



UNIVERSITY OF
CALGARY

Perceived barriers and facilitators towards a real-time data sharing system

An environmental scan

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Outline



CONTEXT & OBJECTIVES



METHODS



INTERVIEW FINDINGS



KEY TAKEAWAYS

What is client data?



DEMOGRAPHICS



HOUSING HISTORY



CONNECTED SERVICE
PROVIDER(S)



TRIAGE TOOL SCORE
(CASE MANAGEMENT
NOTES)

Context & objectives

Methods

Interview findings

Key takeaways

Why real-time data sharing?



People experiencing homelessness are often connected with several professionals and/or organizations



Technological advancements in Homeless Management Information Systems (HMISs) makes real-time data sharing possible

- Homeless Individuals and Families Information System - HIFIS 4.0



Related to Coordinated Access but goes beyond By-Names List

Context & objectives

Methods

Interview findings

Key takeaways

1. What is the current data sharing landscape across Canada?
2. What are the perceived barriers/considerations and facilitators towards real-time data sharing?



Environmental scan



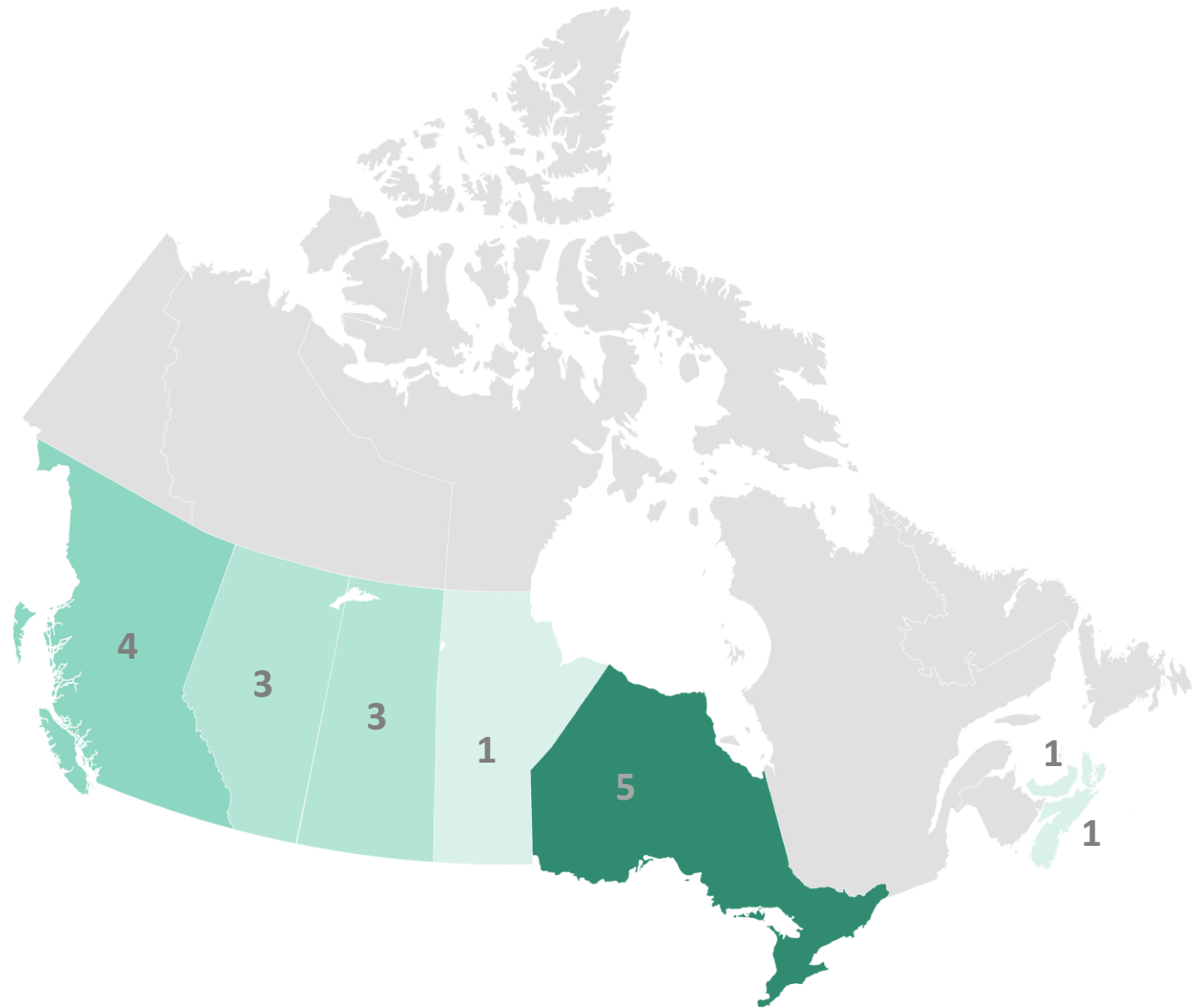
Interviewed 25 key informants representing 18 urban Designated Community Entities from Dec 2022 – Apr 2023



Executive director, manager, program/data analyst, coordinated access lead



≤3 months to 10+ years



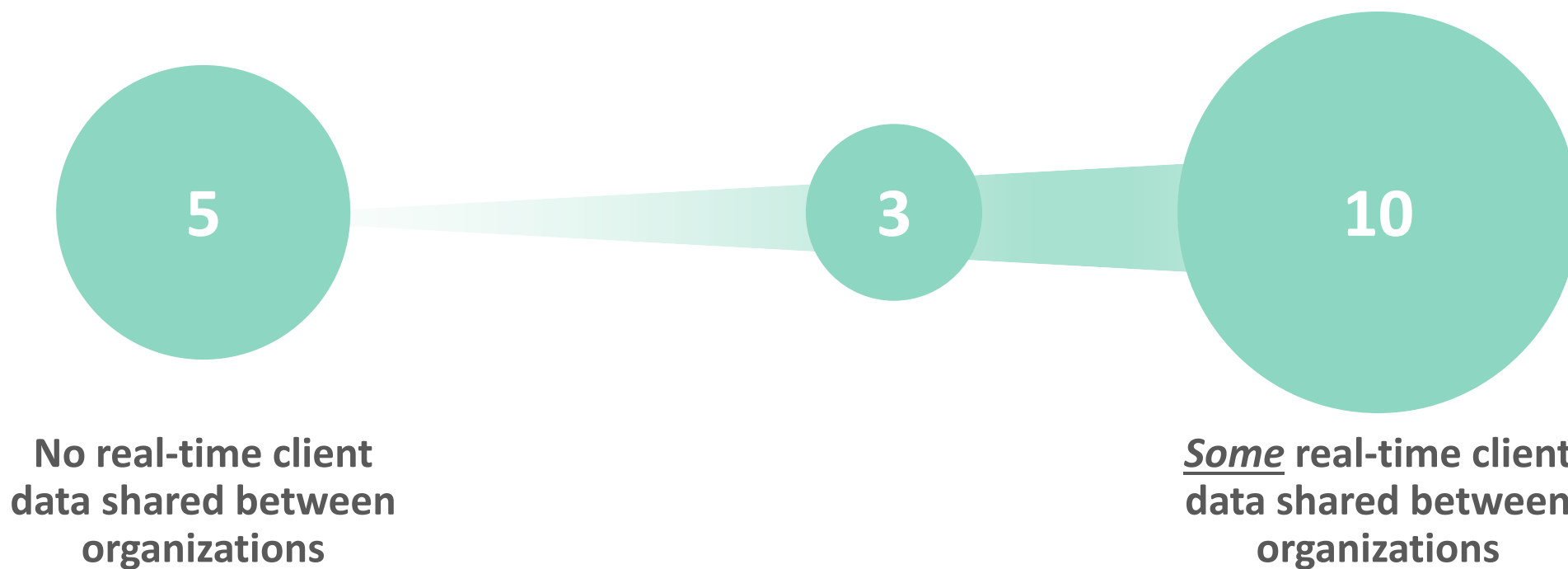
Context & objectives

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Data sharing landscape



Most Designated Community Entities are using or planning to use HIFIS 4.0 to share real-time client information





Embracing possibilities and navigating complexities in real-time data sharing

Increased coordination & better utilization of resources

“If they want to come in and ... seek a shelter bed, or if they're booked in somewhere else, you know that they're booked in there and you can re-divert them back to the bed and where they should be at [...] This maximize[s] the help we're able to provide.”

[Interview 9]

Current system is already working well

- Custom-built or significantly modified HMISs to meet organizational needs
- Creating extra work for service providers

Protecting client privacy

- Increased risk of a data breach
- Individuals leaving domestic abuse situations require extra caution
- *...concentric circles of sharing have a diminishing return... You don't go very far until you include police”*
[Interview 13]

Context & objectives

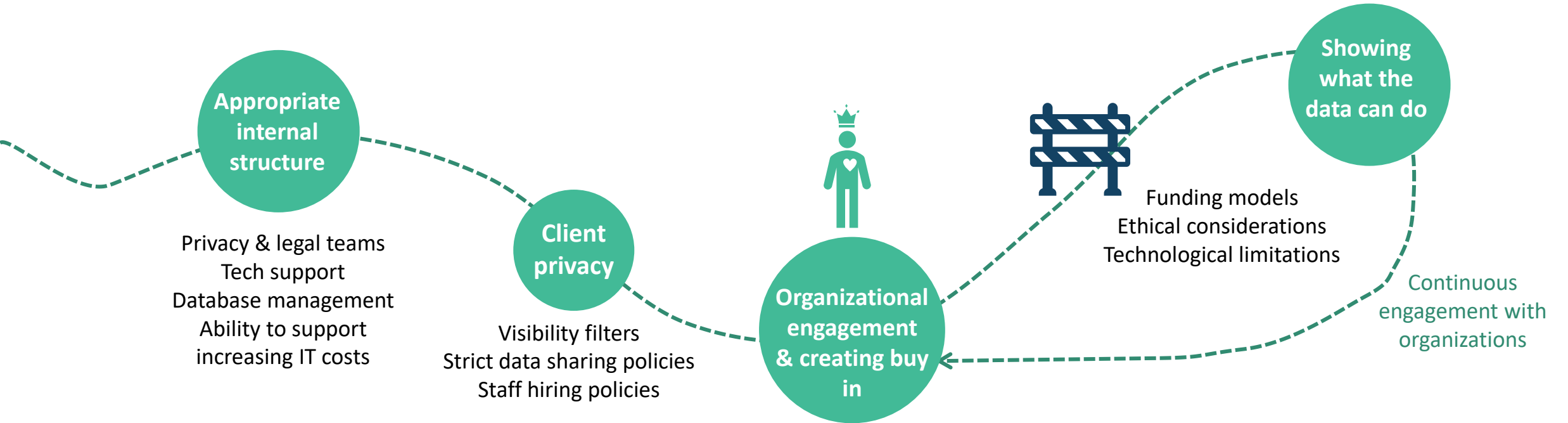
Methods

Interview findings

Key takeaways



The blueprint to real-time data sharing

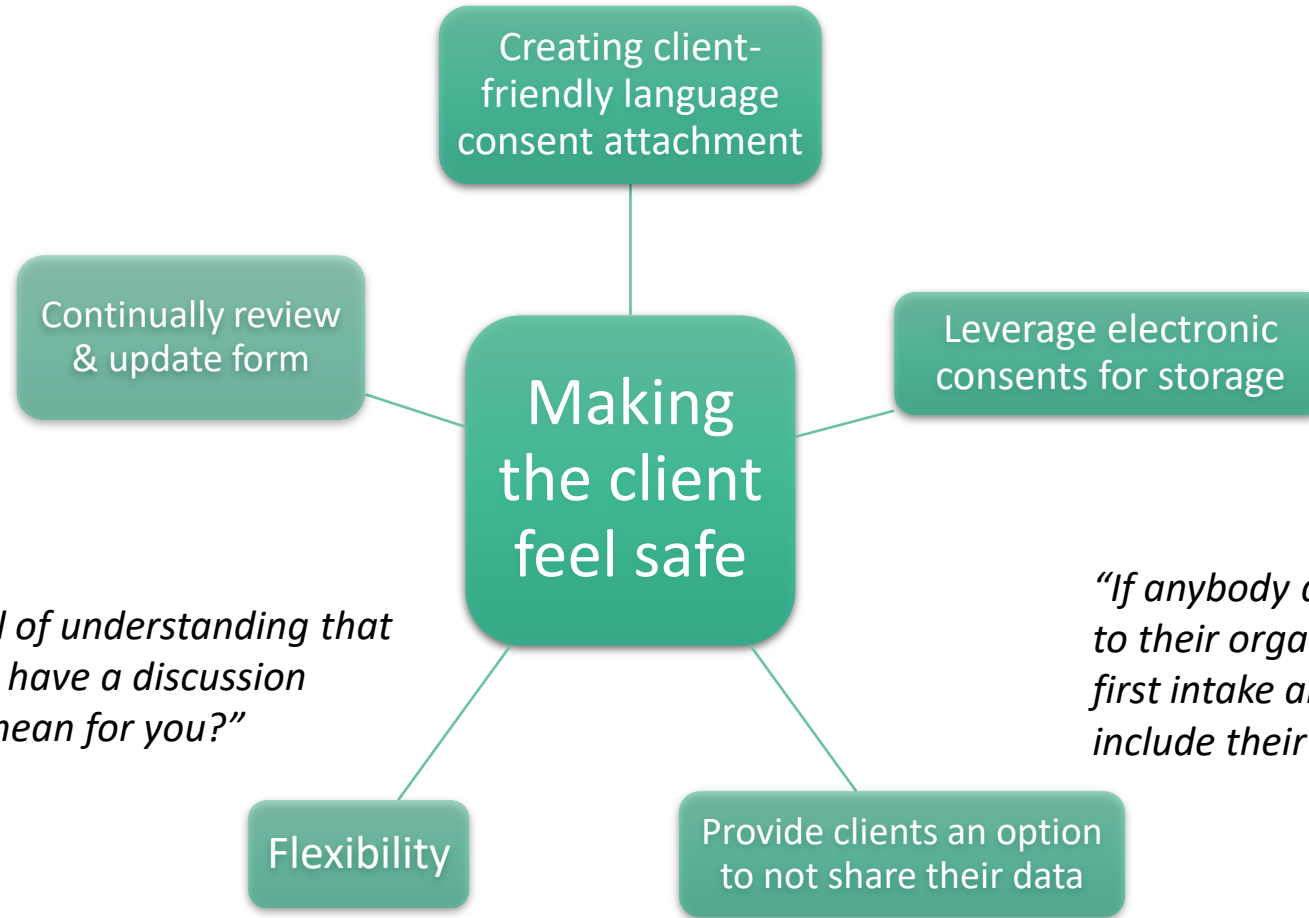


"it's about explaining how if we have the information that is evidence for the need for that change ..., then we're gonna be in a great position to go ... push change." [Interview 14]





Evolving client consent



Written & verbal consent

"We make sure there is a level of understanding that is there. And then we actually have a discussion going - okay, what does this mean for you?"
[Interview 15]

"If anybody declines consent, they can come to their organization where they did their first intake and advise that they do want to include their explicit consent." [Interview 9]





The need for high quality data

Factors affecting data quality



- Low data coverage
- Organizational capacity
- Use of aliases

“There's always that possibility of data [not] being up to date ... knowing how things get busy ... We do [a] data validation process ... and then get in touch with service providers to do periodic update[s] to client information.” [Interview 7]

- Continuous engagement with organizations part of the shared-data environment
- Standardized online training & easy-to-understand instructions
- Backend cleaning
- Superusers, “champions for data integrity”



Factors improving data quality

Context & objectives

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Interview findings

Key takeaways

1. Real-time data sharing requires appropriate precautions
2. Ensure clients are informed
3. Continuously engage with homelessness-serving organizations
4. A real-time data sharing system works best with high organizational participation



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- Pam Leblanc
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- Campbell Lab



QUESTIONS?

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Interview participant characteristics (n = 25)

Category		n (%)	Category		n (%)
Gender	Woman	13 (52%)	Position in organization	Executive-level & senior management	8 (32%)
	Man	11 (44%)		Manager & coordinator	13 (52%)
	Nonbinary	1 (4%)		Analyst & Specialist	4 (16%)
Age category (years)	<29	2 (8%)	Time in position	≤3 months	6 (24%)
	30-39	9 (36%)		4-12 months	4 (16%)
	40-49	8 (32%)		1-3 years	10 (40%)
	50-59	4 (16%)		≥10 years	5 (20%)
	>60	2 (8%)			
Frontline work experience?	Yes	13 (52%)			
	No	12 (48%)			