



Going Deeper on All Singles Data

BFZ Virtual Learning Session: May 2021

Introductions



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Strategy Lead
Data Coaching &
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she/her/hers;
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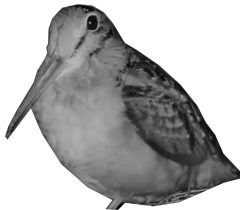


Jane Moy

Data Coaching &
Performance Advisor
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BFZ Data Team

Data Solutions



Data Team Portfolio Lead

Clear the Path



Objectives

What we are going to focus on during this presentation:

- Understand why we are widening our population level focus to All Singles and what it takes to go from quality sub-population data to reporting quality All Singles data.
- To lay the foundation for communities to gain line of sight into their system-wide data, by starting with the All Singles work, to identify and move forward on their unique path to ending all homelessness.
- Explore approaches to collecting and managing data from existing data sources so that you can confidently begin building your community's All Singles By Name List.

Our commitment to you during our time together:

- Talking about data infrastructure in the context of expanding to All Singles is a big subject and we have packed a lot into this opportunity to focus on the data. Inviting you to take off the Action Oriented hats and use this as an opportunity to just take the information in.
- This session will generate more questions than answers, and we likely won't get to answer any of them today. It's OK!! This is the where we are in this moment and we will move forward to answer these questions together.
- There is a lot of people on this call today and it's really exciting! With that as a consideration, points of this presentation are going to feel different to everyone.



Level-Setting

All Singles Scorecard & Population Level Reporting

Transitioning to Population Level Focus

Vet/Chronic CES Builder Scorecards

10 Question Assessment

1. List All known individuals
2. Implement Inactive Policy
3. Track Status Changes
4. Coordinate Outreach Coverage
5. Maximize provider participation
6. Assign Unique Identifier
7. Track Newly Identified Individuals
8. Track without a full assessment
9. Track chronicity after initial assessment
10. Track returns to list

All Singles By Name List Scorecard

28 Question Assessment

COMMUNITY PARTICIPATION & COVERAGE

1. Outreach coverage
2. Providers reporting data
3. Tracking all homeless individuals

POLICIES & PROCEDURES

4. Inactive policy
5. Tracking without full assessment
6. Timely/accurate data updates

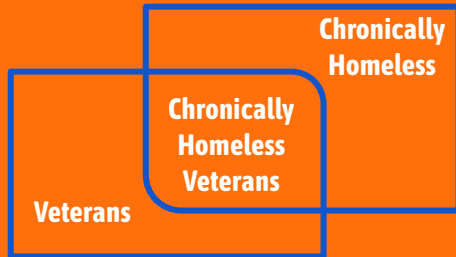
DATA INFRASTRUCTURE

7. Tracking homeless status
8. Unique Identifier
9. Tracking newly identified people
10. Tracking returns to the system
11. Tracking outflow
12. Tracking population status
13. Tracking population status over time

Review: BFZ Reporting Universe

All Single Adults

All single adults age 25 & older experiencing homelessness



Families

All families with minor youth under 18 experiencing homelessness (includes unsafe/unstable)

Includes:

- **Veteran** family households
- Family households experiencing **chronic homelessness**

Youth

All unaccompanied youth under the age of 25 experiencing homelessness (includes unsafe/unstable)

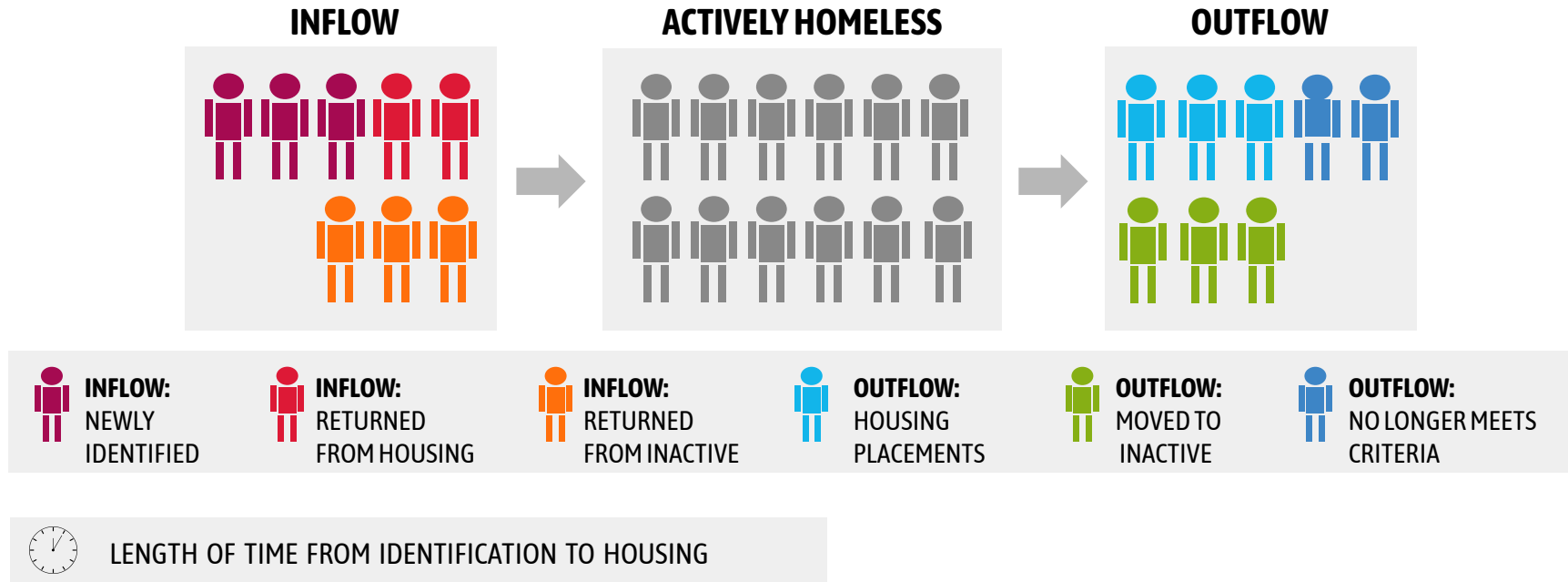
All People Experiencing Homelessness in Your System

The unduplicated count of individuals actively experiencing homelessness, regardless of population.

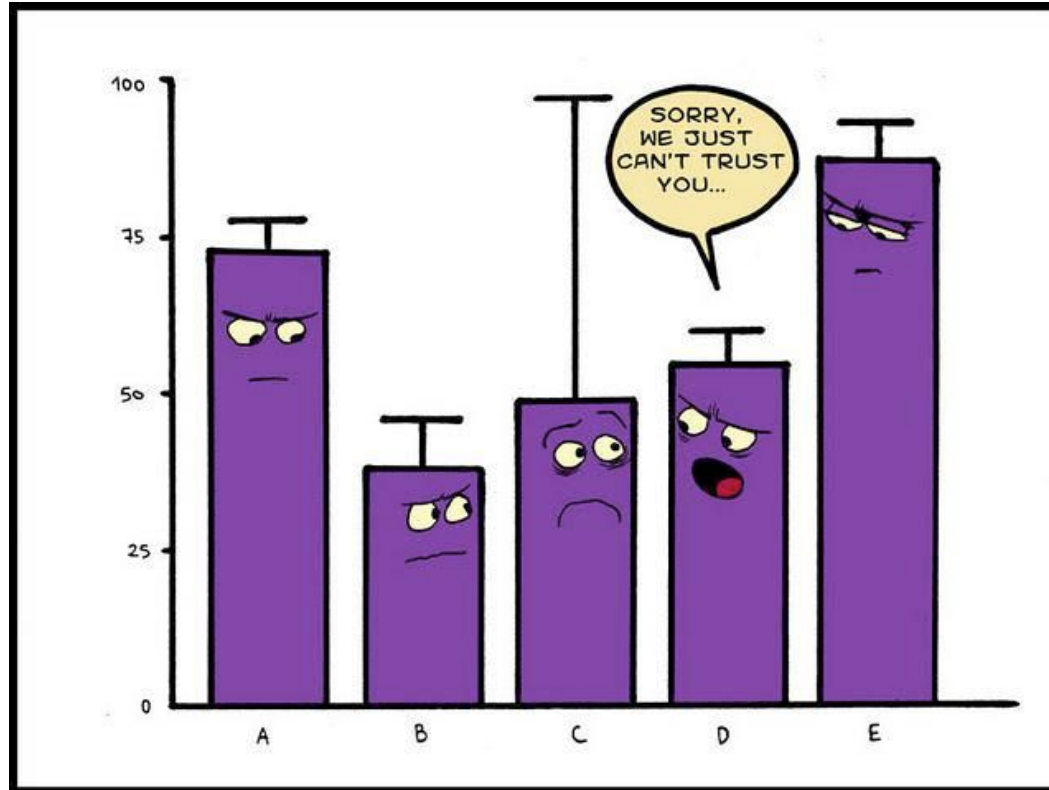
Review: BFZ Reporting Metrics

Monthly Reporting: Data Points to Track

FOR EACH POPULATION:



Why Quality Data?



Review: Achieving Quality Data

Two components:



**Perfect Score on BNL
Scorecard**

All items on the scorecard have a “Yes”
response



Reliable Data

3-month* data reliability within
+/- 15% margin

*This requires a minimum of 4 months of reported
data to calculate.

Review: What does Quality Data represent?

FULL COVERAGE

- All agencies and programs are represented (linked systems involved)
- List includes households sleeping in shelters, on the streets and/or in unsafe/unstable living conditions
- Comprehensive geographical reach

PERSON-LEVEL DATA

- Each household has an entry that includes their name, history, health and housing needs
- Each household and person can be followed through the system

RELIABILITY

- Data balances month over month, just like your checkbook
- Changes in actively homeless numbers are accounted for in inflow + outflow

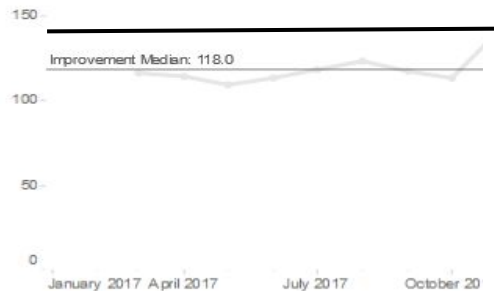
REGULAR UPDATES

- List is updated monthly, at a minimum (goal of real-time)
- As household's housing and population status changes, so do their list entries

Review: End goals of Monthly Reporting

1 Improvement Medians

Actively Homeless Monthly Veteran data with signal



Your *improvement medians* set starting points or norms to gauge incremental progress on the way to Functional Zero. As shifts occur, new norms are calculated.

2 Shifts + Functional Zero

Your data can show *shifts* in your system signaling it is performing differently than before.



Most notably, your data also tracks your progress to and ability to sustain *Functional Zero*.

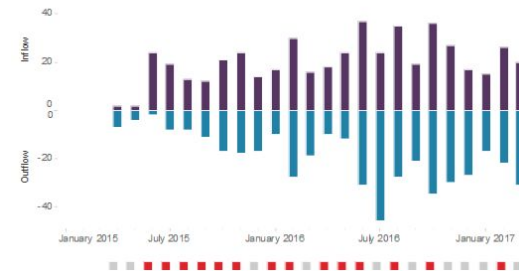
Actively Homeless Population Monthly count for Veteran subpopulation(s)



3 Inflow + Outflow

Your data helps you track movement in and out of your system. Disaggregating these metrics can help pinpoint areas of the system that more attention or support may be needed and/or where the system is working.

Monthly Inflow & Outflow Red square at bottom indicates Inflow exceeded Outflow



Quality vs Reliability

Process to pull/clean data for each household on your BNL is efficient & consistent.

AND

There is high confidence that the BNL data represents ALL households experiencing homelessness in your community.



Accurate and Precise

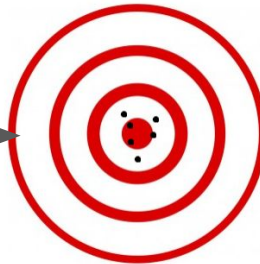


Precise...but not Accurate

Process to pull/clean data for each household on your BNL is efficient & consistent.

This does not mean the data is complete.

There is high confidence that the BNL data represents ALL households experiencing homelessness in your community. *This could still mean that the process to manage the list still allows for variability.*



Accurate, but not Precise



Neither Accurate nor Precise

Process to pull/clean data for each household on your BNL is not yet efficient or consistent.

Data is not yet complete.

Why Data Reliability & Balanced Data?

- Data reliability shows that your system works to produce results that make sense
- Although it is not a guarantee of accuracy, it signals that data management practices are robust and efficient and that your community is tracking data in a consistent manner
- It is possible to have data that is reliable but does not accurately reflect the entirety of your homeless population

How We Measure Data Reliability

- **Data reliability percentages** are a good indicator that your data is balanced because it shows that the change in your active homeless number is the same, calculated in two separate ways: Actual vs Expected

Actual => 112

Expected => $109 - 4 = 105$

These don't match

The closer your data is to 0%, the more balanced it is.

Month, Year	Actively Homeless	OUTFLOW			INFLOW			Net Change	Monthly DR
		Housing Placements	Moved to Inactive	No Longer Meets Population Criteria	Newly Identified	Returned to Active List from Housing	Returned to Active List from Inactive		
December 2020	112	11	2	1	4	1	5	-4	6%
November 2020	109	16	0	0	11	0	7	2	-20%
October 2020	129	13	1	0	9	1	3	-1	9%
September 2020	118	17	5	1	13	0	4	-6	2%

Data Reliability: How is it calculated?

Data Reliability measures how far off our data is from being balanced.

To arrive at a Data Reliability Percentage, we determine how far off the **actual** number of people on our Active List is from the **expected** number of people on our Active List and look at the difference as a **percentage** of the number of people on our Active List.

$$\begin{aligned} \text{Data Reliability} &= \frac{\left[\begin{array}{cc} \text{Actual Dec} & \text{Expected Dec} \\ \# \text{ Actively Homeless} & \# \text{ Actively Homeless} \end{array} \right] - \begin{array}{c} \text{Actual Dec} \\ \# \text{ Actively Homeless} \end{array}}{\begin{array}{c} \text{Actual Dec} \\ \# \text{ Actively Homeless} \end{array}} \\ &= \frac{\left[\begin{array}{cc} 112 & 105 \\ \text{Actual Dec} & \text{Expected Dec} \\ \# \text{ Actively Homeless} & \# \text{ Actively Homeless} \end{array} \right] - 112}{112} \rightarrow \frac{-22}{109} \text{ OR } -20\% \end{aligned}$$

Troubleshooting Unbalanced Data

- Data definition changes
- Reporting logic
- Data entry timeliness
- Data collection inconsistencies
- Duplicate client records/households
- Tracking population status changes
- Tracking household composition changes

An illustration featuring a person with dark curly hair, wearing a yellow shirt and dark pants, carrying a brown suitcase and looking towards a hillside. The hillside is covered in green grass and dotted with several small, blue-roofed houses. A bright white light source, possibly the moon, is visible on the hillside. In the foreground, there are dark, stylized trees and a street lamp with a white globe. The background shows a dark blue sky with a large orange sun or moon on the right side. A blue banner with white text is overlaid on the image.

All Singles Data Deep Dive

Why it's important?

Ending **single adult homelessness** is one of the critical next horizons in our collective work.



Allows us to capture a broader & more accurate picture of a community's active adult population

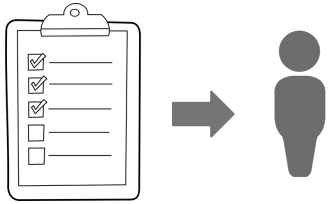


Important for tracking population changes (i.e.): Chronic inflow, Household composition, Transitions from Youth to Adult system, etc.



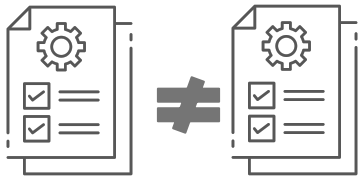
Aligns with learning around systems improvements (hard to isolate these to just Veteran or CH -- need to shift the broader AS system)

Why is it hard?



BNL Data vs. HMIS Data

BNL data is different in nature. It's about dynamically tracking people as they move through our systems.



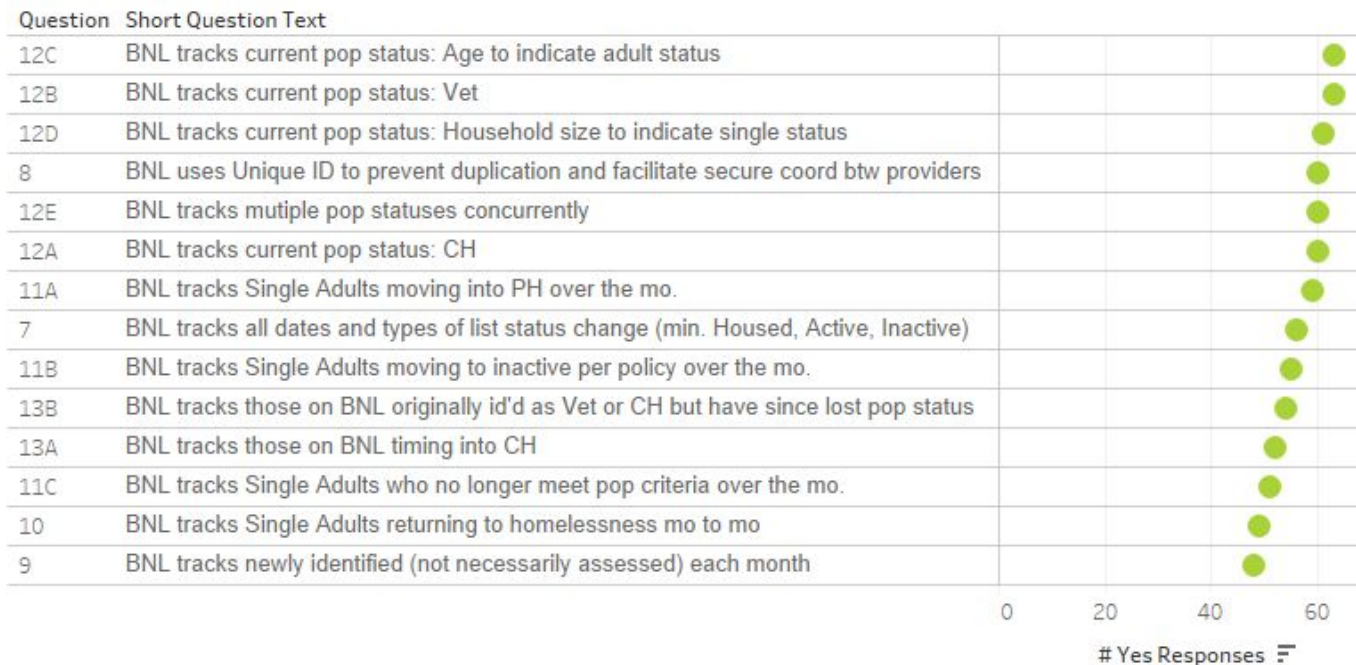
HUD Data Quality vs BNL Data Quality

The mechanics of how your community manages BNL data and the nature of real-time data is different than HUD data quality.

All Singles Scorecard: BNL Data Infrastructure

Current **snapshot** of which **data infrastructure** questions communities are working on

Aggregated All Singles Scorecard Responses Related to Data Infrastructure



64/64:Yes

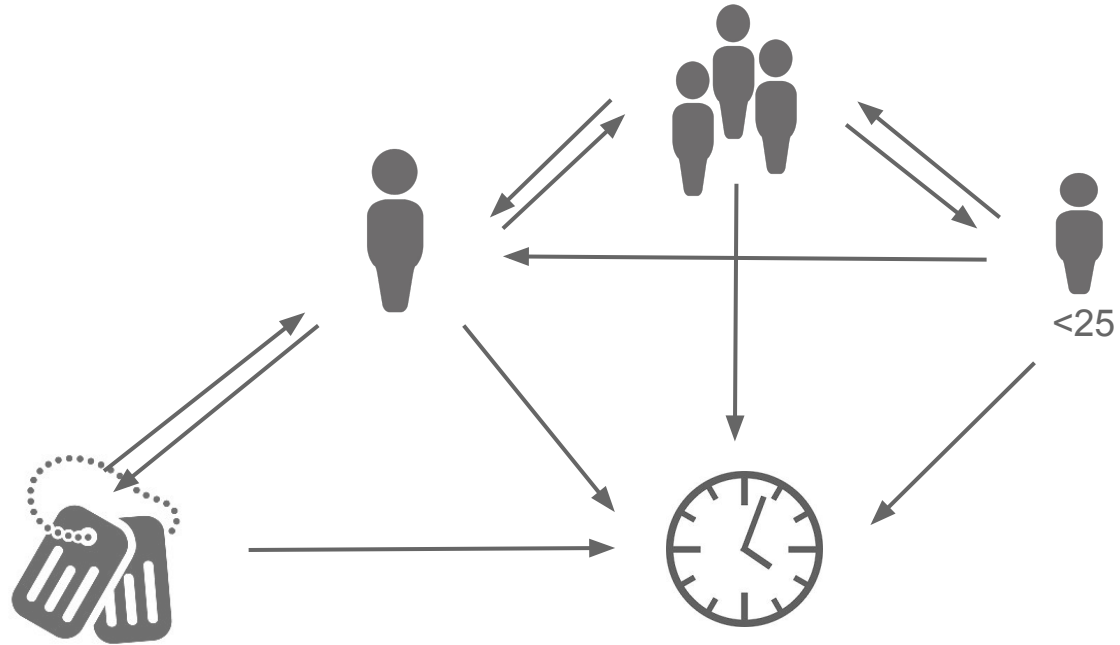
60/64:Yes

49/64:Yes

Tracking Population Status Changes

Questions to Ask:

1. Are population status changes reflected clearly in the data collection process?
2. Are these changes tracked consistently across the entire system?



What types of data fields?

Static Data Points

These are data points that will not change or will generally not change for most individuals.

- Unique Identifier
- Name, Age, DoB, etc
- Demographic Information
 - Race & Ethnicity
- Date of ID/Date Added to the list

Dynamic Data Points

These data elements are more fluid in nature and will change based on the client's journey through the system. are data points that give us the ability to track system flow. They help to shape and categorize our BNL data...

- BNL Status
- Inactive Date/Returned to Active Date
- Household Type
- Chronic Status/Became Chronic Date
- Assessment Type/Score

Work Backwards....Begin With the End in Mind

Stay Curious!

How would we know a change is an improvement?

What are we trying to accomplish?

Nothing changes, if nothing changes

Can we test that?

What data would help us answer this question?

Goal:
Data for Improvement
(What data do we need to collect to answer our current questions? Down the road?)

What change might lead to an improvement?



Nuts & Bolts:

Considerations for Building BNL Data Infrastructure

What BNL Data Points to Include

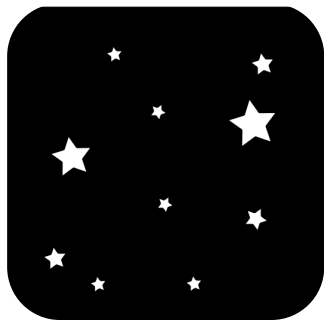
A starting point to build from....

- Client ID
- Household ID
- BNL Status
- Date of Identification
- Housing Move-In Date
- Inactive Date
- Returned to Active Date
- Age
- Household Type
- Household Type (Date change)
- Chronic Status
- Chronic Status (Date change)
- Veteran Status
- Veteran Status (Date change)
- Demographic fields (Gender, Race, Ethnicity, etc)

SAMPLE

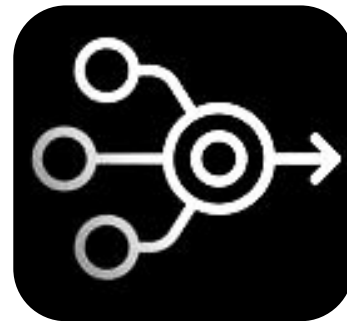
Client ID	Household ID	BNL Status	Date of Identification	Housing Move-In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active						Single Adults		Yes		Yes				
		Housed						Family		No		No				
		Inactive						Youth								

Sourcing BNL Data Points from HMIS



“Casting the net wide”

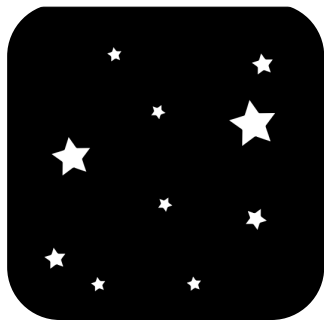
BNL data pulled from
multiple program types in
HMIS



CES/Single program

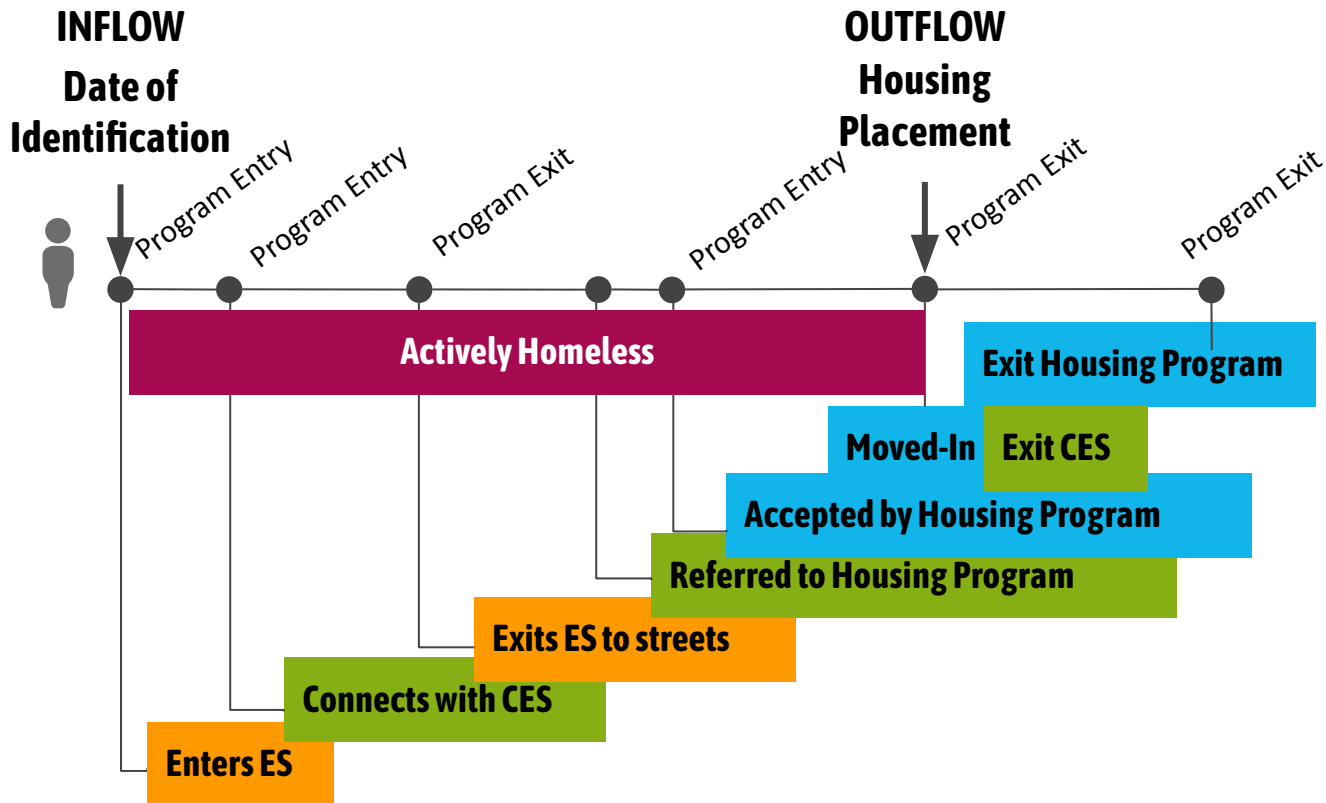
BNL data pulled from a
single program in HMIS

Sourcing BNL Data Points from HMIS

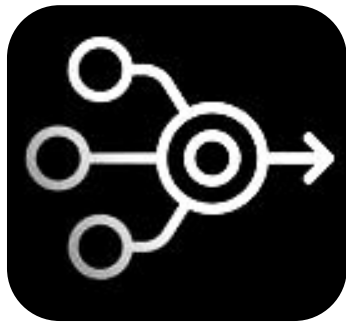


“Casting the net wide”

BNL data pulled from
multiple program types in
HMIS

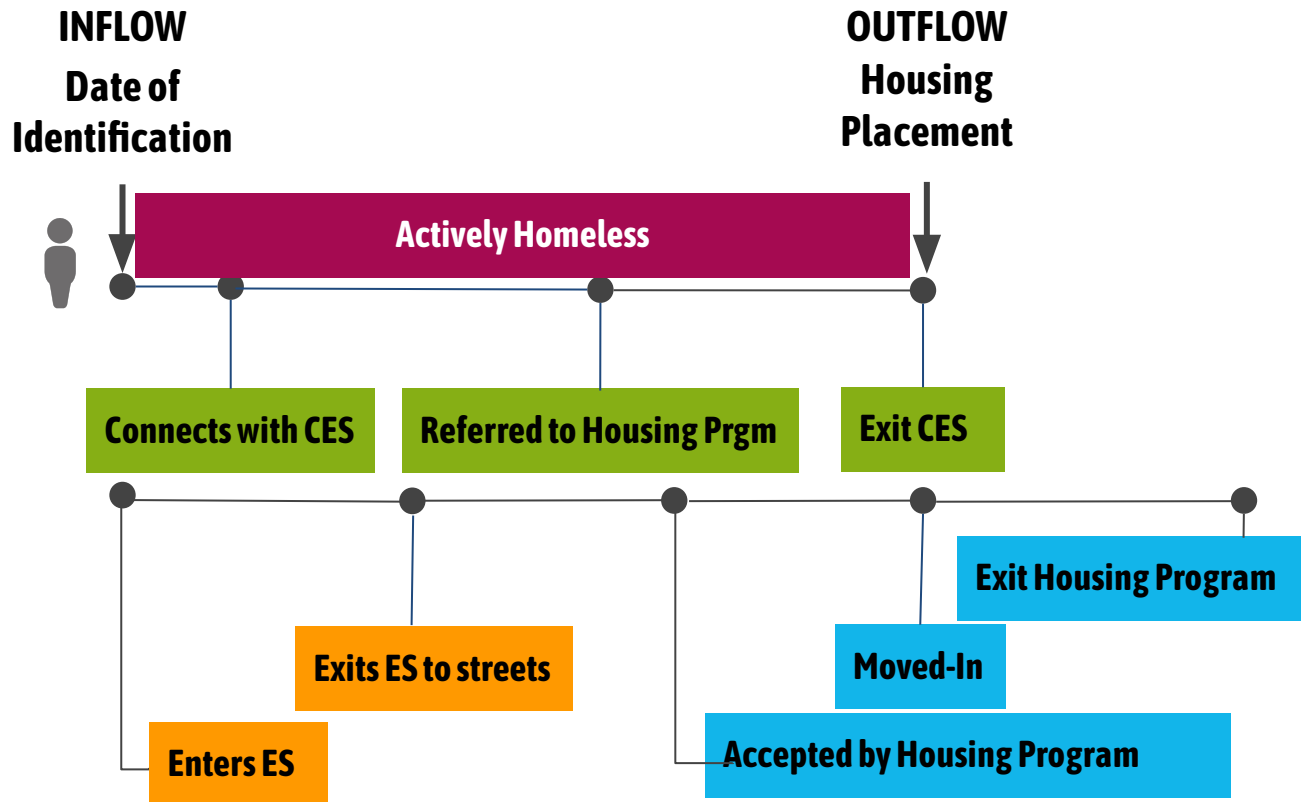


Sourcing BNL Data Points from HMIS



CES/Single program

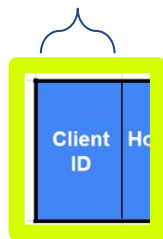
BNL data pulled from a single program in HMIS



Considerations: Sourcing BNL Data Points

SAMPLE

Unique ID to track each person as they move through the system over time



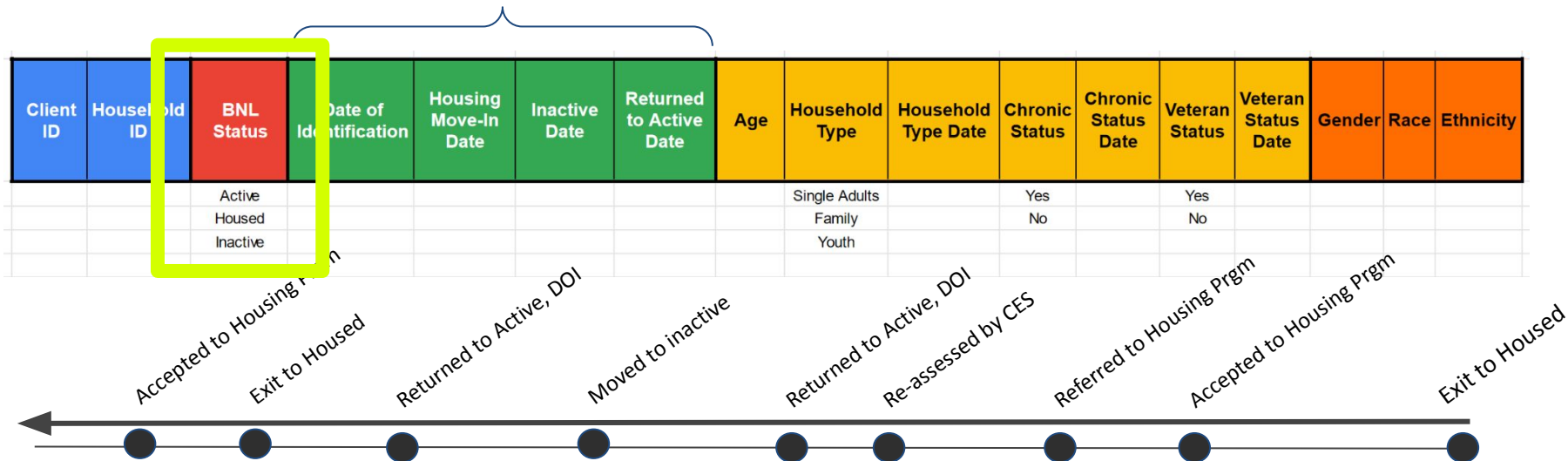
Client ID	Household ID	BNL Status	Date of Identification	Housing Move-In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active						Single Adults		Yes		Yes				
		Housed						Family		No		No				
		Inactive						Youth								

- For those in HMIS: 5.08 Personal ID
- For those not consenting?
- For those fleeing from DV?
- For those in more protected populations?

Considerations: Sourcing BNL Data Points

SAMPLE

Tracking dates to indicate what a person or household's status is



Considerations: Sourcing BNL Data Points

SAMPLE

Tracking dates to indicate what a person or household's status is

Client ID	Household ID	BNL Status	Date of Identification	Housing Move-In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active						Single Adults		Yes		Yes				
		Housed						Family		No		No				
		Inactive						Youth								

- For those in HMIS: 3.10 Project Start Date
- What date most accurately demarcates the start of current episode of homelessness?

Considerations: Sourcing BNL Data Points

SAMPLE

Tracking dates to indicate what a person or household's status is

Client ID	Household ID	BNL Status	Date of Identification	Housing Move-In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active Housed Inactive						Single Adults Family Youth		Yes No		Yes No				

- For those in HMIS: 3.20 Housing Move-In Date OR 3.11 Project Exit Date + 3.12 Destination
- If your community uses a combination of Project Exit Dates and Exit Destinations, is there a crosswalk, and is it clearly documented for reference?
- For those that are enrolled concurrently in several programs that collect that data point, do they reflect the same date?

Considerations: Sourcing BNL Data Points

SAMPLE

Tracking dates to indicate what a person or household's status is

Client ID	Household ID	BNL Status	Date of Identification	Housing Move In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active Housed Inactive						Single Adults Family Youth		Yes No		Yes No				

- For those in HMIS: 3.11 Project Exit Date + 3.12 Destination
- Which Project Exit Destinations count towards an “Inactive” status?
- Is your community’s inactive policy enforced and do status changes get clearly reflected in the data?
- If a person has several concurrent program enrollments, is the reporting logic pointing to the right exit to determine their inactive status?

Considerations: Sourcing BNL Data Points

SAMPLE

Tracking dates to indicate what a person or household's status is

Client ID	Household ID	BNL Status	Date of Identification	Housing Move-In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active Housed Inactive						Single Adults Family Youth		Yes No		Yes No				

- For those in HMIS: 3.10 Project Start Date + previous exit off list/CES + prior exit destination?
- Can you track historical returns on and off your list? (overwriting vs each date status change stored)

BNL Crosswalking Example

If your community uses HMIS program entries/exits to populate your BNL, what might the **rules** be to **map Program Exits to BNL statuses?**

Entry/Exit Destination
Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)
Other (HUD)
Place not meant for habitation (HUD)
Permanent housing (other than RRH) for formerly homeless persons (HUD)
Rental by client, with other ongoing housing subsidy (HUD)
Rental by client, with RRH or equivalent subsidy (HUD)
Rental by client, with VASH housing subsidy (HUD)
Client doesn't know (HUD)
Client refused (HUD)
Data not collected (HUD)
Deceased (HUD)
Hospital or other residential non-psychiatric medical facility (HUD)
Jail, prison or juvenile detention facility (HUD)
Long-term care facility or nursing home (HUD)
No exit interview completed (HUD)
Psychiatric hospital or other psychiatric facility (HUD)
Residential project or halfway house with no homeless criteria (HUD)
Staying or living with family, permanent tenure (HUD)
Staying or living with family, temporary tenure (HUD)
Staying or living with friends, permanent tenure (HUD)
Staying or living with friends, temporary tenure (HUD)
Transitional housing for homeless persons (including homeless youth) (HUD)
Owned by client, no ongoing housing subsidy (HUD)
Owned by client, with ongoing housing subsidy (HUD)
Rental by client in a public housing unit (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, with HCV voucher (tenant or project based) (HUD)

Housed

Inactive

No Longer Meets Criteria

Considerations: Sourcing BNL Data Points

Fields to track a person or household's population status and *changes* to population status over time

Client ID	Household ID	BNL Status	Date of Identification	Housing Move-In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active						Single Adults		Yes		Yes				
		Housed						Family		No		No				
		Inactive						Youth								

Household Type:

Household Status (continued):

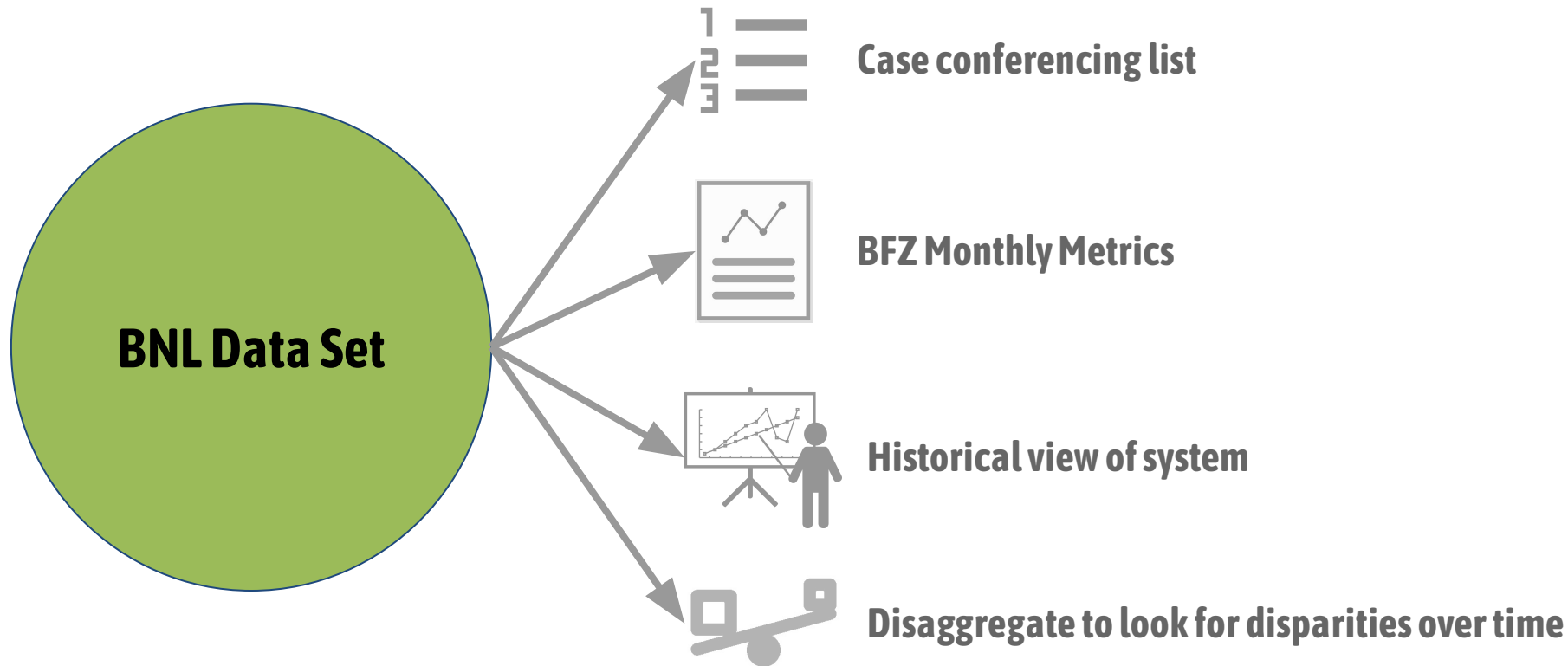
- For those in HMIS - derived from UDE 3.03 Date of Birth + 3.15 Relationship to Head of Household
- For those in HMIS: use the 3.217 Prior Living Situation fields to see if someone is entering as CH and/or Metadata Elements 5.09 Household Identifier, 5.08 Personal Identifier, Global Household ID
 - Use the **no longer meets population criteria** category to report exits from that population due to losing population status
- Household composition data points collected at **each** program start - if households enroll into concurrent programs separately, how might you solve for this? Anchor program? (CES enrollment when you assess what housing the household might need)
 - Use the **newly identified** category to show inflow from other (sub)populations

Considerations: Sourcing BNL Data Points

Fields to be able to disaggregate your BNL data in meaningful ways

Client ID	Household ID	BNL Status	Date of Identification	Housing Move-In Date	Inactive Date	Returned to Active Date	Age	Household Type	Household Type Date	Chronic Status	Chronic Status Date	Veteran Status	Veteran Status Date	Gender	Race	Ethnicity
		Active						Single Adults		Yes		Yes				
		Housed						Family		No		No				
		Inactive						Youth								

Reframing: BNL vs Universe of BNL Data



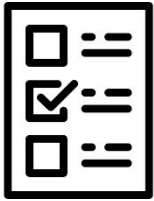
START

Expanding the scope



Identify your baseline

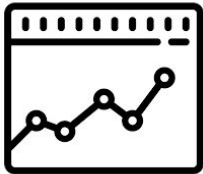
- If your community hasn't taken the All Singles scorecard, think about getting your team together to do so soon!



- There is no risk to losing your current Quality Data status for any subpopulation profiles.

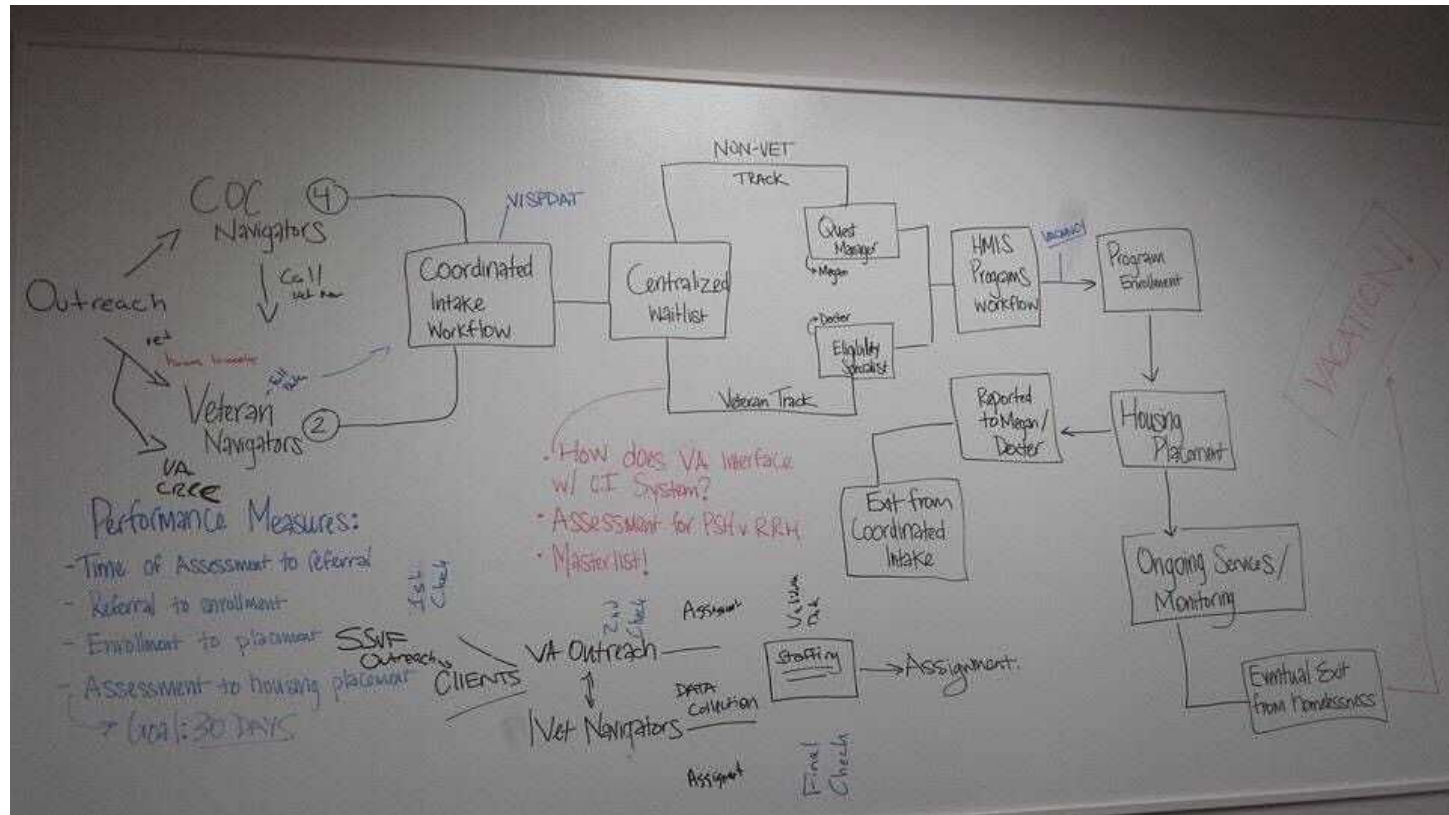
- Start where you can!!

- Use your Data for Improvement



- As we work on expanding our BNL Data infrastructures, expect to see fluctuations in monthly Actively Homeless numbers.

Map it out!



Document Operations & Processes

- Data System Mapping is an effective way to help ensure accuracy, transparency, & continuity of BNL data

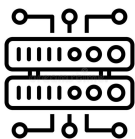


- Gives everyone a map of how data is collected, shared, and used within your local infrastructure



PROCEDURE

- Allows communities to establish and implement BNL Data Management policies & procedures



- Identifies opportunities to grow data infrastructure capacity to minimize disruption to the reporting process during staff transitions

Levers for Data Management



Reframe Challenges

Challenges

Low Provider Participation

Data Quality Issues

Inaccessible Systems



Opportunities

More inclusive opportunities

System Training

Data Sharing/Governance
Strengthening

Want to learn more?

- Interested in getting support for getting to All Singles? Talk to your cohort BF Z leads
- Thinking about going to System-wide? (can refer to Julia for next SWQD cohort down the road)
- Interested in potential data supports for your community work, please reach out to us at the following email address:
 - bfzdatasupport@community.solutions

Take the Session Evaluation

<http://s.alchemer.com/s3/Rapid-Feedback-May-2021>





Thank You

COMMUNITY
SOLUTIONS