

## COVID-19 Webinar Series

### Data Collection & COVID-19: Learning from the Field

#### Key Takeaways

- How and Why Communities Are Getting Data Entry Done
  - COVID Data could help anticipate and begin planning stages for what is next
  - Zoned in perspective of our nation's most vulnerable homeless
    - Opportunity for more access to the most vulnerable street population
  - Do you understand the "DNA" of your community?
    - What is the configuration of data entry and data sharing in your CoC?
    - Does your HMIS exist only in your CoC or is it statewide with data sharing?
    - What are the data sharing policies in the CoC?
    - How many people are experiencing homelessness at a given time?
    - What resources are available?
  - Do you understand your staff?
    - Are you actively communicating with them during this pandemic?
      - Providing data back to staff will encourage more buy-in to the data collection efforts.
      - Daily, weekly, or monthly statistics for your CoC and individual providers are important to share
    - Does your staff understand what is going on in your local landscape?
      - Are CoC policies effectively communicated to frontline staff?
  - Don't reinvent the wheel!
    - Look to other CoC's collecting data to see how they make things work.
    - Think about how you've implemented new data collection efforts in the past and take lessons learned from the process.
  - Design Workflows with them in mind
    - Have you consulted with your staff about what could work best?

- Have you designed a training plan that works with the diversity of your team?
  - Share Information!
    - Sharing information with frontline staff, CoC leadership, and other stakeholders benefits the entire system.
- Creating Workflows
  - Think about reporting needs and design data collection workflows with this in mind
  - Make things easier with “yes/no” questions and include dates
  - Qualifiers like “new” and “today” are important to add to your questions.
    - This is especially important for clients who may have preexisting health conditions that cause things like a persistent cough: if the data just says “Yes” to “Has a Cough” that wouldn’t tell you the same thing as “Has a NEW Cough.”
  - If there is no anticipated use for a data element, do not spend time collecting it
  - When prioritizing people for services, it is especially important to be transparent about how you are grouping consumers.
    - Share the logic used for grouping consumers with the CoC so that everyone is clear on what the criteria is for things like isolation, quarantine, and other housing options.
- Reporting Data
  - Daily check-ins with providers useful to reconcile data and check on test results
  - Weekly activity reporting to the state
    - This is important for reimbursement for hoteling expenses from various funding streams
  - Details for case conferencing (e.g., which clients have income?)
  - Create new projects in HMIS when necessary
    - Not only does this help reporting for reimbursement, it also helps CoCs track new bed inventory designated as a response to COVID-19.
  - Other Important Data Considerations
    - How many people would we need to house to end unsheltered homelessness?
    - Exploration of system capacity and use by people who have been in the system for years but have not been engaged
    - Focused exploration of racial equity