

From Bed Nights to Cohorts to Housing: One client's journey to housing through data in Boston

Ian Gendreau, City of Boston



Increasing Capacity &
Building Connections:
Bridging to the Future



What are cohorts?

- Boston's by name lists
- Veterans, youth, rapid re-housing, etc.
- For this presentation we're looking at chronic
- Used to track specific client information
- Pulls information directly from our data warehouse, which is pulling from HMIS
- Interactive tool that allows all participating agencies to enter client data, track client information, record notes, and more in real time



Boston Chronic Cohort

- Pulled twice a year
- Allows for both consecutive time and episodic homelessness
- Opportunity for names to be added by service providers with additional information
- Static list
 - Allows users to focus on specific list for six months
 - Our data shows clients do not maintain chronicity for long
- Ranked based on cumulative days homeless in last three years
 - Data is extrapolated for outside stayers
- For this presentation all client information is fake



Chronic cohort - staging

**BOSTON DND
WAREHOUSE**

[STAGING]

ENDING VETERAN & CHRONIC HOMELESSNESS IN BOSTON

« Cohorts

March 2019 Chronic List

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[Changes Report](#)
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Active Clients

[Housed Clients](#)

* Data pulled from the client record and shown here will be pulled using the effective date **Mar 1, 2019** where appropriate.

Text size: [Default](#) [Large](#) [XL](#)

Cohort: 142 clients; 142 active.

Search

Row	Alerts	Rank ↑	Last Name	First Name	Age*	Static Days Homeless Last 3 Years	Gender	First Date Homeless	Agency	Case Manager	Ho
1		1	Baur	Rita	42	1096	Male	Oct 1, 2012			
2		2	Schary	John	52	1096	Male	Jul 1, 2015			
3		3	Serafian	Pat	61	1096	Male	Oct 1, 2012			
4		4	Daves	James Earl	53	1095	Male	Mar 24, 2011			
5		5	Troche	Gwyllyn	54	1095	Male	Mar 23, 2008			
6		6	Itskowitz	John	42	1093	Male	Aug 9, 2009			
7		7	Lowe	Monte	31	1093	Male	Sep 29, 2015			
8		8	Beck	Peggy Lou	45	1092	Male	Jun 17, 2015			



Client highlight

Active Clients

Housed Clients

* Data pulled from the client record and shown here will be pulled using the effective date **Mar 1, 2019** where appropriate.

Text size: **Default** Large XL

Cohort: 142 clients; 142 active.

yurk

Row	Alerts	Rank ↑	Last Name	First Name	Age*	Static Days Homeless Last 3 Years	Gender	First Date Homeless	Agency	Case Manager	Ho
1		134	Yurka	Ken	27	388	Male	Nov 27, 2017	Northern Re...	Rasheda Campbell	Bla



Cohort notes

ADD A NOTE FOR KEN YURKA

Note *

Add Note




Access to client dashboard

133	Thesiger	Jan
134	Yurka	Ken
135	Ferrin	John

BOSTON DND WAREHOUSE
[STAGING] [Back to Clients](#)

Ken David Yurka [Track Issues](#)

[Dashboard](#) [History](#) [Chronic](#) [Notes](#) [CAS Readiness](#) [Files](#) [Relationships](#) [Merge](#)



Last Seen
6 days ago

Last Seen Location
White Ash House

Days in Last 3 Years
419 homeless ⓘ
419 literally homeless ⓘ

Enrolled in
ES

Homeless Span
Nov 27, 2017 to Apr 3, 2019 419 in total
ES, SO, TH, and SH

Veteran:
✗ No

Disabled:
✓ Yes

Consent Form
✓ Full HAN Release

CAS
ⓘ Long-term Stayer
👤 Available in CAS

Cohorts
[March 2019 Chronic List](#)

Document Readiness [View File Uploads](#)



Agency Use of Cohorts

- Agencies take responsibility for clients
 - Agencies meet after list is finalized
- Add notes outside of meetings
- Update housing information
 - Pathways, barriers, unit needs for clients with disabilities
- Note when clients are housed
- Update navigator information
- Can create target lists for actions
 - Releases, disability verification, assessments, etc.



Case conferencing in cohorts

- Weekly chronic working group In meeting we can pull up client on cohort
 - Look at notes, add notes
 - Discuss housing pathways
 - If client is bouncing find out where they've most recently been
 - Link directly to dashboard for most program enrollment info (RRH, stabilization)
 - Raise concerns about staff contacts
 - Track pre-contemplative
 - Ensure all are connected to case managers, agencies, and on housing pathways
 - HAN releases/Limited CAS releases
 - Verification of disability
- Discuss CAS matches



Coordinated Access System

- Coordinated Access System (CAS) matches clients on specific cohorts to housing resources
- Algorithms which:
 - Filter clients based on eligibility requirements for each PSH program
 - Prioritize PSH based on cumulative days homeless in last three years
- Clients must have signed a Housing Assistance Network (HAN) release or have agreed to move forward with housing without their data being shared through the Limited CAS release
- Clients must have a verification of disability uploaded to the warehouse and verified by the City of Boston



CAS match

Housing Opportunity: Match Progress

MATCH RECOMMENDATION DETAILS

Match ID: 9483

STATUS



IN PROGRESS

MATCH ROUTE

Chronic Match Route

FUNDING SOURCE

HUD: CoC - Permanent Supportive Housing

PROGRAM

[Consolidated Sponsor-based Rental Assistance-Pine Street Inc.](#)
[PSI](#)

SERVICE PROVIDER

Pine Street Inn

SERVICES

None

BUILDING

363 Albany St., Boston, MA

UNIT

1

RULES

Must be Active in specified Cohort (March 2019 Chronic List)
(*Consolidated Sponsor-based Rental Assistance-Pine Street Inc.*)
Must be Chronically Homeless as defined by HUD (HUD: CoC -
Permanent Supportive Housing)

CLIENT

[Ken Yurka](#)

Remote ID: 56627

CAS Client ID: 195330

CONTACTS [Edit](#)

Shelter Agency Contacts

Ian Shelter Agency Contact
ian.gendreau+shelter@boston.gov

Housing Subsidy Administrators

Ian HSA
ian.gendreau+hsa@boston.gov

Stabilization Service Providers

Ian SSP
ian.gendreau+ssp@boston.gov
111-222-3333

Housing Search Providers

No contacts



CAS Client Accept/Decline

The client has been at your agency
in the past two weeks

The client has not been at your agency
in the past two weeks



ACCEPT MATCH

Note

Please include any notes that would be useful for this match. e.g. "Client needs an accessible unit."

✓ Client provided a Full HAN Release

☐ Client has spoken to a shelter case manager and understands the services attached and the program requirements

The client does not need to be document-ready in order to indicate interest. When you indicate interest, notification will be sent to the Housing Subsidy Administrator. If the HSA has a release, they can proceed to determine whether a hearing is needed. You will be notified when they either accept the match or schedule a hearing.

✓ Indicate Interest in Match



DECLINE

Please indicate a reason to decline this match:

- ☐ Does not agree to services
- ☐ Unwilling to live in that neighborhood
- ☐ Unwilling to live in SRO
- ☐ Does not want housing at this time
- ☐ Unsafe environment for this person
- ☐ Client has another housing option
- ☐ Other

✗ Decline Match



CAS Housing Subsidy Administrator Reviews Match

CURRENT STEP
HOUSING SUBSIDY ADMINISTRATOR REVIEWS MATCH

ASSIGNED TO
HSA



[View Alternate Clients Matched to this Opportunity](#)

ⓘ This match will be considered stalled if it has not progressed by **Mar 6, 2019**.

Contacts associated with this match will receive a notification of this submission. The next step will be your decision whether or not to accept the match.

☒ **CONTINUE MATCH**

☐ CANCEL ☐ PARK

- ☒ A hearing is not necessary
- ☐ There will be a hearing

Note

CURRENT STEP
HOUSING SUBSIDY ADMINISTRATOR REVIEWS MATCH

ASSIGNED TO
HSA



[Add Note](#)

[View Alternate Clients Matched to this Opportunity](#)

[Add Note](#)

ⓘ This match will be considered stalled if it has not progressed by **Mar 6, 2019**.

Contacts associated with this match will receive a notification of this submission. The next step will be your decision whether or not to accept the match.

☒ **CONTINUE MATCH**

☐ CANCEL ☐ PARK

- ☐ A hearing is not necessary
- ☒ There will be a hearing

Date and time of hearing

Feb 8, 2019 1:00 pm

Note



CAS Housing Subsidy Administrator Reviews Match

CURRENT STEP

HOUSING SUBSIDY ADMINISTRATOR REVIEWS MATCH

ASSIGNED TO

HSA



Add Note

[View Alternate Clients Matched to this Opportunity](#)

ⓘ This match will be considered stalled if it has not progressed by **Mar 6, 2019**.

Contacts associated with this match will receive a notification of this submission. The next step will be your decision whether or not to accept the match.

☒ **CONTINUE MATCH**

☐ CANCEL

☐ PARK



- ☒ A hearing is not necessary
- ☐ There will be a hearing

Note

☒ Continue Match



CAS Housing Subsidy Administrator Hearing Results

ⓘ This match will be considered stalled if it has not progressed by **May 12, 2019**.



CONTINUE MATCH

Please note: a hearing has been schedule for **Apr 12, 2019 12:15 pm**.

Note

ⓘ If the match is accepted, all involved parties will be notified.

✓ Accept Match



DECLINE

Please indicate a reason to decline this match:

- ☐ Household did not respond after initial acceptance of match
- ☐ Ineligible for Housing Program
- ☐ Client refused offer
- ☐ Self-resolved
- ☐ Falsification of documents
- ☐ Additional screening criteria imposed by third parties
- ☐ Health and Safety
- ☐ Other

ⓘ If the match is declined, the DND will be informed of the decision.

✗ Decline Match



CAS Housed

CURRENT STEP

INDICATE DATE CLIENT WAS HOUSED

ASSIGNED TO

HSA



Add Note

[View Alternate Clients Matched to this Opportunity](#)

ⓘ This match will be considered stalled if it has not progressed by **Mar 6, 2019**.



CONTINUE MATCH



CANCEL



PARK



Please record the date the client moved in.

Lease start date

Feb 8, 2019



Note

DND and the Shelter Agency contact will receive notification of the housing date.

✓ Continue Match



Cohort Data Matching with Medicaid

- Boston has a limited data sharing agreement with MassHealth, Medicaid provider for Massachusetts
- MassHealth matches chronic list against clients who are currently enrolled or eligible for Medicaid services
- MassHealth lets Boston know which clients appear on both lists but does not tell us any details regarding programs, disabilities, etc.
- This list of clients becomes our invite list for housing surges
- At surges clients:
 - Can enroll in MassHealth or upgrade their program
 - Enroll in supportive services that are funded through MassHealth
 - Once enrolled in supportive services, they are eligible for a super-priority with the Boston Housing Authority to receive a housing offer on the spot

Housing Surge Outcomes

3 housing surges for chronically homeless elders:

- 88 offers of public housing units on the spot
- 16 CoC vouchers issued
- 133 elders enrolled in supportive services

Over 35 agencies participated

<https://www.wbur.org/news/2018/12/20/brian-desilva-gets-home-chronic-homelessness>


South Boston event offers housing, hope to homeless



PAT GREENHOUSE/GLOBE STAFF

Hope Daniels and HomeStart worker Gabrielle Vacheresse held hands Thursday at the "Housing Surge" event in South Boston. Daniels, who had been homeless, got an apartment through the event.

By [Cristela Guerra](#) | GLOBE STAFF NOVEMBER 18, 2016

A ginger cat with dark stripes is sitting on a yellow carpet, looking directly at the camera. The cat's front paws are visible, and it has a calm expression.

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City of Boston

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