilization for ES is high; bed/unit inventory updates or data clean-up needs to be completed for ES projects
## Data Release Policy

Does the data release policy need to be updated?

<table>
<thead>
<tr>
<th>Data Request Criteria</th>
<th>HMIS Participating Agency</th>
<th>Entity Does not Participate in HMIS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Approved</td>
<td>Needs Approval</td>
</tr>
<tr>
<td>Aggregate system level data</td>
<td>X</td>
<td></td>
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<tr>
<td>De-identified client level data</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Ongoing data requests</td>
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<td>X</td>
</tr>
<tr>
<td>For use as research</td>
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<td>X</td>
</tr>
<tr>
<td>For media release</td>
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<td>X</td>
</tr>
<tr>
<td>For other public use</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Data Request Updates

• OC United Way Data Request

• City of Santa Ana Data Request
  o Unsheltered
  o Sheltered
HMIS Monthly Statistics

• HMIS monthly statistics will now be published at the beginning of each month at ochmis.org > reports
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 September, we will compare the project’s performance over the past year and determine next steps
## Schedule and Reporting Periods

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Month Presented at Data Meeting</th>
<th>Report Dates</th>
<th>Follow-up Presented at Data Meeting</th>
<th>Follow-up Report Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Supportive Housing &amp; Other Permanent</td>
<td>September</td>
<td>8/1 - 7/31</td>
<td>February</td>
<td>1/1 - 12/31</td>
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<tr>
<td>Housing*</td>
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<tr>
<td>Rapid Re-housing</td>
<td>November</td>
<td>10/1 - 9/30</td>
<td>April</td>
<td>3/1 - 2/28</td>
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<tr>
<td>Transitional Housing</td>
<td>January</td>
<td>12/1 - 11/30</td>
<td>June</td>
<td>5/1 - 4/30</td>
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<tr>
<td>Homelessness Prevention</td>
<td>March</td>
<td>2/1 - 1/31</td>
<td>August</td>
<td>7/1 - 6/30</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>May</td>
<td>4/1 - 3/31</td>
<td>October</td>
<td>9/1 - 8/31</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>July</td>
<td>6/1 - 5/31</td>
<td>December</td>
<td>11/1 - 10/31</td>
</tr>
</tbody>
</table>

*Reporting period for current data set is 9/1/17 – 8/31/18, but future data sets will be for the period above.*
Average Length of Homelessness

The average number of days between the client’s Approximate Date Homelessness Started and their Housing Move-In Date

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

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

Discussion:
- Threshold
- Strategies to improve performance
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
Entries from Homelessness

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

Entries directly from PSH projects or RRH projects are considered “neutral” entries, as are CH clients entering from non-homeless situations

Discussion:
• Strategies to improve performance
• Are all of these projects actually targeting homeless clients?
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
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
Maintained PSH/OPH or Exited to PH

The percentage of clients that remained in PSH or OPH at the end of the reporting period or exited to a permanent housing situation during the reporting period

Discussion:
• Threshold (16/17 SPM = 99%)
• 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
Unit Utilization

The number of bed nights provided during the reporting period divided by the possible bed/unit nights provided

Discussion:
• Strategies to improve performance
Clarity Custom Data Migration Update

Services
• 211OC is waiting for confirmation from BitFocus that the services migration has been completed

Coordinated Entry
• BitFocus provided feedback on the CES exports we sent; we completed corrections and resent exports
• 211OC has completed the separation of family CES documentation so each document can be imported separately into Clarity; next step is to send BitFocus a test export to review
  o CES Documentation for individuals and families should now be entered directly into Clarity; do not send documents to 211OC or the County
<table>
<thead>
<tr>
<th>Organization</th>
<th>Cost Per Successful Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCHA - Jackson Aisle</td>
<td>$10,254</td>
</tr>
<tr>
<td>OCHA - 2009 Shelter Plus Care</td>
<td>$11,481</td>
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<tr>
<td>Mercy House - Mills End</td>
<td>$12,432</td>
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<tr>
<td>OCHA - 2005 Shelter Plus Care</td>
<td>$13,308</td>
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<tr>
<td>OCHA - 2004 Shelter Plus Care</td>
<td>$13,630</td>
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<tr>
<td>Friendship Shelter - Henderson House Permanent...</td>
<td>$13,868</td>
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<tr>
<td>OCHA - 2008 Shelter Plus Care</td>
<td>$14,092</td>
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<tr>
<td>Anaheim Supportive Housing - Tyrol Plaza Senior Apartments</td>
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<td>OCHA - 2002 Shelter Plus Care</td>
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<tr>
<td>OCHA - #1 Consolidated Shelter Plus Care</td>
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<td>OCHA - 2006 Shelter Plus Care</td>
<td>$15,221</td>
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<td>OCHA - 2007 Shelter Plus Care</td>
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<td>OCHA - 2003 Shelter Plus Care</td>
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<td>OCHA - Samaritan Housing Shelter Plus Care</td>
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<td>OCHA - Permanent Housing Shelter Plus Care</td>
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<tr>
<td>Mercy House - OC PSH Collaboration Project</td>
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<td>Illumination Foundation - Stanton Multi-Service Center</td>
<td>$19,951</td>
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<td>Mercy House - CoC PSH Leasing</td>
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<tr>
<td>American Family Housing - Permanent Housing Collaborative</td>
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<tr>
<td>OCHA - Colette’s Children’s Home Shelter Plus Care</td>
<td>$21,555</td>
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<td>OCHA - Mercy House Permanent Bonus Shelter Plus Care</td>
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<td>Illumination Foundation - Street2Home</td>
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<tr>
<td>Colette’s Children Home - Olinda Lane</td>
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<tr>
<td>Mercy House - OC PSH Collaboration Project II</td>
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<tr>
<td>Colette’s Children Home - Housing First</td>
<td>$30,891</td>
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<tr>
<td>American Family Housing - Permanent Housing 2</td>
<td>$31,869</td>
</tr>
<tr>
<td>Mercy House - CoC Leasing</td>
<td>$33,979</td>
</tr>
</tbody>
</table>

PSH Threshold ($16,164)
Leavers with Increased Income

American Family Housing - Permanent Housing 2
Colette's Children's Home - Olinda Permanent Supportive... (100%)
Mercy House - FSI PSH Collaboration (100%)
Mercy House - Mills End (100%)
OCHA - Potter's Lane PB VASH (100%)
OCHA - Samaritan Housing Shelter Plus Care (100%)
OCHA - 2003 Shelter Plus Care TRA Renewal Project (89%)
OCHA - 2004 Shelter Plus Care TRA Renewal Project (86%)
Friendship Shelter - Henderson House Supportive Housing (71%)
OCHA - 2006 Shelter Plus Care TRA Renewal Project (64%)
OCHA - 2007 Shelter Plus Care TRA Project (63%)
OCHA - Jackson Aisle Shelter Plus Care PRA Renewal (60%)
Mercy House - CoC Leasing (57%)
OCHA - #1 Consolidated Shelter Plus Care TRA (55%)
American Family Housing - Permanent Housing Collaborative (50%)
Illumination Foundation - SHP Stanton Multi-Service Center (50%)
Mercy House - AFH PSH Collaboration II (50%)
Mercy House - CCH PSH Collaboration II (50%)
Mercy House - CCH PSH Collaborative (50%)
OCHA - Shelter Plus Care TRA Permanent Housing Bonus (50%)
OCHA - 2002 Shelter Plus Care TRA Renewal Project (43%)
OCHA - 2008 Shelter Plus Care TRA Project (40%)
Mercy House - CoC PSH Leasing (33%)
Mercy House - MCY PSH Collaboration (32%)
OCHA - 2005 Shelter Plus Care TRA Renewal Project (25%)
OCHA - VASH (24%)
Mercy House - MCY PSH Collaboration II (20%)
OCHA - 2009 New Shelter Plus Care TRA Project (20%)
Illumination Foundation - Street 2 Home (0%)
Mercy House - FAM PSH Collaboration II (0%)
Mercy House - POH PSH Collaboration II (0%)
Mercy House - SUS PSH Collaboration II (0%)
OCHA - Avenida Project Based Vouchers (0%)
OCHA - CE HCV (0%)
OCHA - Shelter Plus Care Mercy House (0%)

PSH/OPH Threshold (42%)
August 2018 CoC Board Report

Entries from Homelessness

- Street Outreach: 102 (Homeless Situation), 2 (Institutional Setting), 8 (Other Locations), 0 (CoC Threshold (100%))
- Emergency Shelter: 160 (Homeless Situation), 5 (Institutional Setting), 30 (Other Locations), 0 (CoC Threshold (100%))
- Transitional Housing: 26 (Homeless Situation), 3 (Institutional Setting), 6 (Other Locations), 0 (CoC Threshold (100%))
- Rapid Re-Housing: 64 (Homeless Situation), 4 (Institutional Setting), 0 (Other Locations), 0 (CoC Threshold (100%))
- Permanent Supportive Housing: 1 (Homeless Situation), 0 (Institutional Setting), 0 (Other Locations), 0 (CoC Threshold (100%))

Average Days until PH Placement

- Rapid Re-Housing: 43 days (n = 398)
- Permanent Supportive Housing: 22 days (n = 2231)
- Other Permanent Housing: 5 days (n = 10)

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

Average Length of Stay

- Emergency Shelter: 106 days (n = 952)
- Transitional Housing: 205 days (n = 540)

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 = 795)
- Transitional Housing: 74% (n = 542)
- Permanent Supportive Housing: 105% (n = 2381)

Percentage of beds and units occupied during the month.

Stayers with Increased Income

- Emergency Shelter: 16% (n = 37)
- Transitional Housing: 5% (n = 38)
- Homeless Prevention: 3% (n = 1079)
- Rapid Re-Housing: 27% (n = 99)
- Permanent Supportive Housing: 52% (n = 1760)
- Other Permanent Housing: 0% (n = 2)

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: 7% (n = 162)
- Transitional Housing: 31% (n = 61)
- Homeless Prevention: 9% (n = 38)
- Rapid Re-Housing: 24% (n = 49)
- Permanent Supportive Housing: 75% (n = 8)

Percentage of adults exited during the month that increased their income from any source between entry and exit.
Percentage of clients that exited during the month to a successful destination for that project type.

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

196 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. There were 1054 households on the Prioritization List waiting for housing this month.

Average Days on the Prioritization List

Households without Children

191 days

Households with Children and Adults

155 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.

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