



S2.01 The Role of Technology and Data in Street Outreach

March 5, 2024

Presented by:

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to End Homelessness
(She/Her/Hers)

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What are we
trying
to solve?





[Home](#) > [Resources](#) > 2004 HMIS Data and Technical Standards Final Notice (July 2004)

[Laws, Regulations, and Federal Register Notices](#)

2004 HMIS Data and Technical Standards Final Notice (July 2004)

Date Published: August 2004

Description

The Homeless Management Information Systems (HMIS): Data and Technical Standards, effective August 30, 2004, specifies the data elements and standards that guide HMIS across the country. The Notice standardizes data collection nationally and allows local agencies to tailor the system to their needs. The Notice also describes the process for consulting with Federal agencies and the Department of Housing and Urban Development (HUD) for technical assistance. The Notice also describes the process for consulting with Federal agencies and the Department of Housing and Urban Development (HUD) for technical assistance.

**Misaligned
Systems**

User experience

Design

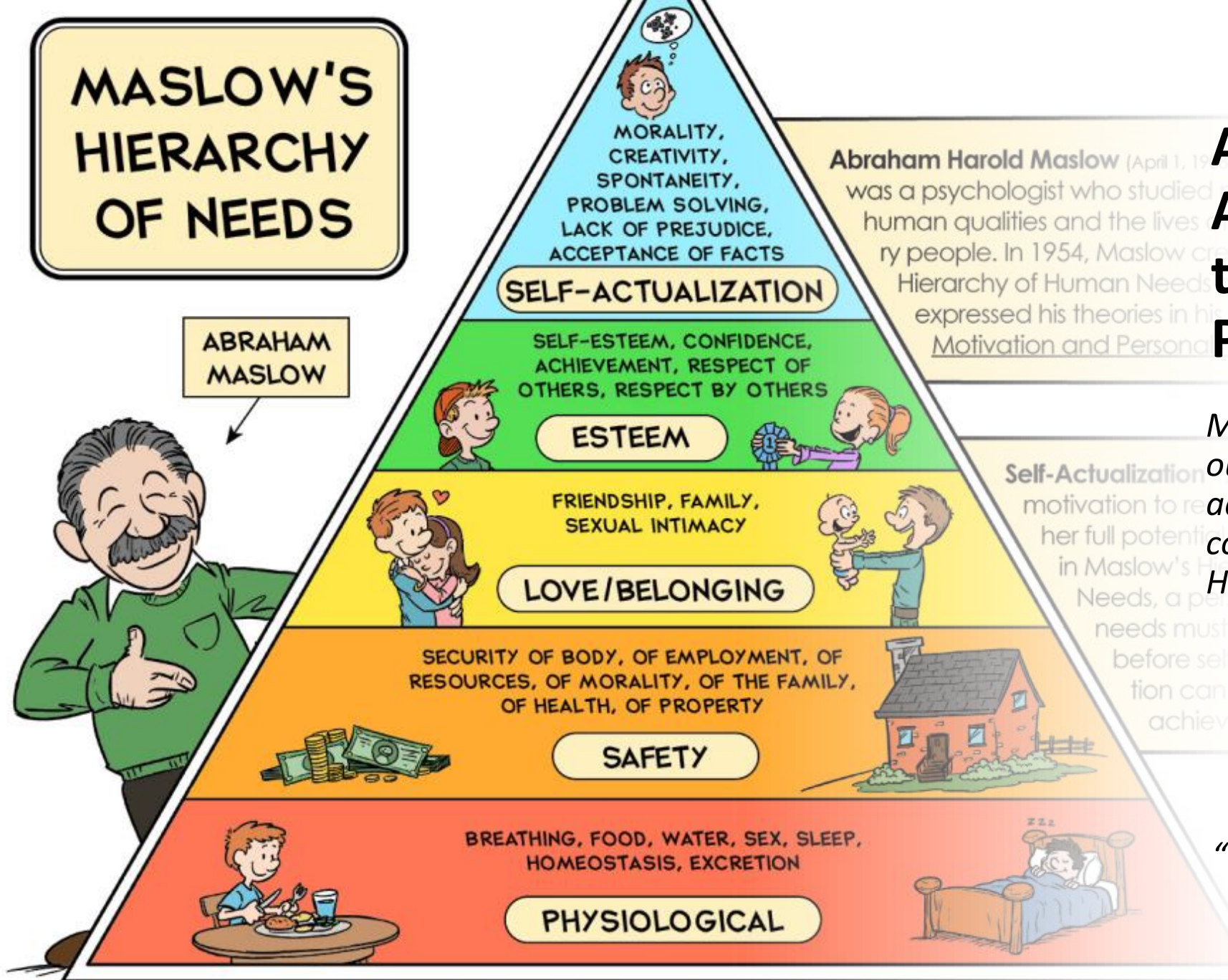
[Resource Links](#)

HMIS is Not a Good Fit for Outreach

- **Not person-centered**
- **Laptops are bulky and awkward.**
- **Project Descriptor Data are missing key details.**
- **Poor data quality**
- **Prior residence missing (patient dumping)**
- **Manual Tracking; No data exchanged**
- **Flaws in Coordinated Entry model**
- **HMIS Intake is lengthy; Does not enable progressive engagement**
- **HMIS is missing Safe Parking, Legal Camping project types**
- **HMIS Data is not readily converted to actionable intelligence.**

MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW



Abraham Harold Maslow (April 1, 1908 – June 14, 1970) was a psychologist who studied human qualities and the lives of ordinary people. In 1954, Maslow created the Hierarchy of Human Needs. He expressed his theories in his book *Motivation and Personality*.

A Person-Centered Approach to Capture Data and Progressively Engage

Mobile app technology empowers outreach teams with the tools to address basic human needs, build connections with people, and meet HUD requirements.

"How can I help you today?"

vs.

"How can I capture your information and assess you today?"



Homelessness is a Public Health Crisis. People who are homeless are...

- 35Xs as likely to die of a drug or alcohol overdose
- 4Xs more likely to die of heart disease.
- 16Xs as likely to die in a car crash.
- 14Xs as likely to be murdered.
- 8Xs as likely to die of suicide.

[Source: A Rising Tally of Lonely Deaths on the Streets - The New York Times \(NYTimes.com\)](#)

Rather
than address
the moral and
public health crisis
of homelessness,
policies often
punish or place
undue burden on
the people who
most urgently
need our help.



THE HILL

Law against homelessness struck down in Missouri

BY TARA SUTER - 12/20/23 3:19 PM ET



Share



Tweet



More



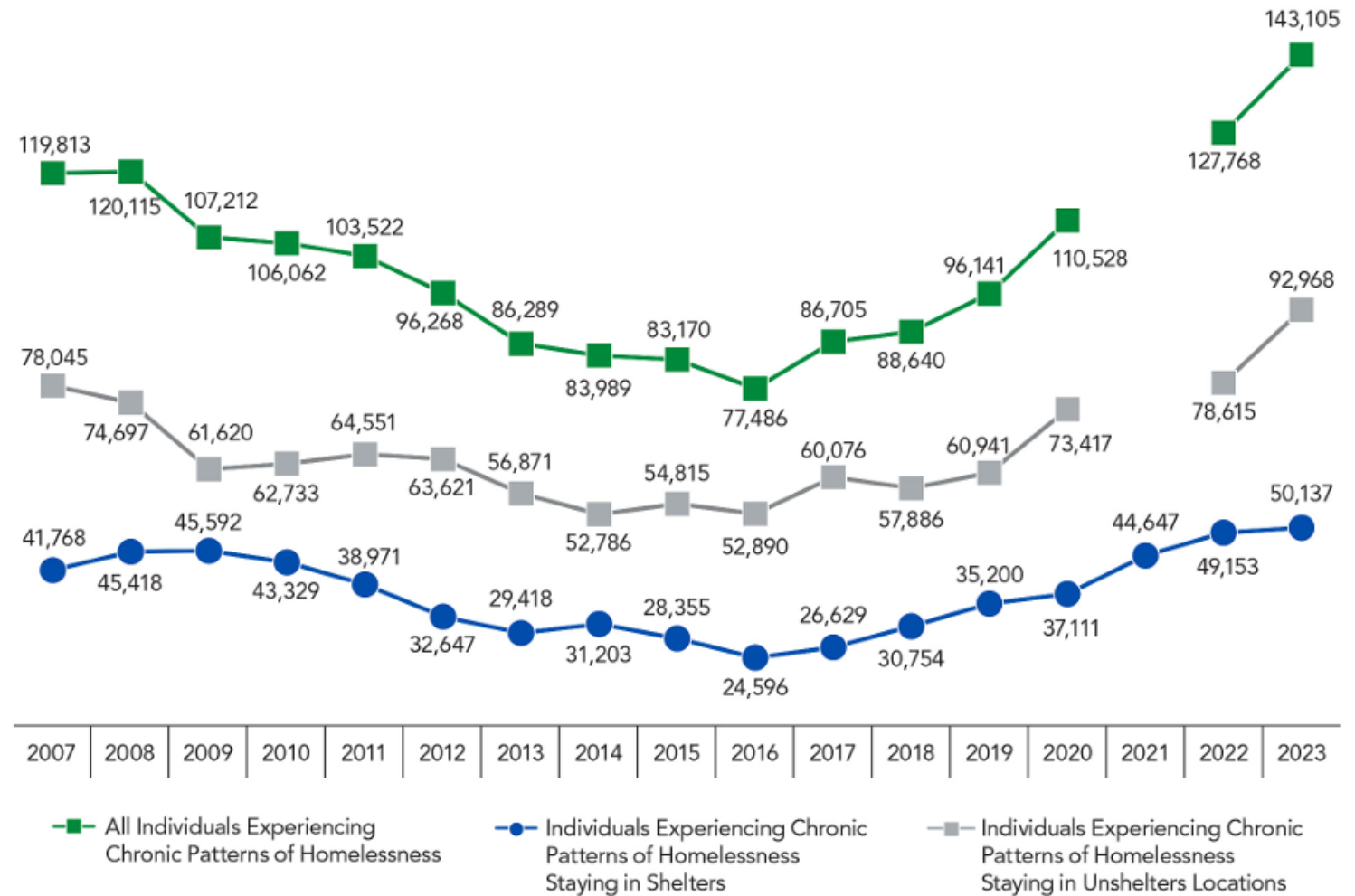
(AP Photo/Jae C. Hong)

A homeless man stands next to his tent in Los Angeles, Wednesday, Dec. 14, 2022. (AP Photo/Jae C. Hong)

System Performance Measures?

- System Performance Measures and LSA ignore the unsheltered.
- 28% of the nation's homeless are here in CA, and 68% of the homeless population in CA are unsheltered.
- Coordinated Entry Systems, and prioritization, tend to focus on people served in shelters.
- 65% of individuals experiencing chronic homelessness are unsheltered.

EXHIBIT 6.1: PIT Estimates of Individuals Experiencing Chronic Patterns of Homelessness
By Sheltered Status, 2007-2023



[Source: 2023 Annual Homelessness Assessment Report \(AHAR\)](#)



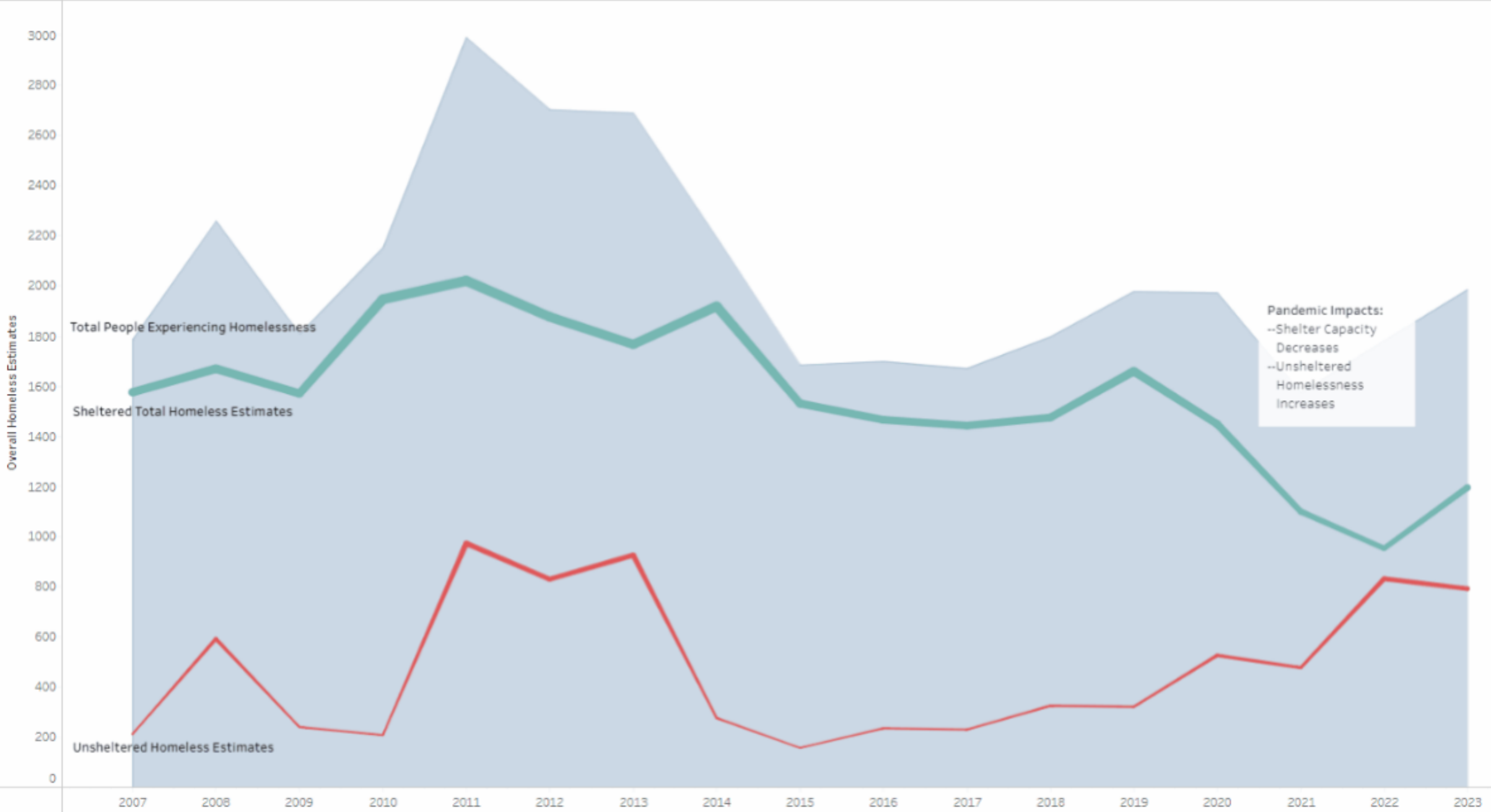
CoC Name	Individuals Experiencing Chronic Homelessness	Percent Unsheltered	CoC Name	Veterans Experiencing Homelessness	Individuals Experiencing Chronic Homelessness
Major Cities			Other Largely Urban CoCs		
Kansas City, Independence, Lee's Summit/Jackson, Wyandotte Counties, MO & KS	343	89.5%	Topeka/Shawnee County, KS	129	87.6%
Raleigh/Wake County, NC	275	88.0%	Savannah/Chatham County, GA	103	86.4%
Los Angeles City & County, CA	25,583	85.8%	Huntsville/North Alabama, AL	112	84.8%
Long Beach, CA	1,277	83.3%	Eugene, Springfield/Lane County, OR	1,169	75.9%
Tucson/Pima County, AZ	661	82.5%	Santa Rosa, Petaluma/Sonoma County, CA	711	70.5%

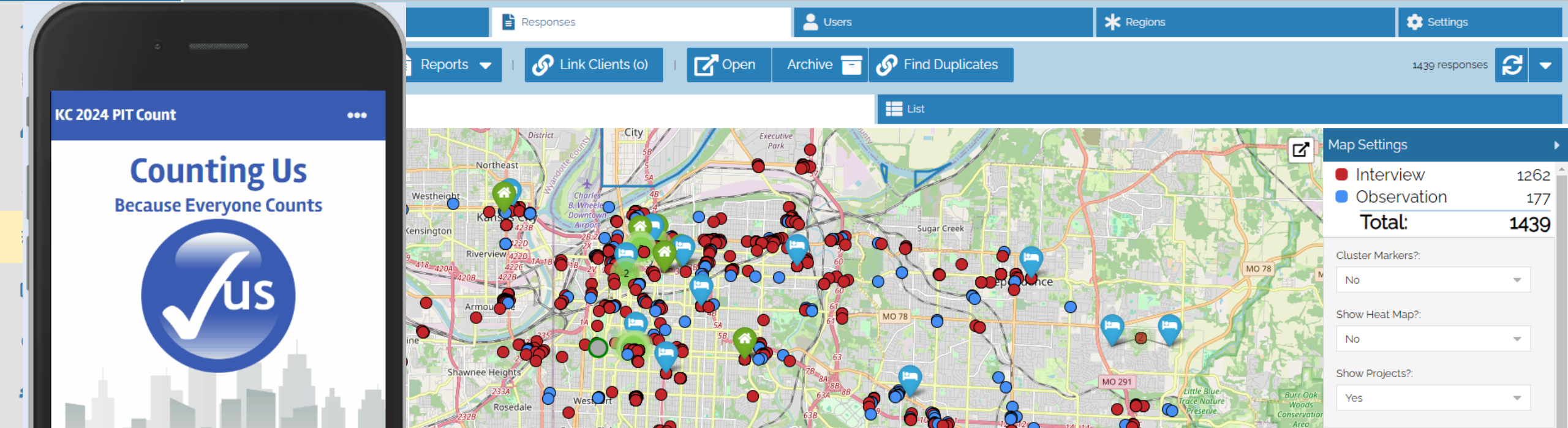
Source: The 2022 Annual Homelessness Assessment Report to Congress: Part 1

Metro Kansas City COC (MO-604) Facts

- Bi-State Continuum of Care
- Population ~700,000
- \$19M Annual COC Award
- 2020- Launched Mobile Technology
- 2022- Homeless Criminalization Bill Passes
- 2023 Unsheltered #: 791
- 2024 Cold Weather Shelter #: 1,775
- 2024- Cold Weather Shelter Data in Mobile App

Kansas City, Independence, Lee's Summit/Jackson, Wyandotte Counties, MO & KS Homelessness Trends





PIT Informs Outreach and Vice-Versa

- For the 2024 count, 294 surveyors used Counting Us for unsheltered and sheltered counts in Kansas City.
- Encampment and interaction locations gathered by outreach using Show The Way help to inform where to send surveyors for the PIT.
- Survey data is gathered and displayed in real-time in the Regional Command Center.
- HUD Point-In-Time Reports are produced off the data that is gathered and can be run by county, city/town, or census tract.



SHOW THE WAY OUTREACH APP

Show the Way is designed to support homeless people where they are, both physically and emotionally, while helping to guide them towards stable housing.



Developed by Simtech Solutions Inc.

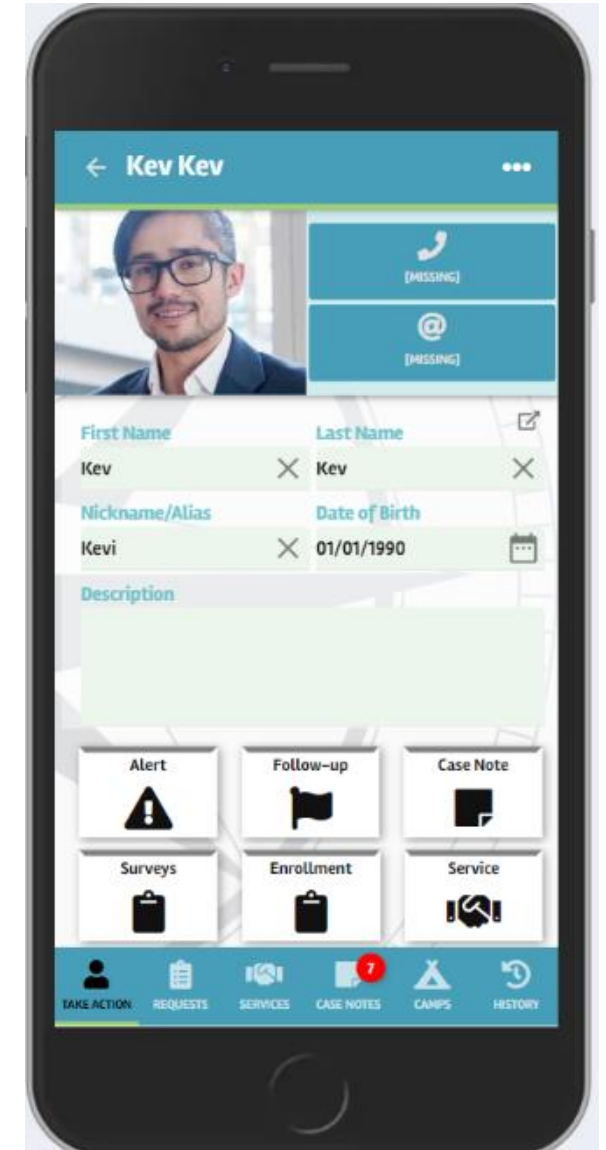
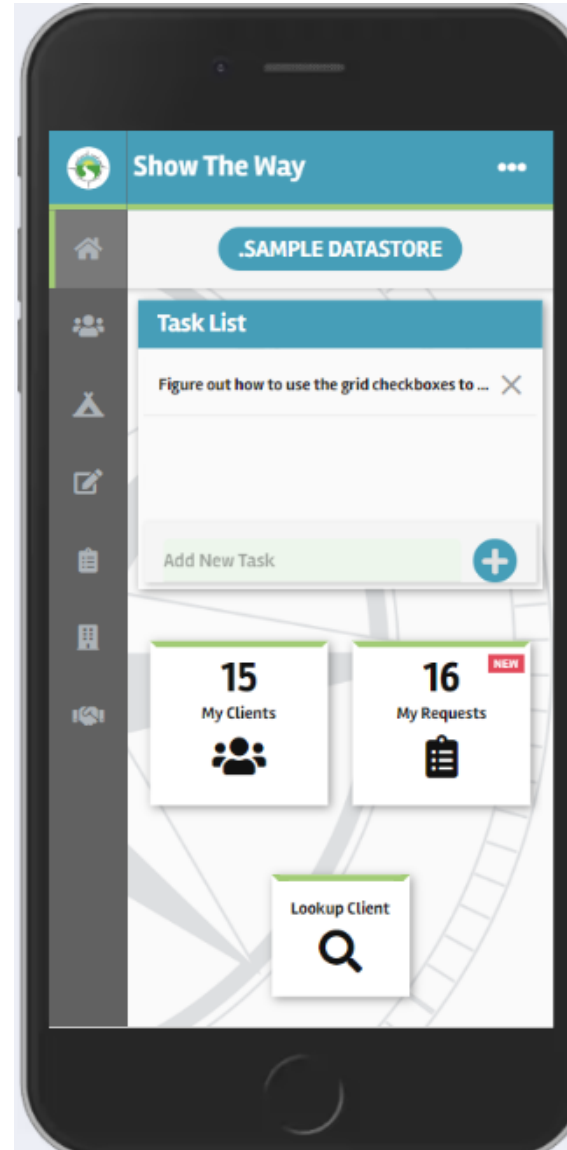
Visit <http://ShowTheWay.info> for more details

Show The Way



Key Features

- Person-centered care
- GPS-enabled case management
- Coordination of care
- Encampment management
- Request assistance
- Reserve shelter beds



Meals & Water Distribution

- ▶ Outreach staff support a shelter-in-place model
- ▶ Backfill supply with site-based meal programs
- ▶ Need to know where to send meals and how many are needed.

Providing Services

Lookup Clients

- View clients staying at a camp

Provide Services

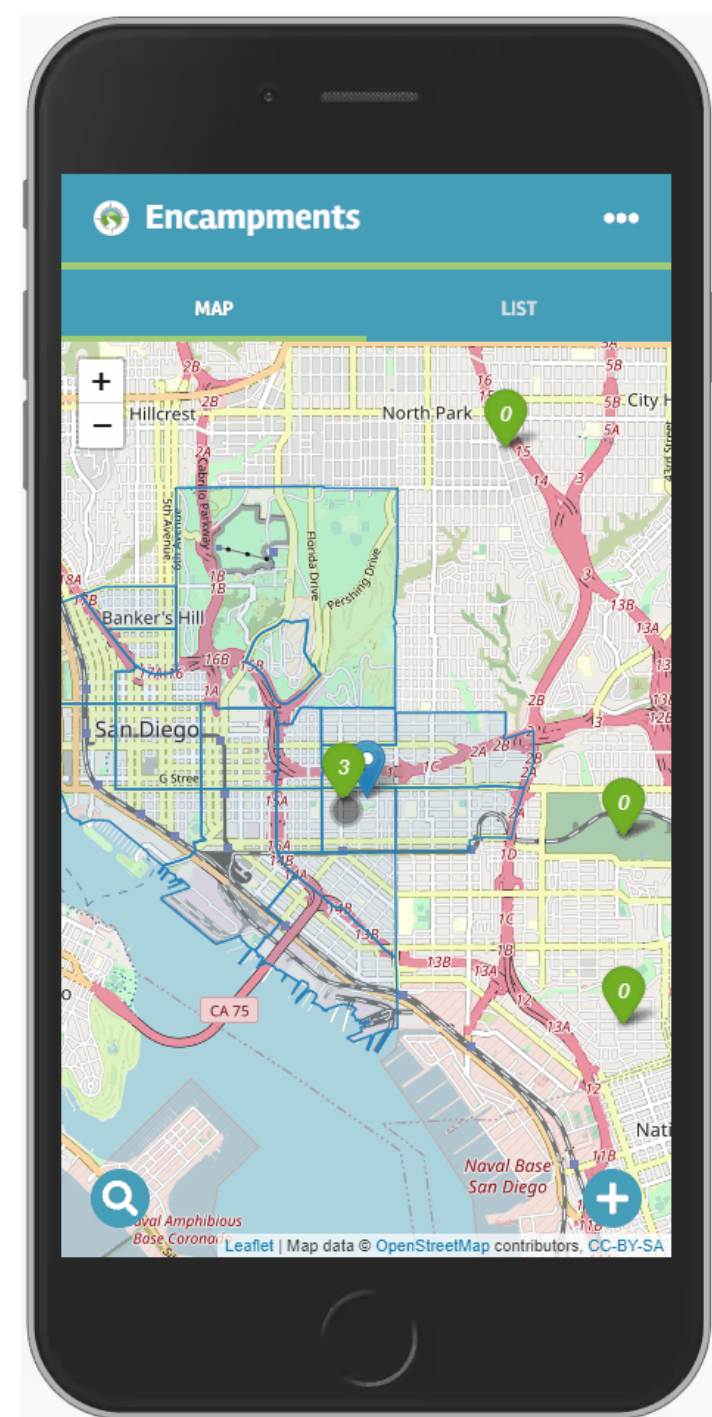
- Provide services and drop a pin

Identify Needs

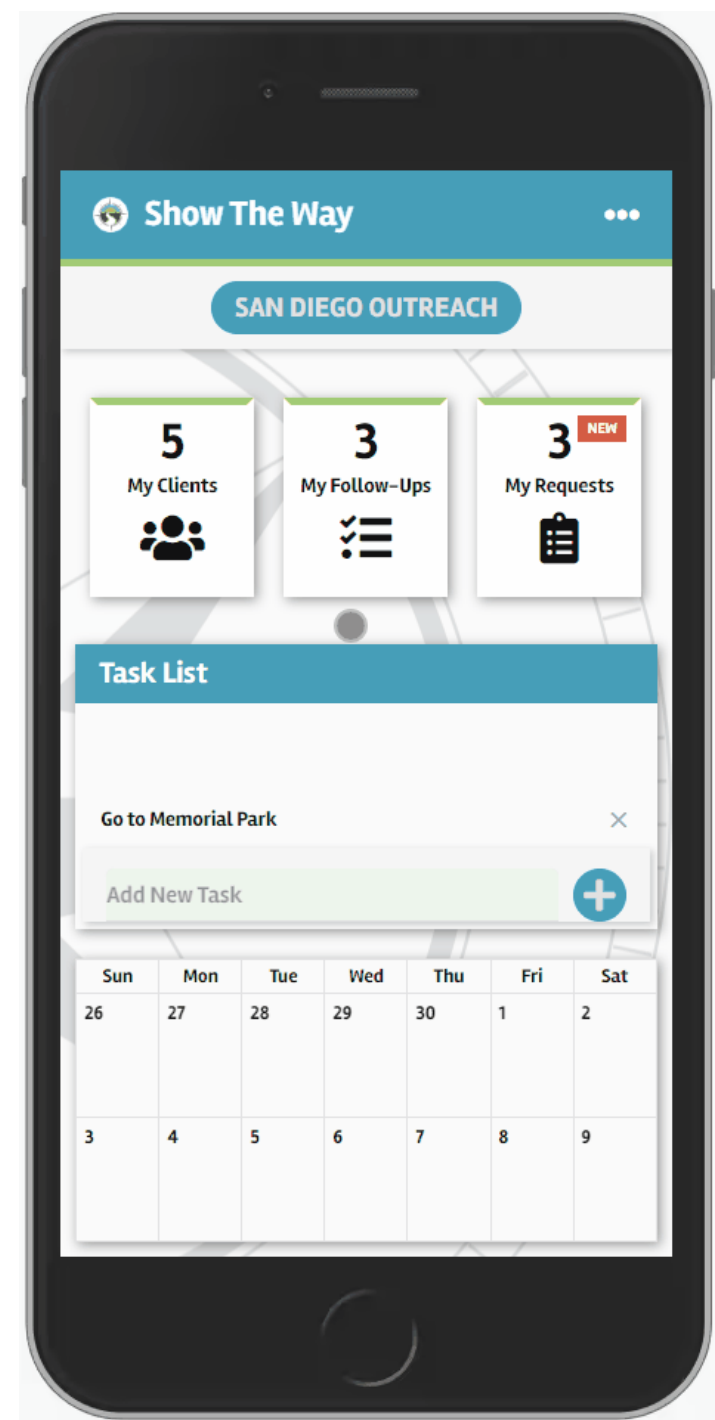
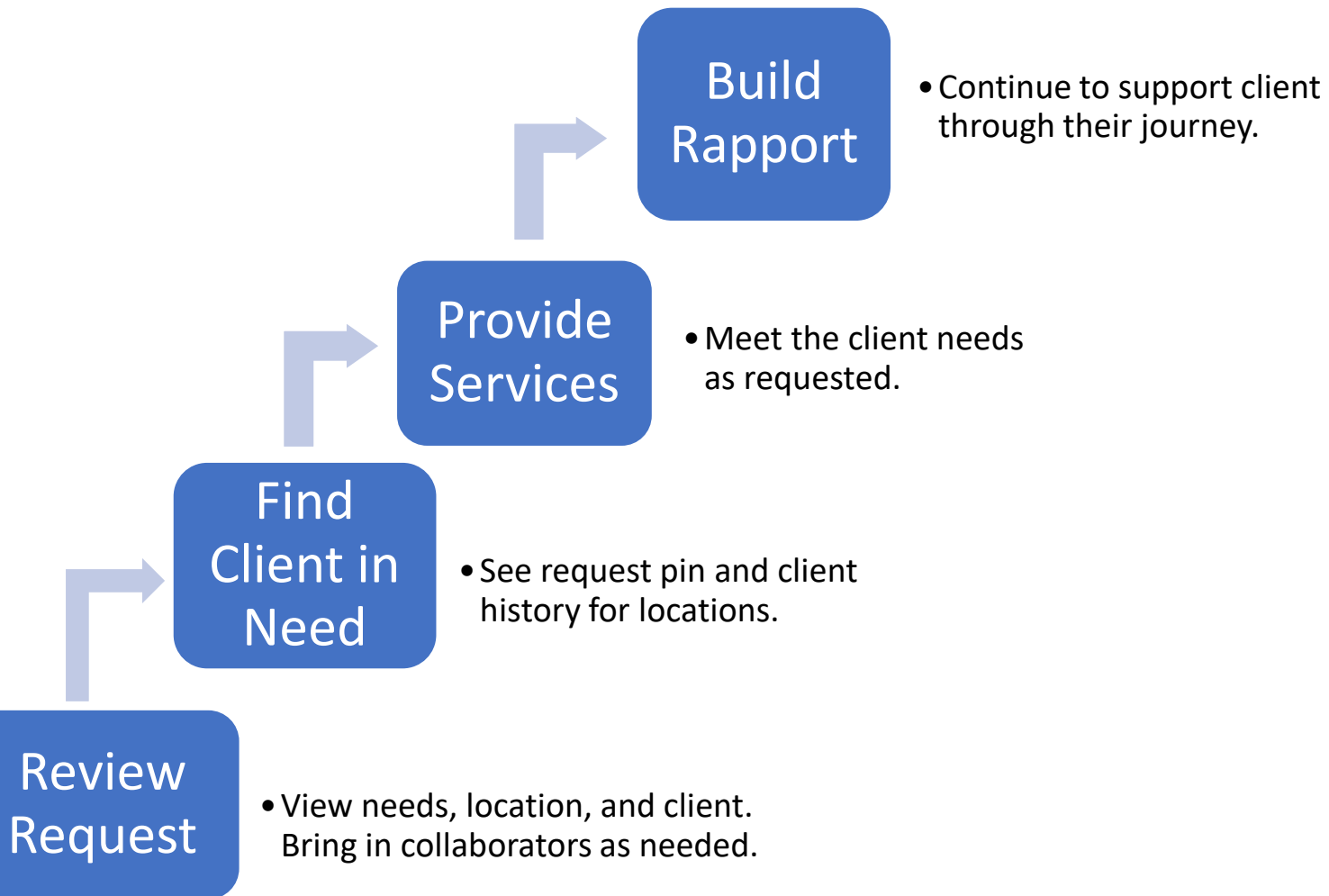
- Capture unmet needs

Request Assistance

- Reach out to partnering agencies



Requests for Assistance



Shelter Bed Requests



- A request for a nearby bed, that is appropriate and available, is submitted by outreach staff.
- Shelter staff are notified of the referral.
- If approved, the number of available beds is updated



ZERO KC's

**LOW BARRIER SHELTER
COLD WEATHER PLAN**

 **Activation Hotline**
816-513-3699

 **Access Sites**

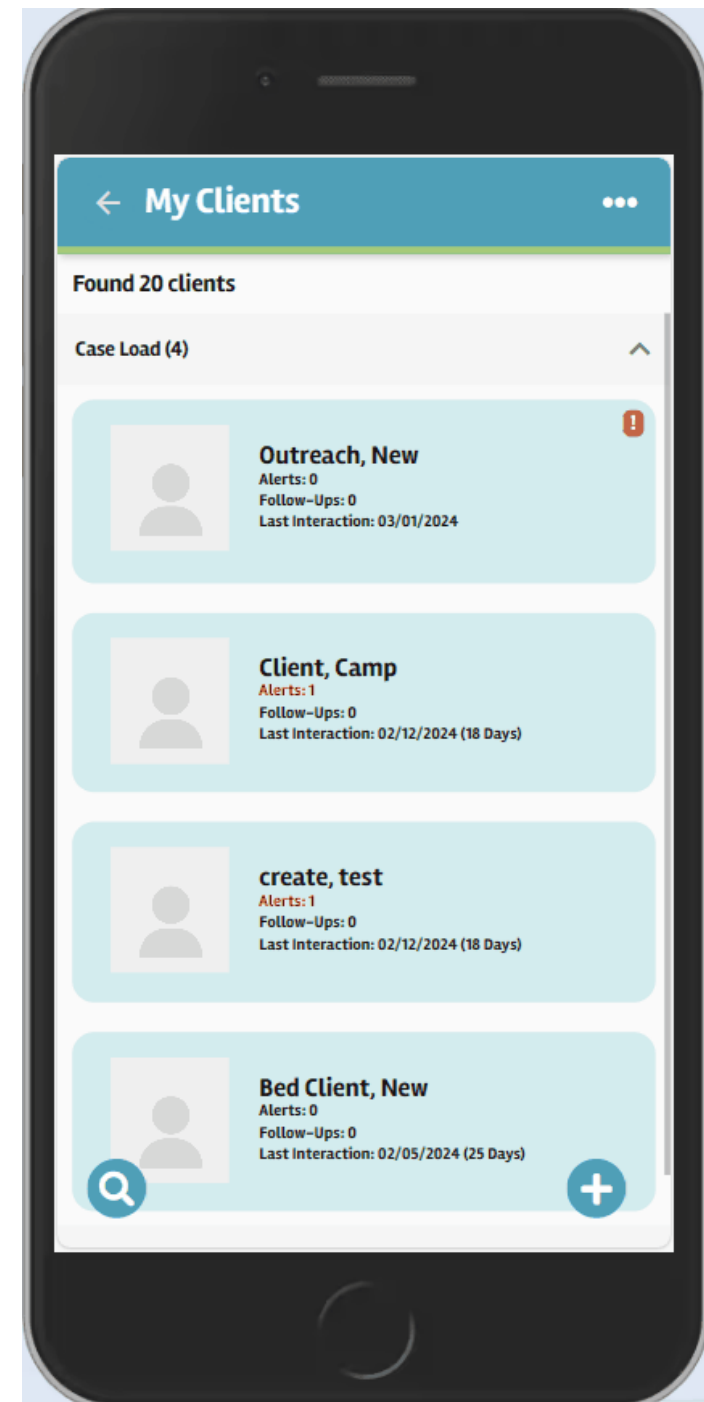
- Hope Faith
- Hope City
- Unity Southeast
- True Light Family Resource Center

 **Referral Based Sites**


- City Union Mission
- Shelter KC
- Heartland Center for Behavioral Change

KCMO.GOV/COLD





Shelter Bed Reservations and Check-Ins

 Show The Way

Resource Directory

CONNOR TEST STEV... ▾

Home

Case Management ▾

Encampments

Record Action

Requests


Resource Directory

Service Tracker

Administration ▾

MAP

LIST



Org: Outreach Org 1

Proj: Outreach ESProject 1

Website:

Hours:


Phone:

Email:

Available Beds: 16

Referred Beds: 1

Reserved Beds: 2



Org: Outreach Org 1

Proj: Outreach SOProject 1


Website:

Hours: 9-5

Phone:

Email:

Available Beds: 5



Org: Funding


Proj: Test Services and Funding

Website:

Hours:

Phone:

Email:



Org: Test Org

Proj: Test SO

Website:

Hours:

Phone:

Email:



MAP

LIST

**Org: Heartland Center for Behavioral Change
Proj: (CWS) Heartland**

Website:

Hours: Level 3 Activation -- Open when 25 degrees and below -- Referral only through access sites

Phone: 816-513-3699

Email:

Available Beds: 0

Reserved Beds: 20

**Org: Hope City
Proj: (CWS) Hope City**

Website:

Hours: Level 1 Activation - Open Every Night Dec. 1 - March 31 -- Access Site

Phone: 816-513-3699

Email:

Available Beds: 21

Reserved Beds: 29

**Org: Hope Faith
Proj: (CWS) Hope Faith**

Website:

Hours: Level 1 Activation -- Open Every Night Dec. 1 - March 31 --

Phone: 816-513-3699

Email:

Available Beds: 6

Reserved Beds: 164

Activation

Locations are activated to provide beds, meals, and services



LEVEL	ACTIVATES*	DATES
1	Open every night regardless of temperature	December 1st - March 1st
2	32 Degrees and Below 25 Degree Windchill Precipitation with Windchill of 32 Degrees	November 1st - April 1st (Pending Funding Availability)
3	25 Degrees and Below 15 Degree Windchill Precipitation with Windchill of 25 Degrees	
4	0 Degrees 0 Degree Windchill Precipitation with Windchill of 5 Degrees	

*Determined by 8 am daily based on forecasted weather for that night, 6 pm to 6 am

Zero KC Cold Weather Strategy

KC Cold Weather Shelter Dashboard

Cold Weather Shelter

All Cold Weather Shelters

Select Date Range

Move slide or click on date field

11/1/2023 2/25/2024

Last U

Click on any data point to filter

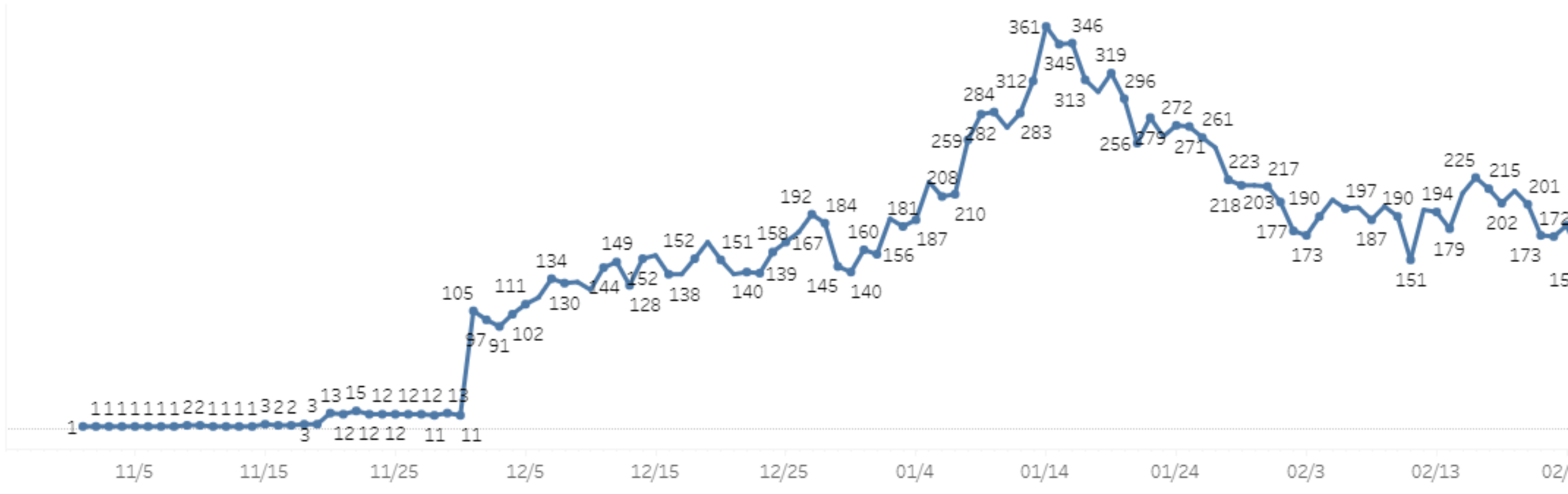
Total Bed Nights

17,374

Unique Clts

1,775

Shelter Guests by Date

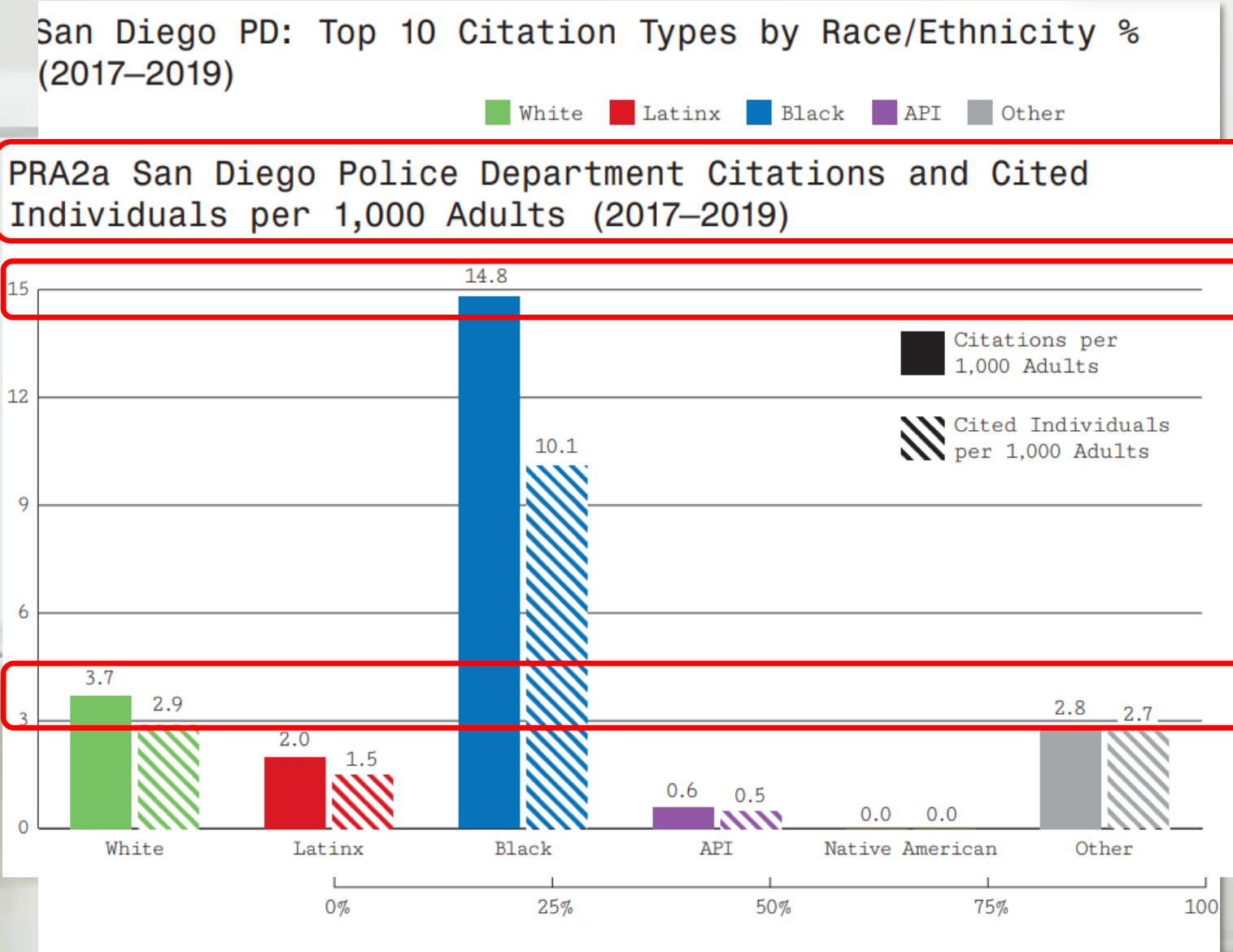


Racial Inequities Exacerbated by the Criminalization of Homelessness

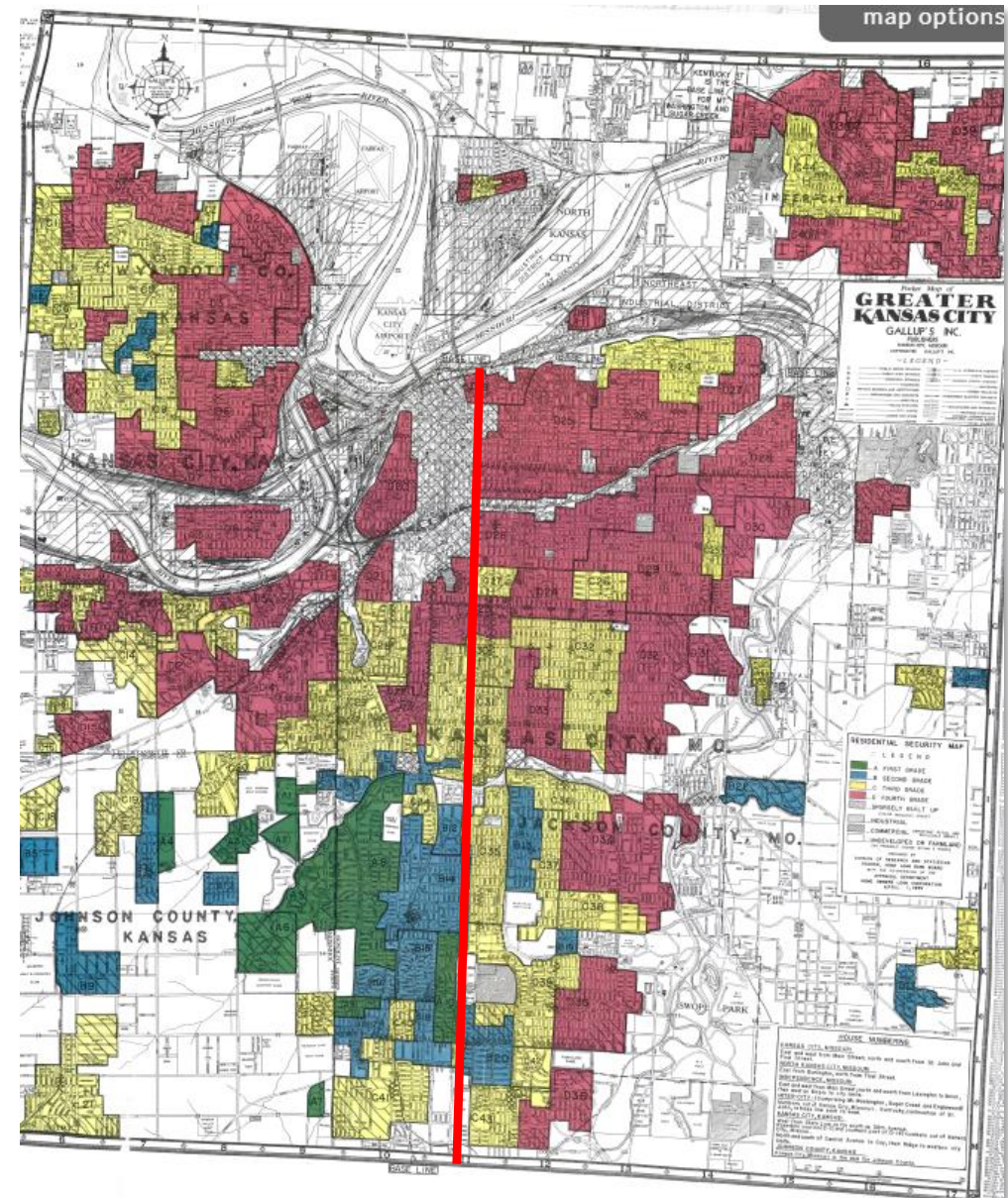
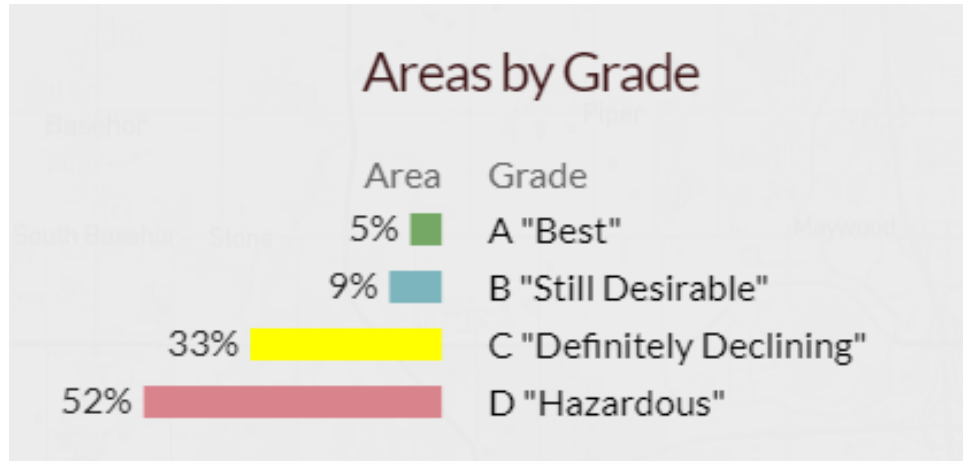
People who are black constitute 5% of the population of San Diego yet comprise 21% of the unsheltered population.

Citation rates for people who are black for basic needs of sleep and excrement:

- 18% of the Public Urination and Defecation citations,
- 27% of the Unauthorized Encroachment citations,
- And 40% of the Obstructing Public Places citations!



Redlining in Kansas City



Source: [Mapping Inequality: Redlining in New Deal America](#) (University of Richmond)

West vs East of Troost Avenue



Mural of Civil Rights leaders at 31st and Troost

SOURCE: <https://www.raceprojectkc.com/resources.html>

ZIP CODE: 64113

11,000
Residents

2.6%
Below Poverty Level

2.3%
Unemployed

\$163,573
Average Household Income

\$113,536
Median Household Income

289
Business Establishments

94.7%
White

1.7%
Black

2.4%
Hispanic or Latino

1.3%
Two or more races

99.2%
High School Graduate

78.4%
Bachelor Degree or Higher

ZIP CODE: 64130

21,000
Residents

29%
Below Poverty Level

12.4%
Unemployed

\$35,734
Average Household Income

\$28,493
Median Household Income

218
Business Establishments

91%
Black

4.5%
White

2.8%
Hispanic or Latino

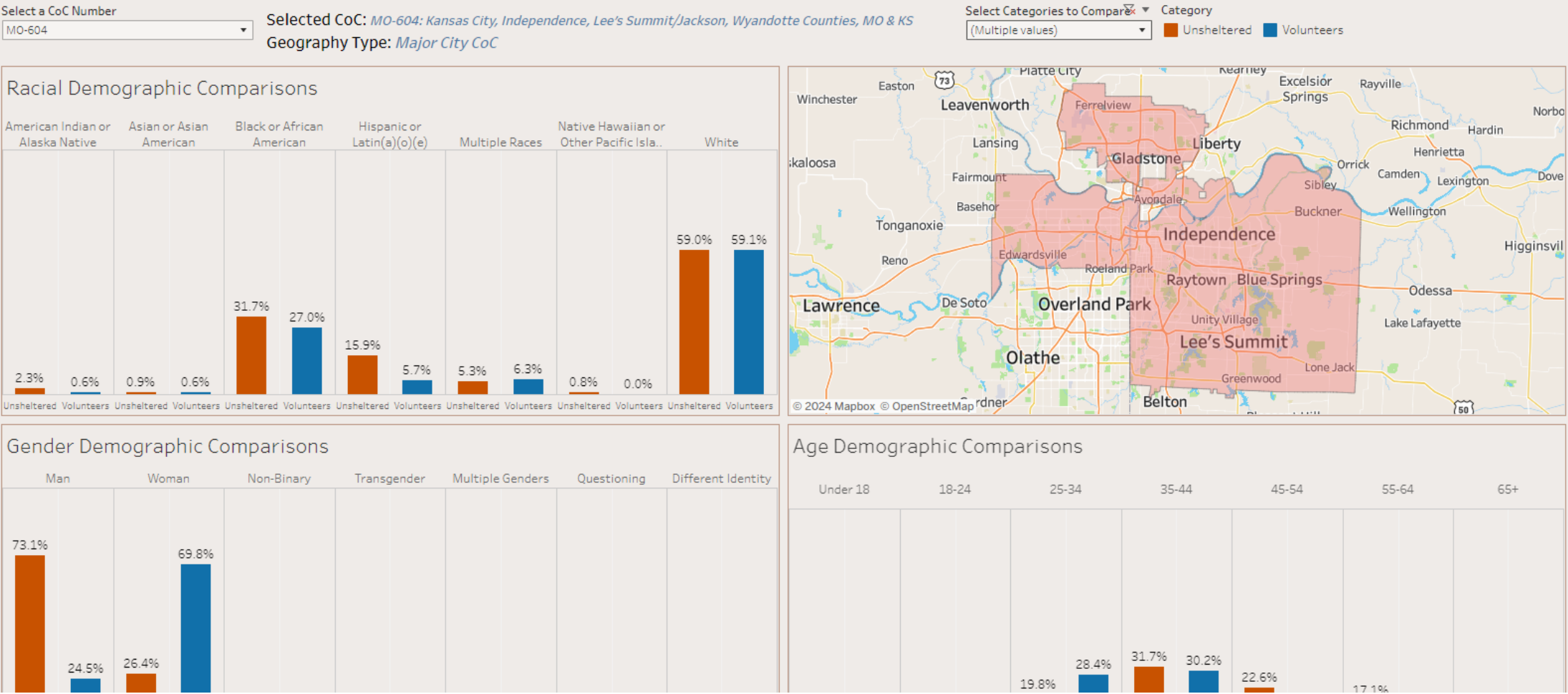
2.8%
Two or more races

77.7%
High School Graduate

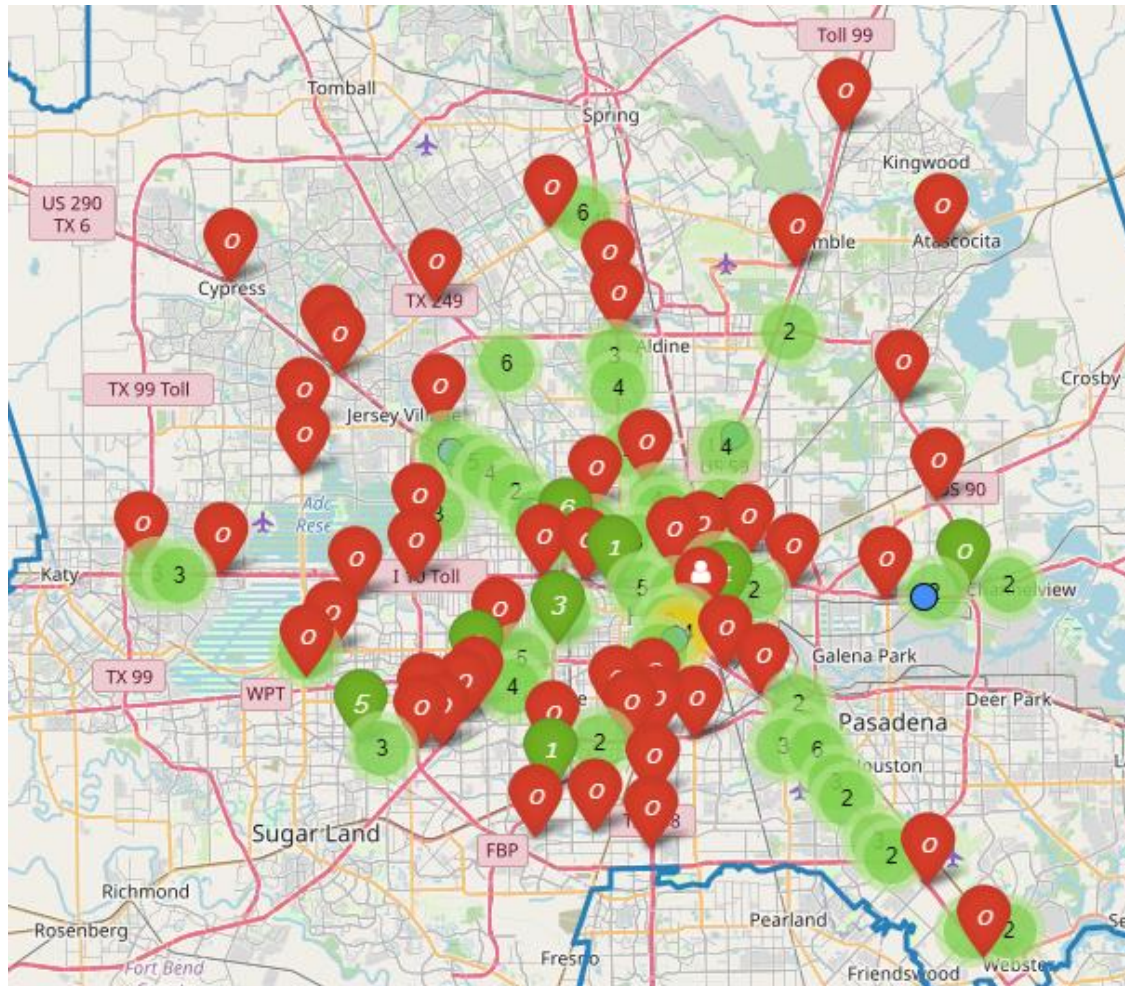
13.6%
Bachelor Degree or Higher

1 Mile

Demographic Characteristics of Volunteers and People Experiencing Homelessness

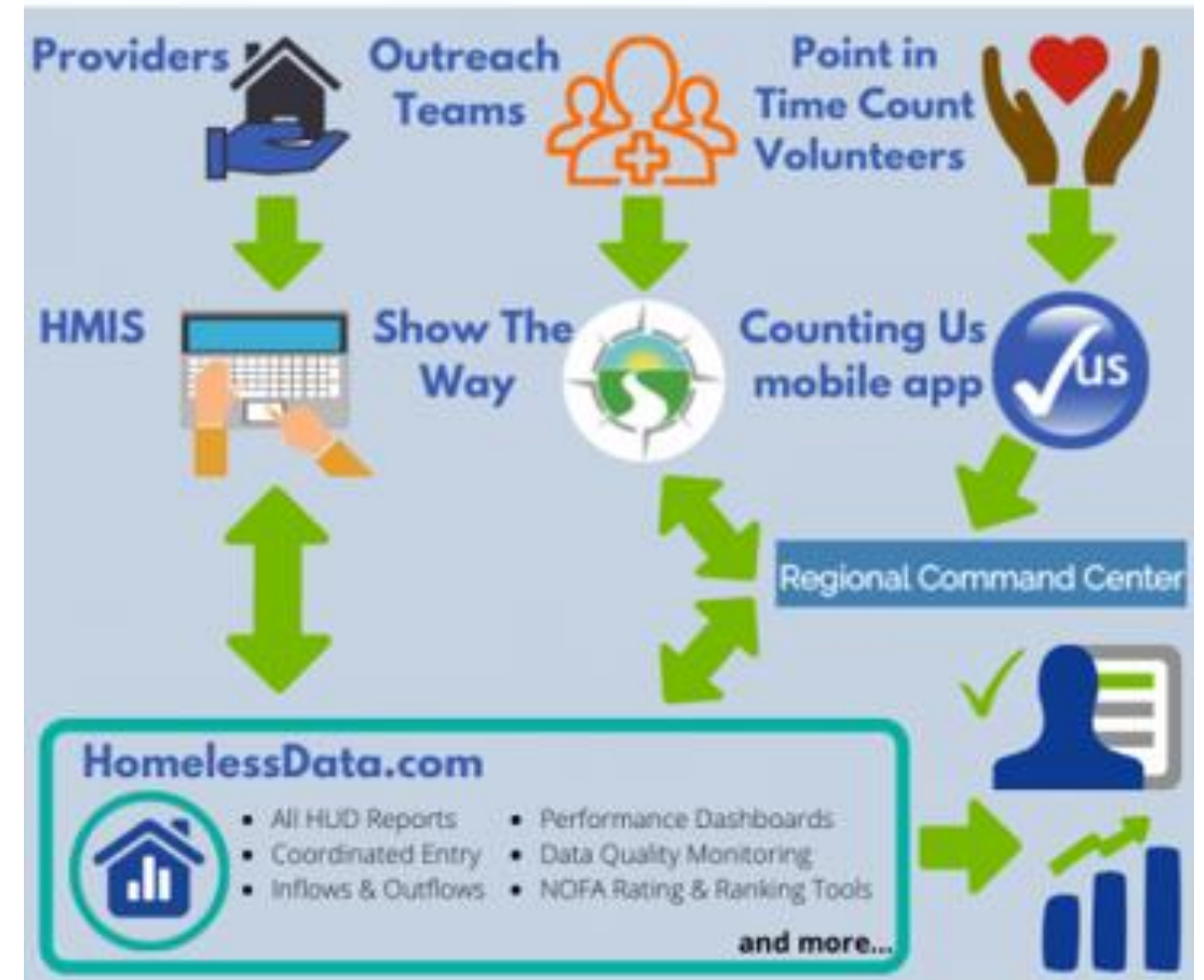


Encampment Management and Prioritization



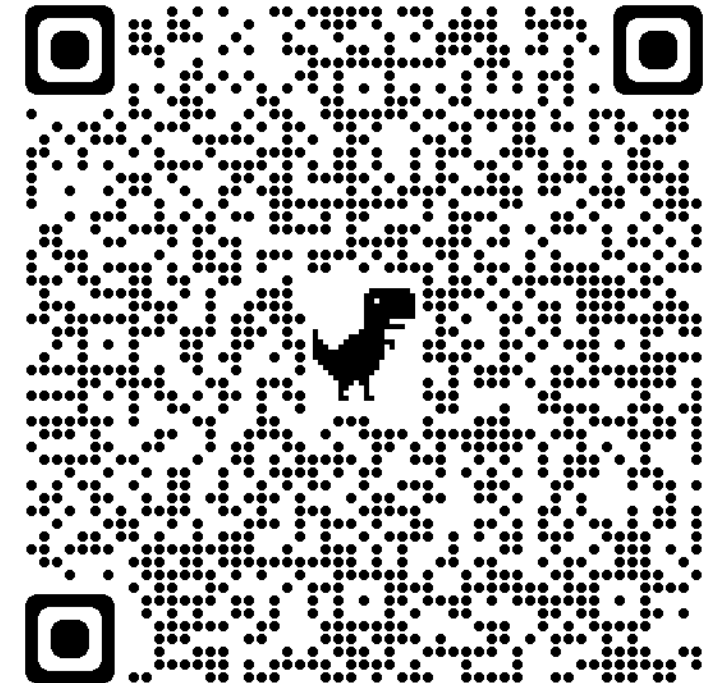
Homelessness Response Framework

The HOMELESSNESS RESPONSE FRAMEWORK



Care and Resource Prioritization (History of the VI-SPDAT)

- Vulnerability Index – Service Prioritization Assistance Tool (VI-SPDAT) was created by Community Solutions and OrgCode
- Self-Reported information
- No scaling for scoring criteria (all factors are weighted equally)
- Found to have racial and gender bias as well as bias against people with mental health conditions
- Additional work for staff, and data collection fatigue for PEH
- Focuses largely on people who seek services
- Not supported by OrgCode as a tool for housing prioritization

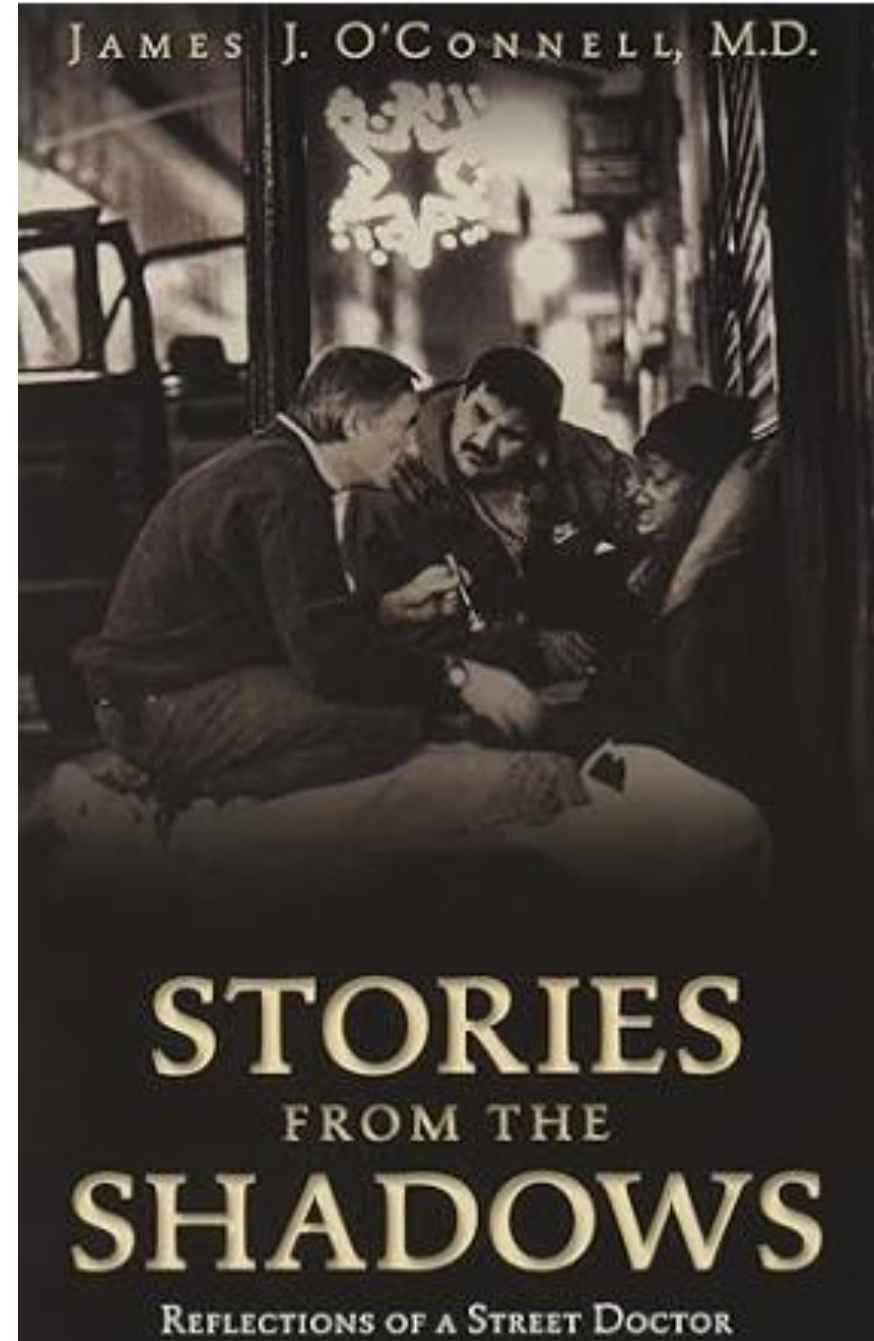


“As more studies become available, I believe that the length of time homeless will be the single most important predictor of premature mortality.”

Dr. Jim O’Connell

Boston Healthcare for the Homeless
Co-creator of the Vulnerability Index

Author of *Stories from the Shadows: Reflections of a Street Doctor*



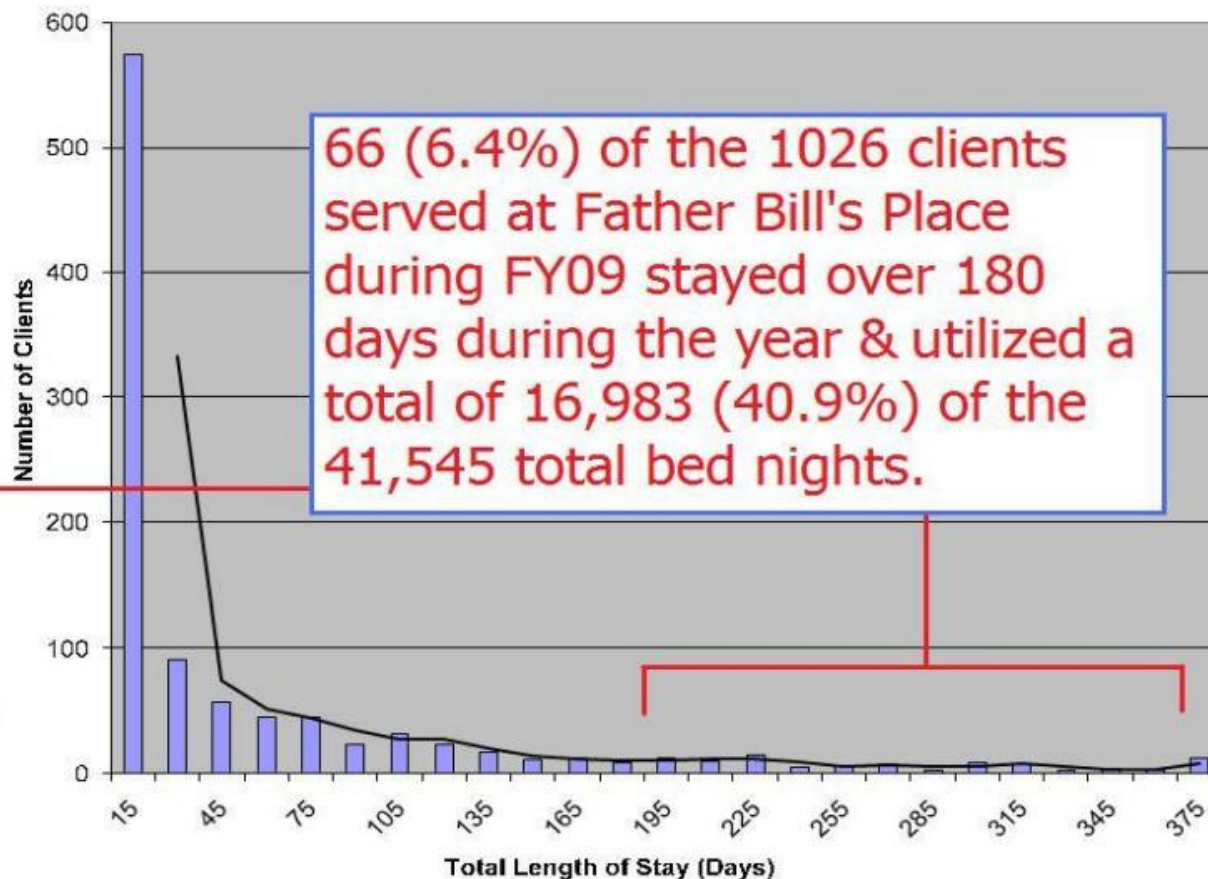
Pillow Count Histogram Report (Total Bed Usage Per Client)

Agency: Quincy/Weymouth
Program: QJSC Emergency Shelter

From Date: 7/1/2008
To Date: 6/30/2009

Days	Count	Percent
3	418	40.74%
7	105	10.23%
15	94	9.16%
30	86	8.38%
45	63	6.14%
60	45	4.39%
75	31	3.02%
90	25	2.44%
105	27	2.63%
120	21	2.05%
135	19	1.85%
150	9	0.88%
165	9	0.88%
180	8	0.78%
195	9	0.88%
210	11	1.07%
225	10	0.97%
240	4	0.39%
255	3	0.29%
270	4	0.39%
285	8	0.78%
300	1	0.10%
315	4	0.39%
330	2	0.19%
365	10	0.97%

Total Clients (n)=	1026
Total Service Days=	41545
Total # of Stays=	4119
Avg # of Stays=	4.01
Average LOS =	10.09
Median LOS =	7.00
Avg Clients/Day=	113.8219



Client Reporting

7/01/2003 to 6/30/2004

Summary Information

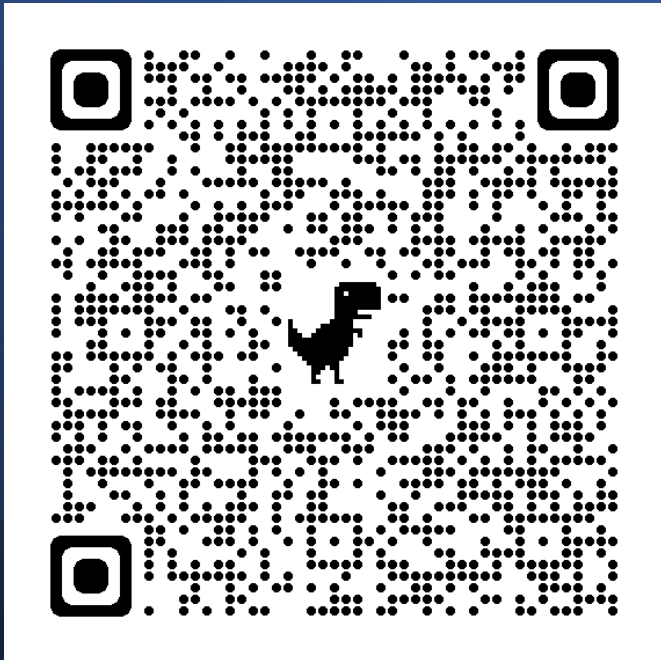
All Clients Served:
All New Clients:
HUD Chronic:

W	%	By Age	Tot	N
941	80.5	- 17	21	
225	19.2	18 - 21	108	1
1	.1	22 - 29	229	2
1		30 - 39	399	3

W	%	General Info	Tot
958	82.3	Veterans:	1
107	9.0	Battered:	2
4	.3	Disabled:	9
		Foster Care:	
		Medical Ins:	
46	3.7		
53	4.5	Hispanic:	

Are we maximizing the impact of our resources?

Artificial Intelligence & Resource Allocation (AKA Prioritization)



Apply machine learning algorithms to the data rather than relying on scoring models where all factors are treated as equals. For example, with the VI-SPDAT a client is assigned a full point (5% of their overall possible

Version 1.01 – June 2015

7

Simtech Solutions Inc. – Architects and Developers of the Framework to End Homelessness

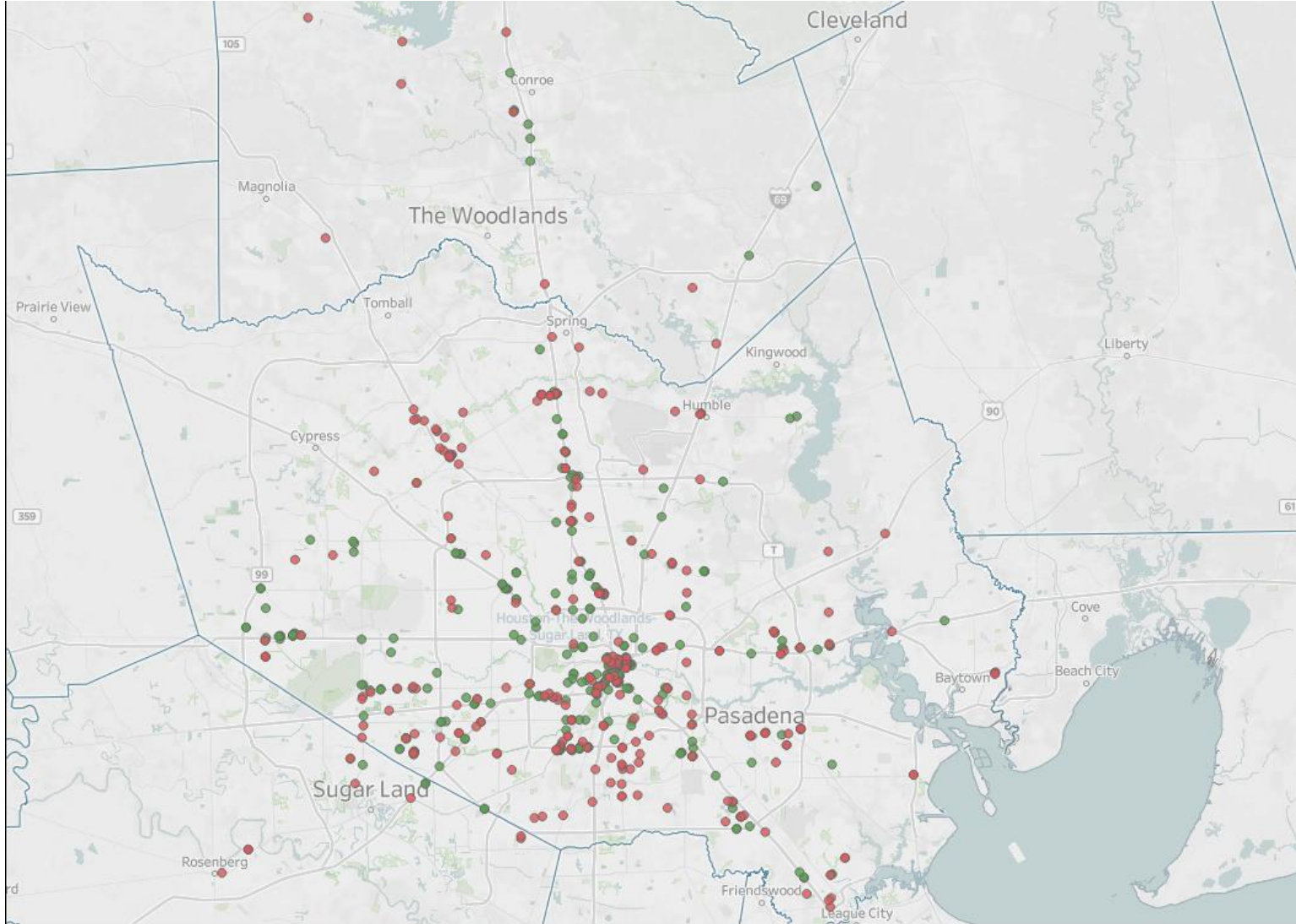
Simtech*Solutions*,inc.

Review of the Tools and Techniques
Used to Prioritize Clients for Limited
Housing Resources

prioritization score) if he or she lends cigarettes to someone else. The same scoring is assigned for factors such as length of homelessness that might be considered to be of greater importance. Machine learning algorithms used by tools such as [IBM's Watson](#), [Google's Prediction API](#), and [Amazon Machine Learning](#) are well suited for identifying corollary relationships and determining their significance. In this case, they could be used to review a large set of potentially pertinent data and ascertain if the lending of cigarettes has a smaller or larger bearing on a person's ability to maintain housing within the region than the 5% score currently being assigned.

Adopt mobile technologies to better connect those living on the street with outreach workers. The data quality for street outreach programs is notoriously poor. This is both a factor of the clients being served and the lack of effective tools to support the capture of data at the point of service. Mobile app technology can address this and should be considered as part of a regional response to understanding and addressing homelessness.

Source: [Review of the Tools and Techniques Used to Prioritize Clients for Limited Housing Resources](#)



HMIS and PIT Data Match

A black and white portrait of Peter Drucker, an older man with glasses, looking slightly to the side. He is holding a pair of glasses in his hand. The background is a solid red color with a large white circular shape on the right side.

**"What gets measured
gets improved."**

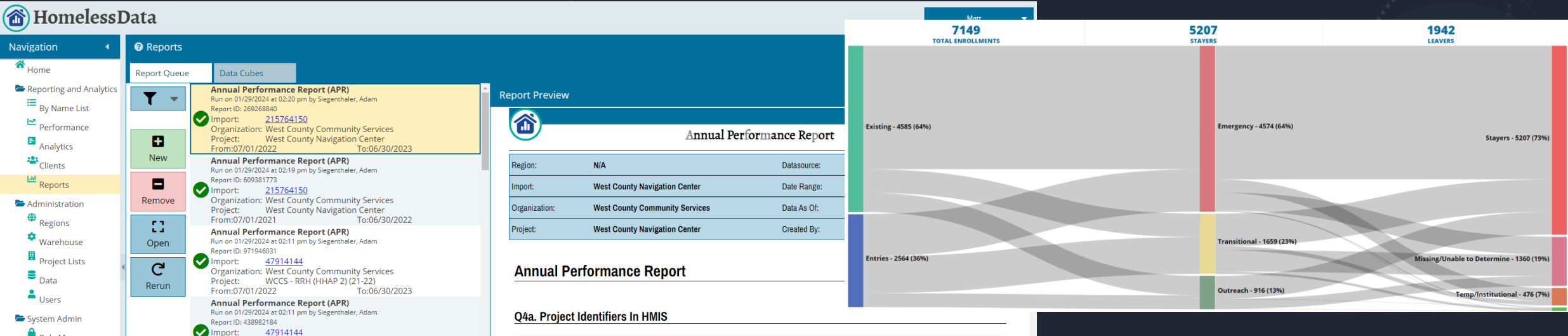
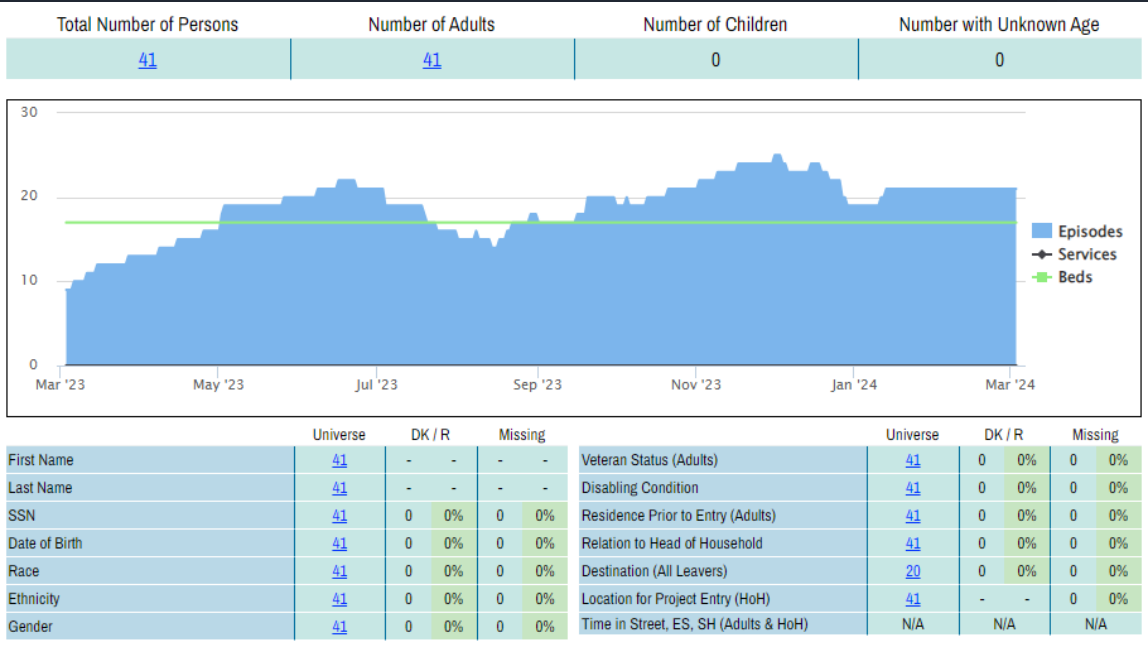
Peter Drucker

How do we know if what we are doing is working?

HomelessData.com Data Warehouse

Key Features:

- Integration with HMIS and Show The Way
- By-Name Lists
- Rating and Ranking Tools for NOFO
- Data Scrubbing and De-Duplication
- Data Quality Monitoring
- HUD-Compliant HMIS Reporting
- Performance Evaluation Dashboards
- Geospatial Reporting



Navigation

By Name List



Home



Reporting and Analytics



By Name List



Analytics



Performance



Clients



Reports



Administration



Warehouse



Regions



Project Lists



Data



Users



System Admin



Role Manager



Dashboard Editor



Errors



Help Manager



Settings



My Account

Kansas City - HMIS and STW BNL: January 2023

Overview Map

Client By-Name List



0

Already Active



0

Newly Identified



0

Returned to
Active


0

Housing
Placements


0

Other Exits



0

Actively
Homeless

All Geographies

Filters

Filter Bar Visibility

Reporting Time Frame

Community:

Kansas City - HMIS and STW BNL

Year:

2023

Month:

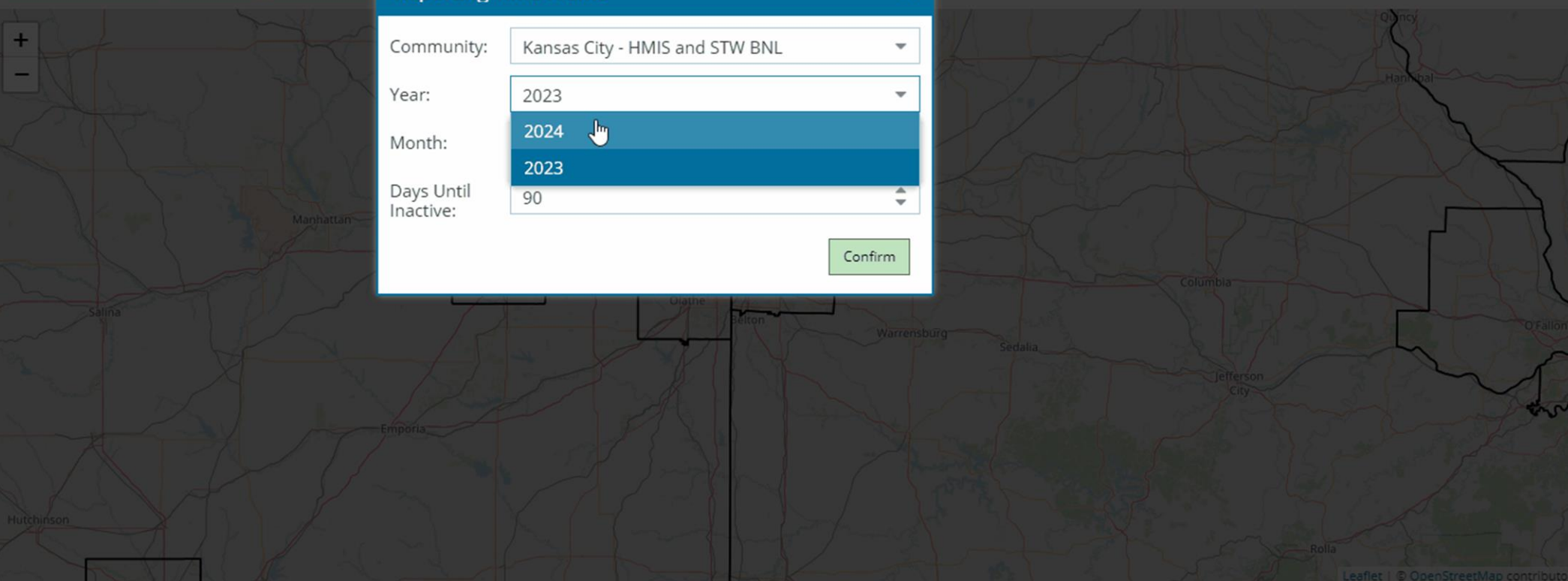
2024

2023

Days Until
Inactive:

90

Confirm

☐ Hide Inactive Clients


Export to...

Run Report...

Send Aggregate Results

Days Homeless

Calculations as of: March 1st 2024 12:00:00 Total Clients: 0

Scoring and Evaluation

Exits to Permanent Housing: 25 Awarded Points out of 25 Available Points

	Max Threshold	Partial Threshold	Actual Score	Awarded Points	Available Points
Minimum percent move to permanent housing	<u>>= 90 %</u>		<u>100 %</u>	<u>25</u>	<u>25</u>

Length of Stay: 20 Awarded Points out of 20 Available Points

	Max Threshold	Partial Threshold	Actual Score	Awarded Points	Available Points
On average, participants spend XX days from project entry to housing move-in	<u><= 15 Day(s)</u>		<u>3 Days(s)</u>	<u>20</u>	<u>20</u>

New or Increased Income and Earned Income: 2.5 Awarded Points out of 10 Available Points

	Max Threshold	Partial Threshold	Actual Score	Awarded Points	Available Points
Minimum new or increased earned income for project leavers	<u>>= 8 %</u>		<u>18 %</u>	<u>2.5</u>	<u>2.5</u>
Minimum new or increased earned income for project stayers	<u>>= 8 %</u>		<u>0 %</u>	0	<u>2.5</u>
Minimum new or increased non-employment income for project leavers	<u>>= 10 %</u>		<u>2 %</u>	0	<u>2.5</u>
Minimum new or increased non-employment income for project stayers	<u>>= 10 %</u>		<u>0 %</u>	0	<u>2.5</u>

Other and Local Criteria: 0 Awarded Points out of 20 Available Points

	Max Threshold	Partial Threshold	Actual Score	Awarded Points	Available Points
Applicant Narrative	<u>Yes</u>				<u>10</u>
CoC Monitoring Score	<u>Yes</u>				<u>10</u>

Ongoing Performance Monitoring

 Overview

 Data Quality

 People Served

 Entries & Exits

 Length of Stay

 Income

 Outcomes



Date Range: January 1, 2022 - December 31, 2022

Filter

Year

2022

Population

All Clients

Grouping

By Project

Housing Type

Temporary Housing ...

Project Type

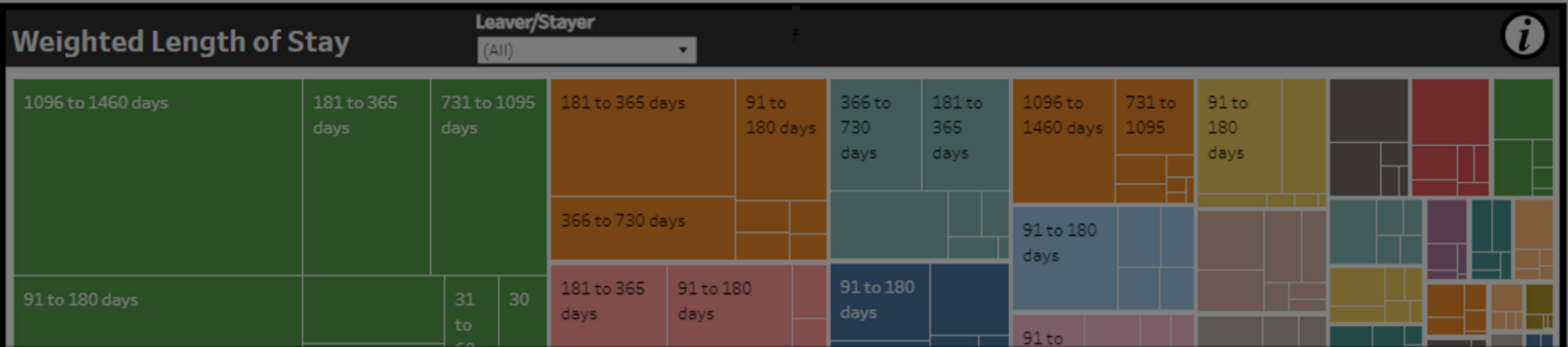
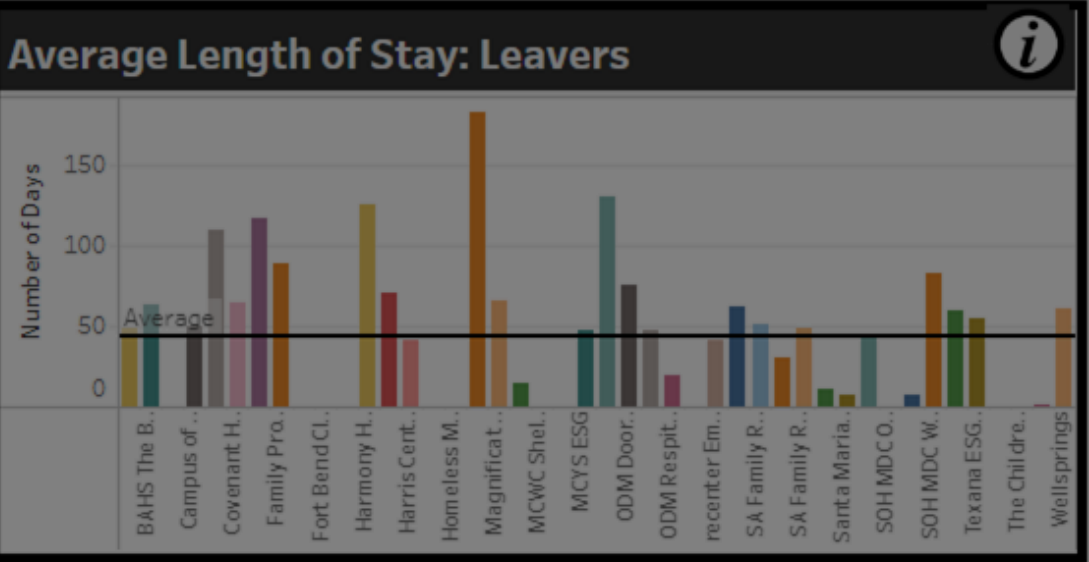
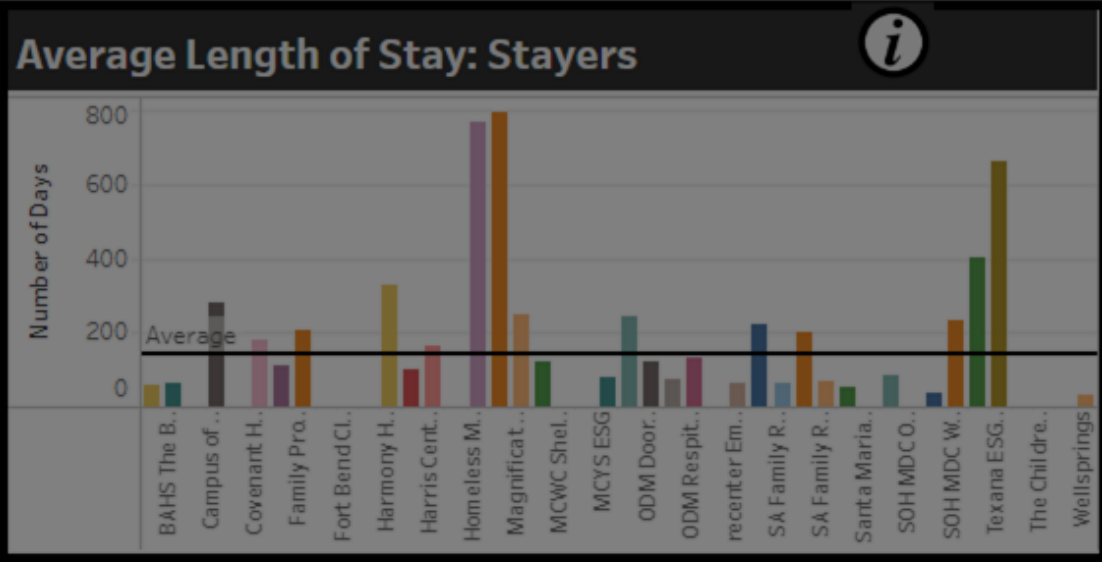
Emergency Shelter

Project Name

(All)

Select a View

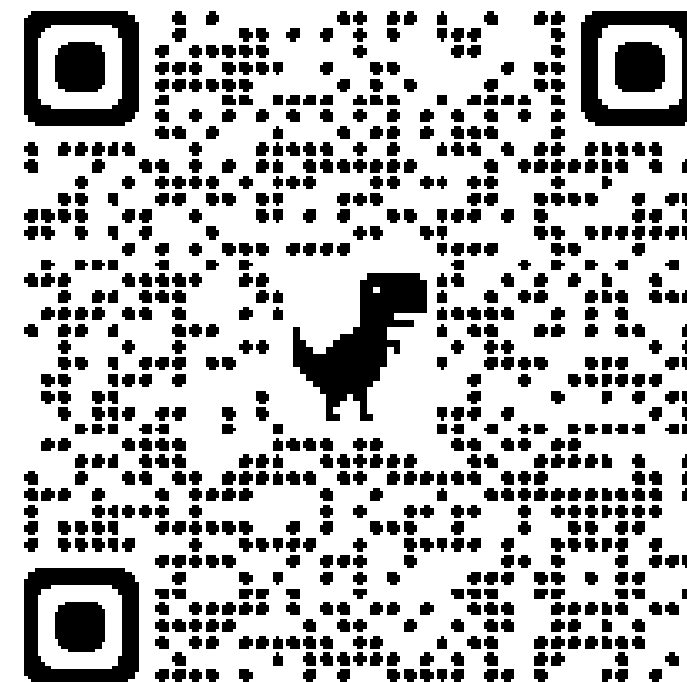
Standard



Contact Information

- ▶ Marqueia Watson, MSW
mwatson@gkcceh.org
- ▶ Matt Simmonds
Matt@SimtechSolutions.com

For additional information on the
Homelessness Response Framework:



Unused/Backup