Data & Performance Management Meeting

August 8, 2019
Standardized Services in HMIS

- Create a baseline of services that are generally provided under each project type to streamline set-up process for new projects
- Notes section on the service allows agencies to share information with other agencies that may serve the client in the future
  - Notes should be factual and as unbiased as possible
HP Project Performance Reports

• Reports are available on our website

• Analysis also includes review of the number of measures each project met

• Homelessness Prevention projects are not submitted to HUD as part of the System Performance Measures Report. All measures this analysis were included as a result of local decision.
Average Time in Project

The average number of days between the client’s Project Start Date and their Project End Date, or the last date in the reporting period if not exited.

Ensure the client’s Project Start and End Dates are accurate in HMIS.

For HP projects, clients should be exited on the last date a service was provided, and they are no longer considered a participant in the project. Run the Potential Exits report to see a list of clients without services entered after a specific date.
Stayers that Maintained or Increased Income

The percentage of adults that maintained or 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

Create a process at your agency to ensure income is collected at entry, annual assessment, and exit

211OC has created a Look that will include clients that require an annual assessment to be completed. Please enter a ticket with the HMIS Help Desk to request the report to be sent to your agency automatically on a monthly basis.

Be sure to collect the client’s income at entry. 34% of adults in HP projects were missing income at entry into the project.
Leavers that Maintained or Increased Income

The percentage of adults that maintained or increased income who exited during the reporting period

Create a process at your agency to ensure income is collected at entry, annual assessment, and exit

211OC has created a Look that will include clients that require an annual assessment to be completed. Please enter a ticket with the HMIS Help Desk to request the report to be sent to your agency automatically on a monthly basis.

Be sure to collect the client’s income at entry. 34% of adults in HP projects were missing income at entry into the project.
Successful Exits

The percentage of exits to permanent housing destinations

Neutral exits (excluded from measure):
• Deceased
• Hospital
• Long-Term Care Facility
• Foster Care

Ensure that “Other” is not selected as a destination for any of your clients, as this is not considered a successful exit

Only 4% of Destination data was missing!
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

PDF version also includes percentage of clients that exited to permanent housing and returned to a homelessness prevention project.
Measures Met by Project

- Average measures met in August: 3
- All projects improved or maintained the number of measures met from March to August
- Most commonly met measure: Returns to Homelessness/Leavers that Maintained/Increased Income
- Most challenging measure to meet: Stayers that Maintained/Increased Income
- Next analysis, projects meeting less than 2 measures will receive technical support
2019 CoC NOFA Update

- LOIs for renewal projects due August 9th
- CoC Bonus and DV Bonus RFPs have been released and are due by August 19th
- Project rating and ranking and selection of Bonus projects to be decided at August 28th CoC Board Meeting
- Project rating and ranking will be decided using the CoC Ranking Rubric, and will include the Agency Administrative Review, Performance, Project Effectiveness, CES Participation, Housing First/Low Barrier Implementation, and Unspent Funds
- Project Performance Reports published in February and April for PSH and RRH projects will be used to calculate Performance scores
- The measures below will be included in the Performance Ranking analysis. Points will be awarded if the project met the threshold listed. Half points will be awarded if the project is within 10% of the threshold.

<table>
<thead>
<tr>
<th>Permanent Supportive Housing</th>
<th>Average DQ</th>
<th>Entries from Homelessness</th>
<th>Stayers with Increased Income</th>
<th>Leavers with Increased Income</th>
<th>Maintain PSH/Exit to PH</th>
<th>Days Until PH Placement</th>
<th>Returns to Homelessness</th>
<th>Unit Utilization</th>
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</thead>
<tbody>
<tr>
<td>Threshold</td>
<td>&gt;=95%</td>
<td>100%</td>
<td>&gt;=61%</td>
<td>&gt;=42%</td>
<td>&gt;=93%</td>
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<td>8</td>
<td>10</td>
<td>12</td>
<td>14</td>
<td>15</td>
<td>15</td>
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</table>

<table>
<thead>
<tr>
<th>Rapid Re-Housing</th>
<th>Average DQ</th>
<th>Entries from Homelessness</th>
<th>Stayers with Increased Income</th>
<th>Leavers with Increased Income</th>
<th>Days Until PH Placement</th>
<th>Returns to Homelessness</th>
<th>Successful Exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threshold</td>
<td>&gt;=95%</td>
<td>100%</td>
<td>&gt;=40%</td>
<td>&gt;=44%</td>
<td>&lt;=30 Days</td>
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<td>14</td>
<td>11</td>
<td>13</td>
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Homelessness Prevention
Project Performance Reports

7/1/18 - 6/30/19

Measures
Average Time in Project
Stayers with Increased Income
Leavers with Increased Income
Successful Exits
Returns to Homelessness
Leavers that Maintained/Increased Income
7/1/18 - 6/30/19

- Illumination Foundation - HAPP Prevention (n = 2) 100%
- South County Outreach - Homeless Prevention Rental Assistance (n = 84) 100%
- Radiant Health Centers - Emergency Financial Assistance/STAR (n = 33) 94%
- Mercy House - CDBG Costa Mesa HP (n = 12) 92%
- Mercy House - Anaheim ESG HPP (n = 8) 88%
- Illumination Foundation - ANH_ESG_Homeless Prevention (n = 15) 87%
- Illumination Foundation - CSA_ESG_Prevention (n = 6) 83%
- Pathways of Hope - PCH Prevention (n = 53) 74%
- VOALA - SSVF Homeless Prevention (n = 80) 68%
- Mercy House - Garden Grove ESG HPP (n = 17) 65%
- Mercy House - ESG Santa Ana HPP (n = 18) 61%
- Project Hope Alliance - Family Stability Program HP (n = 45) 42%
- Waymakers - Huntington Beach Youth Prevention Program (n = 1)

Threshold (25%)  
Average for Project Type (77%)
Successful Exits
7/1/18 - 6/30/19

- Illumination Foundation - ANH_ESG_Homeless Prevention (n = 22) 100%
- Illumination Foundation - CSA_ESG_Prevention (n = 10) 100%
- Mercy House - Anaheim ESG HPP (n = 16) 100%
- Mercy House - CDBG Costa Mesa HP (n = 17) 100%
- Mercy House - ESG Santa Ana HPP (n = 45) 100%
- Mercy House - Garden Grove ESG HPP (n = 31) 100%
- Radiant Health Centers - Emergency Financial Assistance/STAR (n = 33) 100%
- South County Outreach - Homeless Prevention Rental Assistance (n = 85) 100%
- Pathways of Hope - POH Prevention (n = 89) 99%
- VOALA - SSVF Homeless Prevention (n = 129) 98%
- Illumination Foundation - HAPP Prevention (n = 5) 80%
- Project Hope Alliance - Family Stability Program HP (n = 107) 75%
- Waymakers - Huntington Beach Youth Prevention Program (n = 17) 59%

Threshold (90%)  Average for Project Type (94%)
Returns to Homelessness vs. Returns to Homelessness Prevention
7/1/17 - 6/30/19

- Waymakers - Huntington Beach Youth Prevention Program (n = 10) 0%
- Mercy House - Garden Grove ESG HPP (n = 55) 0%
- Illumination Foundation - HAPP Prevention (n = 4) 0%
- Illumination Foundation - CSA_ESG_Prevention (n = 16) 0%
- Pathways of Hope - POH Prevention (n = 88) 2%
- South County Outreach - Homeless Prevention Rental Assistance (n = 249) 3%
- Radiant Health Centers - Emergency Financial Assistance/STAR (n = 33) 3%
- Mercy House - ESG Santa Ana HPP (n = 79) 5%
- Project Hope Alliance - Family Stability Program HP (n = 161) 6%
- Mercy House - Anaheim ESG HPP (n = 39) 8%
- VOALA - SSVF Homeless Prevention (n = 310) 8%
- Mercy House - CDBG Costa Mesa HP (n = 23) 9%
- Illumination Foundation - ANH_ESG_Homeless Prevention (n = 32) 28%

Return to HP Project %  
Threshold (15%)