Data & Performance Management Meeting

March 14, 2019
CoC Board Report

• Homeless Prevention added to the Length of Stay measure as discussed last meeting; threshold to be discussed during PPR review
• Bed inventory has been updated for most projects in HMIS; would like to see utilization improve for Emergency Shelters and Transitional Housing
• 236 is highest placements to PH since the CoC Board report started (April 2018)
CoC Dashboard

- Received 25 responses to our survey – Thank you!
- Working group met 3/13/19; discussed survey results and dashboards
- Dashboards reviewed
  - Columbus, Ohio: Indicators Report
  - Seattle, Washington: System and Program Performance Dashboard
  - San Diego, California: Homeless Dashboard
  - 211OC Project Level dashboard draft
- 211OC will update dashboard with the feedback from the working group, and meet with group again to finalize dashboard
- Updated dashboard will be shared at the April D & PM meeting, then shared with the CoC Board
Revision to Client Consent Form

• Bringing Families Home data request was denied by the CoC Board due to the request containing client identifying data.
• Board wasn’t comfortable sharing data in a way that a client may not be aware of when they agree to share their data in HMIS.
• Added the following language to the Client Consent Form from the Privacy Notice:

How PPI May Be Shared and Disclosed

Unless restricted by other laws, the information we collect can be shared and disclosed under the following circumstances:

• To provide or coordinate services.
• For payment or reimbursement of services for the participating organization.
• For administrative purposes, including but not limited to HMIS system administrator(s) and developer(s), and for legal, audit personnel, and oversight and management functions.
• For creating de-identified PPI.
• When required by law or for law enforcement purposes.
• To prevent a serious threat to health or safety.
• As authorized by law, for victims of abuse, neglect, or domestic violence.
• For academic research purposes.
• Other uses and disclosures of your PPI can be made with your written consent.
Homeless Prevention PPRs

• Reporting period: 2/1/18 – 1/31/19
• Follow-up data will be shared at August meeting and published on our website
• HP data is generally not included in HUD reporting, so thresholds are determined by the CoC
• Measures: Increase Income for Stayers and Leavers, Average Length of Stay, Successful Exits
  ○ Any others?
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 (Average: 3%)
Leavers with Increased Income

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

Discussion:
• Threshold (Average: 15%)
Successful Exits

The percentage of exits to permanent housing situations

Discussion:
• Threshold
Average Length of Stay

The average number of days between the client’s Project Start Date and their Project Exit Date, or the last date in the reporting period

Discussion:

• Threshold
  o Numbers without outlier
    • Average: 97 days
    • All HP projects: 129 days
Homelessness Prevention Project Performance Reports

2/1/18 - 1/31/19

Measures
Stayers with Increased Income
Leavers with Increased Income
Successful Exits
Average Length of Stay
February 2019 CoC Board Report

Entries from Homelessness

<table>
<thead>
<tr>
<th>Type</th>
<th>Homeless Situation</th>
<th>Institutional Setting</th>
<th>Other Locations</th>
<th>CoC Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Outreach</td>
<td>569</td>
<td>9</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>741</td>
<td>34</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>38</td>
<td>4</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Rapid Re-Housing</td>
<td>63</td>
<td>1</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

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

Average Days until PH Placement

<table>
<thead>
<tr>
<th>Type</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid Re-Housing n = 257</td>
<td>49</td>
</tr>
<tr>
<td>Permanent Supportive Housing n = 2025</td>
<td>16</td>
</tr>
<tr>
<td>Other Permanent Housing n = 21</td>
<td>7</td>
</tr>
</tbody>
</table>

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

Average Length of Stay

<table>
<thead>
<tr>
<th>Type</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter n = 3030</td>
<td>49</td>
</tr>
<tr>
<td>Transitional Housing n = 597</td>
<td>315</td>
</tr>
<tr>
<td>Homeless Prevention n = 1785</td>
<td>1859</td>
</tr>
</tbody>
</table>

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

Unit Utilization

<table>
<thead>
<tr>
<th>Type</th>
<th>ES Threshold (30%)</th>
<th>TH Threshold (60%)</th>
<th>PSH/OPH Threshold (95%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter n = 2531</td>
<td>62%</td>
<td>80%</td>
<td>100%</td>
</tr>
<tr>
<td>Transitional Housing n = 613</td>
<td>77%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Permanent Housing n = 63</td>
<td>96%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing n = 2311</td>
<td>101%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Percentage of beds and units occupied during the month.

Stayers with Increased Income

<table>
<thead>
<tr>
<th>Type</th>
<th>ES/TH Threshold (10%)</th>
<th>HP Threshold (30%)</th>
<th>RRH Threshold (40%)</th>
<th>CoC Threshold (61%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter n = 163</td>
<td>0%</td>
<td>19%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transitional Housing n = 43</td>
<td>3%</td>
<td></td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>Homeless Prevention n = 1177</td>
<td>3%</td>
<td></td>
<td></td>
<td>59%</td>
</tr>
<tr>
<td>Rapid Re-Housing n = 76</td>
<td>6%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing n = 17</td>
<td>59%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Permanent Housing n = 17</td>
<td>6%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Type</th>
<th>ES/TH Threshold (15%)</th>
<th>HP Threshold (25%)</th>
<th>RRH/PSH/OPH Threshold (42%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter n = 432</td>
<td>5%</td>
<td>128%</td>
<td></td>
</tr>
<tr>
<td>Transitional Housing n = 36</td>
<td>7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless Prevention n = 27</td>
<td>7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rapid Re-Housing n = 75</td>
<td>37%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing n = 13</td>
<td>54%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Percentage of adults exited during the month that increased their income from any source between entry and exit.
**Clients Placed in Permanent Housing**

236 clients

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

**Average Days on the Prioritization List**

<table>
<thead>
<tr>
<th>Subpopulation</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households without Ch</td>
<td>239</td>
</tr>
<tr>
<td>Households with Ch</td>
<td>88</td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Subpopulation</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households without Ch</td>
<td>70</td>
</tr>
<tr>
<td>Households with Ch</td>
<td>10</td>
</tr>
</tbody>
</table>

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 pulled by the Office of Care Coordination and the Family PL data is pulled by 211OC.
Orange County Continuum of Care

HMIS Client Consent form

Welcome to the Orange County Continuum of Care, and a project participating in the Orange County HMIS (OC HMIS)! HMIS stands for Homeless Management Information System, and it is a secure database used to collect and store information about clients served at this agency.

In Orange County, all agencies that participate in entering client data in HMIS share that data with each other. This means that if you complete a program participating in the OC HMIS and later need assistance at another program that also participates in the OC HMIS, staff at the second agency will search for your name and find your profile. Then you will be asked to confirm your existing information in HMIS (like your name, date of birth, and social security number). The second agency will be able to see what kind of services you’ve received in the past.

If you would like to see the list of the agencies that participate in the OC HMIS, please visit ochmis.org > About HMIS > Contributing Agencies or ask the agency you are receiving services from for a list of the Agencies Currently Contributing data to HMIS. Please note that the list of agencies contributing data to HMIS can change frequently and without notice, and therefore the website should be consulted for the most recent list.

Because the OC HMIS contains such sensitive data Orange County takes your privacy very seriously. The following protections for your data are in place:

- Individual client data is only viewable by qualified staff at each participating agency.
- In order to participate in the OC HMIS, leaders at each agency must sign an Agency Agreement that includes a commitment to protecting client data and maintaining confidentiality.
- In order to use HMIS, agency staff must pass multiple trainings that each go over the importance of client privacy.
- The OC HMIS is hosted on a secure server and data is encrypted. This means that anyone attempting to “hack into” HMIS will only see gibberish, never any client data.

What information is shared in the HMIS database?

We share both Protected Personal Information (PPI) and general information obtained during your intake and assessment, which may include but is not limited to:

- Your name and your contact information
- Your social security number and date of birth
- Your basic demographic information such as gender and race/ethnicity
- Your history of homelessness and housing (including your current housing status, and where and when you have accessed services)
- Your self-reported medical history and disability status, including mental and physical health concerns, substance abuse history, and HIV/AIDS status
- Your case notes and services
- Your income sources and amounts; and non-cash benefits
- Your veteran status
- Information about other members of your household
- Your self-reported history of domestic violence
- Your photo (optional)

How PPI May Be Shared and Disclosed

Unless restricted by other laws, the information we collect can be shared and disclosed under the following circumstances:

If you feel any of your rights outlined in this document have been violated, please contact (714) 589-2360.
Revised 3/2019

- To provide or coordinate services.
- For payment or reimbursement of services for the participating organization.
- For administrative purposes, including but not limited to HMIS system administrator(s) and developer(s), and for legal, audit personnel, and oversight and management functions.
- For creating de-identified PPI.
- When required by law or for law enforcement purposes.
- To prevent a serious threat to health or safety.
- As authorized by law, for victims of abuse, neglect, or domestic violence.
- For academic research purposes.
- Other uses and disclosures of your PPI can be made with your written consent.

By signing this form, you understand the following:

- You have the right to receive services, even if you do not sign this consent form. Providers may not refuse to provide you with services based on your refusal to sign this form.
- You have the right to receive a copy of this consent form for your records.
- Your consent permits any participating organization to add to or update your information in HMIS, without asking you to sign another consent form. This consent form is valid for seven (7) years after the signature date.
- You may revoke your consent at any time, but your revocation must be provided either in writing or by completing the Revocation of Consent form. The agency you are receiving services from must make this form available to you if you ask, and it should be out and available for you to take from the office or facility you receive services from. Upon receipt of your revocation, we will remove your PPI from the shared HMIS database and prevent further PPI from being added. The PPI that you previously authorized to be shared cannot be entirely removed from the HMIS database and will remain accessible to the limited number of organization(s) that provided you with direct services.
- Participating agencies are required to post a Privacy Notice at each location where intakes are completed. You should be able to see this notice, which contains more detailed information about how your information may be used and disclosed. You have the right to receive a copy of this notice for your records.
- You have the right to request, in writing, the following pieces of information within five (5) business days of your request:
  - A correction of inaccurate or incomplete PPI
  - A copy of your consent form
  - A copy of your HMIS record (agency staff must review this information with you if you request such a review so that you can fully understand the information presented to you and how it is used)
  - A current list of participating agencies that have access to HMIS data
- Aggregate or statistical data that is released from the HMIS database will not disclose any of your PPI.
- You have the right to file a grievance against any organization whether or not you sign this consent. The Client Grievance Form should be out and available for you to take from the office or facility you receive services from.
- You are not waiving any rights protected under Federal and/or California law.

SIGNATURE AND ACKNOWLEDGEMENT

Your signature indicates that you have read (or been read) this client consent form, have received answers to your questions, and you freely consent to have your information, and that of your minor children (if any), entered into the HMIS database. You also consent to share your information with other participating organizations as described in this consent form.

If you feel any of your rights outlined in this document have been violated, please contact (714) 589-2360.
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Client Name: ____________________________ DOB: __/__/____
Signature: ________________________________ Date Signed: __/__/____

Minor Children (if any):
Name: __________________ DOB: __/__/____  Name: __________________ DOB: __/__/____
Name: __________________ DOB: __/__/____  Name: __________________ DOB: __/__/____

Agency Staff Signature:
Agency Staff Name: ___________________________ Agency Staff Signature: _______________________
Agency Name: ___________________________________________ Date: __/__/____