

An illustration of a city street scene. In the foreground, there's a light blue building with a red roof and a white archway. A large green tree stands to the right. In the background, there's an orange building with a white archway and a street lamp. Two people, an adult and a child, are walking on a sidewalk. The sky is a light blue gradient.

# Data & People with Lived Expertise: How to have a Robust BNL

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COMMUNITY  
SOLUTIONS

# Presenters



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# Overview

- **By-Name Lists**
- **Data as a Tool**
- **Centering Lived Expertise**
- **Strategies for Inclusion**
- **Interactive Discussion**
- **Improving Outcomes Through Robust Data**
- **Questions to Ask To Improve Data**
- **Q&A**

# By-Name Lists

## What it IS...

- ✓ A **COMPLETE** list of everyone experiencing homelessness in a given community
- ✓ The **UNIT OF ANALYSIS** used to understand how individuals and households experiencing homelessness flow through the system
- ✓ A comprehensive **DATASET** that helps communities understand system performance

## What it is NOT...

- ✗ A list of everyone who has been **ASSESSED** and enrolled in Coordinated Entry
- ✗ Only inclusive of individuals and households who have engaged in **HOUSING SERVICES**
- ✗ Only inclusive of individuals and households who have signed an **ROI** and provided enrollment information

We're really talking about a **By-Name Dataset** which aims to understand the journey of everyone in the system and effectively meet their **self-determined** needs.

# By-Name Dataset

We make this distinction because ...

Supporting people through periods of homelessness involves much more than housing.

Each data point represents the **UNIQUE** journey of a **UNIQUE** person navigating the system.

By-Name Data is not just numbers; it's the story of people who have faced immense challenges.

An incomplete picture of the system can lead to inaccurate assumptions about that system.

# Data as a Tool

**Identify  
Trends &  
Patterns**

**Understand  
Population  
Characteristics**

**Dispel  
Myths  
About the  
System**

**Set  
Strategic  
Goals**

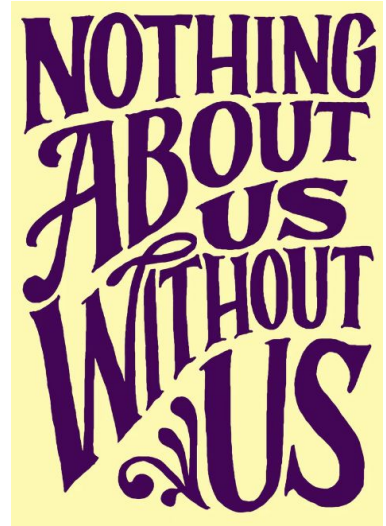
**Implement  
Tests of  
Change**

**Measure  
Outcomes**

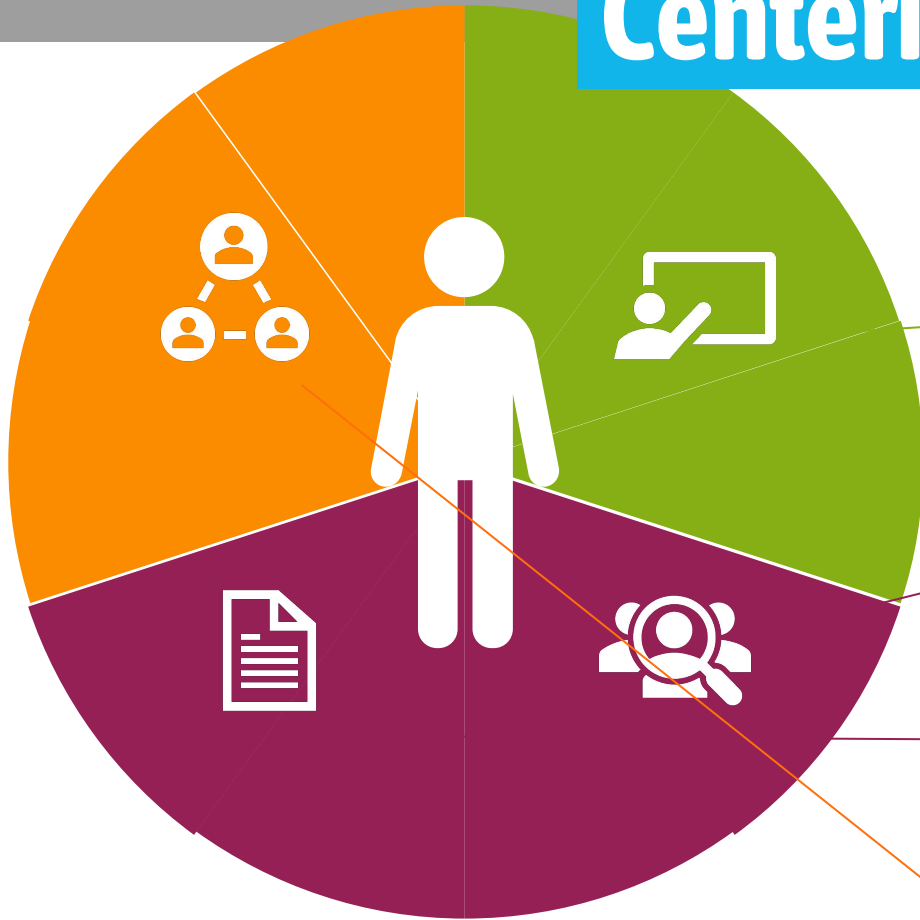
# Incomplete Picture

Data without INFORMED context can be misleading. Consider ...

- Who determines data collection practices?
- Who develops and approves policies and procedures?
- Who tells the story of what's happening in the community?



# Centering Lived Expertise



**Engagement & Inclusion**

**Accurate & Quality Data**

**Robust & Dynamic Storytelling**

**Continuous Quality Feedback**



# Strategies for Inclusion



# Opportunities for Ongoing Feedback

## Establish Clear Channels

- Surveys
- Focus Groups
- Advisory Boards
- Town Halls
- Peer Support Specialists

## Accessibility & Inclusivity

- Remove barriers to participation
- Create safe spaces
- Compensate people for their time and expertise
- Foster empowerment over tokenism

## Meaningful & Actionable

- Act on the feedback received
- Track Progress
- Close the feedback loop
- Provide training and support

# Collaborative Data Analysis

## Developing the Research Question

- The question we start with directly shapes the way we understand the issue.
- Asking the wrong question can lead to the wrong answer.

## Interpreting the Data

- Static data points can only tell us so much.
- Integrating people with expertise in the system will provide important context to understand the story the data tells.

## Determining the Solution

- Who knows better the shortcomings of a system than the people who have navigated it?
- Solutions will always be more successful when the user experience is centered.

# Co-Designing Data Processes

## Data Collection Practices

- How and when is data getting collected?
- Consider if all data points are necessary and appropriate.
- Recommendation - Shadow data collection practices.

## Policy Development

- Involve people with lived expertise in the development of policy.
- Consult people with lived expertise on the effectiveness of policy and determine protocols for updates

## Implementation Planning

- Consider how practices are implemented at the ground level.
- What impacts do policies have on people navigating the system?

# Utilizing Storytelling

## Centers the Human Experience

- People, not problems to be solved.
- Fosters emotional connection and compassion.
- Understanding the diversity of experiences.

## Deeper Context to the Issue

- Underscores the structural and systemic causes of homelessness.
- Highlights the impact of intersectionality.

## Raise Awareness & Inspire Action

- Shifts perspective and centers dignity.
- Humanizes the people behind the numbers.
- Highlights success stories.

# Interactive Discussion

In this interactive discussion, we invite you to consider the following data questions and ...

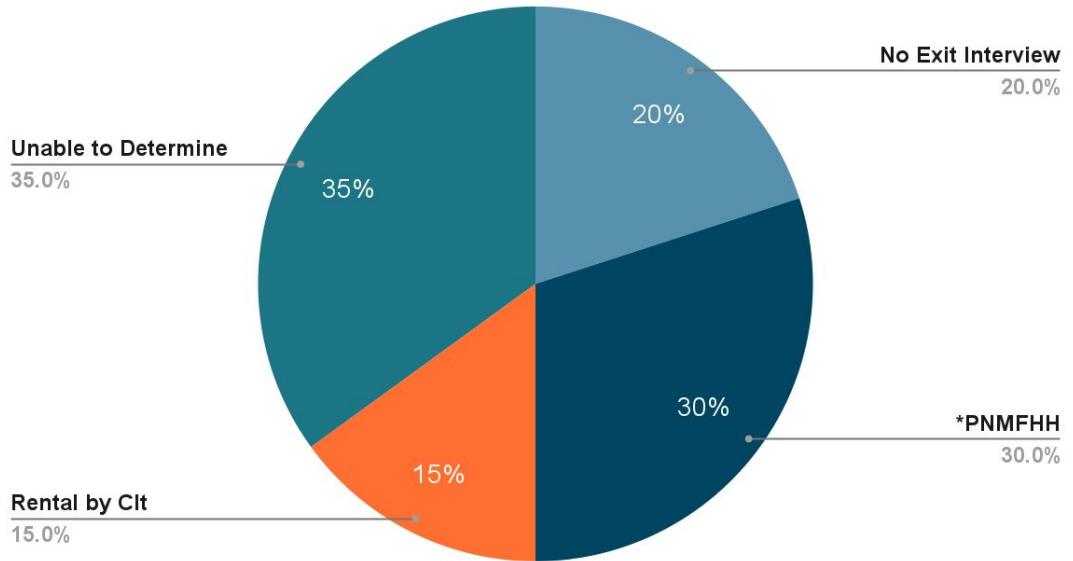
- Brainstorm ways the community might engage people with lived experience to better understand each issue
- Hypothesize how centering the perspective of people with lived experience in issues may result in better outcomes

# Your Turn

A community analysis of exit destinations from Coordinated Entry revealed that >50% of individuals and households are exiting to “No Exit Interview Completed” and “Worker Unable to Determine.”

- What could be fueling this issue?
- What assumptions are being made?
- How might including PWLE change this?

Coordinated Entry Exit Destinations



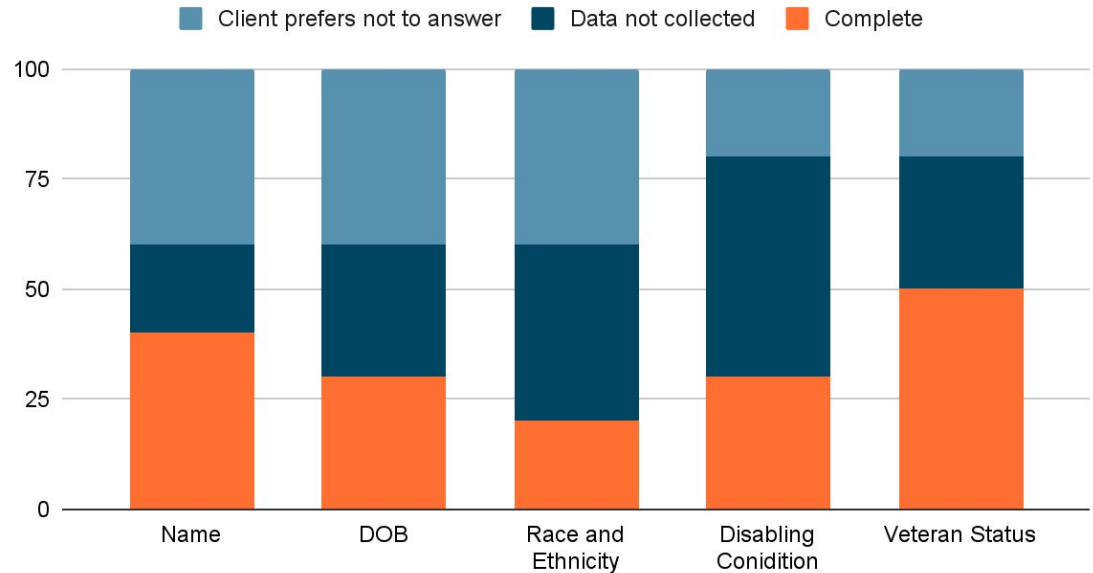
\*Place not meant for human habitation

# Your Turn

A community realizes their Street Outreach project has low rates of Data Completeness for demographic information.

- What could be fueling this issue?
- What assumptions are being made?
- How might including PWLE change this?

Street Outreach Data Collection



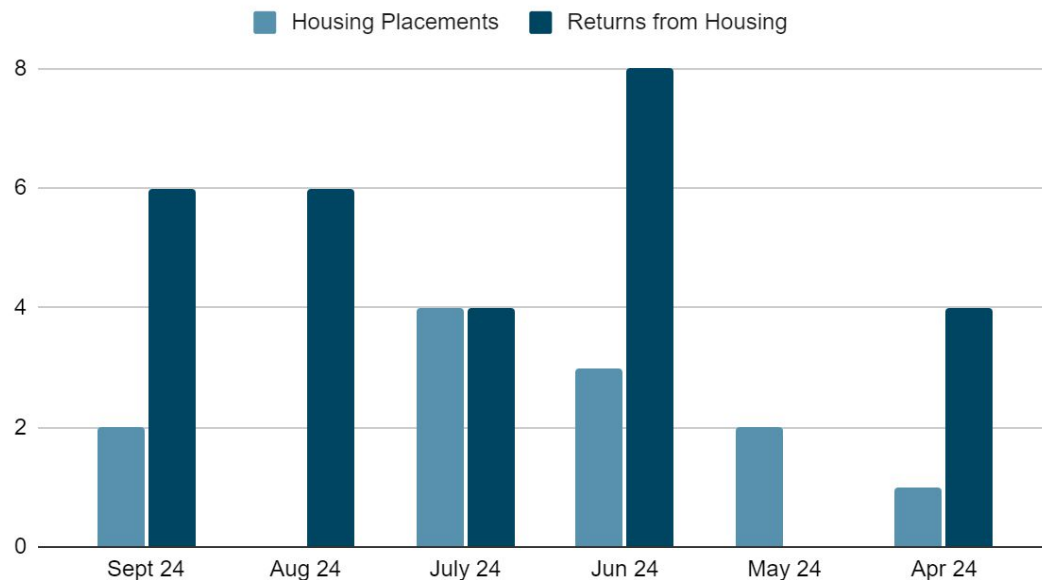


# Your Turn

While analyzing their inflow/outflow data, a community realizes their returns from housing exceed their housing placements for 5 out of the past 6 months.

- What could be fueling this issue?
- What assumptions are being made?
- How might including PWLE change this?

Inflow / Outflow Analysis



# Improving Outcomes Through Robust Data

By incorporating quantitative and qualitative data, our dataset becomes more robust.

These are different but complementary pieces of the puzzle that allow for a more comprehensive understanding of the issue.



# Improving Outcomes Through Robust Data

## Understand Gaps and Discrepancies

- Understanding where programs aren't meeting the needs of the community
- Uncovering what's contributing to inequity of outcomes
- Identifying areas where the data doesn't tell the full story

## Inform the Needed Solutions

- Adapting strategies based on qualitative and quantitative indicators
- Recognize which resources are needed and inform program approach
- Selecting priority improvement projects

## Honors Dignity and Improves Experiences

- Reduces trauma to the person navigating the system
- Centers choice and recognizes autonomy
- Empowers our unhoused neighbors to inform the narrative and shape the system

# Questions to Ask To Improve Data



Who is collecting the data? Are those involved representative of those experiencing your system?



Are we including qualitative data in our decisions? Where and from whom are we collecting it?



How are our outcomes aligning with the needs and desires of PWLEH?



What data are we collecting? Why?



Have we considered any bias or assumptions in our data collection and analysis? Are we addressing these biases?



What policies are impacting our data? (ie *inactive policy*) And were these policies made collaborative/co-designed with PWLEH?



When we created a plan for collection did we include PWLEH? Were those included representative of both the community and those overly represented in our system?



From our analysis have we identified disparities or inequities?



Are we offering a brave space for PWLEH to inform our system? (*aka feedback loop free from retribution*)

# Q & A

We thank you for your interest and appreciate your time to participate in today's session.

**Please direct any and all questions to:**

**[pwleh@community.solutions](mailto:pwleh@community.solutions) or [rwalden@community.solutions](mailto:rwalden@community.solutions)**

See you at dinner in the Nicollet Ballroom!



**Thank You**

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