

FY24 Q2

Executive Summary Performance Report

10/01/23 - 12/31/23
Data & Evaluation Division
Quality Assurance and Compliance Department
Prepared March 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	Q2 Total	Agency YTD
Active Participants	3,737	257	714	1,156	9,930	1,973	3,461	2,342	1,139	877	360	15,794	19,678
New Participants	1,455	147	169	368	2,785	556	1,330	80	444	269	156	4,924	9,404

Permanent Housing Placements

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q2 Total	Agency YTD
Total Permanent Housing Placements	289	8	75	52	792	315	242	27	111	57	46	1,216	2,646
Direct Housing Placements	78	5	4	7	175	49	7	26	31	47	15	269	580
Exits to Permanent Destinations	211	3	71	45	617	266	235	1	80	10	31	947	2,066

Days to First Service

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q2 Total	Agency YTD
% Served within 3 Days of Enrollment	68.9%	-	73.1%	66.8%	66.3%	43.0%	73.0%	12.0%	76.2%	5.0%	73.6%	67.5%	70.8%
% Served within 7 Days of Enrollment	73.8%	-	77.0%	69.0%	69.3%	46.9%	76.0%	13.3%	79.9%	20.0%	77.4%	70.9%	74.2%

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	Q2 Total	Agency YTD
Any Income Increases	74	16	11	31	141	17	26	59	29	2	8	273	536
Earned Income Increases	9	1	1	6	23	8	2	3	7	2	1	40	65
Benefit and Other Income Increases	65	15	10	25	118	9	24	56	22	-	7	233	471

Data Quality

	SD	SB	SCC	OC	LA	FAM	MET	PSS	SC	VET	WLA	Q2 Total	Agency YTD
Personal Identifiable Information	70.0%	32.2%	95.0%	83.7%	66.5%	50.3%	65.7%	81.5%	69.4%	58.5%	81.3%	69.3%	68.7%
Universal Data Elements	72.3%	6.7%	98.2%	95.7%	55.5%	39.2%	82.7%	44.3%	55.8%	51.0%	90.2%	64.5%	66.1%

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	Q2	YTD
Participants	15,794	19,678
Households	15,354	20,029
New Enrollments²		
Participants	4,924	9,404
Households	4,781	9,698

Permanent Housing Placements

	Q2	YTD
Direct Placements	269	580
Exits to Permanent Destinations	947	2,066
Total Permanent Housing Placements	1,216	2,646

1. Active at anytime between 10/01/23 and 12/31/23.

2. Program start date anytime between 10/01/23 and 12/31/23.

Days to First Service³

	Q2	YTD
Served within 3 days	67.5%	70.8%
Served within 7 days	70.9%	74.2%

Participants with Income Increase⁴

	Q2	YTD
Earned Income Increase	40	65
Benefit and Other Income Increase	233	471
Any Income ⁵	273	536

Data Quality Score

	Q2	YTD
Personal Identifiable Info	69.3%	68.7%
Universal Elements	64.5%	66.1%

3. Service data from HMIS only.

4. Income entered prior to 12/31/23.

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

	Q2	YTD	Agency Target
% Engaged	63.7%	63.2%	80.0%

Exit Destinations

Q2 Exits: 1,980

	Q2	YTD	Agency Target
% of Exits to Positive Destinations	29.0%	24.8%	30.0%
% of Exits to Permanent Destinations	14.6%	13.1%	15.0%
% of Exits to Homelessness	14.3%	13.2%	5.0%

Interim Housing Services Indicators

Site Utilization

	Q2	YTD	Agency Goal
Utilization Rate	Coming Soon	Coming Soon	85.0%

Exit Destinations

Q2 Exits: 995

	Q2	YTD	Agency Goal
% of Exits to Permanent Destinations	17.9%	18.0%	40.0%
% of Exits to Homelessness	36.7%	41.1%	5.0%

Length of Stay

	Q2	YTD	Agency Goal
Average Length of Stay	250.7	232.8	180.0
Median Length of Stay	168	153	90

Days to Permanent Destination

	Q2	YTD	Agency Goal
Average Days to Permanent Destination	267.3	279.5	270.0
Median Days to Permanent Destination	195	195	180

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

Placement Preparations

	Q2	YTD	Agency Goal
% Document Ready	Coming Soon	Coming Soon	80.0%

Housing Navigation Services Indicators

Days to Permanent Placement

Exit Destinations

Q2 Exits: 363

	Q2	YTD	Agency Goal		Q2	YTD	Agency Goal
Average Days to Permanent Placement	155.5	149.4	120.0	% of Exits to Permanent Destinations	55.4%	58.4%	70.0%
Median Days to Permanent Placement	129	130	90	% of Exits to Homelessness	5.4%	5.4%	5.0%

Placement Preparations

	Q2	YTD	Agency Goal
% Document Ready	Coming Soon	Coming Soon	80.0%
% with Housing Service Plan within 30 Days	Coming Soon	Coming Soon	90.0%

Rapid Rehousing Services Indicators

Days to Placement

Timeliness of Placement

Q2 Placements: 201

	Q2	YTD	Agency Goal		Q2	YTD	Agency Goal
Average Days to Move-In	94.0	96.8	30.0	% Housed within 30 days	48.3%	46.2%	80.0%
Median Days to Move-In	41	41	15	% Housed within 60 days	57.2%	56.3%	85.0%
				% Housed within 90 days	65.2%	63.2%	90.0%
				% Housed within 120 days	72.1%	68.6%	95.0%

Housing Retention

Income Increases

	Q2	YTD	Agency Goal		Q2	YTD	Agency Goal
Housing Retention Rate - 3 Months	98.2%	98.2%	97.5%	% with Any Income Increase	5.7%	7.8%	20.0%
Housing Retention Rate - 6 Months	96.9%	96.9%	95.0%	% with Earned Income Increase	1.8%	1.9%	10.0%
Housing Retention Rate - 9 Months	95.4%	95.4%	92.5%	% with Benefit and Other Income Increase	3.9%	5.9%	10.0%
Housing Retention Rate - 12 Months	94.3%	94.3%	90.0%				
Housing Retention Rate - 18 Months	94.3%	94.3%	87.5%				
Housing Retention Rate - 24 Months	92.5%	92.5%	85.0%				

Placement Preparations

Exit Destinations

Q2 Exits: 340

	Q2	YTD	Agency Goal		Q2	YTD	Agency Goal
% Document Ready	Coming Soon	Coming Soon	95.0%	% of Exits to Permanent Destinations	63.3%	69.4%	85.0%
% with Housing Service Plan within 30 Days	Coming Soon	Coming Soon	90.0%	% of Exits to Non-Permanent Destinations	15.2%	12.3%	10.0%
				% of Exits to Homelessness	19.4%	13.9%	5.0%

Site Based Housing & Services Indicators

Days to Placement

	Q2	YTD	Agency Goal
Average Days to Move-In	31.1	50.9	60.0
Median Days to Move-In	25	28	30

Timeliness of Placement

Q2 Placements: 33

	Q2	YTD	Agency Goal
% Housed within 30 days	57.6%	52.8%	70.0%
% Housed within 60 days	81.8%	76.4%	75.0%
% Housed within 90 days	93.9%	81.9%	80.0%
% Housed within 120 days	97.0%	86.1%	85.0%

Housing Retention

Income Increases

	Q2	YTD	Agency Goal		Q2	YTD	Agency Goal
Housing Retention Rate - 3 Months	99.0%	99.0%	99.0%	% with Any Income Increase	24.7%	25.0%	40.0%
Housing Retention Rate - 6 Months	98.1%	98.1%	98.0%	% with Earned Income Increase	0.6%	0.6%	5.0%
Housing Retention Rate - 9 Months	96.8%	96.8%	96.5%	% with Benefit and Other Income Increase	24.1%	24.4%	35.0%
Housing Retention Rate - 12 Months	95.8%	95.8%	95.0%				
Housing Retention Rate - 18 Months	92.4%	92.4%	92.5%				
Housing Retention Rate - 24 Months	89.7%	89.7%	90.0%				

Exit Destinations

Q2 Exits: 38

	Q2	YTD	Agency Goal
% of Exits to Permanent Destinations	30.8%	32.6%	50.0%
% of Exits to Non-Permanent Destinations	19.2%	27.9%	10.0%
% of Exits to Homelessness	7.7%	7.0%	5.0%

Scattered Site Housing & Services Indicators

Days to Placement

	Q2	YTD	Agency Goal
Average Days to Move-In	152.2	137.1	180.0
Median Days to Move-In	131.5	103.0	90.0

Timeliness of Placement

Q2 Placements: 30

	Q2	YTD	Agency Goal
% Housed within 30 days	3.3%	9.1%	50.0%
% Housed within 60 days	20.0%	25.5%	60.0%
% Housed within 90 days	43.3%	43.6%	70.0%
% Housed within 120 days	46.7%	58.2%	80.0%

Housing Retention

Income Increases

	Q2	YTD	Agency Goal		Q2	YTD	Agency Goal
Housing Retention Rate - 3 Months	98.6%	98.6%	98.0%	% with Any Income Increase	7.0%	7.1%	25.0%
Housing Retention Rate - 6 Months	98.1%	98.1%	97.0%	% with Earned Income Increase	0.5%	0.5%	5.0%
Housing Retention Rate - 9 Months	97.8%	97.8%	95.0%	% with Benefit and Other Income Increase	6.4%	6.6%	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	93.7%	93.7%	87.5%				

Exit Destinations

Q2 Exits: 30

	Q2	YTD	Agency Goal
% of Exits to Permanent Destinations	4.3%	1.8%	50.0%
% of Exits to Non-Permanent Destinations	0.0%	0.0%	10.0%
% of Exits to Homelessness	0.0%	1.8%	5.0%

Prevention & Diversion Services Indicators

Days to Permanent Placement

Exit Destinations

Q2 Exits: 249

	Q2	YTD	Agency Goal		Q2	YTD	Agency Goal
Average Days to Permanent Destination	118.2	128.5	60.0	% of Exits to Permanent Destinations	85.7%	86.6%	90.0%
Median Days to Permanent Destination	66.0	65.0	30.0	% of Exits to Non-Permanent Destinations	6.1%	6.8%	10.0%
				% of Exits to Homelessness	0.4%	0.2%	5.0%

Care Coordination Indicators

Coming Soon!

Employment Services Indicators

Coming Soon!

Housing & Landlord Partnerships Indicators

Coming Soon!

Behavioral Health Services Indicators

Coming Soon!

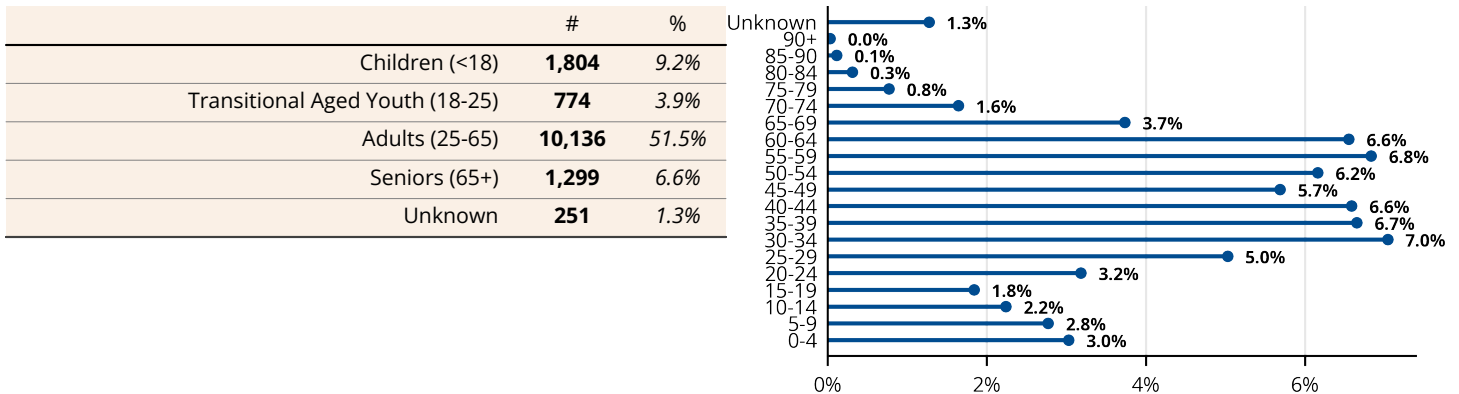
Access Center Services Indicators

Coming Soon!

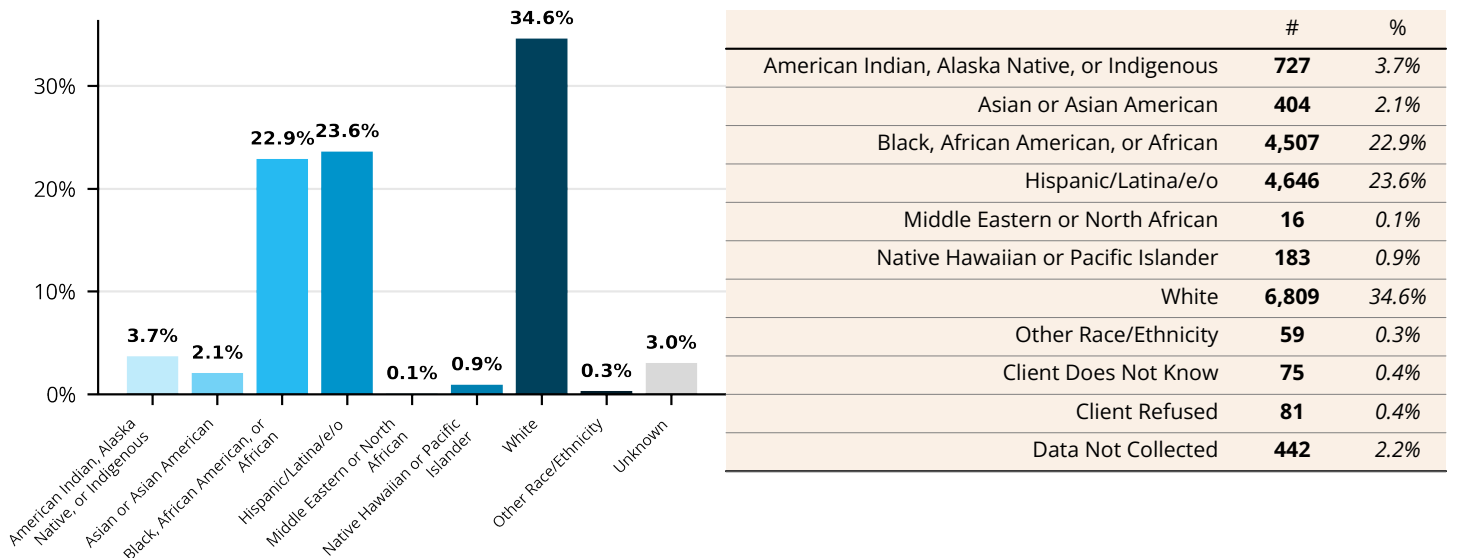
All Agency Demographics

Fiscal Year-to-Date

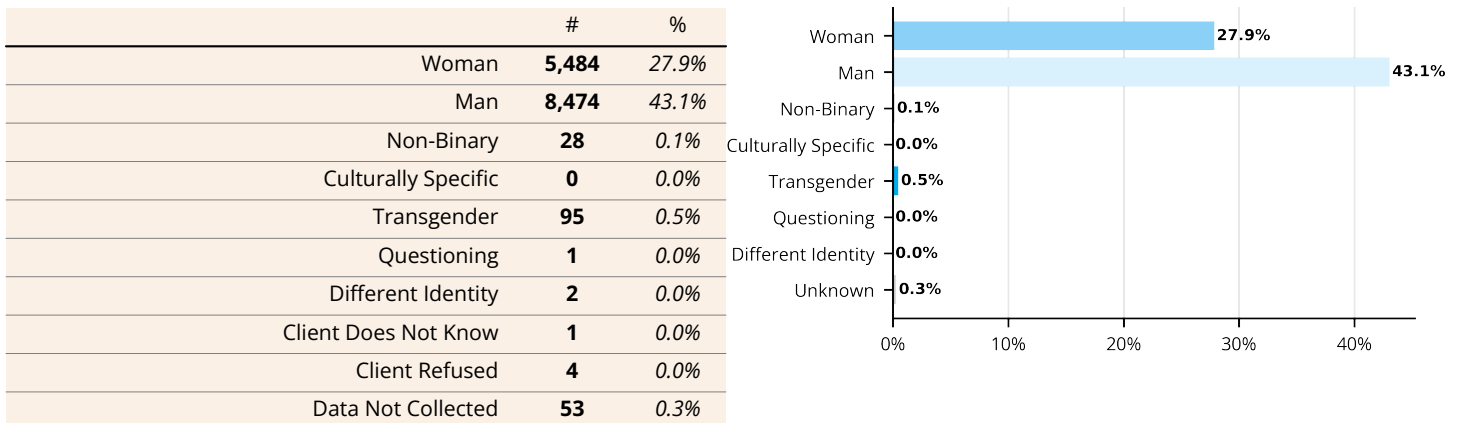
Age



Race/Ethnicity



Gender



Disability

	#	%
Physical Disability	5,110	26.0%
Physical Disability, Severe	4,225	21.5%
Developmental Disability	2,285	11.6%
Chronic Health Condition	5,576	28.3%
Chronic Health Condition, Severe	4,605	23.4%
HIV/AIDS	293	1.5%
Mental Health Disorder	6,951	35.3%
Mental Health Disorder, Severe	5,502	28.0%
Any Alcohol And Drug Use Disorder	4,354	22.1%
Alcohol Use Disorder	799	4.1%
Alcohol Use, Severe	509	2.6%
Drug Use Disorder	2,034	10.3%
Drug Use, Severe	1,486	7.6%
Both Alcohol And Drug Use Disorder	1,521	7.7%
Both Alcohol And Drug, Severe	1,058	5.4%
<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

11.2%

Chronically Homesless

34.7%

Insurance Coverage

	#	%
Any Insurance	12,033	61.1%
Medicaid	9,358	47.6%
Medicare	1,618	8.2%
SCHIP	45	0.2%
VHA Services	694	3.5%
Employer Provided	105	0.5%
COBRA	2	0.0%
Private Pay	72	0.4%
State Health Insurance	805	4.1%
Indian Health Services	8	0.0%
Other Insurance	364	1.8%
No Insurance	2,963	15.1%
Client Does Not Know	422	2.1%
Client Refused	178	0.9%
Data Not Collected	1,509	7.7%

Domestic Violence

	#	%
Not a Domestic Violence Survivor	10,208	51.9%
Domestic Violence Survivor	3,366	17.1%
Currently Fleeing Domestic Violence	1,030	5.2%
Not Currently Fleeing Domestic Violence	2,257	11.5%
Client Does Not Know	70	0.4%
Client Refused	244	1.2%
Data Not Collected	1,424	7.2%