

Developing a Data-Driven Planning Process for Your Coordinated Entry System

Brian Wilson
Mike Lindsay
Ryan Burger
Natalie Matthews



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



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Presenters

- Brian Wilson, Executive Director
 - Alaska Coalition on Housing and Homelessness (AKCH2)
- Mike Lindsay, Senior Technical Specialist
 - ICF
- Ryan Burger, Technical Specialist
 - ICF
- Natalie Matthews, Associate
 - Abt Associates



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Learning Objectives

Participants will:

- Learn about developing a framework of coordinated entry planning questions and decision points that can be answered through data
- Explore how project- and systems-level data can inform the development of an efficient coordinated entry system
- Review real-life community examples of system maps and analyses that have been used to guide the coordinated entry planning process
- Discuss specific strategies to engage with your HMIS Lead and other partners to access, review, and utilize data for developing coordinated entry planning processes



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

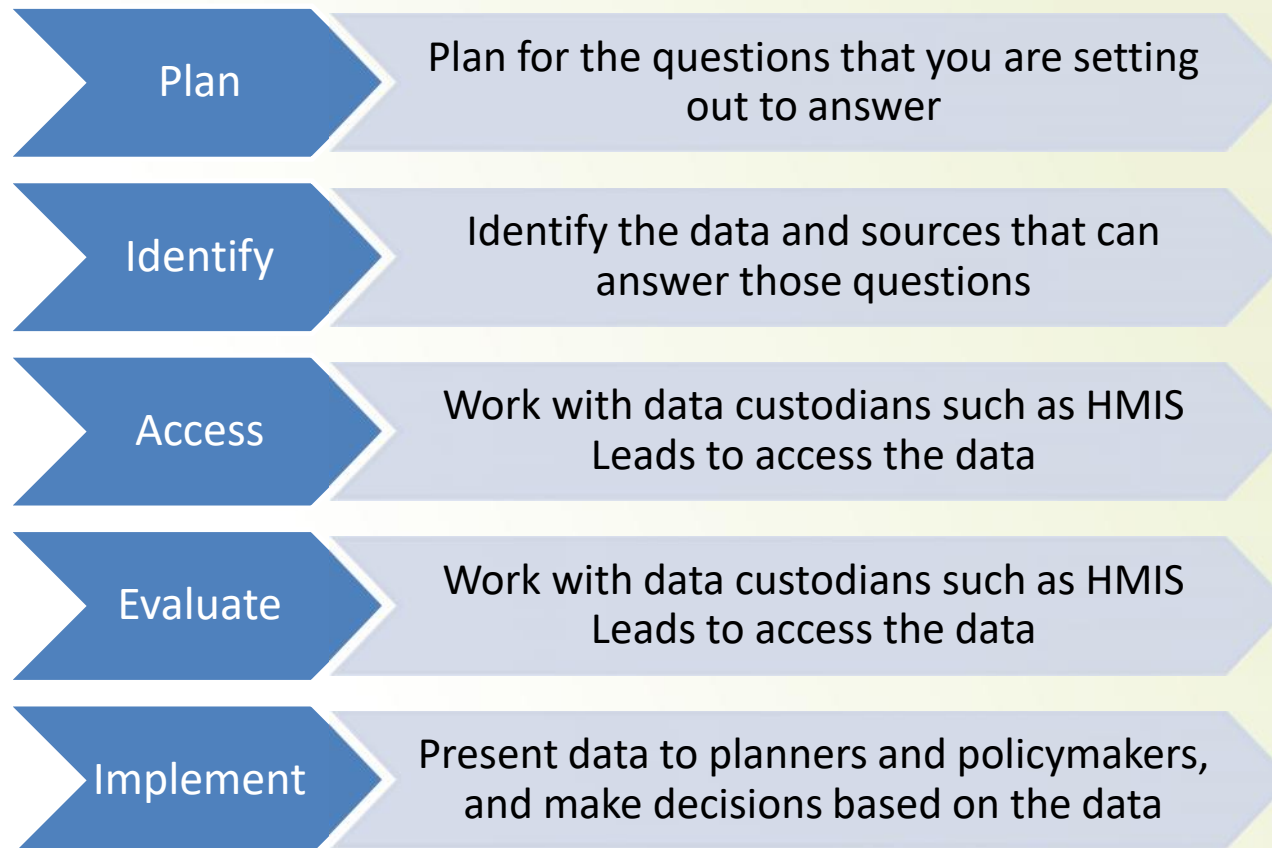
Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Developing A Planning Framework





Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Plan: What Questions Need To Be Answered?

- Where can diversion strategies be deployed most effectively?
- Which providers are most appropriate to serve as access points?
 - Organizational capacity
 - Number of clients accessing services
 - Expected turnover
 - HMIS capacity/participation
- How many households can we expect to serve on a monthly basis according to the number of project exits from the system?
- Has the Housing First model been adequately implemented to meet the needs of homeless households?



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Identify: What Data Can Answer Those Questions?

- In most instances, coordinated entry planning questions can be answered with HMIS data
 - There may be times when other data sources have the answer to your questions
 - What other complementary data can support your analysis and system planning efforts?
 - Corrections
 - Health care administrative data
 - Community Action Agencies
 - Street outreach data
- How far back will you need to report?



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Access: Who Can Provide The Necessary Data

Establishing a process for accessing and analyzing data

- Work with your HMIS Lead to access the data that is needed
- Determine what levels of data can be shared with whom
 - Consider privacy policies
 - Assess if any planning decisions cannot be met with only aggregate data



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Evaluate: How Can That Data Be Put Into Practice?

What data is presented to whom, for what decision-making purpose?

- Deep dives into client service utilization
 - Leverage and allocate resources as effectively as possible
- System mapping
 - Assess how your system is currently functioning
 - Develop a system/process map for your ideal system end state
- Housing inventory assessment
 - Determine if the CoC's mix of housing is meeting the needs of homeless households
 - Right-size your system



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Implement: You Have Answers. Now What?

- Determine how to present the data to stakeholders
 - Reports, charts, pivot tables, system/process maps
- Determine when to discuss and interpret the results
 - Will you present data and analysis/interpretations simultaneously, or review the data and have stakeholders draw their own conclusions?
- Make decisions based on the available data
 - Consider when the planning process will be reaching decision points, have data ready for review



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

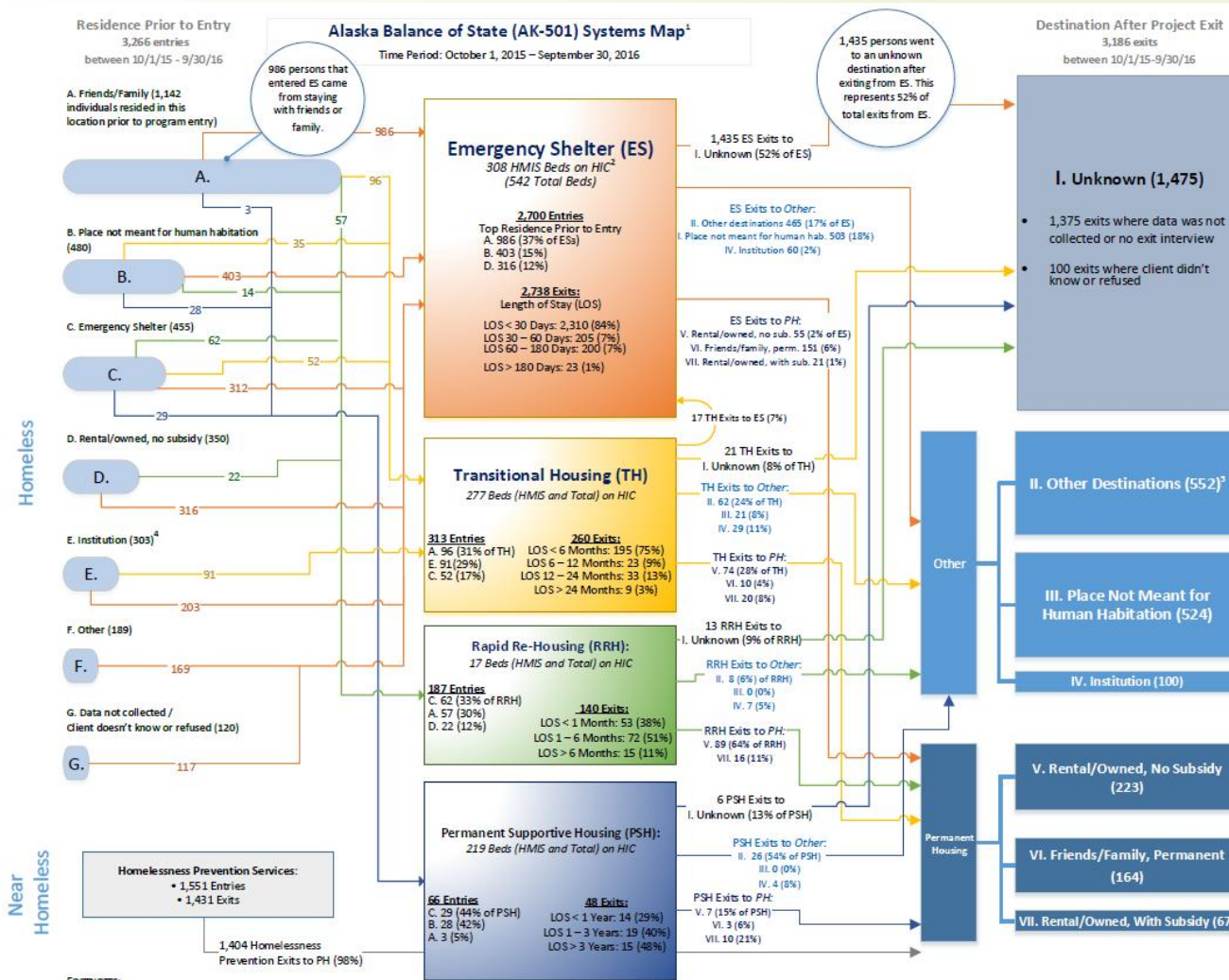
Natalie Matthews

Implement: Tools and Resources

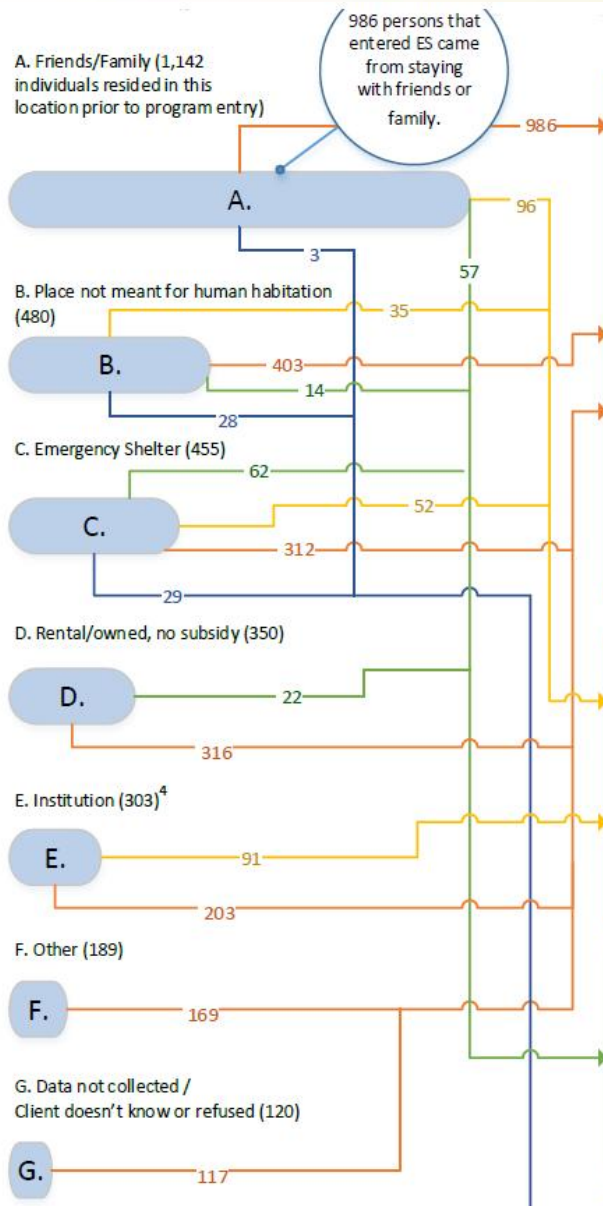
- Standard HUD Reports
 - APR
 - AHAR
 - PIT
- Systems maps
 - Length of time
 - Prior living situation
 - Destination
- Cross-system involvement
- Status:
 - Chronic
 - Veteran
 - Family
 - Youth



Coordinated Entry Planning Process



FOOTNOTES:



Developing a Data-Driven Planning Process for Your Coordinated Entry System

**Brian Wilson
Mike Lindsay
Ryan Burger
Natalie Matthews**

Coordinated Entry Planning Process

- Review prior living situations to determine when and where diversion interventions are appropriate



Emergency Shelter (ES)

308 HMIS Beds on HIC²
(542 Total Beds)

2,700 Entries

Top Residence Prior to Entry

- A. 986 (37% of ESs)
- B. 403 (15%)
- D. 316 (12%)

2,738 Exits:

Length of Stay (LOS)

- LOS < 30 Days: 2,310 (84%)
- LOS 30 – 60 Days: 205 (7%)
- LOS 60 – 180 Days: 200 (7%)
- LOS > 180 Days: 23 (1%)

Transitional Housing (TH)

277 Beds (HMIS and Total) on HIC

313 Entries

- A. 96 (31% of TH)
- E. 91 (29%)
- C. 52 (17%)

260 Exits:

- LOS < 6 Months: 195 (75%)
- LOS 6 – 12 Months: 23 (9%)
- LOS 12 – 24 Months: 33 (13%)
- LOS > 24 Months: 9 (3%)

Rapid Re-Housing (RRH):

17 Beds (HMIS and Total) on HIC

187 Entries

- C. 62 (33% of RRH)
- A. 57 (30%)
- D. 22 (12%)

140 Exits:

- LOS < 1 Month: 53 (38%)
- LOS 1 – 6 Months: 72 (51%)
- LOS > 6 Months: 15 (11%)

Permanent Supportive Housing (PSH):

219 Beds (HMIS and Total) on HIC

66 Entries

- C. 29 (44% of PSH)
- B. 28 (42%)
- A. 3 (5%)

48 Exits:

- LOS < 1 Year: 14 (29%)
- LOS 1 – 3 Years: 19 (40%)
- LOS > 3 Years: 15 (48%)

Developing a Data-Driven Planning Process for Your Coordinated Entry System

Brian Wilson
Mike Lindsay
Ryan Burger
Natalie Matthews

Coordinated Entry Planning Process

- Review LOT homeless and project stays to inform your wait list structure
- Estimate your expected number of project opening to determine referrals processes



Advocacy & Education

OUR MISSION *is to* **END** HOMELESSNESS **IN ALASKA**

The Alaska Coalition on Housing and Homelessness (AKCH2) is a statewide organization working to develop strategies to increase the availability of affordable housing and eliminate homelessness in our great state.



LISTEN



EDUCATE



ADVOCATE



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

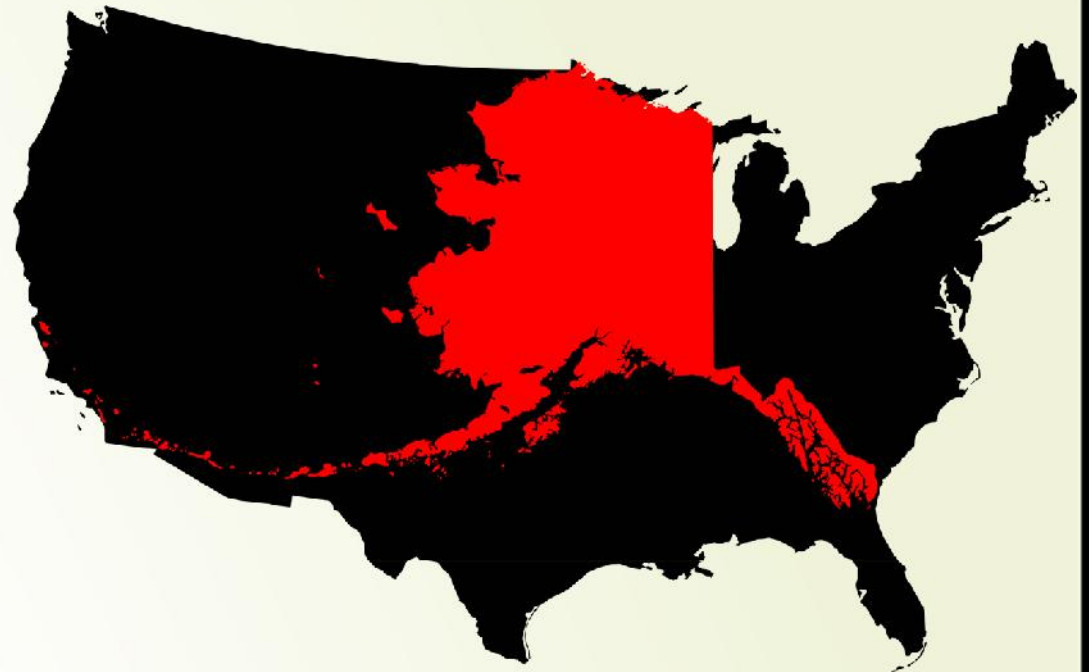
Mike Lindsay

Ryan Burger

Natalie Matthews

Continuum Overview

- Largest Geographic Continuum of Care
 - >661,000 sq. miles
 - 147 Communities
 - Most not connected to the road system
 - Very diverse population





Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

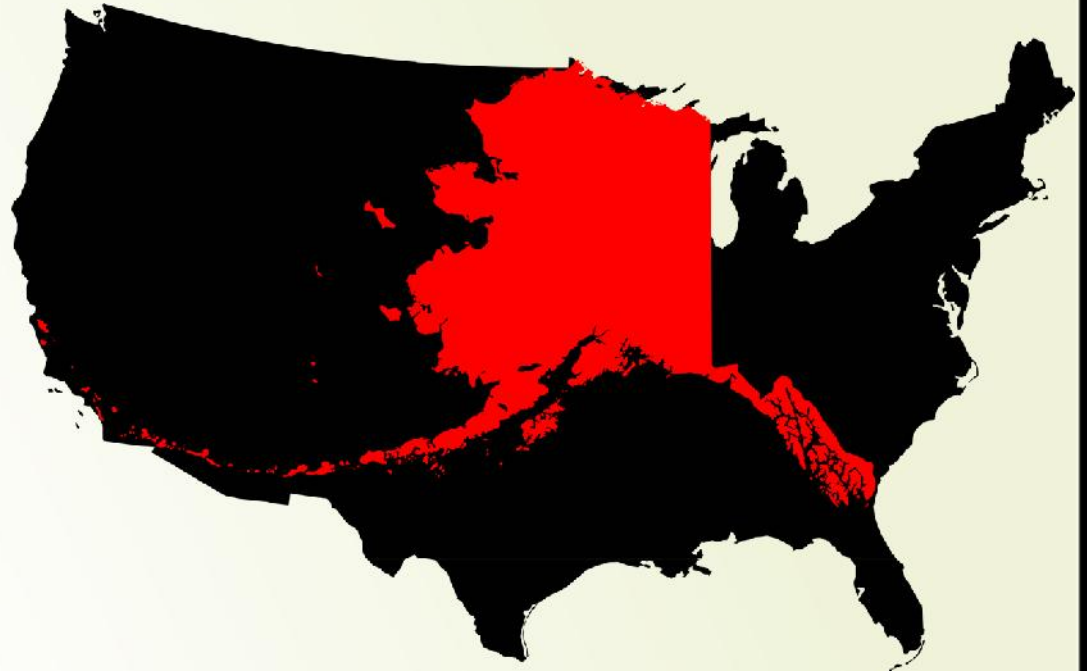
Mike Lindsay

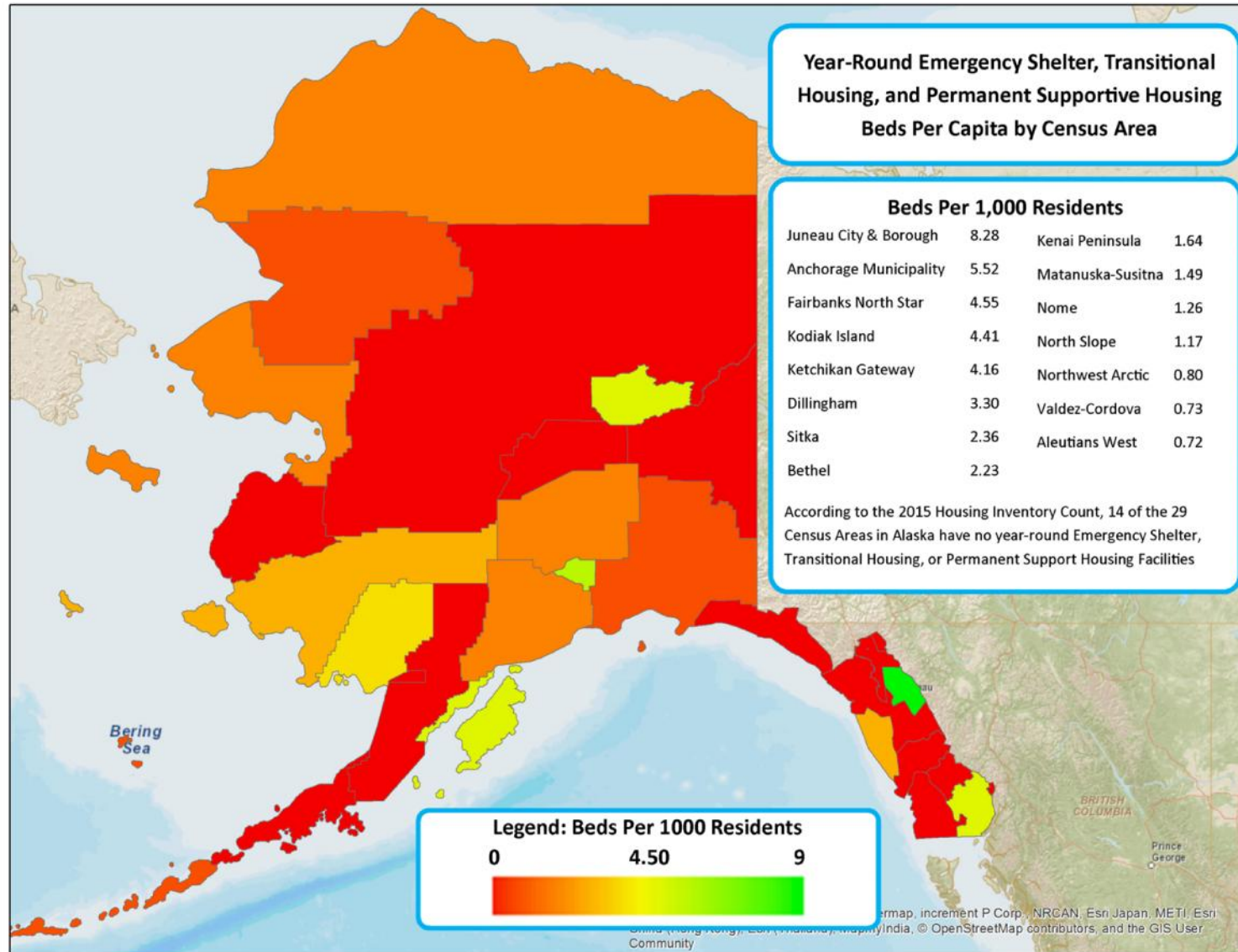
Ryan Burger

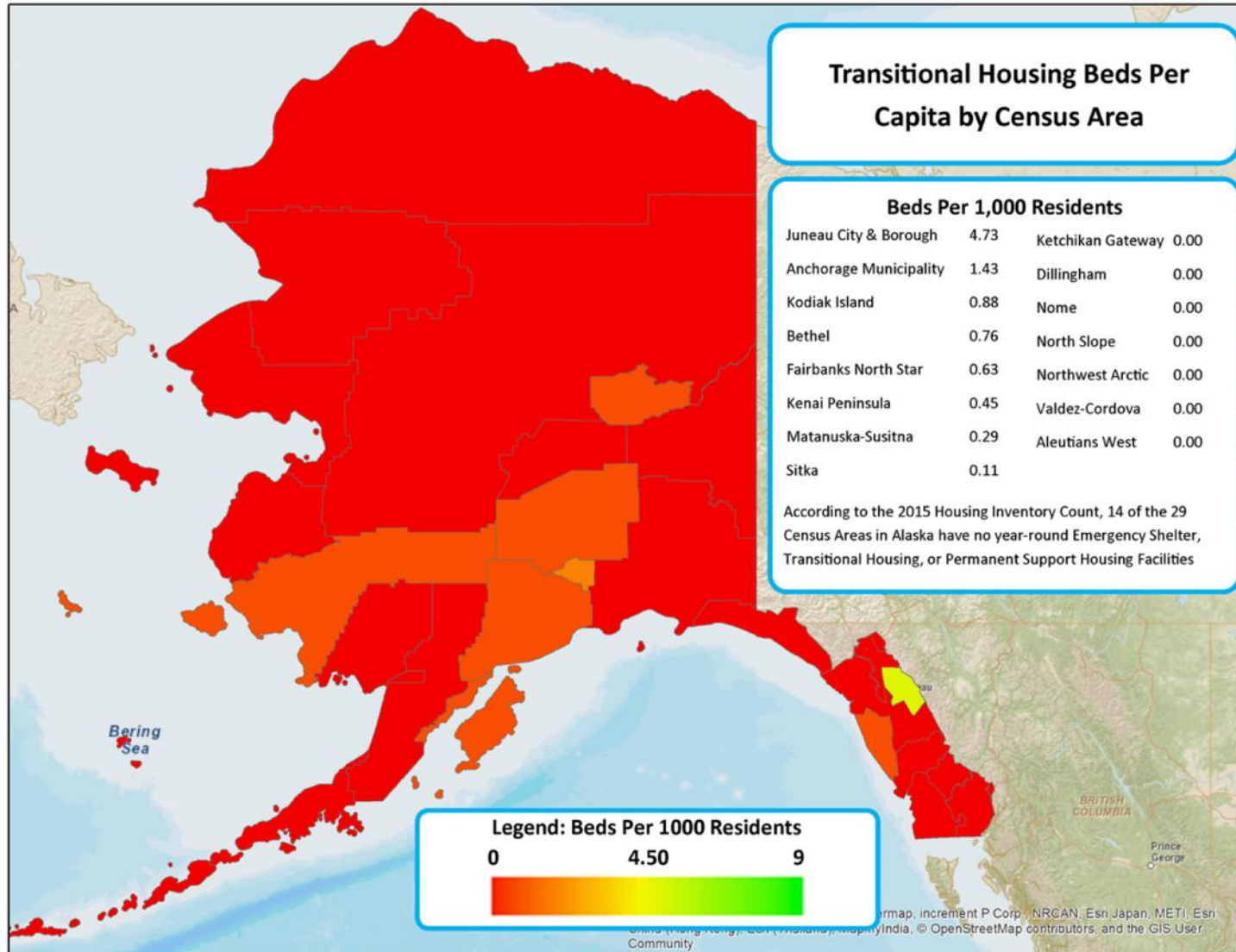
Natalie Matthews

Continuum Overview

- Capacity Building
 - AKCH2 Board
 - First FTE in 2016
- Traditional Roles
 - Limited Management of CoC Grant Program
 - Annual Conference









Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Investment in Data

- Previous HMIS Issues
 - Limited Number of Users
 - Data Quality
 - Data Completeness
 - Reporting Limitations





Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Investment in Data

- New HMIS Lead
- Year One Results:
 - 44% increase in number of users
 - 37% increase in new projects reporting
 - Over 100 user trainings
 - 250% increase in projects meeting HUD data completeness standard
 - 32% in June 2015, 82% in 2016





Developing a Data-Driven Planning Process for
Your Coordinated Entry System

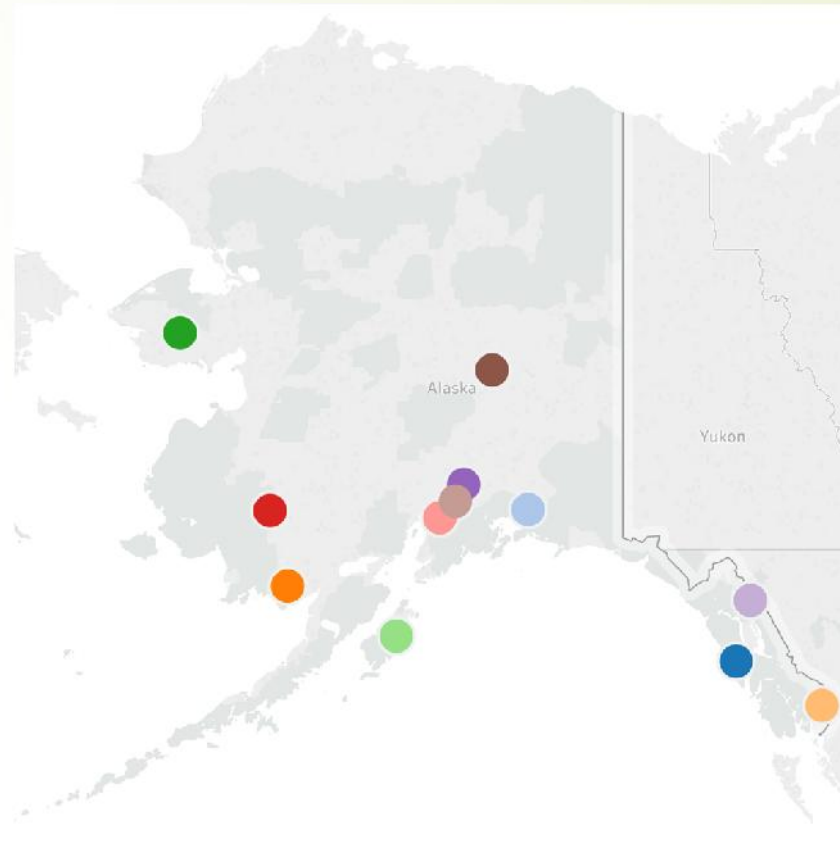
Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

Investment in Data



Developing a Data-Driven Planning Process for Your Coordinated Entry System

Brian Wilson
Mike Lindsay
Ryan Burger
Natalie Matthews

Investment in Data



Anchorage Coalition to End Homelessness



This interactive report is an information resource of homeless services in Anchorage and reflects data that is entered into the Alaska Homeless Management Information System (AKHMIS). The creation of this dashboard was a collaborative effort between the three partner agencies listed below.

For more information contact:

Alaska Coalition on Housing and Homelessness - (907) 523-0660, director@alaskahousing-homeless.org

Anchorage Coalition to End Homelessness - (907) 249-6648, director@anchoragehomeless.org

Institute for Community Alliances - (907) 249-6647, akhmis@icalliances.org

Please note: This data does not include Domestic Violence Shelter and Services data. Click "Reset" on the bottom to return to default values.

Select Community

Total Clients Served

Jan-Mar 2017	Apr-Jun 2017
4,646	4,401

▼ -5.27%

Community New Clients

Jan-Mar 2017	Apr-Jun 2017
1,830	1,585

▼ -13.39%

Community Sheltered

Jan-Mar 2017	Apr-Jun 2017
3,661	3,373

▼ -7.87%

Performance Measures How are the programs doing over time?

Select Program Type: ⓘ

Average Length of Stay





Investment in Data

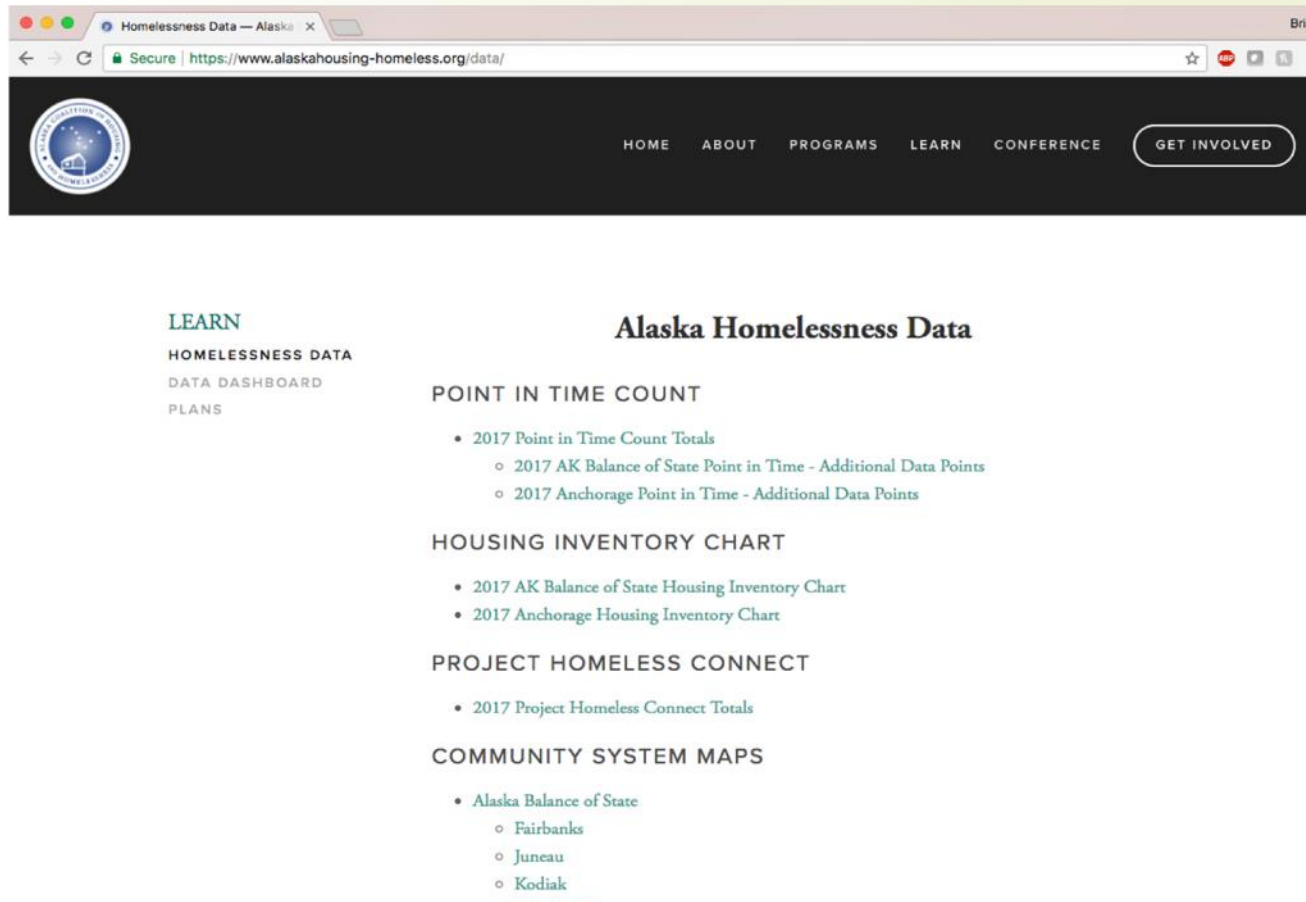
Developing a Data-Driven Planning Process for Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews



Homelessness Data — Alaska X

Secure | <https://www.alaskahousing-homeless.org/data/>

HOME ABOUT PROGRAMS LEARN CONFERENCE GET INVOLVED

LEARN

HOMELESSNESS DATA
DATA DASHBOARD
PLANS

Alaska Homelessness Data

POINT IN TIME COUNT

- 2017 Point in Time Count Totals
 - 2017 AK Balance of State Point in Time - Additional Data Points
 - 2017 Anchorage Point in Time - Additional Data Points

HOUSING INVENTORY CHART

- 2017 AK Balance of State Housing Inventory Chart
- 2017 Anchorage Housing Inventory Chart

PROJECT HOMELESS CONNECT

- 2017 Project Homeless Connect Totals

COMMUNITY SYSTEM MAPS

- Alaska Balance of State
 - Fairbanks
 - Juneau
 - Kodiak



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

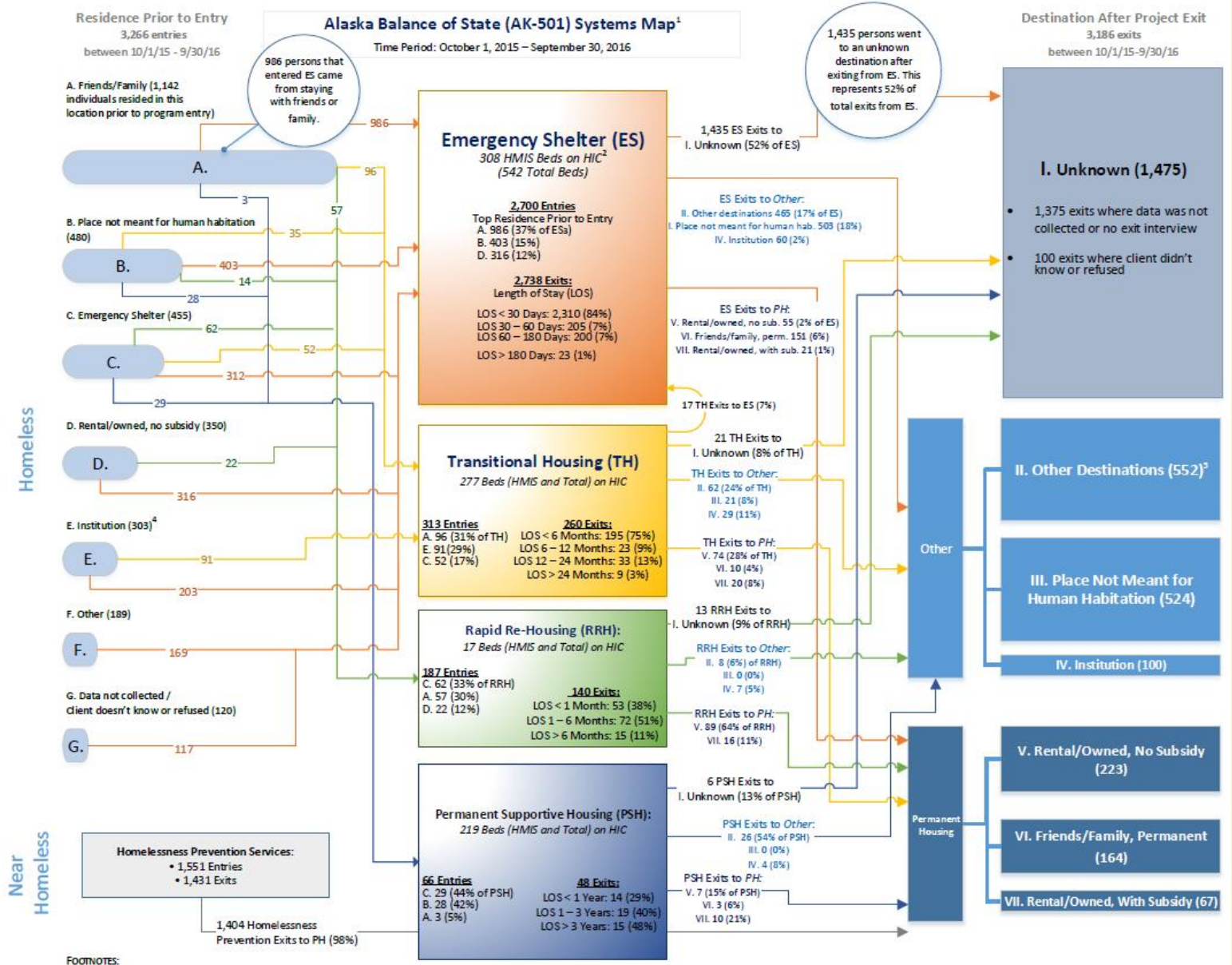
Mike Lindsay

Ryan Burger

Natalie Matthews

Coordinated Entry Planning Process

- HUD TA Grant
- Coordinated Entry Design Team
 - CoC Leadership
 - Local Coalition Leadership
 - Public Housing Authority (AHFC)
 - HMIS Lead (ICA)



FOOTNOTES:



Coordinated Entry Planning Process

Transitional Housing						Rapid Rehousing						Permanent Supportive Housing					
Target Population	Juneau Rank #	Kenai Rank #	Fairbanks Rank #	Mat-Su	Average Rank #	Target Population	Juneau Rank #	Kenai Rank #	Fairbanks Rank #	Mat-Su	Average Rank #	Target Population	Juneau Rank #	Kenai Rank #	Fairbanks Rank #	Mat-Su	Average Rank #
Chronic Homeless	9	8	7	7	7.75	Chronic Homeless	8	7	7	7	7.25	Chronic Homeless	1	1	2	1	1.25
Veterans	8	6	5	4	5.75	Veterans	6	5	3	4	4.5	Veterans	6	5	7	5	5.75
Youth (Under 25)	2	1	1	2	1.5	Youth (Under 25)	2	3	6	2	3.25	Youth (Under 25)	7	2	8	7	6
Families	4	3	3	1	2.75	Families	1	2	1	1	1.25	Families	5	3	9	8	6.25
Substance Abuse	5	4	6	6	5.25	Substance Abuse	5	6	8	6	6.25	Substance Abuse	3	7	3	4	4.25
Mental Illness	7	5	8	5	6.25	Mental Illness	9	4	9	5	6.75	Mental Illness	2	4	1	2	2.25
Domestic Violence	1	2	2	3	2	Domestic Violence	3	1	2	3	2.25	Domestic Violence	8	6	4	6	6
HIV/AIDS	6	7	9	8	7.5	HIV/AIDS	7	8	4	8	6.75	HIV/AIDS	4	8	5	3	5
Other	3	9	4		5.33333333	Other	4	9	5		6	Other	9	9	6		8

Transitional Housing						Rapid Rehousing						Permanent Supportive Housing					
Prioritizing Factor	Juneau Rank #	Kenai Rank #	Fairbanks Rank #	Mat-Su	Average Rank #	Prioritizing Factor	Juneau Rank #	Kenai Rank #	Fairbanks Rank #	Mat-Su	Average Rank #	Prioritizing Factor	Juneau Rank #	Kenai Rank #	Fairbanks Rank #	Mat-Su	Average Rank #
Length of time homeless	2	4		8	3	Length of time homeless	2	5		8	3.5	Length of time homeless	2	1	3	3	2.25
Significant challenges and functional impairments as a result of any physical, mental, developmental, or behavioral health disability*[1]	5	5		9	6	Significant challenges and functional impairments as a result of any physical, mental, developmental, or behavioral health disability*	7	2		9	4.5	Significant challenges and functional impairments as a result of any physical, mental, developmental, or behavioral health disability*	3	8	4	2	4.25
Chronic homeless status	1	3		10	2	Chronic homeless status	1	8		10	4.5	Chronic homeless status	1	6	2	1	2.5
High utilization of crisis or emergency services	9	10		4	7.5	High utilization of crisis or emergency services	10	10		7	10	High utilization of crisis or emergency services	5	10	7	4	6.5
Returning to or re-entering the homeless system	7	9		5	6	Returning to or re-entering the homeless system	6	7		6	6.5	Returning to or re-entering the homeless system	9	5	5	9	7
Risk of trafficking or exploitation	5	5		2	3	Risk of trafficking or exploitation	5	3		3	4	Risk of trafficking or exploitation	6	7	8	7	7
Unsheltered living situation	3	2		1	2.5	Unsheltered living situation	3	4		1	3.5	Unsheltered living situation	8	3	10	10	7.75
Exiting an institution	10	8		3	4	Exiting an institution	8	9		4	8.5	Exiting an institution	10	9	9	6	8.5
Risk of continued homelessness	8	7		6	2	Risk of continued homelessness	9	6		2	7.5	Risk of continued homelessness	7	4	6	8	6.25
Vulnerability to illness or death	4	1		1	5	Vulnerability to illness or death	4	1		1	2.75	Vulnerability to illness or death	4	2	1	5	3



Developing a Data-Driven Planning Process for
Your Coordinated Entry System

Brian Wilson

Mike Lindsay

Ryan Burger

Natalie Matthews

System Performance Measures

- Provides a clear, common, and objective way of monitoring system performance
 - Not perfect, but a good start
- Adjustment in BoS CoC Grant Competition Scoring
 - >50% of score from data/SPM related questions
- Working to insert measures into existing state & local plans to end homelessness
 - Many were created before the data renaissance



**Developing a Data-Driven Planning Process for
Your Coordinated Entry System**

**Brian Wilson
Mike Lindsay
Ryan Burger
Natalie Matthews**

System Performance Measures

System Performance Measures - Year-to-Year Comparison



Increasing Income for Stayers and Leavers

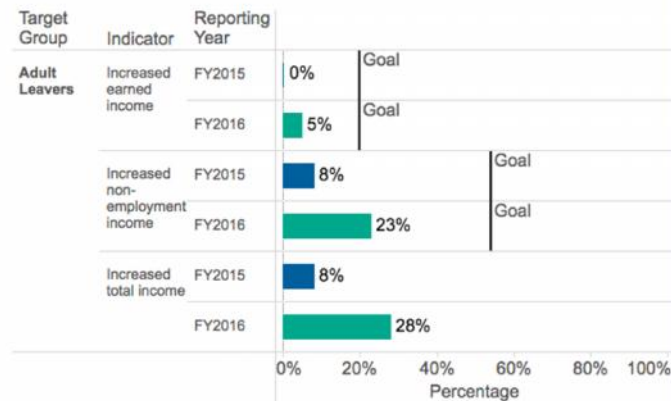


Alaska- Alaska Balance of State CoC

- Target Group
- (All)
 - Adult Leavers
 - Adult Stayers

Goal:
Increase earned income
and other income
for all clients

- FY2015
- FY2016





OUR MISSION
is to **END**
HOMELESSNESS
IN ALASKA



Alaska Coalition on Housing and Homelessness

Sponsored by the National Human Services Data Consortium