

Opening Doors in Western MA

Presented by: Simtech Solutions & Waypoint Consulting
April 28, 2015

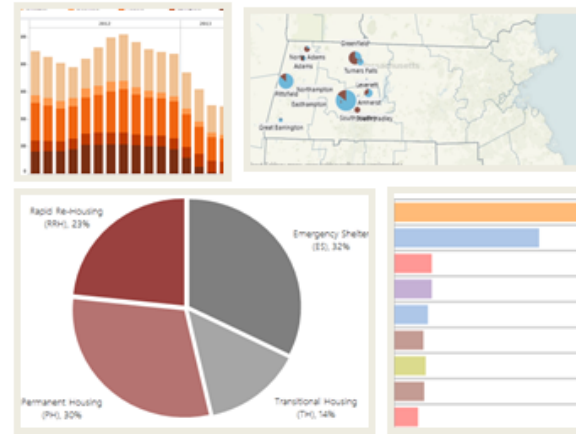
Project Rationale

- Network RFP with the goal of “developing data integration, analysis and reporting capabilities to advance its mission to prevent and end homelessness in the region that aligns with Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness”
- Originally planned to be a 12-month process resulting in a complete implementation plan
- Constraints:
 - Process truncated to 6 months
 - Revised scope limits role of implementation by June
 - Access to data is limited
- Draft plan submitted to Leadership Coordinator and CoC Convenors
- Before end of June – plan will be finalized and ready to work with committees to implement

Overview of Key Concepts

1 A Landscape Analysis

revealed that **28** homeless assistance programs were using more than **12** data reporting systems to meet the requirements of **15** state, federal, and local funders



2 Chaos to Order

We've mapped the landscape to yield relevant, actionable **baseline data**

3 Outcomes Measurement

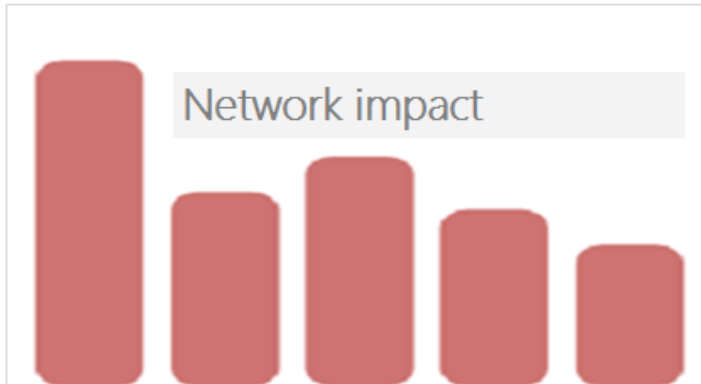
Using baseline data, **Opening Doors in Western Massachusetts** defines **action steps** that will guide the Network in its effort to end homelessness

while relying upon innovative, localized **data reporting tools** to track progress

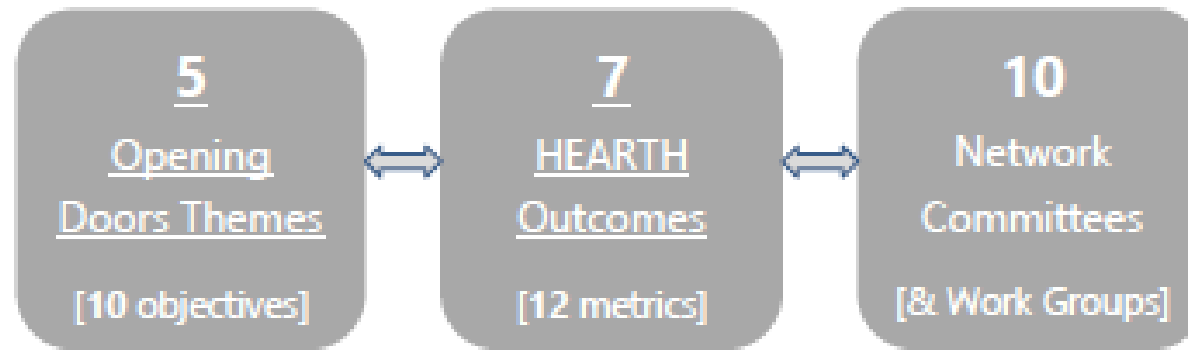
The screenshot shows a web-based form with multiple sections. The top section is titled 'GREEN LEVEL' and contains several checkboxes and text input fields. Below this is a 'YELLOW LEVEL' section, followed by a 'RED LEVEL' section. Each section has a list of items with checkboxes next to them. The bottom right corner of the form has a 'SUBMIT' button.

4 Action to Impact

Ongoing monitoring and evaluation will allow the Network to gain momentum towards ending homelessness in Western Massachusetts communities



Localizing Opening Doors Plan



6 Network Commitments
to reduce and end homelessness

Commitment #1: Prevent and end homelessness in Western Massachusetts

Commitment #2: Decrease the impact of homelessness on those who experience it

Commitment #3: Foster economic stability among those who are homeless or at risk

Commitment #4: Support the health & well-being of those who are homeless or at risk

Commitment #5: Housing housing housing





Commitment #6: Foster leadership, collaboration, civic engagement and technical capacity among stakeholders to transform the regional crisis response system

Opening Doors Alignment

1. Themes: *Community-level response to homelessness*
2. Goals: *End homelessness among priority populations and for all*
3. Performance Measurement: *Ongoing feedback on reaching targets & goals*

 *The Role of Technology and Data Sharing*

Baseline Statistics

Vital Stats		National	State	Local	Δ
Based on 2014 data unless otherwise noted. Arrows refer to the direction of 3 year trend.					
	1. Rate of homelessness per 10,000 persons	19	28.4	33.8	↑
	2. Rate of veteran homelessness per 10,000 veterans	27.3	32.8	98.5	↑
	3. Incidence of homelessness per 10,000 persons	na	na	17.4	
	4. Rate of return to homelessness	tbd	tbd	TBD	

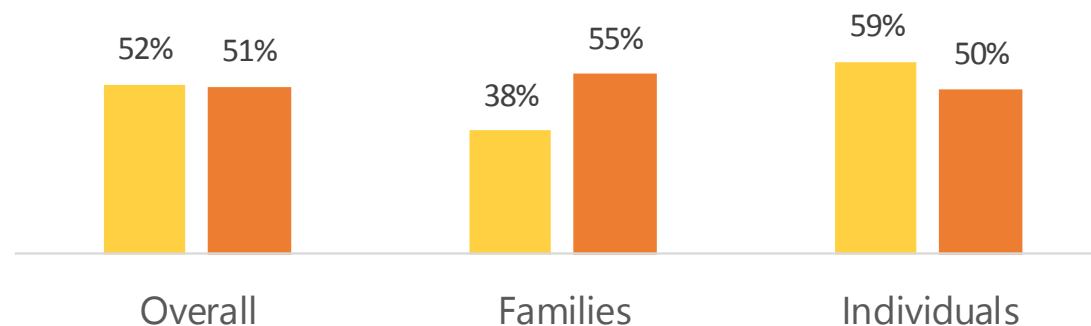
17.4

persons per 10,000
persons

who live in Western
MA experienced
homelessness for the
first time during 2014

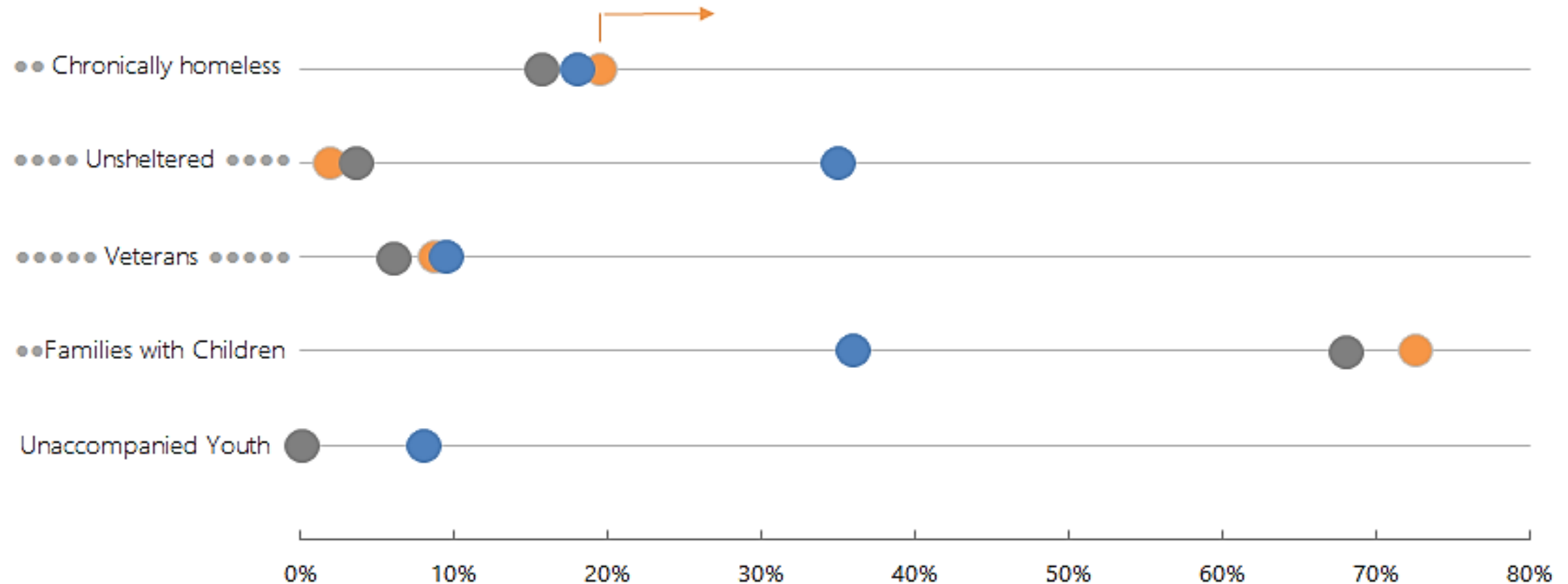
Percentage of shelter guests who experienced homelessness for the first time during 2014

■ ES ■ TH



Baseline Statistics - continued

Rates of select subpopulations among all homeless persons at the national, state, and local level



The Commitment to Reduce & End Homelessness

Opening Doors in Western Massachusetts represents our formal commitment to reduce and end homelessness in Western MA by striving to:

- End chronic homelessness by 2017
- End veteran homelessness by 2016
- End youth and family homelessness by 2020
- Create a path toward ending all homelessness

Each population has a set of strategies, tactics and tools that will become the work of the Network committees as the stewards of the Plan

National Trends: Subpopulations

FIGURE 1.3

SUBPOPULATION TRENDS, 2007-2014



○ OVERALL

● INDIVIDUALS

● UNSHELTERED PEOPLE

◇ PEOPLE IN FAMILIES

△ CHRONICALLY HOMELESS INDIVIDUALS

◆ VETERANS

⬡ UNACCOMPANIED CHILDREN & YOUTH

▲ CHRONICALLY HOMELESS PEOPLE IN FAMILIES

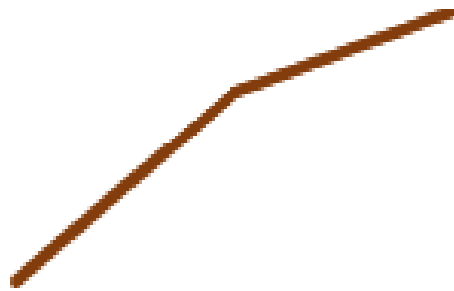
Priority Population: Chronic

Baseline

195

Chronic homeless
individuals ~ January 2015

Direction



3 yr trend indicates an
increase

Getting to Goal

↓35%

by January 2016

Source of Baseline Data: 2015 HUD Point in Time Count from both CoCs

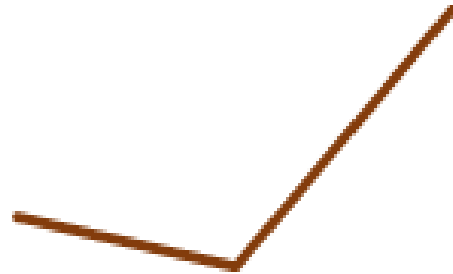
Priority Population: Veterans

Baseline

298

Veterans ~ January 2015

Direction



3 yr trend indicates a 6%
increase

Getting to Goal

↓50%

by January 2016

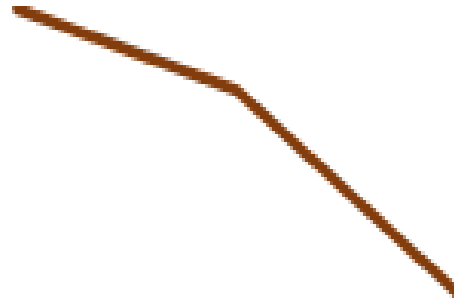
Priority Populations: Unsheltered

Baseline

64

Unsheltered homeless
persons • January 2015

Direction



3 yr trend indicates a 13%
decrease

Getting to Goal

↓35%

by January 2016

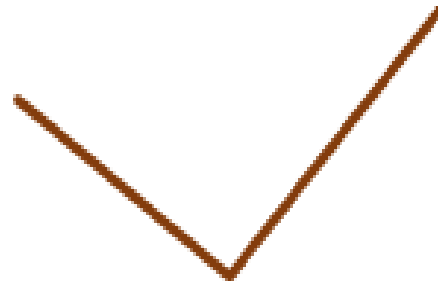
Priority Populations: Families

Baseline

2,499

Persons in families •
January 2015

Direction



3 yr trend indicates a 9%
increase

Getting to Goal

↓20%

by January 2016

National Trends / Stats for Homeless Families

Largest Increases			
NEW YORK	3,160 / 4.1%	NEW YORK	17,989 / 28.7%
MASSACHUSETTS	2,208 / 11.6%	MASSACHUSETTS	6,110 / 40.4%
NEVADA	2,113 / 25.0%	DISTRICT OF COLUMBIA	2,428 / 45.6%
DISTRICT OF COLUMBIA	883 / 12.9%	MINNESOTA	1,054 / 14.4%
MICHIGAN	700 / 6.1%	MISSOURI	1,035 / 16.6%
Largest Decreases			
FLORIDA	-6,320 / -13.2%	CALIFORNIA	-25,034 / -18.0%
CALIFORNIA	-4,600 / -3.9%	TEXAS	-11,293 / -28.4%
OREGON	-1,658 / -12.0%	FLORIDA	-6,527 / -13.6%
SOUTH CAROLINA	-1,487 / -22.7%	NEW JERSEY	-5,643 / -32.6%
MISSOURI	-1,299 / -15.1%	OREGON	-5,426 / -30.9%

Youth

- New focus – locally, state and national
- Unique Needs reflected in:
 - 2014 Data Standards
 - MA Commission on Youth Homelessness
- Records in additional data sources:
 - General homeless data systems (HMIS)
 - Runaway & Homeless Youth data systems (RHYMIS)
 - Youth Survey Information
 - PIT

Mobilization Plan

- Retooling:
 - Substance of service delivery system
 - Structure of service delivery system
- Structure:
 - Leadership Committee drives the vision using quarterly reports
 - Committees drive the work through ongoing monitoring & monthly reporting
- Baseline data was established for January 2015
 - Quarterly Updates as of 7/1/2015
- Work needs to be prioritized (much to be done in parallel)

Mobilization Plan

Indicator	Baseline	Benchmark	Target
• Reduced length of stay (LOS) in...			
Emergency shelter and Safe Havens	Ave: 130 days	LOS of 20 days or less; or reduction of 10% from previous year	Ave: 117 days
	Median: 50 days		Median: 45 days
Emergency shelter, Safe Havens, and transitional housing	Ave: 142 days		Ave: 128 days
	Median: 81 days		Median: 73 days
• Reduced rate of return (RoR) to homelessness within 6, 12, and 24 months following an exit to PH	TBD	Less than 5% of those who exit homelessness return back within 2 years; or the number of those who return falls by 20% compared to the previous year	
• Reduced mortality among unsheltered persons	6 persons	0 persons	0 persons
• Increased rate of placement to shelter or housing from SO programs	From PATH data	Option: state-level PATH data	
• Person-centered outcomes measure	TBD		

Sustainability

- Work will happen in committees, across two CoCs
- Mayor's Challenge; Zero: 2016 and other aggressive housing campaigns
 - Springfield – Zero:2016
 - Hamden County – Mayor's Challenge
 - Holyoke – Mayor's challenge
 - Learn from the implementation of Springfield's housing placement system and revise as necessary
- Committees will use monthly meetings to set and be accountable to:
 - Indicators
 - Benchmarks
 - Targets
- Using advanced technology for:
 - Data Quality
 - Performance
 - Operations/ Prioritization
 - Housing Placement
 - Eligibility

Report Samples: Data Quality

Episodes Report		Simulcast
1/1/2012	Created On	04/02/2012
31/3/2012	Created By	Learning Resources
<div> <div>Program Name</div> <div>Emergency Program</div> <div>Emergency Program</div> </div> <div> <div>Entry Date</div> <div>12/6/2012</div> <div>12/6/2012</div> </div> <div> <div>Program Name</div> <div>Emergency Program</div> <div>Emergency Program</div> </div> <div> <div>Entry Date</div> <div>08/11/2012</div> <div>08/11/2012</div> </div> <div> <div>Program Name</div> <div>Emergency Program</div> <div>Emergency Program</div> </div> <div> <div>Entry Date</div> <div>01/01/2012</div> <div>01/01/2012</div> </div> <div> <div>Program Name</div> <div>Emergency Program</div> <div>Emergency Program</div> </div> <div> <div>Entry Date</div> <div>01/01/2012</div> <div>12/09/2012</div> </div>		

Overlapping Episodes Report

		Totals		Average
Program Name	Last Updated	Persons	Beds	Persons
- St Patrick's Womens Bar - 185	10/07/2013	161	31.00	33.00
- Just A Start House -	10/07/2013	4	4.00	4.00
- Adult Shelter - 221	10/07/2013	56	16.00	17.90
		219	51.00	54.90
Program Name	Last Updated	Persons	Beds	Average
- Next Step - 394	10/07/2013	9	8.00	9.00
- PASS Prevention & Education - 225	10/07/2013	20	18.50	18.50
		29	26.50	27.50

AHAR Readiness Report

<div><div></div>Marked not Disabled, or Flagged as Chronic</div>		<div><div></div>Has a history of 365+ consecutive days</div>			
Patient Information		Data Derived Chronic Status			
Name	Last Name	Marked as Chronic in HHS	Flagged as Disabled?	Has a history of 365+ consecutive days	Number of Stays
	Bond	Yes	Yes	No	1
	Olson	No	Yes	Yes	1
	Ochoa	No	Yes	No	2
	Whitney	No	No	No	1
	Gilmore	No	Yes	No	1
	Blake	No	Yes	No	1
	Higgins	No	Yes	No	1
	Gilmore	Yes	Yes	No	1
	Santos	Yes	Yes	No	2
	Hines	No	Yes	No	1
	Shepherd	No	Yes	No	1
	Ewing	No	No	Yes	1

HUD Chronic Homelessness Audit

Data Report						SimtechSol				
TestOrganization! 01/01/2012 01/01/2012				Program: Created On:		Transfo: 03/20/20				
Unice / Refused g Element										
FIRST NAME	ID#	DATE OF BIRTH	RACE	ETHNICITY	GENDER	VETERAN STATUS	DISABLING CONDITION	PRIOR RESOURCE	PRIOR ZIP	VETERAN STATUS DATE
Ethan										
Mary										
Marion										
Karen								X		
Scott										
Shel										
Tony						O	O	O		O

Missing Data Report

ULTI Test Dataset - All 3 Types from DEMO_DATASOURCE Last updated: 1/1/2016

Test

Generation

Test Program

Test Program	Specimen	Test Results	Validation Results
1	10	10	100
2	15	15	100
3	20	20	100
4	25	25	100
5	30	30	100
6	40	40	100
7	35	35	100
8	30	30	100
9	25	25	100
10	20	20	100

Legend: Specimen (blue area), Test Results (red line), Validation Results (green line)

Test Results

Data Quality Summary Report

Month	Squidito	Sea Urchin	Squidito Sea
Jan	10	5	2
Feb	12	6	3
Mar	15	8	4
Apr	18	10	5
May	20	12	6
Jun	22	14	7
Jul	25	16	8
Aug	28	18	9
Sep	30	20	10
Oct	32	22	11
Nov	35	24	12
Dec	38	26	13

Data Quality Scorecard

Report Sample: Performance Management

First Last Name	Episodes (Distinct Stays)	Cumulative Stay (Pillow Count)	Long Term Disability	HUD Chronic Homeless	Top 10 5% 10
Mann	1	656	Yes	Yes	
Graham	1	550	Yes	No	
Bushman	1	488	Yes	No	
Long	84	472	No	No	
English	22	376	Yes	No	
Spence	34	373	Yes	No	
Buck	47	361	Yes	No	
Nichols	1	334	No	Yes	
McLendon	18	321	No	Yes	
Houston	59	306	Yes	No	
Christensen	47	306	Yes	Yes	
Hill	28	302	Yes	Yes	
Branch	16	240	Yes	No	
Rowland	12	237	No	No	
Franklin	21	236	Yes	No	
Booker	28	231	No	Yes	
Fisher	37	228	Yes	No	

Cumulative Stay Analysis



Recidivism / Episode Counter



Daily Client Census Trends



Pillow Count Histogram

Note: It is anticipated the HUD will release the programming specifications for mandated performance reporting. When they do, Simtech Solutions will code for them.

New performance measures will be at the CoC level which can be aggregated to reveal Network-level performance

Report Sample: Prioritization

- Prioritization
- First phase run to be on 7/1/15 using data as of 6/30/15

Housing Prioritization Report

SimtechSolutions,inc.

Report Start: 03/01/2012
Report End: 02/28/2015
Activity in last: 90 days
Leaver/Stayer: Stayer
Veteran Status: Yes
Ran By: Barber, Eddie

Organization: All Organizations
Project: All Projects
Disabled Status: Yes
Min. Total Bed Nights: 365
Min. # of Episodes: 4
Dataset: Boston CH Study v7

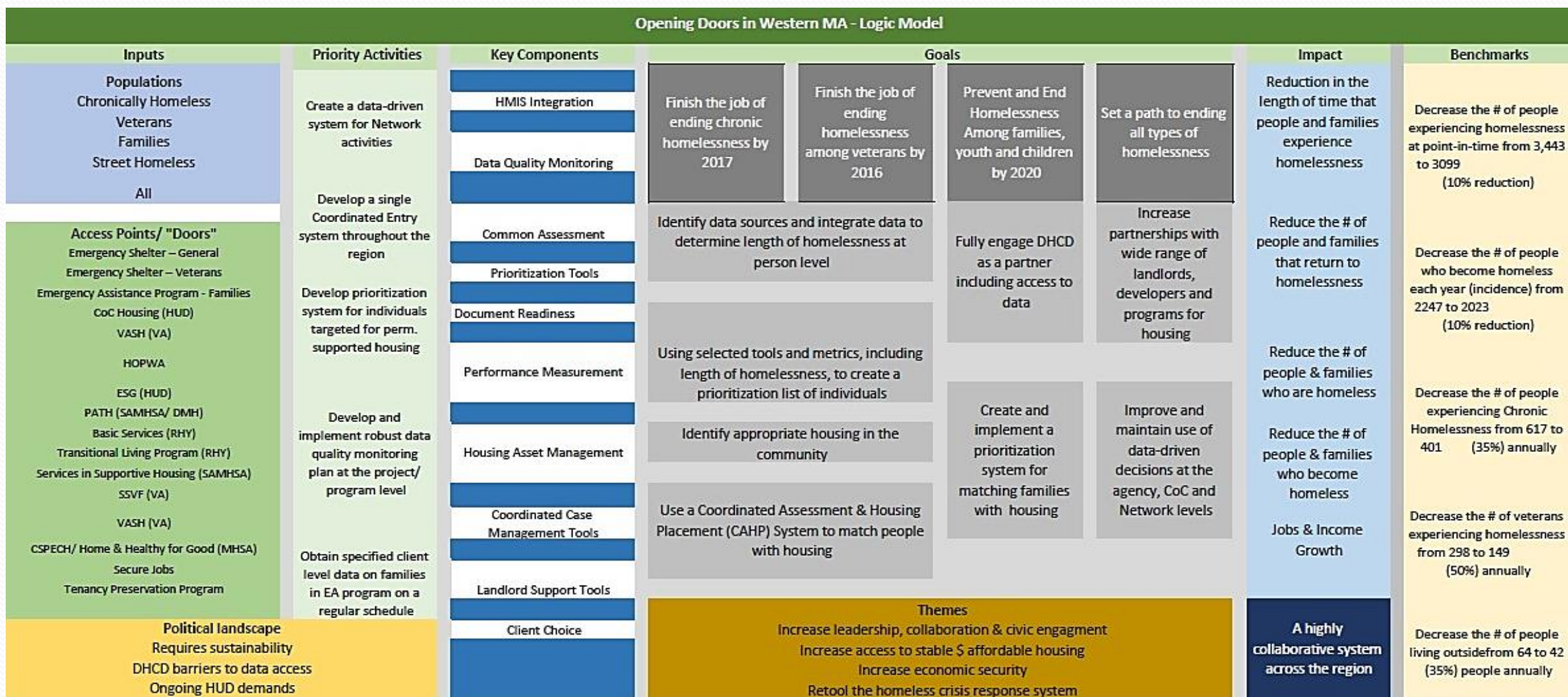
List of clients


#	First Name	Last Name	Organization	Program	Date of Birth	Age	Gender	Disabled?	Vet?	Episodes	Total Bed Nights
1			Pine Street Inn	Outreach - Outreach Van		55	Male	Yes	Yes	4	1872
2			Homeless Services Long Island Shelter			57	Male	Yes	Yes	1	1556
3			Pine Street Inn	Mens Inn		65	Male	Yes	Yes	2	1378
4			Pine Street Inn	Mens Inn		58	Male	Yes	Yes	1	1086
5			19	Shattuck Emergency Shelter		54	Male	Yes	Yes	1	1086
6			Homeless Services Long Island Shelter			61	Male	Yes	Yes	1	1084
7			Homeless Services Woods Mullen Shelter			67	Male	Yes	Yes	1	1077
8			Homeless Services Long Island Shelter			64	Male	Yes	Yes	1	1065
9			Homeless Services Long Island Shelter			56	Male	Yes	Yes	1	1060
10			Homeless Services Long Island Shelter			68	Male	Yes	Yes	2	1034
11			Pine Street Inn	Outreach - Project NeighBOR		60	Male	Yes	Yes	1	1009
12			Pine Street Inn	Mens Inn		64	Male	Yes	Yes	2	1004
13			Homeless Services Long Island Shelter			63	Male	Yes	Yes	1	988
14			Pine Street Inn	Mens Inn		58	Male	Yes	Yes	3	952
15			19	Shattuck Emergency Shelter		53	Male	Yes	Yes	1	891
16			Homeless Services Long Island Shelter			50	Male	Yes	Yes	10	872
17			Homeless Services Woods Mullen Shelter			81	Male	Yes	Yes	3	839
18			Homeless Services Long Island Shelter			54	Male	Yes	Yes	1	822
19			Pine Street Inn	Mens Inn		61	Male	Yes	Yes	5	760
20			Pine Street Inn	Outreach - Outreach Van		70	Male	Yes	Yes	10	738
21			Pine Street Inn	Mens Inn		66	Male	Yes	Yes	5	710
22			Homeless Services Long Island Shelter			59	Male	Yes	Yes	4	705
23			Homeless Services Long Island Shelter			64	Male	Yes	Yes	2	704
24			Homeless Services Long Island Shelter			60	Male	Yes	Yes	6	673

Sample from Boston's Homes for the Brave campaign

Next Steps

- Obtain access to client-level data of families in the EA program receiving services including shelter, hotel and HomeBASE within the region
- Obtain data sharing agreements for all client-level data
- Work with leadership and committees to:
 - Establish Targets
 - Develop operations and monitoring processes
 - Define Method /Approach
 - Integrate into CoC reporting and application (prioritization and ranking)
- Work towards Coordinated Entry, consistent with HUD requirements and guidelines





Q&A