

Supporting Data Quality

Large Implementations



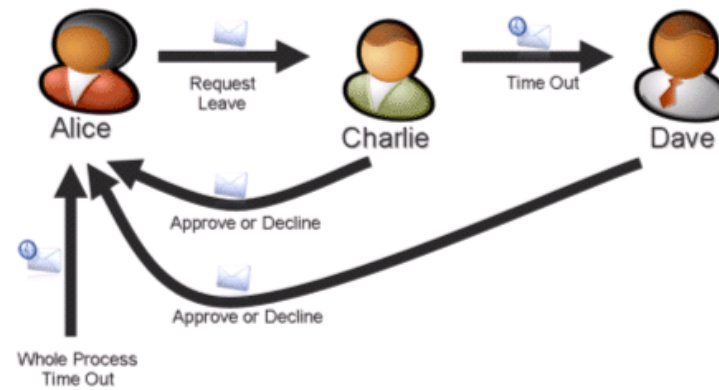
Michigan and North Carolina

- ▶ 34 CoCs across 2 States
- ▶ Data Quality is always a local process.



Legislating Processes - Optimizing Communication

- ▶ Timeliness
 - ▶ Record review while the client is in services
 - ▶ Closing records
- ▶ Mapping workflows (enough licenses to map to the business processes of the agencies)
- ▶ Communication/ Communication
 - ▶ User Meetings - Local
 - ▶ CoC Meetings - Local
 - ▶ System Administrator Meetings (Hosted by MCAH)



Beginning with the Interview- Collecting the right information.

- ▶ Standardized approach to collecting Name, DOB, and Gender Information.
 - ▶ **Unduplication** based on 3 key fields.
 - ▶ Spelling the name correctly: Is Katy spelled “Kaity” or “Katey” or
 - ▶ Date of Birth Information: Too many babies in your System?
 - ▶ Gender: Staff have to ask this even if they think they know the answer.
- ▶ Housing History requires that we map the HH housing transitions going back three years.
 - ▶ Who does the interview - expensive so consider sharing the results
 - ▶ Guided Interview forms
 - ▶ HMIS Reports that provide history of hits in shelter



Cleaning up Discharge Destination

► Exit Destination Guidance

- Remind everyone that “Other” does not map into reports or into your successes

Staying or Living With Family - Permanent Tenure	The client has moved into a room, apartment or house occupied by a family member and is intending on living there. Use “permanent” if the client has NOT been given a specific time limit in which he/she needs to leave or if exit destination is short term but leads to a permanent destination such as doubled up for two weeks until an apartment is ready.
Staying or Living With Friends - Permanent Tenure	The client has moved into a room, apartment or house occupied by a friend and is intending on living there. Use “permanent” if the client has NOT been given a specific time limit in which he/she needs to leave or if exit destination is short term but leads to a permanent destination such as doubled up for two weeks until an apartment is ready. Includes clients who leave for Job Corps, college, Military or National Guard training.
Rental by client, other (non-VASH), housing subsidy	The unit the client is renting is being supported by a subsidy - either government or private, either site-based or voucher. Includes Section 8, HARP, HCV, State Rental Assistance (SER) and HPRP.

Engaging in Funders in Data Quality

- ▶ Guided by a policy that is designed to clearly define the rights and responsibilities of those providing funding.
- ▶ Core function:
 - ▶ Funded Providers run and clean their data routinely
 - ▶ Identify missing households
 - ▶ Communicate to agencies about their data
- ▶ Agency and department need to communicate directly and routinely about performance. The Contract and performance improvement meetings.



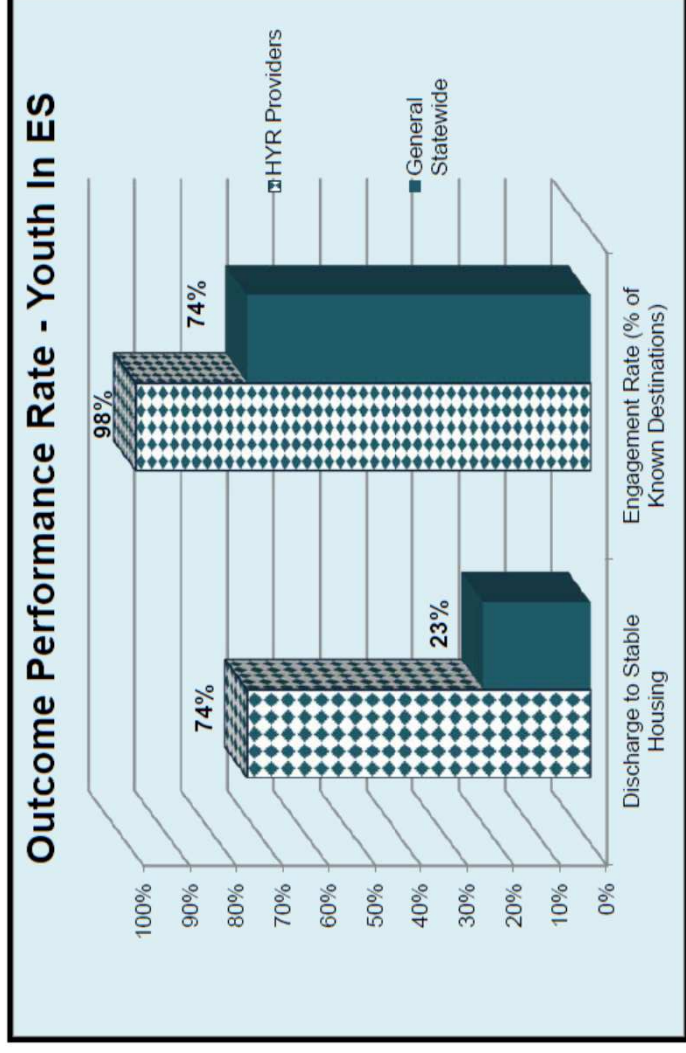
Publication - Making the Data useful.

- ▶ Data is useful only to the degree that it is used.
- ▶ Statewide Publication:
 - ▶ State of Homelessness:
 - ▶ When you can publish
 - ▶ Which Reports you can use / Control of Aggregated Data
 - ▶ Time for CoC Review
 - ▶ Crafting the message
 - ▶ Data merges
 - ▶ Allocating funds by need



Outcome Comparison – HYR Basic Care Center vs. Traditional Emergency Shelters

In looking at the rate of positive exits, it is apparent that youth receiving emergency shelter (Basic Care Center) services from an HYR provider are far more likely to succeed in terms of engagement and discharge to positive housing. This significant difference can be attributed to the fact that HYR staff are specifically selected and trained to work with this vulnerable population. The HYR program requires that workers allocate a great deal of time and resources to secure stable housing for youth in their care. In most situations, reunification with the youth's family is the ultimate goal. However, when this is not possible, youth are often moved into the Transitional Living component of the program, where they continue to receive support as they strive to become more self-sufficient.



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