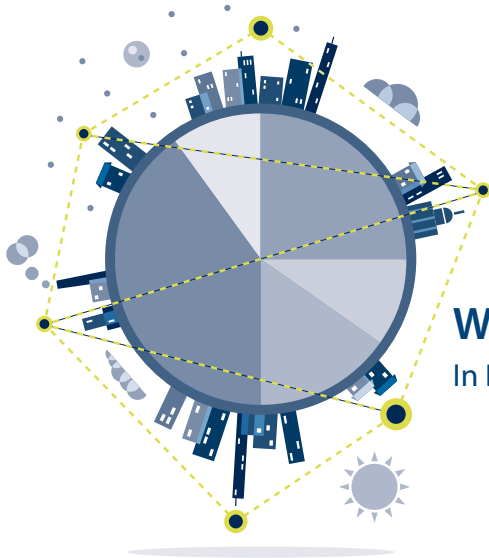




## 2017 Fall Conference

San Diego, CA

October 11 - 12, 2017



**What's Next:**

In Data, Leadership and Community

## Pre-Conference Activities

Tuesday, October 10th

### ■ Pre-Conference Institute (12:00pm – 4:00pm)

#### HMIS Data Analytics Institute

This Institute will help HMIS representatives understand the fundamentals of data analytics and how to apply that knowledge to key performance measures.

To successfully change the homeless service system and improve projects, the community needs reliable and comprehensive information. Critical to this is the ability of CoCs to examine HMIS data sets in order to find patterns and draw conclusions. Once analyzed, the results can be presented to target stakeholder groups, allowing for improved service and resource decision-making. For example, if you conduct outlier analysis on the length of stay, the results could help your CoC determine if the average length of stay is being skewed by a small number of individuals with much-longer-than-average lengths of stay. Understanding this allows stakeholders to account for the outliers when making strategic decisions to help shorten the overall length of stay in the community.

During this Institute, you will 1) learn fundamental analytic concepts; 2) understand the process for identifying the right data set to address specific analytic needs; and 3) identify trends, patterns and relationships in the selected data set. Attendees are encouraged to bring a laptop and a data set to analyze during the Institute. Information about the data set will be sent to attendees in advance of the session (a list of fields to include, a list of fields to exclude and data quality expectations).

*Presenter(s):* Abby Miller, SNAPS Office, HUD; Fran Ledger, Canavan Associates; Sarah Kahn, The Cloudburst Group; Jamie Taylor, The Cloudburst Group [[Room: Sorrento](#)]

### ■ Pre-Conference Walking Tour (Start time: 11:00am)

#### San Diego Human Services Walking Tour

The San Diego Human Services Walking Tour will provide an opportunity to learn about the great programs being provided in San Diego by the San Diego Housing Commission. SDHC will discuss some of their innovative programs addressing homelessness in the City of San Diego. Participants will have the opportunity to visit Hotel Churchill. The renovation of the historic Hotel Churchill created 72 affordable rental studios for homeless individuals which including on-site social services and case management for residents.

*About the San Diego Housing Commission:* Established in 1979, the San Diego Housing Commission (SDHC) is an award-winning public agency dedicated to preserving and increasing affordable housing within the City of San Diego. The San Diego Housing Commission (SDHC) is a leading partner in addressing homelessness in the City of San Diego.

This conference has been approved by HUD.



## Track Options

### Track 1: Leadership, Innovations and Best Practices

Service providers and Administrators alike must always think outside the box for creative solutions to their specific issues. Thinking about data quality, performance and security in order to be effective is of the utmost importance to most communities. In addition, Service provider agencies often need to adapt data systems to cover a new population or new program. Ensuring data integrity and quality is key, as is providing a seamless transition for staff.

### Track 2: Collaboration and Community Implementation within Human Services

Collaboration is important to building strong foundations that affect the community. Getting help and feedback from all the stakeholders helps bring about effective implementation strategies in human services. Putting it all together often requires complex coordination of multiple strategies at play simultaneously.

### Track 3: Technical Application

Technology is being used to tell the story of your data. Sessions in this area demonstrate specific uses of technology that have increased the skillsets or capacity to serve within a community. Audiences will walk away with applicable skills to enhance the utilization of human service data systems.

# Conference Schedule - Day One

## Wednesday, October 11th

8:00am-9:00am	<b>Registration/Breakfast/New Member Orientation</b> <i>Room:</i> Sorrento/San Marino/Capri
8:30am-9:45am	<b>Morning Plenary</b> <b>Using Data to Drive Housing First</b> <i>Room:</i> Sorrento/San Marino/Capri <i>Presenter(s):</i> Melissa Peterman, Vice President of Homeless Housing Innovations, San Diego Housing Commission; Erica Snyder, Director of Homeless Housing Innovations, San Diego Housing Commission
9:45am-10:00am	<b>Break</b>
10:00am-11:15am	<b>Session One Options</b> <b>Client Centric Approaches to Informed Consent and Data Sharing [Track: 1; Level: Beginner]</b> <i>Room:</i> Riviera <i>Presenter(s):</i> Andrea Miller, Independent Consultant, Waypoint Consulting; Ryan Burger, TA Consultant, ICF International  <b>Using Data to Drive Partnerships and Enhanced Care Coordination [Track: 2; Level: Intermediate]</b> <i>Room:</i> Monte Carlo <i>Presenter(s):</i> Jessica Preheim, CSH, Texas Senior Program Manager; Eva Thibaudeau, Director of Programs, Coalition for the Homeless  <b>The Rapid Deployment of Mobile Technology to Support a Coordinated Response to Hurricane Harvey [Track: 3; Level: Intermediate]</b> <i>Room:</i> St. Tropez <i>Presenter(s):</i> Erol Fetahagic, HMIS Administrator, Houston Coalition for the Homeless; Ana Rausch, Senior Research Project Manager, Houston Coalition for the Homeless; Eddie Barber, Lead Developer, Simtech Solutions Inc.; Matt Simmonds, President, Simtech Solutions Inc.
11:15am-11:30am	<b>Break</b>
11:30am-1:00pm	<b>Lunch/Plenary</b> <b>How Are We Doing and Where Do We Go From Here? Interactive Surveillance and Monitoring of San Diego's Homeless System of Care</b> <i>Room:</i> Sorrento/San Marino/Capri <i>Presenter(s):</i> Sue Lindsay, Institute for Public Health, San Diego State University; Megan Hartrick, San Diego Regional Task Force on the Homeless
1:00pm-2:15pm	<b>Session Two Options</b> <b>Developing and Implementing a Homeless Project Scoring Tool to Aid Project Ranking and Better Understand System Performance [Track: 1; Level: Intermediate]</b> <i>Room:</i> Riviera <i>Presenter(s):</i> Andy Halfhill, Manager of Homelessness and Housing Analytics, Allegheny County Department of Human Services

	<b>Data Maturity: Using Data Tools to Improve Homeless Service System Outcomes [Track: 2; Level: Intermediate]</b> <i>Room:</i> Monte Carlo <i>Presenter(s):</i> Sarah Kahn, Senior Analyst, The Cloudburst Group; Andrea Miller, Consultant, The Cloudburst Group; Kris Kuntz, LeSer Development
	<b>AHAR Redesign: Setting the Stage For 2018 [Track: 2; Level: Intermediate]</b> <i>Room:</i> St. Tropez <i>Presenter(s):</i> Julia Brown, Associate, Abt Associates; Molly McEvelley, Square Peg Data
2:15pm-2:30pm	<b>Break</b>
2:30pm-3:45pm	<b>Session Three Options</b> <b>Putting the "Coordinated" in Coordinated Entry: One Queue to Rule Them All [Track: 1; Level: Intermediate]</b> <i>Room:</i> Riviera <i>Presenter(s):</i> Matt Olsson, Staff Attorney, HomeBase; Gillian Morshedi, Staff Attorney, HomeBase; Tauri Royce, HMIS Lead, Southern Nevada CoC; Michele Fuller-Hallauer, CoC Lead, Southern Nevada CoC; Kelly Robson, Chief Social Service Officer, HELP of Southern Nevada  <b>Interactive, Community-Based Data Dashboards for System Performance Improvement [Track: 2; Level: Intermediate]</b> <i>Room:</i> Monte Carlo <i>Presenter(s):</i> Jamie Taylor, The Cloudburst Group; Joel Remigio, Sr. Analyst, The Cloudburst Group  <b>AHAR Part 2: Tools That You Can Use [Track: 2; Level: Intermediate]</b> <i>Room:</i> St. Tropez <i>Presenter(s):</i> Julia Brown, Associate, Abt Associates; Molly McEvelley, Square Peg Data
3:45pm-4:00pm	<b>Break</b>
4:00pm-5:15pm	<b>Session Four Options</b> <b>Leadership as a Platform for Improving Data Quality [Track: 1; Level: Beginner]</b> <i>Room:</i> Riviera <i>Presenter(s):</i> Margaret Palmer, Program Manager, CSH  <b>360° Community Information Exchange [Track: 2; Level: Intermediate]</b> <i>Room:</i> Monte Carlo <i>Presenter(s):</i> Camey Christenson, VP of Business Partnership and Development, 2-1-1 San Diego; Karis Grounds, Director of Health and Partner Integration, 2-1-1 San Diego; Nicole Blumenfeld, Senior Data Analyst, 2-1-1 San Diego; MJ Schumann, Director of the Caster Family Center for Nonprofit and Philanthropic Research at the University of San Diego  <b>Establishing Cross-Sector Data Sharing Partnerships [Track: 2; Level: Beginner]</b> <i>Room:</i> St. Tropez <i>Presenter(s):</i> Marc Stevenson, Lead Mental Health Clinician; Jon Olson, Director, Southwest CSH
5:30pm-6:30pm	<b>Networking Cocktail Reception</b> <i>Room:</i> Bayside Terrace

## Conference Sessions - Day One

Wednesday, October 11th

### ■ Morning Plenary (8:30am-9:45am)

#### Using Data to Drive Housing First

Homelessness is an urgent issue requiring immediate action. To improve, it is also important we make time for reflection. What works, what doesn't and why? The San Diego Housing Commission (SDHC) believes in using data to drive better performance, and we encourage our partners to embrace a data-driven culture. This presentation will discuss the data strategies and practices used by SDHC to drive implementation of the Housing First model. *Presenter(s):* Melissa Peterman, Vice President of Homeless Housing Innovations, San Diego Housing Commission; Erica Snyder, Director of Homeless Housing Innovations, San Diego Housing Commission [Room: Sorrento/San Marino/Capri]

### ■ Session One Options (10:00am-11:15am)

#### Client-Centric Approaches to Informed Consent and Data Sharing

Behind each HMIS data point is a vulnerable person who needs assistance. In the world of big data we can forget about the importance of maintaining a client-centric approach to assessing clients, collecting personal information and using it appropriately. This session will share approaches to developing plain language consent forms and data collection strategies that meet clients where they are, while utilizing a trauma-informed framework through increased readability and comprehension. *Presenter(s):* Andrea Miller, Independent Consultant, Waypoint Consulting; Ryan Burger, TA Consultant, ICF International [Room: Riviera; Track: 1; Level: Beginner]

#### Using Data to Drive Partnerships and Enhanced Care Coordination

In a Medicaid non-expansion state, how can successful 1115 integrated care models keep going? The answer is using data to make your case! This session will highlight PSH and MCO partnerships; keeping in mind each other's strengths and resources. We will focus on using data to drive leadership buy-in, common language and understanding each other's goals while developing shared goals to maintain project longevity. *Presenter(s):* Jessica Preheim, CSH, Texas Senior Program Manager; Eva Thibaudreau, Director of Programs, Coalition for the Homeless [Room: Monte Carlo; Track: 2; Level: Intermediate]

#### The Rapid Deployment of Mobile Technology to Support a Coordinated Response to Hurricane Harvey

The communities of Houston and Corpus Christi quickly designed, developed and implemented a technical framework to support the Hurricane Harvey relief efforts. An overview will be provided on the challenges that were faced, followed by a discussion of how a services-oriented architecture (SOA) and integration with HMIS was leveraged to maximize the use of data to target the response. Attendees will be provided with a blueprint for how they might also respond to natural disasters, or other crises in their communities, using an integrated mix of open source and proprietary technologies. *Presenter(s):* Erol Fetahagic, HMIS Administrator, Houston Coalition for the Homeless; Ana Rausch, Senior Research Project Manager, Houston Coalition for the Homeless; Eddie Barber, Lead Developer, Simtech Solutions Inc.; Matt Simmonds, President, Simtech Solutions Inc. [Room: St. Tropez; Track: 3; Level: Intermediate]

### ■ Lunch Plenary (11:30am-1:00pm)

#### How Are We Doing and Where Do We Go From Here? Interactive Surveillance and Monitoring of San Diego's Homeless System of Care

San Diego County's homeless system-of-care is quite large and complex, consisting of at least 60 agencies and 250 projects providing both temporary and permanent homeless-dedicated services to over 24,000 individuals per year throughout the county. Twelve project types range from day shelters and "services only" projects to permanent supportive housing. San Diego is also a community committed to Housing First, and thus seeking the correct solution for each client the first time they enroll in our system of care. In 2016, the San Diego Regional Task Force on the Homeless partnered with San Diego State University's Institute for Public Health to design and implement a population-based surveillance and monitoring system for those served by San Diego's homeless serving agencies. Such an approach is quite different than the traditional Point in Time Count or project level performance monitoring methods in that it seeks to provide a comprehensive look at the entire system of care including characteristics of those entering the system, how they are served and outcomes at the time of exit. It helps a community to determine if they have the correct combination of project types to serve the specific needs of their local community. Rather than measuring the effectiveness of individual projects and/or project types, a systems approach seeks to understand major barriers or inefficiencies in the system of care and how to correct them, usually through system-wide changes in policies and procedures. The result of this collaborative partnership was the development of an interactive web-based System Framework that visually describes the entire system of care at any point in time. Beyond detecting system barriers and/or inefficiencies, the framework also has the unique ability to visually monitor the progress over time of any policy or procedural change and its impact on the size, character and service outcomes for the population of homeless persons served. This presentation will include a demonstration of the interactive System Framework. *Presenter(s):* Sue Lindsay, Institute for Public Health, San Diego State University; Megan Hartrick, San Diego Regional Task Force on the Homeless [Room: Sorrento/San Marino/Capri]

### ■ Session Two Options (1:00pm-2:15pm)

#### Developing and Implementing a Homeless Project Scoring Tool to Aid Project Ranking and Better Understand System Performance

In 2017, Allegheny County (Pittsburgh), Pennsylvania's CoC developed and implemented a homeless project performance scoring and ranking tool to more efficiently, objectively and transparently evaluate project performance and ultimately produce a project ranking list for the annual CoC competition. This session will share lessons learned, planned future improvements and how the scoring tool fits into the CoC's broader homeless system analytical and performance measurement work. *Presenter(s):* Andy Halfhill, Manager of Homelessness and Housing Analytics, Allegheny County Department of Human Services [Room: Riviera; Track: 1; Level: Intermediate]

#### Data Maturity: Using Data Tools to Improve Homeless Service System Outcomes

This session provides an abbreviated version of The Data Maturity Training initiative, which aims to improve communities' readiness to maximize use of data for improved system performance. This session focuses on helping staff who are already skilled with data determine needs in their communities, as well as educate others about how to use data to make decisions and determine whether these decisions have a positive impact. The training methodology is built on critical adult learning principles. Facilitators will provide foundational knowledge on each topic, and participants will engage in peer

learning through small group discussions and problem-solving activities. Experiential learning exercises will allow participants to model each stage of a Data into Action Cycle, and facilitators will debrief with participants throughout the session to promote self-reflection and to enhance real-life application of learned strategies for building a performance culture. *Presenter(s)*: Sarah Kahn, Senior Analyst, The Cloudburst Group; Andrea Miller, Consultant, The Cloudburst Group; Kris Kuntz, LeSer Development [Room: Monte Carlo; Track: 2; Level: Intermediate]

### **AHAR Redesign: Setting the Stage for 2018**

The AHAR is changing quite significantly in FY 2018. Come learn about the changes that are in the works and the tools and resources that will be made available to CoCs and vendors over the next year. Changes include: HMIS programming specifications, system-level data quality reporting, system use analysis tables by household groups and populations and more. Attendees will also get a sneak peek of the new HDX "2.0"! *Presenter(s)*: Julia Brown, Associate, Abt Associates; Molly McEvilley, Square Peg Data [Room: St. Tropez; Track: 2; Level: Intermediate]

## ■ **Session Three Options (2:30pm-3:45pm)**

### **Putting the "Coordinated" in Coordinated Entry: One Queue to Rule Them All**

As communities integrate multiple subpopulations and assessment tools into one unified coordinated entry system, it's difficult to ensure everyone experiencing homelessness can access every resource for which they're eligible and that the most vulnerable are always prioritized for housing/services without resorting to inefficient practices. This presentation outlines the innovative method that the Southern Nevada CoC and HomeBase developed to efficiently merge multiple subpopulations and assessment types into one housing queue. *Presenter(s)*: Matt Olsson, Staff Attorney, HomeBase; Gillian Morshedi, Staff Attorney, HomeBase; Tauri Royce, HMIS Lead, Southern Nevada CoC; Michele Fuller-Hallauer, CoC Lead, Southern Nevada CoC; Kelly Robson, Chief Social Service Officer, HELP of Southern Nevada [Room: Riviera; Track: 1; Level: Intermediate]

### **Interactive, Community-Based Data Dashboards for System Performance Improvement**

CoCs and HMIS Leads are becoming experts in data collection and reporting. How do they take the next step and become authorities in the application of data to improve system processes and outcomes? An innovative and sustainable option is the use of data dashboards that leverage real-time HMIS data, customization and interactivity to foster user engagement, common understanding among stakeholders and strategies that help CoCs adopt a culture of performance. *Presenter(s)*: Jamie Taylor, The Cloudburst Group; Joel Remigio, Sr. Analyst, The Cloudburst Group [Room: Monte Carlo; Track: 2; Level: Intermediate]

### **AHAR Part 2: Tools That You Can Use**

The redesigned AHAR will require a new approach to HMIS programming specifications. Vendors and System Analysts are invited to dive in deep with the AHAR redesign team and learn about opportunities to participate in the process. Attendees will also learn about the planned reporting and system modeling tools that will be made available over the coming year. *Presenter(s)*: Julia Brown, Associate, Abt Associates; Molly McEvilley, Square Peg Data [Room: St. Tropez; Track: 2; Level: Intermediate]

## ■ **Session Four Options (4:00pm-5:15pm)**

### **Leadership as a Platform for Improving Data Quality**

This session will inform participants how to understand and capitalize on leadership as a platform to improve data quality and analysis. Strong human services leadership is a key component in empowering staff members and partners to meet funder requirements and to continually seek means for using data to improve services. Information will be conveyed through a presentation sharing leadership strategies and through a roundtable engaging participants in role plays. *Presenter(s)*: Margaret Palmer, Program Manager, CSH [Room: Riviera; Track: 1; Level: Beginner]

### **360° Community Information Exchange**

2-1-1 San Diego is developing a community-wide ecosystem technology that breaks down silos, increases visibility of needs and barriers and ultimately contributes toward a thriving community. The technology platform enables closed-loop referrals, shared data elements, common assessments and shared outcomes. Presenters will share successes with platform design and challenges with developing custom assessments and a risk rating tool. Organizations will be empowered to implement a similar model in their community. *Presenter(s)*: Camey Christenson, VP of Business Partnership and Development, 2-1-1 San Diego; Karis Grounds, Director of Health and Partner Integration, 2-1-1 San Diego; Nicole Blumenfeld, Senior Data Analyst, 2-1-1 San Diego; MJ Schumann, Director of the Caster Family Center for Nonprofit and Philanthropic Research at the University of San Diego [Room: Monte Carlo; Track: 2; Level: Intermediate]

### **Establishing Cross-Sector Data-Sharing Partnerships**

This session will focus on homeless and health service providers' collaborative efforts to share data in order to better assist community members who are frequent users of these services. A community member involved in implementing these efforts in San Diego, which is called Project 25, will discuss the community's experiences with collaborating on data sharing with partners. *Presenter(s)*: Marc Stevenson, Lead Mental Health Clinician; Jon Olson, Director, Southwest CSH [Room: St. Tropez; Track: 2; Level: Beginner]

# Conference Schedule - Day Two

## Thursday, October 12th

8:00am-9:00am	<b>Registration/Breakfast</b> <i>Room:</i> Sorrento/San Marino/Capri
8:30am-9:45am	<b>Morning Plenary</b> <b>Power in Numbers</b> <i>Room:</i> Sorrento/San Marino/Capri <i>Presenter(s):</i> Norm Suchar, Director, Office of Special Needs Assistance Programs, U.S. Department of Housing and Urban Development
9:45am-10:00am	<b>Break</b>
10:00am-11:15am	<b>Session One Options</b> <b>Making Governance Work: Strategies for Improving the Management and Oversight of Your Data System [Track: 1; Level: Intermediate]</b> <i>Room:</i> Riviera <i>Presenter(s):</i> Natalie Matthews, Associate, Abt Associates; Mike Lindsay, Senior Technical Specialist, ICF International  <b>Beyond HUD Reporting: Using HMIS to Strengthen Funder-Provider Partnerships at the Local Level [Track: 2; Level: Intermediate]</b> <i>Room:</i> Monte Carlo <i>Presenter(s):</i> Sarah Dougherty, King County HMIS System Administrator, Bitfocus, Inc.; Kate Speltz, Homeless Housing and Programs Coordinator, King County Department of Community and Human Services; Joy Hunt, Senior Planner for Data and Evaluation, City of Seattle Human Services Department  <b>System Performance Dashboards [Track: 2; Level: Advanced]</b> <i>Room:</i> St. Tropez <i>Presenter(s):</i> Ehren Stover-Wright, Research Director, Institute for Community Alliances
10:15am-11:30am	<b>Break</b>
11:30am-1:00pm	<b>Networking Lunch</b> <i>Room:</i> Sorrento/San Marino/Capri
1:00pm-2:15pm	<b>Session Two Options</b> <b>Ending Homelessness: What Does it Cost? Forecasting Costs and Population Changes to Reach Functional Zero [Track: 2; Level: Advanced]</b> <i>Room:</i> Riviera <i>Presenter(s):</i> Mariana Salazar, Director of Research, ECHO Austin; Timothy Long, Research Analyst, ECHO Austin  <b>Prioritization, Visualization and Performance: Washington State's Journey From Knowing Data to Using Data [Track: 2; Level: Intermediate]</b> <i>Room:</i> Monte Carlo <i>Presenter(s):</i> Emily Burgess, Program Manager, Washington State Department of Commerce; Talia Scott, HMIS Manager, Washington State Department of Commerce

2:15pm-2:30pm	<b>Demographic Survey: Top Ten Tips On Producing High Quality Survey Data [Track: 2; Level: Intermediate]</b> <i>Room:</i> St. Tropez <i>Presenter(s):</i> Lorin Kinney, Senior Analyst, Data and Research, Los Angeles Homeless Services Authority
2:30pm-3:45pm	<b>Session Three Options</b> <b>Developing a Data Driven Planning Process for Coordinated Entry [Track: 2; Level: Intermediate]</b> <i>Room:</i> Riviera <i>Presenter(s):</i> Brian Wilson, Executive Director, Alaska Coalition on Housing and Homelessness; Ryan Burger, Technical Specialist, ICF International; Mike Lindsay, Senior Technical Specialist, ICF International; Natalie Matthews, Associate, Abt Associates Inc.  <b>Using Data to Drive System Change [Track: 2; Level: Intermediate]</b> <i>Room:</i> Monte Carlo <i>Presenter(s):</i> Ana Rausch, Senior Research Project Manager, Coalition for the Homeless; Eva Thibaudeau, Director of Programs, Coalition for the Homeless  <b>Understanding Runaway and Homeless Youth: A Close Look at New Data [Track: 2; Level: Intermediate]</b> <i>Room:</i> St. Tropez <i>Presenter(s):</i> Resa Matthew, HHS Administration for Children and Families
3:45pm-4:00pm	<b>Break</b>
4:00pm-5:00pm	<b>Closing</b> <i>Room:</i> Sorrento/San Marino/Capri

## Conference Sessions - Day Two

Thursday, October 12th

### ■ Morning Plenary (8:30am-9:45am)

#### Power in Numbers

*Presenter(s):* Norm Suchar, Director, Office of Special Needs Assistance Programs, U.S. Department of Housing and Urban Development [Room: Sorrento/San Marino/Capri]

### ■ Session One Options (10:00am-11:15am)

#### Making Governance Work: Strategies for Improving the Management and Oversight of Your Data System

This session will provide real-world examples of communities that have successfully improved their local administration of data. Attendees will hear from representatives from the San Diego Continuum of Care, which recently launched a monitoring process to use for overseeing the work of its HMIS Lead Agency, as well as overhauling the purpose and function of its Data Advisory Committee. Additionally, members of the North Carolina governance structure will be on hand to share their experiences in creating and implementing an HMIS governance model that meets the myriad of complex needs that are faced when multiple CoCs come together to implement a data system. TA providers will facilitate this session to connect the local experiences to national guidance and best practices and to help respond to audience questions on the topic. *Presenter(s):* Natalie Matthews, Associate, Abt Associates; Mike Lindsay, Senior Technical Specialist, ICF International [Room: Riviera; Track: 1; Level: Intermediate]

#### Beyond HUD Reporting: Using HMIS to Strengthen Funder-Provider Partnerships at the Local Level

Move beyond HMIS for federal compliance and explore how local funders collaborate with providers and system administrators to make HMIS into a dynamic resource that helps strengthen provider services while offering meaningful evaluation and outcomes reporting for the community. Panelists will discuss examples of how the Seattle/King County CoC uses HMIS to create transparency regarding funder expectations and performance metrics and to support providers as they engage with their data. *Presenter(s):* Sarah Dougherty, King County HMIS System Administrator, Bitfocus, Inc.; Kate Speltz, Homeless Housing and Programs Coordinator, King County Department of Community and Human Services; Joy Hunt, Senior Planner for Data and Evaluation, City of Seattle Human Services Department [Room: Monte Carlo; Track: 1; Level: Intermediate]

#### System Performance Dashboards

Over the last few years the increased use of online data visualization software has changed the relationship of HMIS data with the many interested parties and stakeholders in your community. The software solutions, most derived from business intelligence (BI) products, have become the popular tool for facilitating that relationship. The presenter has had a great deal of success in forging new connections and strengthening existing ones, all beginning with a presentation he attended right here at NHSDC several years ago. Come hear a presentation about his experience and participate in an open discussion of the challenges you will likely encounter in your community. Come with stories of your own to share or just listen; all levels of experience are welcome. *Presenter(s):* Ehren Stover-Wright, Research Director, Institute for Community Alliances [Room: St. Tropez; Track: 2; Level: Advanced]

### ■ Networking Lunch (11:30am-1:00pm)

[Room: Sorrento/San Marino/Capri]

### ■ Session Two Options (1:00pm-2:15pm)

#### Ending Homelessness: What Does it Cost? Forecasting Costs and Population Changes to Reach Functional Zero

In Austin, we know we need more resources to effectively end homelessness. But exactly how many more? We have collectively developed a forecast model to calculate what it takes to reach functional zero. In this session, we will share the model assumptions including inputs affecting homeless population changes, costs to achieve outcomes and how we are using the forecasted numbers to work with the public and private sectors to close that resource gap. *Presenter(s):* Mariana Salazar, Director of Research, ECHO Austin; Timothy Long, Research Analyst, ECHO Austin [Room: Riviera; Track: 2; Level: Advanced]

#### Prioritization, Visualization and Performance: Washington State's Journey From Knowing Data to Using Data

Our work always centered on "reviewing" our homeless system data. However, we were not using it to drive change. Over the past few years, we used our data to implement a statewide prioritization, create report cards using Tableau software to display each community's performance and incorporate performance requirements into contracts. Using the data to solve specific problems and improve performance is a process of successes, challenges and positive results! *Presenter(s):* Emily Burgess, Program Manager, Washington State Department of Commerce; Talia Scott, HMIS Manager, Washington State Department of Commerce [Room: Monte Carlo; Track: 2; Level: Intermediate]

#### Demographic Survey: Top Ten Tips on Producing High Quality Survey Data

The Demographic Survey for the 2017 Greater Los Angeles Homeless Count (GLAHC) was built using Qualtrics and utilized many of the features of the platform that promote a better survey. The result of these improvements is high quality data with minimal errors and fewer cases of missing data. GLAHC focused on three factors when trying to improve data quality: the survey training, instrument and design. *Presenter(s):* Lorin Kinney, Senior Analyst, Data and Research, Los Angeles Homeless Services Authority [Room: St. Tropez; Track: 2; Level: Intermediate]

## ■ Session Three Options (2:30pm-3:45pm)

### Developing a Data Driven Planning Process for Coordinated Entry

Planning for and implementing a coordinated entry system is a massive undertaking for communities. Using data from your CoC's HMIS and other relevant data systems can provide clarity and objectivity to the planning process and provide decision makers with answers to questions regarding gaps in the system, appropriateness of project types and assessment of client needs. Deep dives into data can help communities set policy priorities, develop client-centric prioritization approaches and target resources to high-need homeless households. This session will provide participants with community examples of how deep dives into HMIS data have been used to inform and guide the coordinated entry planning process. This session will share how CoCs, in cooperation with their HMIS Lead, have accessed data for use in outcomes analyses, systems mapping, evaluation of geographic migration of households across the CoC and development of access, assessment and referral protocols. This session will also provide participants the opportunity to ask questions of CoC leadership from a large Balance of State Continuum of Care. *Presenter(s):* Brian Wilson, Executive Director, Alaska Coalition on Housing and Homelessness; Ryan Burger, Technical Specialist, ICF International; Mike Lindsay, Senior Technical Specialist, ICF International; Natalie Matthews, Associate, Abt Associates [Room: Riviera; Track: 2; Level: Intermediate]

### Using Data to Drive System Change

Transparency is critical when making decisions around resource allocation and how much of each intervention is needed in your system. Reviewing project performance and its impact on system performance is also a crucial part of data management. Data and performance dashboards can be instrumental in helping to effectively assess and realign your system, as well as to keep partners and the community properly informed. This session will examine how to identify issues in your homeless response system, set expectations for improvements and help partners embrace changes needed to end homelessness. You will also learn how to use a data-driven project evaluation process to utilize scores during the NOFA process. *Presenter(s):* Ana Rausch, Senior Research Project Manager, Coalition for the Homeless; Eva Thibaudeau, Director of Programs, Coalition for the Homeless [Room: Monte Carlo; Track: 2; Level: Intermediate]

### Understanding Runaway and Homeless Youth: A Close Look at New Data

This session will highlight the newest developments in the use of RHY-HMIS data to a wide HMIS audience. Participants will learn more about the RHY program, including the implementation of RHY Program performance standards. Participants will also explore findings, trends and visualizations from HMIS collected by RHY grantees from national data upload processes. *Presenter(s):* Resa Matthew, HHS Administration for Children and Families [Room: St. Tropez; Track: 2; Level: Intermediate]

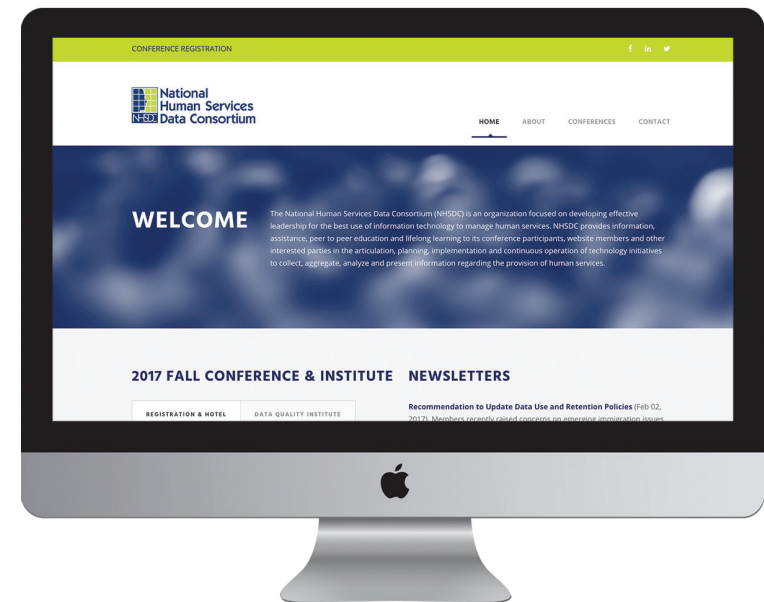
## ■ Closing (4:00pm-5:00pm)

[Room: Sorrento/San Marino/Capri]

## Visit the NHSDC Website

NHSDC works hard to create a website that is useful and informative. Visit the site to access additional content, including presentations from past conferences and forums.

Please visit us at [www.nhsdc.org](http://www.nhsdc.org)!







# Conference Map

