

Nashville, TN April 15-17, 2019

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



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Chronic cohort - staging

BOSTON DND WAREHOUSE

ENDING VETERAN & CHRONIC HOMELESSNESS IN BOSTON

[STAGING]

« Cohorts

March 2019 Chronic List

Active Clients

Cohort: 142 clients: 142 active.

Housed Clients

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

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Row	Alerts	Rank ↑	Last Name	First Name	Age*	Static Days Homeless Last 3 Years	Gender	First Date Homeless	Agency	Case Manager	Но
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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			4

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Client highlight

Active	Clients	Housed Clients									
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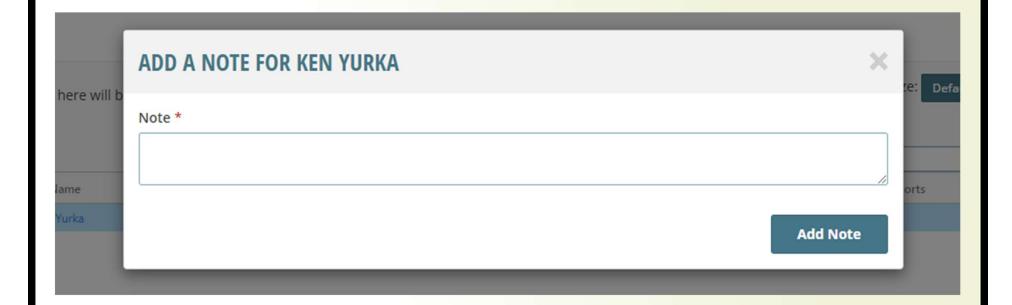


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Cohort notes

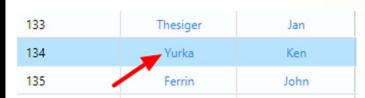


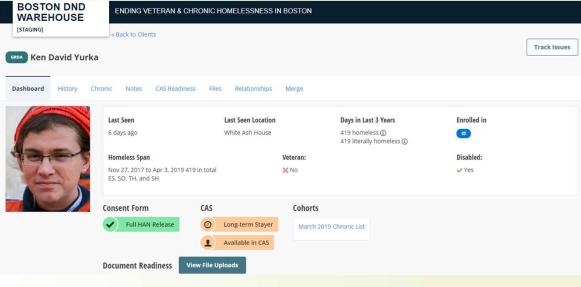




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Access to client dashboard





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





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IN PROGRESS

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CAS match

Housing Opportunity: Match Progress

MATCH RECOMMENDATION DETAILS

Match ID: 9483

MATCH ROUTE

Chronic Match Route

FUNDING SOURCE

363 Albany St., Boston, MA

PROGRAM

HUD: CoC - Permanent Supportive Housing

Consolidated Sponsor-based Rental Assistance-Pine Street Inc.

SERVICE PROVIDER

Pine Street Inn

SERVICES

None

BUILDING

UNIT

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 CEdit

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.gendreau+ssp@boston.gov 111-222-3333

Housing Search Providers

No contacts



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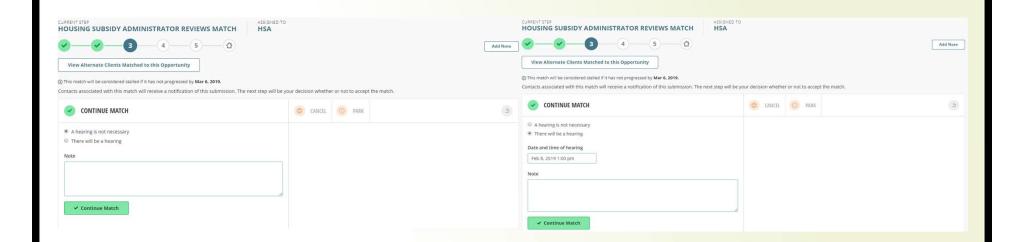
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CAS Client Accept/Decline

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	DECLINE (S)
Note Please include any notes that would be useful for this match. e.g. "Client needs an accessible unit."	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 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	☐ Client has another housing option ☐ Other X Decline Match
notified when they either accept the match or schedule a hearing. Indicate Interest in Match	

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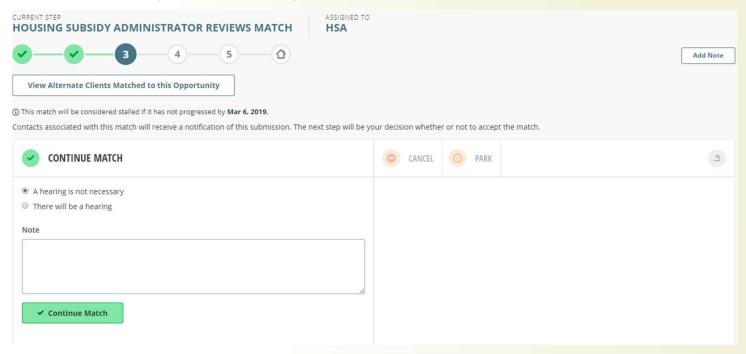
CAS Housing Subsidy Administrator Reviews Match







CAS Housing Subsidy Administrator Reviews Match

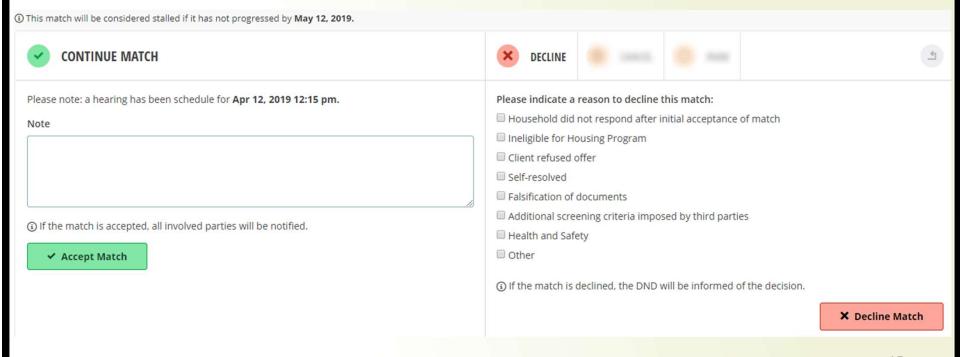






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CAS Housing Subsidy Administrator Hearing Results





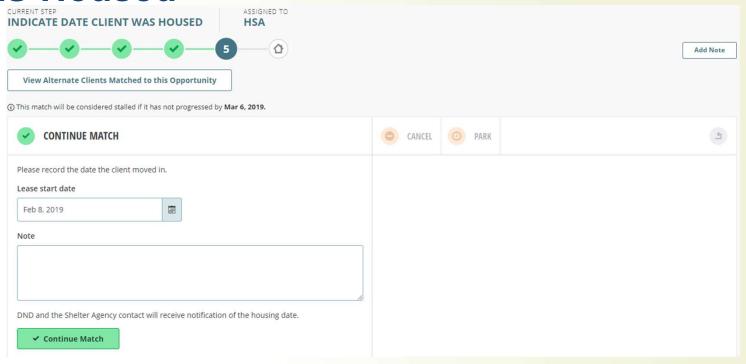


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CAS Housed



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 tells 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

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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 STAF Hope Daniels and HomeStart worker Gabrielle Vacheresse held hands Thursday at the "Housing Surge" event in South

By Cristela Guerra | GLOBE STAFF NOVEMBER 18, 2016

on. Daniels, who had been homeless, got an apartment through the event





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