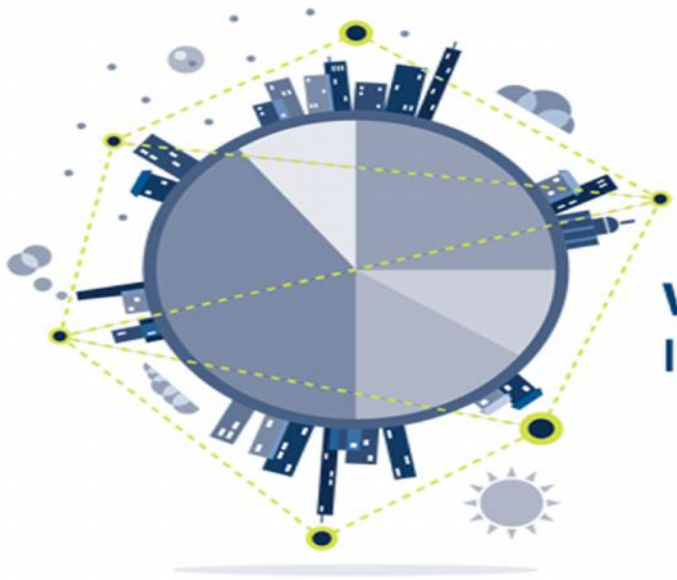


**Data Maturity:
Using Data to Improve Homeless Service
System Outcomes**

Sarah Kahn, The Cloudburst Group
Kris Kuntz, LeSar Development
Margot Ackermann, Homeward



**What's Next:
In Data, Leadership, and Community**



Today's Agenda

1 Introduction and Learning Objectives

2 Data Into Action Cycle

3 Data Exploration Exercises

4 Debrief, Closing, Evaluation



Learning

1

Build capacity to connect data findings with data-driven decision making

2

Learn to probe deeper into data with stakeholders
TO BUILD A PERFORMANCE CULTURE

3

Understand how to apply a Data into Action Cycle





What Is Data Maturity?

Improved resource targeting, service collaboration, client outcomes

Ecosystem Readiness

- System Leadership and Commitment
- Environment conducive to data-driven decision making
- Active and effective system partnerships

Data and Technical Readiness

- Commitment to data translation, linkage, and usage
- Staff capacity to analyze data
- Data comprehension, literacy

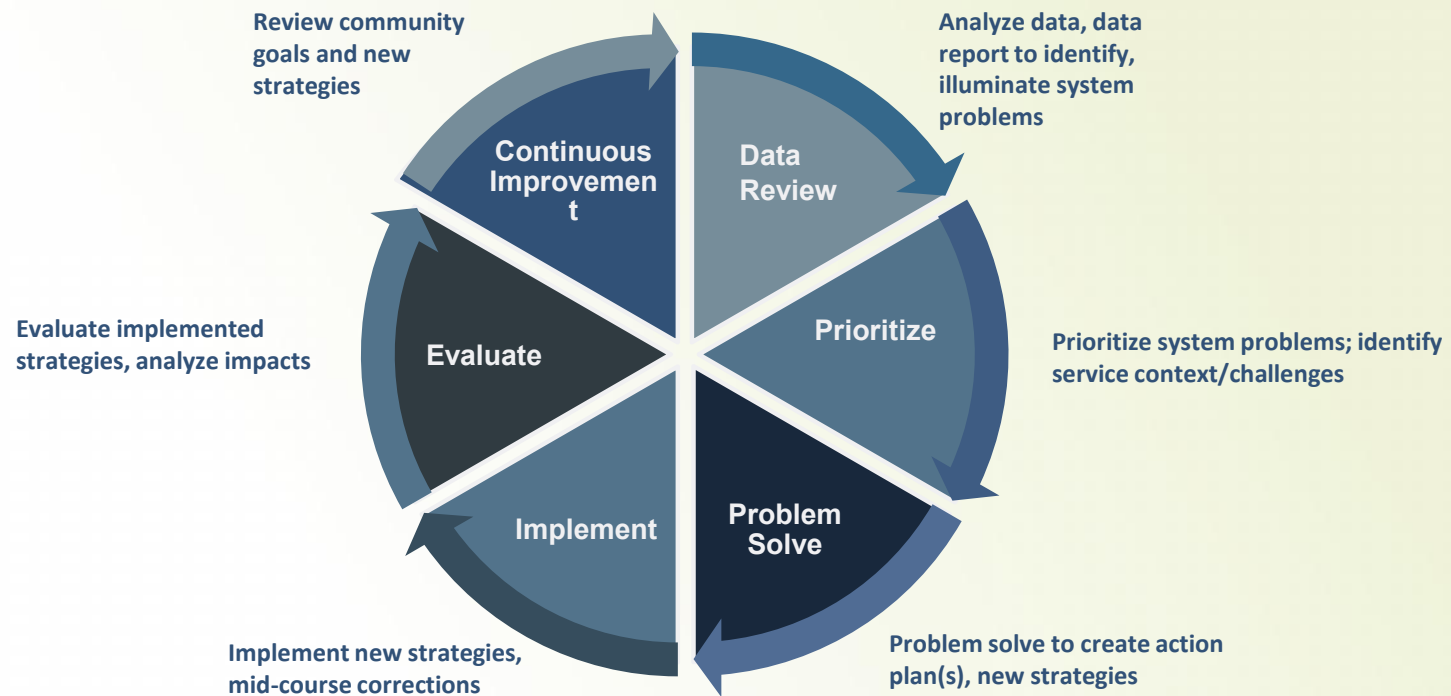
Change Management Readiness

- Organization readiness and capacity for collaboration
- Active participation in change planning
- Shared knowledge of best practices
- Ongoing data review to monitor and evaluate impacts



Using Data to Improve Homeless Service System Outcomes

Data Into Action Cycle



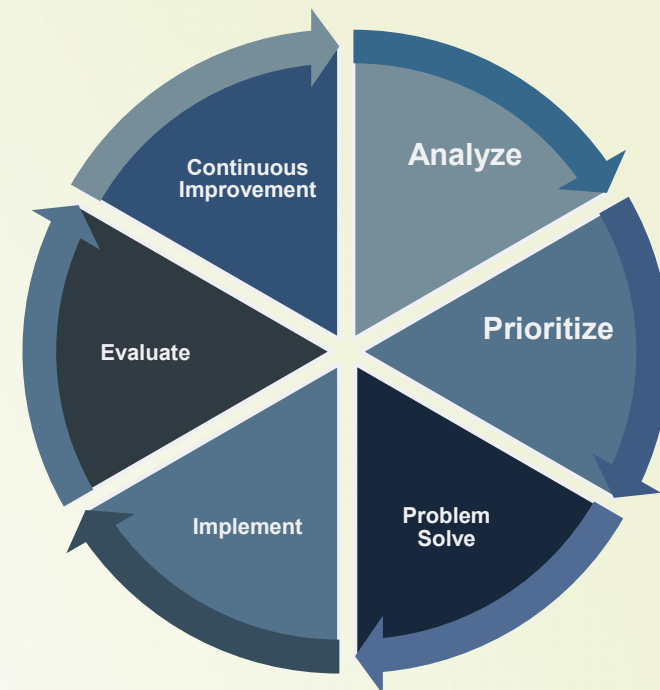
Role of Active Listening

Checklist of active listening concepts:

- ✓ Makes eye contact with each other
- ✓ No one interrupts a speaker until finished with concept or idea
- ✓ Ask 2 questions to understand what each speaker said
- ✓ Ask for clarification from speaker if necessary
- ✓ Repeat the concept or idea that the speaker conveyed

Active listening does not require anyone agrees with what was said, but what was said was heard, understood, and considered.

Source: 8-Step Problem Solving



Overview of Data Exploration Exercises

In Small Groups:

1. Review 3 data cases (20 min)
Answer data questions
2. Priority-setting exercise (10 min)
Choose one data case
3. Action Plan exercise (20 min)
Develop targeted strategies





Using Data to Improve Homeless Service System Outcomes

Debrief



Data Exploration De-Brief

What felt most
challenging?

Are any of these
processes already in
place in your CoC?

What was your
biggest takeaway?

How can you better
use data to make
decisions at home?





Richmond Spotlight

Using Data To Drive Systems Change!

Data Utilization Recap

Follow along in the handout...



Data
Analysis



Data
Limitations



Data
Interpretation



Advanced
Analytics



Using Data to Improve Homeless Service System Outcomes

Wrap up, Evaluation



Wrap Up

Identify Your Role in Evolving a Data Maturity Culture

- Norms
- Expectations
- Decision-making roles
- Leadership
- Active Learning
- Knowledge Sharing
- Staff Training
- Monitoring & Evaluation

Ecosystem Readiness

Data and Technical
Readiness

Change Management
Readiness

Evaluation





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