

3.06 Improving Homelessness Response Performance: Data Use Part 2

2024 NATIONAL CONFERENCE ON
ENDING HOMELESSNESS

★ AND CAPITOL HILL DAY ★

JULY 8-10, 2024

WASHINGTON D.C.

#NAEH2024

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In an effort as complex as homelessness response, how do we know if what we're doing is working? This session will equip you to leverage HUD reporting to understand program and system effectiveness, incorporate data into program development and improvement, and use data to make the case for more community support, funding, and policy change.



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For more information, please visit
<https://www.homewardva.org/data>

Homeward Community Information System

- Supports 4 Continuums of Care (Greater Richmond & 3 others by contract) with more than 70 agencies total (20 in our region); approximately 300 individual licensed users.
- More than 100 individual projects in our region; 50+ are active for data quality & reporting support.
- More than 188,000 individual client records entered since 2007.



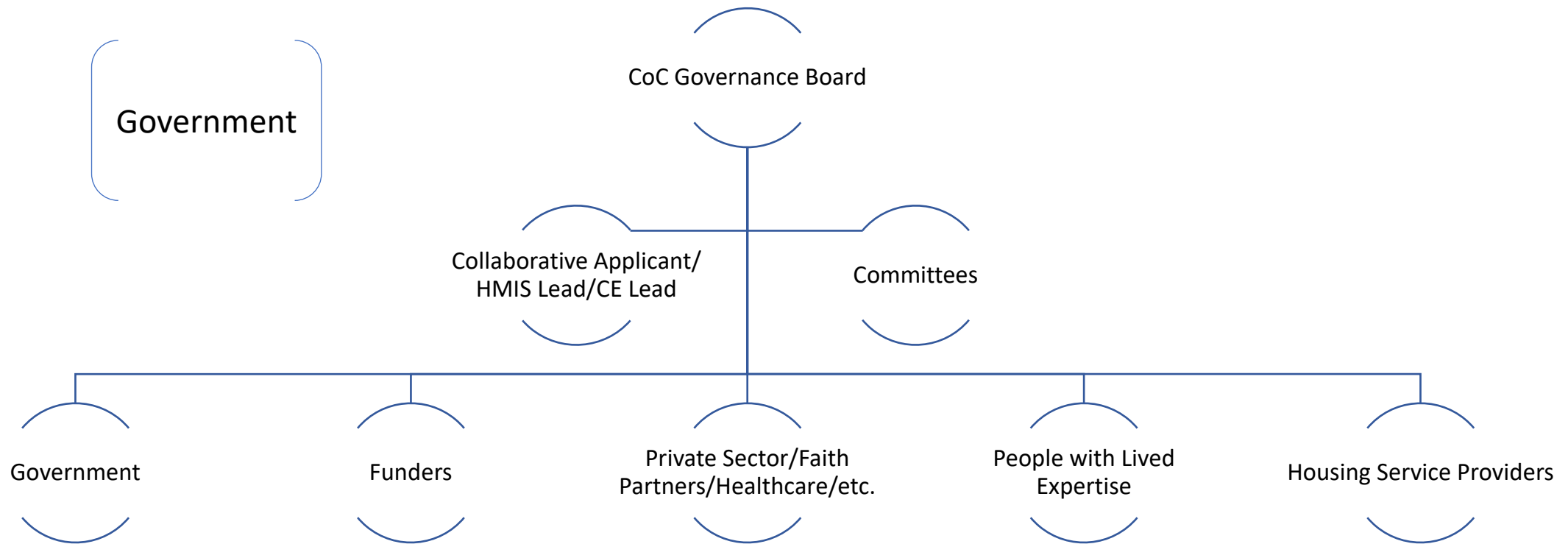


Vanessa Kopp, MSW

- Social Worker
- Researcher
- North Carolinian
- Neurospicy
- Vintage Clothing Enthusiast
- Rides her Peloton for the dopamine
- Knows we can end homelessness



How it Works in Wake County



HUD Reports

We have a lot of data available to use

- It can be overwhelming

Analyzing and understanding it can be frustrating

- No single report is going to tell us everything we need to know about the homeless response system



Point in Time (PIT) Count

Report	Content/What's Included	What's Not Included/Caveats
Point in Time (PIT) Count	<ul style="list-style-type: none">•Count of people experiencing homelessness during a single night•May be the most comprehensive count of people experiencing unsheltered homelessness•Includes data from non-HMIS providers (i.e., faith-based organizations, victim service providers)•Reports data by several demographics•Provides helpful trend data	<ul style="list-style-type: none">•One night count•No intersectional demographic data•A community's methodology can shift/evolve over time which can directly influence the count

Housing Inventory Count (HIC)

Report	Content/What's Included	What's Not Included/Caveats
Housing Inventory Count (HIC)	<ul style="list-style-type: none">• Same night as PIT count• How many beds and units are available and dedicated to serving people experiencing homelessness• Reports how many people are housed by RRH, PSH and OPH providers• Reports seasonal and overflow beds in operation as well as beds available with non-HMIS providers• Reports how many projects are participating in HMIS or a comparable database	<ul style="list-style-type: none">• Specifically focuses on the beds and units dedicated to people experiencing homelessness• Does not report on affordable housing beds and units• Does not report on RRH capacity• Does not include data on projects that provide only services or homelessness prevention assistance

Longitudinal Systems Analysis (LSA) and Stella P(erformance)

Report	Content/What's Included	What's Not Included/Caveats
Longitudinal Systems Analysis (LSA) and Stella P(erformance)	<ul style="list-style-type: none">• Demographic characteristics• Length of time homeless and patterns of system use• Information specific to populations whose needs and/or eligibility for services may differ from the broader homeless population(e.g. veterans, people and households experiencing chronic homelessness, and others)• Housing outcomes for those who exit the homeless services system.	<ul style="list-style-type: none">•Does not include Street Outreach and Coordinated Entry project types•Reports on performance by household, not individual client (relies on the race/ethnicity of the head of household)•Does not adjust for missing projects or data, including data from VSPs

System Performance Measures (SPMs)

Report	Content/What's Included	What's Not Included/Caveats
System Performance Measures (SPMs)	<ul style="list-style-type: none">• Analysis on system performance at the individual person level• Contains information on:<ul style="list-style-type: none">– Length of time homeless– Returns to homelessness,– Counts of people experiencing homelessness,– Increase in income and employment income (CoC-funded projects only)– First time homeless– Rate of exit to permanent & permanent housing retention	<ul style="list-style-type: none">• Does not include any disaggregation by race, ethnicity, gender, household type, etc.• Limited inclusion of Street Outreach project types• Does not include Coordinated Entry project types

CoC Race and Ethnicity Analysis Tool

Report	Content/What's Included	What's Not Included/Caveats
CoC Race and Ethnicity Analysis Tool	<ul style="list-style-type: none">•Details disparities in who is counted during the PIT count, compared to data about the general population and the population of those in poverty•Incorporates American Community Survey (ACS) data into analysis	<ul style="list-style-type: none">•Leverages the PIT count for this analysis•ACS data is pulled from the 5-year estimates, which is a different timeline from any given PIT count to which it is compared•PIT count data is updated in the tool a year or two behind the current PIT count data

Project-Level Reports

Report	Content/What's Included	What's Not Included/Caveats
Annual Performance Reports (APRs), Consolidated Annual Performance Evaluation Reports (CAPERs), and other Project-Level Reports	<ul style="list-style-type: none">•Shows performance at the project-level•Can be used to pinpoint performance issues at the project-level that are feeding into larger system-level performance•Provides detailed data about the characteristics of people served (e.g., race, ethnicity, gender, disability)•Provides limited data about outcomes of people served in the project (e.g., exit destination, length of stay, access to income)	<ul style="list-style-type: none">•APRs and CAPERs are limited to project-level data and have limited use for evaluating system level performance•APRs come in at irregular times (i.e., 90 days after the grant concludes)

Community Feedback

Partnered with ICA

- Institute for Community Alliances provides HMIS Lead/System Administrator services in 14 states

Survey to
communities

- 10 respondents
 - 1 Midwest City
 - 1 Western Balance of State
 - 1 Northern Statewide CoC
 - 7 New England Small City/Rural

HUD report usage

- Asked how they leverage HUD reports for system analysis, planning, and funding decisions

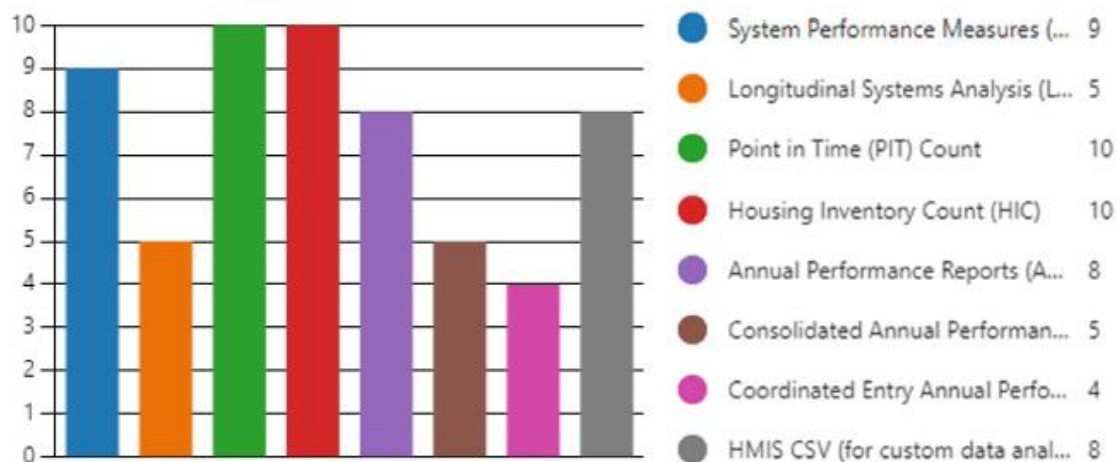


Which Reports are Used

HUD Reports

Which reports are used?

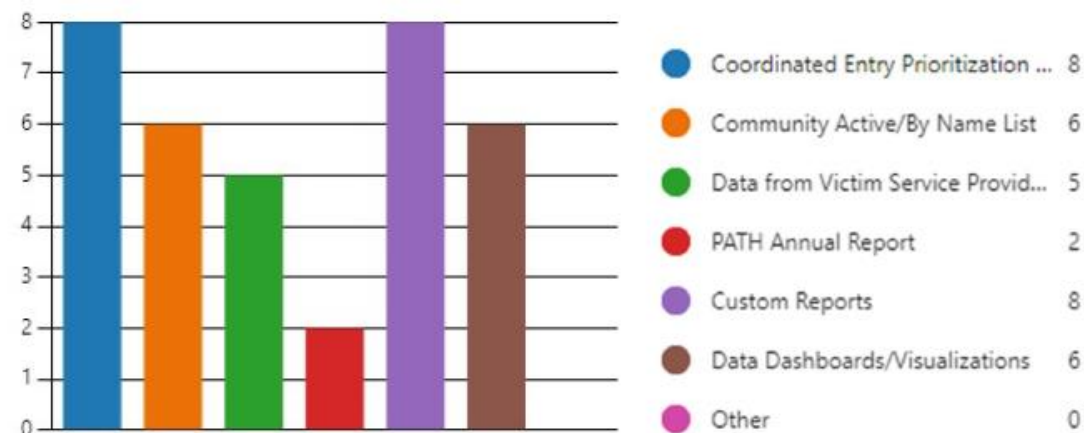
Frequency of Use of **HUD** Reports



Of HUD's reports, the more broadly applicable and long-standing reports are most frequently used: the PIT, HIC, SPMs, APR, and the HMIS CSV (when used for custom analysis). In contrast, the more recent LSA and CEAPR, along with the CAPER which isn't directly tied to CoC grants, are less frequently used.

Non-HUD Reports

Frequency of Use of **Non-HUD** Reports

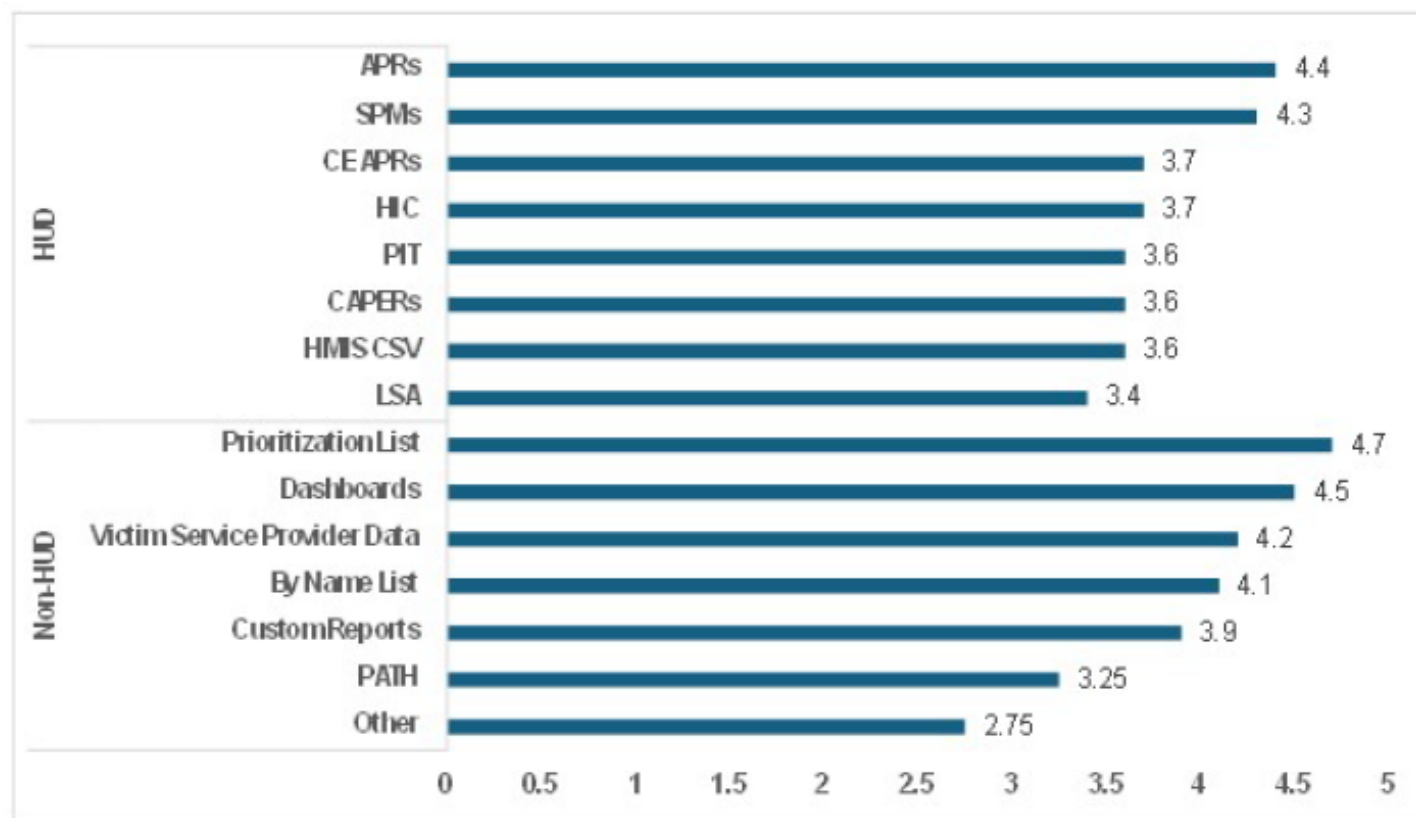


The most frequently used custom reports are the Coordinated Entry Prioritization List and other custom reports, including data dashboards and visualizations. The next most used reports are the By Name list and data from Victim Service Providers. The least used other report is the PATH Annual Report.

Importance of Reports in Funding Decisions

Importance of Reports in Funding Decisions

Non-HUD reports were rated as being slightly more important to funding decisions than HUD reports (3.9 and 3.8 average ratings, respectively). Prioritization Lists and Data Dashboards and Visualizations were rated most important, suggesting that CoC's are using community-specific information to determine funding priorities.

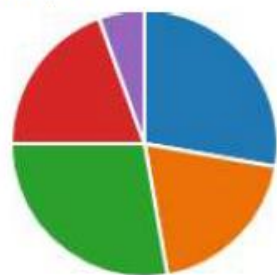


How Are Reports Used?

Purpose

How are reports used

Purpose

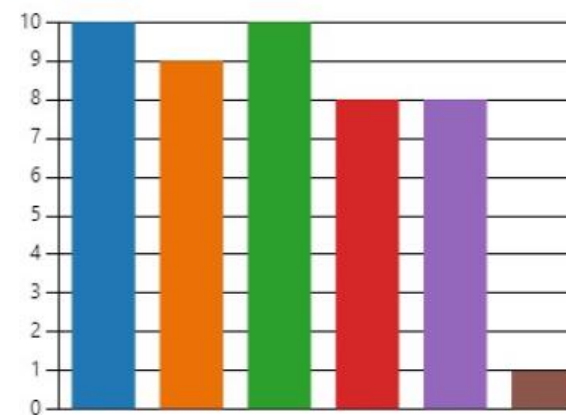


CoC NOFO application	10
CoC Strategic Plans	7
CoC Committee work	10
Community-wide planning efforts	7
Other	2

Communities use these reports primarily for focused projects, including the CoC NOFO application process and CoC committee work, but also for broader work including CoC strategic plans and community-wide planning efforts.

Audience

Audience



CoC Leadership (e.g., Board or Executive Committee)	10
CoC Committees	9
CoC Membership	10
Government Representatives	8
Community Partners	8
Other	1

Data from these reports are being shared broadly, not just within the CoC, but also with government representatives and community partners (8 out of 10 respondents each).

