

Using Data to Drive System Change

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What's Next:
In Data, Leadership, and Community



Coalition for the Homeless

Mission:

- To provide leadership in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

Role:

- Coordinate the community response to homelessness
- Lead agency for the TX-700 Continuum of Care (CoC)
- Homeless Management Information System (HMIS) lead.

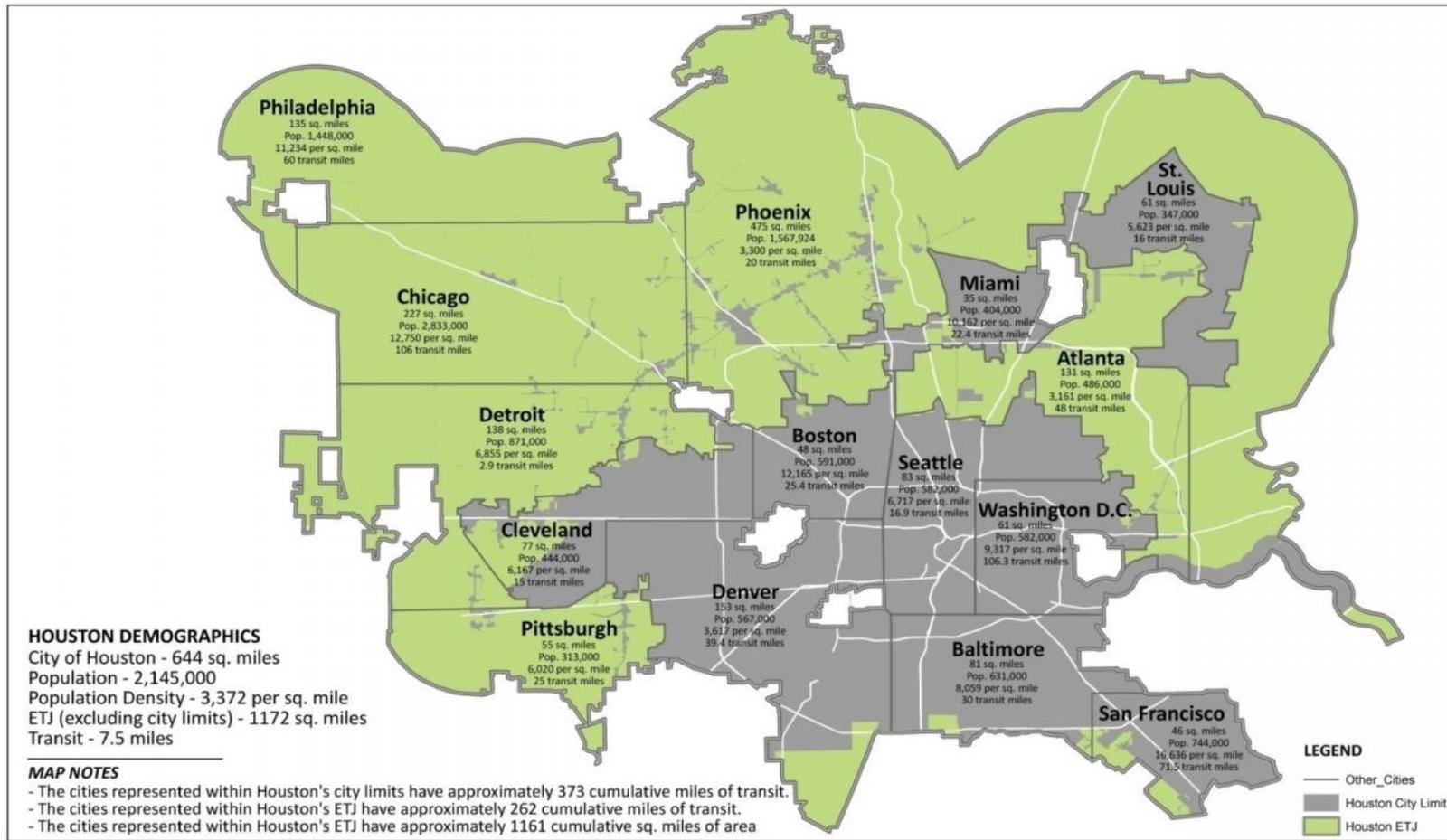


Learning Objectives:

- How to use data to reduce Transitional Housing inventory & increase Permanent Housing inventory in the CoC in order to decrease homelessness
- Review a Coordinated Access Refinement Process used to revamp vulnerability tools and housing placements
- How to incorporate Coordinated Access & HMIS Data Requirements into a NOFA scoring tool
- Use dashboards to hold partners accountable



Cities that Fit into Houston



LAND AREA COMPARISON : HOUSTON AND OTHER U.S. TRANSIT CITIES

Source: City of Houston, U.S. Census Bureau (2006 Population Estimates and 2000 Land Areas), Wikipedia



November 10, 2010

TX-700 CoC = 3,739 sq miles

From: Knudson,LP www.knudsonlp.com

Sponsored by the National Human Services Data Consortium



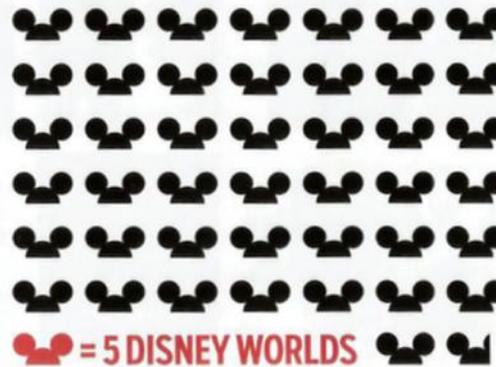
Just for Fun!



 = 100 CENTRAL PARKS



YELLOWSTONE NATIONAL PARKS



Houstonia Feb 2016



Homeless in Houston

- On January 23, 2017, there were 3,605 people experiencing homeless in Houston/Harris County/Ft. Bend County
 - 1,128 (31%) staying in a place not meant for human habitation
 - 2,477 (69%) staying in emergency shelters, transitional housing, or safe haven.
 - 60% decrease compared to 2011
- Increase in number in PSH
 - 161% since 2011
- Approximately 1 in 4 identified as chronically homeless
- No unsheltered & 1 sheltered chronically homeless family identified
- 2 in 5 had substance abuse problems
- 1 in 3 had mental health issues
- 1 in 7 was a veteran
 - Veteran numbers at steady state level – 2/3 are in shelters



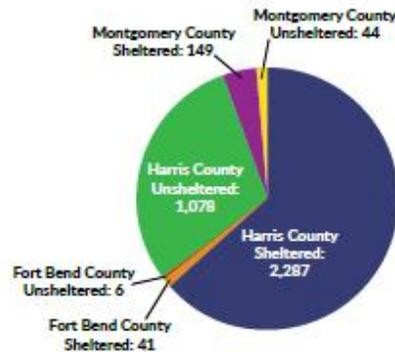
Houston 2017 PIT Summary

2017 Homeless Count



Montgomery County joined The Way Home in 2016, and was included in the 2017 Homeless Count and Survey. For accurate historical comparisons, only 2017 Count data from Houston, Harris County and Fort Bend County will be used. Montgomery County data gathered in 2017 provides a benchmark for measuring homelessness in that area and will be used in future comparisons.

Total: 3,605



Key Findings:

in Houston, Harris County and Fort Bend County

60% decrease in overall homelessness since 2011.

82% decrease in unsheltered chronic homelessness since 2011.

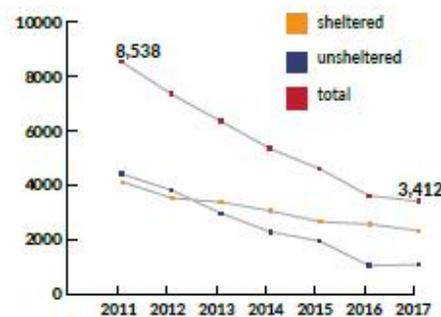
39% of unsheltered homeless individuals had a high school diploma or GED. 21% had some college or a college degree or higher.

78% of unsheltered homeless individuals became homeless in Houston.

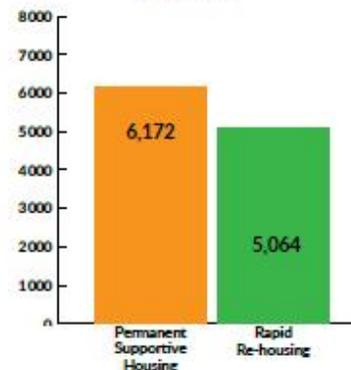
25% of unsheltered homeless individuals reported no income, while 20% reported panhandling for income.

Comparing the Counts

in Houston, Harris County and Fort Bend County



Permanent Housing Placements since 2012





The Continuum of Care Steering Committee *

(Primary Decision Making Body)

PLANNING AND IMPLEMENTATION BODIES

SYSTEM

Standing Committees
HMIS Support
CoC Grant Performance
Coordinated Access
Provider Input
Consumer Input

CHRONICS

Oversight
Mayor's Leadership Team

Work Groups
Pipeline
Integrated care
PSH

VETERANS

Oversight
Housing
Houston's Heroes

Work Groups
Outreach
Data
SSVF
Retention

FAMILIES

Oversight
RHH
Funders

Work Groups
RHH Providers
SSVF
Domestic Violence

YOUTH

Oversight
Homeless Youth Network

Work Groups
One Voice
Housing Policy
LGBTQ

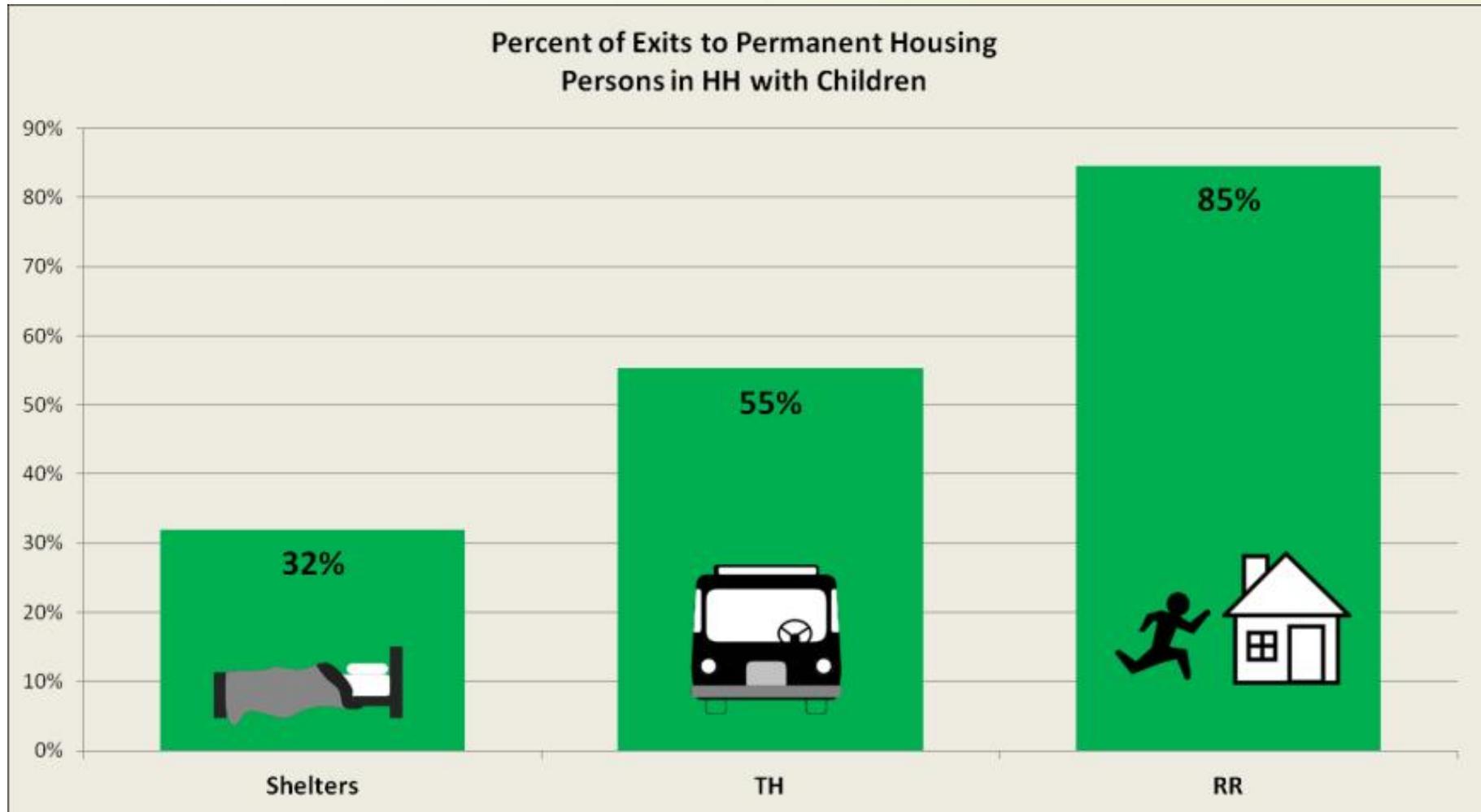


Why should you transform your system?

- ✓ Meet HEARTH Goals (reducing Length of Stay)
- ✓ Align with Federal Plan: Opening Doors
- ✓ Build on community successes with HPRP
- ✓ Improve housing stability outcomes
- ✓ Target your interventions



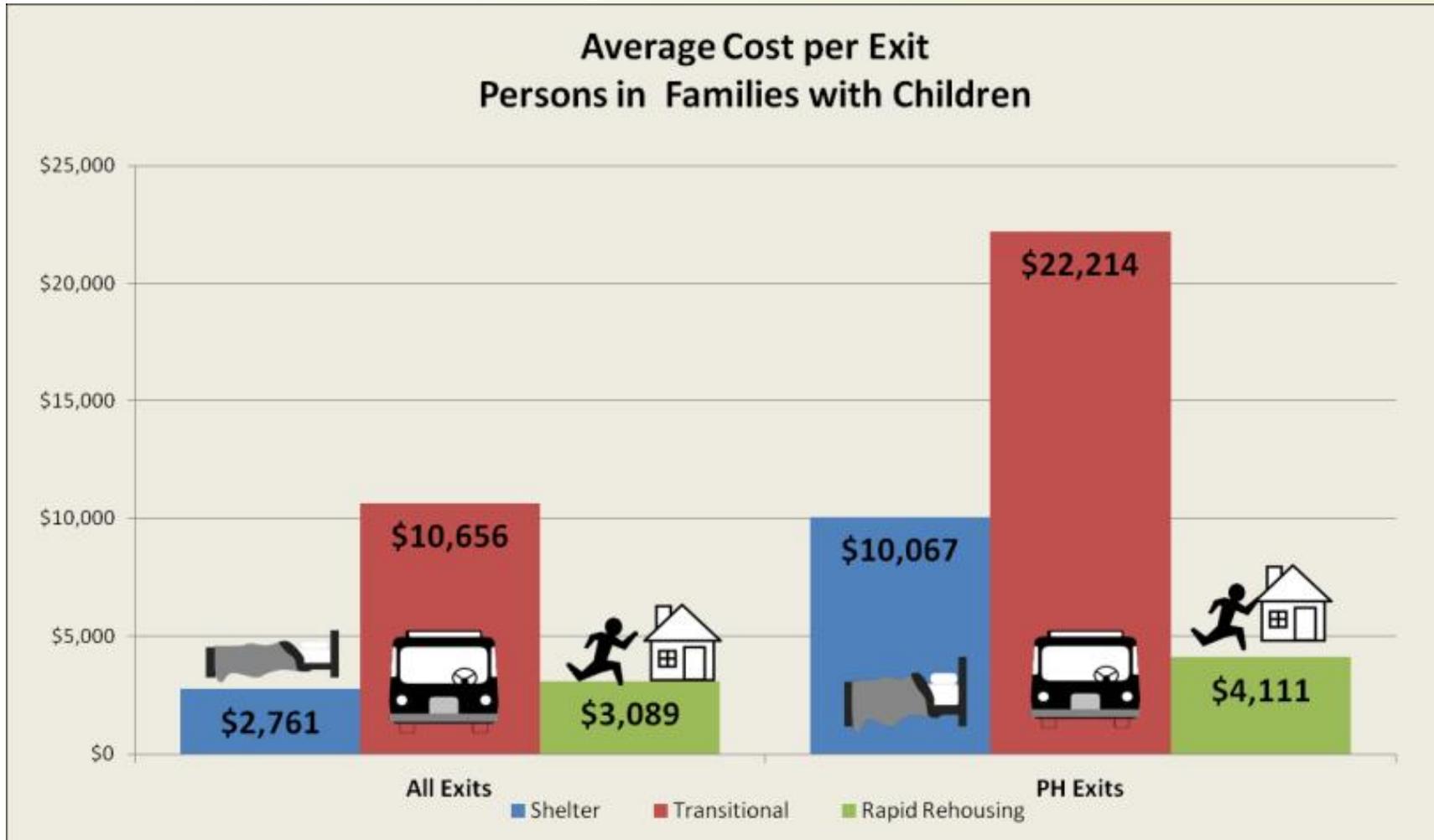
Average Rate of Exits to PH - Families



Data from 7 Continuums in 4 states prepared for NAEH
Performance Improvement Clinics in 2011-12



Average Cost Per Exit



Source: Data from 7 Continuums in 4 states prepared for NAEH Performance Improvement Clinics in 2011-12



Options for TH Reduction

Congregate TH

- Convert entire building PSH
- Close/Transfer

Scattered Site TH

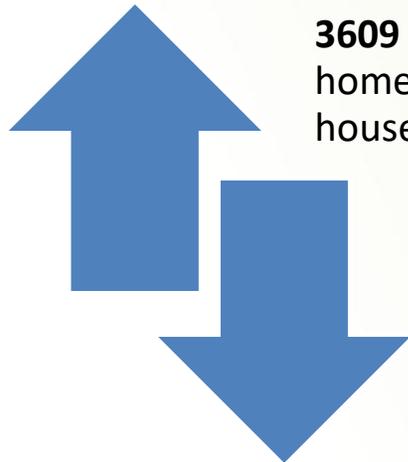
- Transition in Place
- Rapid Rehousing
- PSH

*Conversions have freed up resources to serve more people

*Lessons Learned – System Balance and Capacity Building



Progress



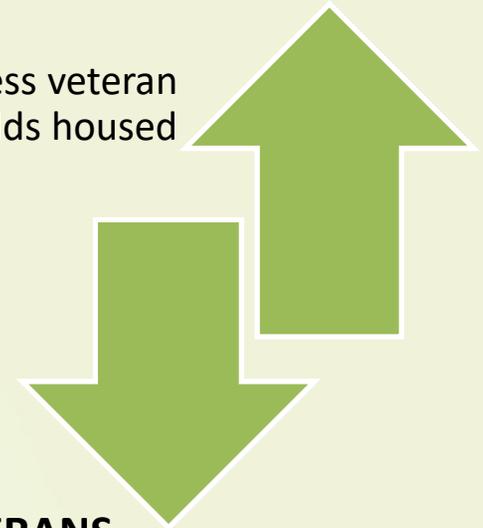
3609 chronically homeless individuals housed in PH

70% reduction in downtown street population
2012 - 2017

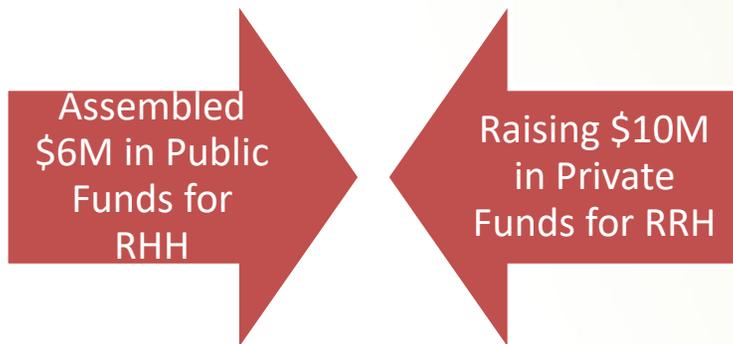
CHRONICALLY HOMELESS

5165 homeless veteran households housed

STEADY STATE in 2015
System to house 1400 homeless veteran households annually



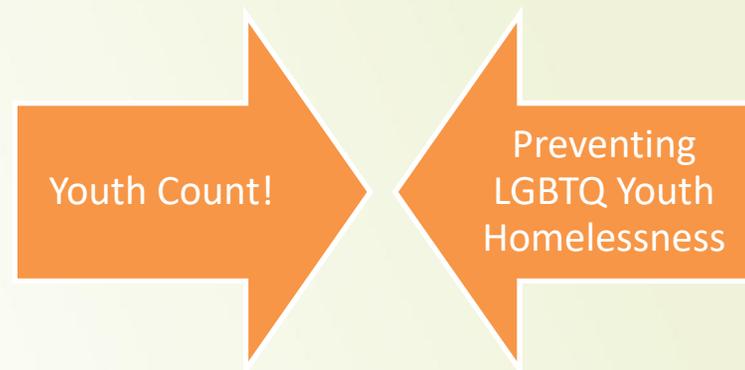
VETERANS



Assembled \$6M in Public Funds for RHH

Raising \$10M in Private Funds for RRH

FAMILIES



Youth Count!

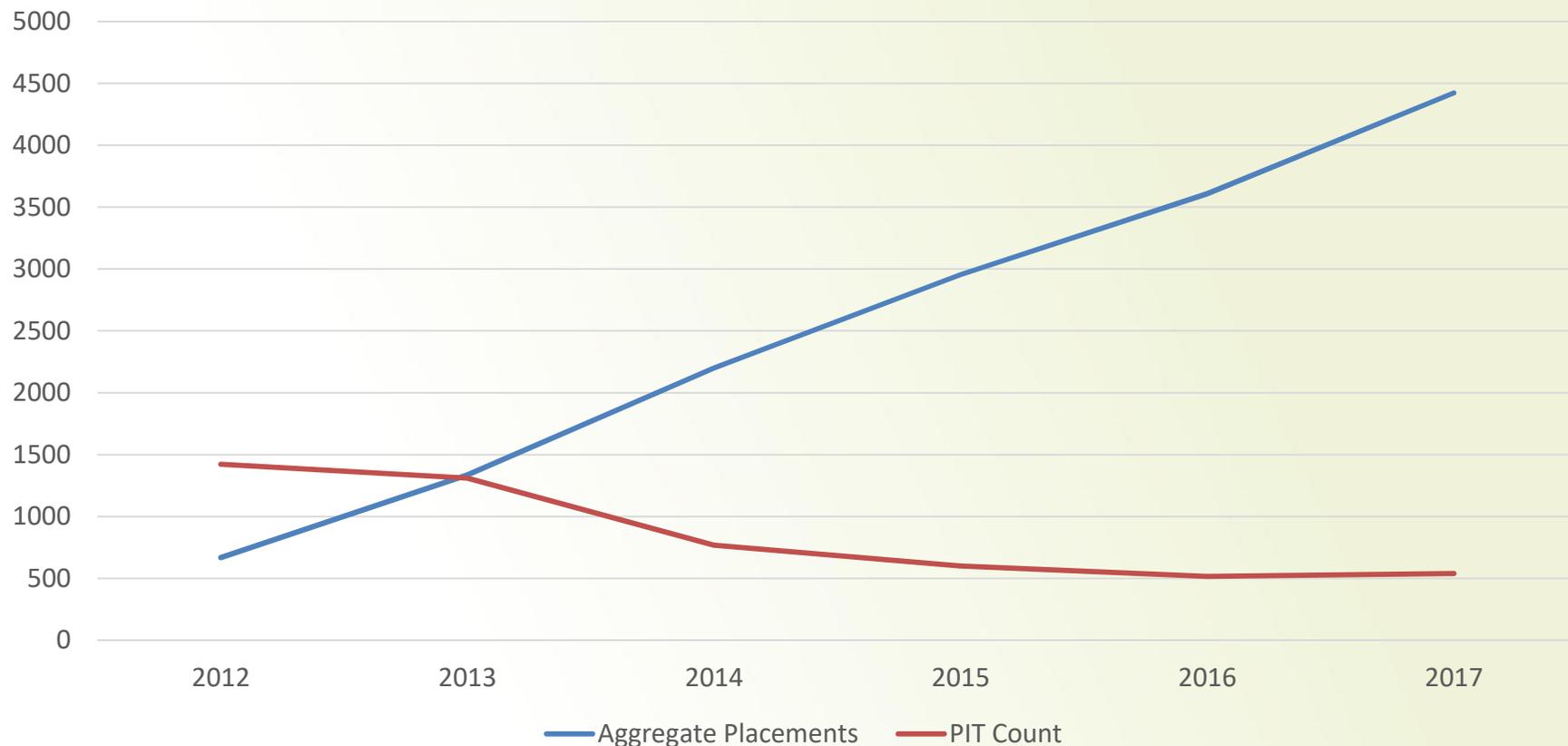
Preventing LGBTQ Youth Homelessness

YOUTH



Progress – Chronic Homelessness

Chronically Homeless Counts & PH Placements



January 2012 – January 2017:

- 62% reduction in chronic homeless (1,422 → 539)
- 60% reduction in overall homelessness (8,471 →)



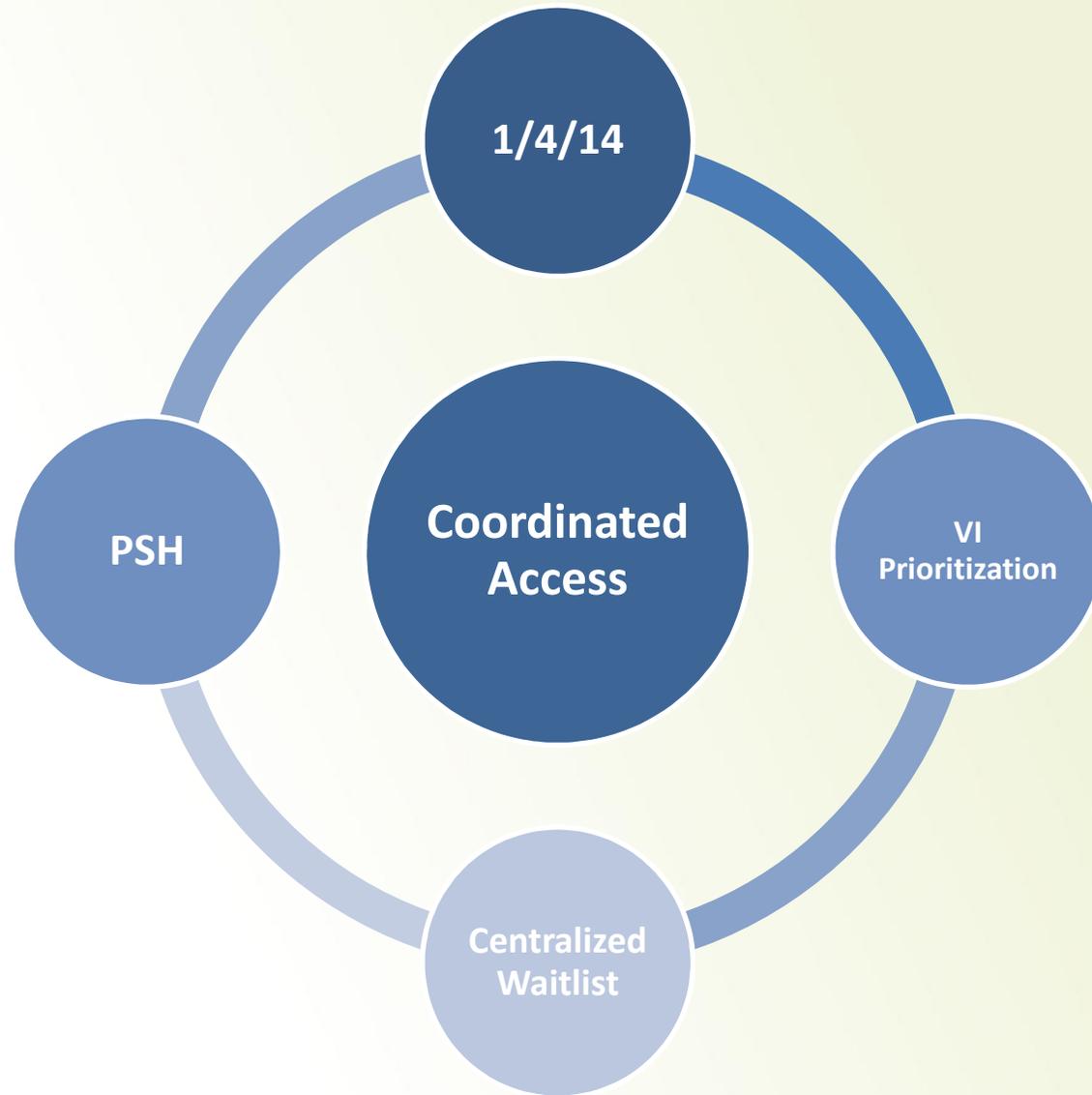
CA
Refinement
Lab –
July 2016

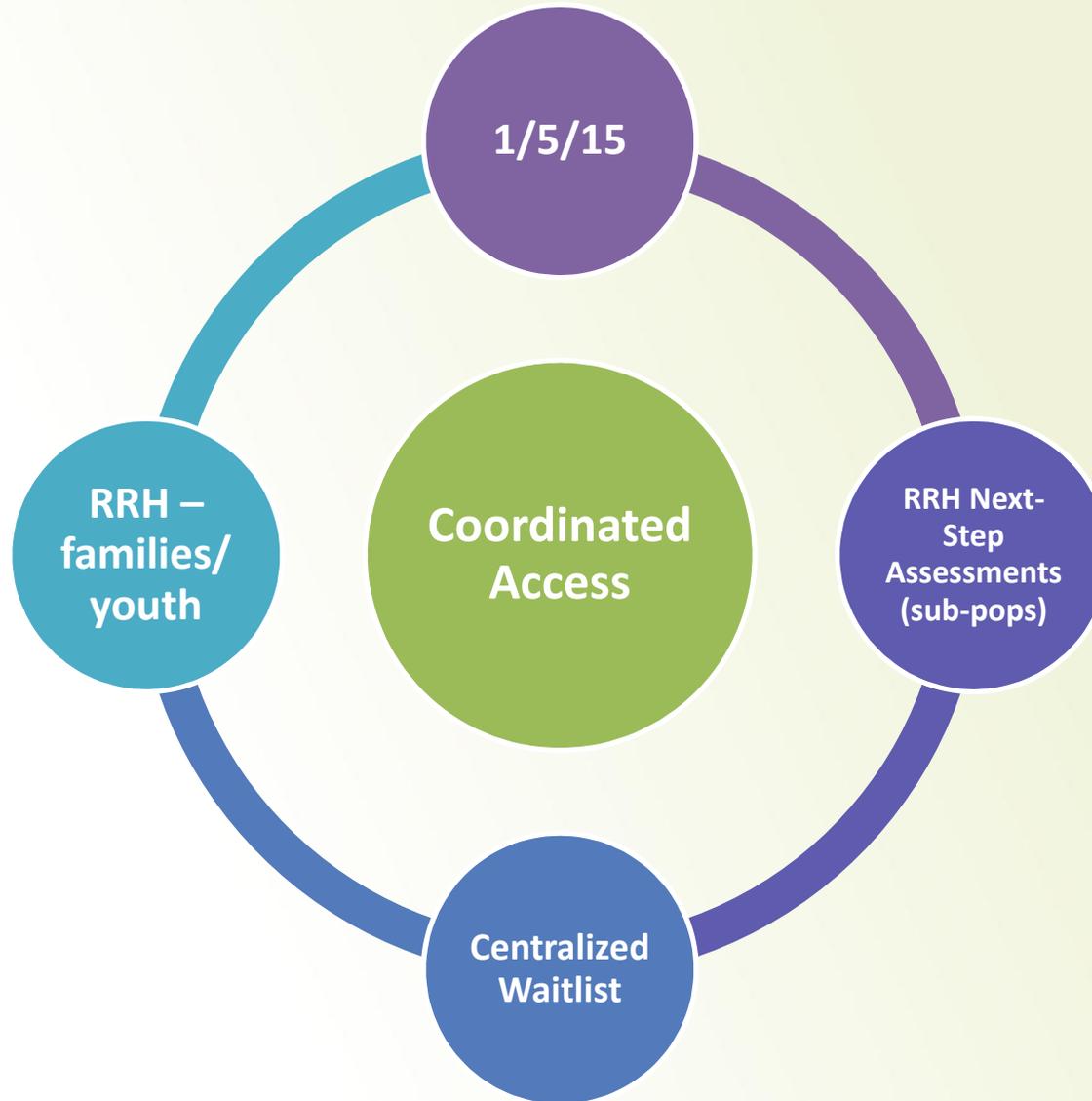
CA was in its second year

Concerns expressed by partners

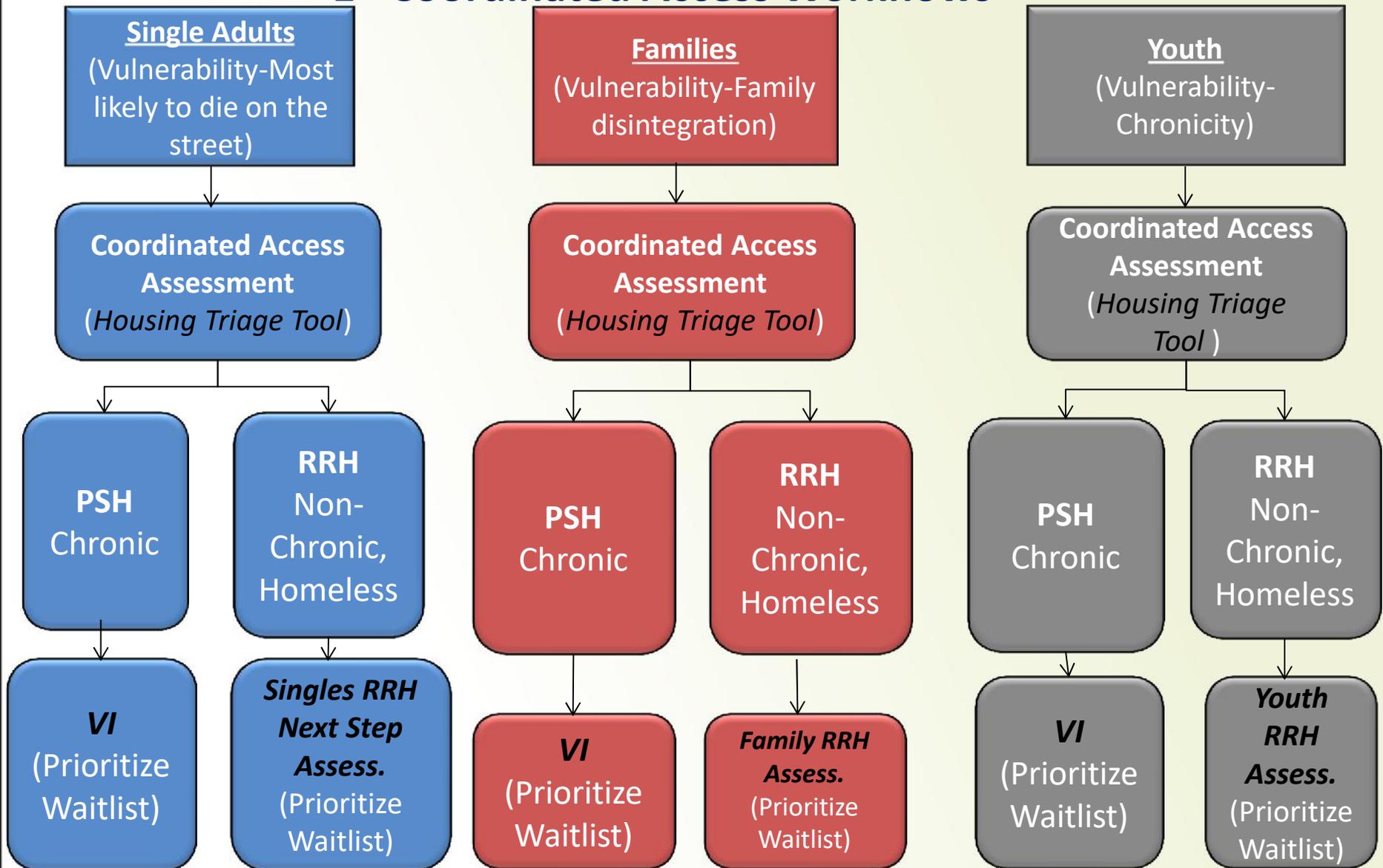
How can we improve?

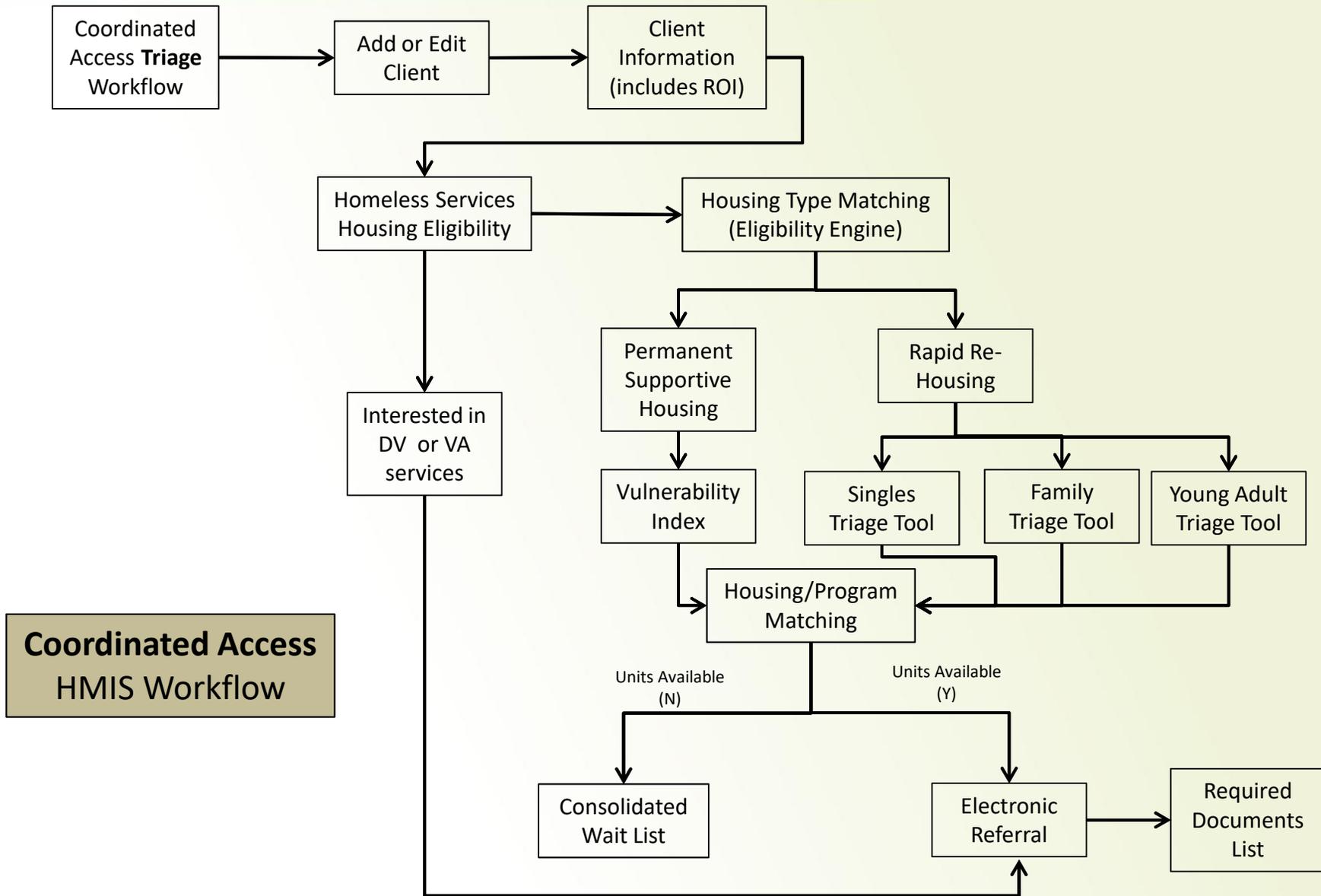
Transparent, stakeholder input





1st Coordinated Access Workflows





**Coordinated Access
HMIS Workflow**



CA
Refinement
Lab –
July 2016

VI – no longer working

RRH – families not rolling
off

Hubs – needed more

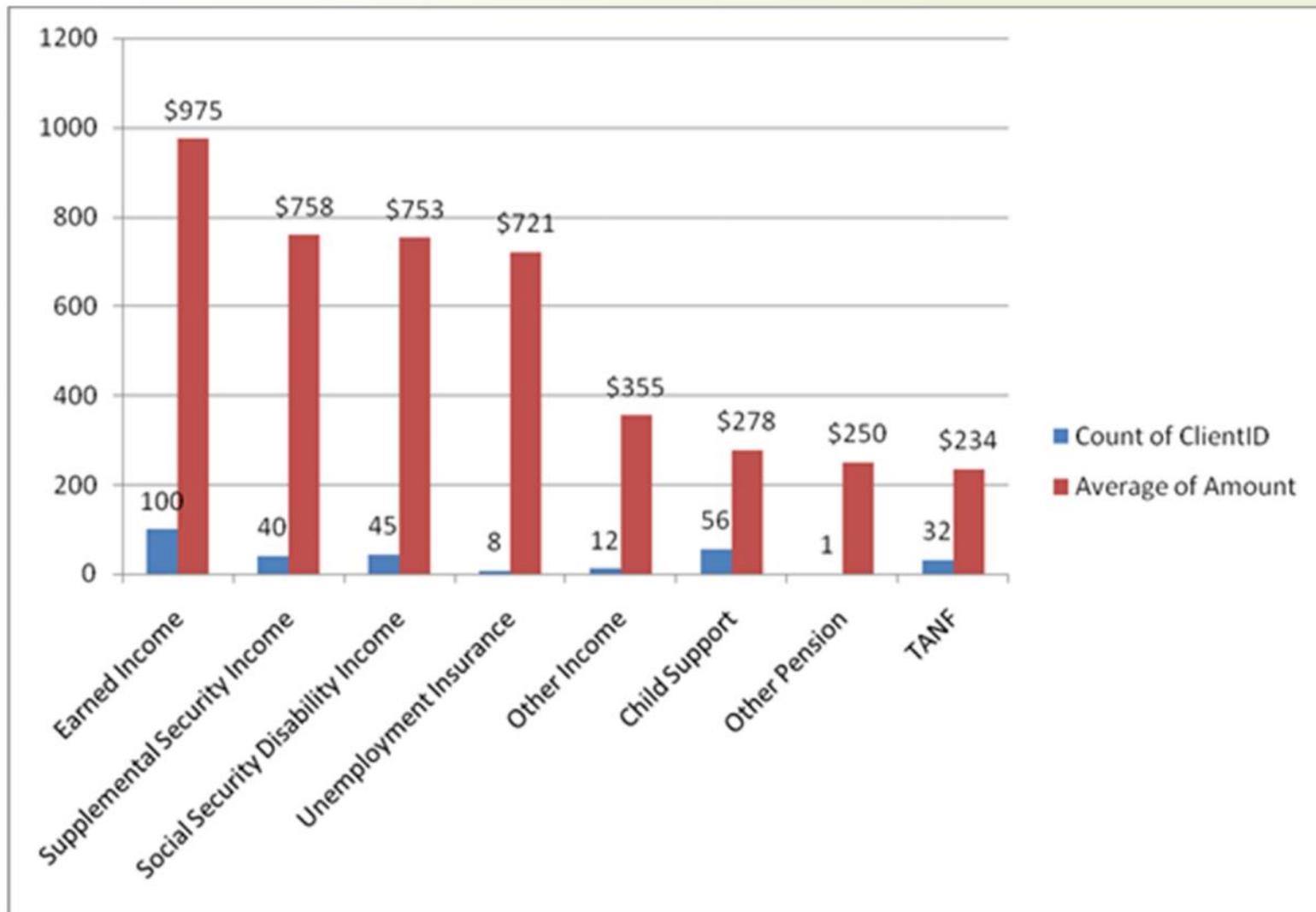


Vulnerability Index Assessment™

- ✓ Score range: 0-8, prioritize PSH waitlist
- ✓ Three or more hospitalizations or emergency room visits in a year
- ✓ Three or more emergency room visits in the previous three months
- ✓ 60 or older
- ✓ Cirrhosis of the liver
- ✓ End-stage renal disease
- ✓ History of frostbite, immersion foot, or hypothermia
- ✓ HIV+/AIDS
- ✓ Tri-morbidity: co-occurring psychiatric, substance abuse, and chronic medical condition



Clients entering RRH with income & loosing it





Young Adult Housing Prioritization Tool

| | Answer | Score |
|-----|--|----------------|
| 1a | Chronic? | Yes/No/Logic 5 |
| 1b | Have you been homeless before? (only show if chronic = no) | Yes 1 |
| 1c | How many times have you been homeless in the past 3 years? (only show if chronic = no) | >4 1 |
| 2a | How many jobs have you lost in the past 12 months | >3, none 1 |
| 2b | Are you working a job where someone else controls your money? | Yes 1 |
| 3 | Do you have a Diploma or GED? | No 1 |
| 4a | Do you have any children that you're responsible for? | Yes 1 |
| 4b | Do you have an open CPS case? | Yes 1 |
| 4c | Have you had an open CPS case in the past 2 years? | Yes 1 |
| 5 | Are you currently pregnant? | Yes 1 |
| 6 | Were you abused as a child (physically, emotionally, or sexually)? | Yes 1 |
| 7 | Have you ever been in CPS custody? | Yes 1 |
| 8 | Have you ever been kicked out of or felt unsafe at home because you came out as LGBT? | Yes 1 |
| 9 | Have you ever left home because of violence between family members or to you? | Yes 1 |
| 10a | Are you being forced to do things that make you feel uncomfortable? | Yes 1 |
| 10b | Have you ever traded sex for anything (like food, shelter, money)? | Yes 1 |
| 11 | Do you have any mental health or brain issues that might make it hard for you to live on your own? | Yes 2 |
| 12a | Has a doctor or professional ever recommended mental health services? | Yes 1 |
| 12b | Are you currently receiving any of those services | No 1 |
| 13a | Have you ever thought about hurting yourself? | Yes 0 |
| 13b | Have you ever tried to kill yourself? | Yes 1 |
| 14a | Do you use alcohol or drugs? | Yes/No 0 |
| 14b | Marijuana | Yes 0 |
| | Alcohol | Yes 0 |
| | KUSH, spice, K2, or any other synthetic marijuana | Yes 1 |
| | Meth, crack, cocaine, heroin | Yes 1 |
| 14c | Has your drug or alcohol use ever resulted in the any of the following: | |
| | Arrest | 1 |
| | Living in a shelter or on the street | 1 |
| | Prostitution | 1 |
| | Theft | 1 |
| | Domestic Violence | 1 |
| | Loss of employment | 1 |
| 15a | Have your ever been in juvenile detention? | Yes 1 |
| 15b | Have many days have you been in jail or prison in the past 2 years? | Insert # 0 |
| 16 | How many adults can you count on for emotional support? (On the days when you are so down and you don't know what to do is there an adult that you visit with or call?) | <1 person 1 |
| 17 | How many adults can you count on for financial support? (If you had a small bill that needed to be paid and you were out of money for the month is there an adult that will usually help you out?) | <1 person 1 |

Chronic Max = 34

Non-chronic Max = 31



Family Housing Prioritization Tool

| | | Answer | Score |
|-------------------------------|---|-------------------------|-------|
| 1a | Chronic? | Yes/No/Logic | 5 |
| 1b | Do you or anyone in your household have a disabling condition? (only show if chronic = no) | Yes | 1 |
| 1c | Have you been homeless before? (only show if chronic = no) | Yes | 1 |
| 1d | How many times have you been homeless in the past 3 years? (only show if chronic = no) | >4 | 1 |
| 2 | Have you received rental and/or voucher assistance from any agency in the past 5 years? | Yes | 4 |
| 3a | Have you ever held a lease in your own name? | No | 4 |
| 3b | Have you ever paid rent on your own for at least a year? | No | 2 |
| 3c | How long ago was that? | 3+ | 4 |
| 4 | Do any children in your household receive disability income? | Yes | 1 |
| 5 | What is your total household monthly cash income? | <\$800/month | 1 |
| 6a | Are you or any adults in your household currently employed? | No | 2 |
| 6b | As an adult, when was the last time you worked full-time? | 0-6 mos | 0 |
| | | 6-12 mos | 1 |
| | | 12+ mos | 2 |
| | | Never | 3 |
| 6c | How long were you at the job where you worked full-time? | 0-6 mos | 3 |
| | | 6-12 mos | 2 |
| | | 12+ mos | 1 |
| 6d | As an adult, when was the last time you worked part-time? | 0-6 mos | 1 |
| | | 6-12 mos | 2 |
| | | 12+ mos | 3 |
| 6e | How long were you at the job where you worked part-time? | 0-6 mos | 3 |
| | | 6-12 mos | 2 |
| | | 12+ mos | 1 |
| 7 | Do you have a high school diploma or GED? | No | 1 |
| 8a | Has a doctor or professional ever recommended mental health services? (Assessor - select yes if symptoms of mental illness are observed) | Yes | 1 |
| 8b | Are you currently receiving services for any of those? | No | 5 |
| 9 | How many times in the past year have you accessed medical services in the ER? | 1-4 | 1 |
| | | 5+ | 2 |
| 10 | Are you or in any adult in your household currently pregnant? | Yes | 1 |
| 11a | Do you have any minor children currently living with you? | Yes/No | |
| 11b | If so, what are their ages? | 0-5 | 3 |
| | | 6-12 | 2 |
| | | 13+ | 1 |
| 12a | Do you currently have an open CPS case? | Yes | 1 |
| 12b | Have you had an open CPS case in the past 2 years? | Yes | 1 |
| 12c | Do you have any children currently in CPS or someone else's custody? | Yes | 1 |
| 13a | Do you or any of the adults in your household currently use drugs or alcohol? | Yes/No | 0 |
| 13b | How many times per week are drugs or alcohol use? | >3 | 1 |
| 14a | Have you been arrested in the past 6 months? | Yes | 1 |
| 14b | Have you been incarcerated for longer than 90 days in the past year? | Yes | 1 |
| 15 | Have you experienced domestic violence in the pasty 60 days? | Yes | 1 |
| 16 | Who can you count on for financial support? (If you had a small bill that needed to be paid and you were out of money for the month, is there anyone that usually helps you out?) | <1 person | 1 |
| 0-12 = Income/Diverson | | Chronic Max = 57 | |

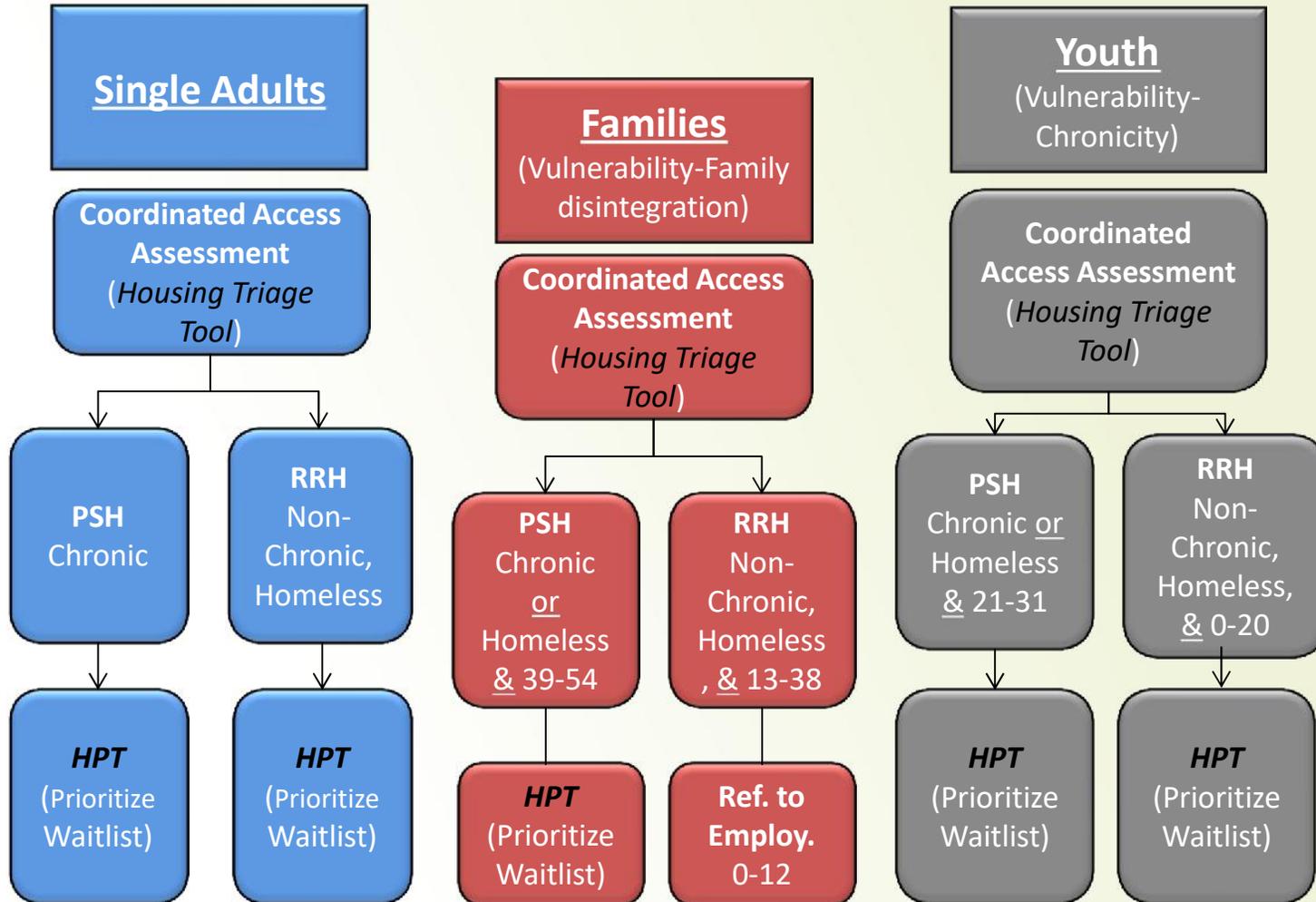
Single Adult Housing Prioritization Tool

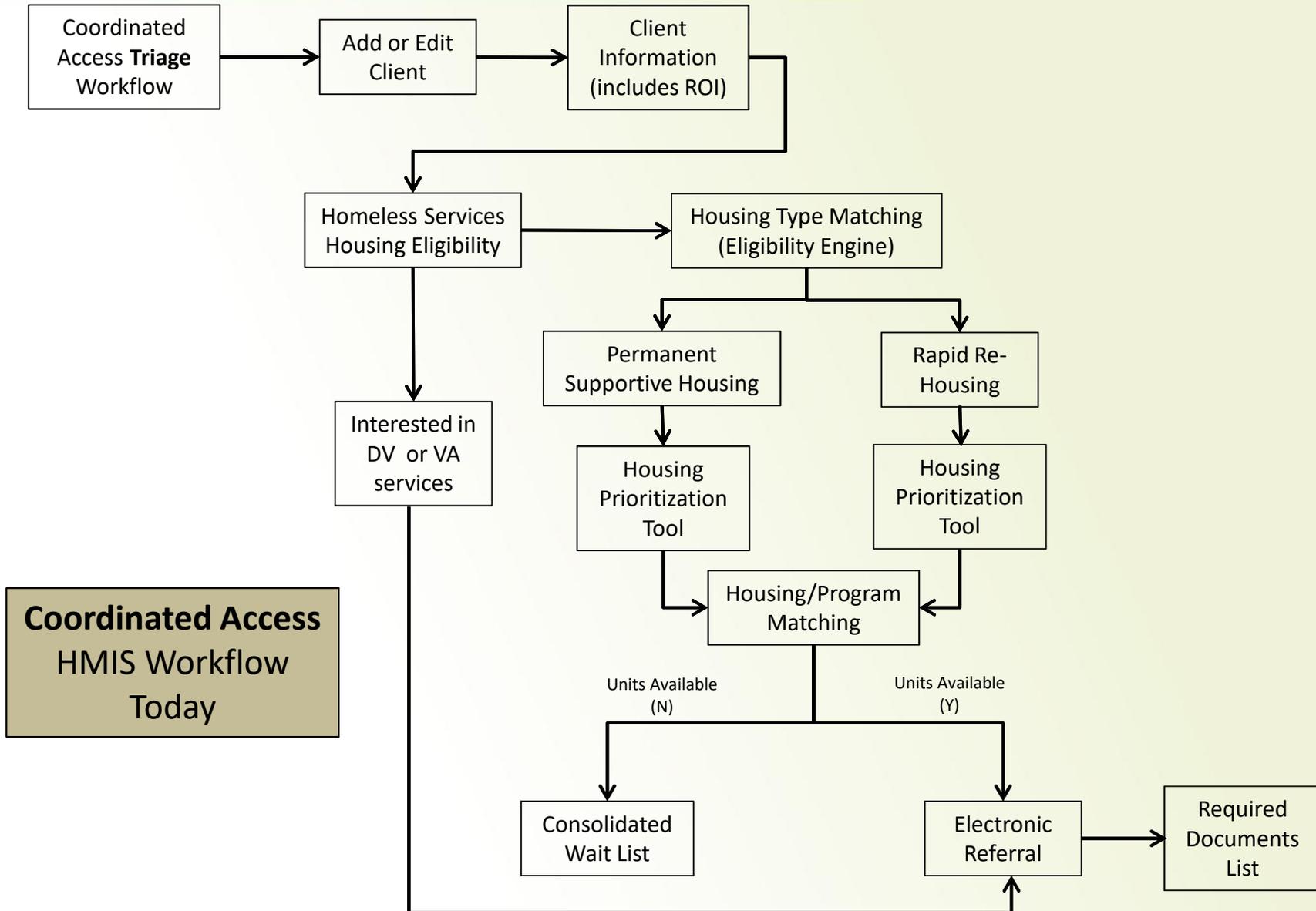
| | Answer |
|--|--------------------|
| Chronic? | Yes/No/Logic |
| Do you have a disabling condition? (only show if chronic = no) | Yes |
| Have you been homeless before? (only show if chronic = no) | Yes |
| How many times have you been homeless in the past 3 years? (only show if chronic = no) | >4 |
| Age? | 60+ |
| How many times in the past year have you accessed medical services in the ER? | 1-4 5+ |
| Do you have now or have you ever had the following? (kidney disease, heart stroke, liver disease, (heart disease, arrhythmia, irregular heartbeat), (asthma, emphysema, COPD), Hepatitis C | 1-2 3+ |
| Do you have diabetes? | Yes Insulin Dep |
| Have you had any of the following? (symptomatic AIDS, blindness, deafness, cancer, down syndrome, amputation of one or both legs, spinal cord injury with inability to walk without walker or similar device, stroke with difficulty walking or using hand or arm, muscular dystrophy, cerebral palsy, or muscular atrophy with difficulty walking, sleeping, or using hands or arms, severe mental retardation, tracheotomy, colostomy, open wounds with instructions to keep clean, end-stage renal disease, end-stage liver disease, amyotrophic lateral sclerosis (ALS or Lou Gherig's disease), confinement to bed, required use of a wheelchair, walker, or crutches, terminal illness, or in hospice) | Yes |
| Are you currently pregnant? | Yes |
| Now or in the past have you had a brain stent or been treated for a head injury such as traumatic brain injury, contusions, concussion, etc.? | Yes |
| Has a doctor or professional ever recommended mental health services? | Yes |
| Are you currently receiving services for any of those? | No |
| Have you ever been taken to the hospital against your will? | Yes |
| In the past year, have you had thoughts of hurting yourself or someone else? | Yes |
| Are you currently using drugs or alcohol? | Yes/No |
| How many times per week? | >3 |
| Were you in Special Education or Resource Classes when you were in school? | Yes |
| Do you have a HS Diploma or GED? | No |
| Are you currently employed? | No |
| How many jobs have you lost in the past 12 months? | >3, none |
| Have you experienced any of the following in the past 6 months? | |
| Arrest | |
| Prostitution | |
| Domestic Violence | |
| Sex Offense | |
| Who can you count on for financial support? (if you had a small bill that needed to be paid and you were out of money for the month) | <1 person |

Chronic Max = 33; Non-chronic Max = 31



Coordinated Access Workflows Today





**Coordinated Access
HMIS Workflow
Today**



1. Veterans
2. Chroni cs
3. Families/Youth
4. Sng es

AND

If we agree that all Youth and Chroni cs are vulnerable

If we say PSH is for

- Chroni cs
- Youth (Chroni c or 21-31 Score)
- Families (Chroni c or 39-54 Score)

AND

If we say RRH is for

- Youth (Non-Chroni c and 0-20 Score)
- Families (Non-Chroni c and 0-38 Score)
- Sng es (Non-Chroni c)

AND

If we say that all programs with youth specific beds will retain those beds for youth

THEN...

We prioritize as follows:

| Housing Intervention | Prioritization | Subpopulation | Secondary Prioritization |
|----------------------|----------------|-------------------------------------|---|
| PSH | 1 | Chroni c Youth | <ol style="list-style-type: none"> 1. Veteran 2. Prioritization Score 3. Length of Homelessness 4. Date of Assessment |
| | 2 | Chroni c Families | <ol style="list-style-type: none"> 1. Veteran 2. Prioritization Score 3. Length of Homelessness 4. Date of Assessment |
| | 3 | Chroni c Sng es | <ol style="list-style-type: none"> 1. Veteran 2. Prioritization Score 3. Length of Homelessness 4. Date of Assessment |
| | 4 | Non-Chroni c 21 – 31 Score Youth | <ol style="list-style-type: none"> 1. Veteran 2. Prioritization Score 3. Length of Homelessness 4. Date of Assessment |
| | 5 | Non-Chroni c 39 – 54 Score Families | <ol style="list-style-type: none"> 1. Veteran 2. Prioritization Score 3. Length of Homelessness 4. Date of Assessment |
| | 6 | Non-Chroni c High Scoring Sng es | <ol style="list-style-type: none"> 1. Veteran 2. Prioritization Score 3. Length of Homelessness 4. Date of Assessment |



Coordinated Access Houston Highlights

Access Points

- 12 Hubs
- Shelters, drop-in centers, ministries
- Outreach Teams dedicated to CA
- Call-in option

Assessments

- Match to PSH or RRH
- Consent is electronic
- Vulnerability tools prioritize populations
- CA System Navigators

HMIS

- All matching
- Bed availability
- PSH & RRH Waitlist prioritization
- Referral outcomes
- 1300 to PSH
- 1103 to RRH

As of 4/12/17



CA Fact Sheet



Coordinated Access is a centralized or collaborative process designed to coordinate program participant intake, assessments, and referrals to housing and/or income.

The Department of Housing and Urban Development (HUD)'s regulations require that all Continuums of Care (CoCs) develop and implement a coordinated access system for all HUD-funded programs.

Assessment

- A common screening tool that collects a participant's homeless history, disability history, criminal background history, etc. to determine the best housing intervention: Permanent Supportive Housing (PSH) or Rapid Re-housing (RRH). Assessments also result in an income intervention for all homeless clients.
- The **only way** to access PSH or RRH in our CoC is through Coordinated Access.



Housing & Income: PSH
PSH has been prioritized for participants who are chronically homeless. Those who receive a PSH referral are also connected to an income intervention.

Housing & Income: RRH
RRH has been prioritized for families with minor children. Those who receive an RRH referral are also connected to an income intervention.

Income Only:
Income Now connects homeless people who are not placed in PSH or RRH with income as quickly as possible to secure and maintain housing.

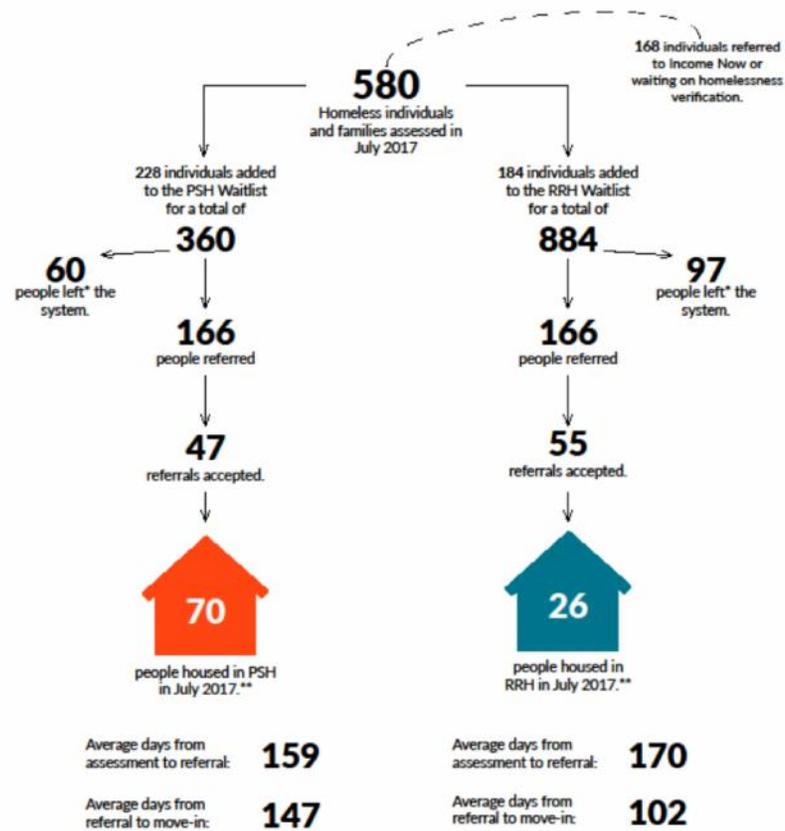
What Coordinated Access ISN'T:

- It is not a program... .. it is an entry point to determine an individual's housing eligibility.
- It does not increase housing inventory... .. it helps us access the existing inventory more efficiently.
- It does not eliminate program eligibility... .. clients still need to meet programs' and landlords' eligibility criteria.



Dashboards

The Way Home System Dashboard, July 2017



*Reasons people may leave our system include but are not limited to: moving out of area, self-resolving, death, jail, hospitalization, and do not show for appointments.

** Numbers housed include accepted referrals from previous months.



Dashboards

The Way Home

The Way Home is the collaborative model to prevent and end homelessness in Houston, Pasadena, Conroe; and Harris, Fort Bend, and Montgomery Counties.

Goals:

End Chronic Homelessness by 2017

End Veteran Homelessness by 2016

End Family Homelessness by 2020

End Youth Homelessness by 2020

Set a Path to End All Homelessness

Homeless Veteran Progress:

January 2012 - August 2017
Effective end of Veteran homelessness announced June 2015.

5,834

Veterans Housed

65 Veterans housed in August 2017.

Rapid Re-housing Progress:

January 2015 - August 2017

2,305 Individuals Housed

1,675 Individuals Exited to permanent housing

Chronically Homeless Progress:

January 2012 - August 2017

4,150

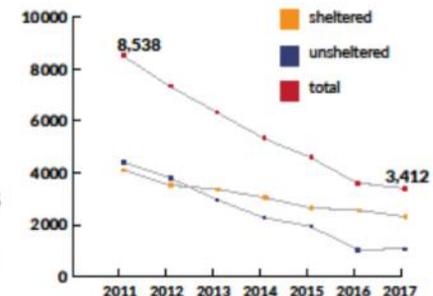
Chronically Homeless Individuals Housed

77 Chronically Homeless individuals housed in August 2017.

2017 Point-In-Time:

Total homeless: 3,412
Unsheltered: 1,084
Sheltered: 2,328

Since 2011 we have seen:
a 60% decrease in overall homelessness
an 82% reduction in chronic unsheltered homelessness





RRH Dashboard

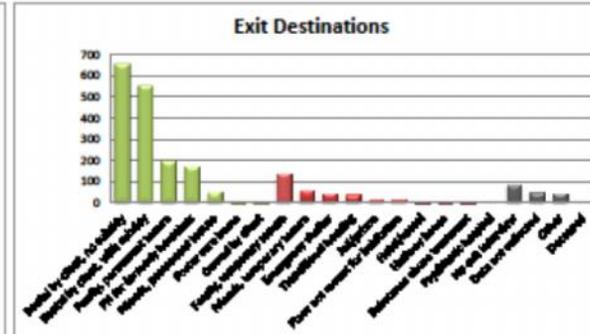
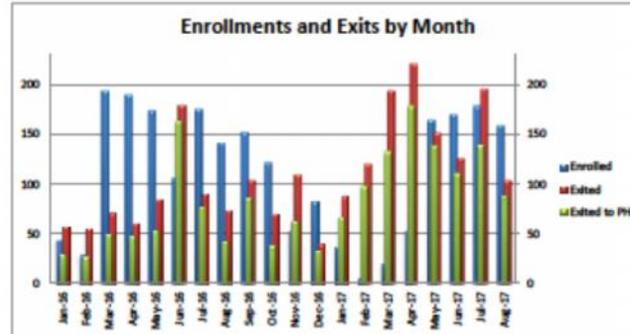
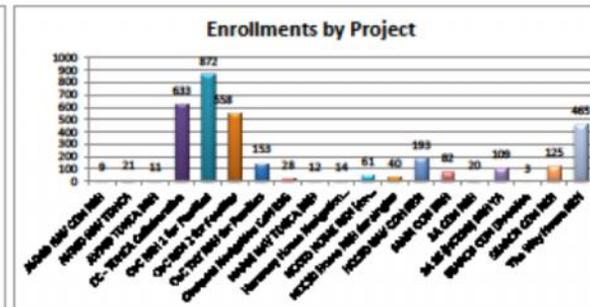
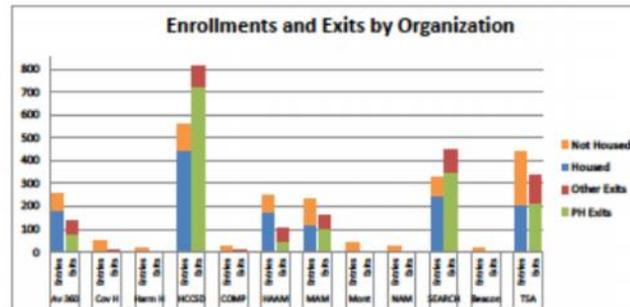
RRH Funders Collaborative Dashboard - August 2017

Data from January 1, 2016 to August 31, 2017

| | Clients | Households |
|---------------|---------|------------|
| Enrolled: | 2157 | 728 |
| Moved-In: | 1336 | 452 |
| Exited: | 2009 | 644 |
| Exited to PH: | 1532 | 473 |

Note: Summary data is unduplicated. Detailed data may be duplicated across categories.

| | |
|---|--------------|
| Average days from Assessment to Enrollment: | 39 |
| Average days from Enrollment to Move-In: | 86 |
| Average days from Enrollment to Exit: | 319 |
| 2016-2017 Financial Assistance: | \$ 5,222,105 |





Coordinated Access Dashboards

<https://public.tableau.com/profile/the-way-home#!>





Thank You!!

The Coalition for the Homeless leads in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris, Fort Bend, & Montgomery Counties. For more information visit www.thewayhomehouston.org

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