



## CoC Systems Performance Committee (SPC) Minutes

Thursday, May 28<sup>th</sup>, 2020

9:00 AM – 11:00 AM

Zoom (online)

Agenda Item	Presenter	Time	Agenda Item Type
0. Call to Order & Welcome: Noel Kammermann, Chair			
<i>Meeting called to order at 9:03 AM by Noel Kammermann.</i>			
I. Introductions	Noel Kammermann	9:05 AM (5 minutes)	
<i>In attendance: Alexis Bernard, Amani Sawires Rapaski, Angela Marin, Cindy Cavanaugh, Debra Larson, Erin Johnansen, John Foley, Lisa Bates, Mike Jaske, Monica Rocha-Wyatt, Noel Kammermann, Stephan Heisler, Peter Bell,</i>			
<i>Absent Members: Angela Upshaw, Gina Roberson, John Krintz, Sarah O'Daniel</i>			
II. New Business			
A. PIT Subcommittee Recruitment	Noel Kammermann	9:05 AM (10 minutes)	Informational
<i>Information: SPC members that are interested in participating in the PIT Subcommittee should contact Noel Kammermann and Michelle Watts via email. Michelle Watts will also be following up with members of the PIT Subcommittee last year to gauge their interest in participating.</i>			
B. SPM Spotlight: Returns to Homelessness	Homebase & SSF	9:15 AM (50 minutes)	Discussion
<i>No SPC action was required on this item.</i>			
C. CESH System Mapping Work Products	Homebase	10:05 AM (60 minutes)	Discussion
<i>SPC members provided feedback on the Tableau Movement Dashboards and agreed to have Homebase reach out directly to agencies in advance of a presentation on data that compares project types by agency. SPC members also agreed to move the Coordinated Entry Visual Map to the Combined CE Committee for review.</i>			
III. Adjourn: Noel Kammermann, Chair			
<i>Meeting adjourned at 11:07 AM by Noel Kammermann.</i>			



# May Discussion on Coordinated Entry Visual Map and Tableau Movement Dashboards

## Committee Members' Questions & Feedback

During the May meeting of the Systems Performance Committee (SPC), Homebase presented on two systems mapping work products funded by the CESH contract, the Coordinated Entry Visual Map and the Tableau Movement Dashboards.<sup>1</sup> The following questions and feedback 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.

## Tableau Movement Dashboard Overview

Homebase has created two dashboards in Tableau to display client movements through the Sacramento system of care for individuals experiencing homelessness. Using HMIS data from October 1st, 2017 to September 30th, 2019, these Movement Dashboards captured aggregate information on how clients move between project types and agencies. These Movement Dashboards were first presented to the Systems Performance Committee (SPC) in March of 2020. SSF and Homebase are currently reviewing and revising dashboards.

## Tableau Movement Dashboard Questions

1. Is there a distinction between enrollment date and when a person participates in a program?
  - Homebase Response: While HMIS does track enrollment dates and move-in dates, this dashboard only utilizes the enrollment date, as it is the only date that is universal across all project types (e.g. while housing programs have a move-in date, street outreach and prevention do not).
2. Is there a way to call out which **subpopulations** the agency works with? This may provide an important clue about why the results between agencies are different.
  - Homebase Response: This is a great next step question. By asking agencies directly for any special considerations about their data and taking a more complete look at access with the Eligibility Matrix (WP 2) and Visual Maps (WP 1), we can begin to explore the question of why agencies may have different success in movements to permanent housing, including information about difficult to serve subpopulations.
3. We may need **more context** on how agencies intake clients and manage data to understand this data fully (e.g., are providers taking everyone that comes to them?).
  - Homebase Response: Please see the response to question #2 above.
4. Can we add **length of time** a client is in the program before the next enrollment to the Dashboards?
  - Homebase Response: Yes, this has been included in the dashboards. In addition to the percentage of individuals that move along a specific route, the dashboards also show the median length of time (in days) between enrollments for that movement.

<sup>1</sup> For a full overview of Homebase's system mapping approach, please review the materials [here](#).



5. Including “**homelessness prevention**” as a project type is a bit apples and oranges, as we don't know if they would have become homeless and they're already in permanent housing. Why did you include this project type?
  - Homebase Response: These Dashboards are trying to capture as much information as possible about the density of client movements between project types and agencies in the homeless system of care. The number of movements into homelessness prevention, as well as the subsequent movements of clients participating in homelessness prevention projects, provide important information about the inflow of individuals into the homelessness system of care and the success of comparatively low-cost housing interventions in preventing entry into homelessness.
6. On the Dashboards, I see that individuals are moving from El Hogar to Sacramento Steps Forward. Is the reference to the **Coordinated Entry System**?
  - Homebase Response: No, this movement reflects an enrollment in El Hogar Outreach and a subsequent enrollment in Sacramento Steps Forward Outreach (SSF Navigators). Referrals into Coordinated Entry are not captured in the Tableau Movement Dashboards.

#### Tableau Movement Dashboard Feedback

- These materials are more of a “**diagnostic tool**” than a “dashboard” based on our community’s use of these terms.
- We need to also look at which program types have the greatest **housing retention** to get a full understanding of the system of care. Movements between program do not capture the full picture.
- I would love to see a **Tableau visualization** of this data.
- I'd also be interested to see how exit data **compares with returns to homeless** for the same individual, but that might be too granular.

#### Coordinated Entry Visual Map Overview

In order to visualize the relationships between different organizations and the Sacramento Coordinated Entry System, Homebase and SSF have created a “Coordinated Entry Visual Map” based on information collected through HMIS, qualitative interviews, and over 100 project-specific surveys.

#### Coordinated Entry Visual Map Questions

1. The visual map doesn’t include **projects that do not participate in Coordinated Entry**. Can you explain where those projects will come in?
  - Homebase Response: Today we are looking at one of four Visual Maps that will be completed with the CESH contract. The other three maps will cover: (1) Sacramento County PSH, RRH, and TH projects, (2) City of Sacramento and Sacramento County-funded Emergency Shelters, and (3) Behavioral Health System of Care.
2. Will all four Visual Maps be **inclusive of all projects operating in the community**, or are some outside all together?
  - Homebase Response: While all four Visual Maps will cover a majority of the homelessness projects in Sacramento, there will still be some projects that are not included in the visualizations. Our other three work products (Eligibility Matrix, Tableau



Movement Dashboards, and HMIS Client Flow Case Studies) will capture information about all HMIS and HIC participating projects at a minimum.

3. What are **Homebase's observations** from the Coordinated Entry Visual Map, so far?
  - Homebase Response: Up to this point, our efforts have been focused on ensuring this map is as accurate as possible. Once the Combined CE Committee has reviewed this Visual Map for accuracy, we will begin our analysis.
4. How will the other three Visual Maps be **vettted by providers**?
  - Homebase Response: We will be bringing this question to the Systems Performance Committee in June for consideration.

#### Coordinated Entry Visual Map Feedback

- **Volume (of those assessed and those referred)** into Coordinated Entry should be included in the Coordinated Entry Visual Map.

# Sacramento Coordinated Entry Visual Map Methodology & Kumu Guide

## Overview of Methodology

In order to visualize the relationships between different organizations and the Sacramento Coordinated Entry System, Homebase and SSF have created a [“Coordinated Entry Visual Map”](#) based on information collected through HMIS, qualitative interviews, and over 100 project-specific surveys. The Coordinated Entry Visual Map is one of four Visual Maps that will be created using the CESH funding and one of four systems mapping work products (other systems mapping work products include the Eligibility Matrix, Tableau Movement Dashboards, and HMIS Client-Flow Case Studies).

## Definitions

Using a variety of data sources, Homebase categorized agencies/programs into the following components of the Coordinated Entry system. Categories are shaded with their corresponding colors found on the visual map.

- **Initial Points of Contact:** Agencies that make contact with individuals experiencing homelessness and refer them to a Coordinated Entry Access Point for a VI-SPDAT.
  - *Information about the Initial Points of Contact was collected from project-specific surveys with each HMIS-participating providers.*
- **Coordinated Entry Access Points:** Agencies that administer the VI-SPDAT in-house or otherwise connect individuals experiencing homelessness to the VI-SPDAT (e.g., SSF Navigators perform on-site visits and administer the VI-SPDAT). *Note: Some Initial Points of Contact are also CE Access points; these are denoted with multi-colored bubbles on the map.*
  - *Information about Coordinated Entry Access Points was collected from project-specific surveys and HMIS.*
- **Coordinated Entry Process:** The Coordinated Entry process occurs internally at SSF after an individual has received the VI-SPDAT. This includes the By-Name List, Community Queue, and HOT List.
  - *Information about the Coordinated Entry Process was collected via qualitative interview with SSF staff.*
- **Other Case Conferencing Process:** The Coordinated Entry Process connects to the



two case conferencing processes for special populations, specifically Veterans and TAY.

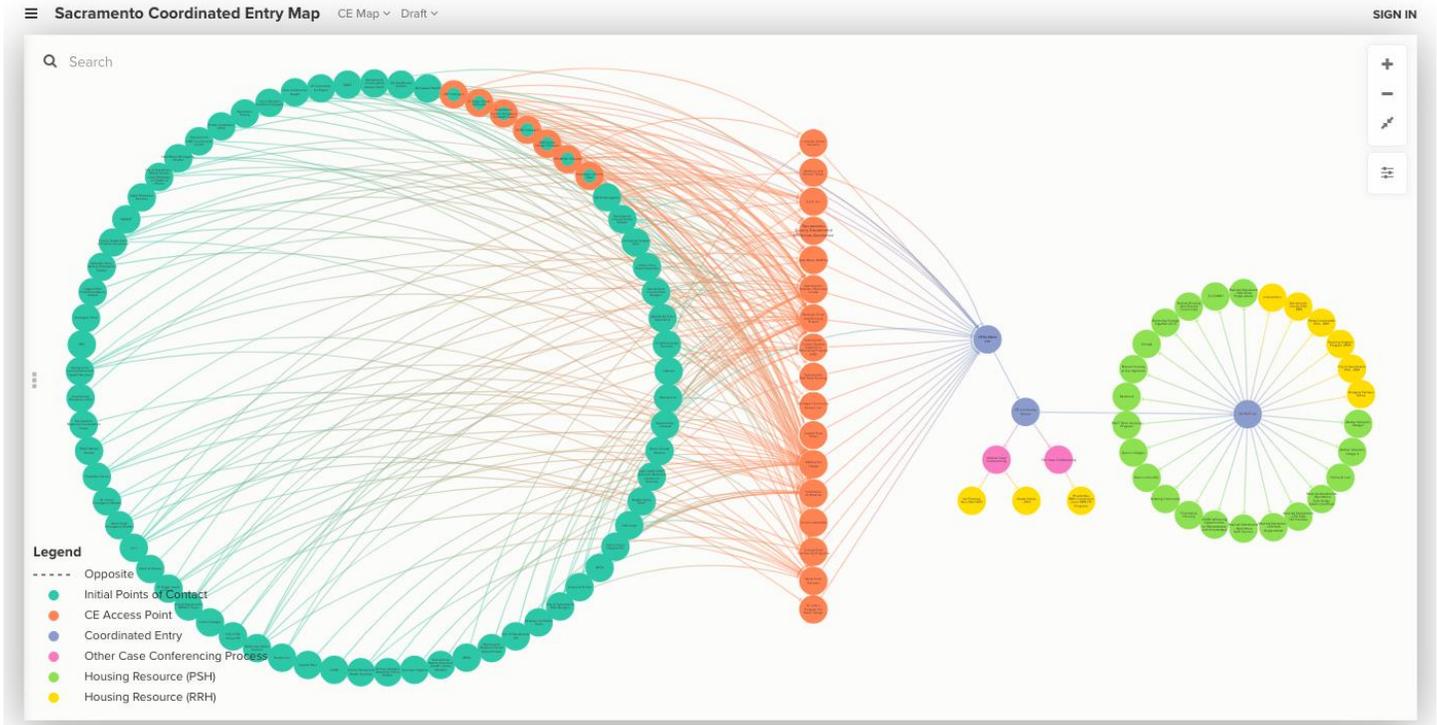
- *Information about Housing Resources was collected via qualitative interview with SSF Staff and project-specific surveys.*
- **Housing Resources (PSH)/Housing Resources (RRH)/Housing Resources (TH):** After moving through the Coordinated Entry Process, individuals can be connected to a variety of housing resources, specifically permanent supportive housing (PSH), rapid re-housing (RRH), or Transitional Housing (TH).
  - *Information about Housing Resources was collected via qualitative interview with SSF Staff and project-specific surveys.*

## Limitations to the Visual Map

The Coordinated Entry Visual Map was a result of a qualitative research process. Collecting information about informal and formal referral processes can be difficult in the context of community-wide surveys with non-standardized definitions (e.g., referral). Some agencies may have interpreted key definitions in different ways or otherwise misreported an individual project's referral partnerships or participation in Coordinated Entry. As much as possible, Homebase contacted providers about any potential corrections; however, there may still be cases where information on the map differs slightly from current operations.

## Using the Map

1. Go to <https://tinyurl.com/ya98zdpd>. You will see the map below.



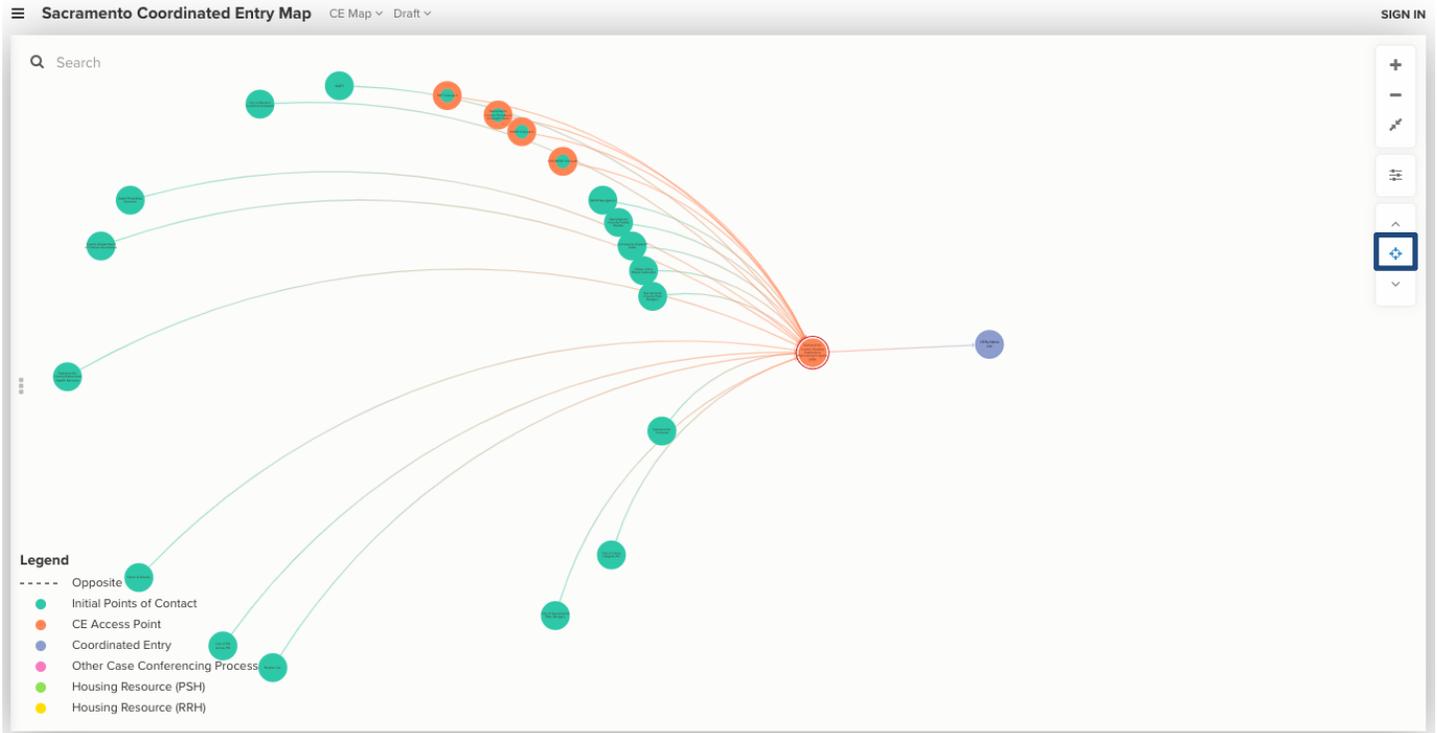
2. Use the +/- buttons in the top right to zoom in/out. Use the  button to re-center the map.



3. Use the search feature in the top right corner to go to a specific agency/program.



4. Click on any bubble and then the  button to focus specifically on that bubble and its various connections (both incoming and outgoing).



5. Click the  button again to toggle back to the original map.

