

FY24 Q4

Executive Summary Performance Report

04/01/24 - 06/30/24
Data & Evaluation Division
Quality Assurance and Compliance Department
Prepared July 2024

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Glossary

Persons Served

Active Participants	Count of participants active anytime within the reporting period.
New Participants	Count of participants whose enrollment start date was anytime within the reporting period.

Permanent Housing Placements

Total Permanent Housing Placements	Overall count of individuals placed in permanent housing. The sum of direct housing placements and exits to permanent destinations.
Direct Housing Placements	Count of participants with a move-in date within the reporting period.
Exits to Permanent Destinations	Percentage of participants who exited a program during the reporting period where the destination was defined as permanent by the U.S. Department of Housing and Urban Development (HUD). A complete list of exit destinations and their categories is available in Appendix A of HUD's FY 2024 System Performance Measures Programming Specifications.

Exit Destinations

% of Exits to Positive Destinations	Percentage of participants who exited a program during the reporting period where the destination was defined as positive by HUD.
% of Exits to Homelessness	For Outreach and Interim Housing Services programs, the percentage of participants who exited a program during the reporting period where the destination was a "place not meant for habitation." For other program types, this also includes exits to "Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter" and "Safe Haven".

Timeliness

Days to Move-In	For participants with a move-in date within the reporting period, the number of days from program enrollment to move-in.
Days to Permanent Destination	Percentage of participants who have begun an interactive relationship that resulted in a deliberate client assessment or beginning of a case plan.
% Housed within X days	For participants with a move-in date within the reporting period, the percentage housed with X days of enrollment.
% Served within X Days of Enrollment	Percentage of active participants that received a service within X calendar days of program enrollment. Excludes participants that were never served. Service data from HMIS only.

Income

Any Income Increase	Count or percentage of participants with an increase in any income from program enrollment to the most recent data collection phase prior to the end of the reporting period.
Earned Income Increase	Count or percentage of participants with an increase in earned income from program enrollment to the most recent data collection phase prior to the end of the reporting period.
Benefit and Other Income Increase	Count or percentage of participants with an increase in non-earned income from program enrollment to the most recent data collection phase prior to the end of the reporting period.

Data Quality

Personal Identifiable Information	Percentage of participants without missing or incomplete data in name, social security number, date of birth, race and ethnicity, and gender fields.
Universal Data Elements	Percentage of participants without missing or incomplete data in veteran status, project start date, relationship to head of household, and disabling condition fields.

Program Type Specific Terms

% Engaged	Percentage of outreach participants who have began an interactive relationship that resulted in a deliberate client assessment or beginning of a case plan.
Utilization Rate	The average number of participants/households served by a interim housing site divided by the average number of beds/units available each night, as reported to HMIS. The utilization rate gives an idea of how full the interim site is on a given night.
Length of Stay	For participants active in an interim housing services program at anytime in the reporting period, the number of days between program entry and program exit, if participant is inactive, or the last day of the reporting period, if participant is active.

Agency Indicators by Department

Persons Served

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q4 Total	Agency YTD
Active Participants	4,195	216	537	1,042	10,888	2,070	3,690	2,552	1,294	1,065	402	16,878	28,393
New Participants	1,787	114	53	321	2,762	514	1,231	134	490	290	120	5,037	18,682

Permanent Housing Placements

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q4 Total	Agency YTD
Total Permanent Housing Placements	261	10	18	43	909	355	267	25	96	76	102	1,241	5,356
Direct Housing Placements	64	10	4	3	227	78	38	24	30	40	17	308	1,375
Exits to Permanent Destinations	197	-	14	40	682	277	229	1	66	36	85	933	3,981

Days to First Service

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q4 Total	Agency YTD
% Served within 3 Days of Enrollment	75.3%	-	47.8%	72.9%	73.1%	48.9%	78.3%	24.0%	84.4%	13.6%	86.2%	72.3%	76.3%
% Served within 7 Days of Enrollment	79.3%	-	54.3%	75.9%	75.9%	52.7%	81.0%	25.1%	87.8%	22.7%	89.1%	75.6%	79.5%

Note: Includes only service data from HMIS. Case notes, assessments, or any other additional information are not included.

Income Increases

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q4 Total	Agency YTD
Any Income Increases	54	9	16	12	173	20	44	57	36	14	2	264	984
Earned Income Increases	9	1	-	1	21	3	8	-	7	3	-	32	115
Benefit and Other Income Increases	45	8	16	11	152	17	36	57	29	11	2	232	869

Data Quality

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q4 Total	Agency YTD
Personal Identifiable Information	65.4%	91.3%	78.2%	79.6%	60.2%	56.5%	52.5%	74.2%	62.4%	55.5%	61.8%	63.5%	63.4%
Universal Data Elements	72.1%	4.1%	87.7%	93.3%	65.7%	48.3%	84.9%	56.5%	66.4%	56.6%	87.8%	68.6%	71.7%

Note: Participant data from Santa Barbara is incomplete, which may impact the overall score.

Program Type Indicators, All Agency

Agency Indicators

Persons Served

Total Served ¹	Q4	YTD
Participants	16,878	28,393
Households	16,272	30,453
New Enrollments ²		
Participants	5,037	18,682
Households	4,912	20,137

Permanent Housing Placements

	Q4	YTD
Direct Placements	308	1,375
Exits to Permanent Destinations	933	3,981
Total Permanent Housing Placements	1,241	5,356

1. Active at anytime between 04/01/24 and 06/30/24.

2. Program start date anytime between 04/01/24 and 06/30/24.

Days to First Service³

	Q4	YTD
Served within 3 days	72.3%	76.3%
Served within 7 days	75.6%	79.5%

Participants with Income Increase⁴

	Q4	YTD
Earned Income Increase	32	115
Benefit and Other Income Increase	232	869
Any Income ⁵	264	984

Data Quality Score

	Q4	YTD
Personal Identifiable Info	63.5%	63.4%
Universal Elements	68.6%	71.7%

3. Service data from HMIS only.

4. Income entered prior to 06/30/24.

5. The total count for Any Income may not match the sum of Earned Income and Benefit Income due to income adjustments in other categories.

Outreach Services Indicators

Participant Engagement

	Q4	YTD	Agency Target
% Engaged	65.9%	64.0%	80.0%

Exit Destinations

Q4 Exits: 2,310

	Q4	YTD	Agency Target
% of Exits to Positive Destinations	29.0%	24.1%	30.0%
% of Exits to Permanent Destinations	12.7%	12.1%	15.0%
% of Exits to Homelessness	43.6%	23.5%	5.0%

Interim Housing Services Indicators

Site Utilization

	Q4	YTD	Agency Goal
Utilization Rate	Coming Soon	Coming Soon	85.0%

Exit Destinations

Q4 Exits: 887

	Q4	YTD	Agency Goal
% of Exits to Permanent Destinations	18.1%	18.4%	40.0%
% of Exits to Homelessness	33.9%	36.2%	5.0%

Length of Stay

	Q4	YTD	Agency Goal
Average Length of Stay	241.3	206.9	180.0
Median Length of Stay	163	128	90

Days to Permanent Destination

	Q4	YTD	Agency Goal
Average Days to Permanent Destination	237.0	260.4	270.0
Median Days to Permanent Destination	185	182	180

Days from program enrollment to exit/end of reporting period.

Placement Preparations

	Q4	YTD	Agency Goal
% Document Ready	Coming Soon	Coming Soon	80.0%

Housing Navigation Services Indicators

Days to Permanent Placement

Exit Destinations

Q4 Exits: 212

	Q4	YTD	Agency Goal		Q4	YTD	Agency Goal
Average Days to Permanent Placement	179.4	157.5	120.0	% of Exits to Permanent Destinations	67.3%	59.9%	70.0%
Median Days to Permanent Placement	136	130	90	% of Exits to Homelessness	7.1%	7.1%	5.0%

Placement Preparations

	Q4	YTD	Agency Goal
% Document Ready	Coming Soon	Coming Soon	80.0%
% with HSP within 30 Days	Coming Soon	Coming Soon	90.0%

Rapid Rehousing Services Indicators

Days to Placement

Timeliness of Placement

Q4 Placements: 261

	Q4	YTD	Agency Goal		Q4	YTD	Agency Goal
Average Days to Move-In	82.5	91.8	30.0	% Housed within 30 days	47.5%	47.5%	80.0%
Median Days to Move-In	35	37	15	% Housed within 60 days	61.7%	60.3%	85.0%
				% Housed within 90 days	75.1%	68.3%	90.0%
				% Housed within 120 days	78.5%	73.8%	95.0%

Housing Retention

Income Increases

	Q4	YTD	Agency Goal		Q4	YTD	Agency Goal
Housing Retention Rate - 3 Months	98.3%	98.3%	97.5%	% with Any Income Increase	5.0%	8.0%	20.0%
Housing Retention Rate - 6 Months	97.0%	97.0%	95.0%	% with Earned Income Increase	1.4%	1.9%	10.0%
Housing Retention Rate - 9 Months	95.3%	95.3%	92.5%	% with Benefit and Other Income Increase	3.6%	6.0%	10.0%
Housing Retention Rate - 12 Months	94.2%	94.2%	90.0%				
Housing Retention Rate - 18 Months	92.6%	92.6%	87.5%				
Housing Retention Rate - 24 Months	92.3%	92.3%	85.0%				

Placement Preparations

Exit Destinations

Q4 Exits: 268

	Q4	YTD	Agency Goal		Q4	YTD	Agency Goal
% Document Ready	Coming Soon	Coming Soon	95.0%	% of Exits to Permanent Destinations	66.8%	67.2%	85.0%
% with HSP within 30 Days	Coming Soon	Coming Soon	90.0%	% of Exits to Non-Permanent Destinations	10.2%	12.1%	10.0%
				% of Exits to Homelessness	10.6%	13.4%	5.0%

Site Based Housing & Services Indicators

Days to Placement

	Q4	YTD	Agency Goal
Average Days to Move-In	61.7	83.6	60.0
Median Days to Move-In	44	62	30

Timeliness of Placement

Q4 Placements: 26

	Q4	YTD	Agency Goal
% Housed within 30 days	42.3%	31.8%	70.0%
% Housed within 60 days	57.7%	48.3%	75.0%
% Housed within 90 days	80.8%	65.7%	80.0%
% Housed within 120 days	92.3%	72.3%	85.0%

Housing Retention

Income Increases

	Q4	YTD	Agency Goal		Q4	YTD	Agency Goal
Housing Retention Rate - 3 Months	99.0%	99.0%	99.0%	% with Any Income Increase	24.8%	25.6%	40.0%
Housing Retention Rate - 6 Months	98.1%	98.1%	98.0%	% with Earned Income Increase	0.7%	0.8%	5.0%
Housing Retention Rate - 9 Months	96.6%	96.6%	96.5%	% with Benefit and Other Income Increase	24.1%	24.8%	35.0%
Housing Retention Rate - 12 Months	95.2%	95.2%	95.0%				
Housing Retention Rate - 18 Months	91.9%	91.9%	92.5%				
Housing Retention Rate - 24 Months	89.1%	89.1%	90.0%				

Exit Destinations

Q4 Exits: 45

	Q4	YTD	Agency Goal
% of Exits to Permanent Destinations	25.0%	70.1%	50.0%
% of Exits to Non-Permanent Destinations	13.9%	7.9%	10.0%
% of Exits to Homelessness	8.3%	4.6%	5.0%

Scattered Site Housing & Services Indicators

Days to Placement

	Q4	YTD	Agency Goal
Average Days to Move-In	105.2	187.5	180.0
Median Days to Move-In	95.5	94.0	90.0

Timeliness of Placement

Q4 Placements: 16

	Q4	YTD	Agency Goal
% Housed within 30 days	12.5%	13.0%	50.0%
% Housed within 60 days	31.2%	32.6%	60.0%
% Housed within 90 days	43.8%	47.8%	70.0%
% Housed within 120 days	68.8%	64.1%	80.0%

Housing Retention

Income Increases

	Q4	YTD	Agency Goal		Q4	YTD	Agency Goal
Housing Retention Rate - 3 Months	98.7%	98.7%	98.0%	% with Any Income Increase	7.6%	7.4%	25.0%
Housing Retention Rate - 6 Months	98.2%	98.2%	97.0%	% with Earned Income Increase	0.3%	0.3%	5.0%
Housing Retention Rate - 9 Months	97.8%	97.8%	95.0%	% with Benefit and Other Income Increase	7.2%	7.1%	20.0%
Housing Retention Rate - 12 Months	96.6%	96.6%	92.5%				
Housing Retention Rate - 18 Months	95.7%	95.7%	90.0%				
Housing Retention Rate - 24 Months	94.1%	94.1%	87.5%				

Exit Destinations

Q4 Exits: 6

	Q4	YTD	Agency Goal
% of Exits to Permanent Destinations	20.0%	2.9%	50.0%
% of Exits to Non-Permanent Destinations	20.0%	4.3%	10.0%
% of Exits to Homelessness	40.0%	11.6%	5.0%

Prevention & Diversion Services Indicators

Days to Permanent Placement

Exit Destinations

Q4 Exits: 255

	Q4	YTD	Agency Goal		Q4	YTD	Agency Goal
Average Days to Permanent Destination	190.4	160.6	60.0	% of Exits to Permanent Destinations	90.5%	88.9%	90.0%
Median Days to Permanent Destination	120.5	90.0	30.0	% of Exits to Non-Permanent Destinations	5.6%	6.4%	10.0%
				% of Exits to Homelessness	1.2%	1.2%	5.0%

Care Coordination Indicators

Coming Soon!

Employment Services Indicators

Coming Soon!

Housing & Landlord Partnerships Indicators

Coming Soon!

Behavioral Health Services Indicators

Coming Soon!

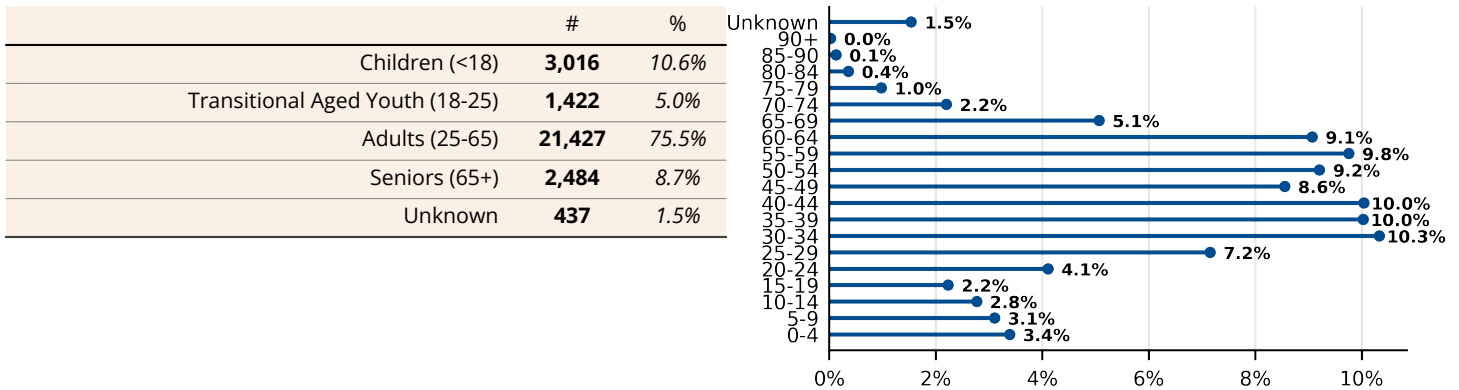
Access Center Services Indicators

Coming Soon!

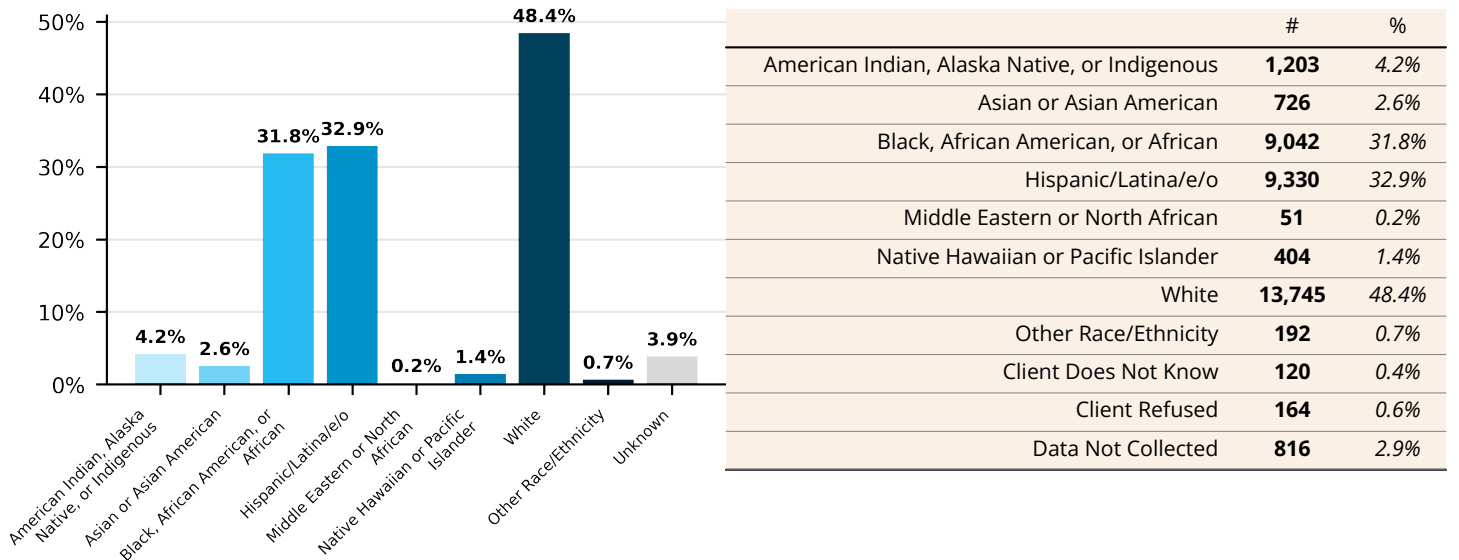
All Agency Demographics

Fiscal Year-to-Date

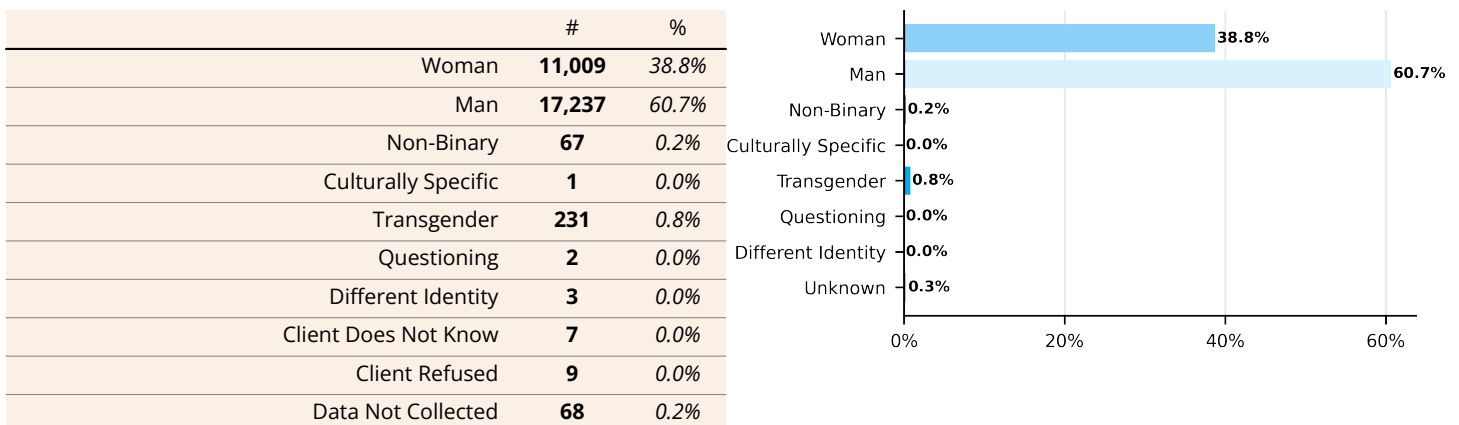
Age



Race/Ethnicity



Gender



Disability

	#	%
Physical Disability	7,246	25.5%
Physical Disability, Severe	6,044	21.3%
Developmental Disability	3,520	12.4%
Chronic Health Condition	7,834	27.6%
Chronic Health Condition, Severe	6,532	23.0%
HIV/AIDS	449	1.6%
Mental Health Disorder	10,314	36.3%
Mental Health Disorder, Severe	8,300	29.2%
Any Alcohol And Drug Use Disorder	6,770	23.8%
Alcohol Use Disorder	1,163	4.1%
Alcohol Use, Severe	745	2.6%
Drug Use Disorder	3,205	11.3%
Drug Use, Severe	2,396	8.4%
Both Alcohol And Drug Use Disorder	2,402	8.5%
Both Alcohol And Drug, Severe	1,737	6.1%
<i>Severe conditions are those that are expected to be long-continuing or of indefinite duration, substantially impedes the individual's ability to live independently, and could be improved by the provision of more suitable housing conditions.</i>		

Veterans

12.2%

Chronically Homesless

36.2%

Insurance Coverage

	#	%
Any Insurance	17,479	61.6%
Medicaid	13,473	47.5%
Medicare	2,362	8.3%
SCHIP	58	0.2%
VHA Services	1,009	3.6%
Employer Provided	149	0.5%
COBRA	3	0.0%
Private Pay	88	0.3%
State Health Insurance	1,158	4.1%
Indian Health Services	11	0.0%
Other Insurance	533	1.9%
No Insurance	4,516	15.9%
Client Does Not Know	646	2.3%
Client Refused	351	1.2%
Data Not Collected	1,969	6.9%

Domestic Violence

	#	%
Not a Domestic Violence Survivor	15,112	53.2%
Domestic Violence Survivor	4,961	17.5%
Currently Fleeing Domestic Violence	1,618	5.7%
Not Currently Fleeing Domestic Violence	3,227	11.4%
Client Does Not Know	106	0.4%
Client Refused	443	1.6%
Data Not Collected	1,742	6.1%