



DATA ANALYSIS MEETING MEETING MINUTES

November 8, 2018

1:30-3:00

Facilitator:	Lee Nelson Weber		
Meeting Attendees:	Lee Nelson Weber, Cheryl Schuch, John Wynbeek, Denny Sturtevant, Mark Woltman, Nancy Oliver, Johanna Schulte, Jennifer Headrick Staff: Wende Randall, Daniel Gore, Emily Schichtel, Sierra Salaam, Brianne Czyzio		
Time Convened:	1:10	Time Adjourned:	3:10

Approval of Agenda		From October	
Motion by:	Nancy	Support from:	John
Discussion	Wende asked to add the LSA to # 5: Future Reporting Processes.		
Amendments			
Conclusion			
Approval of Minutes		From October	
Motion by:	Nancy	Support from:	John
Discussion			
Amendments			
Conclusion			
Welcome Daniel		Daniel Gore	
Discussion			
<p>Daniel shared that he started with data in refugee resettlement. He has provided HMIS consulting from Hawaii to New York and everywhere in between. He wants to hear this groups strategic vision, what are the questions the group has, and what answers are needed to take future actions. Daniel can keep this in mind to help frame future work. From his few days here, he gathered that there is a need to more tailored, specific training to the needs of each user. The goal is to break down the training into components and then deliver this to the users in effective ways. Webinars need to happen more often and should be recorded so the information can be shared. There are lots of ideas being shared about how to make the process more effective. He attended a PIT meeting and Daniel thinks that the CoC is in good shape in preparing for the PIT count. Also, he talked with Calvin CSR about creating dashboards, and creating processes that make the dashboards timely and relevant. Lee asked Daniel to describe what the Data Analysis' committee interaction with Daniel will be in the future. He will be plugging into meetings as needed. He would like to be seen as a resource. Denny asked if there is a framework that Daniel has experience with that has worked well for him in the past, especially when talking about big-picture, data strategy questions. Daniel suggested sending him questions in advance, so he can be prepared to provide examples. He suggested the group focus on this topic specifically at a future meeting. Cheryl noted that there is a lot of missing pieces when we just focus on HMIS data and asks that this is something this committee considers in the future.</p>			
Action Items		Person Responsible	Deadline
Review Current Reporting			
Discussion			



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Wende asked that this discussion does not just look at the numbers, but at what this shows and what does it not show. She also asked the conversation to focus on how data can they be altered/used in the future and what additional data the community has.

System Performance Measures: Johanna noted that answering questions with the data is important, not just asking questions about the data. Daniel suggested starting with the questions HUD is asking each CoC. For example, HUD asks about first time homeless. From there can this group develop a framework looking at: How does the community tackle this issue? What are ways the community can improve? Are the numbers increasing or decreasing? Lee noted that the data needs to apply to the plan for Kent County, not just HUD funded agencies. Mark added that the target audience for these reports is extremely small, and as an outsider it is hard to comprehend. Dashboards and data can help broaden the audience. These reports are meant to tell insiders if the CoC is in compliance, not if participants' needs are being met. He feels there is a need to build data around are participants' needs being met and whether they are changing over time. For Denny, it is important for Daniel to have the KConnect background because he wants the CoC to look at the entire community and the resources that can be used to respond to homelessness and the family crisis. Also, there is a need to ask how Grand Rapids is comparing to other cities in the Midwest and across the country. There is the possibility to use MCHA data to compare with different communities throughout the state. There is also a need to look at what data the CoC does not have. For example, are families that are prevented from being homeless staying housed. As a community, there is a need to come up with a list of things that we want to know. Jennifer did not see data that was disaggregated by race. She suggested we continue to delve deeper into disaggregation. Lee noted that this is already on her wish list for this community. In the past, these reports have been used as a way of measuring compliance and future applications to HUD, but this is limited in its scope.

Coordinated Entry Report: This is a new report with new data. The purpose is to understand the number of people coming into the system who are getting positive results out of the system. It also allows the group to see bottlenecks and then ask why the bottlenecks exist; for example: definitions, lack of resources. Nancy shared that the Coordinated Entry report is intended to show the number of callers coming in and how they are filtered through the system. This report is also based highly on HUD criteria. Lee shared that these are some of the figures that she uses the most when talking to funders and elected officials. This can be used to describe that there is a system that works well, but it is not big enough to meet all the needs of everyone in Kent County. Callers are first assessed by the level of homelessness that they are at per HUD definitions. At the bottom it shows that 453 households were assessed because they were defined as literally homeless. However, there is no record of what happened to these families and his data is not deduplicated. Mark shared that the reason would be helpful to monitor emergent needs so that this community knows when needs change and how needs change over time. He suggested when designing dashboards and data reports it would be important to measure emerging needs, system health, outcomes, and community context. (See the diagram at the end of the minutes.) This can help determine if the CoC is measuring the capacity of the system as compared to needs. The system performance measures can be grouped into different sections of the dashboard, and pieces of data from the reports could be put into different groups. Then the data analysis group could do a quick check to make sure the CoC is still in



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compliance with HUD but can focus on the bigger picture. The planning and progress can be charted in a dashboard, but also can give a systems view.

ESG Pay for Performance: This data is relevant in the same way the systems measures are relevant. It focuses on how the CoC is using the resources from the state and how we are looking at using them in a way that the state will continue to fund. This allows this group to do a population specific dive around specific resources coming onto the community. Also, the group can look whether the needs of the community are being met. Lee likes that this report is one of the few that there is a target to hit at and a way to measure. Though this money is almost negligible, it is important to measure if the community is hitting targets or not Lee noted that it is a huge issue that we do not have accurate data. Inaccurate data should be noted as to why it is inaccurate in the report. Wende suggested that more communication between data analysis and data quality groups would allow the opportunity to put things into a better context and understanding.

Denny noted that data reports can be used to look at how the housing system in Kent County is addressing housing needs in Kent County and how the need is changing. In addition, reports can show if the CoC is compiling with HUD. Thirdly, data can inform how the funding review panel evaluates providers. Denny noted that there is a need to know what would happen if a certain program goes away. Cheryl noted that most organizations in the system are external to the HUD system, so those agencies would need support to understand the HUD report-outs. Daniel noted that HMIS is very beneficial to non-HUD organizations because of the reports they can run.

PIT Count (3-year): There needs to be future discussion by this group about how the CoC can effectively use these reports. Cheryl is concerned that using just the PIT numbers may be only measuring capacity for homeless families not the need. Emily asked if there is a way to capture data outside the PIT count methods. Other communities use different data services and many communities expand their PIT counts to include people couch-surfing, in the hospital, in jail etc.

Mark mentioned that there is a slideshow on the CoC's website that shows that about 70% of the people who came in contact with the homeless system are people of color. This is just people who got a shelter resource or housing resources. In 2017, a little over 8000 individuals were touched by the systems. Jennifer highlighted the over representation of people of color. She added that it is important to note how inequity exasperates the problem.

HIC: This was not discussed as time ran short.

Action Items	Person Responsible	Deadline
Future Reporting Processes and Visualization		
Discussion		
The Longitudinal System Analysis (LSA) is the AHAR plus the SPIAN. Essentially, the AHAR has been updated to include RRH. It breaks down the population into adults, families, and unaccompanied youth. The system performance portion ties in with measures this group familiar with such as first		



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time homeless, etc. In addition, it includes more project types than AHAR. It is available as a normal report in HMIS and can be run on a project or providers level. As it is a new report, there are a lot of glitches and there will likely be a nation-wide deadline extension.

Denny asked Daniel if he has seen participant-by-participant triage groups being done in other communities. Daniel noted that it is common to have a monthly meeting where providers can look at people on their list and those people can be referred to different resources.

Nancy and Emily met with Kevin from Mercy Health who is on the emergency room's High-Users Committee, he hopes to get something started. Denny noted that the Salvation Army lead this effort 25 years ago. He also shared that Dwelling Place is looking at the nexus of health. Denny is asking Daniel to give this group recommendations on how to improve things in the system based on what he has seen in different communities. Cheryl suggested using models that drill down into the housing resources. Jennifer asked if Daniel has experience with data sharing measures/documents throughout the country. In Michigan's case, the model has been inlaid so there are agreements in place, but they are very tight.

Daniel suggests having an ideation session in advance of meetings so everyone has an idea of what questions to ask and what examples to provide.

	Person Responsible	Deadline
Agency Updates		
Discussion		

<u>Emergent Need</u> (data from 211, HAP, etc.)	<u>System Health</u> (money coming in, capacity, etc.)	<u>Outcomes</u> (are people's needs being met?),
<u>Community Context</u> (poverty data, education rates, etc.)		