Data & Performance Management Meeting

May 9, 2019
CoC Board Report

• Street Outreach projects should only be serving unsheltered homeless clients, but the entries from homelessness measure is consistently less than 100%

• As a CoC, we have to work on increasing Unit Utilization for Emergency Shelter and Transitional Housing
  o In ES, 13,655 unused bed nights excluding Armory (around 455 per night)
  o In TH, 1,024 unused bed nights (around 34 per night)
Data Request: Friendship Shelter

- Description of request: By-name list of individual adults active in the South County SPA in ES, TH, SO projects
  - Demographics: Name, Approx. Date Started, Disability, CH, Age, Race, Gender, Ethnicity, Destination, Project Start/End Dates, City of LKPM, City Prior to Entry
- Purpose of request: Service coordination and demographics analysis
- Time period: 1/1/18 - present
CoC Dashboard

- Demographics
  - Should city-level data be included, or by SPA only?
- PH Placements over Time
  - Useful?
- CES – Family Data
  - Inflow/Outflow, VI-SPDAT scores, Completed assessments: useful?
- CoC Board
  - Will this replace paper report?
- System Performance
  - Format
ES Project Performance Reports

• Reporting period: 4/1/18 – 3/31/19

• Follow-up data will be shared at October meeting and published on our website
Average Length of Homelessness

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

Approximate Date Homelessness Started
• The date of the start of the client’s current episode of homelessness. To correctly capture this data, it may help to ask clients the last time they were in permanent housing, and the date that housing ended. This would be the client’s Approximate Date Started.
Average Length of Stay

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. Night-by-night projects should ensure bed nights are entered for each client for every night the client stayed in the project.
Entries from Homelessness

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

Neutral entries (excluded from measure):
• Clients currently fleeing from DV
• CH clients entering from non-homeless situations
• Clients entering from institutional settings where LOS was less than 90 days and client was homeless prior to entry

If homelessness is not an eligibility criteria for entry into your project, please contact the HMIS Help Desk to change your project type to “Other”
Unit Utilization

The percentage of beds/units occupied during the reporting period.

Ensure the client’s Project Start and End Dates are accurate in HMIS. Night-by-night projects should ensure bed nights are entered for each client for every night the client stayed in the project.

Verify that the beds and units reported for the project are correct. If the beds in the project were not available for the entire reporting period, please notify the HMIS team.
Leavers with Increased Income

The percentage of adults with 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.
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.

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.
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
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

Prior to exiting clients from the project, meet with clients to determine whether or not they will be able to sustain their current housing, and make arrangements if possible
Emergency Shelter
Project Performance Reports

4/1/18 - 3/31/19

Measures
Average Length of Homelessness
Average Length of Stay
Entries from Homelessness
Unit Utilization
Leavers with Increased Income
Stayers with Increased Income
Successful Exits
Returns to Homelessness
April 2019 CoC Board Report

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.
**Successful Exits**

- Street Outreach: 17% (n=279)
- Emergency Shelter: 8% (n=937)
- Transitional Housing: 63% (n=110)
- Homeless Prevention: 89% (n=56)
- Rapid Re-Housing: 84% (n=121)

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

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

- Other Permanent Housing: 106 (100%)
- Permanent Supportive Housing: 2308 (100%)

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**

**249 clients**

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

**Households Waiting for Housing on the Prioritization List**

- North: 336
- Central: 496
- South: 30

Number of assessed and document ready households on the Coordinated Entry Prioritization List. There were 985 households on the Prioritization List waiting for housing this month.

**Average Days on the Prioritization List**

- Households without Children: 246 days
- Households with Children and Adults: 73 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.

**Coordinated Entry Inflow**

<table>
<thead>
<tr>
<th>Households without Children</th>
<th>Households with Children and Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>30</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 system annotated with an asterisk (*). The CES individual system data is pulled by OC Community Resources.