System Performance Committee Agenda
Thursday, March 26th, 2020 from 9-10:30 AM

Zoom Meeting Information:
Video Link: https://homebaseccc.zoom.us/j/203940401
Meeting ID: 203 940 401

I. Welcome & Introductions: Noel Kammermann, Chair		
II. New Business:		
A. Action Item: Proposed Next Steps for the SPC After the CoC Workshop (3/11)	**Presenter(s):** Noel Kammermann and Lisa Bates	**Time:** 25 minutes
B. Discussion Item: Methodology for Creating Sacramento System Access & Flow Map	**Presenter(s):** Meadow Robinson Colin Sorensen, and Maddie Nation, Homebase	**Time:** 70 minutes
III. Review of new agenda items for next meeting (April 23rd, 2020)		
IV. Announcements		
V. Meeting Adjourned		

For questions about accessibility or to request accommodations please contact Alexa Jenkins at ajenkins@sacstepsforward.org or 916-577-9769. Two weeks advance notice will allow us to provide seamless access.

Recommended Next Steps for the SPC After the 3/11 CoC Hosted Workshop

Meeting Summary

On March 11, 2020, SSF and Homebase facilitated the first quarterly CoC Hosted Workshop. Each CoC Hosted Workshop features presentations from community organizations with the goal of expanding all participants' understanding of homelessness locally. **The March Workshop focused on HUD System Performance Measures (SPMs), specifically first time homelessness, length of time homeless, exits to permanent housing, and returns to homelessness.** The Workshop included a presentation on HUD SPMs, Sacramento's performance on the SPMs over the past three years, and a small group discussion activity driving at systems level strategic thinking around each SPM. The materials packet distributed at the meeting can be found here.

Discussion Summary

Focusing in on one of the four SPMs listed above, each small group reviewed the 2019 CoC Strategies (as written in the 2019 CoC Application) and provided feedback with the objective of enhancing strategies to improve performance. While this feedback may be helpful in shaping SPM strategy development, the SPC must consider the next steps for considering this feedback. The following is a summary and is not fully inclusive of the feedback that was provided.

First Time Homelessness

- Better **identify those at risk** of becoming homeless for the first time
- Integrate a **diversion** program into **2-1-1**
- Increase **landlord engagement** efforts for those at risk (e.g., free landlord mitigation services)

Length of Time Homeless

- Increase the amount of **housing** available to homelessness individuals
- **Support connections to chosen family** through shared housing interventions
- Increase education, mental health, physical health, transportation, behavioral health, and substance abuse **services** available to people currently experiencing homelessness

- Continue to develop "**smart shelters**" and "**bridge housing**" interventions focused on housing
- Standardize the **referral process** between agencies and identify a point of contract for referrals at each agency

Exits to Permanent Housing
- Build a "**Retention Team**" for each client, focused on connecting the individual to the necessary resources to ensure housing retention
- Leverage **best practices** for retention, e.g., warm handoffs, across programs
- Provide more **funding for services** for individuals in PSH to support a higher standard of care and more ability to accommodate disability
- Connect existing affordable housing, tax credit properties, and PSH with **Coordinated Entry**

Returns to Homelessness
- Consider how **Police Departments** and the **Sheriff's Department** can be better engaged to locate individuals who have disengaged from service providers
- Dedicate resources to a flexible pool of funding for **aftercare services** (e.g., landlord mitigation, one-time utility support, hoarding resources)
- **Identify common characteristics** for individuals returning to homelessness to better target and support households at risk of returning to homelessness

Question for SPC: How would the SPC like to carry the SPM work forward?

Homebase Recommended SPC Next Steps
- Devote SPC meeting time every other month to discussing each HUD SPM.
  - Recommended First Topic: Returns to Homelessness (April)
  - Approach: (1) Discuss Sacramento's SPM performance over time, (2) Analyze 2019 CoC strategy with specific attention to supporting potential implementation, and (3) Develop 2020-2021 strategy for each SPM

Alternate Option
- Create a specific sub-committee of the SPC devoted to understanding Sacramento's HUD SPM performance.

SACRAMENTO
STEPS FORWARD

Ending Homelessness. Starting Fresh.

Methodology for Creating Sacramento System Access & Movements Map

Introduction

Homebase is currently preparing a System Map of programs serving clients experiencing homelessness in Sacramento. Under the guidance of the System Performance Committee, this map seeks to answer 1) how clients **access** the system of care, and 2) how clients **move into the system and between programs**.

Phased Approach

In order to meet a rapid timeline, as well as ensure an iterative process that allows for feedback from various stakeholders, Homebase will complete this system map in four phases.

Phase 1: HMIS Participating Providers

- **Step 1:** Homebase will build an initial "core" map centered around HMIS-participating providers. Data around move will be available and plotted for those HMIS-participating providers during this first phase.

- **Step 2:** Homebase will distribute a survey to all HMIS-participating providers with a focus on referrals and funding (as a basis for understanding basic eligibility and future funding overlay) for each program. For heavily trafficked programs or programs with complex routes to access, Homebase will also request a qualitative interview with the Agency Director and other relevant staff. Using this data, Homebase will identify the significant "initial points of contact" to the system of care, eligibility requirements for individual programs, and the network of movements vs. referrals.

- **Step 3**: Homebase will conduct three in-person focus groups with individuals with lived experience to assess their experience of access to the system of care. The 1st focus group will target unsheltered individuals who have engaged with the system of care, the 2nd focus group will target individuals who have exited the system of care (as identified by HMIS), and the 3rd focus group will focus on advocates with lived experience. Using this data, Homebase will identify the

significant "initial points of contact" to the system of care along with barriers to access.

Phase 2: HIC Providers not participating in HMIS

- For those programs featured on the HIC that do not participate in HMIS, Homebase will conduct outreach to procure enrollment data for integration into the core map, as available.

Phase 3: Other Non-Homeless Specific Programs/Agencies

- For non-homeless specific programs/agencies that do not participate in HMIS, but whose programs regularly serve households experiencing homelessness, Homebase will conduct outreach to procure enrollment data for integration into the core map, as available.
  - o Relevant programs/agencies to be identified by SPC members (e.g. police, behavioral health, and hospitals).
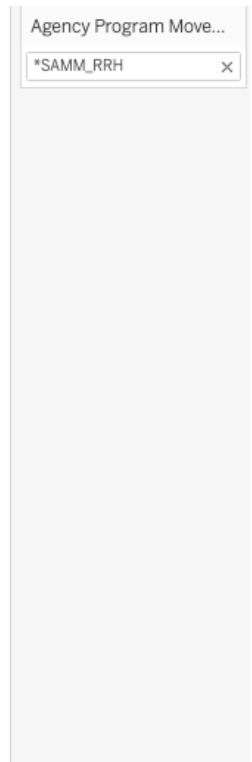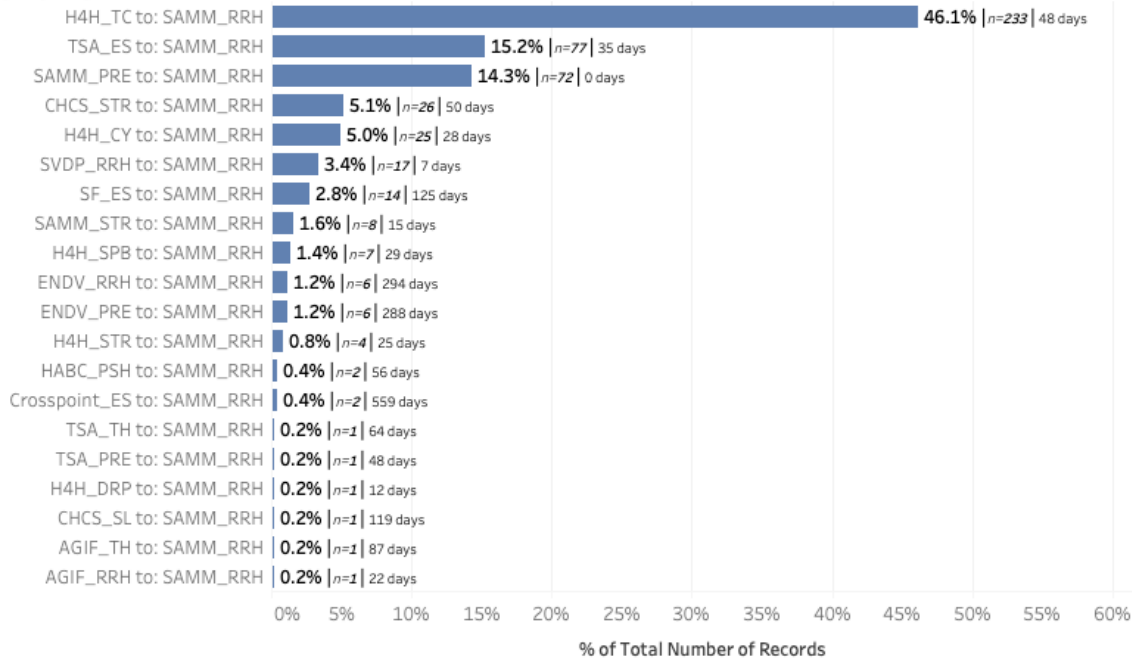
System Map
Ultimately, Sacramento's System Map will be a combination of multiple products.

1. In order to answer questions around access**,** the first product will be a **visual map** that shows a) initial points of contact, b) programs within the homeless system of care, and c) additional programs offering homeless services outside of the homeless system of care.

2. The **Eligibility Matrix** will describe the minimum eligibility for each project in HMIS based on funding information.

3. **Three Tableau dashboards** (at the Agency, Project Type, and Agency/Project Type level) will show the **movements** between agencies and projects. Dashboards have multiple features, and will look similar to the example, on the next page:

Agency.Type

Agency Program Movement

H4H_TC to: SAMM_RRH	46.1% |n=233| 48 days
TSA_ES to: SAMM_RRH	15.2% |n=77| 35 days
SAMM_PRE to: SAMM_RRH	14.3% |n=72| 0 days
CHCS_STR to: SAMM_RRH	5.1% |n=26| 50 days
H4H_CY to: SAMM_RRH	5.0% |n=25| 28 days
SVDP_RRH to: SAMM_RRH	3.4% |n=17| 7 days
SF_ES to: SAMM_RRH	2.8% |n=14| 125 days
SAMM_STR to: SAMM_RRH	1.6% |n=8| 15 days
H4H_SPB to: SAMM_RRH	1.4% |n=7| 29 days
ENDV_RRH to: SAMM_RRH	1.2% |n=6| 294 days
ENDV_PRE to: SAMM_RRH	1.2% |n=6| 288 days
H4H_STR to: SAMM_RRH	0.8% |n=4| 25 days
HABC_PSH to: SAMM_RRH	0.4% |n=2| 56 days
Crosspoint_ES to: SAMM_RRH	0.4% |n=2| 559 days
TSA_TH to: SAMM_RRH	0.2% |n=1| 64 days
TSA_PRE to: SAMM_RRH	0.2% |n=1| 48 days
H4H_DRP to: SAMM_RRH	0.2% |n=1| 12 days
CHCS_SL to: SAMM_RRH	0.2% |n=1| 119 days
AGIF_TH to: SAMM_RRH	0.2% |n=1| 87 days
AGIF_RRH to: SAMM_RRH	0.2% |n=1| 22 days

% of Total Number of Records

Agency Program Move...
*SAMM_RRH ×

a. Users will have the ability to filter all "movements" to see where clients are going immediately **after** a certain Agency/Project Type, as well as where clients were immediately **before**. The above screenshot shows the latter—it displays all the Agency/Project Types where the client was prior to enrollment in SAMM (agency) RRH (project type).

b. Dashboards show the percentage of movements for each filtered view, as well as the raw n-value to see the exact number of times a movement occurred. For example, in the previous screenshot, the user can see that a movement between H4H TC and SAMM RRH occurred 233 times between 1/1/18-12/31/19, accounting for 46.1% of all movements into SAMM RRH. Similarly, 15.2% of all movements into SAMM RRH came from TSA ES, and 14.3% came from SAMM PRE.[1]

4. Dashboards also display the median number of days between the start date in the first project and the start date in the second. In other words, across the 233 movements that occurred between H4H TC and SAMM, the median number of

[1] Example is from a community that uses non-traditional project types. Sacramento's dashboards will include the traditional HUD project types, including Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), Transitional Housing (TH), Emergency Shelter (ES), Prevention (PRE), Services Only (SSO), and Street Outreach (STR).

days between start dates was 48 days. By contrast, across the 77 movements between TSA ES and SAMM RRH, the median number of days was 35. This suggests that—while fewer clients move from TSA ES to SAMM RRH—these clients transition faster to SAMM RRH than clients coming from H4H TC.

5. To better understand how clients navigate the system of care, Homebase will randomly select a sample of **10-20 clients and plot their movements** through the system of care, from initial contact to most recent destination.

6. The package will also include Homebase's **Recommendations for Improving Access**, including an analysis on the major funding streams.

"Movements" Defined

"Movements" is a term coined by Homebase to represent pathways in a homeless system of care.[2] Because a client can have several movements during their time in the homeless system of care, and because these combinations of movements can vary, movements are not recorded at the client level. Instead, movements are at the enrollment level. To demonstrate what this means by example:

1. Six clients enroll in Emergency Shelter 1 (ES1). These six clients then subsequently enroll in Rapid Re-Housing Program 1 (RRH1). Each of these would count as 6 movements occurring between ES1 and RRH1.
2. However, if two of these six clients happened to return to ES1 and then again subsequently enroll in RRH1, this would count as a 7th and 8th movement between ES1 and RRH1, despite there being only 6 clients. The dashboard would show ES1 to: RRH1 (n=8).

Because of this, there will be some minor duplication that can be offset in several ways (e.g. limiting to only those movements where a client has x records or less). That said, this method accounts for each of a client's individual movements, as well as aggregates and summarizes in a meaningful way.

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[2] Please note, a movement does not automatically imply a formal relationship between programs (e.g via referral). While these relationships/referrals do exist and will be captured during this process, the depth of those relationships (light touch, warm hand-off, etc) would require additional follow-up with the individual providers.

Data Requests

- **Phase 1:** Homebase requested client-level HMIS data focused on program enrollments, start dates, and movement around the system of care. To capture a large sample of recent data, this request included all program enrollments recorded between 1/1/18-12/31/19. Homebase also distributed a pilot version of its survey to RRH providers during this phase. Homebase will distribute the remaining provider surveys in the upcoming weeks.

- **Phase 2/3:** Homebase plans to request additional data from non-HMIS programs and other supporting partners, as available. In general, this data request will be for similar elements (e.g. program, program start date, etc.), in order to effectively integrate into the existing "core" map.

Questions Answered by this Approach

1. From which programs are clients primarily coming from before entering x program?
2. Into what programs are clients primarily going after leaving y program?
3. Which programs are the most connected, as evident by their amount of movement traffic?
4. Are some program types feeding into certain program types more than others?
5. Are all movements equitable (e.g., does a client have a similar chance entering x PSH program regardless of their prior enrollment?)
6. Do movements with higher traffic have more openings, or are they more more accessible than other programs?
7. What are the basic eligibility requirements for each homeless-dedicated program in the system of care?
8. What is the client-level experience of access?
9. How can we improve access to the system of care in Sacramento?

CoC Systems Performance Committee (SPC) Minutes

Thursday, March 26, 2020
9:00 AM – 10:30 AM
Zoom (online)

Agenda Item	Presenter	Time	Agenda Item Type
I. Call to Order & Welcome: Noel Kammermann, Chair			
Meeting called to order at 9:05 AM by Noel Kammermann.			
II. Introductions	Noel Kammermann	9:05 AM (5 minutes)	
In attendance: Alexis Bernard, Amani Sawires Rapaski, Angela Marin, Erin Johnansen, Gina Roberson, John Foley, John Kraintz, Lisa Bates, Mike Jaske, Monica Rocha-Wyatt, Noel Kammermann, Stephan Heisler, Tanya Cruz, Peter Bell, *Absent Members:* Angela Upshaw, Cindy Cavanaugh, Debra Larson			
III. Proposed Next Steps for the SPC After the CoC Workshop	Noel Kammermann	9:10 AM (30 minutes)	Discussion
Action: Approved - SPC meeting time will be devoted every other month to the discussion of one of the HUD SPMs. *Motion: Peter Bell, 2nd: Angela Upshaw*			
IV. Methodology for Creating Sacramento System Access & Flow Map	Homebase	9:40 AM (45 minutes)	Discussion
No SPC action was required on this item. SSF will be following up with members of the SPC and Combined CE Committee for feedback on these materials.			
VIII. Adjourn: Noel Kammermann, Chair			
Meeting adjourned at 10:30 AM by Noel Kammermann.			

SPC and CE Committee Members' Questions about Homebase's Methodology for Systems Mapping

Overview

Homebase presented on their methodology for creating a System Access & Movements Map in Sacramento. This will include data collection in three phases: (1) HMIS Participating Providers, (2) HIC Providers, and (3) Other Non-Homeless Specific Programs and Agencies. Data from each of the phases will be used to develop (1) visual maps of the system of care, (2) an eligibility matrix, (3) Tableau "movements" dashboards, and (4) a client case study. After the three data collection phases are complete, SSF and Homebase will prepare a gaps analysis, which will include recommendations for improving access and client flow for homeless-dedicated resources. A full recording of the presentation and chat is available here.

Committee Members' Questions

Questions may have been slightly altered to increase readability. Responses have been built out to include more specific information or examples where useful to building readers' understanding.

General

1. One of the issues we struggle with in Sacramento is where to devote our **local and state resources** (i.e., more shelter beds, more PSH, more RRH, etc). How will these work products connect to that challenge?
   a. We are collecting funding information that will be integrated into these work products. For example, we have already sent out a survey to all RRH providers that includes a funding specific question. We plan to send this survey out to all providers identified on the HIC soon.
2. How will the various data collection efforts of this project translate into **permanent improvement of data collection systems**?
   a. Any permanent improvements of the data collection system will be part of the recommendations that come out within the gap analysis.

Visual Maps

3. The visual map doesn't include all of the **other systems that feed into the system of care** for individuals experiencing homelessness (e.g., jails, mental health). Can you explain where those systems come in?
   a. We haven't added everything to this visual, it is just an example of what one of the visual maps would look like. We plan to have a separate visual for each of the major systems of care with homeless-dedicated resources in Sacramento. With respect to jails and hospitals, it might be its own system with its own map.
   b. Based on our current research, homeless-dedicated mental health resources will be its own system, with its own map.
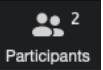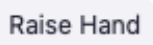
c. The visual on the screen is just an example, not anywhere near complete or reflective of end product.

Tableau Dashboards

4. Can you still provide the **median number of movements** per person?
   a. Yes, at the 95th percentile, individuals have 3 or less enrollments over the two-year period, which equates to 2 movements.
   b. Homebase will explore adding a feature to show the number of clients reflected in each movement.
5. Can you look only at people who have **multiple movements**?
   a. Yes, there is a setting built into the Tableau dashboard that will allow you to filter by the number of movements an individual has had, allowing you to only see enrollments in a program for individuals who have moved more than 6 times, for example.
6. How will **programs with additional pre-steps** before entry be reflected in the dashboards (e.g, some mental health programs require an enrollment at program x before moving into housing)?
   a. These dashboards only reflect what the data in HMIS shows. Therefore, if program x is in HMIS, this will be reflected as the "origin" point (i.e. where the movement started from). If it is not in HMIS, then the movement will be captured as originating from the most recent prior enrollment in HMIS.
   b. Further detail about how people access housing resources where prior enrollments are necessary may be captured in the visual map work product.
7. Will the Tableau Dashboards be available to the **general public**?
   a. Currently, our plan is to put the finishing touches on these dashboards and bring them to the SPC for vetting. Sometime after that we plan to have the dashboards available more broadly.

Zoom Information to Guide Discussion

1. Please turn on your video!

2. Please click the chat function [Chat] at the bottom of your screen to add comments or questions throughout the presentation

3. You were automatically placed on mute when you entered the meeting. If you need to speak, click the [Mute] button in the bottom left corner.

4. We will use the "raise hand" function for SPC member voting. Please click [Participants] at the bottom of your screen, then select [Raise Hand] from the tool bar displayed on the bottom right side.

5. Please refrain from using external technology during the meeting.

6. If you have any technology challenges during the meeting, please use the chat feature or email sacramento@homebaseccc.org

1. Welcome and Introductions

2. Next Steps for SPC From 3/11 Workshop

Brief Recap and Next Steps

- 3/11 CoC Board Workshop: 1) SPM presentation 2) Small group work to develop strategies for improved performance

- The SPC must consider the **next steps** for SPM strategy development (including how to incorporate ideas generated at the CoC Board Workshop)

- **Recommendation:** Devote SPC meeting time every other month to discussing each HUD SPM. **Recommended First Topic**: Returns to Homelessness (April)

Homebase's Recommended Approach

- Devote SPC meeting time every other month to discussing one of the HUD SPMs

- Recommended First Topic: Returns to Homelessness (April)

- Approach:
  1. Discuss **Sacramento's SPM performance** over time,
  2. Analyze **2019 CoC strategy** with specific attention to supporting potential implementation, and
  3. Develop **2020-2021 strategy** for each SPM

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3. Methodology for Creating Sacramento System Access & Movements Map

February SPC Meeting

Central Challenge: a statement identifying the main obstacle or gap in understanding that is preventing the system of care from moving forward in its effort to end homelessness

Process:

Small groups were asked to identify 2-3 central challenges

Common Themes:

- Access
- Eligibility
- Client-level flow
- Funding*

Starting Point:

"Access and Eligibility to Homeless-Dedicated Resources (Housing & Services)"

7
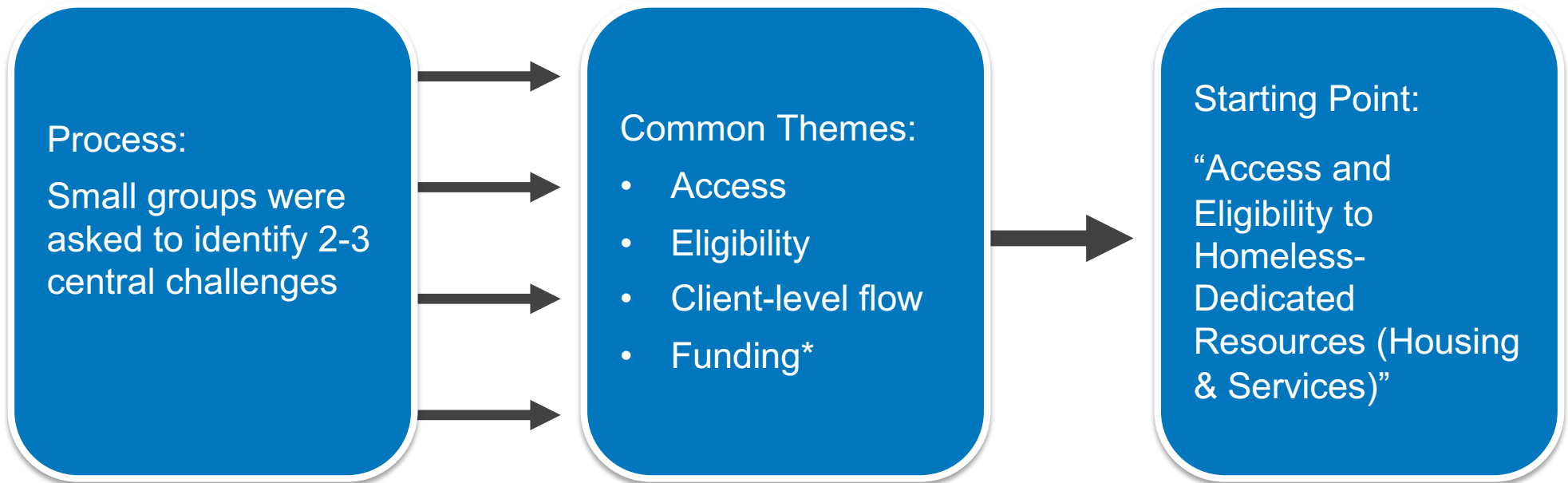
Systems Map - Multiple Work Products

- **4 Anticipated System Map Work Products**: (1) Visual map, (2) Eligibility Matrix, (3) Tableau Dashboards, (4) Client Case Study

  - *Each work product seeks to answer questions around "**access**" and "**flow**" from a different angles and using a variety of different methods*

- Upon completion of the four work products identified above, certain knowledge (and resource) gaps will be evident. These gaps will be used to inform the development of a **Gaps Analysis,** including our **recommendations for improving access and client flow**.

Understanding Access and Client Flow with Multiple Work Products

Client Case Studies

Tableau Movement Dashboards

Eligibility Matrix

Visual Map

Remaining Gaps in Knowledge

Gaps Analysis, including recommendations for improving access and client flow
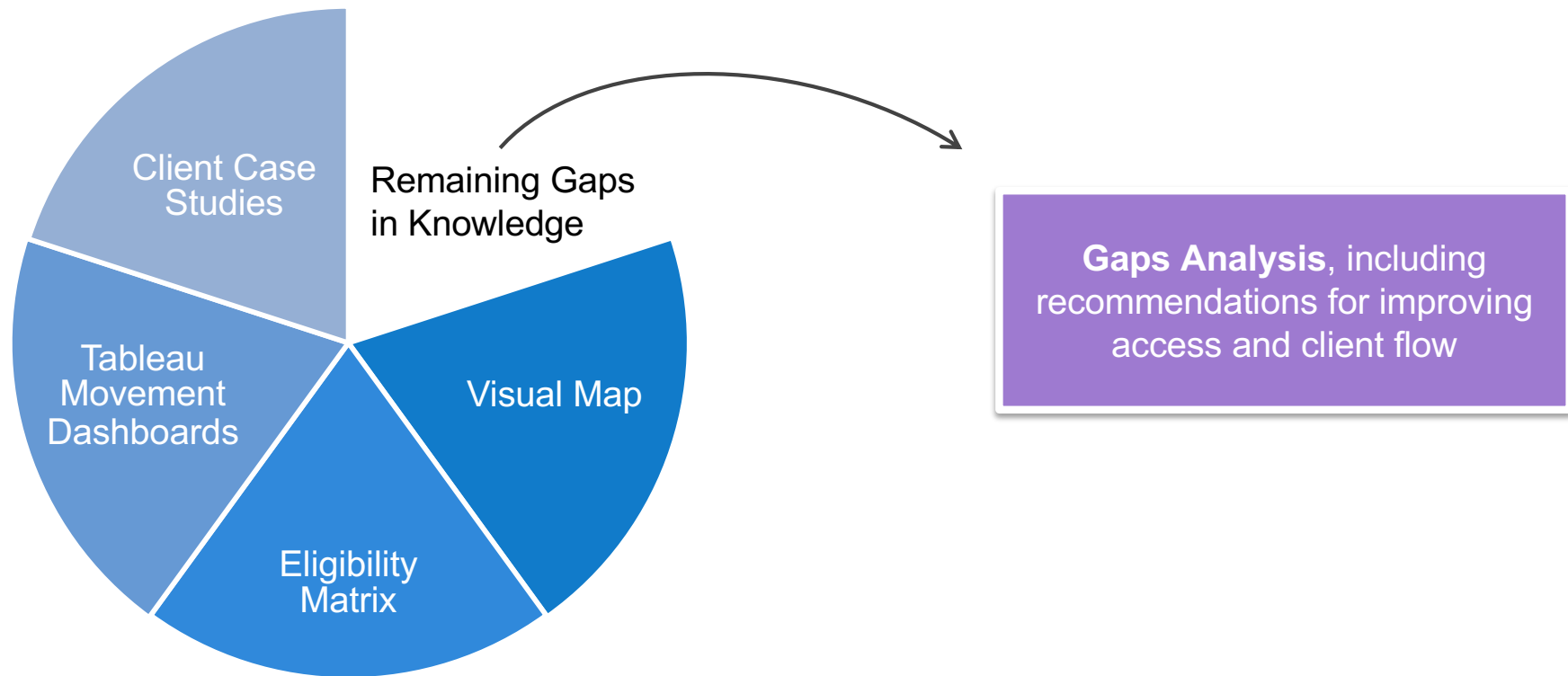
Phased Approach to Data Collection

Phase 1: HMIS Participating Providers

Phase 2: HIC Providers Not Participating in HMIS

Phase 3: Other Non-Homeless Specific Programs and Agencies (e.g., Criminal Justice)

Phase 1	Phase 2	Phase 3
1: Data Request	1: Data Request	1: Data Request
⭐ 2: Provider Survey	2: Qualitative Interviews (as necessary)	2: Qualitative Interviews (as necessary)
3: Lived Experience Focus Groups		

System Map Work Products

Work Product #1: Visual Map (Access)

Focus: plotting out paths to access for each of the major systems of care with homeless-dedicated resources in Sacramento (e.g., Coordinated Entry, veterans, locally-funded ES)

Questions Answered with the **Visual Map**:
- Where does an individual need to go **first** to access a homeless-dedicated mental health bed?
- How do the different systems connect?
- Where do IPCs (e.g., police) currently refer individuals experiencing homelessness?

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Initial Points of Contact

Resource Access Point

Housing Resources
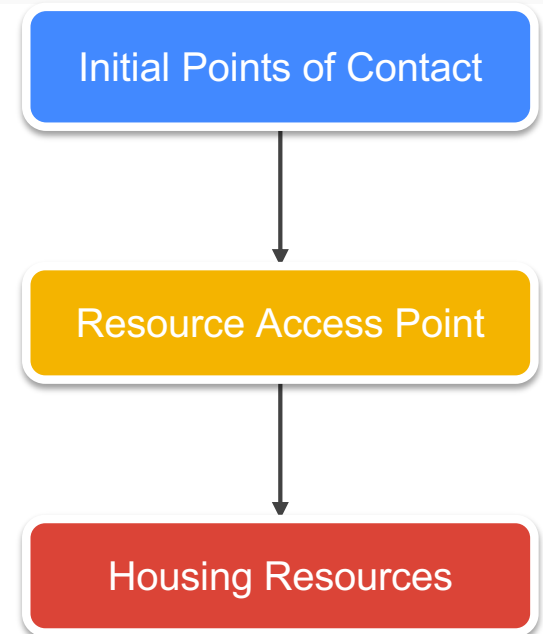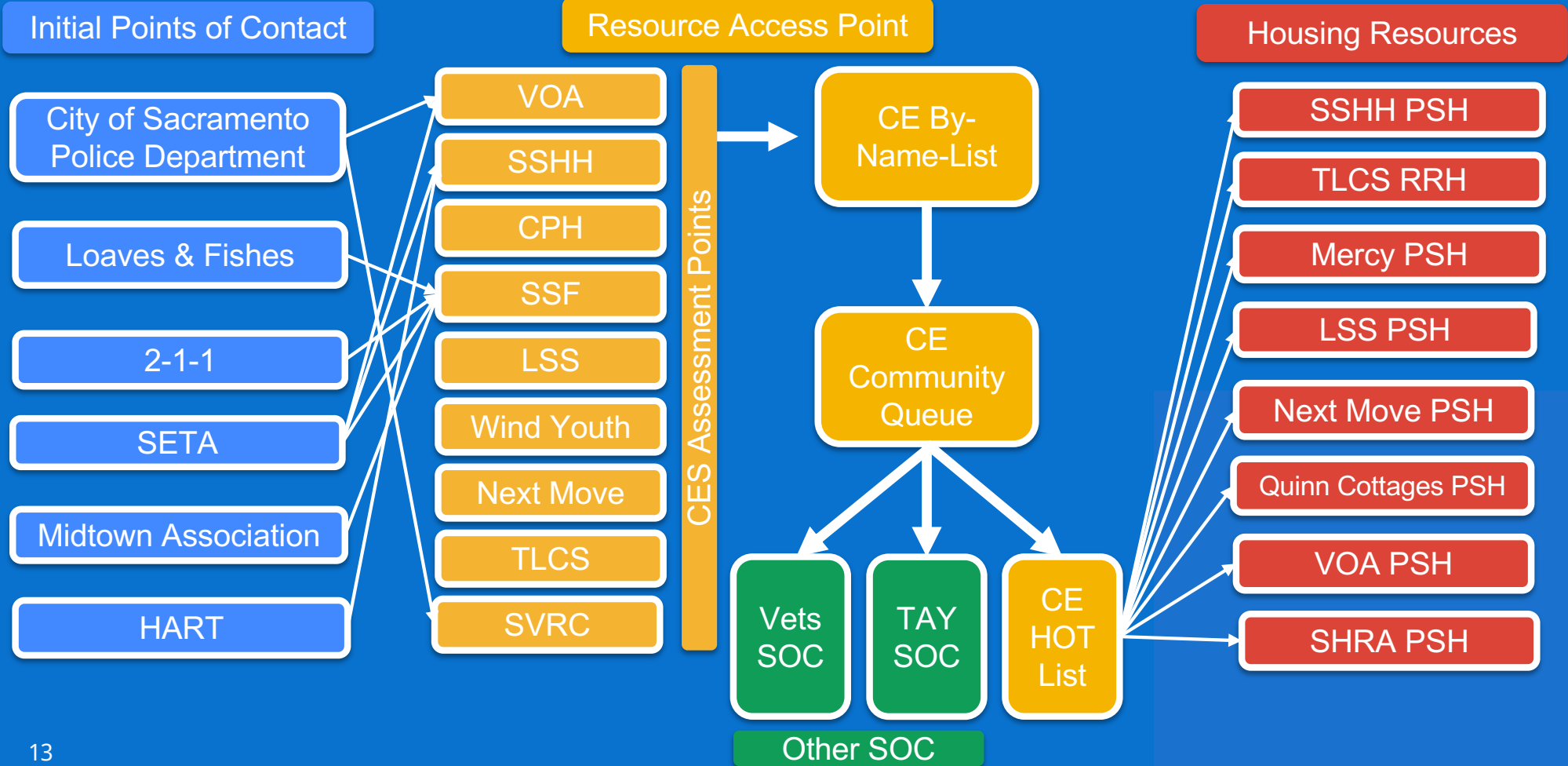
Work Product #2. Eligibility Matrix (Access)

- Will include information about the **minimum eligibility** for each project included in the HIC, **based on funding information**

13. How do you fund the housing components of this RRH program? Please check as many as apply.

☐ HUD CoC   ☐ HUD-SSVF

☐ HEAP   ☐ HUD HOME

☐ City of Sacramento ESG   ☐ CSBG

☐ Sacramento County ESG   ☐ Private Foundation Funding

☐ CalWorks

☐ Other (please specify)

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Work Product #3. Tableau Dashboards (Flow)

- 3 dashboards showing movements between (1) agencies, (2) project types, and (3) agencies & project types

- Can filter to where clients are going immediately **after** a certain Agency/Project Type, as well as where clients were immediately **before**

Project Type->Project Type

Movement by ...

STR to: TH	**30.1%** |*n=119* | 46 days
ES to: TH	**28.0%** |*n=111* | 50 days
RRH to: TH	**25.3%** |*n=100* | 67 days
TH to: TH	**16.2%** |*n=64* | 111 days
PSH to: TH	**0.5%** |*n=2* | 331 days

% of Total Number of Records

Movement by Pro...
*TH   ×
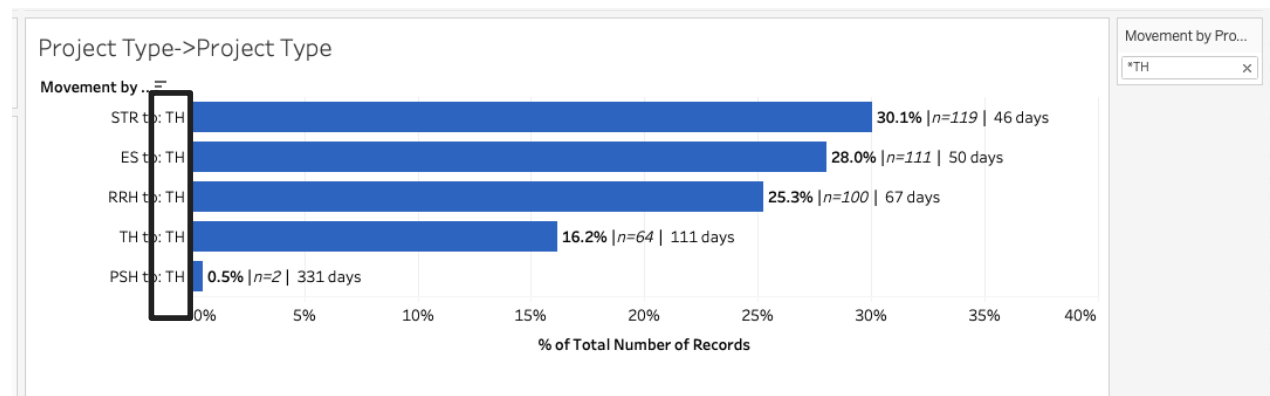
Why this method?

- Every client's "pathway" through the system of care is unique

- Therefore, unfeasible to aggregate all pathways in a meaningful way

- This method captures **all** individual movements

- **Important:** A movement does not automatically imply a formal relationship between programs (e.g via referral).

What is a "movement"?
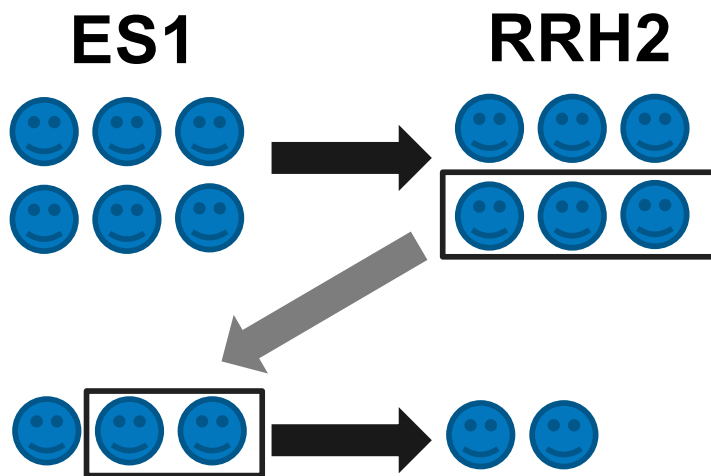
Example Question 1

Which project type had the most permanent housing exits?

Cannot be answered through dashboard:
- Was the exit successful in the long-term?
- How did this exit occur?

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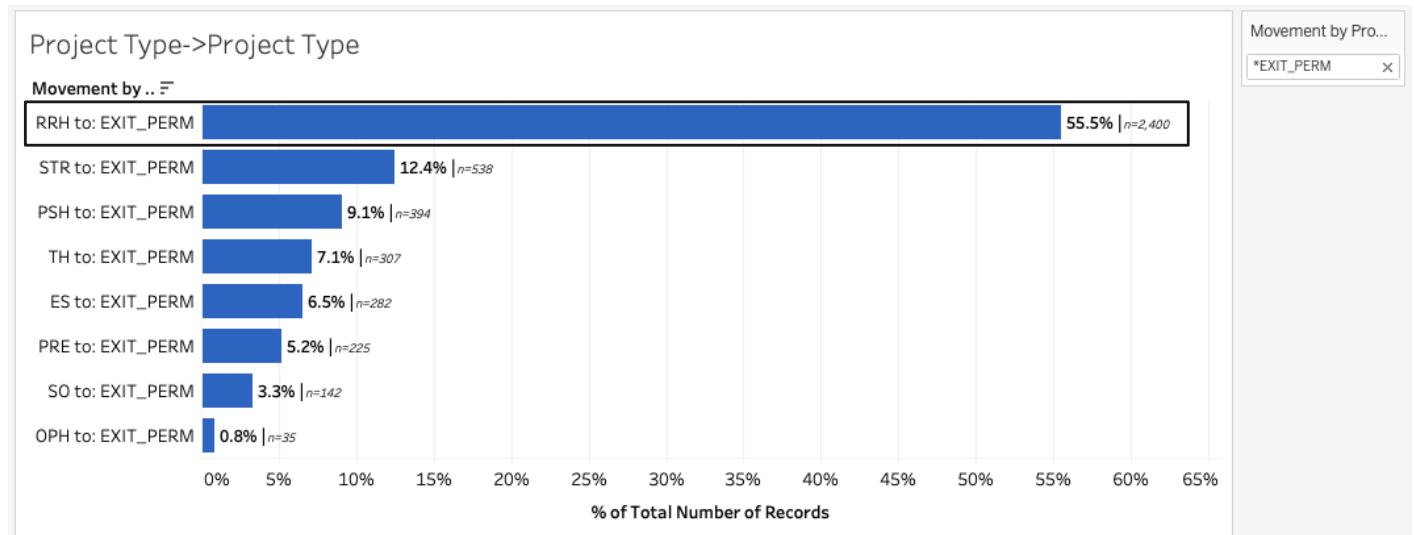
Example Question 2

For individuals who remain in the system of care after Emergency Shelter, what project types do they move to next?

Cannot be answered through dashboard:
- How does Coordinated Entry impact these movements?

Project Type->Project Type

Movement by ..

ES to: ES	41.2% |n=539 | 40 days
ES to: STR	17.5% |n=229 | 20 days
ES to: RRH	14.4% |n=189 | 74 days
ES to: SO	11.0% |n=144 | 43 days
ES to: TH	8.4% |n=110 | 50 days
ES to: PSH	7.2% |n=94 | 92 days
ES to: OPH	0.3% |n=4 | 277 days

% of Total Number of Records

Movement by Pro...
ES*
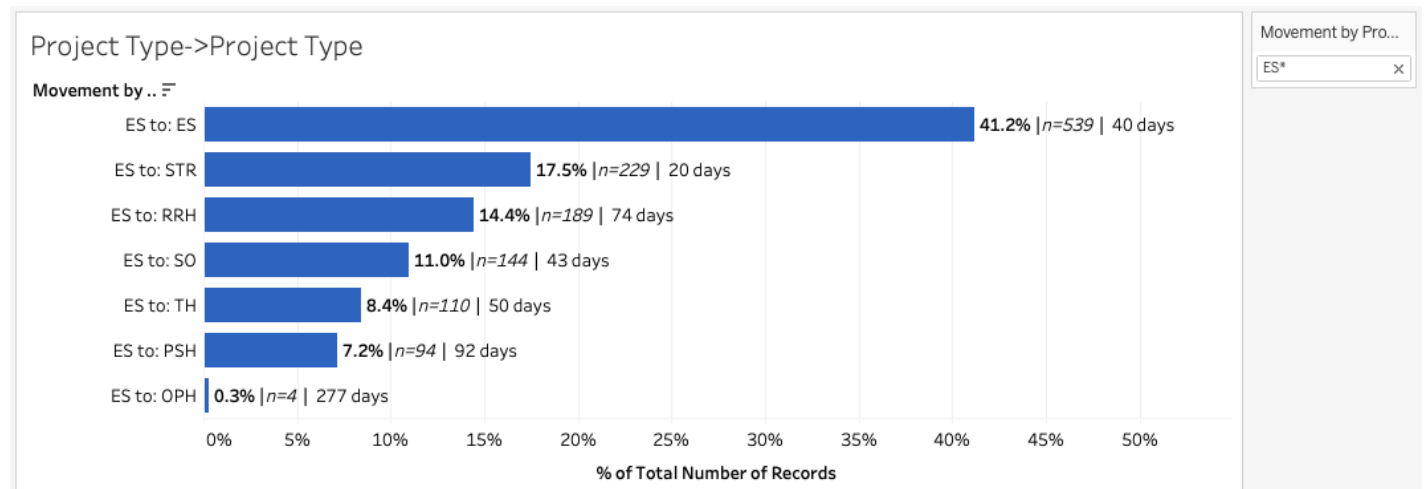
Example Question 3

Do subsequent enrollments for individuals who previously received street outreach appear to differ based on the agency from which they received street outreach?

Cannot be answered through dashboard:
- Why is this happening?

SSF Street Outreach

SSF_STR to: SC_RRH	19.0% |n=162| 49 days
SSF_STR to: VOA_RRH	13.6% |n=116| 41 days
SSF_STR to: CAPP_ES	11.7% |n=100| 10 days
SSF_STR to: SSHH_PSH	10.0% |n=85| 37 days
SSF_STR to: SSF_STR	8.4% |n=72| 190 days
SSF_STR to: SSHH_STR	8.3% |n=71| 161 days
SSF_STR to: VOA_TH	4.8% |n=41| 50 days
SSF_STR to: SSHH_SO	3.4% |n=29| 45 days
SSF_STR to: WELL_ES	3.2% |n=27| 48 days
SSF_STR to: VOA_SO	2.6% |n=22| 46 days
SSF_STR to: NEXT_PSH	2.5% |n=21| 34 days
SSF_STR to: TLCS_SO	1.3% |n=11| 111 days

0%   10%   20%   30%

% of Total Number of Records

SSHH Street Outreach

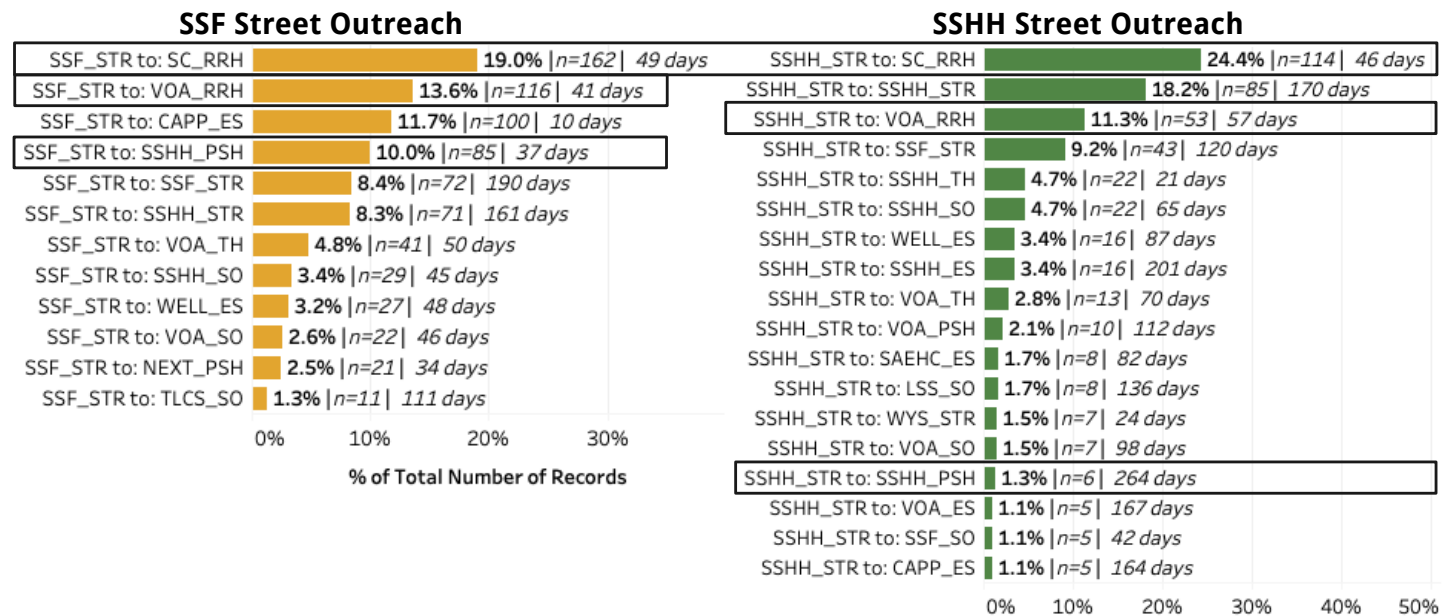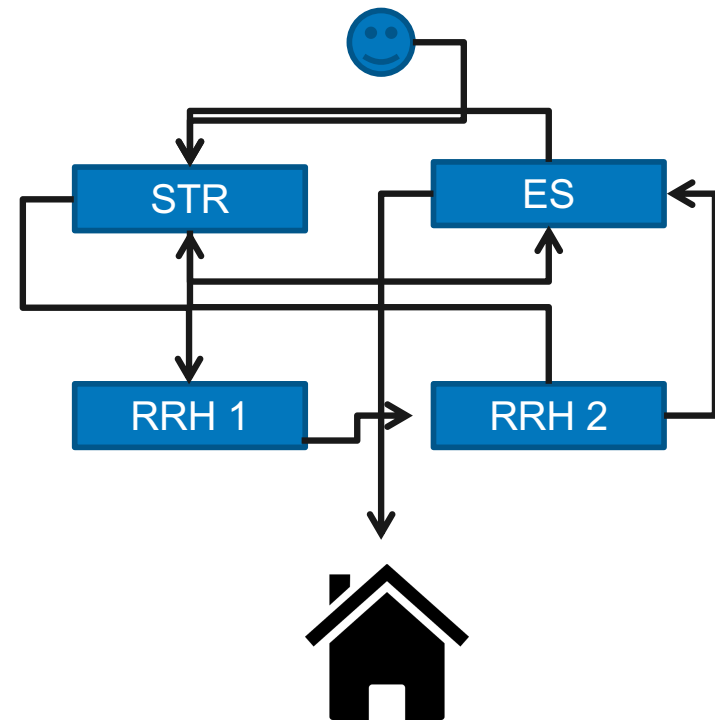|	
SSHH_STR to: SC_RRH	24.4% |n=114| 46 days
SSHH_STR to: SSHH_STR	18.2% |n=85| 170 days
SSHH_STR to: VOA_RRH	11.3% |n=53| 57 days
SSHH_STR to: SSF_STR	9.2% |n=43| 120 days
SSHH_STR to: SSHH_TH	4.7% |n=22| 21 days
SSHH_STR to: SSHH_SO	4.7% |n=22| 65 days
SSHH_STR to: WELL_ES	3.4% |n=16| 87 days
SSHH_STR to: SSHH_ES	3.4% |n=16| 201 days
SSHH_STR to: VOA_TH	2.8% |n=13| 70 days
SSHH_STR to: VOA_PSH	2.1% |n=10| 112 days
SSHH_STR to: SAEHC_ES	1.7% |n=8| 82 days
SSHH_STR to: LSS_SO	1.7% |n=8| 136 days
SSHH_STR to: WYS_STR	1.5% |n=7| 24 days
SSHH_STR to: VOA_SO	1.5% |n=7| 98 days
SSHH_STR to: SSHH_PSH	1.3% |n=6| 264 days
SSHH_STR to: VOA_ES	1.1% |n=5| 167 days
SSHH_STR to: SSF_SO	1.1% |n=5| 42 days
SSHH_STR to: CAPP_ES	1.1% |n=5| 164 days

0%   10%   20%   30%   40%   50%

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Other Questions That Can Be Answered Through These Dashboards

1. Of clients entering agency/project x, from which agencies/project types are they primarily coming from?

2. Are some program types feeding into certain program types more than others?

3. Which agencies appear to be the most connected, as evident from their amount of movement traffic?

4. Are individuals in street outreach or emergency shelter moving into higher levels of care?

5. Which agencies/project types have the most exits to temporary destinations?
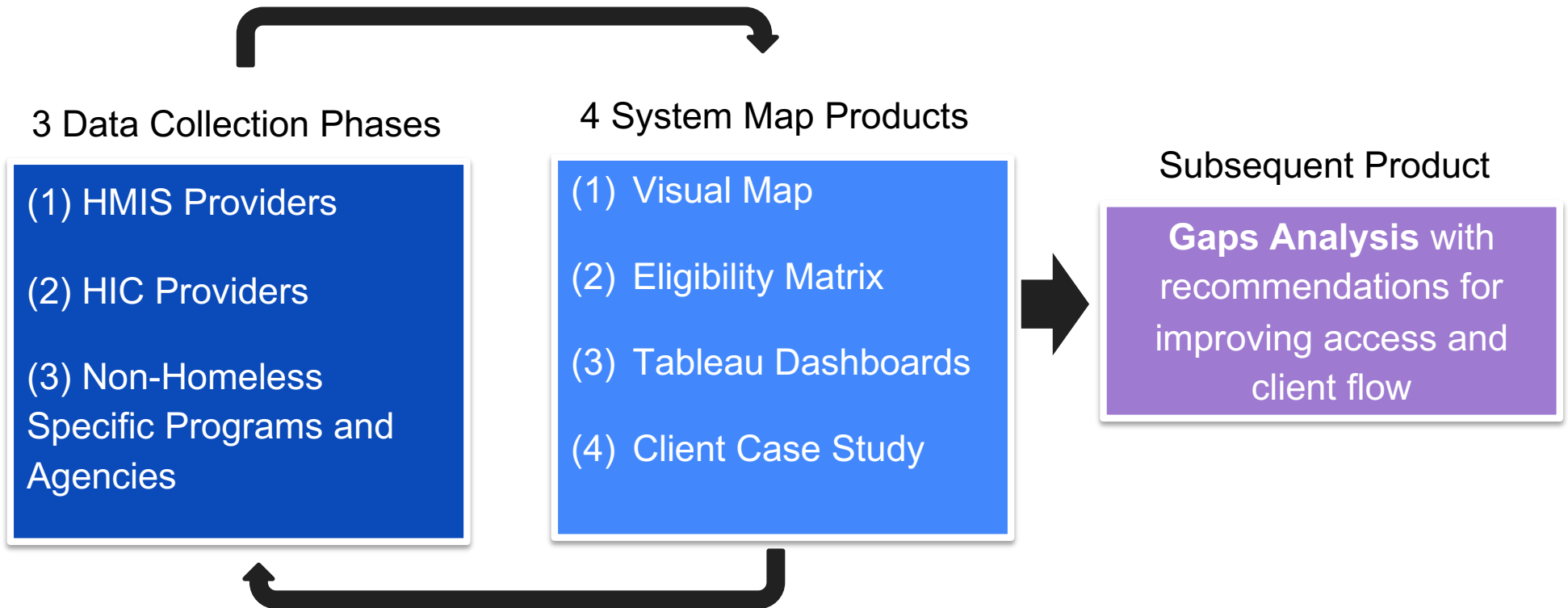
21

Work Product #4. Sample Client Pathways (Flow)

- Using a randomly selected sample of **10-20 clients**, we will analyze their full pathway through the system of care using HMIS.

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Review of Process

3 Data Collection Phases

(1) HMIS Providers

(2) HIC Providers

(3) Non-Homeless Specific Programs and Agencies

4 System Map Products

(1) Visual Map

(2) Eligibility Matrix

(3) Tableau Dashboards

(4) Client Case Study

Subsequent Product

Gaps Analysis with recommendations for improving access and client flow

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Next Steps

Next Steps

- April Meeting:

    1. Progress Update

    2. Sampling of Visual Maps for Feedback

    3. Option for a mini-training on Tableau functionalities

- Other SPC Business: Recruitment for PIT subcommittee

For more information or to provide a comment…

- We will be following up with a feedback form, the slidedeck, and a recording of this meeting. **Please submit your feedback by April 2, 2020.**

- Contact Information

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