



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
HOMELESS SERVICES DIVISION

Quarterly HMIS Dashboard

Version 1
January 2025

INTRODUCTION

Purpose

The San Luis Obispo County Continuum of Care (CoC) produces a quarterly snapshot of data from the Homeless Management Information System (HMIS) to be shared with the public. This document provides explanation on the tables, calculations, and definitions listed on the dashboard. Note that the images in this document are of draft tables and will not reflect the current data posted on the dashboard.

CoC Data Systems

The CoC is required to gather information on all persons experiencing homelessness and all homeless service providers (sometimes called “Covered Homeless Organizations”) within their geographic jurisdiction. While the CoC is required to collect HMIS data elements using a single centralized database for federal reporting purposes and is charged with expanding its coverage, statutory and practical limitations introduce other systems of record into the CoC’s data ecosystem.

Homeless Management Information System

HMIS serves as the primary system of record for all federally funded projects. Clarity Human Services is administered by San Luis Obispo County Homeless Services Department as the CoC’s designated HMIS Lead, and the software vendor is Bitfocus. The required structure and baseline functionality of the system is defined according to the [HMIS Data and Technical Standard Final Notice](#) (July 2004).

Note on data from domestic violence shelters

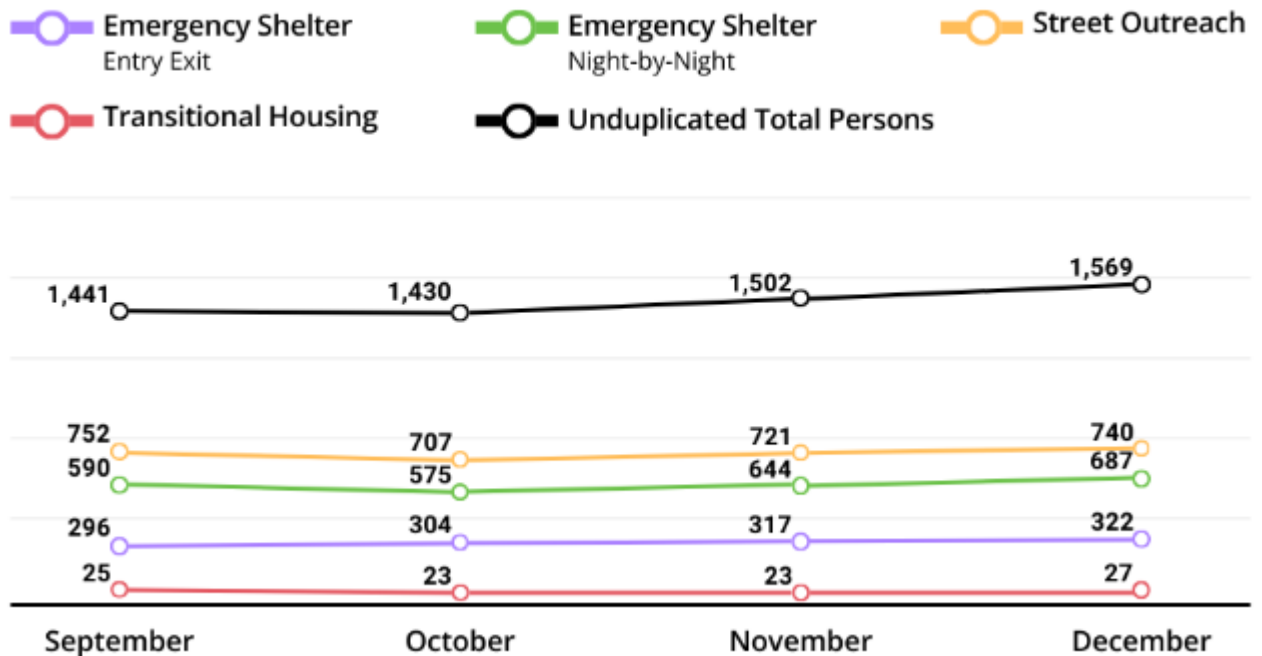
CoC-participating Victim Service Providers (VSPs) that are funded to serve survivors of domestic violence are prohibited from participating in the CoC’s designated HMIS and instead are required to utilize a “comparable database” that mirrors the capability of HMIS while complying with stricter privacy regulations. VSPs that receive HUD funding are still required to contribute to the CoC’s reporting through the provision of aggregate data and through limited client-permitted data sharing for service coordination. Requirements are documented in the [HMIS Comparable Database Manual](#).

DASHBOARD TABLES

Persons Served Monthly By Project Type

This table shows the number of individuals enrolled in each project type in the previous quarter with an additional month before. Emergency shelters include programs such as CAPSLO 40 Prado, ECHO Atascadero Shelter, and 5 Cities Homeless Coalition Cabins for Change. Entry Exit programs typically enroll clients for 90 days, while Night-by-Night shelters enroll and exit clients each night.

It is important to note that the colored lines may have duplicate clients, since clients can be enrolled in more than one project at once. The line in black is the count of unduplicated clients. For example, a client who was active in an emergency shelter program and after exit, enrolled into a transitional housing program during the same quarter will be counted in both the emergency shelter and transitional housing lines in the chart. This client is only counted once in the Total Unduplicated line at the top of the chart.



Households

People that Engaged with ES, TH, and SO Programs

1,658

persons in 2024 OCT-DEC (Q4)



People in Adult-Only Households

1,283

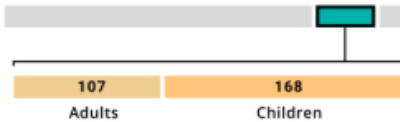
76% of HMIS Homeless Population



People in Households with Children

275

16% of HMIS Homeless Population



People in Unknown Household Type

100

6% of HMIS Homeless Population



Household Types

Clients are entered into HMIS as “households” even if an individual is a single person within a household. The number seen at the top of the column is the unduplicated number of clients enrolled in programs while the sections below show how these individuals are organized into households.

“Adult-only Households” can include clients who are married, are partners, or a parent with their adult children. “People in Households with Children” are clients in households where there are people both over the age of 18 and under 18. “People in Unknown Household Type” represent an error in the system. In some instances, the head of a household is incorrectly exited without exiting the remaining household members.

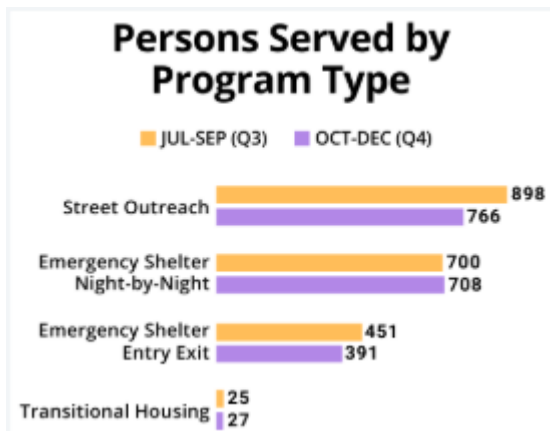
People by Living Situation

These are unduplicated clients where the client is listed as either being sheltered or unsheltered. Individuals in the unsheltered count are those who are in Street Outreach projects and not necessarily the full extent of the unsheltered homeless population in San Luis Obispo County.



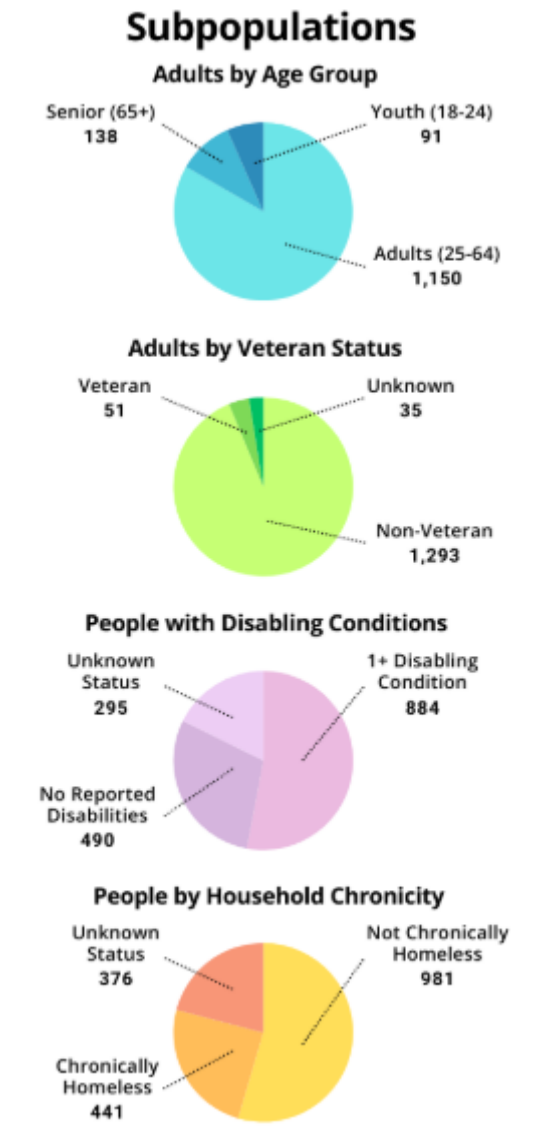
Persons Served by Program Type

This graph is another way to examine the numbers presented in the line graph at the top of the page, but comparing against the previous quarter. This counts enrollments so clients may be duplicated.



Subpopulations

The subpopulations below are based on subpopulations that are examined by the Department of Housing and Urban Development (HUD). Pie charts represent number of clients served based on veteran status, age group, chronic and disability status in the emergency shelter, transitional housing, or street outreach programs in the previous quarter. Note that in order to be counted as “chronically homeless” an individual must have been homeless continuously for the previous year or been homeless at least four times in the last three years AND have a disabling condition.



Stayers

Stayers are clients who had continued enrollments through the end of the reporting period. The numbers below are also included in the full Stayers category in the “Population Change” display. Stayers with housing matches have a new enrollment in a permanent housing project but have not had a move-in date listed.

81

**Stayers Transitioned
from Unsheltered to Sheltered**
11% of stayers that engaged outreach

29

**Stayers with Housing Matches
(Move-in Pending)**
reflecting 1.9% of all stayers

Population Change

Clients Active at Start is a count of clients enrolled before the start of the quarter. To find the net change in the number of clients, subtract the Clients Active at Start from the Stayers. This establishes an inflow-outflow model that can be examined for why clients achieve different outcomes. Net change is obtained by subtracting the number Active at Start from the number of Stayers.

1,303

Active at Start

366

Newly Engaged
During Period

142

Leavers (no longer
engaged at end of
period)

1,527

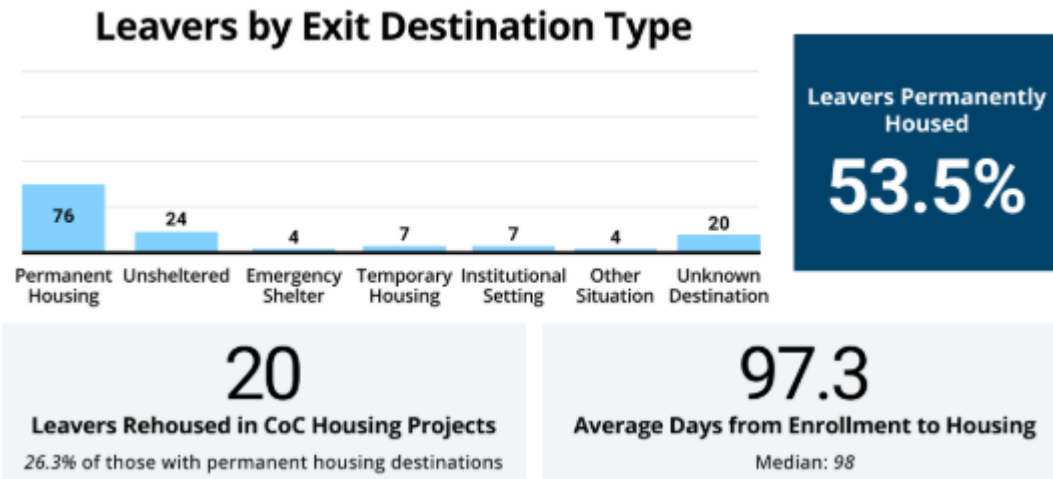
Stayers (remain
engaged at end of
period)

224

Net Change in All
Clients

Leavers

The final display shows the final outcome data for those who exited to help identify proportion of clients who had success. HUD defines only the exits to permanent housing as a positive outcome. Institutional settings include hospitalizations and incarceration. Additional definitions are listed in the following pages.



DEFINITIONS AND ABBREVIATIONS

Term	Acronym	Definition
Active at Start	-	A client whose program enrollment start date is before the reporting period start date.
Coordinated Entry System	CE	CoC system used to identify persons experiencing homelessness, prioritize them for intervention, make referrals to housing projects, and monitor progress from homelessness to housing.
Continuum of Care	CoC	Federally-defined administrative entity that is composed of homeless serving organizations, administrators, and other stakeholders; charged with ending homelessness in their geographic jurisdiction.
CoC Data Systems	-	Term used in this document to refer collectively to the HMIS and DV Comparable, databases that are used to collect, store, and report on HMIS data elements for CoC purposes.
CoC Lead	-	Organization responsible for administering CoC operations; manages system-wide report submissions and the community's application for CoC funding. San Luis Obispo County is the CoC Lead.
Data Quality	DQ	A measure of the validity and usefulness of data. Defined in this case as how accurately it portrays the conditions and operations of the CoC community.
Department of Housing and Urban Development	HUD	Source of the majority of federal funding for CoC-participating organizations that establishes guidelines for HMIS data quality.
Domestic Violence	DV	Also called "inter-personal" or "intimate partner" violence, defined in this case as an experience of violence that qualifies a person for intervention from VAWA- and VOCA-funded entities.
DV HMIS Comparable Database	-	Database type required for DV-serving organizations (VSPs) funded by HUD as a substitute for participation in the CoC's HMIS.
Exits	-	Count of clients who have a record of leaving a program during the quarter.
Homeless Management Information System	HMIS	Database structure established by HUD for the collection of homeless services data. HUD-

		funded CHOs are required to participate in their CoC's HMIS, and the CoC is required to submit annual reports comprised of HMIS data elements.
HMIS Lead	-	CoC administrative entity charged with the operational management of the CoC's HMIS software. San Luis Obispo County is the HMIS Lead.
HMIS Participation	-	When A project collects all required data elements according to funder requirements and local CoC Policies and Procedures within the CoC's designated HMIS implementation, or that data is submitted to the CoC's designated HMIS implementation at least once a year to cover the whole year of required client data collected by the project.
Leavers Permanently Housed	-	The number of individuals who exited from an emergency shelter, transitional housing, or street outreach program, divided by the total number of individuals who exited during the quarter.
Leavers Rehoused within CoC Housing Projects	-	Number of clients who exited from a program because they were matched with a housing project funded by the Continuum of Care grant through HUD.
Net Change in the Homeless Population	-	The overall increase or decrease in individuals enrolled in programs compared to the previous quarter.
New Enrollments	-	Count of clients who enrolled in the program during the reporting period who have not had an enrollment in the same program during the previous quarter.
Universal Data Elements	UDEs	HMIS data elements pertinent to clients and service interventions that are required across HMIS, regardless of funding type and that are generally applicable across project types.
Program-Specific Data Elements	PSDEs	HMIS data elements pertinent to clients and service interventions that are required by specific funding sources or for specific project type configurations.
Project Descriptor Data Elements	PDDEs	HMIS data elements that pertain to organization and project setup, essential for establishing the framework of service

		interventions for HMIS data collection and reporting.
Stayers	-	Count of clients who still have an active enrollment by the end of the quarter.
Victim Service Provider	VSP	Term for a VAWA- or VOCA-funded organization who has at least one project that is dedicated to serving persons who have experienced DV.

