



Texas Homeless Network Presentation

Leveraging Data for Impactful Homeless Interventions



Agenda

1. Introductions (5-10 minutes)
2. Collective Impact (5 minutes)
3. What is Active System Management (20-25 minutes)
4. Break Out Session & Share Out (20-30 minutes)
5. Q&A (5-10 minutes)

Note: Sit with your size community!

viam /'vi.am/, ['vi:äm] *noun* (latin)
“road”, “way”, “via”, “highway”, “journey”

viam /'wiam/ [فييم] *noun* (arabic)
“rapport”, “harmony”, “concord”, “peace”.

- **Viam Advising** was established to help communities transform local systems and end homelessness. Our approach is built on over a decade of insights, from boots on the ground experience to nationally recognized expertise, that has emerged from taking part in the work of rehousing for over 35,000 households in Houston; *and counting*.
- Whether working with communities or individuals – we bring a specialized set of skills centered on accompanying our clients on their path, regardless of the starting point.
- We provide a full range of services: research and evaluation, community engagement, strategic planning, and direct operational support. We would be honored to *work and grow with* your community!





Meet the team



Jonathan
Danforth



Shaya
Khorsandi



Reyna
Anderson

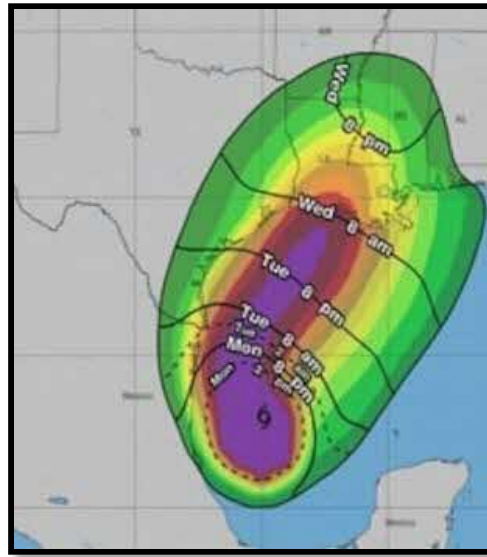
Introductions: Name, Organization, Background, Nostalgic Smell



Meet the team



Jonathan
Danforth



Tropical Storm
Francine



Reyna
Anderson

Introductions: Name, Organization, Background, Nostalgic Smell



Poll your neighbors

1. **Your Name:** Tell us who you are
2. **Your work:** What agency are you coming from today? What is your role? What are your aspirations?
3. **Your Background:** What is your ethnic and racial background? Where are you from? What makes you who you are?
4. **Silly Ice Breaker:** What is a smell that brings back a nostalgic memory?



What is Collective Impact?

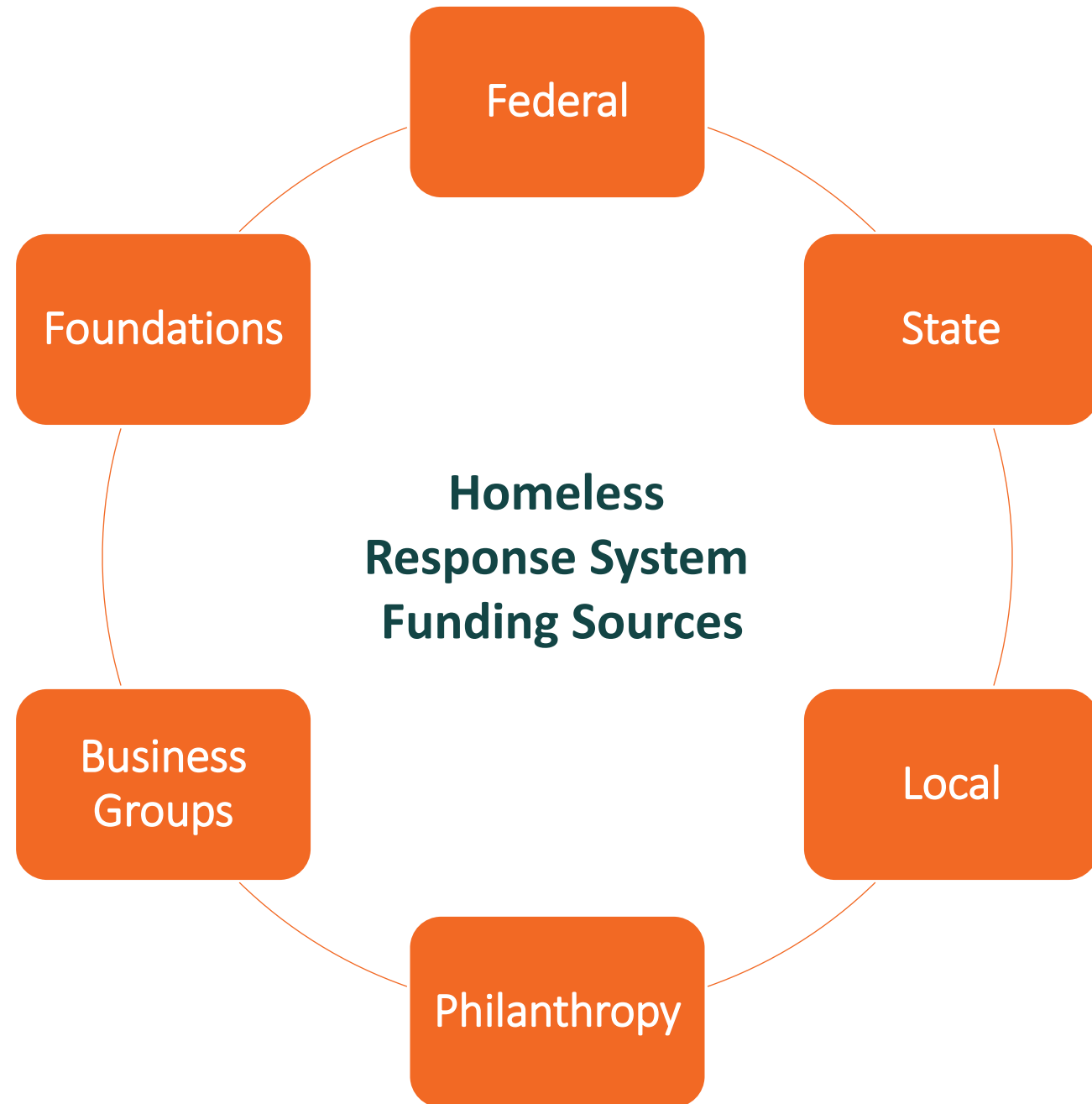
(and why does it matter to data?)

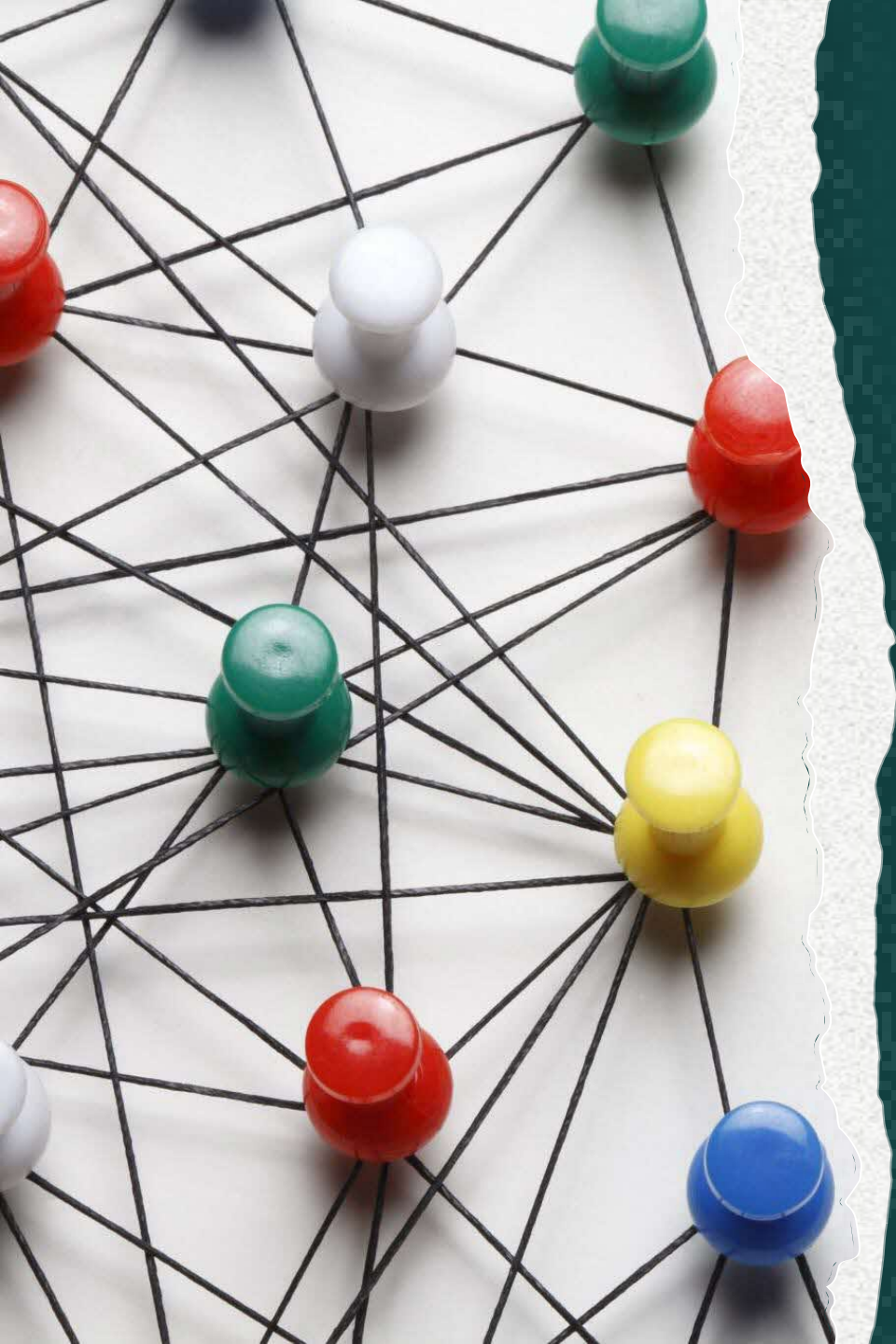


What is Collective Impact?

Collective impact brings people together in a structured way to achieve social change. Collective impact is a network of community members, organizations, and institutions who advance equity by learning together, aligning, and integrating their actions to achieve population and systems level change.







What is Active System Management?

Active system management is an approach to problem solving and achieving a collective goal

It focuses on actualizing the potential influence of data on improving your outcomes, either as a system or as a single provider



What is Active System Management, Really?

- Operational idea designed to help simplify solving problems
- Problem can be small or large
- Using up-to-date data to shape your response to problem





Quick Case Studies!

Pre-Navigation
Workgroup

Street Outreach
Coordination

Coordinated Entry
Management

Housing Surges



Defining the problem

Coordinated Entry identified the most vulnerable individuals, but they were not getting housed because they had difficulty getting documentation without help

- > Individuals were chronically homeless
- > System can be challenging to navigate without help
 - > Easy to fall through the cracks

Identify partners who can help the problem

Direct Service Organizations working with the identified clients

- > Ex: Day shelter that provide services to client
- > Ex: Overnight Emergency Shelter
- > Ex: Outreach organization that provides support and Coordinated Entry assessments to clients

Pre-Navigation Workgroup

HMIS/CE Data showed long waitlist time for high vulnerability people AND timing out from the CE waitlist

- > Is there other data that would be helpful?
- > Who is missing documents needed for moving to the next step.

- 1) Creating data query to simplify data identification process
- 2) Meet with partners to identify clients who need more assistance
- 3) Evaluate and report outcomes

Determining the data you have / how to get it

Using on-going data to inform decision making



Defining the problem

Unsheltered individuals in encampments around downtown were not getting housed

- > Had two to three times the number of housing referrals, but few placements
- > Over represented with every barrier identified in HMIS (except HIV)
- > Downtown district funded our outreach, with lots of pressure from stakeholders to do something different

Identify partners who can help the problem

CoC partners and downtown partners were both interested in helping

- > CoC wanted to see outcomes improve for high vulnerability clients
- > Downtown district law enforcement wanted to see people off the street
- > Downtown street team was on the ground day and night

Street Outreach Coordination

CoC and HMIS lead gave access to data to track housing progress

- > We entered encampment locations
 - > HMIS provided status:
Enrolled, Engaged, Assessed for CE, Placed on CE waitlist, Referred from CE waitlist, etc

- 1) Worked with HMIS lead to put data points on a dashboard
- 2) Triaged what encampments had new referrals each morning to determine our plans for the day
- 3) Provided outcome reports to the downtown district to demonstrate progress to stakeholders

Determining the data you have / how to get it

Using on-going data to inform decision making

Defining the problem

People were being referred to housing programs, but housing programs remained vacant

- > It was taking too long to get clients housed
- > Referrals were being left open when they should have been closed, creating a lag in getting new referrals
- > Referrals were being rejected for reasons that were out of compliance with Housing First

Identify partners who can help the problem

The CE process required a wide range of stakeholders

- > CoC staff
- > Street outreach and housing navigation workers
 - > Housing case managers
 - > Public Housing Authority staff
- > Property managers from site based programs

Coordinated Entry Meetings

HMIS Data

- > Data on open referrals and how many days they've been in process
- > Data on open housing program beds and how long they've been vacant
- > Data on caseloads / current enrollments by staff

- 1) Met weekly to case conference any referrals open over 90 days
- 2) Troubleshooted vacancies over 30 days
- 3) Matched new referrals to case loads to overcome capacity related slow downs

Determining the data you have / how to get it

Using on-going data to inform decision making





Defining the problem

State law allowed for encampment to be closed to campers, and individuals residing there had no where to go

> Housing programs had availability, but the housing process was too fragmented and lengthy to be able to get people housed on the timeline needed

Identify partners who can help the problem

Condensing the housing process for a group required similar partners

- > CoC staff
- > Street outreach and housing navigation workers
- > Housing case managers
- > Public Housing Authority staff
- > Property managers

Housing Surges

HMIS, PHA, and Landlord Data

- > HMIS data provided confirmation of eligibility for housing programs
- > PHA data showed the steps of the voucher process
- > Landlord data from the Landlord Engagement team provided a list of units that had already been onboarded and received hold fees for this group

- 1) Met daily to case conference the by-name list of encampment residents
- 2) PHA monitored voucher steps and reported daily needs so that staff on the ground could respond immediately
- 3) Clients were approved for and ready to move into units within days of vouchers being issued

Determining the data you have / how to get it

Using on-going data to inform decision making



INTERACTIVE PROBLEM SOLVING

Walking Through Active System Management



Who has a problem you want to brainstorm?





COMMUNITY PROBLEM SOLVING

Planning Around Your Problems



We're doing it live!

Break into groups based on the type of problems you want to brainstorm

1. Rural problems
2. Urban problems
3. Systems level problems
4. Agency level problems

- Focus on one problem at a time, using one large sticky note per problem.
- Work collaboratively to answer these four questions.
- Add your ideas individually with sticky notes, or add them as a group.
- We will come around to support.

Defining the problem

Identify partners who can help the problem

Determining the data you have / how to get it

Using on-going data to inform decision making



Share out – One from
each group



Q&A