Eastern PA Rapid Re-Housing Mini-Series

Session 4
Using Data in RRH

Technical Assistance Collaborative (TAC)   2022

RRH Mini Series

Session 1 - Rapid Re-Housing and Its Core Components
February 25, 1:30 – 3:30

Session 2 : RRH Deep Dive

March 22, 1:30 – 3:30

Session 3: Centering Equity in RRH

April 19, 1:30 – 3:30

Session 4: Using Data in RRH

May 17, 1:30 – 3:30

Session 5: Putting it all Together

June 21, 1:30 – 3:30

Logistics

- For today's session, please try to join on a computer to get the most out of the interactive portions.

- Please join us on camera. We have points along the way for peer discussion.

- Don't be shy! Please ask questions and participate.

- Please keep yourself on mute unless talking to minimize background noise.

Zoom Controls on Zoom Panel

Typically on the bottom of the screen

- Mute and Stop Video – gives you control of sound and picture

- Participants – see your peers on the call

- Chat – ask question talk with your peers

- Reactions – emojis to respond to questions
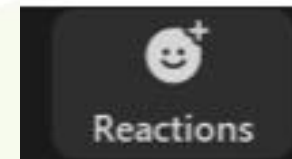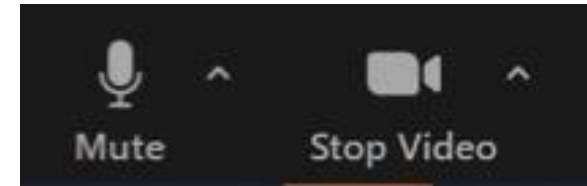
Welcome from DMA

Agenda

1. **Welcome & Grounding**

2. **Introductions**

3. **Homeless Data**

4. **Homeless Management Information System**

5. **Data Standards and their Uses in RRH**

6. **Reporting**

7. **Questions**

POLL QUESTION

What best describes your involvement in Data in Your CoC?

- Spectator (brand new)
- Rookie/Newbie (a little bit of exposure)
- All-star (some familiarity)
- Veteran (very knowledgeable)
- Coach (you can facilitate racial equity workshops and teach other people)

Welcome Back

Let's get to know each other!

- ► Introduce yourself using the chat:
  - 🔗 Name
  - 🔗 Organization
  - 🔗 Role
  - 🔗 Check in question: what time of day are you most productive

Homeless Data

Data Equity

Refers to the consideration, through an equity lens, of the ways in which data is collected, analyzed, interpreted, and distributed

It underscores marginalized communities' unequal opportunities to access data and, at times, their harm from data's misuse

- *We must interrogate who selects data points!*
- *Who collects data?*
- *How might our implicit biases impact how we collect and use data?*
- *What might we be missing?*

Homeless Data

Homeless Data

- HUD uses standard household types to evaluate effectiveness of programs.
  - ▶ Adult Only (AO)
  - ▶ Adults With Children (AC)
  - ▶ Children Only (CO)
- Additional evaluation of projects can including but not limited too
  - ▶ Race
  - ▶ Age
  - ▶ Gender
  - ▶ Gender identity
  - ▶ Ethnicity
  - ▶ Youth

Auxiliary Data

Additional data sources not required by HUD can provide context for what quantitative is trying to tell us.
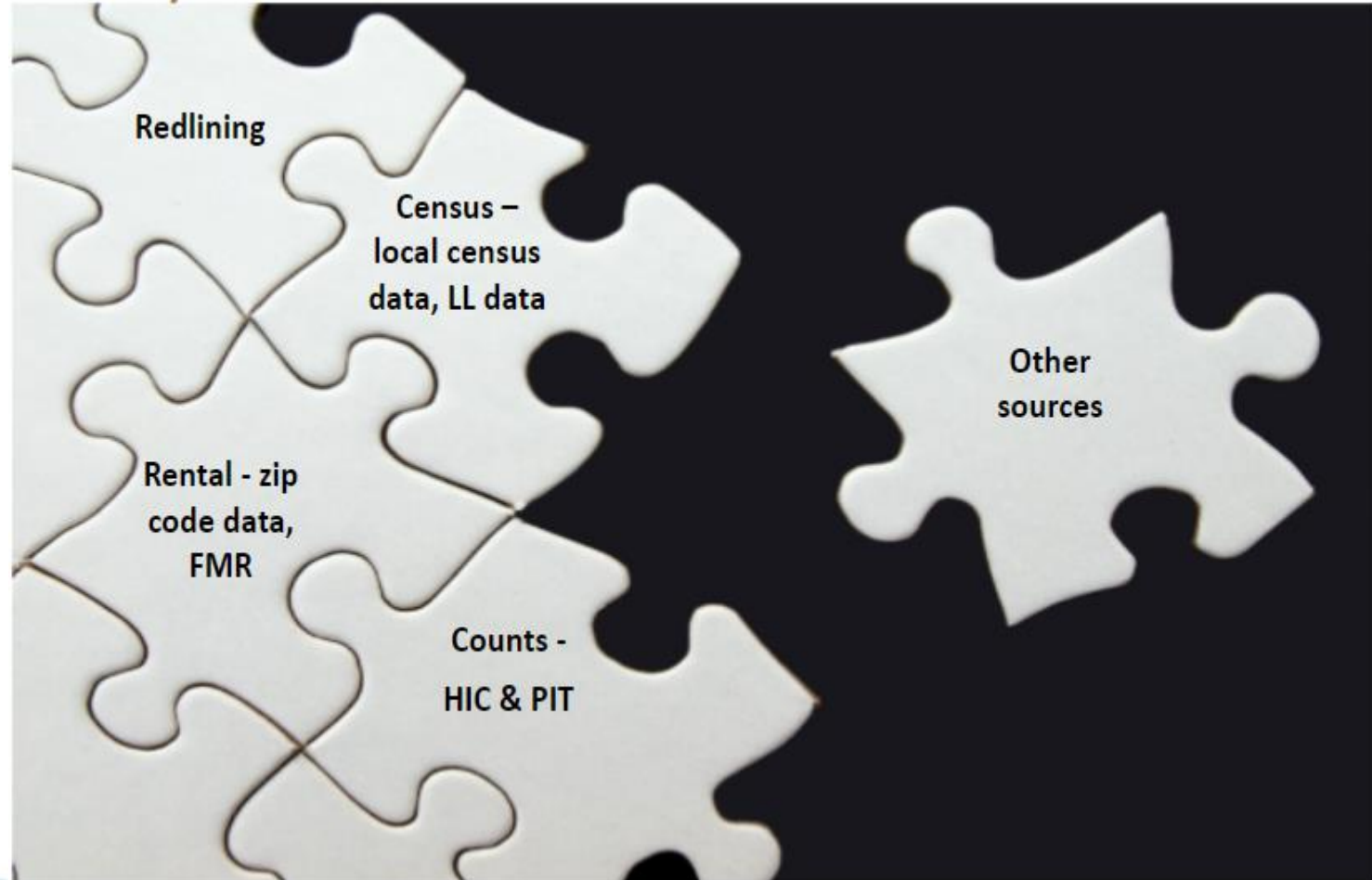
Data can be deceiving if reported incorrectly

- Overuse of averages

- Use caution when weighing small numbers

- Use both Quantitative and Qualitative Analysis

  ▶ Quantitative - Data that can be counted, measure, and expressed using numbers

  ▶ Qualitative – Describing the quality of something in size, appearance, value, etc. Examples: Participant surveys, landlord surveys

- Remember that reports rarely tell the <u>whole</u> story.

Qualitative Data

- An analysis is limited if it only utilizes quantitative data

- Quantitative data can highlight performance and inequities, but qualitative data is needed to understand why we are seeing what we are seeing

- Qualitative data helps highlight the client experience of the system and programs

  - What do those who are most impacted say is needed to end their homelessness?

  - Does this differ by race/ethnicity/age/gender/gender identity/ability?

Pairing Quantitative Data with Qualitative Indicators

Housing Stability Measures: A collection of measures that track increases in housing stability of Black, Indigenous, Asian, Pacific Islander, and all people of color. Gender, gender identity, ability, age, etc.

- Was the individual/household connect to services and were those services culturally appropriate?

- Was the individual/household connected to mainstream benefits?

- Has the individual/household been connected to employment?

- Have you/anyone in the household been incarcerated since being housed?

- Have you/anyone in the household been hospitalized since being housed?

Experience Measures: A collection of measures centered around the self-reported experience of Black, Indigenous, Asian, Pacific Islander, and all people of color. Gender, gender identity, ability, age, etc.

- Overall satisfaction with experience

- Level of household well-being

- Level of co-collaboration in creation of housing plan

- Cultural alignment and appropriateness for individual/household

- The quality provision of housing related services

Key Measures Used by HUD and CoCs

of New Homeless Households

+

# of Current Homeless Households

-

Permanent Housing Placements

&

Length of Time for Homeless Placement

Homeless Management Information System (HMIS)

What is HMIS

- A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.

- Each Continuum of Care (CoC) is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards, establishing a Data Quality Plan and a Privacy and Security Plan

- The SNAPS Data Strategy provides a multi-year vision, as well as specific goals and objectives for HMIS.

What is HMIS

- The SNAPS Strategy sets out three overarching goals for itself and communities:

1. Communities use their data to optimize systems of care through making ongoing system performance improvements and determining optimal resource allocation;

2. Communities operate data systems that allow for accurate, comprehensive, and timely data collection, usage and reporting; and

3. Federal government coordinates to receive and use data to make informed decisions in coordination with other data sets, across and within agencies.

Why Use HMIS

- Continuums of Care – Local policy makers, planners and advocates can use aggregated HMIS data to demonstrate the size and characteristics of the homeless population in their communities and improve their understanding of service usage patterns by that population

- Agencies – Agencies can use HMIS to produce mandated reports, monitor effectiveness of specific projects, and assess staff productivity

- Projects - An HMIS offers front-line program staff tools for providing more effective client services through improved referrals, case management, and service coordination.

Who cannot use HMIS

- Victim service providers cannot input client-level information into the certified local HMIS system under the standard privacy and security settings.

- Victim service providers, instead, must enter client information into a separate Comparable Database, and provide aggregate data to the Continuum of Care (CoC)

- HUD defines a "victim service provider" as private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual sault, or stalking. Such term includes rape crisis centers, battered women's shelters, domestic violence transitional housing and programs, and other programs.

Data Standards and their Uses in RRH

Types of HMIS Data

- Project Level

- **Participant Level**

- Metadata

- Data Quality

SCIENCE TIP

You can distinguish an alligator from a crocodile by paying attention to whether the animal sees you later or in a while.

AZULA
azula.com

Universal Data Elements

- Name

- Social Security Number

- Date of Birth

- Race

- Ethnicity

- Gender

- Veteran Status

- Disabling Condition

- Project Start Date

- Project Exit Date

- Destination

- Relationship to Head of Household

- Client Location

- Housing Move-In Date

- Prior Living Situation

Household Composition

- Name
- Social Security Number
- **Date of Birth**
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- Project Start Date

- Project Exit Date
- Destination
- **Relationship to Head of Household**
- Client Location
- Housing Move-In Date
- **Prior Living Situation**

Equity

- Name
- Social Security Number
- Date of Birth
- **Race**
- **Ethnicity**
- **Gender**
- **Veteran Status**
- **Disabling Condition**
- Project Start Date

- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move-In Date
- Prior Living Situation

Performance

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- **Project Start Date**

- **Project Exit Date**
- **Destination**
- Relationship to Head of Household
- Client Location
- **Housing Move-In Date**
- **Prior Living Situation**

BREAKOUT ROOMS

Break

Reporting

Reports

CoC wide reporting

- Housing Inventory
- Point in Time
- **System Performance Measures**
- **Longitudinal System Analysis/STELLA**

Project reporting

- **Annual Performance Reports (APR)**
- Consolidated Annual Performance and Evaluation Report (CAPER)
- RHY Uploads
- SSVF Uploads

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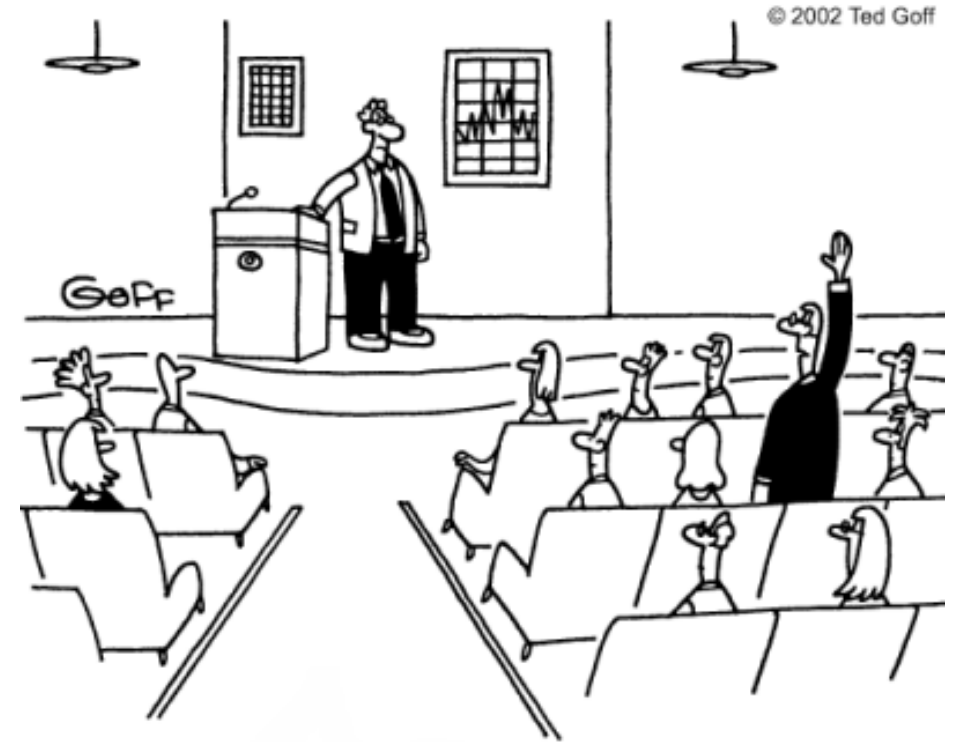
"Could we extend the annual meeting? I still have a lot of complaining to do!"

Stella

Visualization of LSA data to support CoC system performance analysis.

Stella P: Who

Households served in the following HMIS participating projects during the report period:
- Emergency Shelter
- Safe Haven
- Transitional Housing
- Rapid Rehousing
- Permanent Supportive Housing

Stella P: Why

Race and Ethnicity of HoH and Adults: 1,420 People

- American Indian, Alaska Native or Indigenous <1% | 5
- Asian or Asian American <1% | 3
- Black or African American or African 20% | 280
- Multiple races 3% | 43
- Native Hawaiian or Pacific Islander <1% | 6
- White, Hispanic/Latin(a)(o)(x) 6% | 92
- White, Non-Hispanic/Non-Latin(a)(o)(x) 67% | 956
- Unknown 3% | 38

Household Composition: 1,167 HH

- Household of 1 person 54% | 636
- Household of 2+ adults 9% | 107
- Household of 2+ children 0% | 0
- Single adult with 1-2 children 19% | 221
- Single adult with 3+ children 6% | 67
- 2+ adults with 1-2 children 8% | 90
- 2+ adults with 3+ children 3% | 38
- Other household 1% | 8

Stella P

System Performance Overview

Total number of households and people served in the homeless system and performance overview for 10/01/2020 - 09/30/2021 for Eastern 2021.6

4,075
HOUSEHOLDS

6,447
PEOPLE

83
Days Homeless
Average cumulative days homeless
VIEW DETAILS

46%
Exits
Exits to permanent destinations
VIEW DETAILS

5%
Returns
Returns after exits to permanent destinations
VIEW DETAILS

Days Homeless

Time Distribution of Days Homeless

Average cumulative days homeless and distribution by defined time intervals for each household type.

85 DAYS
2,578 Adult Only HH

Days Homeless	Households
0-30	49%
31-60	16%
61-90	9%
91-180	13%
181-365	8%
366+	4%

87 DAYS
863 Adult & Child HH

Days Homeless	Households
0-30	42%
31-60	18%
61-90	11%
91-180	19%
181-365	7%
366+	4%

23 DAYS
126 Child Only HH

Days Homeless	Households
0-30	85%
31-60	7%
61-90	3%
91-180	3%
181-365	2%
366+	0%
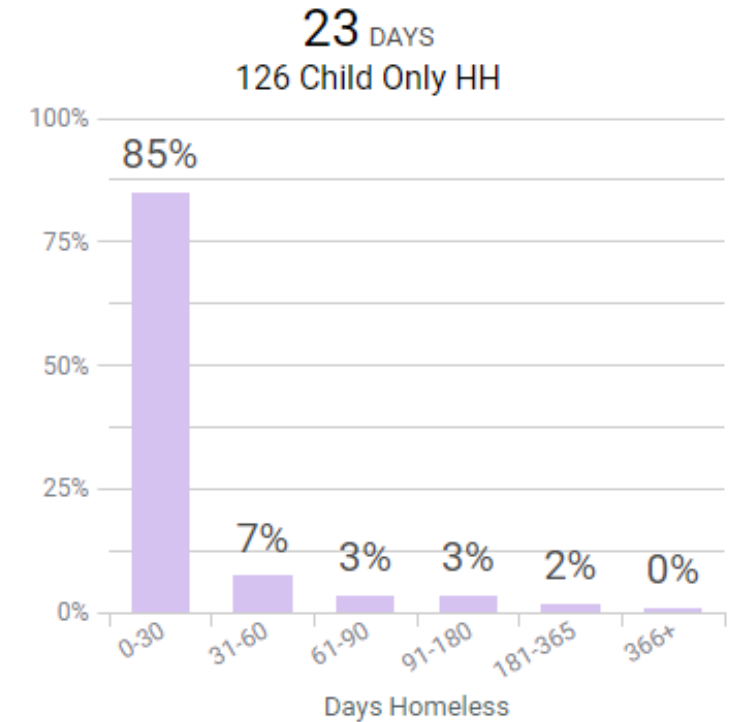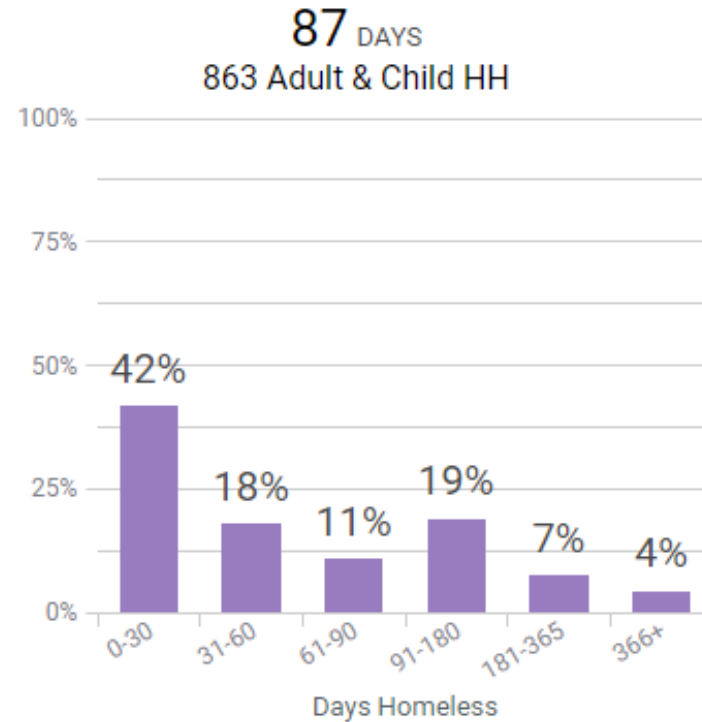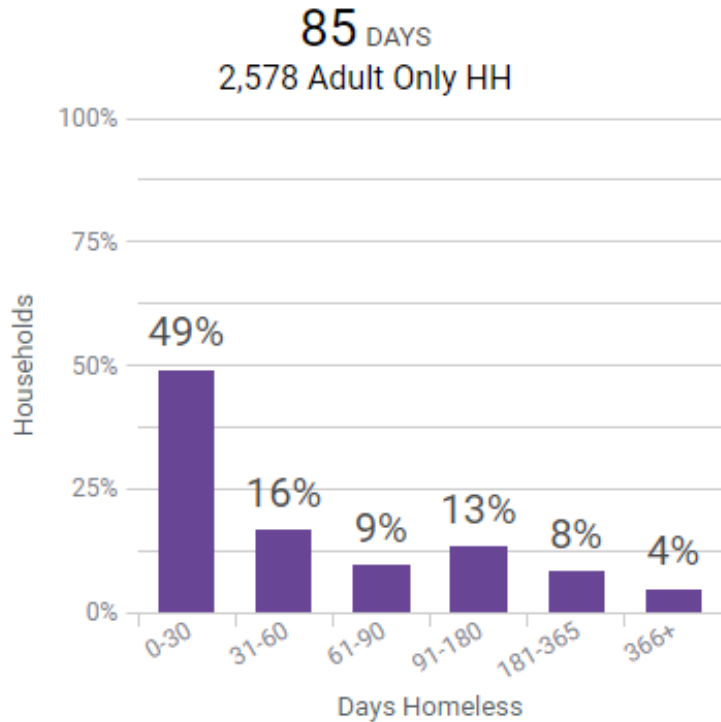
Exits

46% Exited to Permanent Destinations

All Exiting HH (2,725)

Exited to Permanent Destinations

HHs that exited from each Pathway

Pathway		Exited to Permanent Destinations
All Households 100% | 2,725 HH exited		46% | 1,242 HH
ES/SH Only 61% | 1,652 HH exited		29% | 481 HH
TH Only 6% | 166 HH exited		52% | 87 HH
ES/SH + TH 3% | 90 HH exited		36% | 32 HH
RRH Only 18% | 497 HH exited		82% | 410 HH
ES/SH + RRH 7% | 196 HH exited		82% | 160 HH
TH + RRH <1% | 9 HH exited		44% | 4 HH
ES/SH + TH + RRH <1% | 4 HH exited		100% | 4 HH
PSH Only 4% | 102 HH exited		57% | 58 HH
ES/SH + PSH <1% | 9 HH exited		67% | 6 HH

38
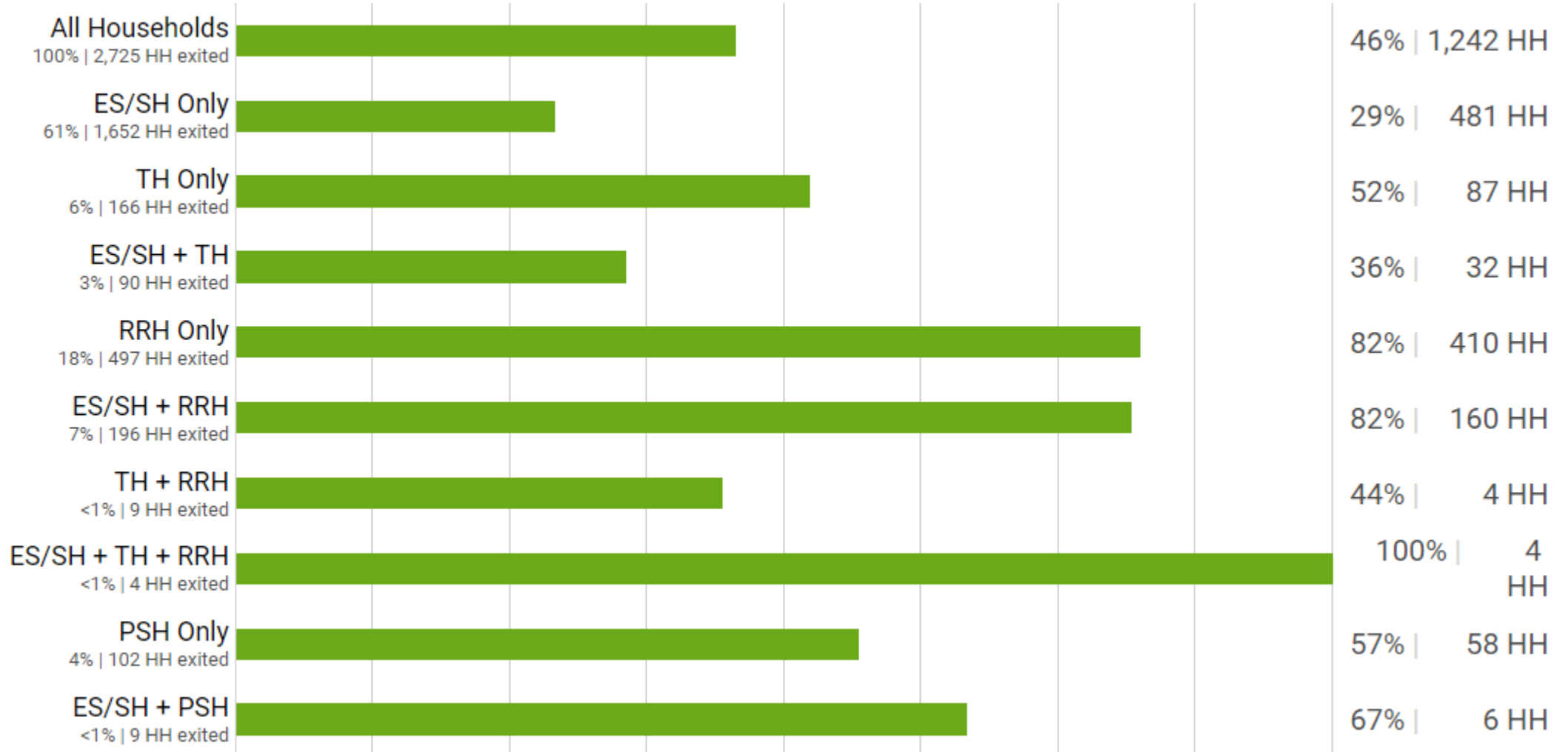
Returns

Returns to the Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination. Results are shown for the exit cohort selected in the dropdown.

HH that Exited in the first 6 mo of the Current Report Period ⌄

5%
RETURNS
28 of 570 HH

Adult Only
392 HH
6% | 24 HH

Adult & Child
153 HH
1% | 2 HH

Child Only
24 HH
8% | 2 HH

■ Permanent Destinations   ■ Returns
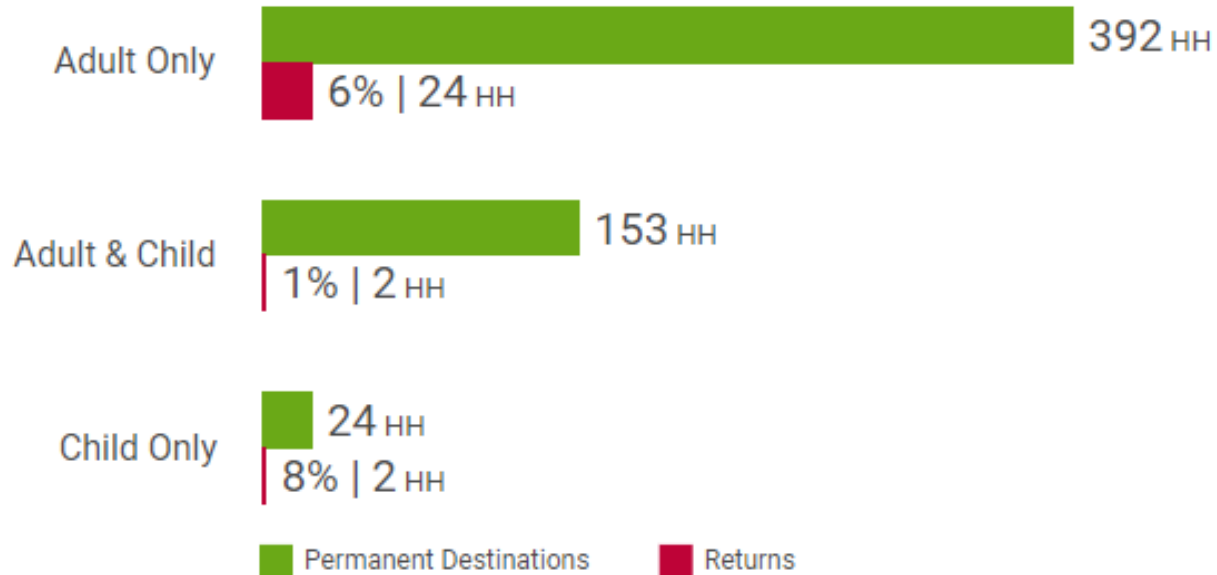
Stella Household Types & Population Groups

All measures are available for these Household Types

| All Households | Households with Adults & Children | Adult-Only Households age 18+ | Child-Only Households <age 18 |

Unaccompanied 18-24 (plus data for 18-21, 22-34)

Non-Veterans (all age 25+)

Veteran
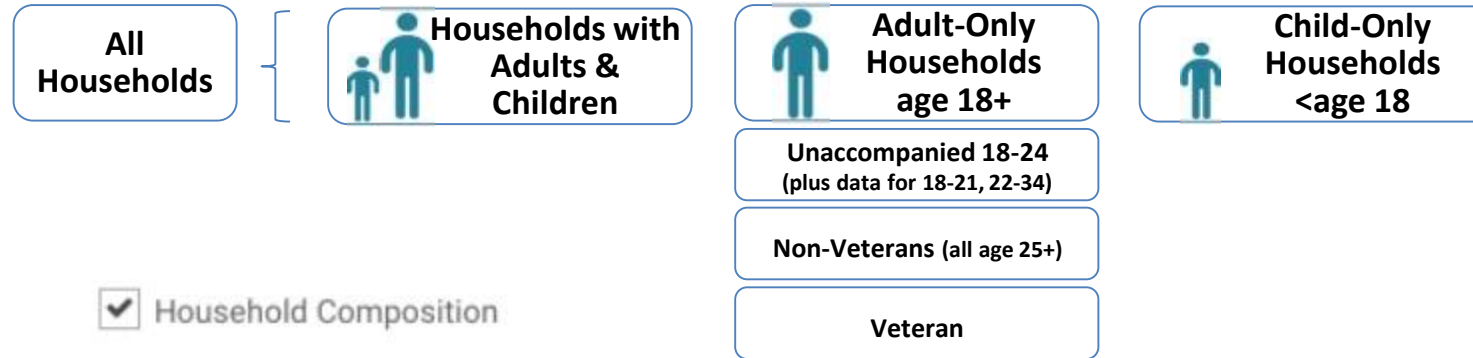
✔ All Population Groupings

✔ Specialty Population Group

   ✔ Have a disabled member

   ✔ Currently fleeing DV

✔ System Utilization History

   ✔ First-time homeless

   ✔ Returners

   ✔ Moved into PSH

✔ Household Composition

   ✔ Seniors (all age 55+)

   ✔ Parenting young adult (18-24)

   ✔ Large families

✔ Race and Ethnicity

   ✔ White Non-Hispanic (HoH)

   ✔ White Hispanic (HoH)

   ✔ Asian-Pacific Islanders (HoH)

   ✔ Any other race/ethnicity

› **Allows for drill down by population groups within these Household Types**

Analyze System Performance with Stella P

Household type or Population Group	Number of Households with Days Homeless	Average Days Homeless	Percent Exits to Permanent	Percent Exits to Unknown	Percent Returning within first six months
All Households					
e.g. Adult Only (AO)					
e.g. AO Veteran					
Adult and Child (AC)					
e.g. AO 18-24 YO					

Analyze System Performance with Stella P

Household type or Population Group	Number of Households with Days Homeless	Average Days Homeless	Percent Exits to Permanent	Percent Exits to Unknown	Percent Returning within first six months
All Households	3,600 HH	83 days	46%	23%	8%
e.g. Adult Only (AO)	2,578 HH	85 days	42%	27%	9%
e.g. AO Veteran	342 HH	101 days	56%	17%	8%
Adult and Child (AC)	863 HH	87 days	62%	10%	4%
e.g. AO 18-24 YO	354 HH	87 days	40%	25%	7%

Breakout Rooms

HUD System Performance Measures

- Required that each CoC submit these to HUD each year, using the HDX website

- Data must come from HMIS and is intended to reflect SYSTEM level performance (v. CoC Program-funded project performance)

- First submission occurred in 2015

- Measures are set in the HEARTH Act, and required via the CoC Program interim rule

SPM data allows us to understand if homelessness is…..

- ▶ Rare

- ▶ Brief

- ▶ Non-recurring

System Performance Measures

- Measure 1: Length of Time Persons Remain Homeless

- Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

- Measure 3: Number of Homeless Persons

- Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

- Measure 5: Number of Persons who Become Homeless for the First Time

- Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

- Data Quality

  - HMIS Participation Rate from Housing Inventory Chart

  - Destination of Don't Know, Refused, or Missing

Annual Performance Report

- The APR & CAPER are due annually to the U.S. Department of Housing and Urban Development (HUD) within 90 days at the end of a recipient's operating year

- The purpose of both the APR & CAPER is to report to HUD on the yearly performance of the projects funded by the CoC & ESG Programs

- These reports are also useful for:

  - ▶ CoC and ESG recipients to measure project performance; and

  - ▶ Continuums and Collaborative Applicants to measure project performance and identify the impact of projects on overall system performance

Reading the APR/CAPER

5a - Report Validation Table	
Report Validation Table	
1. Total Number of Persons Served	**0**
2. Number of Adults (age 18 or over)	**0**
3. Number of Children (under age 18)	**0**
4. Number of Persons with Unknown Age	**0**
5. Number of Leavers	**0**
6. Number of Adult Leavers	**0**
7. Number of Adult and Head of Household Leavers	**0**
8. Number of Stayers	**0**
9. Number of Adult Stayers	**0**
10. Number of Veterans	**0**
11. Number of Chronically Homeless Persons	**0**
12. Number of Youth Under Age 25	**0**
13. Number of Parenting Youth Under Age 25 with Children	**0**
14. Number of Adult Heads of Household	**0**
15. Number of Child And Unknown-Age Heads of Household	**0**
16. Heads of Households and Adult Stayers in the Project 365 Days or More	**0**

6a - Data Quality: Personally Identifiable Information					
Data Element	**Client Doesn't Know/Client Refused**	**Information Missing**	**Data Issues**	**Total**	**% of Error Rate**
Name (3.1)	**0**	**0**	**0**	**0**	**0%**
SSN (3.2)	**0**	**0**	**0**	**0**	**0%**
Date of Birth (3.3)	**0**	**0**	**0**	**0**	**0%**
Race (3.4)	**0**	**0**		**0**	**0%**
Ethnicity (3.5)	**0**	**0**		**0**	**0%**
Gender (3.6)	**0**	**0**		**0**	**0%**
Overall Score				**0**	**0%**

Data Quality

6a - Data Quality: Personally Identifiable Information

Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	0	2	2	4	0%
SSN (3.2)	14	71	11	96	4%
Date of Birth (3.3)	0	17	0	17	1%
Race (3.4)	5	7		12	1%
Ethnicity (3.5)	5	12		17	1%
Gender (3.6)	0	5		5	0%
Overall Score				115	**5%**

6b - Data Quality: Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	30	2%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	62	3%
Client Location (3.16)	1	0%
Disabling Condition (3.8)	112	5%

6c - Data Quality: Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination (3.12)	135	22%
Income and Sources (4.2) at Start	139	9%
Income and Sources (4.2) at Annual Assessment	0	0%
Income and Sources (4.2) at Exit	34	7%

Exit Destination can help your project track permanent housing placements for clients.

23c - Exit Destination - All persons	Total	Without Children	With Children and Adults	With Only Children
Permanent Destinations				
Moved from one HOPWA funded project to HOPWA PH	0	0	0	0
Owned by client, no ongoing subsidy	0	0	0	0
Owned by client, with ongoing subsidy	0	0	0	0
Rental by client, no ongoing subsidy	4	4	0	0
Rental by client, with VASH subsidy	0	0	0	0
Rental by client with GPD TIP subsidy	0	0	0	0
Rental by client, other ongoing subsidy	0	0	0	0
Permanent Housing (other than RRH) for formerly homeless persons	0	0	0	0
Staying or living with family, permanent tenure	2	2	0	0
Staying or living with friends, permanent tenure	3	3	0	0
Rental by client, with RRH or equivalent subsidy	0	0	0	0
Rental by client, with HCV voucher (tenant or project based)	0	0	0	0
Rental by client in a public housing unit	0	0	0	0

Scroll for % positive

	Total	Without Children	With Children and Adults	With Only Children
Subtotal	0	0	0	0
Other Destinations				
Residential project or halfway house with no homeless criteria	0	0	0	0
Deceased	0	0	0	0
Other	0	0	0	0
Client Doesn't Know/Client Refused	0	0	0	0
Data Not Collected (no exit interview completed)	0	0	0	0
Subtotal	0	0	0	0
Total	12	12	0	0
Total persons exiting to positive housing destinations	9	9	0	0
Total persons whose destinations excluded them from the calculation	0	0	0	0
Percentage	75%	75%	0%	0%

Question 22c
Permanent Housing projects can view how long it takes to move clients into housing units with.
This measures the time between Project Start and the Housing Move-In date.

22c - Length of Time between Project Start Date and Housing Move-in Date	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	74	21	53	0	0
8 to 14 days	29	9	20	0	0
15 to 21 days	16	3	13	0	0
22 to 30 days	6	2	4	0	0
31 to 60 days	14	6	8	0	0
61 to 180 days	3	3	0	0	0
181 to 365 days	0	0	0	0	0
366 to 730 Days (1-2 Yrs)	0	0	0	0	0
Total (persons moved into housing)	142	44	98	0	0
Average length of time to housing	12	17	10	0	0
Persons who were exited without move-in	88	12	76	0	0
Total	230	56	174	0	0

Special Note: The Average length of time to housing is only for move-in dates within the report dates.

Breakout Rooms

Questions?

What one word describes how you are leaving the space today?

APR/CAPER Reports Key Terms

- **Chronically homeless individual** – a person who is homeless, is disabled, and has been homeless for at least one year or has had at least four separate occasions of homelessness within the last three years where the occasions add up to 12 months or more.

- **Leaver** – a person who exits the program and is not active on the last day of the operating year

- **Stayer** – a person who is still enrolled in the program on the last day of the operating year

Resources

APR/CAPER Reports Key Terms

- **Adult –** a person age 18 or older

- **Child –** a person under the age of 18

- **Youth –** a person between the ages of 12 and 24 who is NOT in a household with anyone older than 24

- **Household without children –** a household composed of only adults

- **Household with children and adults –** a household composed of at least one adult and one child

- **Household with only children –** a household composed of only children

- **Unknown household** type–a household that cannot be classified in cases when one or more persons are missing dates of birth. However, when the households already have at least one known adult and one known child, the household type will becategorized as a Household with Children and Adults.

APR Reports Key Terms

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Stella P vs. System Performance Measures

LSA and System Performance Measure (SPM) reports use different logic:

- ▶ LSA universe is households, SPM universe is people served

- ▶ Both report time homeless prior to report period: LSA allows for 7 day gap, SPM does not

- ▶ LSA looks at returns for by household, it will not count returns by people who were in the original household but now are in a different household. The SPMs look at returns by person, as a result they count all returns.

Thank you for attending!