



Leadership and Data: A Relationship to End Veteran Homelessness in Chicago



Focus:

1. Data, Leadership and System Change

- a. Ending Veteran Homelessness Initiative (EVHI)
- b. Creation of data analysis structure within Leadership Team
- c. Implementation of data driven strategies to increase positive outcomes

2. Homeless Management Information System (HMIS)

- a. Movement to collective, collaborative data system
- b. Database as a housing tool

Focus:

3. By Name List

- a. Tracking meaningful outcomes
- b. Report as housing tool

4. Chicago's Dashboard to End Homelessness

- a. Visualization of community progress and potential for action
- b. Intersection of data and planning

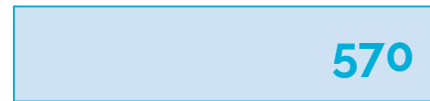
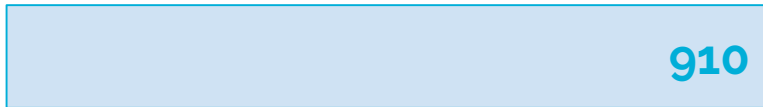
EVHI: Data as Centerpiece for System Change

What did we change with data as the foundation?

Veterans Experiencing Homelessness:

January 2015:

910



Chicago reduced the number of Veterans experiencing Homelessness by:

37%

EVHI: Data as Centerpiece for System Change

What did we change with data as the foundation?

Veterans Experiencing Homelessness

Average: January 2015 - December 2015



127

Average: January 2017 - September 2017

91

Reduced the number of Veterans experiencing homelessness each month:

- 1. New to homelessness**
- 2. Returning to homelessness from permanent housing**

EVHI: Data as Centerpiece for System Change

What did we change with data as the foundation?

Veterans Experiencing Homelessness:

April 2016:
910

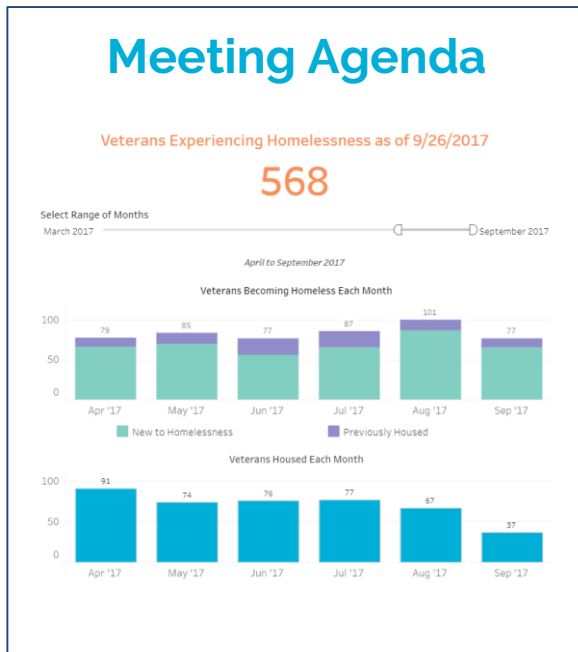
224 Days (Average)

172 Days (Average)

Chicago reduced the average length of time that Veterans experience homelessness prior to entering Permanent Housing:

23%

EVHI: Creation of Data Analysis Structure in Leadership Team



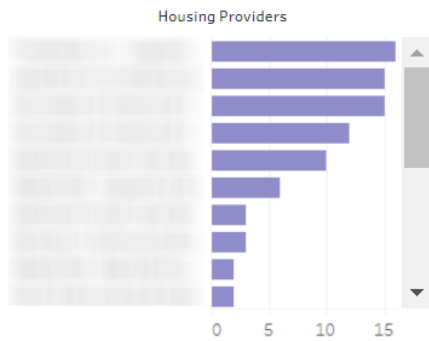
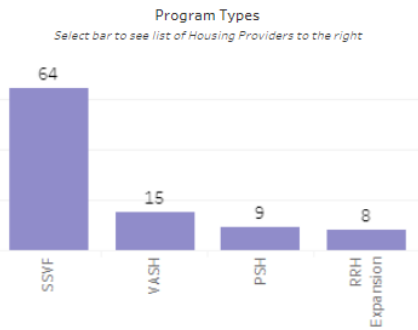
1. Started with questions to create data tools
2. Questions emerge from data to inform continued work
3. Data as the lead agenda item
4. Outcomes based leadership

Application: Implementation of data driven strategies to increase positive outcomes

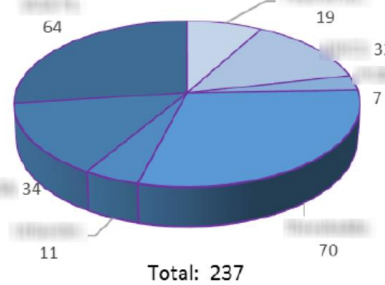
October 2015

Veterans Matched to Projects & Awaiting Enrollment

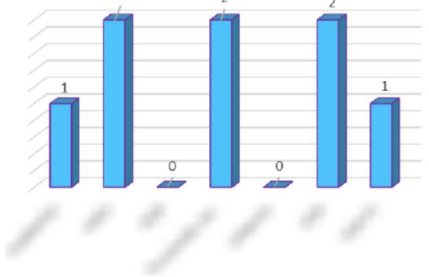
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SSVF: Veterans Enrolled and Awaiting Housing

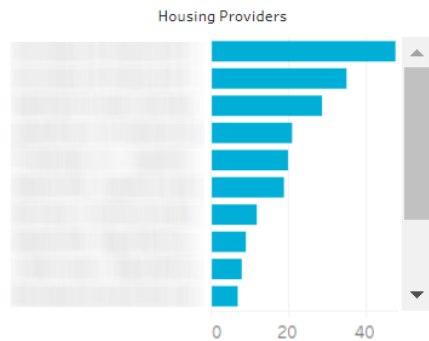
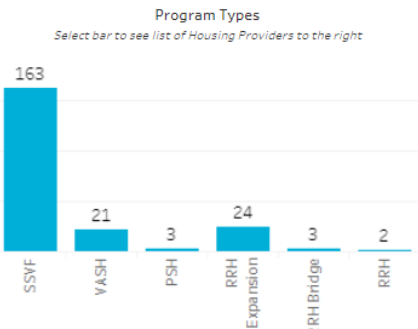


Veterans Housed in SSVF RRH - October (IL-510)



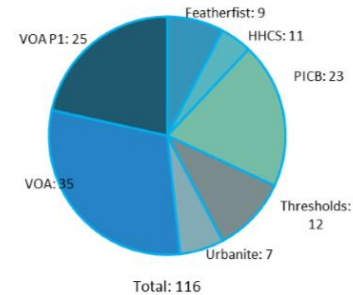
Veterans Enrolled in Projects & Awaiting Permanent Housing

216

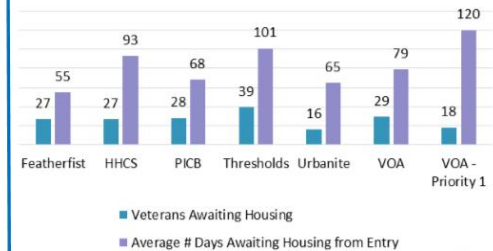


June 2016:

Outstanding Referrals: Veterans not Enrolled or Housed (Veterans Currently on One List)

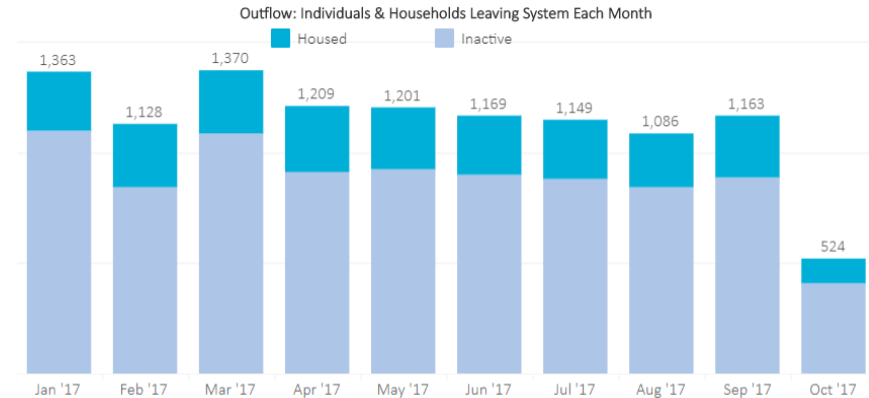


Veterans Enrolled in SSVF RRH and Awaiting Housing - Average Days Awaiting Housing



Homeless Management Information System (HMIS)

- Single Database
 - 86 Agencies
 - 378 Projects



- Collaborative, collective data
 - Data quality
- Data system as housing tool
 - Total housed from January 2017 - October 17, 2017: 2,583

By Name List

Report Details: The By Name List

Name	CH Status	Vulnerability Index Score	Previous Entry into RRH	Acceptance of PH Offers	Current Provider(s)	Primary Contact Person
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Additional Tabs:

- Outgoing Referrals/Matches
- Details by Provider
- Past RRH Entries
- Past ES, SH, TH and Outreach Entries
- Data Quality Checks:
 - Check those with dual Entries in ES and permanent housing
 - Inactivity details

Chicago's Dashboard to End Homelessness

Experience of Homelessness
and the One List

Resources Needed to Address
Homelessness

Progress in Moving from
Homelessness to Housing

Telling the story:

Key Indicators: Data on outcomes and collaborative process

Reports:

- a. Date of Identification
- b. Goal – fluid
- c. Participating partners

Comparison of Housing and Homelessness:: Understanding the number experiencing homelessness

Reports:

- a. Entering Permanent Housing
- b. Inactivity
- c. Becoming Homeless

Movement Towards System for Community-wide Data Analysis for Systems Change: Dashboard

Experience of Homelessness and the One List

Resources Needed to Address Homelessness

Progress in Moving from Homelessness to Housing

Telling the story:

Homelessness to Housing: Project Involvement: Current project location for all individuals and families experiencing homelessness

Targets for “scaled-up system” – Setting system wide priorities for action

Reports:

- a. Current Entries by Project Type and Provider
- b. Assessment details for Coordinated Entry
- c. Referral need status details

Housing Needs and Availability: Permanent housing openings compared with number experiencing homelessness

Reports:

- a. Current Entries by Provider
- b. Housing inventory details (beds/units)

Movement Towards System for Community-wide Data Analysis for Systems Change: Dashboard

Experience of Homelessness and the One List

Resources Needed to Address Homelessness

Progress in Moving from Homelessness to Housing

Telling the story:

Movement to Permanent Housing: Individuals and families housed by permanent housing type and by providers

Reports:

- a. Housing details for reporting period by project type and provider
- b. Date of identification
- c. Referral/matching details

Federal Benchmarks: Data for EVHI and Built for Zero Initiative to assess work in reaching established benchmarks

Reports:

- a. Offers of Permanent Housing
- b. Entry dates into Transitional Housing projects

The Dashboard:

Let's Look at the Details!

Data Updated:
October 24, 2017

Experience of Homelessness and
the One List



Resources Needed to
Address Homelessness



Progress in Moving from
Homelessness to Housing

Thank you!

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Manager

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<https://allchicago.org/dashboard-to-end-homelessness>

Next Steps for Chicago

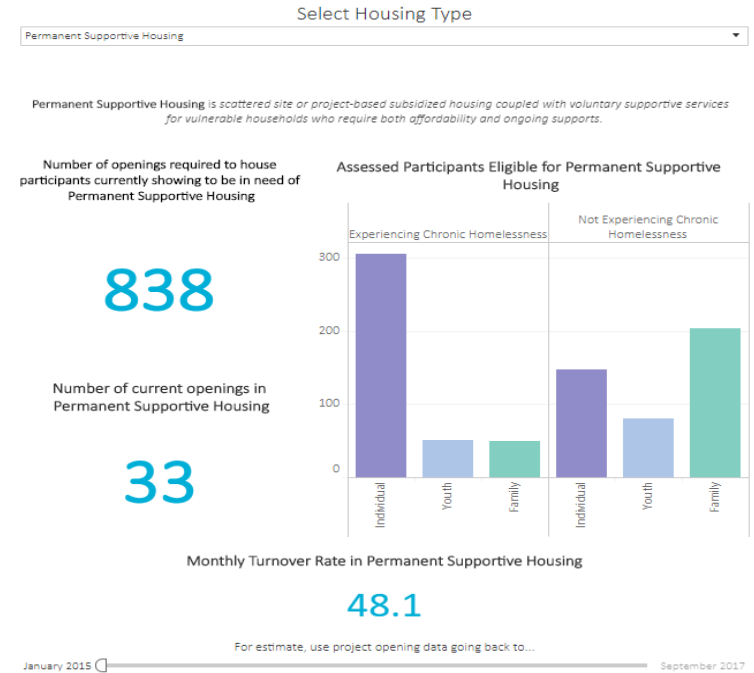
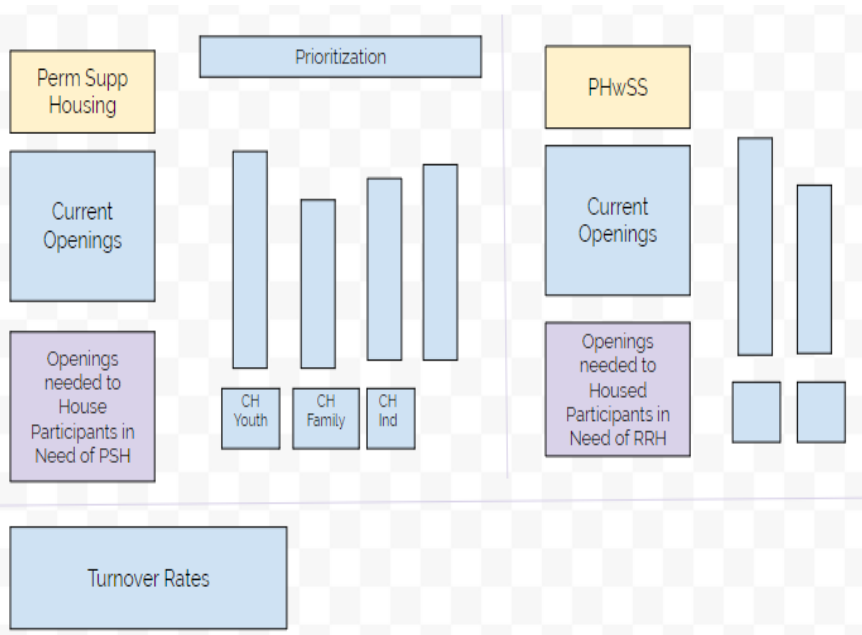
1. Continued data analysis and data quality improvements
2. “Expansion of data analytics and dashboard capacity to articulate progress and impact effectively and in real-time....”
3. Inclusion of additional resources and data to allow Dashboard to reflect true system capacity and needs
4. Integration of Dashboard with System Performance Measures



Details we wish we had at the start:

1. Create teams
 - a. HMIS: Address both data analysis along with communication and implementation
 - b. Community: Experts to review logic and other critical decisions
2. HMIS System
 - a. Understand current software and support capacities and advocate for changes and updates when possible
 - b. Create means of always directing change and energy to HMIS
 - c. Remain creative to find “fixes”
3. Communication
 - a. Quickly prepare for shift in database from reporting to housing tool
 - b. Seek leaders to support system

Continual Dashboard Improvement Process: Data Design Team



Creative and Continuous Process

Data Audience/Outcome Logic Design Application and Feedback Dashboard/Report