



2017 Spring Conference

Salt Lake City, UT

April 26 - 27, 2017



Putting It All Together:

Uniting Data, Technology, and People



Pre-Conference Activities

Tuesday, April 25

■ Salt Lake City Social Services Tour (10:00am-12:45pm)

NHSDC's Spring 2017 preconference tour of Salt Lake City homeless service providers includes stops at an emergency shelter, a youth resource center and the largest permanent supportive housing project in Utah. The tour includes round trip transportation and a boxed lunch from a local caterer at the end of the excursion. Registered participants will meet at 10:00 am in the hotel lobby. Please dress comfortably.

■ Data Quality Institute (1:00pm-5:00pm)

To successfully change the homeless service system and improve projects, the community needs reliable and comprehensive information. With high quality HMIS data, CoC's can provide accurate reports to stakeholders; better plan services; and efficiently allocate resources. This Institute is split into multiple segments. You will learn how to 1) Build a Data Quality Management Program, 2) Utilize the new HMIS Data Quality Framework; and 3) Reduce Data Quality Impacts on System Performance Measures. Attendees are encouraged to bring their Data Quality Plans, their latest System Performance Measures report, and local Data Quality reports. [\[Room: Capitol Ballroom B/C\]](#)

Importance of High Quality Data

The opening segment will focus on the significance of high quality data for strategic decision-making and performance improvement. *Presenter(s):* Sarah Kahn, Senior Analyst, The Cloudburst Group.

Building a Data Quality Management Program

While having a policy and monitoring for data quality is a key starting point, it is just a portion of the ongoing effort needed to ensure high quality data for system and project level reporting. Come hear about the process undertaken by the State of Michigan's HMIS Lead and start developing your own Data Quality Management Plan. *Presenter(s):* Gerry Leslie, HMIS Project Director, Michigan Coalition Against Homelessness; Mike Lindsay, Senior Technical Specialist, ICF, International; Natalie Matthews, Associate, Abt Associates Inc.

Introducing the HMIS Data Quality Framework

The newly released HMIS Data Quality Framework can be used to dig deep into HMIS data and make improvements to the data quality. This segment of the Institute provides a comprehensive overview of the purpose of each of the seven newly developed Data Quality Report tables, what the data reported in the tables means, and how users can use the information to improve their data quality. *Presenter(s):* Meradith Alspaugh, HMIS Data Lab Director and David Durkalski, Senior Programmer, The Partnership Center.

This conference has been approved by HUD.



Reducing Data Quality Impacts on System Performance Measures

This segment of the Institute explores how data quality may be impacting a community's System Performance Measures and reviews the new data quality tab required for your community's HDX submission. We will provide corrective actions that can be taken to address data quality issues.

Presenter(s): Julia Brown, Associate, Abt Associates Inc.; Fran Ledger, Senior Associate, Canavan Associates.

Using Data to Improve System Performance

This interactive session explores ways to use local data and identify strategies that will yield the greatest improvements in performance. It will provide participants an opportunity to reflect on their local system and jump-start development of performance improvement plans. *Presenter(s):* Sarah Kahn, Senior Analyst, The Cloudburst Group.

Track Options

Track 1: Coordination and Prioritization of Resources

Putting it all together often requires complex coordination of multiple strategies at play simultaneously. This track has sessions that speak to prioritization of resources generally as well as functional prioritization for by-name lists for coordinated entry systems.

Track 2: Innovations and Best Practices in Data Quality, Privacy, and Security

Our most popular track this year. Administrators must always be thinking about data quality, and security, to ensure data is managed in an effective way. This track features sessions on data privacy, reliability, and quality, including repeating some of the Data Quality Institute content for those unable to attend the pre-conference session.

Track 3: New Populations, New Programs, and New Ideas

Provider agencies often need to adapt data management systems to incorporate new populations and programs. Ensuring data integrity and quality is key, as is providing a seamless transition for staff. This track features several sessions on innovations in tracking data on homeless youth.

Track 4: Technical Applications

Because without technology, we wouldn't be here. This track features sessions that demonstrate how technology is being used to tell the story of data in communities across the country. Topics include: data migration, social services information exchanges, and building reports.



Conference Schedule - Day One

Wednesday, April 26

8:00am-9:30am **Breakfast** – *Room:* Capitol Ballroom

8:30am-10:00am **Opening Plenary**
Salt Lake County's Pay for Success Strategy – Using Data to Drive Impact
Room: Capitol Ballroom
Presenter(s): Salt Lake County Mayor Ben McAdams; Michelle Flynn, The Road Home; Dr. Rob Butters, University of Utah

10:00am-10:15am **Break**

10:15am-11:30am **Session One Options**
Introducing the HMIS Data Quality Framework (Repeat) [Track: 2]
Room: Olympus Ballroom A
Presenter(s): Meredith Alspaugh, HMIS Data Lab Director; David Durkalski, Senior Programmer, The Partnership Center

Leveraging HMIS Data to Understand Program Impact and Improve Outcomes in Housing and Homelessness [Track: 2]

Room: Olympus Ballroom B
Presenter(s): James X. Sullivan, PhD, Wilson Sheehan Lab for Economic Opportunities (LEO), University of Notre Dame, LEO Co-Founder and Professor of Economics; Padma Thangaraj, Director of Information Services, All Chicago

The Next Chapter Part I: PATH & HMIS Data Collection [Track: 3]

Room: Amethyst
Presenter(s): Caroline Fernandez, Public Health Advisor SAMHSA, Homeless Programs Branch; Chris S. Pitcher, Senior Technical Specialist ICF; Ryan Burger, Technical Specialist, ICF; Mike Lindsay, Senior Technical Specialist, ICF; Natalie Matthews, Associate, Abt Associates Inc.

11:30am-11:40am **Break**

11:40pm-12:30pm **Session Two Options**
We Have the Results from Our System Performance Measures, Now What? [Track: 2]
Room: Olympus Ballroom A
Presenter(s): Natalie Matthews, Abt Associates Inc.; Matt Simmonds, Simtech; Amanda Sternberg, Homeless Action Network of Detroit

Special Session: Generating Top Tier Evidence on Program Impact with LEO at Notre Dame

Room: Olympus Ballroom B
Presenter(s): James X. Sullivan, PhD, Co-Founder and Professor of Economics, Wilson Sheehan Lab for Economic Opportunities (LEO), University of Notre Dame; Wendy P. Barreno, Associate Director, Wilson Sheehan Lab for Economic Opportunities (LEO), University of Notre Dame

Using What You Have and Who You've Got: Building Performance Reports With and For the Community [Track: 4]

Room: Amethyst
Presenter(s): Alicia Clark, Program Assistant, Homeless Alliance of Western New York

12:30pm-2:00pm **Lunch/Plenary**

The Power of Integrated Data and Coordinated Access: Boston's Open Source Solution

Room: Capitol Ballroom

Presenter(s): Laila Bernstein, Advisor to the Mayor of Boston, Initiative to End Chronic Homelessness, City of Boston; Jennifer Flynn, HMIS Administrator, City of Boston; Ian Kozak, Director of Strategic Development, Green River

2:00pm-2:10pm **Break**

2:10pm-3:25pm **Session Three Options**

Demystifying Privacy Law: Practical Advice for HMIS and Human Services [Track: 2]

Room: Olympus Ballroom A

Presenter(s): Matt Olsson, Staff Attorney, HomeBase; Mary McGrail, Policy Analyst, HomeBase

Tools and Techniques to Produce Reliable Point in Time Counts in Large Areas [Track: 2]

Room: Olympus Ballroom B

Presenter(s): Jackie Janosko, CT Coalition to End Homelessness; Eddie Barber, Simtech Solutions; Luke Leppla, Project Manager, South Alamo Regional Alliance for the Homeless (San Antonio); Dan Treglia, PhD

The Next Chapter Part II: PATH Annual Report

Room: Amethyst

Presenter(s): Caroline Fernandez, Public Health Advisor SAMHSA, Homeless Programs Branch; Chris S. Pitcher, Senior Technical Specialist ICF; Ryan Burger, Technical Specialist, IC; Mike Lindsay, Senior Technical Specialist, ICF; Natalie Matthews, Associate, Abt Associates Inc.

3:25pm-3:45pm **Break**

3:45pm-5:00pm **Session Four Options**

Prioritization: Targeting Households and Coordinating Resources for the Most Successful Outcome [Track: 1]

Room: Olympus Ballroom A

Presenter(s): Colleen Velez, Senior Program Manager, CSH; Stephanie Sideman, Senior Program Manager, CSH; Ana Rausch, Senior Research Project Manager, Coalition for the Homeless of Houston/Harris County

Developing and Deploying an Interactive Community Dashboard: An Empirical Window Into Homelessness [Track: 2]

Room: Olympus Ballroom B

Presenter(s): David A. Patterson, PhD, University of Tennessee College of Social Work; Lisa Higginbotham, M.S.S.W., Program Manager and Data Analyst for KnoxHMIS; Gary Moats, B.S., University of Tennessee College of Social Work's Office of Research and Public Service

Nonprofits Collaborating with HMIS to Manage Coordinated Access and Housing Programs [Track: 3]

Room: Amethyst

Presenter(s): Dee Norton, Utah Road Home; Patrick Frost, UHMIS Trainer & Technical Support, State of Utah

5:00pm-6:30pm **Networking Cocktail Reception** – *Room:* Capitol Ballroom



Conference Sessions - Day One

Wednesday, April 26th

■ **Session One Options (10:15am-11:30am)**

Introducing the HMIS Data Quality Framework (Repeat)

This is a repeat session from the Data Quality Institute. The newly released HMIS Data Quality Framework can be used to dig deep into HMIS data and make improvements to the data quality. This session provides a comprehensive overview of the purpose of each of the seven newly developed Data Quality Report tables, what the data reported in the tables means, and how users can use the information to improve their data quality. *Presenter(s):* Meradith Alspaugh, HMIS Data Lab Director; David Durkalski, Senior Programmer, The Partnership Center. **[Room: Olympus Ballroom A; Track: 2]**

Leveraging HMIS Data to Understand Program Impact and Improve Outcomes in Housing and Homelessness

A common homelessness prevention strategy is to provide temporary financial assistance to people facing eviction. A partnership in Chicago aimed to understand the impact of temporary financial assistance on preventing homelessness and to demonstrate the value and feasibility of leveraging administrative data to understand program impact and improve outcomes. LEO, a research center at Notre Dame, examined temporary financial assistance for callers to Chicago's Homelessness Prevention Call Center from 2010-2012, linking caller data to Chicago's HMIS. The discussion includes key program components enabling study of program impact; the process for accessing and linking administrative data; a summary of the evaluation findings; and implications for local and national stakeholders. *Presenter(s):* James X. Sullivan, PhD, Wilson Sheehan Lab for Economic Opportunities (LEO), University of Notre Dame, LEO Co-Founder and Professor of Economics; Padma Thangaraj, Director of Information Services, All Chicago. **[Room: Olympus Ballroom B; Track: 2]**

The Next Chapter Part I: PATH & HMIS Data Collection

HUD and the Substance Abuse and Mental Health Services Administration (SAMHSA) released the 2nd version of the PATH Program HMIS Manual in December 2016. This roundtable session provides the latest guidance from HUD and SAMHSA on integrating PATH data collection into HMIS and provides space for peer-to-peer sharing and best practices on topics including challenges and solutions in the collection of street outreach data, strategies for ensuring successful PATH data entry, data quality, and data use in HMIS. This session is a companion to "The Next Chapter Part II: PATH Annual Report". *Presenter(s):* Caroline Fernandez, Public Health Advisor SAMHSA, Homeless Programs Branch; Chris S. Pitcher, Senior Technical Specialist ICF; Ryan Burger, Technical Specialist, ICF; Mike Lindsay, Senior Technical Specialist, ICF; Natalie Matthews, Associate, Abt Associates Inc. **[Room: Amethyst; Track: 3]**

■ Session Two Options (11:40am-12:30pm)

We Have the Results from Our System Performance Measures, Now What?

Detroit's CoC has 96% HMIS adaption and complies with HUD requirements. However, HUD reports don't meet all needs of stakeholders to drive policy, evaluate performance, identify gaps and tell local stories about homelessness. Results of SPM reports lack context. This session shows how project-level performance measures serve as an alternative to large data warehouses requiring client consent. We discuss Detroit's process to validate SPM results, and share how administrators use project-level performance measures and Tableau reports to help Detroit understand project efficacy. *Presenter(s):* Natalie Matthews, Abt Associates Inc.; Matt Simmonds, Simtech; Amanda Sternberg, Homeless Action Network of Detroit. [\[Room: Olympus Ballroom; Track: 2\]](#)

Special Session: Generating Top Tier Evidence on Program Impact with LEO at Notre Dame

This session will support participants in understanding how to generate top tier evidence about program impact. Drawing from real world LEO case studies, participants will learn about top tier research designs, how they differ from other evaluations, and why they are important for reducing poverty and improving lives. The session will walk through the evaluation process, including setting up a program to allow for top tier evaluation, common barriers and solutions, launching and monitoring the evaluation, data analysis, and using evidence to drive decision-making and results. *Presenter(s):* James X. Sullivan, PhD, Co-Founder and Professor of Economics, Wilson Sheehan Lab for Economic Opportunities (LEO), University of Notre Dame; Wendy P. Barreno, Associate Director, Wilson Sheehan Lab for Economic Opportunities (LEO), University of Notre Dame. [\[Room: Olympus Ballroom B\]](#)

Using What You Have and Who You've Got: Building Performance Reports With and For the Community

Does your CoC struggle translating performance metrics from the CoC NOFA into daily work? Are providers at varying levels of tech-savviness? We found the best Performance Reports are ones that providers understand with outcomes they care about and don't need fancy coding or software. This session shows a community-wide process to create and agency-specific process to implement quarterly performance reports. We explain how translating obtuse HUD reports (system performance measures), and connecting them to everyday data entry increased our CoC's data literacy and data quality. *Presenter(s):* Alicia Clark, Program Assistant, Homeless Alliance of Western New York. [\[Room: Amethyst; Track: 4\]](#)

■ Lunch Plenary (12:30pm-2:00pm)

The Power of Integrated Data and Coordinated Access: Boston's Open Source Solution

Last year the City of Boston took a deep breath and embarked on developing a novel, open source solution for HMIS data warehousing and Coordinated Access to housing resources - an initiative that used agile development to realize the benefits of engineering a new system from the ground up. Today we share the successes, challenges, and future of the resulting project, both from a technology perspective, and the contributions it has made to Boston's mission to end homelessness. *Presenter(s):* Laila Bernstein, Advisor to the Mayor of Boston, Initiative to End Chronic Homelessness, City of Boston; Jennifer Flynn, HMIS Administrator, City of Boston; Ian Kozak, Director of Strategic Development, Green River. [\[Room: Capitol Ballroom\]](#)



■ Session Three Options (2:10pm-3:25pm)

Demystifying Privacy Law: Practical Advice for HMIS and Human Services

People experiencing homelessness are vulnerable, and maintaining privacy is vital. But serving clients requires data sharing across providers and between systems governed by an alphabet soup of privacy laws: HIPAA, 42 C.F.R. Part 2, VAWA, FERPA, and PPRA etc. HMIS and Human Services data professionals must navigate privacy laws to work with CoC and CES leadership, providers, and other systems. This session guides you through the regulatory framework governing HMIS and human services client data. Attendees will walk away prepared to answer frequent questions from communities. *Presenter(s):* Matt Olsson, Staff Attorney, HomeBase; Mary McGrail, Policy Analyst, HomeBase. [Room: Olympus Ballroom A; Track: 2]

Tools and Techniques to Produce Reliable Point in Time Counts in Large Areas

Coordinating accurate PIT count is a challenge even for small regions. Both Connecticut and San Antonio used paper-based counts but moved to mobile tech and dashboards. San Antonio conducted a blitz count with full canvassing while Connecticut used geographic-sampling. We will show how geospatial survey data collected with mobile devices along with GIS and reporting tools is superior to paper. We will cover the pre-count planning process, review statistical analysis required for sampling, logic used for CoC and statewide estimates, post count clean-up, and lessons learned. *Presenter(s):* Jackie Janosko, CT Coalition to End Homelessness; Eddie Barber, Simtech Solutions; Luke Leppla, Project Manager, South Alamo Regional Alliance for the Homeless (San Antonio); Dan Treglia, PhD. [Room: Olympus Ballroom B; Track: 2]

The Next Chapter Part II: PATH Annual Report

HUD and the Substance Abuse and Mental Health Services Administration (SAMHSA) released an updated PATH Annual Report and accompanying PATH Annual Report Technical Specifications in 2016. This roundtable session provides the latest guidance from HUD and SAMHSA on the PATH Annual Report and builds on "The Next Chapter Part I: PATH & HMIS Data Collection" session. Peer-to-peer sharing and best practices on topics including challenges and solutions in collection of street outreach data, strategies for ensuring successful PATH data entry, data quality, and reporting in HMIS will be included. *Presenter(s):* Caroline Fernandez, Public Health Advisor SAMHSA, Homeless Programs Branch; Chris S. Pitcher, Senior Technical Specialist ICF; Ryan Burger, Technical Specialist, IC; Mike Lindsay, Senior Technical Specialist, ICF; Natalie Matthews, Associate, Abt Associates Inc. [Room: Amethyst]

■ Session Four Options (3:45pm-5:00pm)

Prioritization: Targeting Households and Coordinating Resources for the Most Successful Outcome

This session will inform participants on how to target homeless households for appropriate housing interventions beyond the utilization of a vulnerability score and to analyze the community's resources to meet actual need. The session will move beyond to core system policies and procedures, institutionalizing targeting practices, and analyzing community data to understand need for more effective resource allocation. Community presenters will provide perspective on current practices on the ground and making effective prioritization change within their systems. *Presenter(s):* Colleen Velez, Senior Program Manager, CSH; Stephanie Sideman, Senior Program Manager, CSH; Ana Rausch, Senior Research Project Manager, Coalition for the Homeless of Houston/Harris County. [Room: Olympus Ballroom A; Track: 1]

Developing and Deploying an Interactive Community Dashboard: An Empirical Window into Homelessness

This presentation describes a university community engagement project in which demographic and service delivery data are captured, analyzed, and disseminated on an interactive dashboard. In March 2016 Knoxville's Office on Homelessness and KnoxHMIS launched a website with info on homelessness and provider performance. Administered by University of Tennessee College of Social Work, KnoxHMIS is the nation's only university-run HMIS. We will discuss JavaScript's use to dynamically update data and front-end presentation styling through HTML and CSS, and measures used.

Presenter(s): David A. Patterson, PhD, University of Tennessee College of Social Work; Lisa Higginbotham, M.S.S.W., Program Manager and Data Analyst for KnoxHMIS; Gary Moats, B.S, University of Tennessee College of Social Work's Office of Research and Public Service. [[Room: Olympus Ballroom B](#); [Track: 2](#)]

Nonprofits Collaborating with HMIS to Manage Coordinated Access and Housing Programs

Learn how Utah partners with HMIS to develop and maintain new programs in HMIS. Examples include: the Community Triage Group (Coordinated Access), SSVF housing placement team, and the Housing Not Jail (HNJ) Pay for Success project targeting the "persistently homeless." The programming includes intense scrutiny, continual review and revision, regular outcome and performance measurement, and collaboration with evaluators. Discussion will include lessons learned and what to take into consideration when determining the kind of projects to take on in other communities. *Presenter(s):* Dee Norton, Utah Road Home; Patrick Frost, UHMIS Trainer & Technical Support, State of Utah. [[Room: Amethyst](#); [Track: 3](#)]

■ Networking Cocktail Reception (5:00pm-6:30pm)

Join us for hors d'oeuvres and drinks and network with other NHSDCers! [[Room: Capitol Ballroom](#)]



Conference Schedule - Day Two

Thursday, April 27

8:00am-8:30am **Introduction to NHSDC for New Members**
Room: Olympus Ballroom A
Presenter(s): Paul Rossi, Foothold Technology; Joel Remigio, Cloudburst and NHSDC Board Member

8:30am-9:30am **Breakfast**
Data Use and Disclosure Special Session
Room: Capitol Ballroom
Presenter(s): David Canavan, NHSDC Board Member; Jason Satterfield, NHSDC Board Member

9:30am-9:40am **Break**

9:40am-10:55am **Session One Options**
Maintaining a Dynamic Housing Priority List Within Your Coordinated Access/Assessment System [Track: 1]
Room: Olympus Ballroom A
Presenter(s): Cindy Crain, Metro Dallas Homeless Alliance

HOPWA & HMIS - A Dialogue About Partnership [Track: 1]
Room: Olympus Ballroom B
Presenter(s): Claire Donze, Office of HIV/AIDS & Housing; Allyson Thiessen, CARES NY, Rusty Bennett, Collaborative Solutions, Inc., Becky Blalock, Collaborative Solutions, Inc.

Introducing a Community Wide Solution - Social Services Information Exchange [Track: 4]
Room: Amethyst
Presenter(s): Sam Coy, J.D., MBA, PhD(C)

10:55am-11:10am **Break**

11:10pm-12:25pm **Session Two Options**
Connecting the Dots: Technology & Coordinated Access to Enhance Your PIT [Track: 4]
Room: Olympus Ballroom A
Presenter(s): Ana Rausch, Houston Coalition for the Homeless

Distributive Data Collection: Finding Youth in Other People's Living Rooms [Track: 3]
Room: Olympus Ballroom B
Presenter(s): Christine Slocum, Research Analyst, Homeless Alliance of Western New York

A Community's Perspective on Implementing and Operationalizing a Data Quality Assurance Program [Track: 2]
Room: Amethyst
Presenter(s): Mike Lindsay, Senior Technical Specialist, ICF, International; Natalie Matthews, Associate, Abt Associates Inc.; Gerry Leslie, HMIS Project Director, Michigan Coalition Against Homelessness

12:25pm-12:30pm **Break**

12:30pm-1:30pm **Networking Lunch** – *Room:* Capitol Ballroom

1:30pm-1:40pm **Break**

1:40pm-2:55pm **Session Three Options**

The Role of Data in Ending Homelessness Among Youth [Track: 3]

Room: Olympus Ballroom A

Presenter(s): Amy Louttit, Public Policy Associate, National Network for Youth; Susan Starrett, Senior Program Manager, CSH

Creating a Culture of Shared Knowledge – Democratizing Your Organization's Data via Dynamic Reporting [Track: 4]

Room: Olympus Ballroom B

Presenter(s): Matt Stevens, Director of Data Science, Benefits Data Trust; Geoffrey Kip, Data Analyst, Benefits Data Trust

Utilizing Data to Optimize Active List and Case Conferencing Processes [Track: 1]

Room: Amethyst

Presenter(s): Sue Augustus, Senior Program Manager, CSH; Stephanie Sideman, Senior Program Manager, CSH; Alex Hartvigsen, HMIS System Administrator, State of Utah, Dept. of Workforce Services

2:55pm-3:00pm **Break**

3:00pm-3:50pm **Session Four Options**

Creating a Data Driven Culture Inside the CoCs Through Advanced

Data Visualization [Track: 1]

Room: Olympus Ballroom A

Presenter(s): John Barr, Senior Consultant, Viztrix; Stephanie Roe, Project Manager, King County, Performance Measurement & Evaluation Unit

Data Migration (From Legacy to Real Time) [Track: 4]

Room: Olympus Ballroom B

Presenter(s): Dave Totten, Business Operations Coordinator, Georgia Department of Community Affairs; Jeanette Pollock, Special Projects Manager, Georgia Department of Community Affairs

Increasing HMIS Participation [Track: 2]

Room: Amethyst

Presenter(s): Abbilyn Miller, Ph.D., Data Analyst and SNAPs Specialist, HUD; Joel Remigio, Sr. Analyst, Housing and Community Development, The Cloudburst Group

3:50pm-4:00pm **Break**

4:00pm-4:45pm **NHSDC Spring Conference 2017 Recap and Wrap-Up** – *Room:* Capitol Ballroom



Conference Sessions - Day Two

Thursday, April 27th

■ Breakfast Discussion (8:30am-9:30am)

Data Use and Disclosure Special Session

NHSDC recently released a set of questions to assist concerned communities in evaluating the utility of data that may negatively impact consumers of social services. These questions explore the authority under which the data is collected, the purpose of the information, and how the collection concretely benefits the enrolled household or individual. Balanced against the pressures that funders, both government and otherwise, can wield to compel service providers to disclose information, system owners of community information systems and HMIS are making meaningful decisions when sensitive information like citizenship status is collected. This session will be a facilitated discussion of audience members and communities to share the current state of the field and recent community experiences setting policy in this area. *Presenter(s)*: David Canavan, NHSDC Board Member; Jason Satterfield, NHSDC Board Member. [\[Room: Capitol Ballroom\]](#)

■ Session One Options (9:40am-10:55am)

Maintaining a Dynamic Housing Priority List Within Your Coordinated Access/Assessment System

The Dallas CoC developed policies and procedures for homelessness prioritization through documentation and development of a housing priority list (HPL). CoCs are challenged to develop a HPL that reflects real-time housing demand and is not ever-growing. The Coordinated Assessment System developed protocols for a dynamic HPL that holds agencies accountable to business rules. Attendees will learn about Documentation of Priority Status that classifies prioritization per HUD notices, how MDHA manages the HPL, and how performance is monitored using a community dashboard. *Presenter(s)*: Cindy Crain, Metro Dallas Homeless Alliance. [\[Room:Olympus Ballroom A; Track: 1\]](#)

HOPWA & HMIS - A Dialogue About Partnership

This panel features a dialogue between Office of HIV/AIDS Housing (OHH) staff, HOPWA grantees currently or considering using HMIS, and TA providers about possibilities and challenges utilizing HMIS for HOPWA data collection and reporting. Current guidance related to project set-up and system utilization are addressed. Topics include: project set-up, including SSO projects; pulling HOPWA data; "required" vs. "encouraged" language; client confidentiality; crosswalk between HMIS and HOPWA CAPER/APR; and working with multiple CoCs within the HOPWA EMSA. *Presenter(s)*: Claire Donze, Office of HIV/AIDS & Housing; Allyson Thiessen, CARES NY, Rusty Bennett, Collaborative Solutions, Inc., Becky Blalock, Collaborative Solutions, Inc. [\[Room: Olympus Ballroom B; Track: 1\]](#)

Introducing a Community Wide Solution - Social Services Information Exchange

This session will share experiences from a community that has implemented a community wide Social Services Information Exchange (SSIE). There is growing need for SSIEs but implementing them can be outside the community comfort zone. Benefits for SSIEs include aggregate reporting and single stop centralized intakes to services across all providers in the network. Data can be managed efficiently while helping clients receive needed services. The questions of how to deploy, how to manage and the best possible outcomes for this type of deployment will be reviewed. *Presenter(s)*: Sam Coy, J.D., MBA, PhD(C). [Room: Amethyst; Track: 4]

■ Session Two Options (11:10am-12:25pm)

Connecting the Dots: Technology & Coordinated Access to Enhance Your PIT

Most communities use paper survey tools when conducting the annual Point-In-Time count of homeless persons. This methodology is often labor intensive and creates a time-lag between PIT count completion and presentation of the data summary to the community. In 2016, the Houston CoC converted to a paperless PIT and used aspects of their Coordinated Access System to enhance it. This session will cover how this transition happened, the success of the Coordinated Access System, the technology used, a summary of the process, and a discussion on the successes and lessons learned. *Presenter(s)*: Ana Rausch, Houston Coalition for the Homeless. [Room: Olympus Ballroom A; Track: 4]

Distributive Data Collection: Finding Youth in Other People's Living Rooms

The Homeless Alliance of Western New York needed to know how many young people were homeless or couch surfing. This presentation describes the strategies, relationships and ownership of this project, protection of young people's identities while de-duplicating data across 3 sources, and utilization of cheap and easily-available tools to conduct the 2016 Youth BeCountedWNY! PIT count. We aim to share what we learned to help other communities help their young people facing housing instability. *Presenter(s)*: Christine Slocum, Research Analyst, Homeless Alliance of Western New York. [Room: Olympus Ballroom B; Track: 3]

A Community's Perspective on Implementing and Operationalizing a Data Quality Assurance Program

This session follows the Data Quality Assurance session at NHSDC last fall. CoCs often rely on a data quality policy or plan with periodic monitoring to ensure data quality. Having policies and monitoring data quality are key starting points, but are only part of what's needed to ensure data is consistently reviewed and useable for system and project reporting. The Michigan Coalition Against Homelessness' work on implementing a CoC-wide Data Quality Assurance Program provides a community example. Participants will work to complete a template/tool for their community's plan. *Presenter(s)*: Mike Lindsay, Senior Technical Specialist, ICF, International; Natalie Matthews, Associate, Abt Associates Inc.; Gerry Leslie, HMIS Project Director, Michigan Coalition Against Homelessness. [Room: Amethyst; Track: 2]

■ Networking Lunch (12:30pm-1:30pm)

[Room: Capitol Ballroom]



■ Session Three Options (1:40pm-2:55pm)

The Role of Data in Ending Homelessness Among Youth

As communities progress on ending youth homelessness, data challenges have surfaced. This session provides opportunity for multiple café-style facilitated conversations among participants to discuss key roles for data in ending youth homelessness, integrating data into the conversation, and discussing strategies to ensure youth are active participants. Key areas of conversation include: protecting data privacy, building relationships with youth, asking sensitive questions, data sharing and receiving consent, cross-system coordination, coordinated entry, and targeting. *Presenter(s):* Amy Louttit, Public Policy Associate, National Network for Youth; Susan Starrett, Senior Program Manager, CSH. **[Room: Olympus Ballroom A; Track 3]**

Creating a Culture of Shared Knowledge – Democratizing Your Organization’s Data via Dynamic Reporting

This session will demonstrate how analysts went from the on-going cycle of recreating legacy reports and fielding help desk tickets for ad hoc data requests to utilizing open-source data science tools. This session features demos of web-based reports as case studies for how dynamic reporting tool can empower data users, strengthen your organization’s culture of openness, and ultimately serve to clearly and effectively visualize and quantify your organization’s impact. We will show how to build a custom interactive report on the spot. *Presenter(s):* Matt Stevens, Director of Data Science, Benefits Data Trust; Geoffrey Kip, Data Analyst, Benefits Data Trust. **[Room: Olympus Ballroom B; Track: 4]**

Utilizing Data to Optimize Active List and Case Conferencing Processes

Security and privacy of client data is paramount and communities struggle to balance it with the need to rapidly house people. Communities have tested processes to maximize case conferencing meetings, finding that use of data, e.g. the active list, is the best way to ensure fair treatment based on local prioritization policies and ongoing review and engagement of people inactive, missing, and/or not interested in housing. This session highlights privacy and security practices as data populates active lists and subsequently is shared with stakeholders during case conferencing. *Presenter(s):* Sue Augustus, Senior Program Manager, CSH; Stephanie Sideman, Senior Program Manager, CSH; Alex Hartvigsen, HMIS System Administrator, State of Utah, Dept. of Workforce Services. **[Room: Amethyst; Track: 1]**

■ Session Four Options (3:00pm-3:50pm)

Creating a Data Driven Culture Inside the CoCs Through Advanced Data Visualization

This presentation discusses how the Washington Families Fund Systems Initiative team led by The Bill and Melinda Gates Foundation, Building Changes and King, Pierce and Snohomish Counties used Tableau software to create visualizations that went beyond illustrating quantitative findings but uncovered new knowledge about homeless individuals’ experience. This work culminates in great wins for organizations. Key visualizations created by the evaluators and analysts from King County can be viewed in a publicly available website <http://allhomekc.org/the-problem/#the-numbers>. *Presenter(s):* John Barr, Senior Consultant, Viztrix; Stephanie Roe, Project Manager, King County, Performance Measurement & Evaluation Unit. **Room: Olympus Ballroom A; Track 1]**

Data Migration (From Legacy to Real Time)

July 2016: the Georgia HMIS Steering Committee was told their HMIS software would not sustain the requirements needed for the state. We had only 3 months because the legacy HMIS software would not be available after the 1st of the year. Each component of the migration and transition was expedited with no room for error. A project management work plan included procurement, training, planning for non-HMIS data, data warehousing, and legacy data migration. This session discusses how GA HMIS procurement, migration and transition happened in 3 months and we lived to tell about it. *Presenter(s)*: Dave Totten, Business Operations Coordinator, Georgia Department of Community Affairs; Jeanette Pollock, Special Projects Manager, Georgia Department of Community Affairs. **[Room: Olympus Ballroom B; Track: 4]**

Increasing HMIS Participation

This interactive session provides a place for participants to discuss HMIS participation and learn best practices. Facilitated by the Cloudburst Group, the session focuses on increasing HMIS participation, particularly by providers not federally funded or without a requirement to participate in HMIS. There will be a focus on opportunities and barriers, including impact of federal data collection rules. The session explores merits of various data entry and participation methods (direct data entry, periodic uploads, etc.) used when bringing new programs or providers onto HMIS. *Presenter(s)*: Abbilyn Miller, Ph.D., Data Analyst and SNAPs Specialist, HUD; Joel Remigio, Sr. Analyst, Housing and Community Development, The Cloudburst Group. **[Room: Amethyst; Track: 2]**

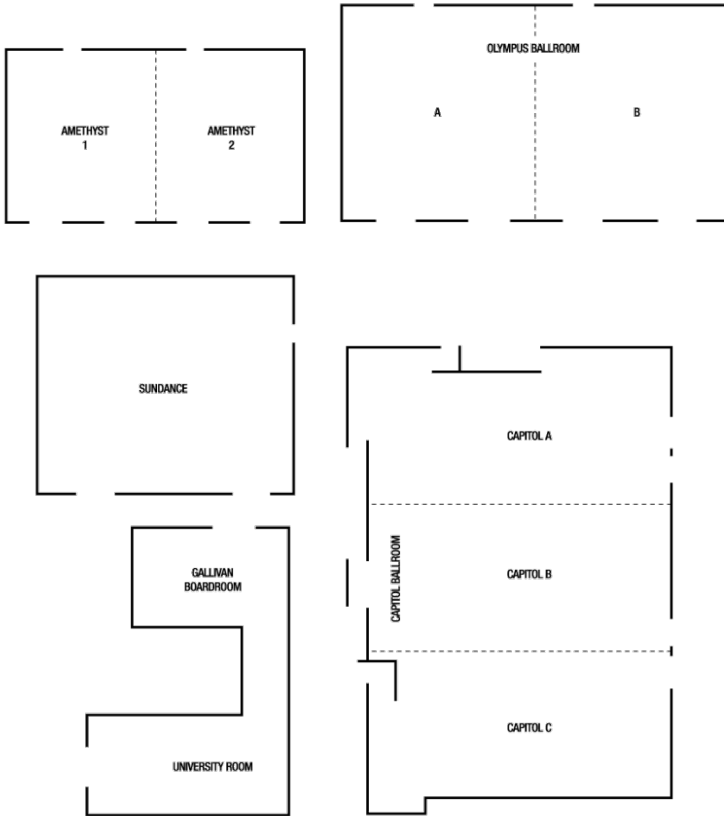
■ NHSDC Spring Conference 2017 Recap and Wrap-Up

(4:00pm-4:45pm)

Come have a last snack on us and tell us what you thought of the conference and what you'd like to see at the Fall conference and beyond. We take your feedback very seriously, and incorporate it into our agenda. **[Room: Capitol Ballroom]**



Conference Map



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