Data & Performance Management Meeting

October 11, 2018
CoC Board Report

• September 2018
  o TH and PSH projects met threshold for Leavers with Increased Income
• Q3 2018
  o 668 clients placed in permanent housing!
  o Average days on the PL has decreased since last quarter
• Q3 2018 Trends
  o Slight improvements in clients with increased income
  o Inflow of households in CES has declined slightly, but households waiting for housing has increased slightly
Data Release Policy Update

- All requests need to go through the Data & Performance Management Committee; sub-committee will only be used in special circumstances
  - D & PM Chair and Co-Chair, CoC Manager, a CoC Board Rep

- Add policy for CoC Board Sub-Committees:

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

Initial Feedback
- Trends over time?
- When CES is live in Clarity, add assessed and matched
- FAQ or narrative for dashboard
Racial Disparity – Clients Receiving Assistance

<table>
<thead>
<tr>
<th>Receiving Homelessness Assistance in HMIS</th>
<th>Clients Served in HMIS</th>
<th>% of Clients Served in HMIS</th>
<th>2017 Census</th>
<th>Difference</th>
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</thead>
<tbody>
<tr>
<td>American Indian or Alaska Native</td>
<td>863</td>
<td>4.6%</td>
<td>1.0%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Asian</td>
<td>486</td>
<td>2.6%</td>
<td>21.0%</td>
<td>-18.4%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>2502</td>
<td>13.3%</td>
<td>2.1%</td>
<td>11.2%</td>
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<tr>
<td>Multi-racial</td>
<td>824</td>
<td>4.4%</td>
<td>3.5%</td>
<td>0.9%</td>
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<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>300</td>
<td>1.6%</td>
<td>0.4%</td>
<td>1.2%</td>
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<tr>
<td>White</td>
<td>12706</td>
<td>67.3%</td>
<td>72.0%</td>
<td>-4.7%</td>
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<tr>
<td>Hispanic/Latino*</td>
<td>6809</td>
<td>36.1%</td>
<td>34.2%</td>
<td>1.9%</td>
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<tr>
<td>Grand Total</td>
<td>18876</td>
<td>100.0%</td>
<td>100.0%</td>
<td>0.0%</td>
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</table>

<table>
<thead>
<tr>
<th>Receiving Homelessness Assistance in CES</th>
<th>Clients Served through CES</th>
<th>% Clients Served through CES</th>
<th>2017 Census</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or Alaska Native</td>
<td>139</td>
<td>4.63%</td>
<td>1.00%</td>
<td>3.63%</td>
</tr>
<tr>
<td>Asian</td>
<td>64</td>
<td>2.13%</td>
<td>21.00%</td>
<td>-18.87%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>413</td>
<td>13.75%</td>
<td>2.10%</td>
<td>11.65%</td>
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<tr>
<td>Multi-racial</td>
<td>93</td>
<td>3.10%</td>
<td>3.50%</td>
<td>-0.40%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>44</td>
<td>1.47%</td>
<td>0.40%</td>
<td>1.07%</td>
</tr>
<tr>
<td>White</td>
<td>1904</td>
<td>63.40%</td>
<td>72.00%</td>
<td>-8.60%</td>
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<td>Hispanic/Latino*</td>
<td>926</td>
<td>30.84%</td>
<td>34.20%</td>
<td>-3.36%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>3003</td>
<td>100.00%</td>
<td>100.00%</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

- All minority groups except Asians are more likely to receive homelessness assistance.
- Black/African Americans are experiencing homelessness at higher rates than any other racial or ethnic group in Orange County.
# Racial Disparity – Successful Outcomes

- All but one minority group (Black/African American) are less likely to have a successful outcome in at least two project types.

### HMIS - Successful Exits

<table>
<thead>
<tr>
<th></th>
<th>Emergency Shelter</th>
<th>Homeless Prevention</th>
<th>PH - Rapid Re-Housing</th>
<th>Street Outreach</th>
<th>Transitional Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Clients</td>
<td>23%</td>
<td>92%</td>
<td>77%</td>
<td>7%</td>
<td>62%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>10%</td>
<td>50%</td>
<td>89%</td>
<td>12%</td>
<td>53%</td>
</tr>
<tr>
<td>Asian</td>
<td>17%</td>
<td>81%</td>
<td>79%</td>
<td>7%</td>
<td>61%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>22%</td>
<td>96%</td>
<td>79%</td>
<td>10%</td>
<td>66%</td>
</tr>
<tr>
<td>Multi-racial</td>
<td>26%</td>
<td>89%</td>
<td>78%</td>
<td>16%</td>
<td>58%</td>
</tr>
</tbody>
</table>

### HMIS - Maintained PSH/OPH or Exited to PH

<table>
<thead>
<tr>
<th></th>
<th>PH - Maintained PSH/OPH or Exited to PH</th>
<th>PH - Housing Only</th>
<th>PH - Housing with Services (no disability required)</th>
<th>PH - Permanent Supportive Housing (disability required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Clients</td>
<td>100%</td>
<td>100%</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>100%</td>
<td>N/A</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td>N/A</td>
<td>N/A</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Black/African American</td>
<td>N/A</td>
<td>N/A</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Multi-racial</td>
<td>100%</td>
<td>N/A</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>N/A</td>
<td>N/A</td>
<td>95%</td>
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</tr>
<tr>
<td>White</td>
<td>100%</td>
<td>100%</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>100%</td>
<td>100%</td>
<td>96%</td>
<td></td>
</tr>
</tbody>
</table>
Data Request – Rebecca Holt: Masters Thesis

• **Description of request:**
  o Deidentified client level data for families enrolled in RRH
    o Requesting client level data because aggregate data may be too skewed to do the analysis she needs to do
    o Household size, LOS, entry and exit income, exited to permanent housing

• **Reason for request:**
  o Masters Thesis in Sociology (Cal State Fullerton) focused on landlord engagement with homeless housing programs in OC

• **Reporting Period:**
  o 10/1/14 to present

• **How data will be shared:**
  o Supplemental data in thesis
Data Request – Shelter Sub-Committee

- **Description of request:**
  - Project Performance Data for Emergency Shelter projects: Length of Stay, Length of Homelessness, Increased Income, Successful Exits, Entries from Homelessness, Returns to Homelessness, Unit Utilization

- **Reason for request:**
  - System alignment and performance improvement

- **Reporting Period:**
  - 9/1/17 – 8/31/18

- **How data will be shared:**
  - With sub-committee
Data Request – Bringing Families Home Evaluation

- **Description of request:**
  - Compare housing and child welfare outcomes for families in the Bringing Families Home program to similar families that did not receive such services
  - Client level data needed to match a family that received BFH services to ones that didn’t
  - Client identifying information is necessary because they need to link HMIS records to child welfare records to determine how clients overlap across those two systems and to track outcomes/construct a comparison group. After records have been linked, all PII will be stripped from the data and used by the research team for the evaluation of the BFH program.

- **Reason for request:**
  - Assess the effect of receiving housing-first services under BFH for homeless families with child welfare needs

- **Reporting Periods:**
  - All clients served between 2011 to mid-2018 (currently only have 10/1/14 forward)
  - All clients served between mid-2018 to the end of the BFH pilot program (approximately July 2019)
  - All clients served for two year period following the end of the BFH pilot program (August 2019- July 2021)

- **How data will be shared:**
  - Aggregate data published in peer review journals and public reports on evaluation
Clarity Custom Data Migration Update

Services
- Migration has been completed for all projects except one; working with BitFocus to resolve

Coordinated Entry
- Met with BitFocus to discuss the migration and when data will be available in HMIS
- Migration delay is due to data issues with the exports
- Client Profiles and Enrollments need to be migrated into HMIS for any clients on the PL but not already in HMIS; once this is completed VI-SPDATs can be migrated in
  - Client Profiles and Enrollments should be available for review in the test migration site next week
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 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.

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

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

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.

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.

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

Number of assessed and document ready households on the Coordinated Entry Prioritization List. There were 1047 households on the Prioritization List waiting for housing this month.

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

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

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

All data pulled from HMIS 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.
Q3 2018 CoC Board Report

Entries from Homelessness
- Street Outreach: 465 (Homeless Situation), 6 (Institutional Setting), 1 (Other Locations)
- Emergency Shelter: 650 (Homeless Situation), 41 (Institutional Setting), 130 (Other Locations)
- Transitional Housing: 107 (Homeless Situation), 11 (Institutional Setting), 14 (Other Locations)
- Rapid Re-Housing: 170 (Homeless Situation), 18 (Institutional Setting), 313 (Other Locations
- Permanent Supportive Housing: 18 (Homeless Situation), 1 (Institutional Setting), 1 (Other Locations)

Average Days Until PH Placement
- Rapid Re-Housing (n=427): 47 days
- Permanent Supportive Housing (n=1332): 12 days
- Other Permanent Housing (n=6): 8 days

Average Length of Stay
- Emergency Shelter: 61 days
- Transitional Housing: 192 days

Unit Utilization
- Emergency Shelter (n=1409): 114%
- Transitional Housing (n=732): 73%
- Other Permanent Housing (n=40): 76%
- Permanent Supportive Housing (n=2403): 105%

Stayers with Increased Income
- Emergency Shelter: 6%
- Transitional Housing: 5%
- Homeless Prevention: 4%
- Rapid Re-Housing: 25%
- Permanent Supportive Housing: 56%
- Other Permanent Housing: 0%

Leavers with Increased Income
- Emergency Shelter: 6%
- Transitional Housing: 48%
- Homeless Prevention: 13%
- Rapid Re-Housing: 30%
- Permanent Supportive Housing: 70%

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

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

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 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 quarter that increased their income from any source between entry and exit.
**Successful Exits**

- Street Outreach: 101 clients, 32% exits
- Emergency Shelter: 1161 clients, 15% exits
- Transitional Housing: 293 clients, 66% exits
- Homeless Prevention: 124 clients, 96% exits
- Rapid Re-Housing: 373 clients, 86% exits

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

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

- Other Permanent Housing: 40 clients, 100% maintained
- Permanent Supportive Housing: 2403 clients, 99% maintained

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.

**Clients Placed in Permanent Housing**

- 668 clients

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

**Subpopulation Demographics**

- North: 64 households without children, 107 households with children and adults
- Central: 30 households without children, 37 households with children and adults
- South: 167 households without children, 242 households with children and adults

Number of assessed and document ready households on the Coordinated Entry Prioritization List. There were 1047 households on the Prioritization List waiting for housing at the end of the quarter.

**Average Days on the Prioritization List**

- Households without Children: 203 days
- Households with Children and Adults: 117 days

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.

**Coordinated Entry Inflow**

- Households without Children: 281
- Households with Children and Adults: 139

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

*All data pulled from HMIS 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.*
Q3 2018 CoC Board Report - Trends

Entries from Homelessness Trends

Where clients that enrolled into projects were living prior to entry.

Unit Utilization Trends

Percentage of beds and units occupied by month.

Successful Exits Trends

Percentage of clients that exited to a successful destination for that project type.
Percentage of adults enrolled for at least one year that were active at the end of the month and 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.
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.

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

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

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.

Number of unduplicated clients placed in permanent housing situations. This includes clients that exited projects to permanent housing situations, as well as clients that were placed in units in Permanent Supportive Housing or Rapid Re-housing projects.
Number of assessed and document ready clients on the Coordinated Entry Prioritization List at the end of the month by subpopulation.

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

Number of assessed and document ready households on the Coordinated Entry Prioritization List. There were 1047 households on the Prioritization List waiting for housing at the end of this quarter.

Number of assessed and document ready clients on the Coordinated Entry Prioritization List at the end of the month by subpopulation.

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.

All data pulled from HMIS 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.