

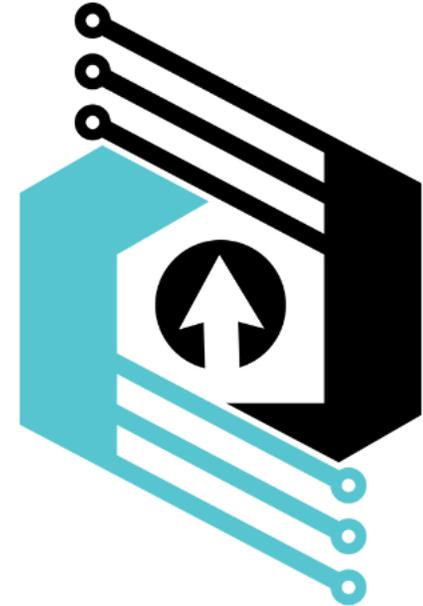
New Approaches to Capturing Unsheltered Homelessness Data: One Community's Journey

Presented by:

Amber Holmes

Nehemiah Rosell

Kevin Charoenworawat



NHSDC
MOVING UPSTREAM
SPRING 2024 CONFERENCE

NHSDC SPRING 2024 | APRIL 10-12 | KANSAS CITY

Amber Holmes

she/her

Community Engagement
Coordinator



**KANSAS CITY
MISSOURI**

Nehemiah Rosell, MSW

he/him

HMIS Administrator for
Coordinated Entry



Kevin Charoenworawat

he/him

Lead Developer

Simtech*Solutions*,inc.



Kansas City is Fun!

WE GOT IT THE WORLD CUP



KC2026.COM



 | KC2026



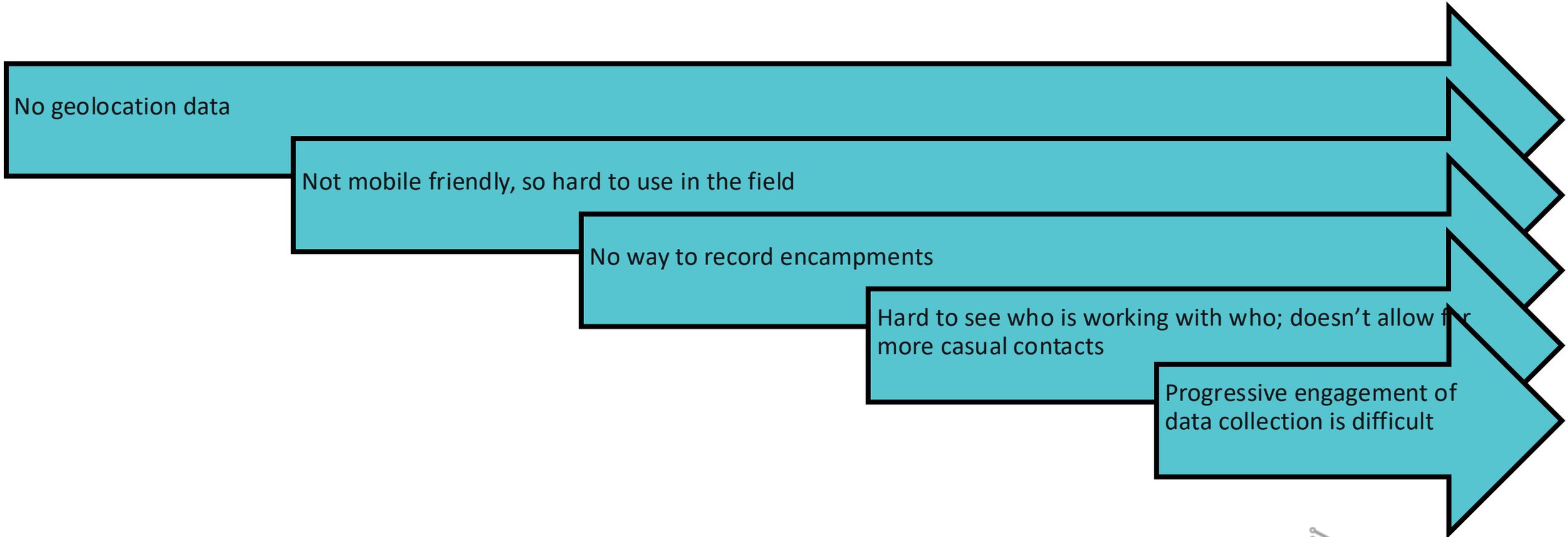
Let's Talk

- We have great things going on
- We can't ignore some realities

History of Collecting Unsheltered Data in KC



HMIS Constraints



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 agencies to provide consistent reports on the characteristics of homeless persons. The Notice also describes the data to be collected and safeguarded. This Notice reflects an effort to consult with Federal agencies, the Department of Housing and Urban Development, and a consortium of Care agencies experienced in the field. The Notice was developed in consultation with economic and national experts on homelessness. The Technical Standards in 2010...

User experience

Design

Misaligned Systems

Resource Links



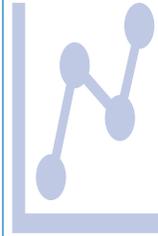
HMIS is Not a Good Fit for Outreach

- Not person-centered
- Laptops are bulky and awkward
- Project Descriptor Data are missing key details
- Poor data quality
- Prior residence missing (patient dumping)
- Manual Tracking; No data exchanged
- Flaws in Coordinated Entry model
- HMIS Intake is lengthy; Does not enable progressive engagement
- HMIS is missing Safe Parking, Legal Camping project types
- HMIS Data is not readily converted to actionable intelligence

The Results



Missing and incomplete data



Everyone keeping track of information using their own system



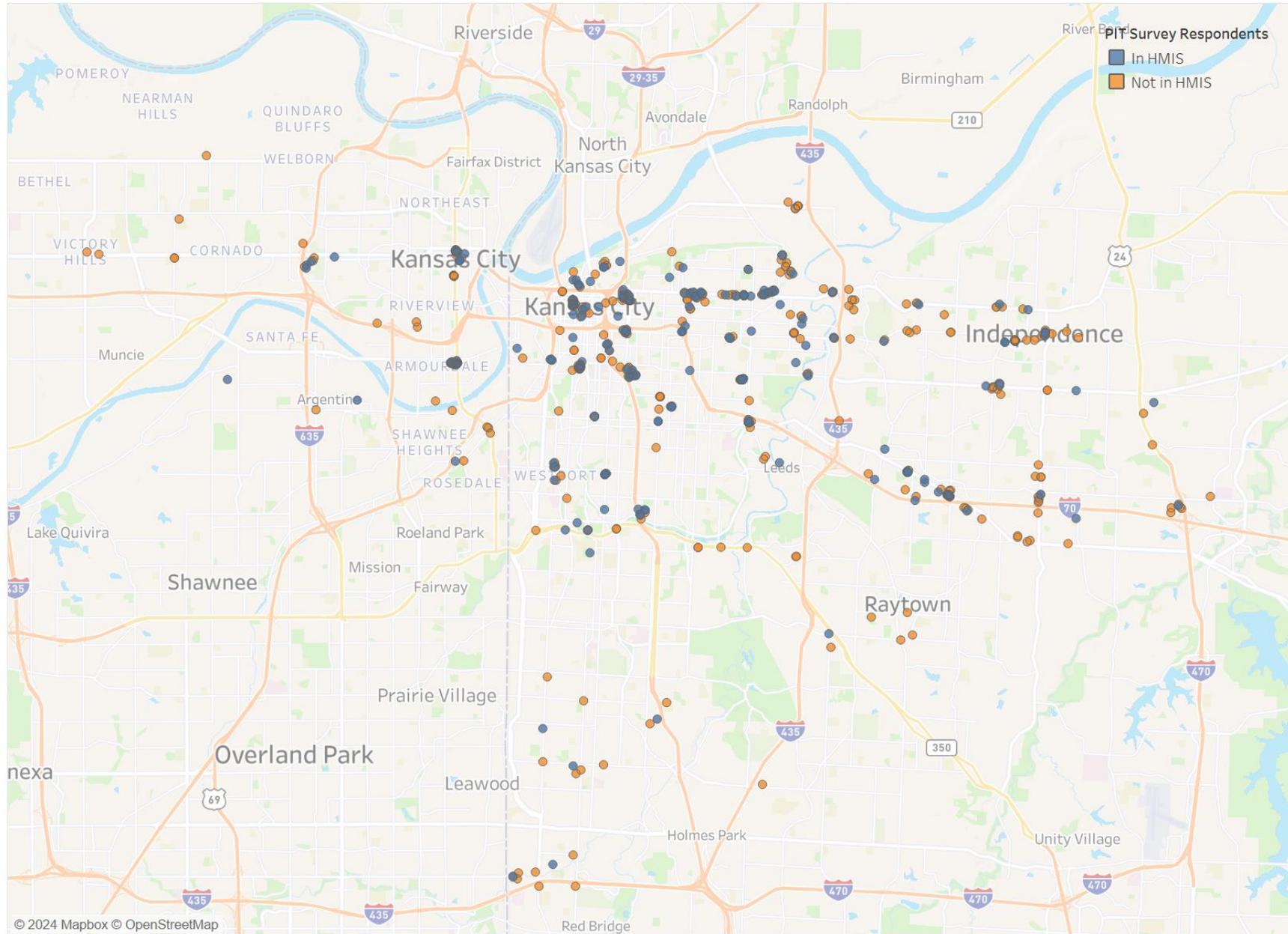
Lack of coordination



People fall through the cracks

"Everyone was using a different system that worked for them, but it was really subjective how people would track that data... Reports that we would run before from HMIS weren't useful because we knew how incomplete the information was."

- Homeless outreach manager



2024 PIT Unsheltered Survey Responses

60% of unsheltered individuals surveyed were not in our HMIS.

Highest percentage of individuals experiencing chronic homelessness who are unsheltered

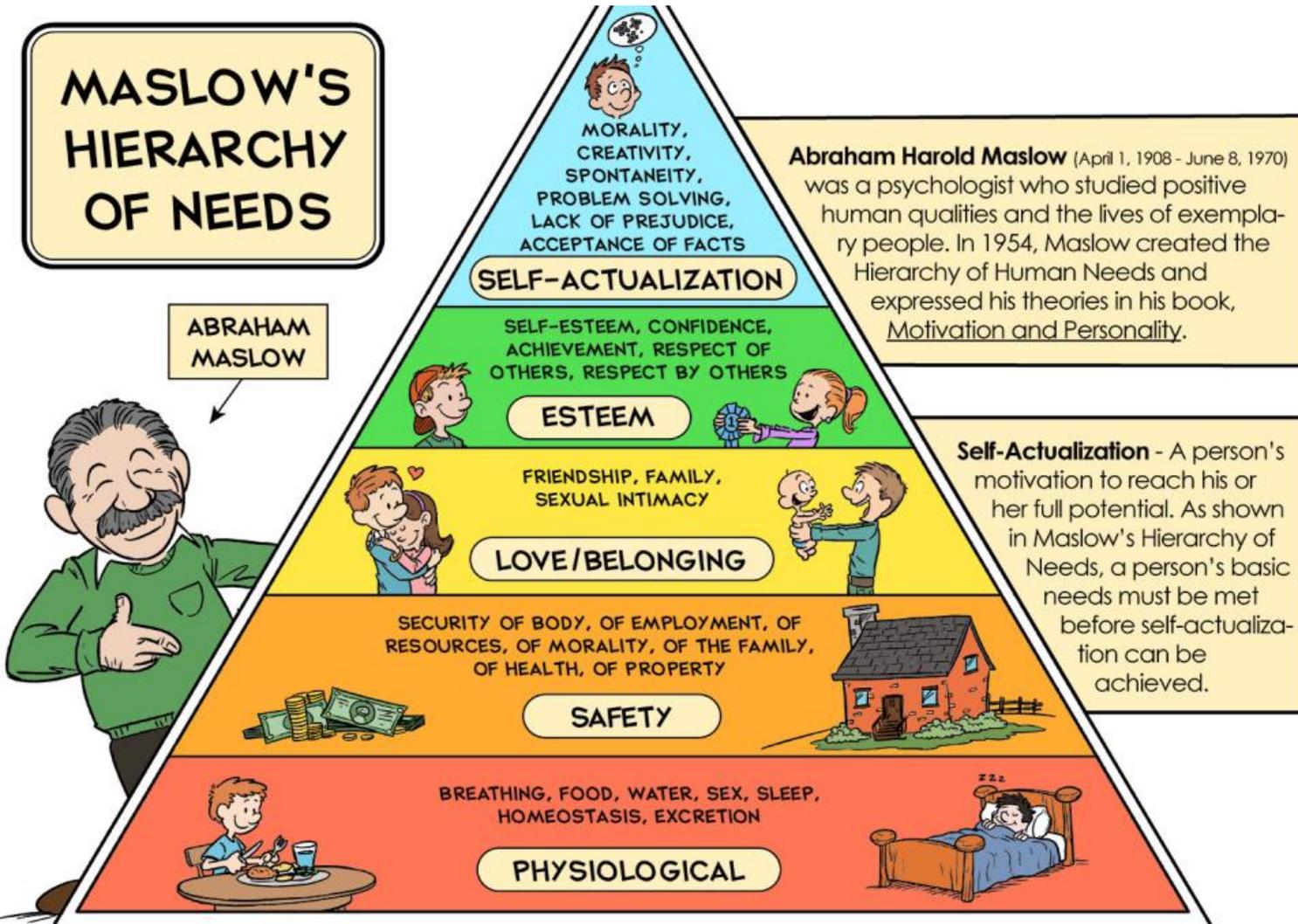


CoC Name	Individuals Experiencing Chronic Homelessness	Percent Unsheltered	CoC Name	Veterans Experiencing Homelessness	Individuals Experiencing Chronic Homelessness
Major Cities			Other Largely Urban CoCs		
Kansas City, Independence, Lee's Summit/Jackson, Wyandotte Counties, MO & KS	343	89.5%	Topeka/Shawnee County, KS	129	87.6%
Raleigh/Wake County, NC	275	88.0%	Savannah/Chatham County, GA	103	86.4%
Los Angeles City & County, CA	25,583	85.8%	Huntsville/North Alabama, AL	112	84.8%
Long Beach, CA	1,277	83.3%	Eugene, Springfield/Lane County, OR	1,169	75.9%
Tucson/Pima County, AZ	661	82.5%	Santa Rosa, Petaluma/Sonoma County, CA	711	70.5%

EXHIBIT 6.10: CoCs with the Highest Percentages of Individuals Experiencing Chronic Patterns of Unsheltered Homelessness
By CoC Category, 2023

CoC Name	Individuals Experiencing Chronic Homelessness	Percent Unsheltered	CoC Name	Individuals Experiencing Chronic Homelessness	Percent Unsheltered
Major Cities			Other Largely Urban CoCs		
Kansas City, Independence, Lee's Summit/Jackson, Wyandotte Counties, MO & KS	280	95.7%	Amarillo, TX	102	97.1%
Los Angeles City & County, CA	30,442	86.6%	Mobile City & County/Baldwin County, AL	133	91.7%
Long Beach, CA	1,338	85.1%	Huntsville/North Alabama, AL	192	82.8%
Raleigh/Wake County, NC	330	83.3%	Topeka/Shawnee County, KS	162	82.1%
San Jose/Santa Clara City & County, CA	3,485	80.5%	Little Rock/Central Arkansas, AR	401	81.0%
Largely Suburban CoCs			Largely Rural CoCs		
Fort Pierce/St. Lucie, Indian River, Martin Counties, FL	202	100.0%	Gainesville/Alachua, Putnam Counties, FL	113	100.0%
Pasco County, FL	136	100.0%	Tehama County, CA	104	99.0%
Palm Bay, Melbourne/Brevard County, FL	212	95.8%	Southwest Oklahoma Regional, OK	170	97.1%
Imperial County, CA	803	95.6%	Chattanooga/Southeast Tennessee, TN	434	95.2%
San Bernardino City & County, CA	1,421	91.4%	Hawaii Balance of State	696	91.8%

A Person-Centered Approach to Capture Data and Progressively Engage



*Mobile app technology empowers outreach teams with the tools to address basic human needs, build connections with people, **and** meet HUD requirements.*

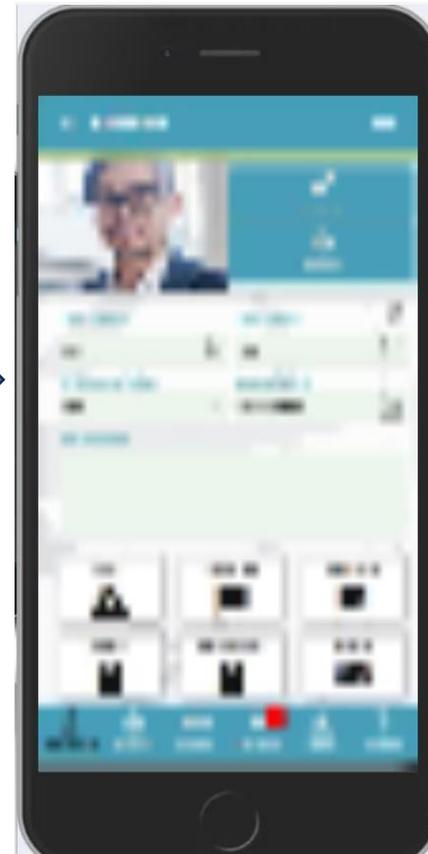
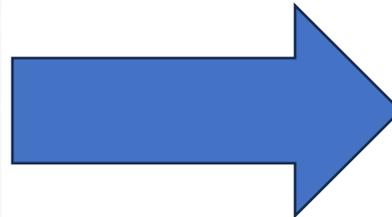
“How can I help you today?”

vs.

“How can I capture your information and assess you today?”

Solution?

New street outreach mobile technology!



Providing Services

Lookup Clients

- View clients staying at a camp

Provide Services

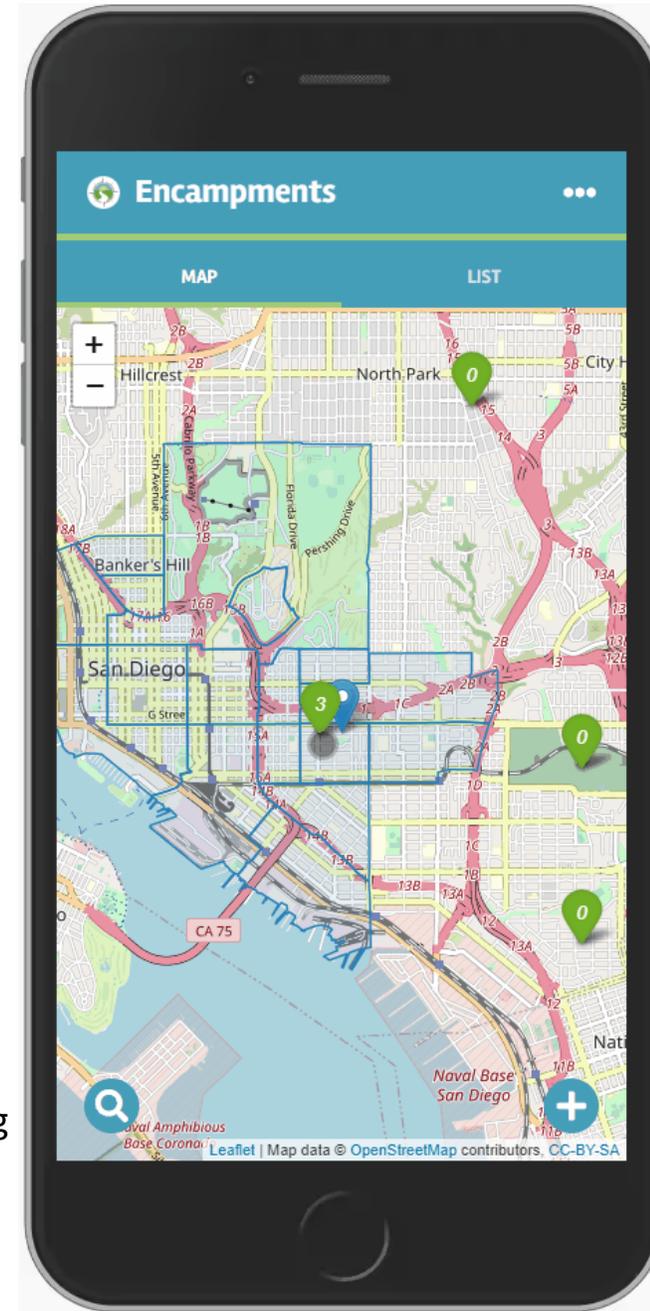
- Provide services and drop a pin

Identify Needs

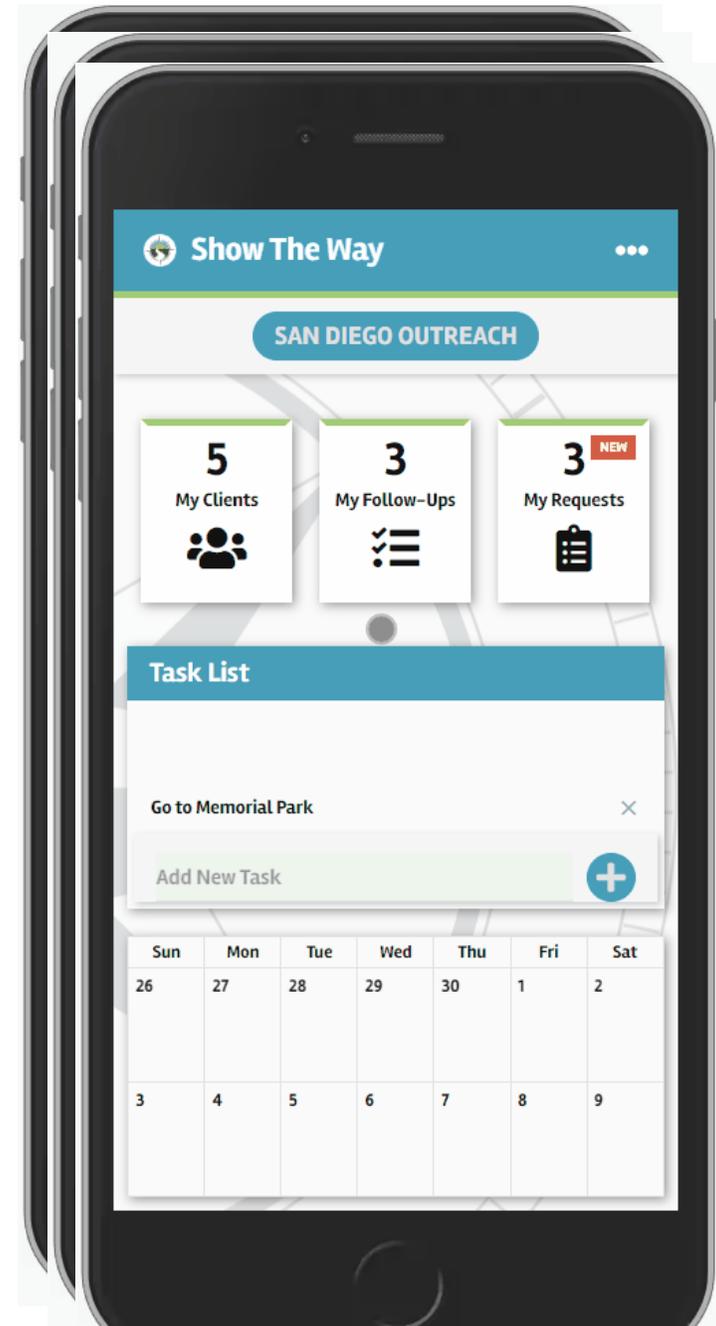
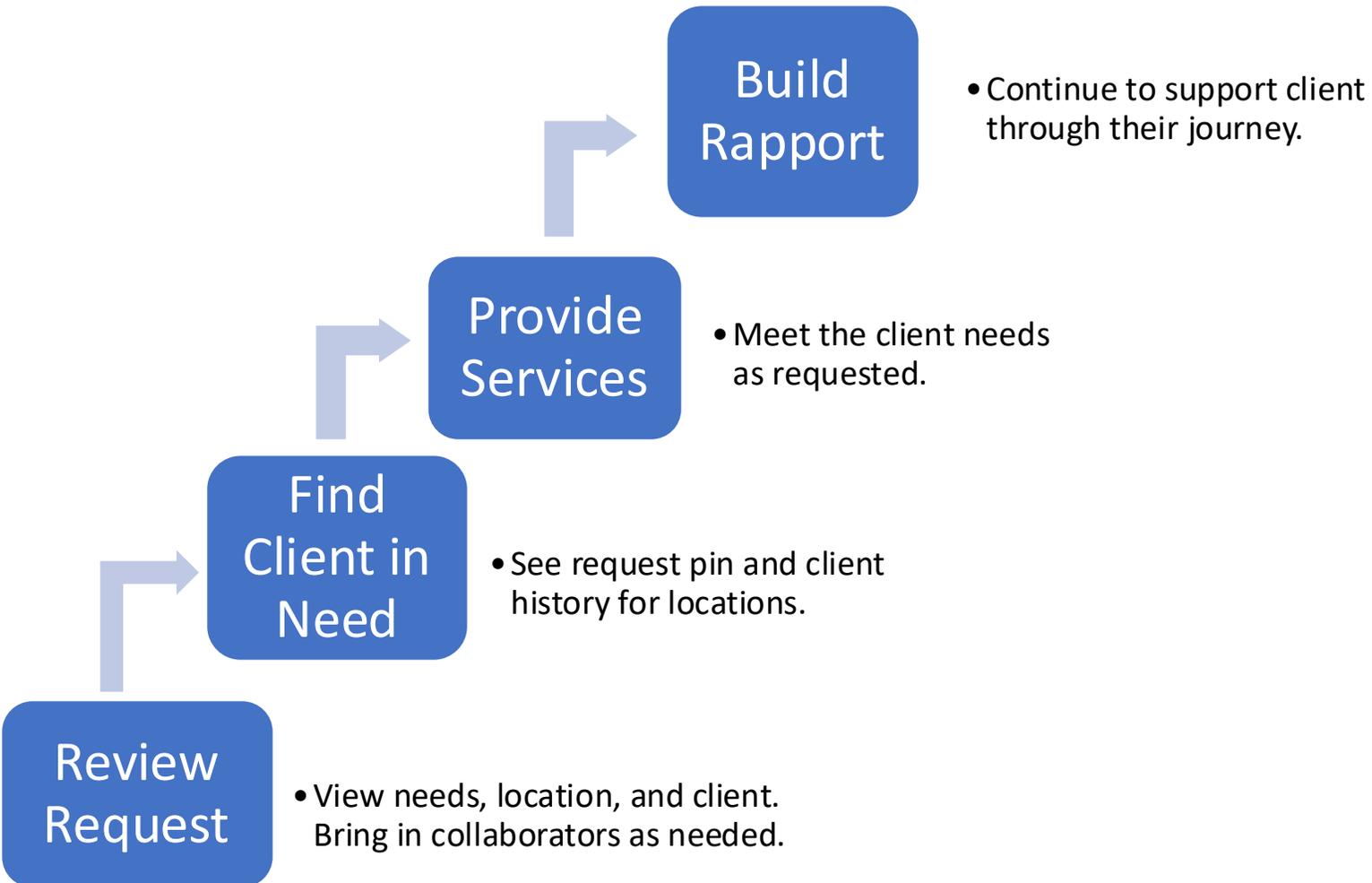
- Capture unmet needs

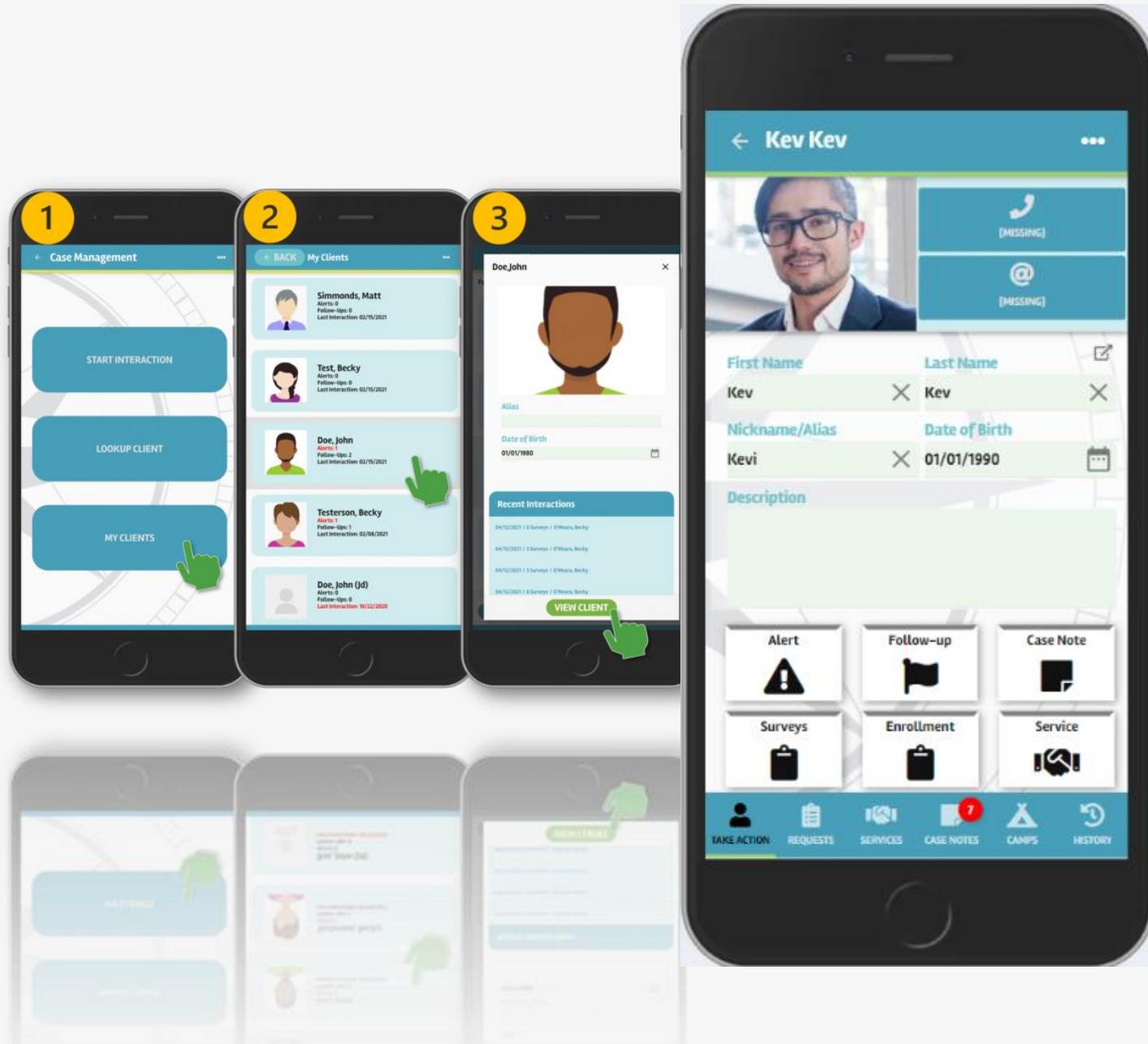
Request Assistance

- Reach out to partnering agencies



Requests for Assistance



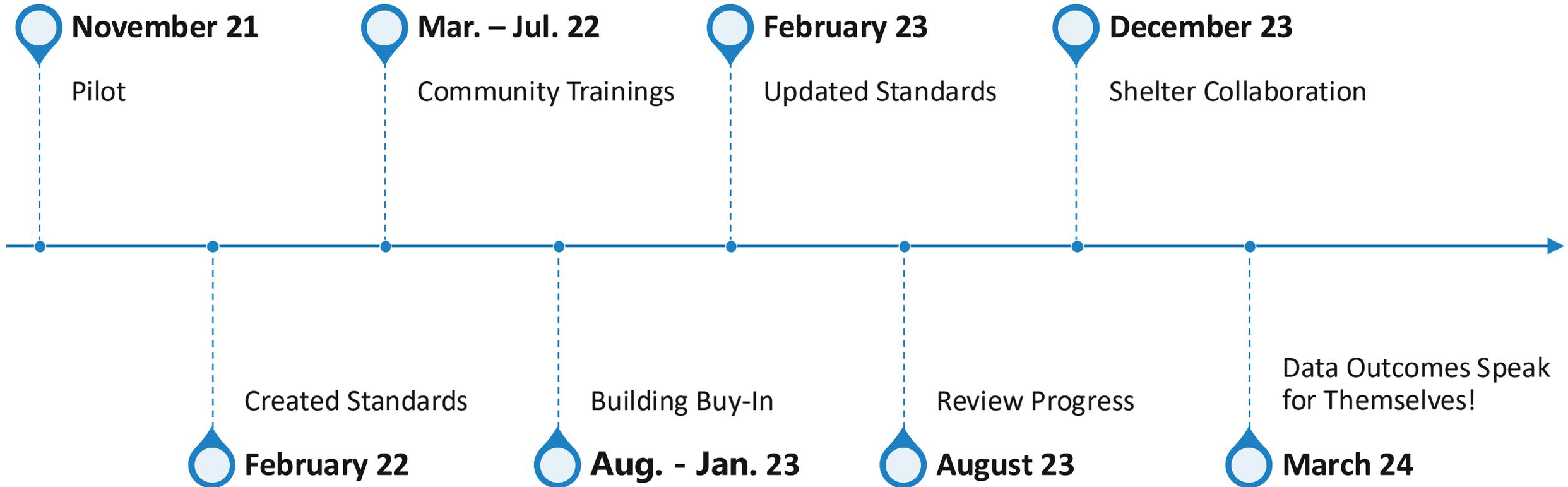


On the Go Solution

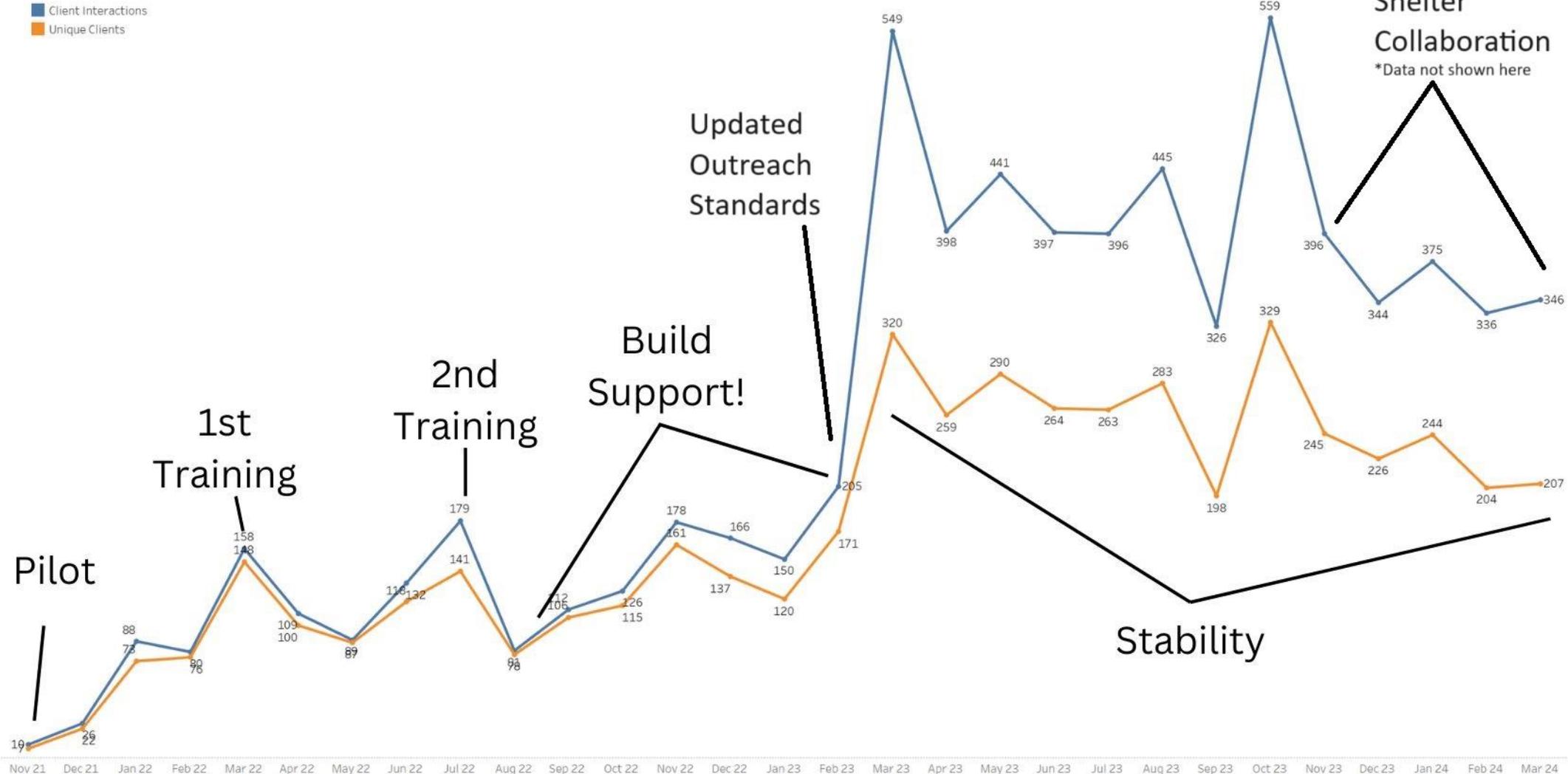
Key Features

- Person-centered care
- Easy coordination of care with other outreach workers
- Very accessible to use in the field
- Allows for progressive client data collection
- Pictures on client profile
- Encampment management

Mobile App Implementation



Mobile App Implementation



Struggle Bus



The struggle is real 😊



System change is *hard*

Creating new data collection habits

Supervisor buy-in -
Needed better access to data reporting

Staff turnover

Double data entry struggles

Data privacy/informed consent concerns - especially for workers at MH and SU agencies

Challenges integrating first responders

Keeping encampments up-to-date with how frequently they move/are cleared

Keeping people motivated over time

Building Buy-In

Show The Data!
-> Motivation

Creating rewards
-> 'STW Giveaway'

Communal/competitive
mindset in
collaborative outreach
team meetings

Group check-ins in
CORE -> Accountability
-> FOMO

Intentional
Conversation
Integration

Reaching a critical mass
- people seeing others
using it and seeing the
utility

Mandating use (Cold
weather shelter, esp.)

Integration into
community outreach
standards

Local Government Collaboration

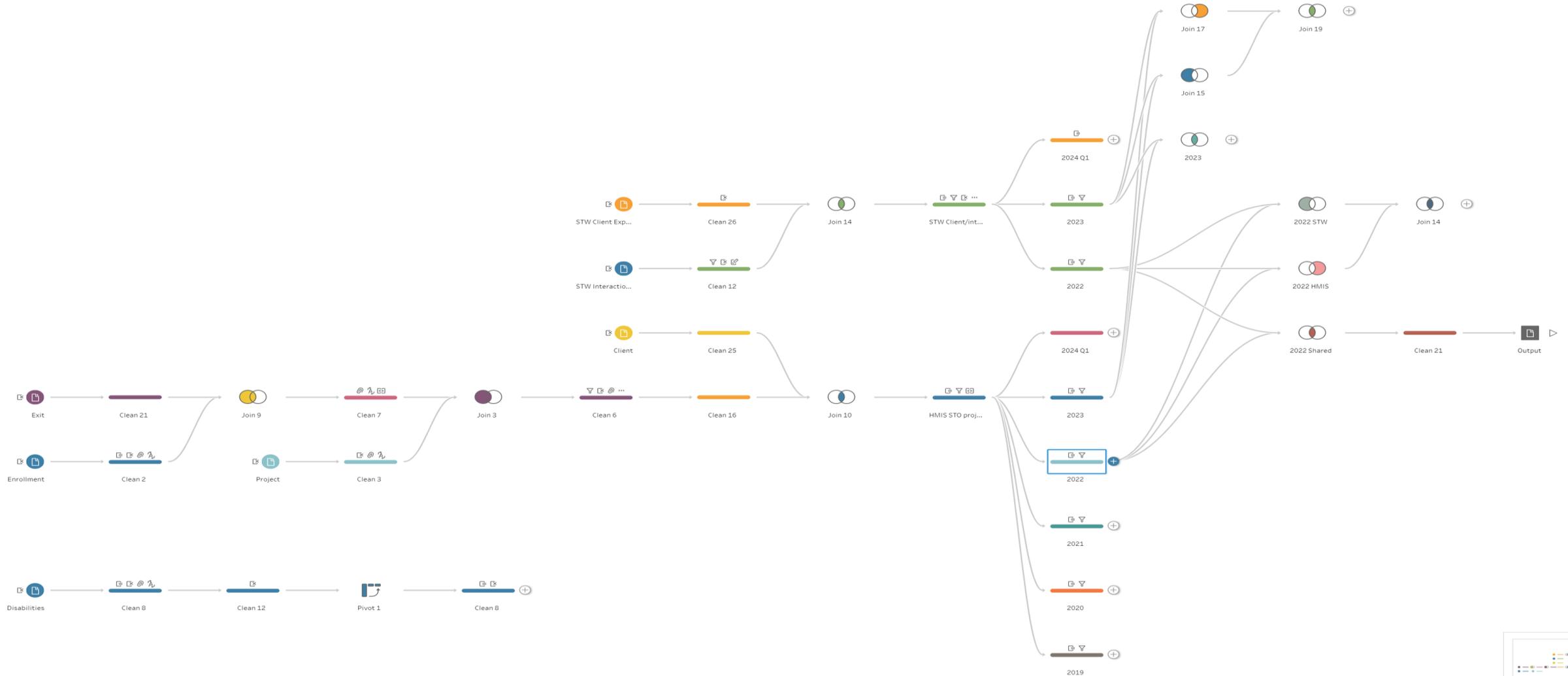


CoC Collaboration



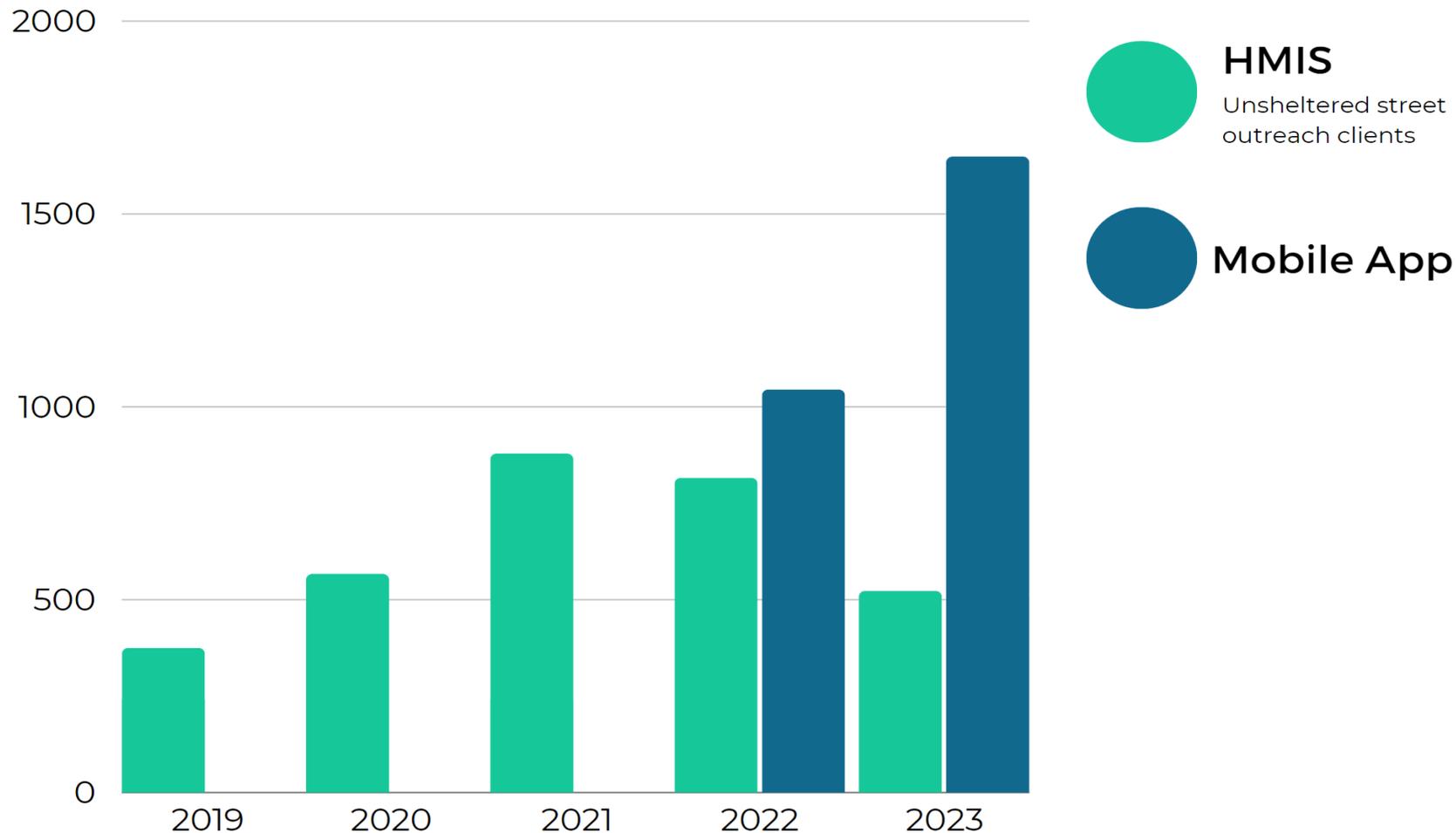
Lessons Learned Successes Results

So I did a little data analysis...



The Reach of Street Outreach

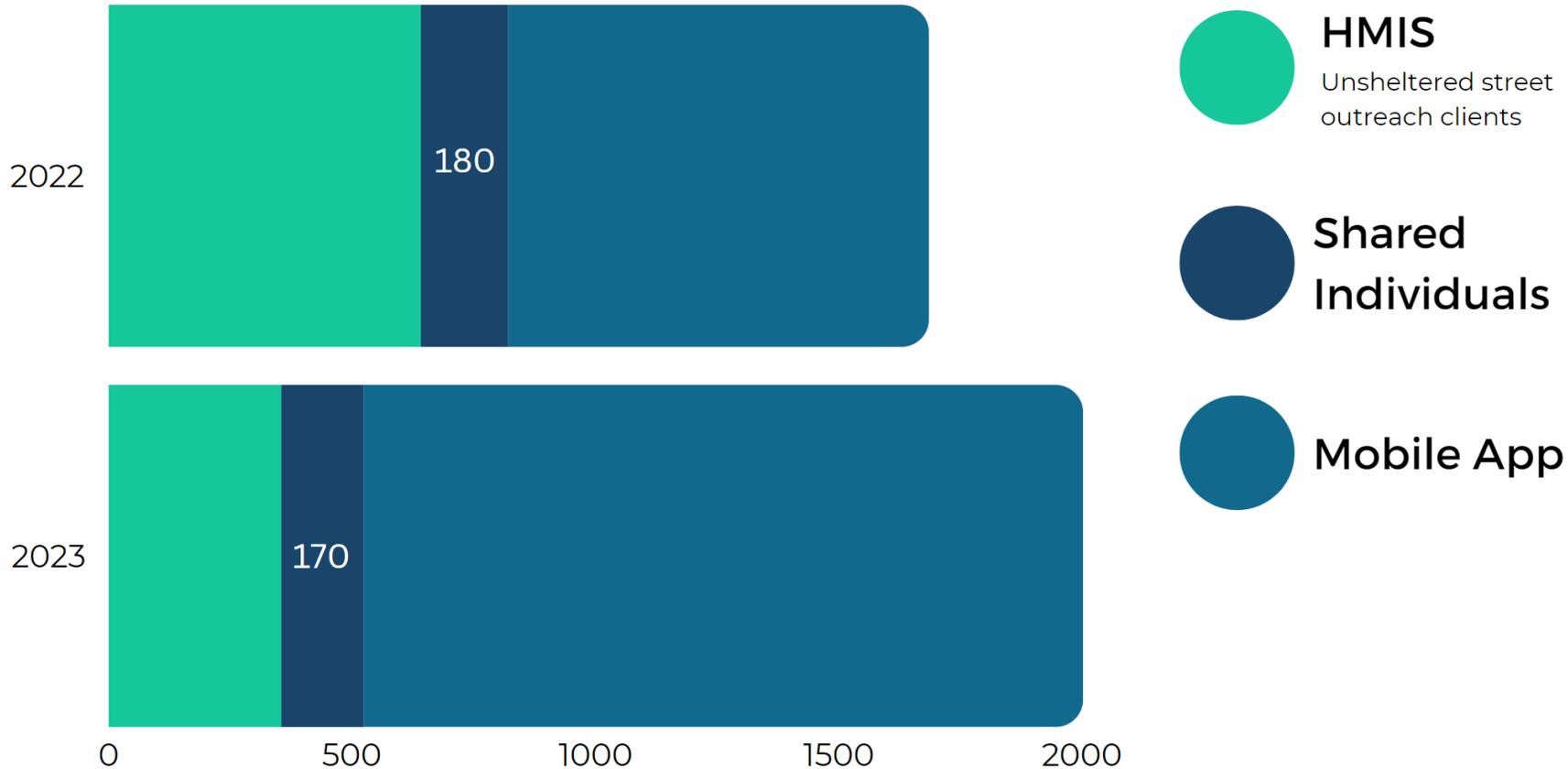
Unique individuals engaged in street outreach each year



The first two years of using the mobile app demonstrates our increased reach in capturing unsheltered data during street outreach.

The Reach of Street Outreach

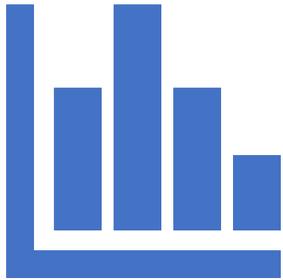
Total unique unsheltered individuals on mobile app and HMIS street outreach



In 2022 only 11% of individuals engaged in street outreach were in both HMIS and the Mobile App

In 2023 HMIS and our Mobile App only share 8.5% of street outreach clients.

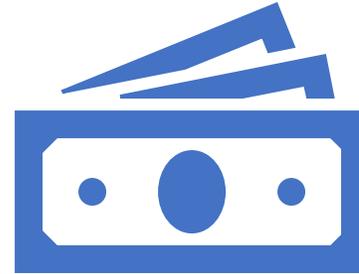
Access to data is critical



Supervisors want data



Elected officials and local government want data



Funders want data



Outreach workers are motivated by seeing their own data

NHSDC Spring 2024 Conference

Show the Way User Report

Click on any data point to filter

Include Cold Weather Shelter Data?

- Yes
- No

Select User

~All Users

Select Project(s)

(All)

Projects Selected:

Beehive Service Center Comprehensive MH - PATH
 Comprehensive MH Housing Liasons Cross Lines Outreach Services
 CSL Outreach GKCCHEH Outreach Homeless Outreach
 Hope City Outreach KCMO Street Outreach WCB-PRE PATH(STO)
 Wyandotte County Outreach

Select Date Range

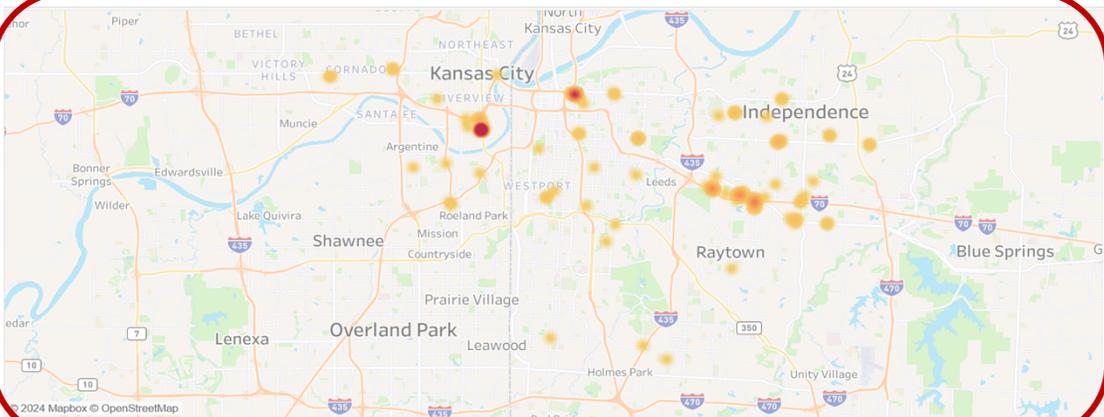
Move slider or click on date field

3/2/2024

4/2/2024

Client Interactions	Unique Clients	Total Services	Number Housed
354	209	912	3

Interactions Map



Client Demographics

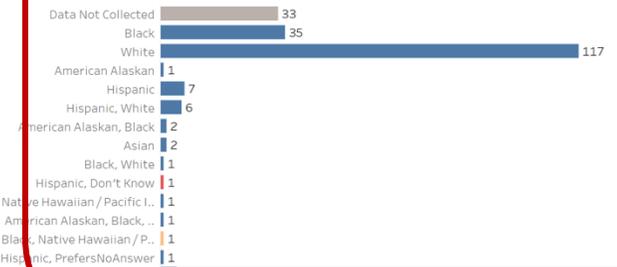
Veterans



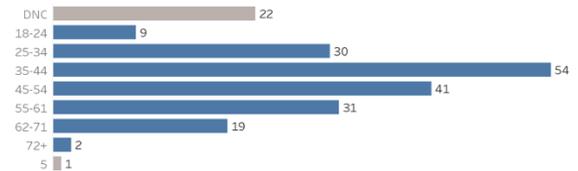
Clients by Gender



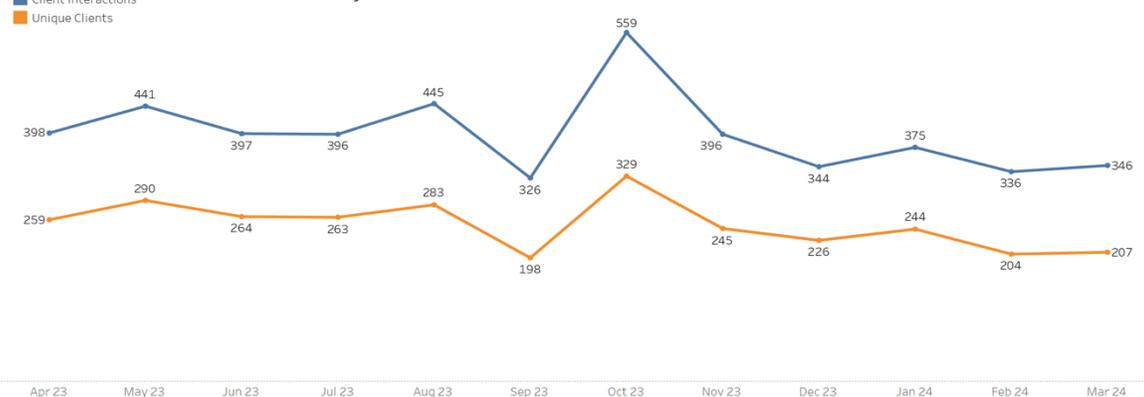
Clients by Race



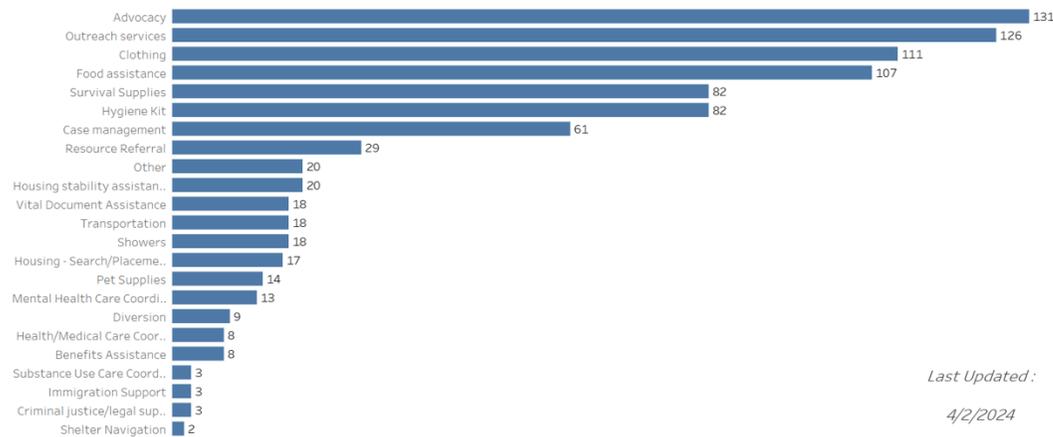
Clients by Age Group



Interactions History --



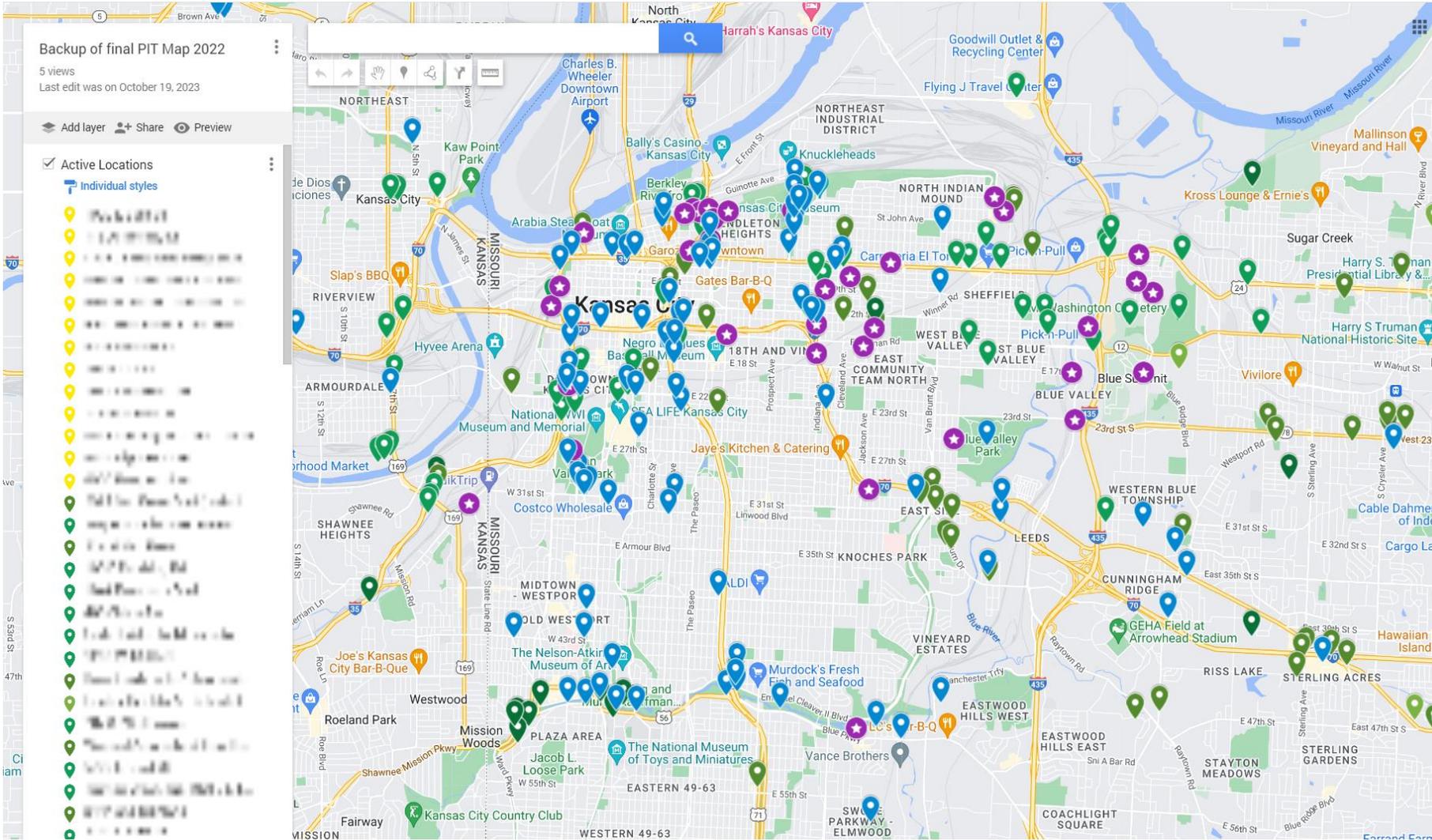
Services



Last Updated :

4/2/2024

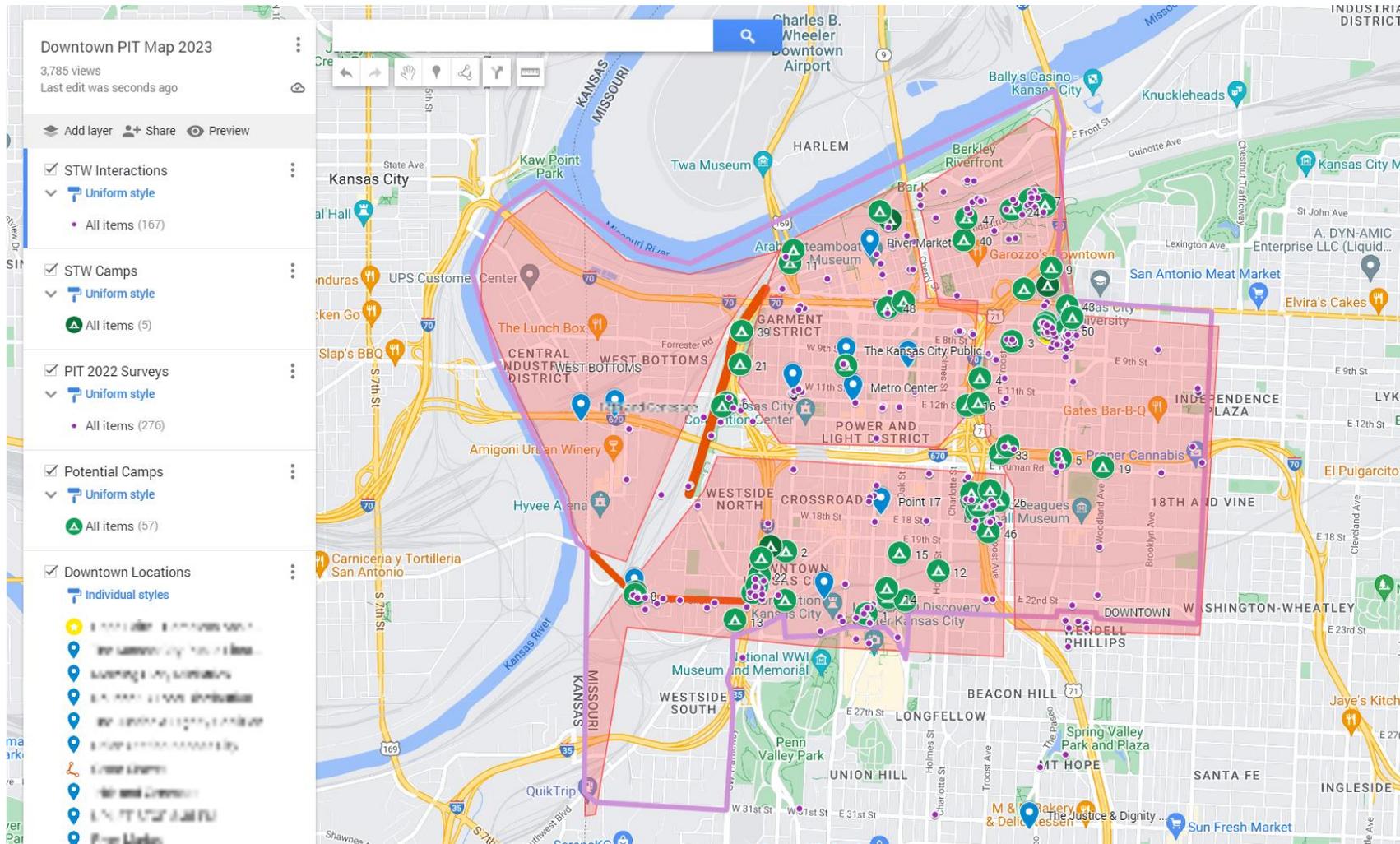
Improved PIT Mapping



2022 PIT Map

Just on big Google Map with points

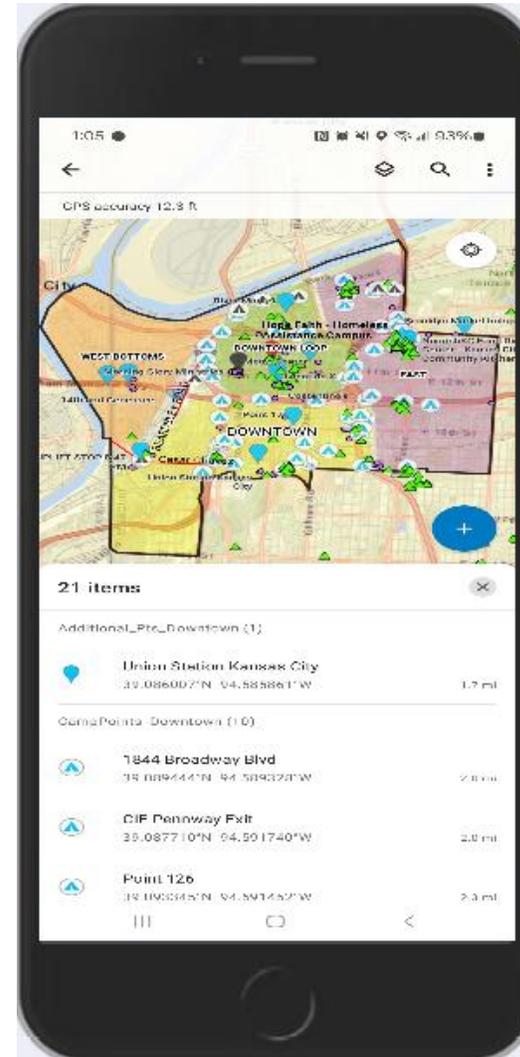
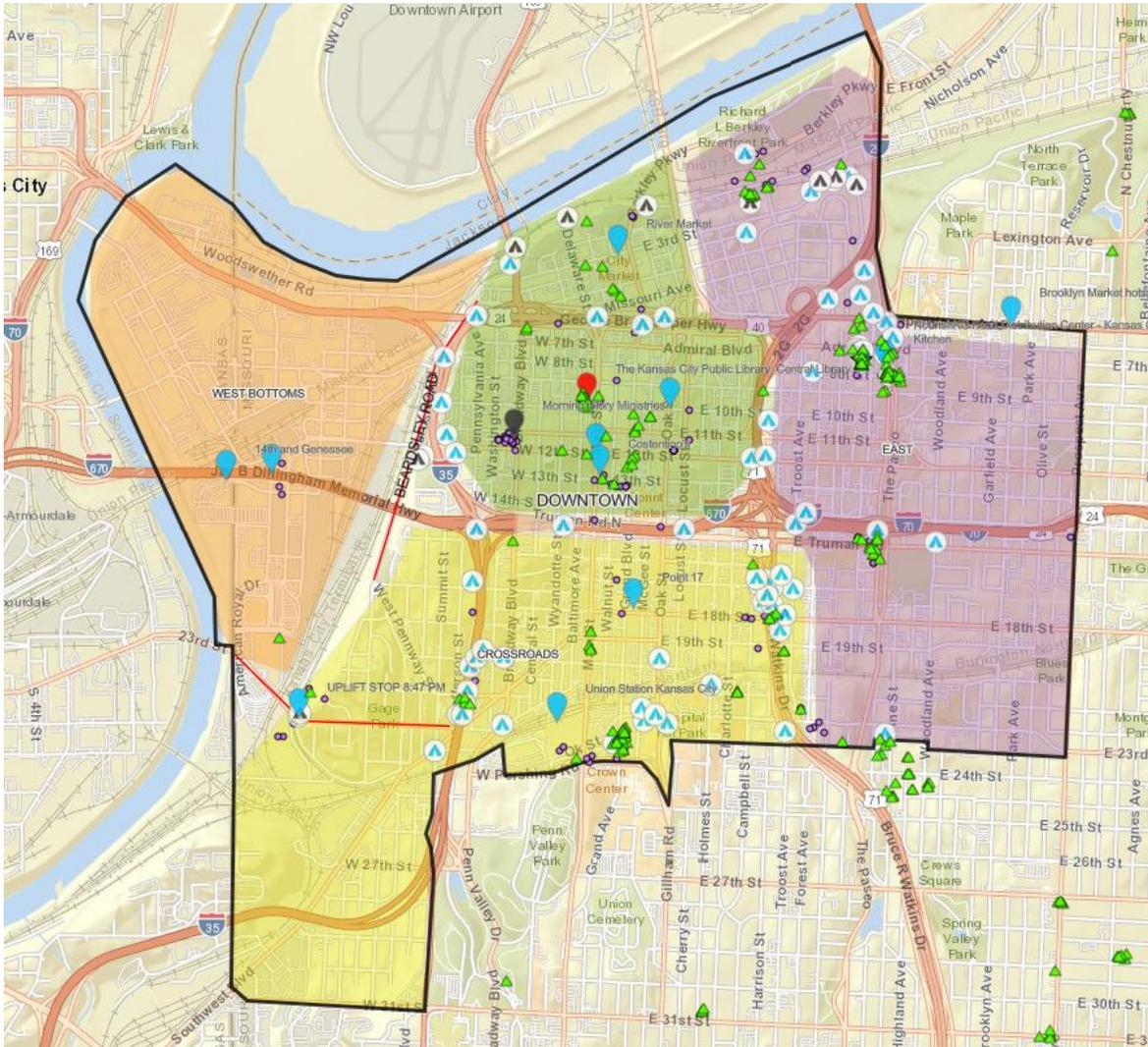
Improved PIT Mapping



2023 PIT Map

- Regional Maps
- **Geolocation data from mobile app!**
 - o Encampments and recent interactions
- Survey locations from 2022 PIT count from mobile PIT count app

Improved PIT Mapping

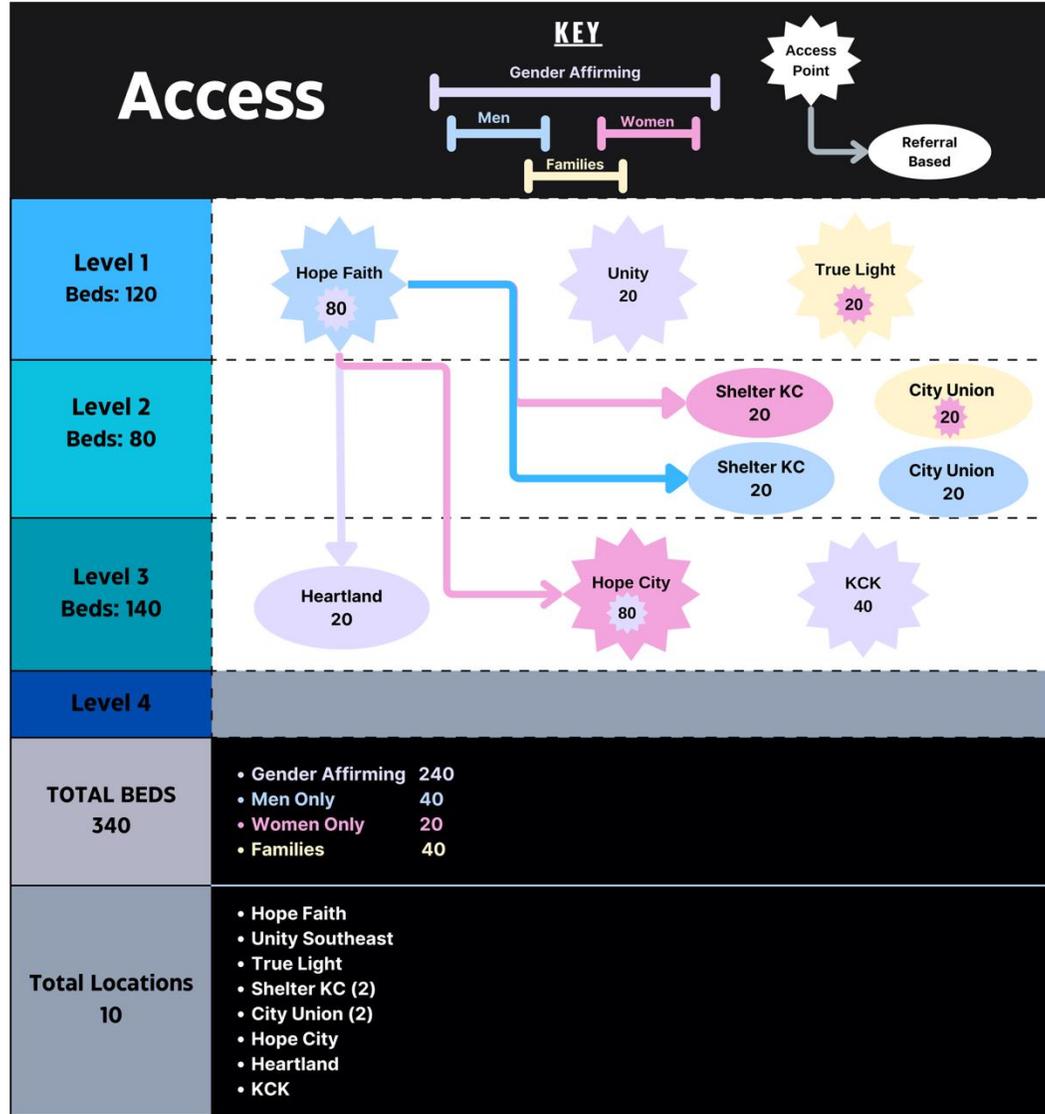


2024 PIT Map

- Regional maps created with GIS software
- Useable in the field with an app that allows for real-time feedback
- **Geolocation data from outreach app, 311 calls, & 2023 PIT surveys!**

CWS Strategy

▶ LEVEL 1: December to March every night, 210 beds	Access Sites
Hope Faith	100 Male (Gender Inclusive)
Unity Southeast	40 All Gender
True Light	17 Female Beds (Gender Inclusive), 3 Family
Hope City	50 Women
▶ LEVEL 2: 32 degrees and below, 60 beds	Referral Only Sites
Shelter KC Men	20 Men
City Union Men	20 Men
City Union Women	17 Female, 3 Families
▶ LEVEL 3: 25 degrees and below (Nov. to April), 80 beds	Referral Only Sites
Heartland	12 Male (Gender Inclusive), 8 Female (Gender Inclusive)
KCK	40 All Gender
Shelter KC Women	20 Women
TOTAL BEDS: 350	All Gender - 80
	Men Only - 152 (112 Inclusive)
	Women Only - 112 (25 Inclusive)
	Families - 6
▶ LEVEL 4: 0 degrees (Capacity increases; 100 additional beds)	



MAP

LIST

**Org: Heartland Center for Behavioral Change
Proj: (CWS) Heartland**



Website:
Hours: Level 3 Activation -- Open when 25 degrees and below -- Referral only through access sites

Phone: 816-513-3699
Email:

Available Beds: 0
Reserved Beds: 20

**Org: Hope City
Proj: (CWS) Hope City**



Website:
Hours: Level 1 Activation - Open Every Night Dec. 1 - March 31 -- Access Site

Phone: 816-513-3699
Email:

Available Beds: 21
Reserved Beds: 29

**Org: Hope Faith
Proj: (CWS) Hope Faith**



Website:
Hours: Level 1 Activation -- Open Every Night Dec. 1 - March 31 --

Phone: 816-513-3699
Email:

Activation

Locations are activated to provide beds, meals, and services



LEVEL	ACTIVATES*	DATES
1	Open every night regardless of temperature	December 1st - March 1st
2	32 Degrees and Below 25 Degree Windchill Precipitation with Windchill of 32 Degrees	November 1st - April 1st (Pending Funding Availability)
3	25 Degrees and Below 15 Degree Windchill Precipitation with Windchill of 25 Degrees	
4	0 Degrees 0 Degree Windchill Precipitation with Windchill of 5 Degrees	

*Determined by 8 am daily based on forecasted weather for that night, 6 pm to 6 am

How did it go?

KC Cold Weather Shelter Dashboard

Cold Weather Shelter

All Cold Weather Shelters

Select Date Range

Move slide or click on date field

11/26/2023



4/2/2024

Last Updated :

4/5/2024

Click on any data point to filter

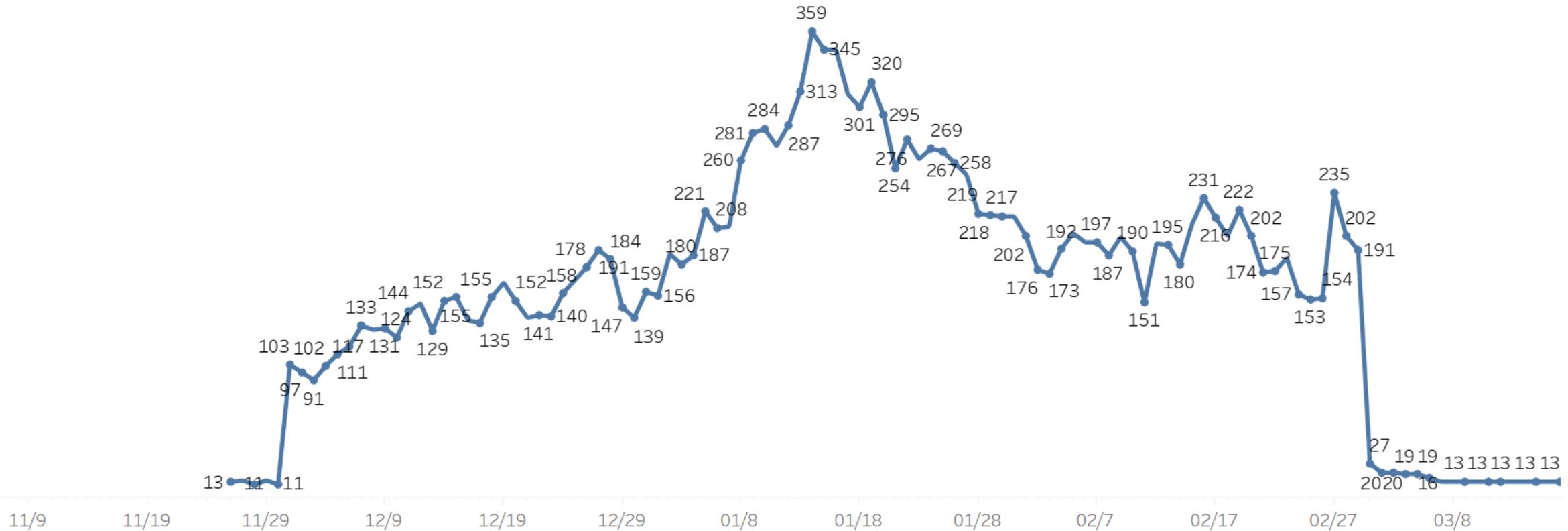
Total Bed Nights

18,557

Unique Clients

1,671

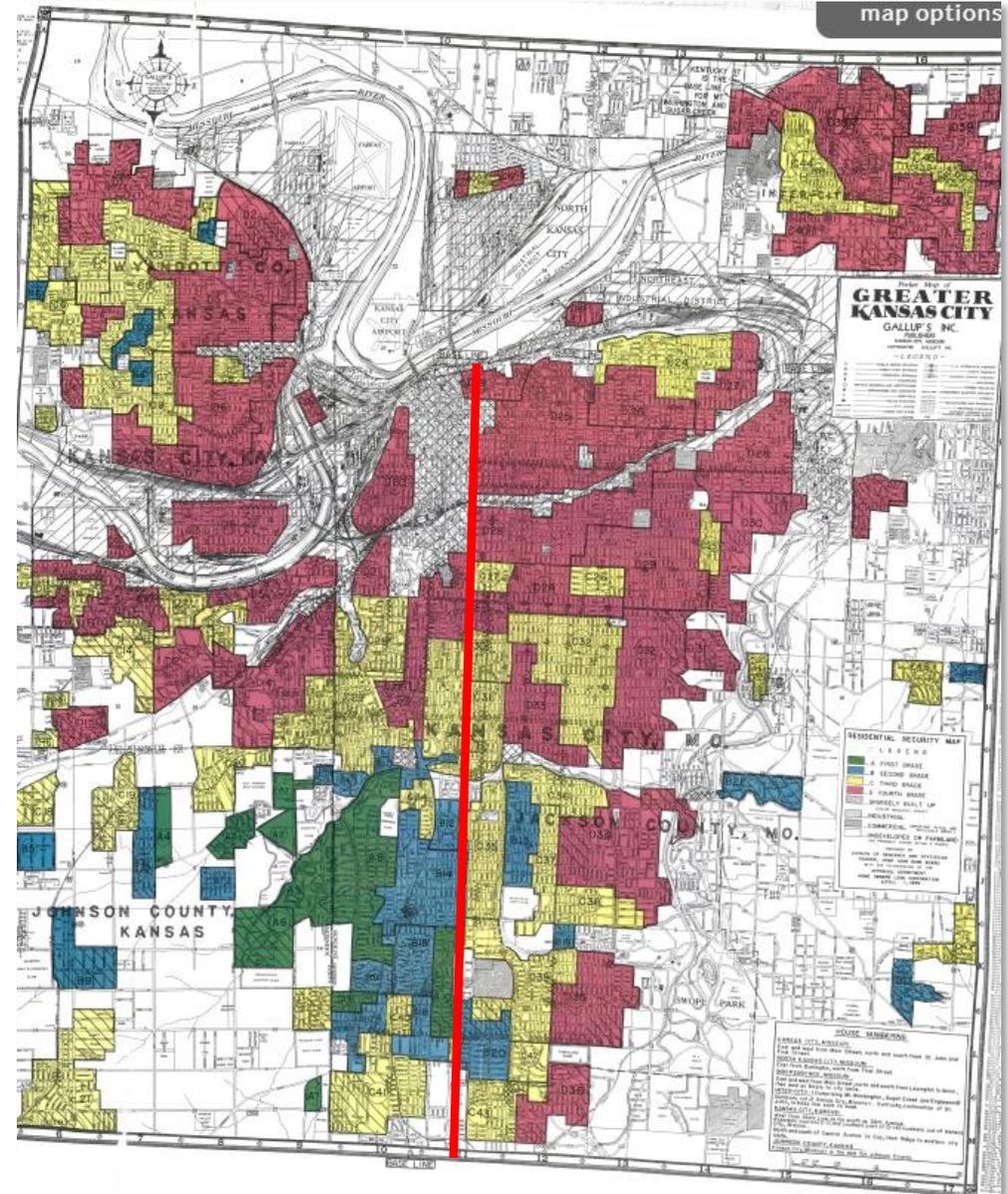
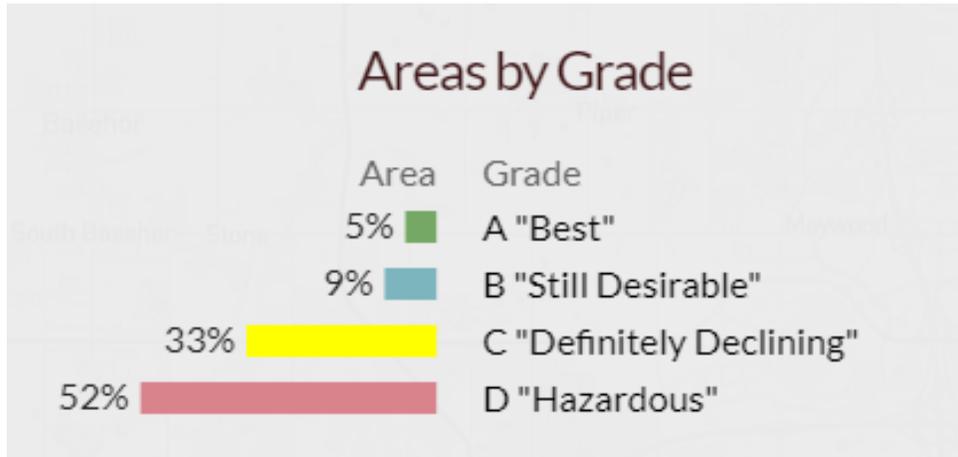
Shelter Guests by Date



Equity Equity Equity

We can't address equity issues with the unsheltered population without the data

Redlining in Kansas City

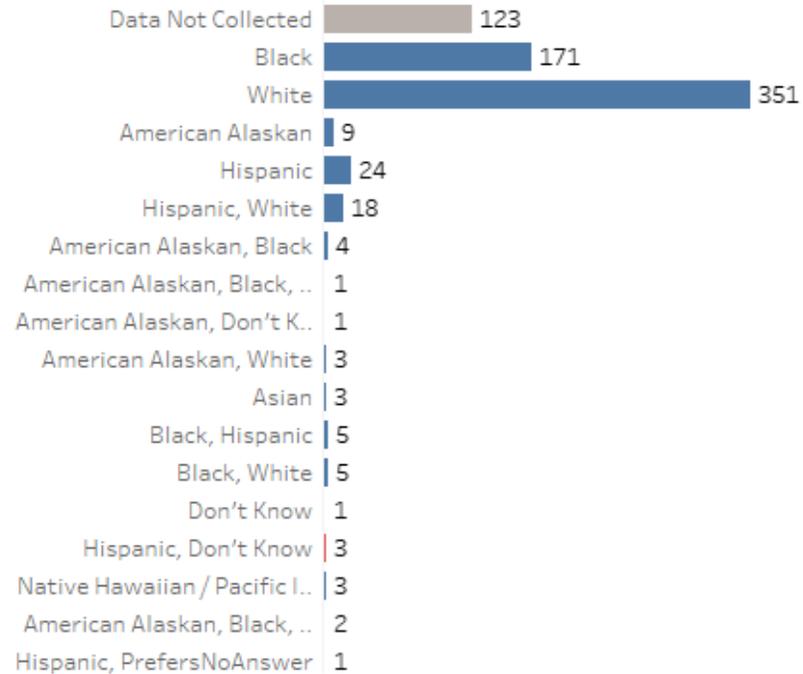


Source: [Mapping Inequality: Redlining in New Deal America](#) (University of Richmond)

Equity Analysis

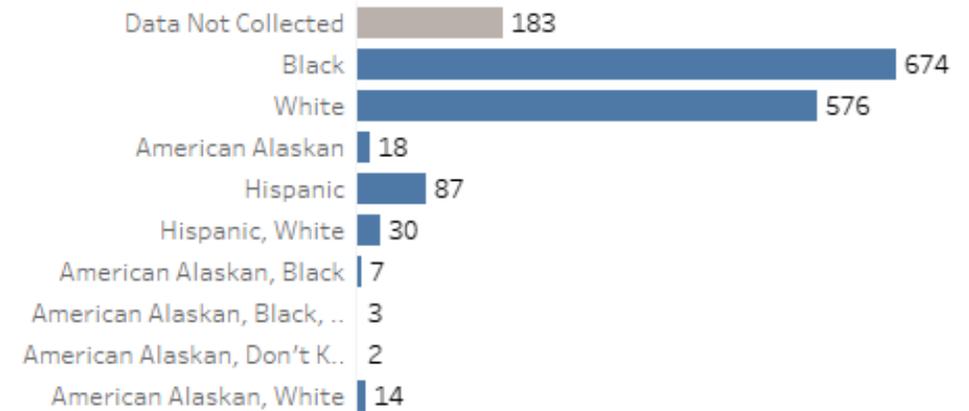
Client Engaged in Street Outreach

Clients by Race

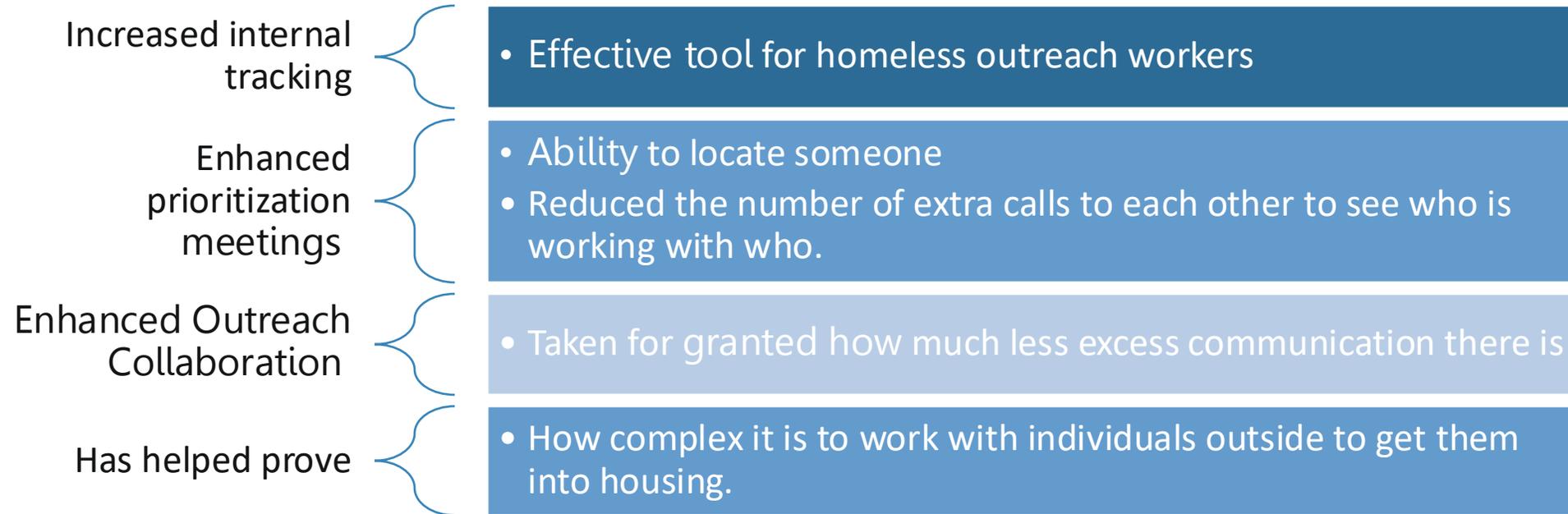


Client at Cold Weather Shelter

Race

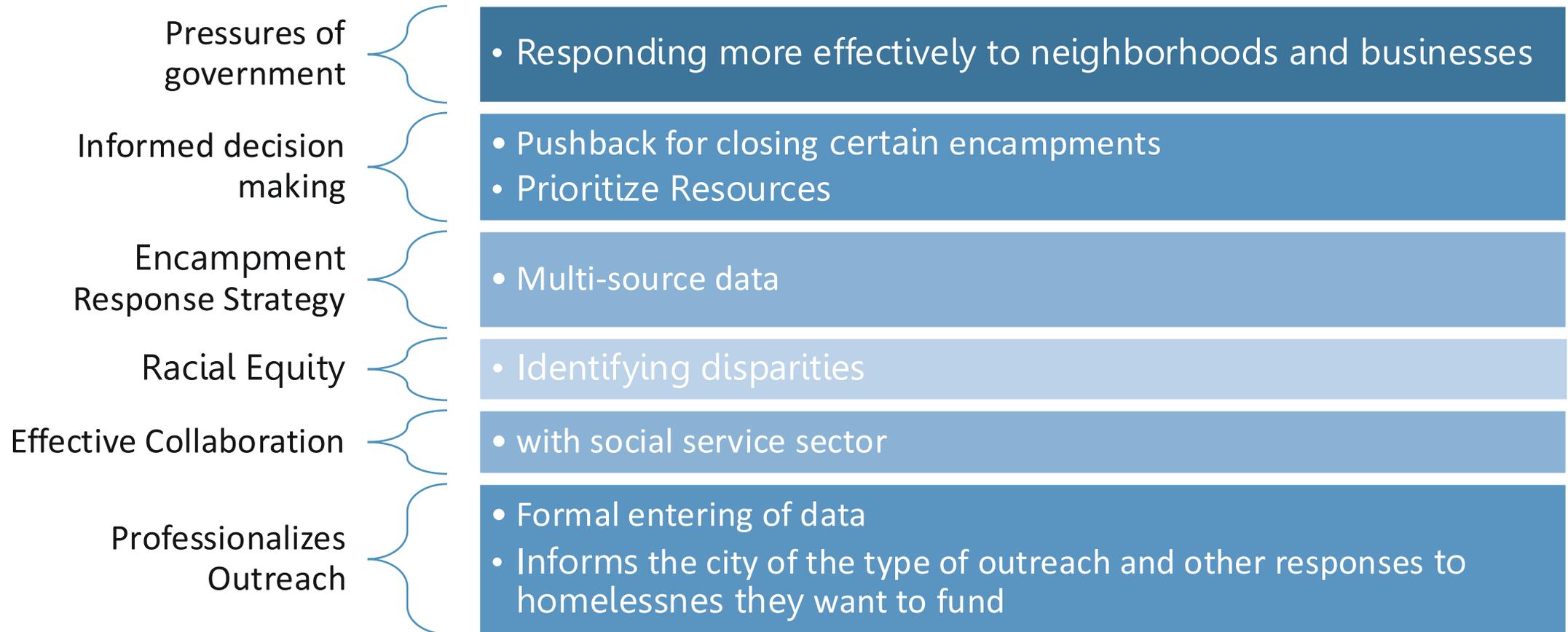


CoC Impact



"We have the most quality data that we've ever had"

Governmental Impact

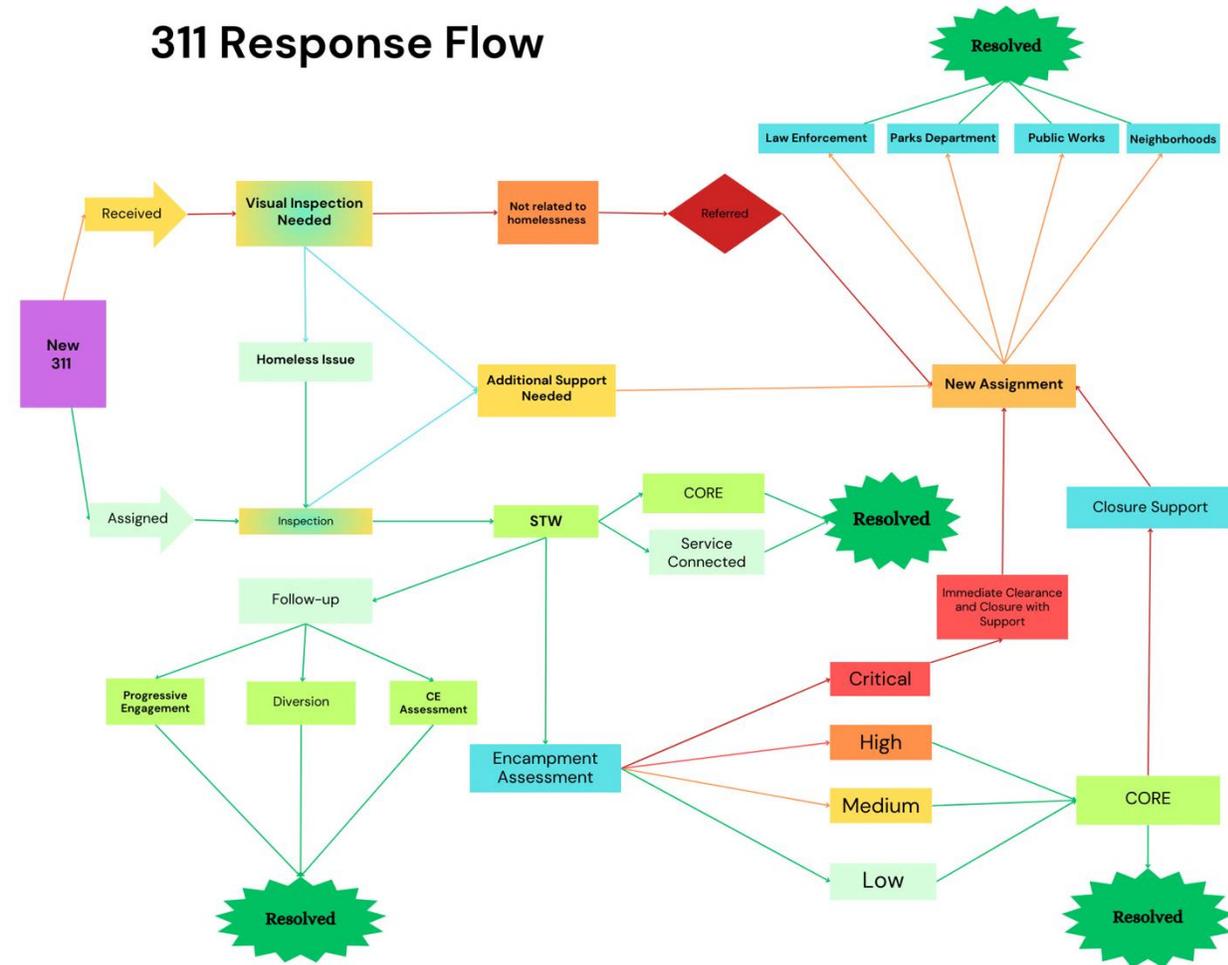


Next Steps

Cross-Departmental Collaboration

- 311
- Public Works
- Parks Department
- Missouri Department of Transportation (MoDOT)
- Law Enforcement (HOT)
- Health Department
- Office of Unhoused Solutions

311 Response Flow



Bringing Data Together

The screenshot displays the HomelessData web application interface. The main header shows "Kansas City - HMIS and STW" and "January 2023". A navigation sidebar on the left includes options like Home, Reporting and Analytics, Clients, Reports, Administration, Warehouse, Regions, Project Lists, Data, Users, System Admin, Role Manager, Dashboard Editor, Errors, Help Manager, Settings, and My Account. The main content area features a summary of client statistics: 0 Already Active, 0 Newly Identified, 0 Returned to Active, 0 Housing Placements, 0 Other Exits, and 0 Actively Homeless. A "Reporting Time Frame" dialog box is open, allowing users to filter data by Community (Kansas City - HMIS and STW), Year (2023 and 2024), Month (2023 and 2024), and Days Until Inactive (90). A "Confirm" button is visible at the bottom of the dialog. The background shows a map of the Kansas City area with various city names like Manhattan, Emporia, and Jefferson City.

Ongoing Engagement Chronically Homeless

Requests
KEVIN CHAROENWO... ▼

Map
VIEW REQUEST ▲



RequestID	DOB	Gender(s)	Race(s)	Veteran	Priority	Status	Assignees	In-Process On	Completed On	Tags
...	Medium	New	Unclaimed Property Match
...	Medium	New	Unclaimed Property Match
...	Medium	New	Unclaimed Property Match
...	Medium	New	Unclaimed Property Match
...	Medium	New	Unclaimed Property Match
...	Medium	New	Unclaimed Property Match

List
TOOLS ▼

Type	Client	Client Description	Last Interaction	Days Since Last Interaction	Tags
~ Unsheltered Homeless Survey	~	~	=	≥	~ Chronically Homeless
Unsheltered Homeless Survey - 2024		Chronically Homeless,PIT 2024
Unsheltered Homeless Survey - 2024		Chronically Homeless,PIT 2024
Unsheltered Homeless Survey - 2024		Chronically Homeless,PIT 2024,...
Unsheltered Homeless Survey - 2024		Chronically Homeless,PIT 2024

Unclaimed Property

EXPORT

REFRESH

REFRESH

Amber Holmes

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**KANSAS CITY
MISSOURI**

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Simtech*Solutions*,inc.