Making Your Data Work for You

How New Technology Can Bring Out the Unseen Potential in your CoC
Using a Nimble Approach to Address Wicked Problems
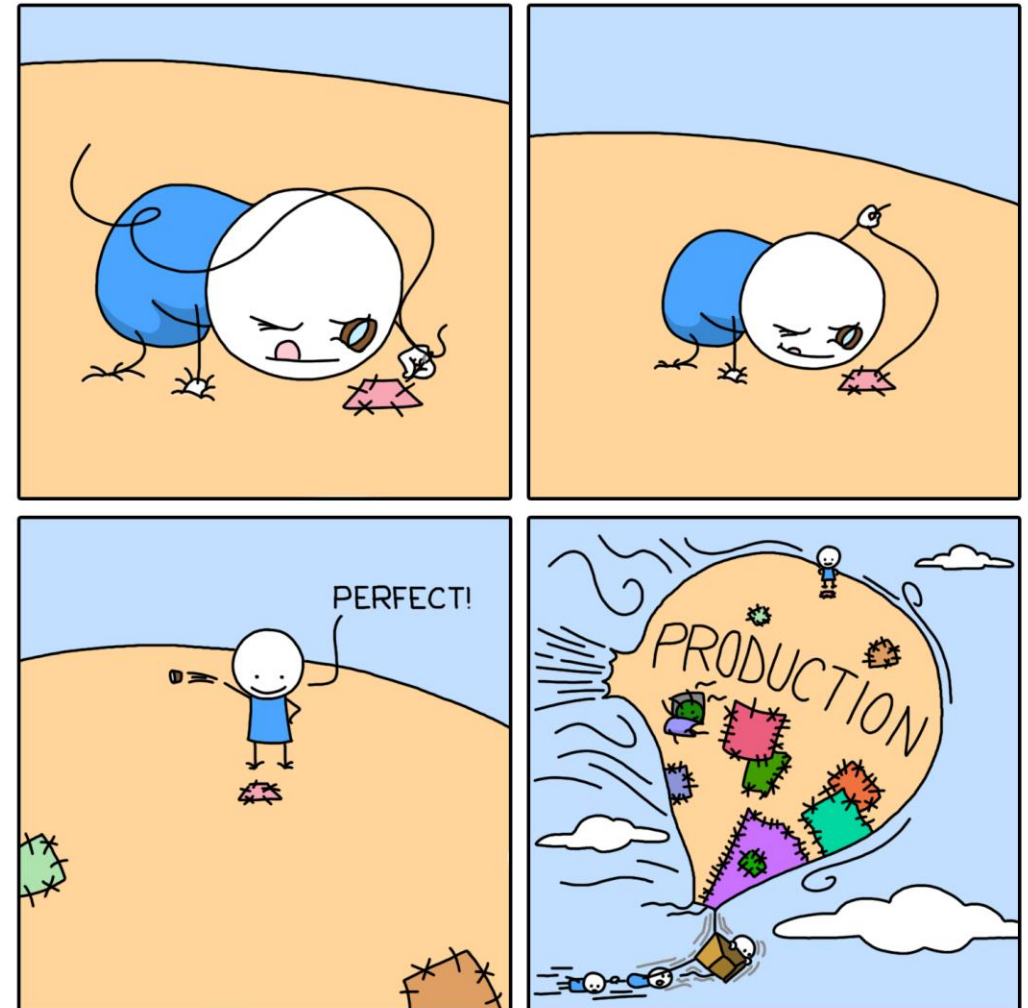
**2023 Texas Conference on Ending Homelessness
Austin, TX**

Presenters:
Shaya Khorsandi
Jonathan Danforth
Kevin Charoenworawat
Matt Simmonds

September 28, 2023

1) What is it that we are trying to solve for?
2) What is your role in seven words or less?
3) How does your role support the goals of the mission?

What is our North Star? (The Problem Statement)

Discussion on Data Standards

- The 2024 Data Standards are an upgraded version of the 2004 Data Standards. The standardization *"allows local CoCs to generate consistent reports on the characteristics of homeless persons"*.

HUD EXCHANGE

Home > Resources > 2004 HMIS Data and Technical Standards Final Notice (July 2004)

Laws, Regulations, and Federal Register Notices

2004 HMIS Data and Technical Standards Final Notice (July 2004)

Date Published: August 2004

Description

The Homeless Management Information Systems (HMIS): Data and Technical Standards Final Notice, effective August 30, 2004, specifies the data elements and standards that guide HMIS data collection across the country. The Notice standardizes data collection nationally and allows local CoCs to generate consistent reports on the characteristics of homeless persons. The Notice also describes how data is t collected and safeguarded. This Notice reflects an effort to consult with Federal agencies implementin homeless programs, State and local governments and Continuum of Care agencies experienced in implementing an HMIS, major advocate groups and leading academic and national experts on homelessness. Note that HUD published updated HMIS Data and Technical Standards in 2010.
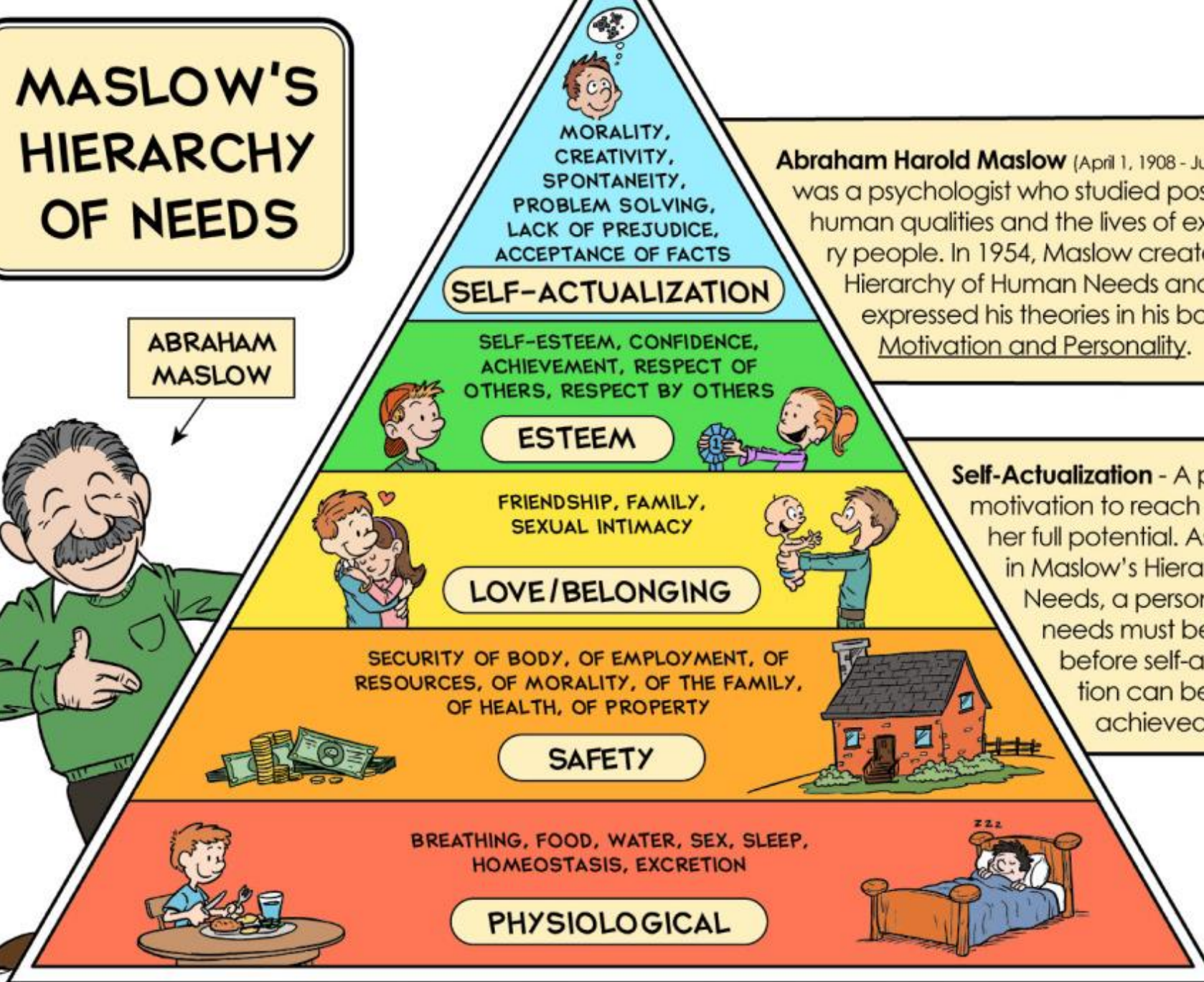
Resource Links

- 2004 HMIS Data and Technical Standards Final Notice (PDF)

MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW

MORALITY, CREATIVITY, SPONTANEITY, PROBLEM SOLVING, LACK OF PREJUDICE, ACCEPTANCE OF FACTS
SELF-ACTUALIZATION

SELF-ESTEEM, CONFIDENCE, ACHIEVEMENT, RESPECT OF OTHERS, RESPECT BY OTHERS
ESTEEM

FRIENDSHIP, FAMILY, SEXUAL INTIMACY
LOVE/BELONGING

SECURITY OF BODY, OF EMPLOYMENT, OF RESOURCES, OF MORALITY, OF THE FAMILY, OF HEALTH, OF PROPERTY
SAFETY

BREATHING, FOOD, WATER, SEX, SLEEP, HOMEOSTASIS, EXCRETION
PHYSIOLOGICAL

Abraham Harold Maslow (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, Motivation and Personality.

Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.

6

www.timvandevall.com |Copyright © 2013 Dutch Renaissance Press LLC.
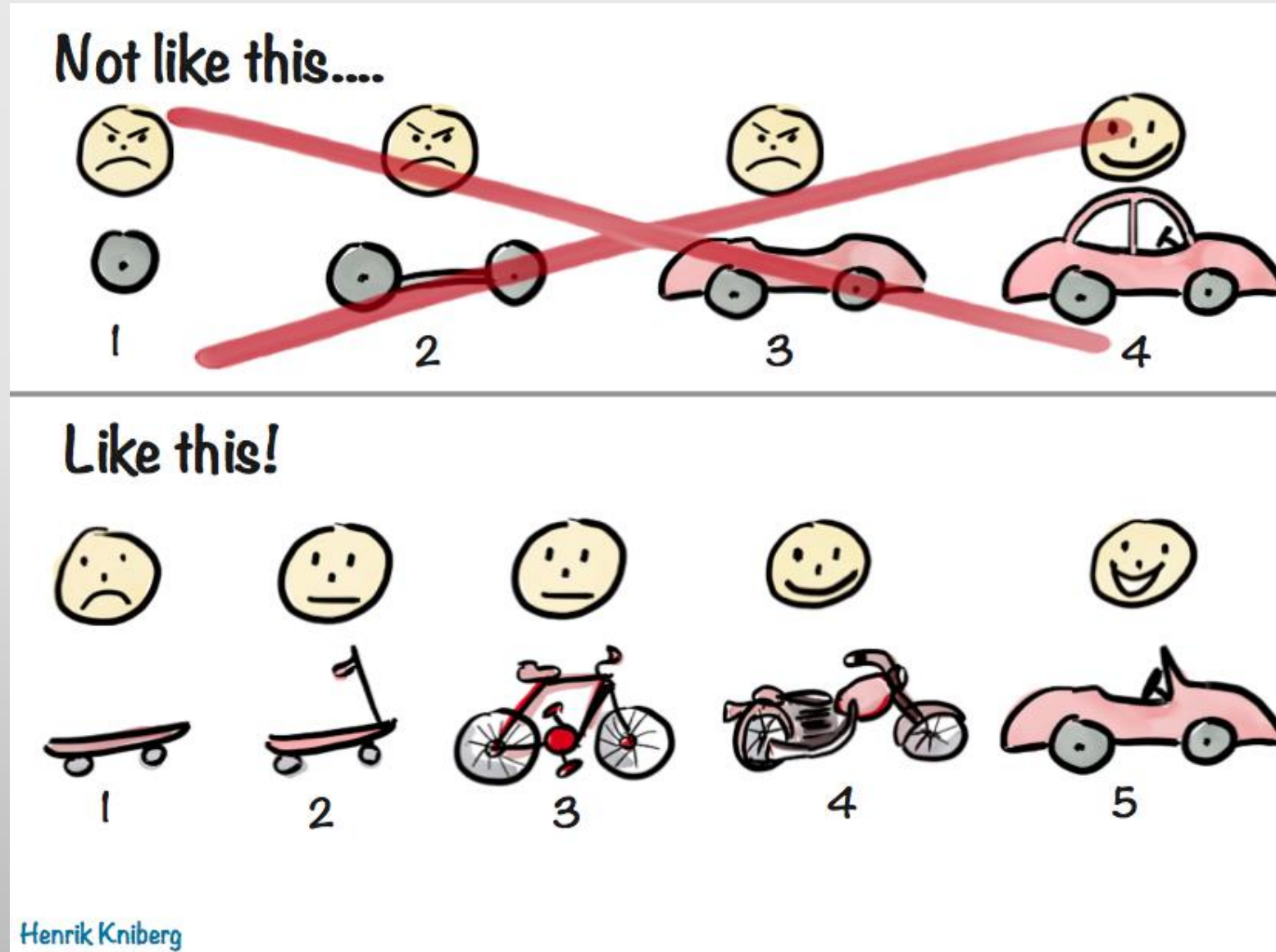
Examples of What We Have Tried…

1) Intake Phone Line / Access to Care

2) Outreach Coverage and Coordination

3) Care and Resource Prioritization

4) Housing Pipeline Management

5) Encampment Decommissioning
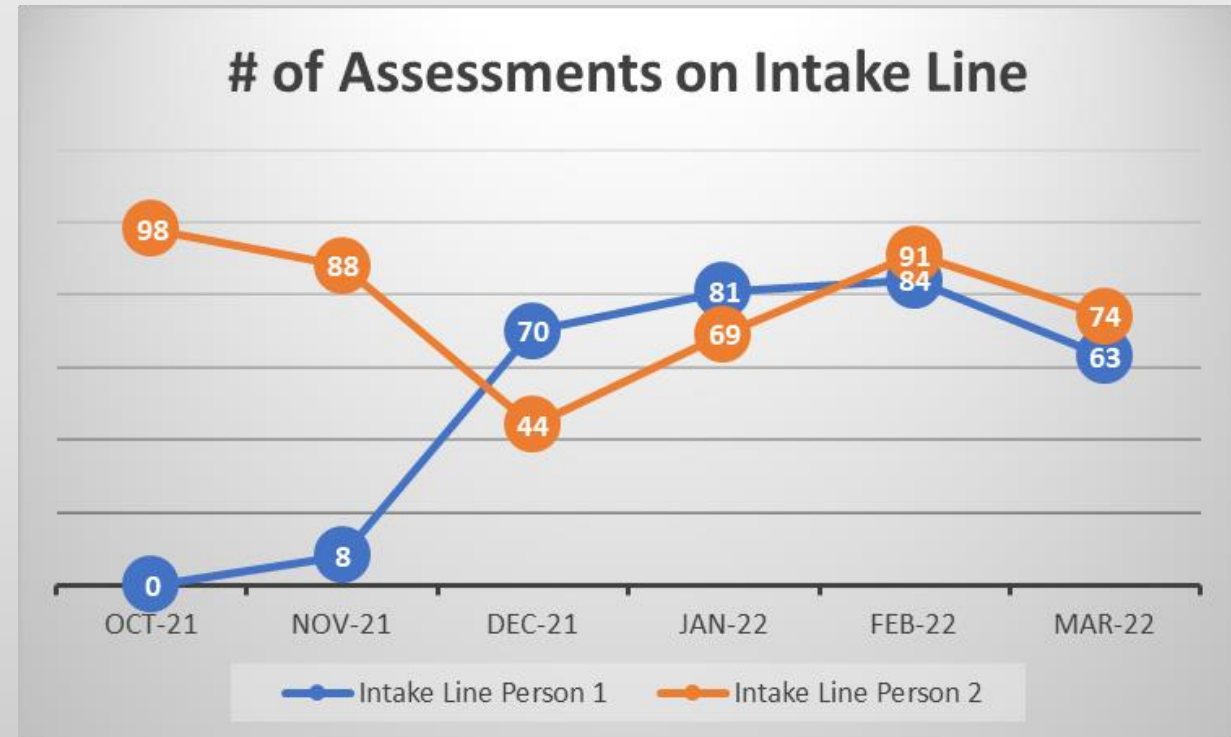
Intake Phone Line / Access to Care

Agile Design - Quickly getting to Viable Product

What data sources do I have access to?

- Call Data? How can I access that?
- Assessment Data?
- Category of Calls?
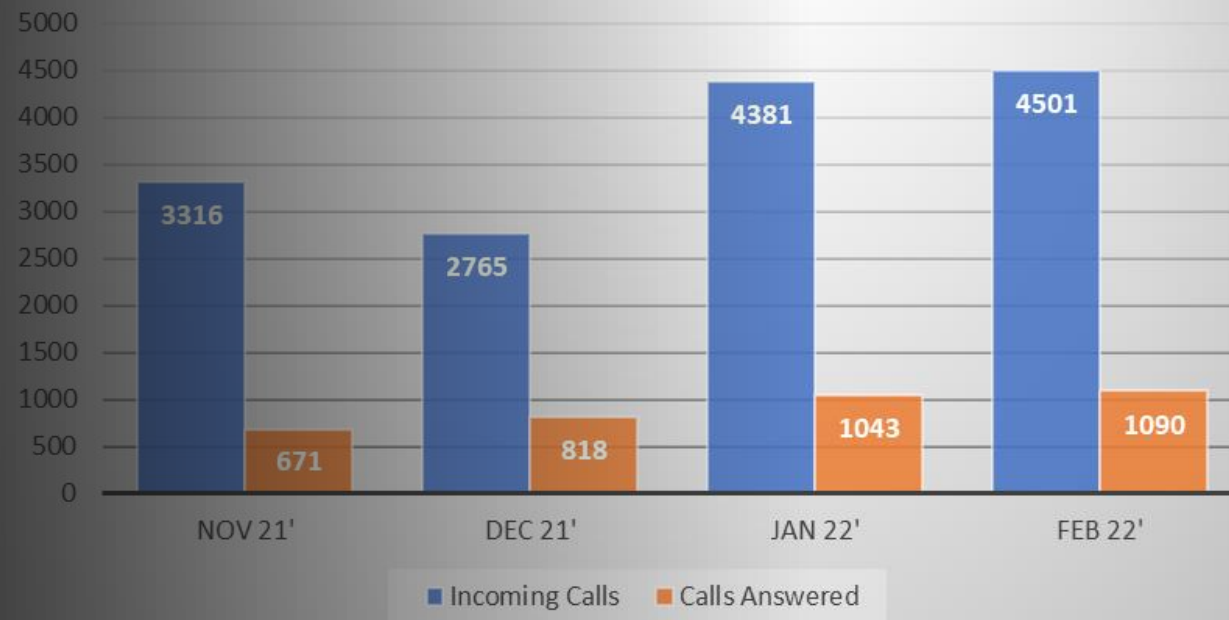- What do each of these measure?

# of Assessments on Intake Line

Do I understand my data?

Intake Call Line Data

Breaking down the process

How do we measure this?

Step 1

Answer Call: Is this call appropriate? Are you eligible for our services

Step 2

Yes: Great – let's do your assessment right now.

No: Do we know of the right resources to reroute you to?

No – you're not eligible: and you're upset with me for telling you no:

Step 3

15-45 minute call – and then explain what to expect

If Yes: Warm handoff to X Organization, 5-15 minute call

If No: Cold Handoff to call X Organization, or call 211 10-15 minute call

5-15 minutes of anger and asking for the supervisor

Let's Collect the data we want to measure!

Intake Line - Call Line Log

This form is to collect information about calls to determine how many calls we answered, why callers are calling, if we were able to answer the call and help the potential client help with what they were asking about, and if calls were disconnected due to a caller being rude to the intake line interviewer.

1. Who were you speaking with? (answer unknown if client did not give name) *

   [Enter your answer]

2. What Zip Code are they calling from? (If they don't know their exact zip code, ask them for something that they are near - like a fastfood restaurant nearby and what streets it's on - we can use this information to figure out an address on google maps to determine what zip code they are in). *

   [Number must be between 10000 ~ 99999]

3. Was the client within HMIS? *

   ○ Yes

   ○ No

   ○ Answered unknown to previous question

4. What was their HMIS number? *

   [Enter your answer]

5. Client's Date of Birth (if given)

   [Please input date (M/d/yyyy)]

6. Who referred the client to the intake line? How did they get the phone number? (Please list who if other) *

   ○ 211/United Way

   ○ Search

   ○ The Beacon

   ○ The Salvation Army

   ○ Friend/Family

   ○ On a website

   ○ Hospital / Community Health Worker

   ○ Client doesn't remember

   ○ Other

7. Why was the client calling? *

   ○ CA Assessment

   ○ Update contact information

   ○ Check-in on waitlist/referral status

   ○ Diversion Assessment

   ○ Rental/Utility Assistance

   ○ Not homeless/not eligible

   ○ Other

8. Were we able to provide the service the client was looking for? (e.g. scheduling an assessment, updating contact info, check in, etc.?) *

   ○ Yes

   ○ No

   ○ Other

1 in every 3 Call was inappropriate

Categories	# of Calls	% of calls	
Assessment	87	47.0%	67%
Check in/Update	36	19.5%	
Schedule Assessment	1	0.5%	
Looking for Housing - not eligible	12	6.5%	33%
Rental/Utility Assistance	14	7.6%	
Furniture Assistance	3	1.6%	
Community Call	1	0.5%	
Other	16	8.6%	
Already Enrolled in program	4	2.2%	
Need to vacate - 7 days	1	0.5%	
Looking for homeless family	1	0.5%	
Not in CoC	2	1.1%	
Already receiving Assistance	1	0.5%	
Already Assessed	2	1.1%	
Upset Caller	3	1.6%	
Case Manager TA	1	0.5%	

Making the process more efficient

How do we automate this?

Step 1	Answer Call: Is this call appropriate? Are you eligible for our services
Step 2	Yes: Great – let's do your assessment right now. / No: Do we know of the right resources to reroute you to? / No: You're upset with me for telling you no:
Step 3	15-30 minute call – and then explain what to expect / If Yes: Warm handoff to X Organization, 5-15 minute call / If No: Cold Handoff to call X Organization, or call 211 10-15 minute call / 5-15 minutes of anger and demand supervisor

Decision Tree Algorithm

- Route calls more accurately and without staff power
- Frees up staff to take correct calls

The general logic in this is that we want to catch those who qualify within the HUD definition of experiencing literal homelessness and those who are eligible for our diversion programs to be able to access our CA Assessment so they can access the help that they need.

We are trying to improve the intake call positive outcomes and efficiency - measured by housing and diversion outcomes for those assessed by intake line divided by total assessed by intake line and useful calls fielded by the intake line assessors divided by the total calls taken by the intake line assessors respectively.

Utilizing our intake call log initial data – we have seen that people calling our intake line are being referred/given the number from many different sources, but a majority of calls are related to getting CA assessment and checking in to get an update to stay connected with the process.

Unfortunately, as the phone number has been widely distributed, many individuals are now calling about services that they were incorrectly told that we do. For these individuals we want to divert these calls explaining that we do not provide these services but point them in the correctly direction (if these services do exist and are accessible).

Thank you so much for calling the Coordinated Access Intake Line. Please press 1 for English and *Press 2 for Spanish (in spanish)*

Option 1 was pressed 1: "The Intake line was created to provide Coordinated Access assessments for clients experiencing literal homelessness and those within days of becoming literally homeless. *List options in English...*

Press 1 if you are looking to looking to receive a coordinated access assessment, get an update about your current CA assessment, or update your information in your CA Assessment

Press 2 if you are currently in an eviction process

Press 3 if you are calling for rental or utility assistance

Press 4 if you are calling about furniture assistance

Did press 9: List options (in Spanish)...

Same options as above but in spanish

Press 1: if you are looking to receive an assessment. *Lead to CA Assessor to do assessment or give updates.*

Press 2 if you are looking to receive an update on your CA assessment status or update your contact information
Lead to CA Assessor to do updates

(Provide option to not wait):
If you do not want to wait, and would like to get your update via Email CA@homelesshouston.org and follow the instructs provided in the email reply

Have you already been to eviction court?
Press 1 if No the court date is at a later date,
Press 2 if Yes - you have already been to eviction court

Client pressed 1
You are not currently eligible for services through Coordinated Access. You may be eligible for emergency rental assistance programs. Please visit houstonharrishelp.org, call 211 or call 713-874-6609

Client Pressed 2
Lead to CA Assessor to do diversion assessment

The Coalition for the Homeless does not provide general rental or utility assistance.
If you currently have an open eviction, please visit houstonharrishelp.org, or call 713-874-6609.
If you do not have an open eviction case, Please call 211 for general assistance.

The Coalition for the Homeless does not provide furniture assistance. Please visit the Houston Furniture Bank website and look at their list of partners who may be able to assistant you. If you have been housed through The Way Home please contact your *case manager to ask about this.*

2

Increasing Capacity

✔ Able to share work with a few other assessors in the system

📅 Creating **appointments to be** able to answer more calls and connect with those who were seeking assistance.

🚫 Still a mostly **manual process** – no data feedback loop available

📊 Starting to understand our data better

Appointment Process

Building the Motorcycle Version!

- Design Sprint with Connective
- Creating Feedback Loop
- Inclusive invitation to CoC to help design
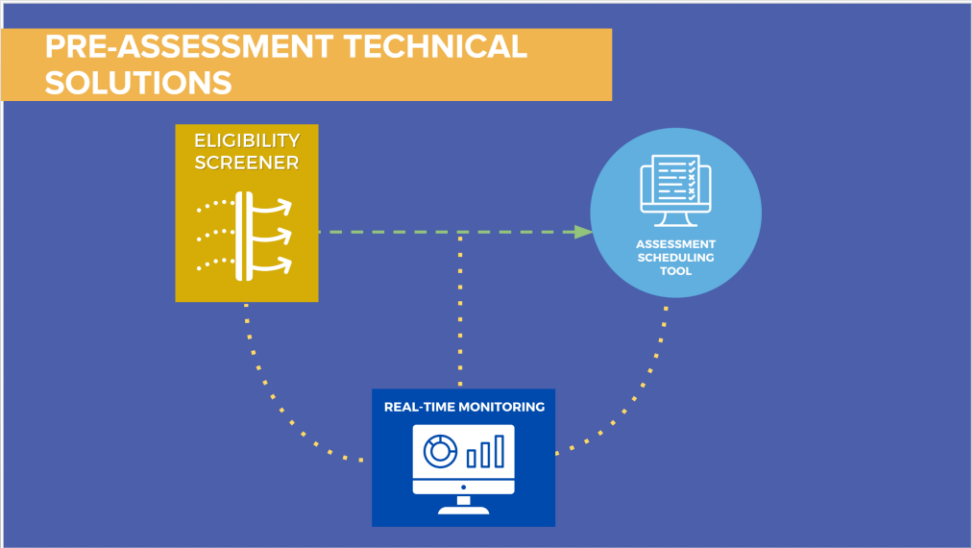
DESIGN QUESTION CENTERED IN THIS VISION

How might we improve the **pre-assessment intake process** (intake line, assessment scheduling, navigation and accessibility) for people experiencing homelessness and The Way Home partners?

The Way Home

PRE-ASSESSMENT TECHNICAL SOLUTIONS

ELIGIBILITY SCREENER

ASSESSMENT SCHEDULING TOOL

REAL-TIME MONITORING

UPDATED WORK PLAN SCHEDULE

	Design Session #1	Design Session #2	Design Session #3	Design Session #4	Design Session #5	Design Session #6		Design Session #7
	Week of July 18	Week of Aug 1	Week of Aug 15	Week of Aug 29	Week of Sept 20	Week of Oct 3		Mid/Late November
Overall Vision & Workflow	1st draft	2nd draft	Final					
Screening Form	1st draft	2nd draft	3rd draft	Final				
Assessment Scheduling Tool			1st draft	2nd draft	3rd Draft			
Notifications				1st draft	2nd draft	Final		
Data Privacy & Permission Sets						1st draft		Final
Implementation & Change Management								Final

Tool Build

PRE-ASSESSMENT TECHNICAL SOLUTIONS

ELIGIBILITY SCREENER

ASSESSMENT SCHEDULING TOOL

REAL-TIME MONITORING
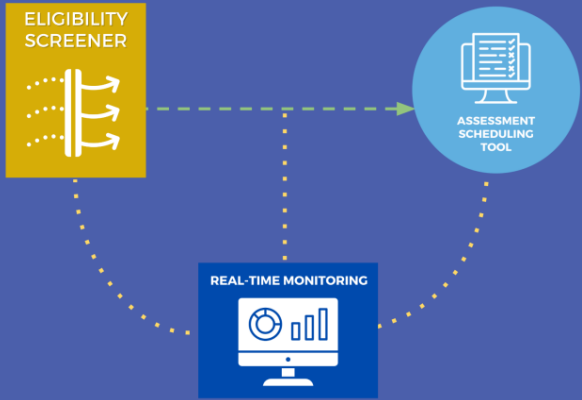
NOTIFICATIONS - SCREENER SUBMITTED

Screener Submitted → Assigned to Agency → Accepted by Agency for Assessment → Assessment Scheduled → Assessment Completed

Recipient	Notification
CFTH	[ASSESSMENT CASE]] has been created in the AST. Please review this submission & assign to an agency for assessment.
Assessment Agency Staff	
Service Seeker	Thank you for reaching out. The Coalition for the Homeless will review your case and then refer you to an agency that will complete a housing assessment to find out what housing assistance you might be eligible for. They will be reaching out in [TIMELINE]. Link to other resources - homeless card Screener response-specific resources based on responses

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NOTIFICATIONS - ASSIGNED TO AGENCY

Screener Submitted → Assigned to Agency → Accepted by Agency for Assessment → Assessment Scheduled → Assessment Completed

Recipient	Notification Purpose/Detail
CFTH	
Assessment Agency Staff	[ASSESSMENT CASE] has been assigned to your agency. Please review [ASSESSMENT CASE] and accept for assessment, or reject. If rejected, please detail reasons for denial.
Service Seeker	

NOTIFICATIONS - ACCEPTED FOR ASSESSMENT
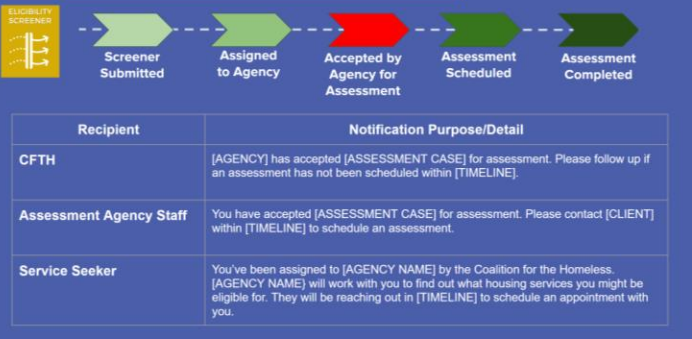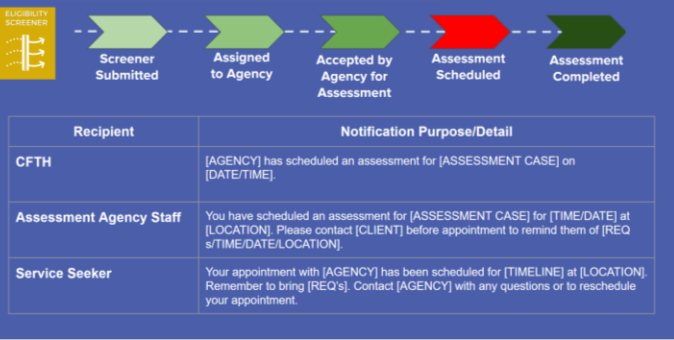
Screener Submitted → Assigned to Agency → Accepted by Agency for Assessment → Assessment Scheduled → Assessment Completed

Recipient	Notification Purpose/Detail
CFTH	[AGENCY] has accepted [ASSESSMENT CASE] for assessment. Please follow up if an assessment has not been scheduled within [TIMELINE].
Assessment Agency Staff	You have accepted [ASSESSMENT CASE] for assessment. Please contact [CLIENT] within [TIMELINE] to schedule an assessment.
Service Seeker	You've been assigned to [AGENCY NAME] by the Coalition for the Homeless. [AGENCY NAME] will work with you to find out what housing services you might be eligible for. They will be reaching out in [TIMELINE] to schedule an appointment with you.

NOTIFICATIONS - ASSESSMENT SCHEDULED

Screener Submitted → Assigned to Agency → Accepted by Agency for Assessment → Assessment Scheduled → Assessment Completed

Recipient	Notification Purpose/Detail
CFTH	[AGENCY] has scheduled an assessment for [ASSESSMENT CASE] on [DATE/TIME].
Assessment Agency Staff	You have scheduled an assessment for [ASSESSMENT CASE] for [TIME/DATE] at [LOCATION]. Please contact [CLIENT] before appointment to remind them of [REQs/TIME/DATE/LOCATION].
Service Seeker	Your appointment with [AGENCY] has been scheduled for [TIMELINE] at [LOCATION]. Remember to bring [REQ's]. Contact [AGENCY] with any questions or to reschedule your appointment.

NOTIFICATIONS - ASSESSMENT COMPLETED

Screener Submitted → Assigned to Agency → Accepted by Agency for Assessment → Assessment Scheduled → Assessment Completed

| Recipient	Notification Purpose/Detail
CFTH	[AGENCY] has completed an assessment for [ASSESSMENT CASE]. Please review results and [NEXT STEPS].
Assessment Agency Staff	
Service Seeker	Congratulations, you've completed your appointment! You are eligible for [SERVICES]. Coalition for the Homeless will now place you on the waiting list and match you with an agency that can help you when services become available.

There's a Feedback Loop!

HEADWAY

How Houston Moved 25,000 People From the Streets Into Homes of Their Own

The nation's fourth-largest city hasn't solved homelessness, but its remarkable progress can suggest a way forward.
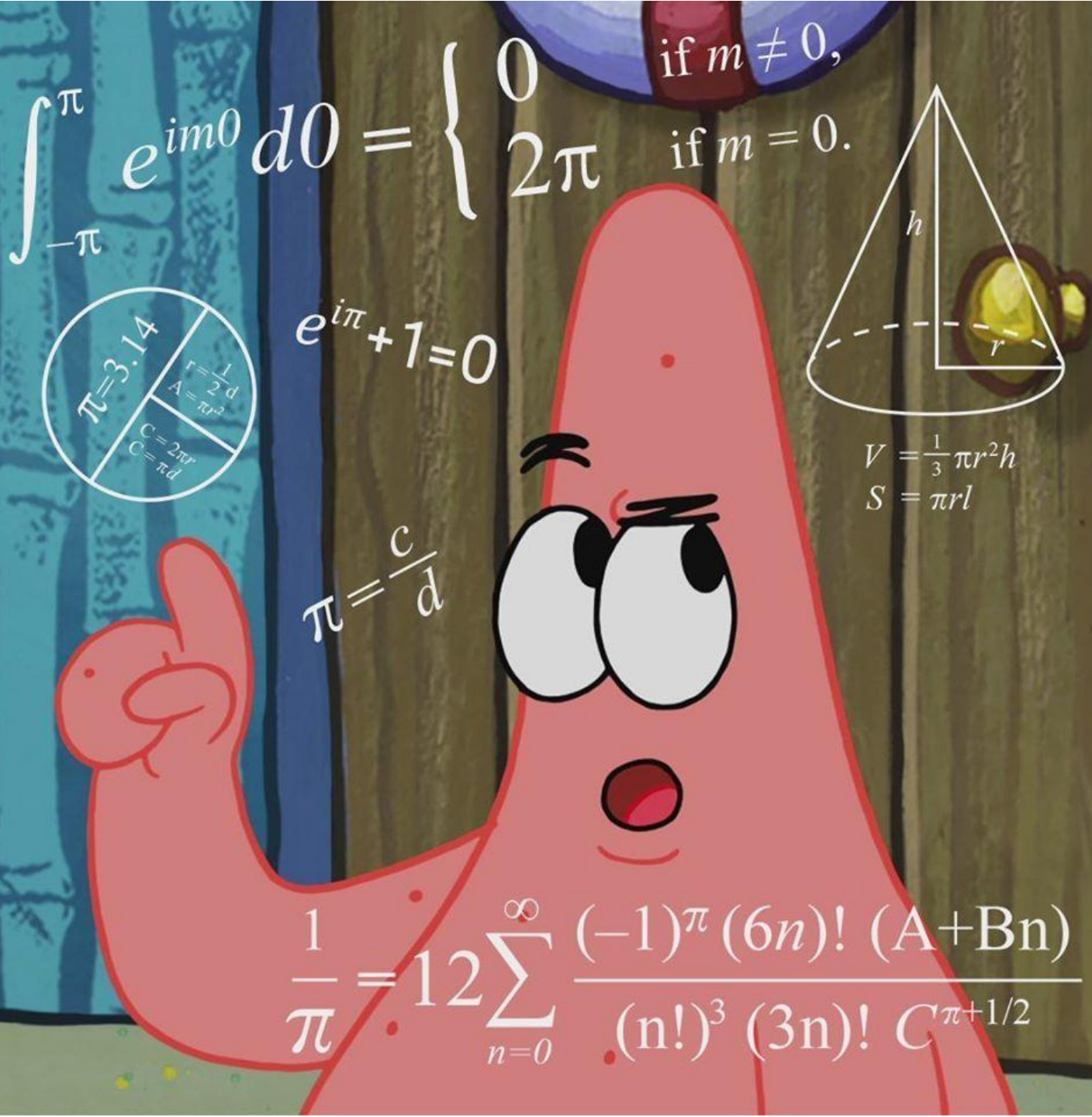
"Ten years ago, homeless veterans, one of the categories that the federal government tracks, waited 720 days and had to navigate 76 bureaucratic steps to get from the street into permanent housing with support from social service counselors. Today, a streamlined process means the wait for housing is 32 days."
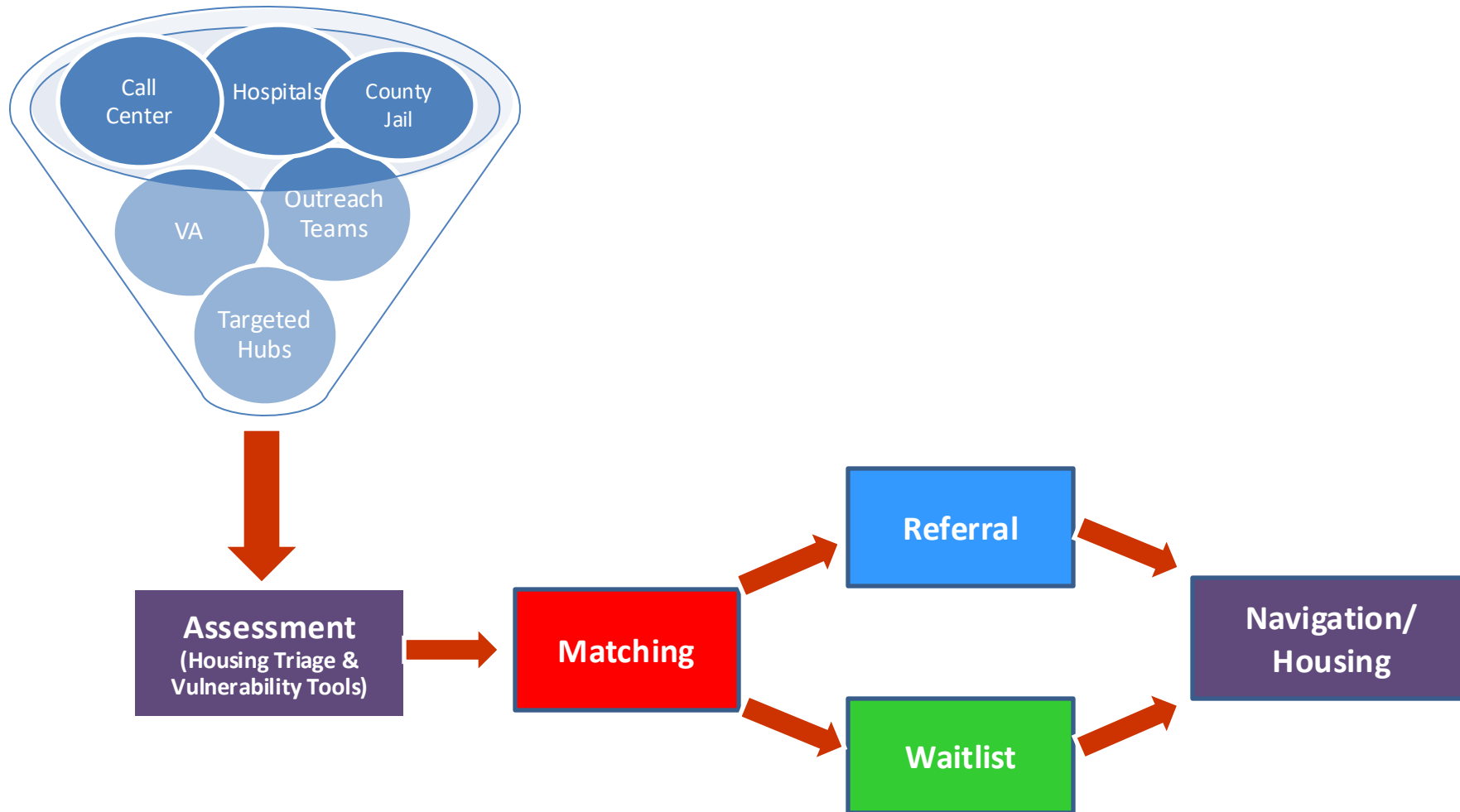
HMIS	Referral Date	Housing Program	Navigator	Days since Referral	Notes
465463	9/10/2023	Scatter Site 1	Jonathan Danforth	18	
235436	8/15/2023	Temenos	Kenneth Eakins	44	
234	1/12/2023	Harrisburg	Kenneth Eakins	259	Client is awaiting current resident to complete transfer to assisted living for ADA unit.
2355	5/24/2023	Temenos	Allison Hollmann	127	Client approved but unit awaiting a replacement AC unit. Original delivery date was supposed to be 8/15/23
1412	6/25/2023	Linda Vista	Danielle Gonzalez	95	Awaiting inspection for move in. Danielle will ask housing authority at meeting on 9/25/23
2145	7/30/2023	Linda Vista	Sean Quitzau	60	

Funder Driven Hot Spot Reporting:
- Outreach Contacts
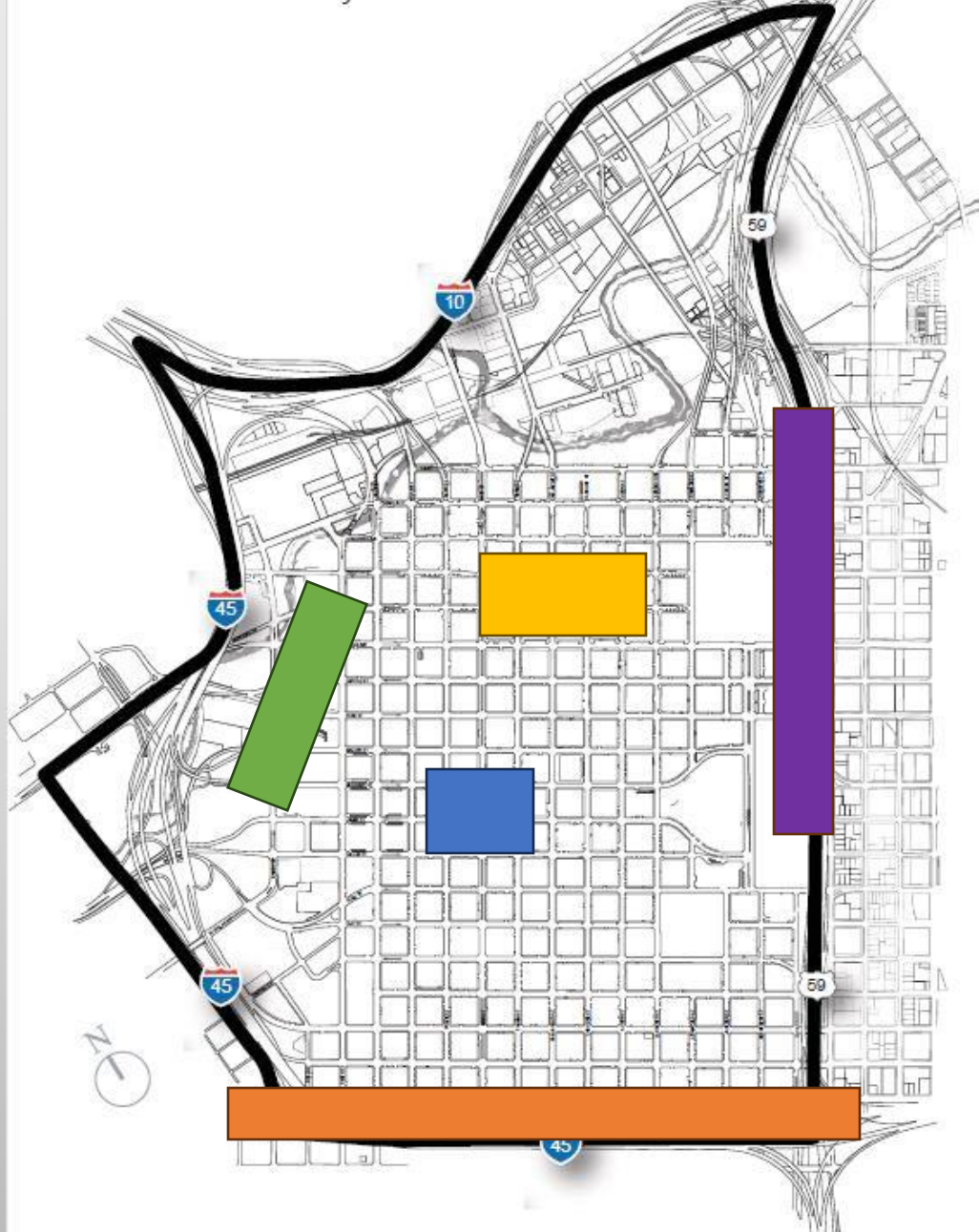- CE Assessments
- CE Referrals
- Housing Placements

+

HMIS SO Dashboard:
- Hot Spot(s)
- Days since last service
- Days since CE Assessment
- CE Referral Date

=

Housing Focused Outreach:
- Outreach priorities set based on ques in the dashboard
  - Which hot spot has received new housing referrals
  - Where has there been a break in services?
  - What location is lacking CE Assessments?

Houston Downtown Management District
District Boundary

Select Client	Client	Enrollment	Enroll Date	Days Enrolled	Location Detail ⬍	Referral Date ⬍	Referral	Provider Name	Referral Result
👤		SEARCH MMD Outreach	09/06/2022	8	Mid-main	09/07/2022	Coordinated Access Permanent Supportive Housing Referral	SEARCH - Temenos II	Accepted
👤		SEARCH MMD Outreach	07/12/2022	64	Main	09/07/2022	Coordinated Access Permanent Supportive Housing Referral	SEARCH - Temenos II	Accepted
👤		SEARCH MMD Outreach	08/18/2022	27	Mid Main	09/06/2022	Coordinated Access Permanent Supportive Housing Referral	SEARCH - Harrisburg	Accepted
👤		SEARCH MMD Outreach	07/14/2022	62	Mid Main	09/06/2022	Coordinated Access Navigation Referral	EHV CCHP 2.0 Navigation TSA	Accepted
👤		SEARCH MMD Outreach	08/30/2022	15	wheeler	08/30/2022	Income Now Referral	Star of Hope Men's (Income Now)	Accepted
👤		SEARCH MMD Outreach	06/14/2022	92	Mid Main	08/30/2022	Coordinated Access Permanent Supportive Housing Referral	HCCSD PSH	
👤		SEARCH MMD Outreach	07/26/2022	50		08/30/2022	Coordinated Access Permanent Supportive Housing Referral	HCCSD PSH	
👤		SEARCH MMD Outreach	09/06/2022	8	Mid main/LOTS	08/25/2022	Income Now Referral	The Salvation Army (Income Now)	Accepted
👤		SEARCH MMD Outreach	08/24/2022	21	Mid Main	08/24/2022	Income Now Referral	Workforce Solutions - Acres Homes (Income Now)	

Outreach Coverage and Coordination

Call to Action

1. Geographic Coverage
2. Weekly Engagement
3. Access to Coordinated Entry

Criteria and Benchmark for Achieving the Goal of Ending Chronic Homelessness

The U.S. Interagency Council on Homelessness and its 19 federal member agencies have adopted a vision of what it means to end homelessness in this country, ensuring that it is a rare, brief, and one-time occurrence. In order to help focus and drive progress, we are also developing specific criteria and benchmarks for communities to use as they take action toward goals set forth in *Opening Doors*.

Criteria and benchmarks work together to provide a complete picture of a community's response to homelessness. While the criteria focus on describing essential elements and accomplishments of the community's response, a benchmark serves as an indicator of whether and how effectively that system is working. These criteria and benchmarks represent our best thinking at this time. We will continue to review and evaluate their effectiveness as more communities approach and succeed in meeting these goals.

We know that permanent housing with individually tailored supportive services is the solution to chronic homelessness. To make sure all individuals experiencing chronic homelessness are on a quick path to permanent housing – and that no one else falls into chronic homelessness – communities need robust, coordinated systems that are focused on the same shared outcomes. These criteria and benchmark are intended to help communities build and fine-tune those systems, to help define the vision of ending chronic homelessness for individuals within communities[i], and to align local efforts in support of that vision, with a focus on long-term, lasting solutions.
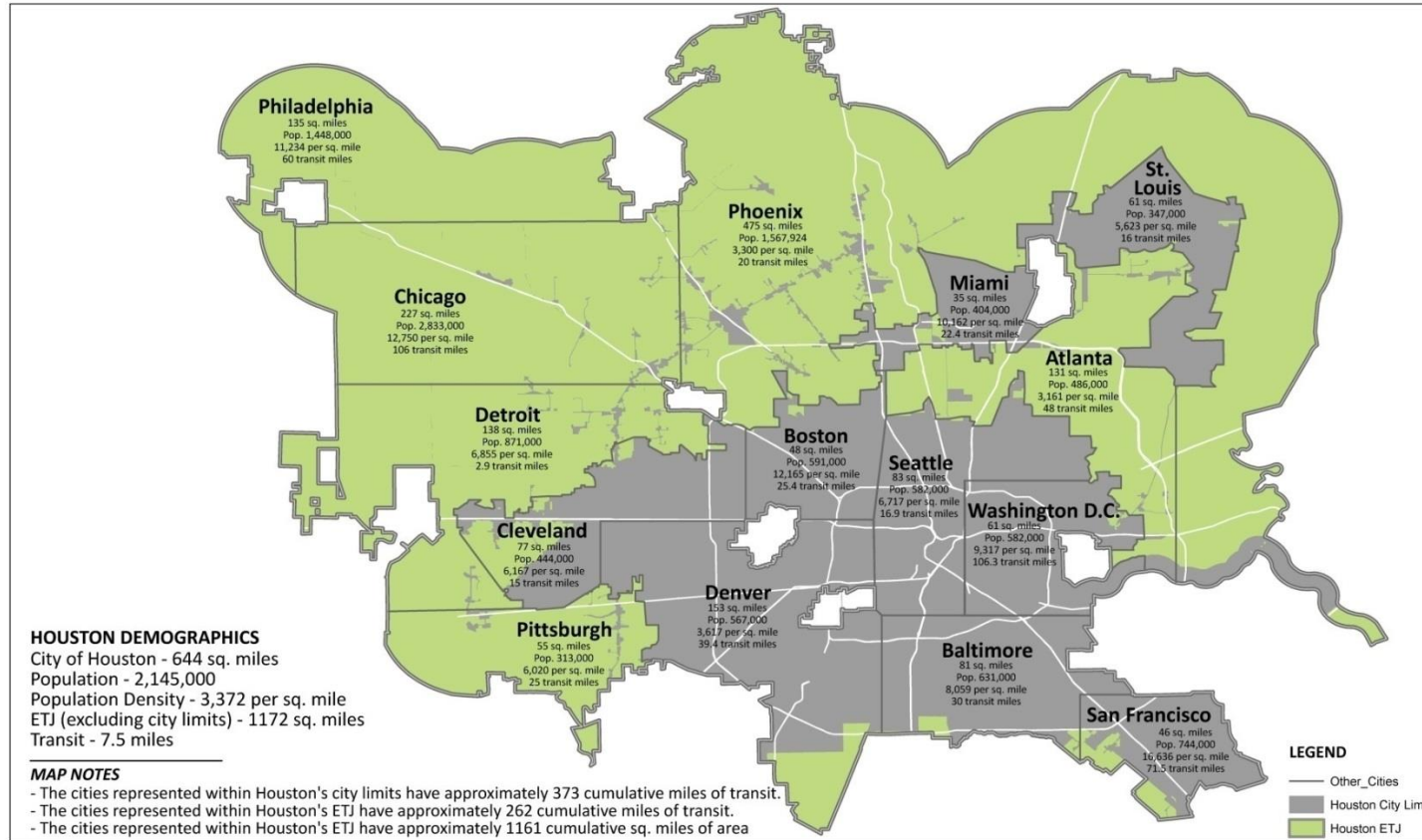
Use the self-assessment questionnaire to further assist you in determining whether your community has achieved the criteria and benchmark, and whether your system has a comprehensive outreach strategy, and a robust, real-time tracking system.

CRITERIA

1. The community has identified and provided outreach to all individuals experiencing or at risk for chronic homelessness, and prevents chronic homelessness whenever possible.

My, how big you are!!

HOUSTON DEMOGRAPHICS
City of Houston - 644 sq. miles
Population - 2,145,000
Population Density - 3,372 per sq. mile
ETJ (excluding city limits) - 1172 sq. miles
Transit - 7.5 miles

MAP NOTES
- The cities represented within Houston's city limits have approximately 373 cumulative miles of transit.
- The cities represented within Houston's ETJ have approximately 262 cumulative miles of transit.
- The cities represented within Houston's ETJ have approximately 1161 cumulative sq. miles of area

LAND AREA COMPARISON : HOUSTON AND OTHER U.S. TRANSIT CITIES
Source: City of Houston, U.S. Census Bureau (2006 Population Estimates and 2000 Land Areas), Wikipedia
November 10, 2010

www.knudsonlp.com

Houstonia Feb 2016

The Reverse PIT

What is the PIT

Why collect data on one night vs HMIS

Leading to strategy to engage outreach partners?
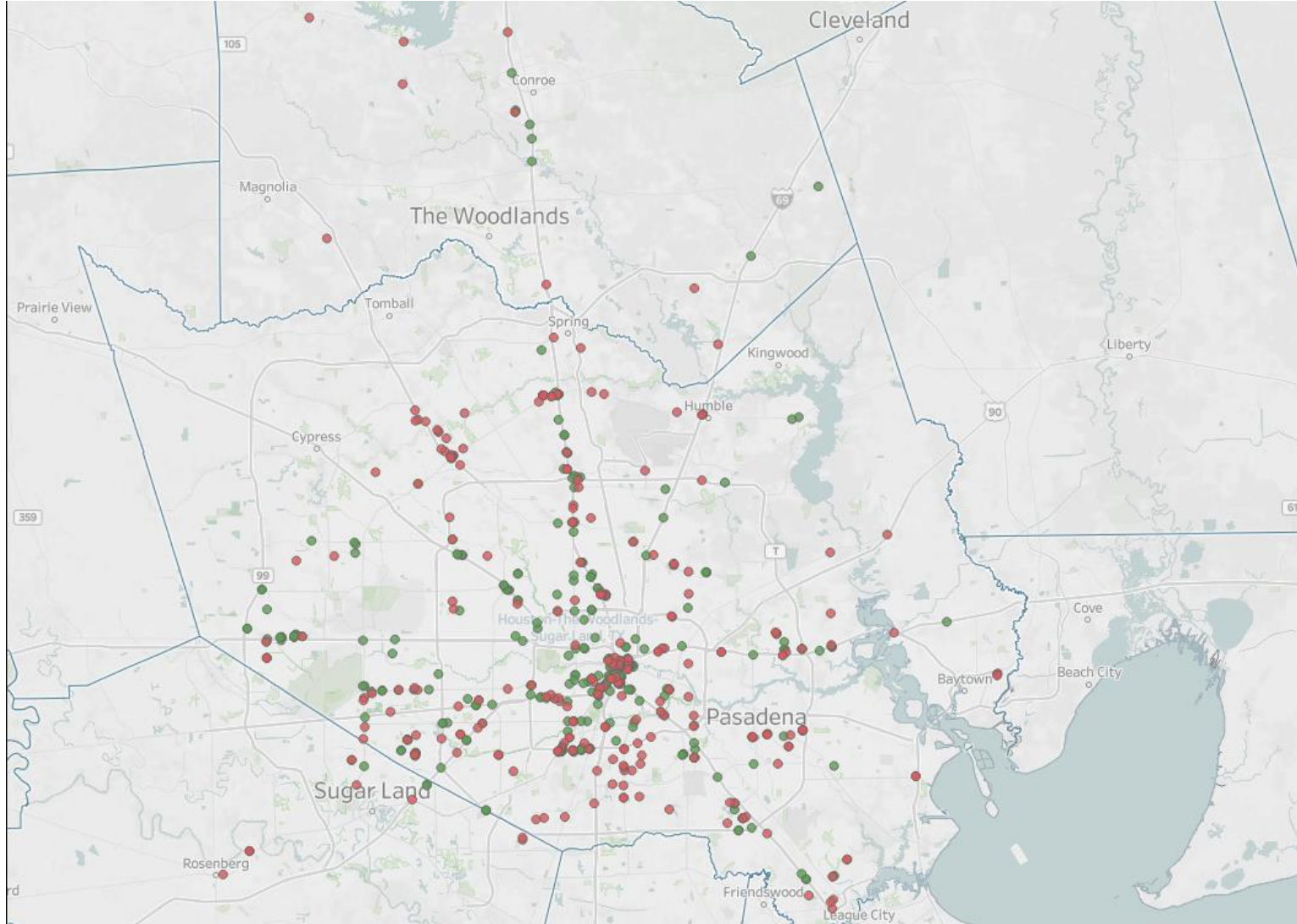
Develop wider net of outreach coverage

Promote re-engagement leading to benefits such as locating persons prioritized on the BNL, etc.

Partner engagement strategies

Different milestones of approach ie start by locating people found during the PIT, move towards ongoing data collection, etc.
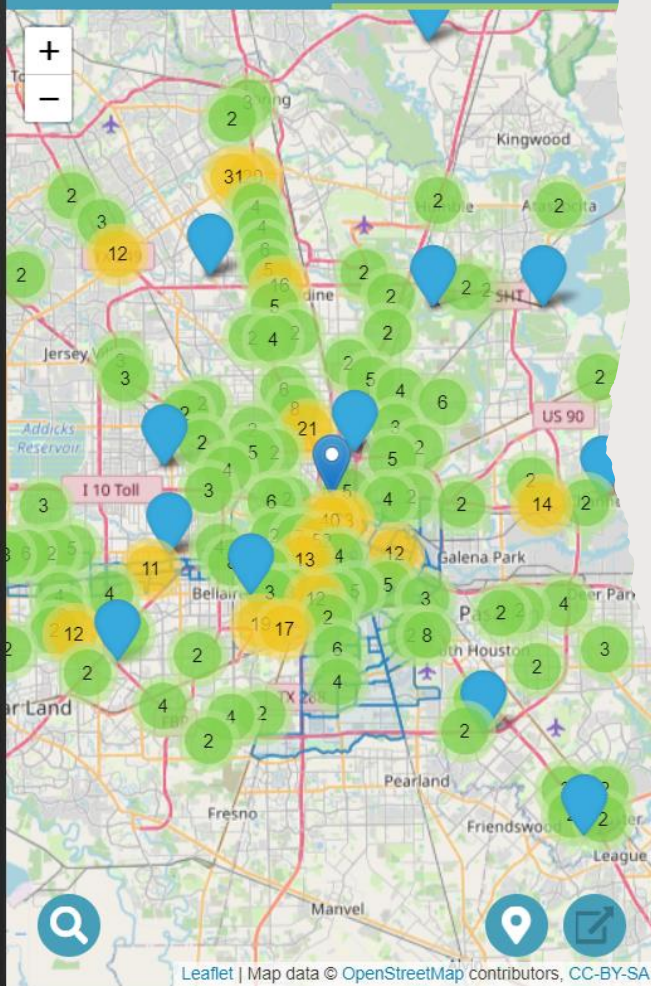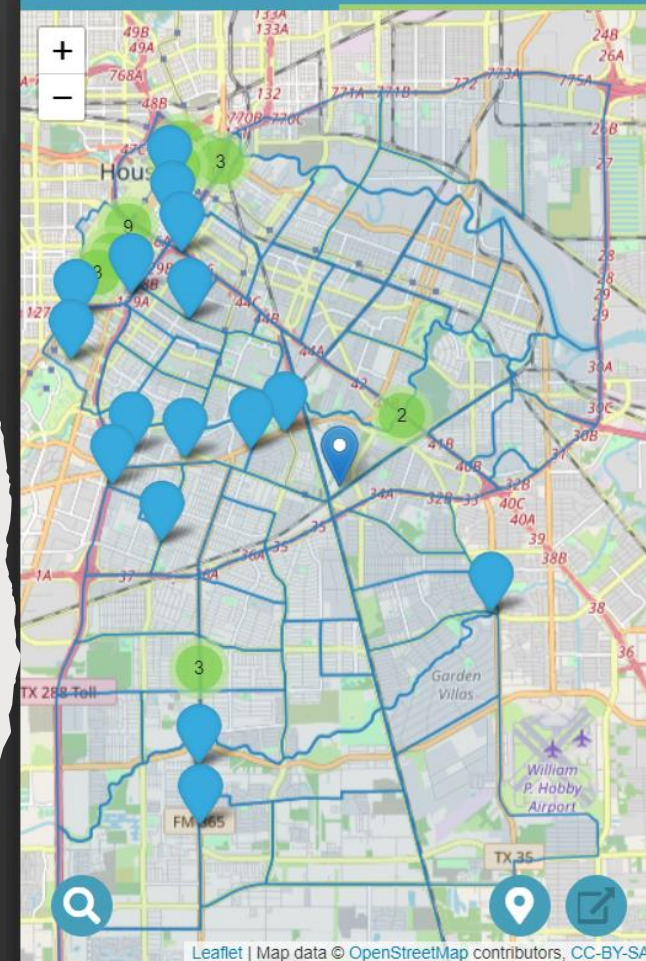
HMIS and PIT Data Match

First Pass

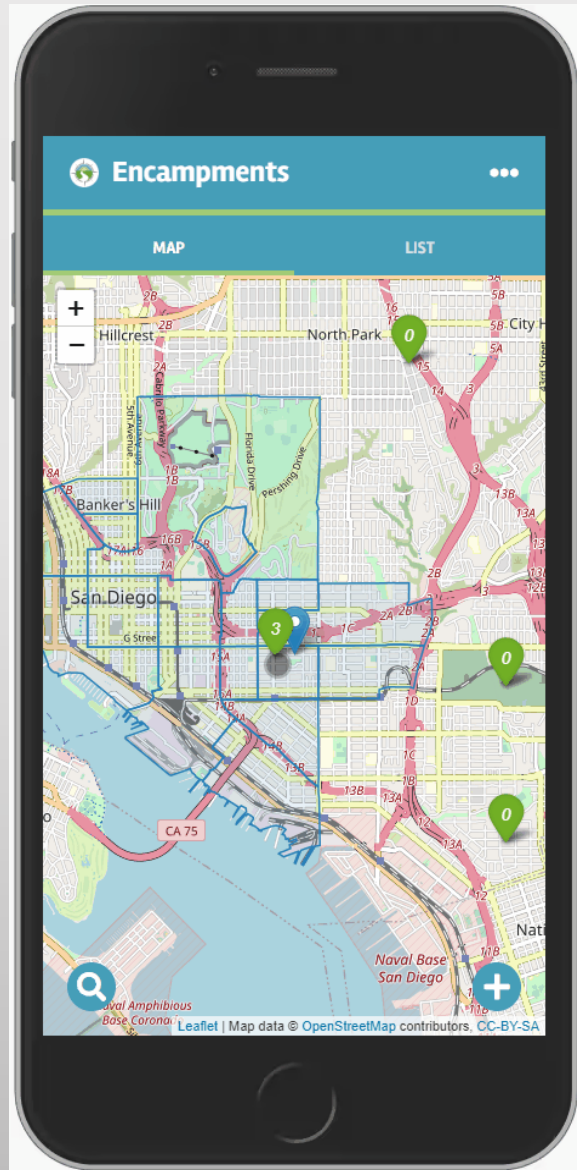- 12 providers?
- Chronic Homelessness
  - Around 350 persons

Meeting Needs

Keeping it Going
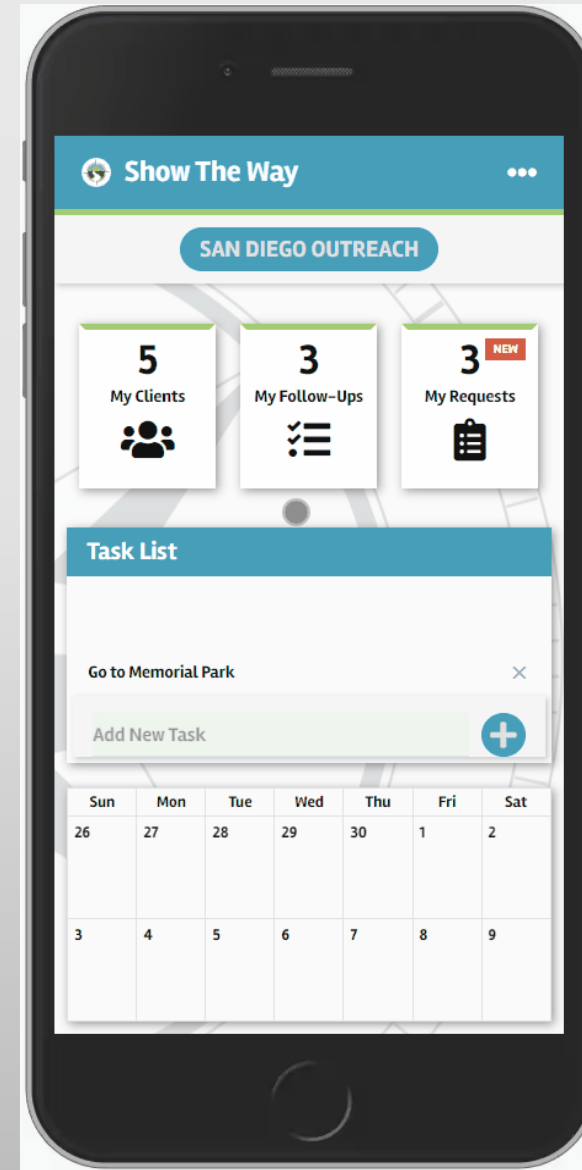
MASLOW'S HIERARCHY OF NEEDS
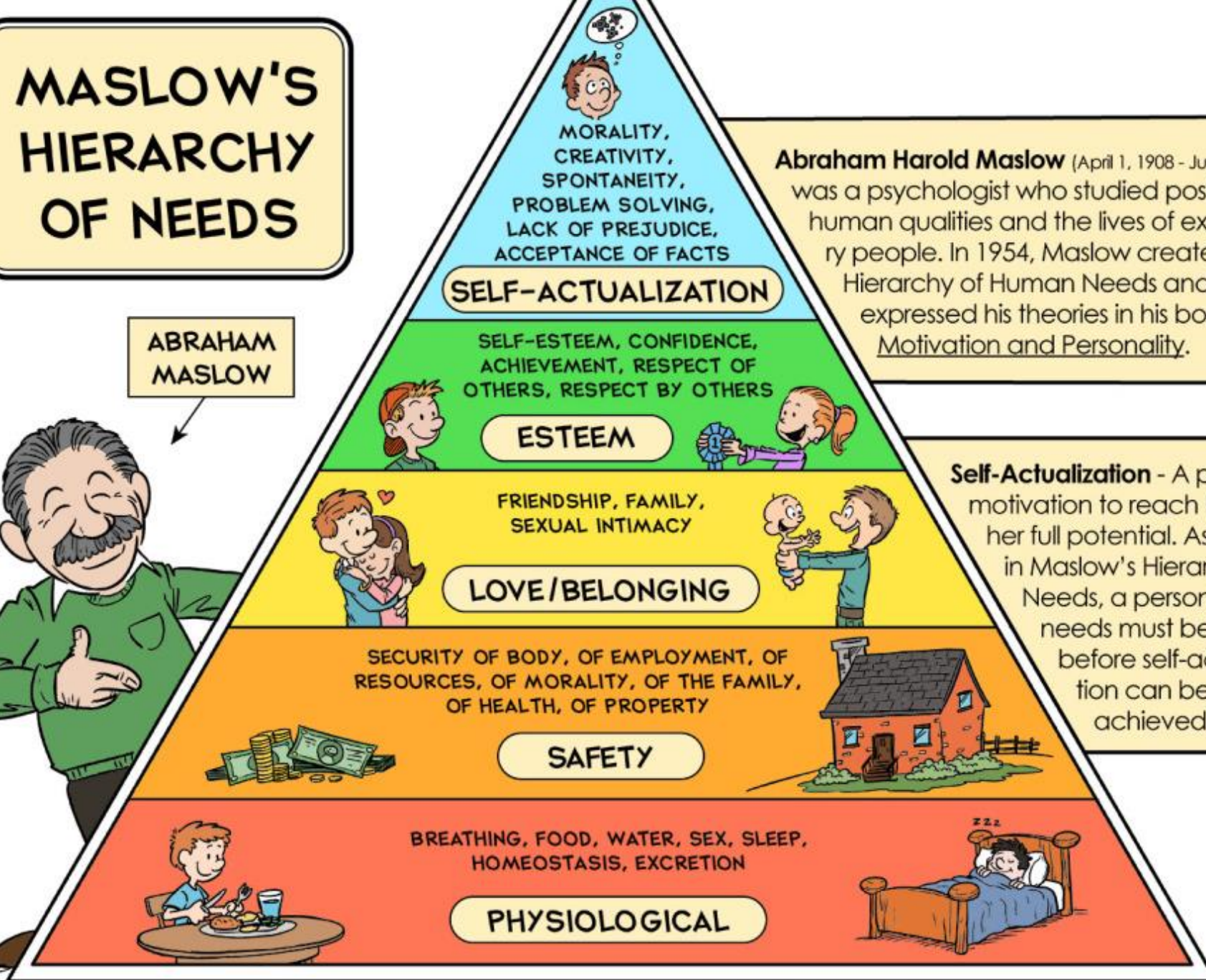
ABRAHAM MASLOW

MORALITY, CREATIVITY, SPONTANEITY, PROBLEM SOLVING, LACK OF PREJUDICE, ACCEPTANCE OF FACTS

SELF-ACTUALIZATION

SELF-ESTEEM, CONFIDENCE, ACHIEVEMENT, RESPECT OF OTHERS, RESPECT BY OTHERS

ESTEEM

FRIENDSHIP, FAMILY, SEXUAL INTIMACY

LOVE/BELONGING

SECURITY OF BODY, OF EMPLOYMENT, OF RESOURCES, OF MORALITY, OF THE FAMILY, OF HEALTH, OF PROPERTY

SAFETY

BREATHING, FOOD, WATER, SEX, SLEEP, HOMEOSTASIS, EXCRETION

PHYSIOLOGICAL

Abraham Harold Maslow (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, Motivation and Personality.

Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.

38

Encampment Decommissioning

Wheeler March 2018
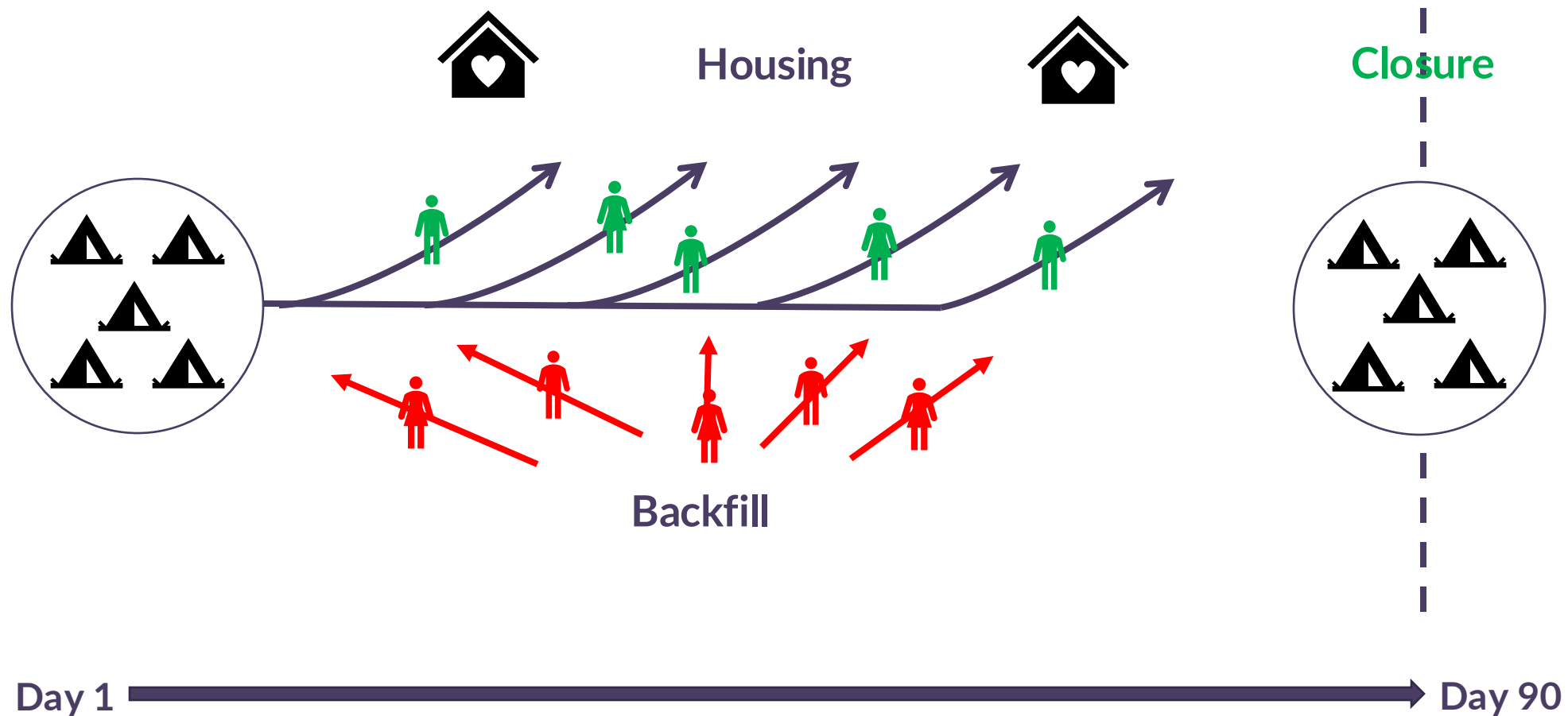
73 individuals

- 73% housed
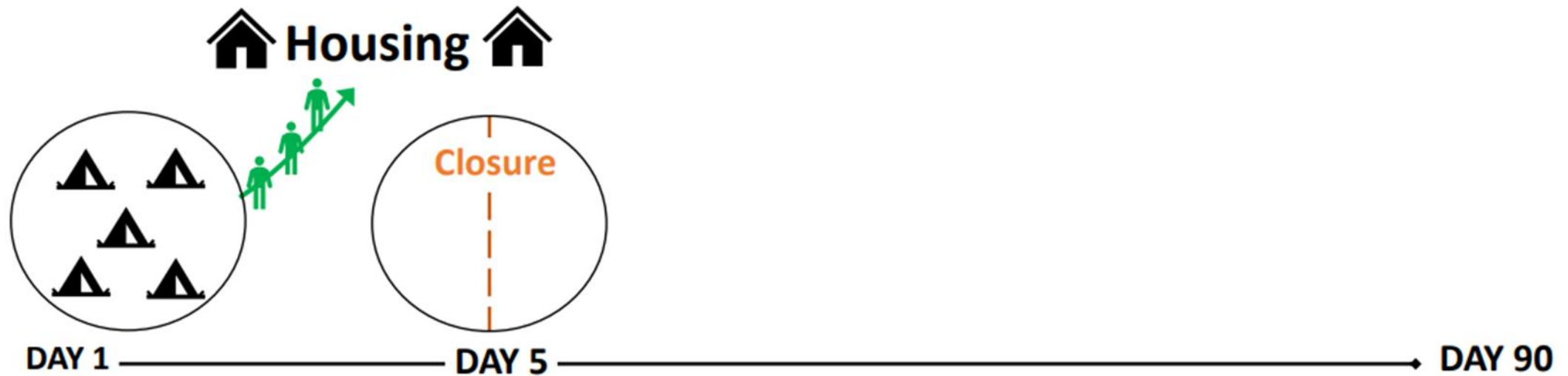- 5% refused
- 22% left

Chartres September 2019

286 individuals

- 70% housed
- 8% refused
- 22% left

Initial Lessons Learned

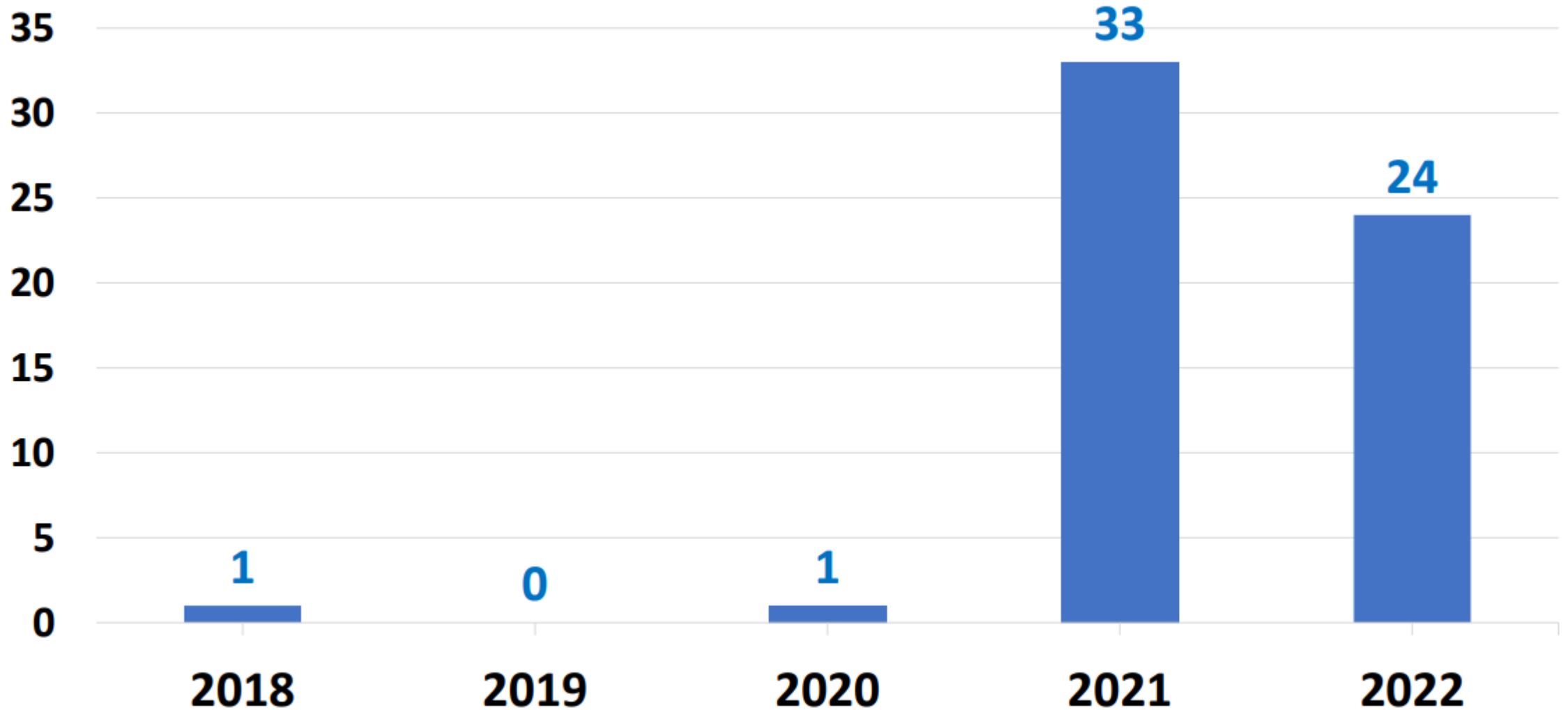Housing

Closure

Backfill

Day 1 → Day 90

Solution: Following A By-Name List

Encampment Site Selection Criteria

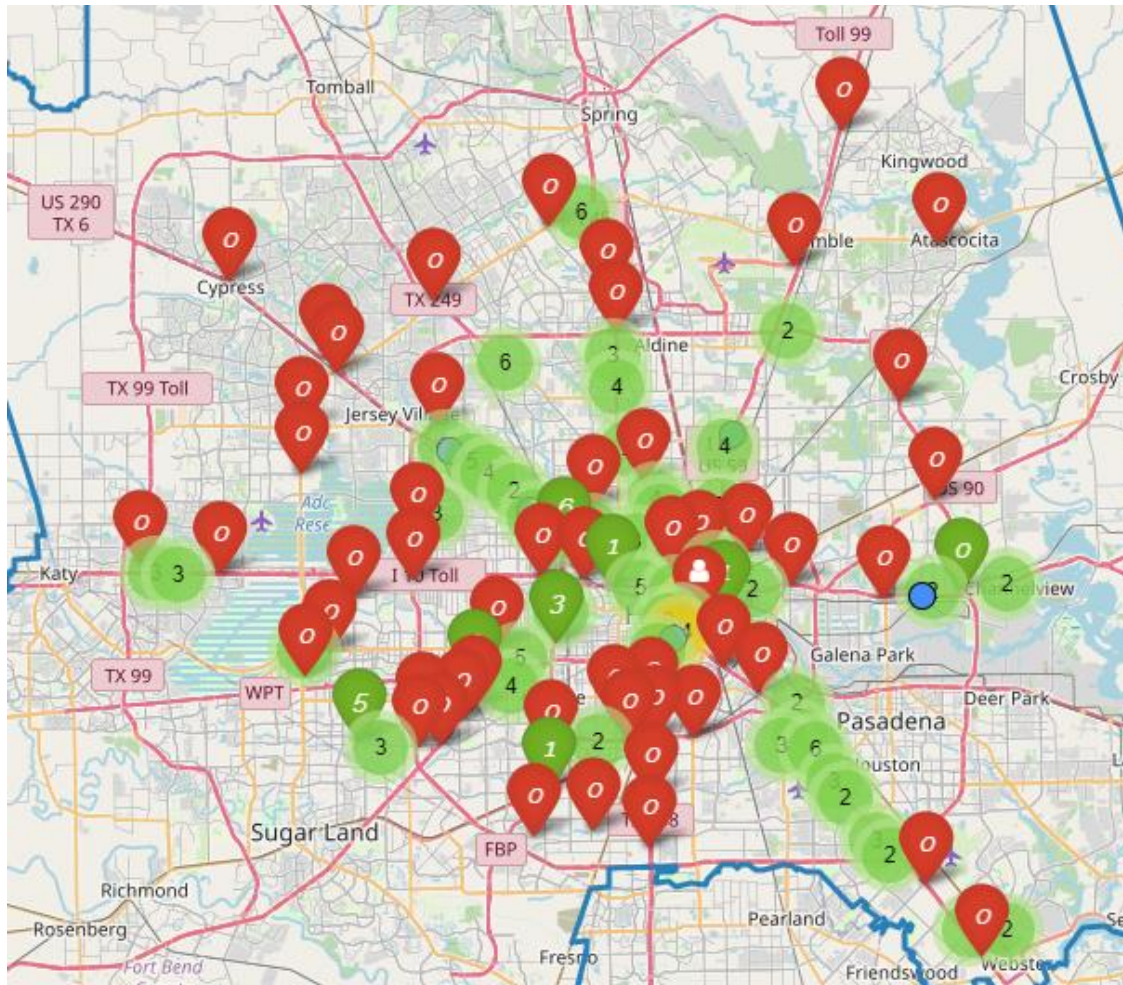Community Concerns

Vulnerability of Population

Environmental Risks

Public Safety of Encampment Residents

Public Health Hazards

Using Data to Support Encampment Prioritization

Reviewing and Revising

Encampments Decommissioned

57

Individuals Engaged

343

Individuals Housed

307 (90%)

Indiv. Housed by System*

267 (78%)

*in permanent housing or at Temp. Nav. Center awaiting permanent housing placement.

Location	Number of Encampments	Number of Inhabitants	Refused	Self-Resolved	Housed by System	Total Housed (Self + System)	Wellness Cntr - "Bonus" Clients
45 N / Crosstimbers	2	28	1	1	26	27	0
500 Fannin	1	11	1	0	10	10	0
Triangle	1	3	0	0	3	3	0
Allen Parkway / 45N	2	53	3	4	46	50	0
Hollister/Tidwell	1	10	0	2	8	10	0
i10 W / Silber	1	2	2	0	0	0	0
59 SW / F.V. + Westpark	2	11	7	0	4	4	0
US90 / S Post Oak	1	2	1	0	1	1	0
Louisiana / Pierce (Fed Building)	1	8	2	1	5	6	0
i10 W - San Felipe / Blalock	2	3	1	1	1	2	0
290 corridor - part 1	5	17	2	1	14	15	0
290 corridor - part 2	4	21	3	1	17	18	0
610-Heights	1	10	1	1	8	9	0
Hamilton / "Hilltop"	1	35	5	8	22	30	0
45 South part 1	3	22	0	3	19	22	3
45 South part 2	5	17	0	1	16	17	0
610 / Post Oak	1	2	0	2	0	2	0
45 North- Tidwell to Beltway 8	3	20	2	6	12	18	0
610 NW	4	11	2	0	9	9	1
610 W / Uptown	4	12	2	3	7	10	0
610 SW / Beechnut	1	3	0	0	3	3	0
i10 W / Houston Ave	1	2	0	1	1	2	0
i10 E - City	1	1	0	0	1	1	0
45 N Central	3	6	0	0	6	6	0
288 Central / Section H	2	1	0	0	1	1	0
610 E / Fulton	1	4	0	2	2	4	2
Spur / Richmond	2	13	0	0	13	13	1
Spur / West Alabama	1	14	0	2	12	14	1
Total	**57**	**343**	**36**	**40**	**267**	**307**	**8**

Successes

COVID funds help speed housing effort for homeless

By R.A. Schuetz
STAFF WRITER

At the southern corner of downtown, underneath the tangle of freeways where I-45 meets I-69, Monday night was filled with quiet anticipation. Housing was coming.

In the encampment called home by roughly three dozen, Steven Dennis couldn't sleep. Regina Tut talked of her excitement. A man named Angel wondered if he could finally start anew.

And as the morning broke, balmy and clear, there they were: Staff from a collection of groups working to serve the homeless were raising a white canopy a few yards from the double row of tents sheltered beneath I-45. Housing navigators and case managers setting up at tables and folding chairs underneath. A van from Metro that would drive people to a converted hotel, where they'd live until connected with permanent housing, pulling up at the side of the block.

Since more than $65 million in COVID-related funding has poured into Houston and Harris County's coffers, they have worked in tandem with a number of partners to ramp up the housing units available to move people out of homelessness. As they've done so, they've picked up the pace at which homeless encampments are being "decommissioned" — the group's term for offering the residents of a camp permanent housing, then clearing the site, usually with fencing, to prevent the camp from reforming. The process provides a way out of chronic homelessness to the many who choose housing and the services that go with it, a dislocation to the smaller group who do not.

The ultimate success of Houston's encampment strategy could have rippling effects across the country. Cities including Austin and Dallas are seeking to emulate Houston's program, said Marc Eichenbaum, special assistant to the mayor for homeless initiatives; others, including Denver and Spokane, Wash., are watching closely.

Homeless continues on A13

Marie D. De Jesús / Staff photographer

A man gathers his belongings from an encampment under I-45 before getting transported to new housing.

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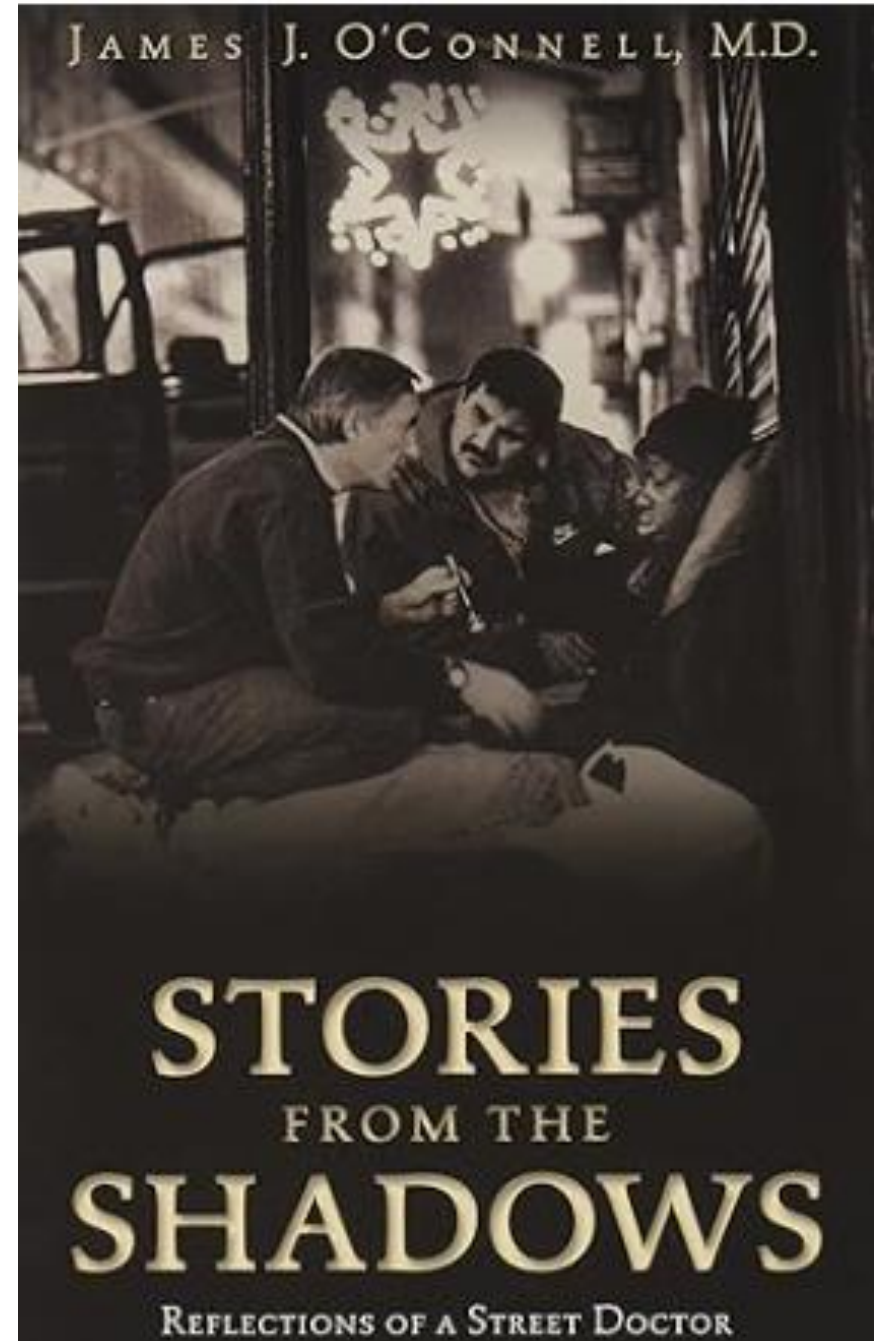
Care and Resource Prioritization

History of the VI-SPDAT

- Vulnerability Index – Service Prioritization Assistance Tool (VI-SPDAT) was created by Community Solutions and OrgCode

- Self-Reported information

- No scaling for scoring criteria (every factor is weighted equally)

- Found to have racial and gender bias as well as bias against people with mental health conditions

- Additional work for staff, and data collection fatigue for PEH

- Focuses largely on people who seek services

- No longer supported by OrgCode as a tool for housing prioritization
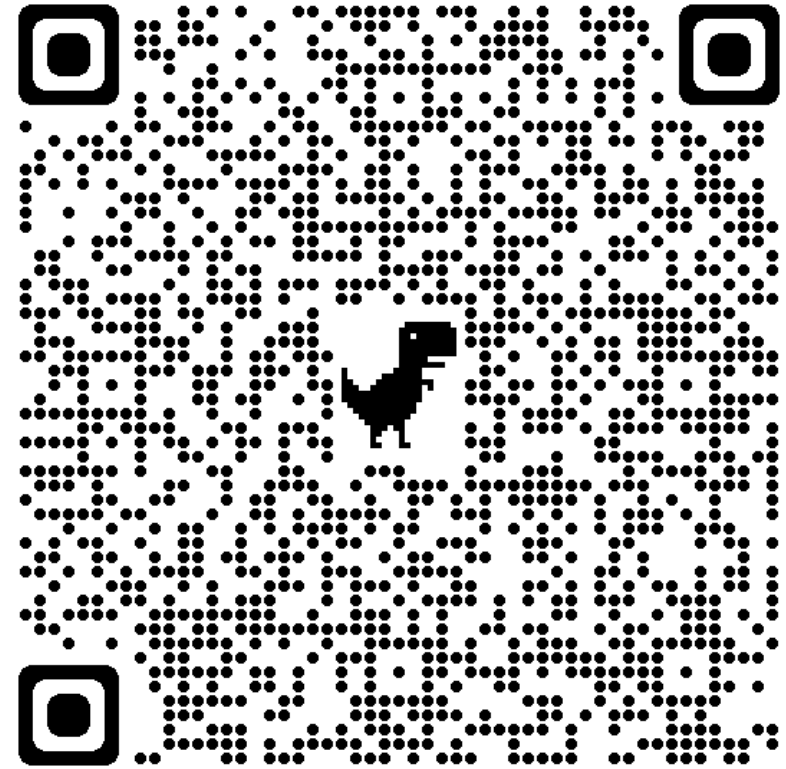
"as more studies become available, I believe that the length of time homeless will be the single most important predictor of premature mortality"

Dr. Jim O'Connell
Boston Healthcare for the Homeless
Co-creator of the Vulnerability Index

JAMES J. O'CONNELL, M.D.

STORIES
FROM THE
SHADOWS

REFLECTIONS OF A STREET DOCTOR

Exhibit D – Using Bed Utilization to Determine Chronic Users of Shelter Services

Are we maximizing the impact of our resources?

Who are we serving?

HomelessData

Kevin

By Name List

HUD Vendor Test Kit: November 2021

Overview Map | Client By-Name List

27 Already Active + 8 Newly Identified 1 Returned to Active − 5 Housing Placements 4 Other Exits = 31 Actively Homeless

Group Data Visibility | Filter Bar Visibility | Reconfigure Columns | Clear Filters

☐ Hide Inactive Clients

Drag a column header here to group by that column

	HMIS Client ID	Age	Gender	Project	Project Type	Total Days Homeless ↓	Disabling Condition	Veteran	Chronic	Youth	Last Activity	Actively Homeless	Total Days Homeless ↓	Identification Date	Newly Identi
							⊃ Yes								
↗	23493	121	Female	Emer...	Emergenc...	1658	Yes	No	Yes	No	05/16/2017	Yes	1658	05/16/2017	No
↗	154529	36	Male	Emer...	Emergenc...	1633	Yes	No	No	No	10/23/2017	Yes	1633	04/03/2016	No
↗	71387	40	Female	Emer...	Emergenc...	1608	Yes	No	No	No	08/02/2017	Yes	1608	02/03/2015	No
↗	217679	44	Female	Emer...	Emergenc...	1606	Yes	No	Yes	No	07/31/2017	Yes	1606	07/02/2017	No
↗	104837	121	Female	Emer...	Emergenc...	1576	Yes	No	No	No	08/26/2017	Yes	1576	07/31/2017	No
↗	376559	71	Male	Emer...	Emergenc...	1545	Yes	No	No	No	09/06/2017	Yes	1545	09/06/2017	No
↗	310400	31	Male	Emer...	Emergenc...	1525	Yes	No	No	No	09/26/2017	Yes	1525	09/26/2017	No
↗	62147	120	Female	APR -...	Emergenc...	1293	Yes	No	Yes	No	05/16/2018	Yes	1293	05/16/2018	No
↗	62052	35	Male	APR -...	Emergenc...	1268	Yes	No	No	No	10/23/2018	Yes	1268	04/03/2017	No
↗	62471	39	Female	APR -...	Emergenc...	1243	Yes	No	No	No	08/02/2018	Yes	1243	02/03/2016	No
↗	62114	43	Female	APR -...	Emergenc...	1241	Yes	No	Yes	No	07/31/2018	Yes	1241	07/02/2018	No
↗	61961	120	Female	APR -...	Emergenc...	1211	Yes	No	No	No	08/26/2018	Yes	1211	07/31/2018	No

Export to... | Run Report... | Send Aggregate Results

Calculations as of: May 18th 2023 12:00:00 Total Clients: 36

Need help? Contact Support

"What gets measured gets improved."

Peter Drucker

How do we know if what we are doing is working?

Measuring Our Performance

Coordination of Care / Referrals

Shelter Screening/Assessment/Referral	Yes
Shelter Screening/Assessment Outcome	Referral to Emergency Shelter/Safe Haven bed opening
Location of Shelter or Diversion Referral	Shelter Project 2
Referral Result	
Referral Result Date	

Response: Accept/Reject Etc.

Referral

RESOURCE 1: HMIS
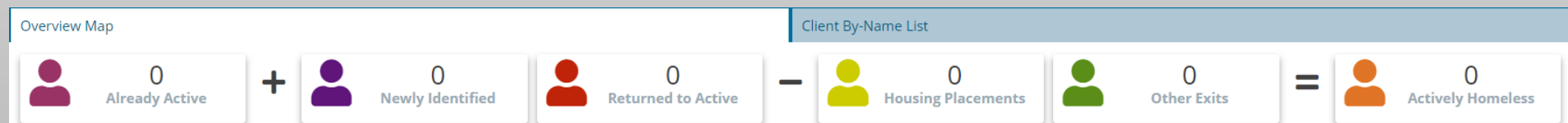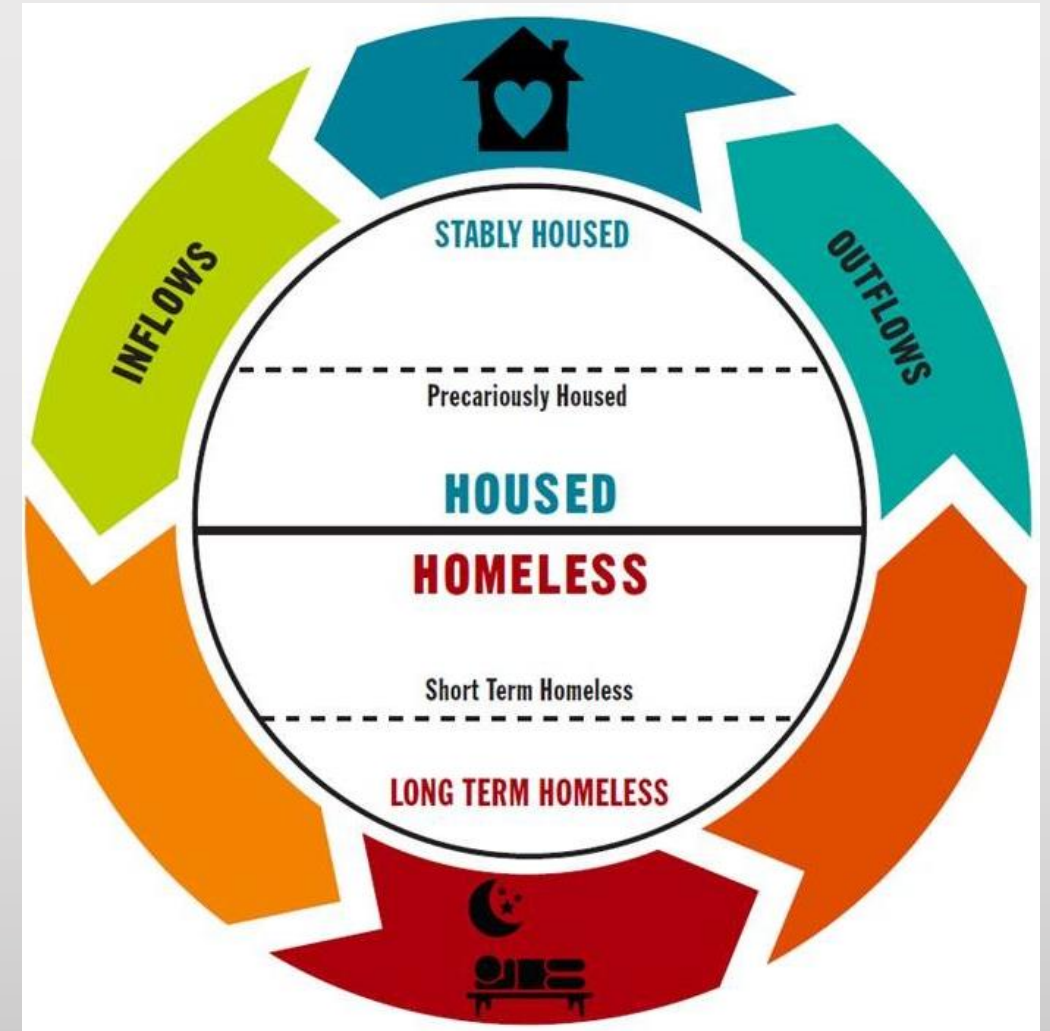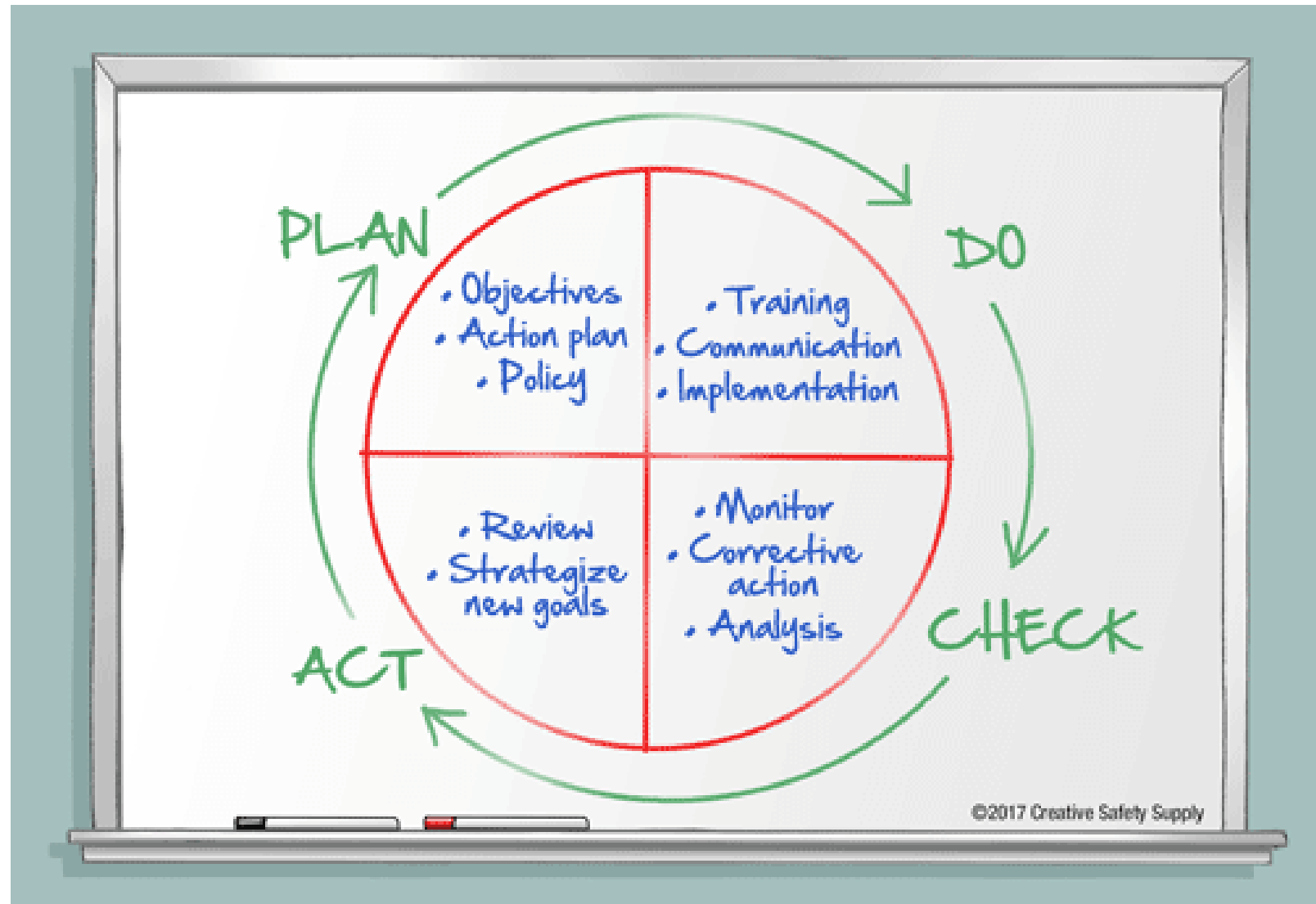
RESOURCE 2: PATH

Source: NY Times
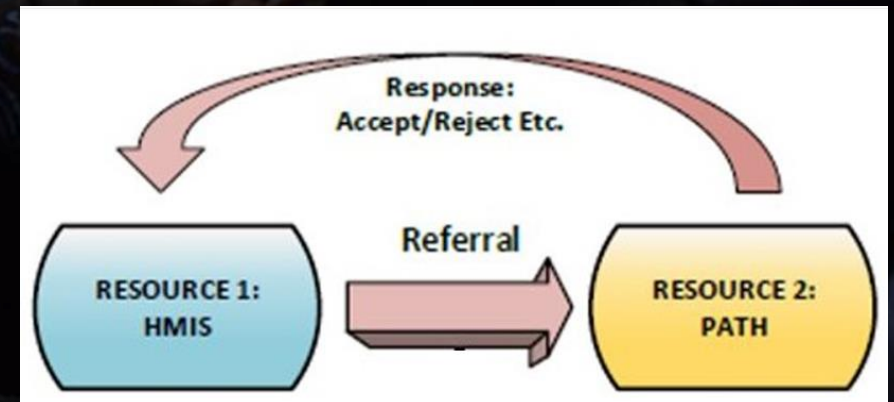
Tying Everything Together

How do we structure these conversations?

- By funder (the HUD HMIS approach)
- By where clients are in the flow
- By target population
- By job description
- At a macro-level (region, state or Federal)
- At a provider level
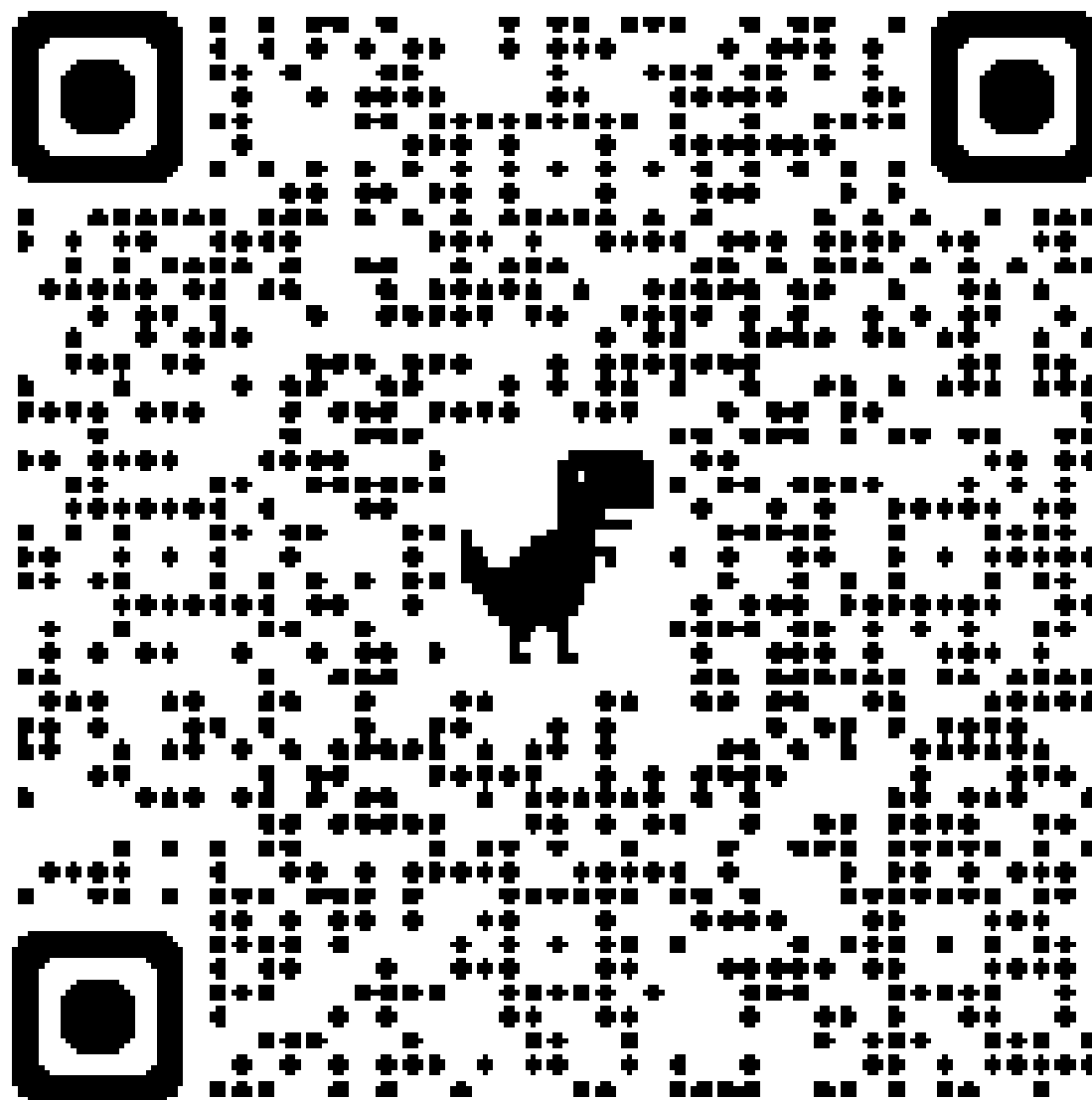- By the level of demonstrated need
- Other??

Continuous System Improvement / Active Systems Management

PLAN
- Objectives
- Action plan
- Policy

DO
- Training
- Communication
- Implementation

ACT
- Review
- Strategize new goals

CHECK
- Monitor
- Corrective action
- Analysis

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For Additional Information…

Let's Talk!

Misc Resources

- https://www.kshb.com/news/local-news/kcmo-to-provide-secure-storage-for-unhoused-during-extreme-weather-events