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 Advancing a Technology Culture in Human Services  
 2016 Spring Conference  
 Los Angeles, CA  
 April 13-14, 2016

# A COMPREHENSIVE DATA SYSTEM TO END VETERAN HOMELESSNESS: CONNECTICUT'S EXPERIENCE

Gabriel Zucker, CT Veterans Project  
 Brian Roccapiore, CT Coalition to End Homelessness

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## THE ROLE OF DATA

- Visibility on what veterans actually experience vs. anecdotes
- Target services at those cases most out of line with our goals
- Real-time, detailed feedback to providers on quality and speed of services
- Store key information relevant for service provision
- Allow detailed, relevant analysis of overall system performance, to identify structural deficits
- Overall, make zero real: tells us whether we are at zero and whom we need to serve to get there
- The "brain" of the system

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## ABOUT CTVP

- Founded in 2013 to coordinate agencies working to end veteran homelessness in Connecticut
- Co-convoked statewide working group to develop strategic plan and definition of functional zero
- Helped lead implementation of key initiatives: outreach coordination, creation of critical new services, streamlining lease-up processes, protocols for serving ineligible vets, etc.
- Created comprehensive original data system to guide work and track progress

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## DYNAMIC SYSTEM: *FUNCTIONAL ZERO*

Functional zero means veterans continue to enter and exit homelessness; so this becomes only *more* relevant once homelessness is "ended." USICH identifies an ongoing data system as a key element for communities ending homelessness, to ensure sustainability.


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## OUTLINE OF TALK

**Part 1: Defining Functional Zero**  
**Part 2: Building a Data System**  
**Part 3: Using Data to Drive Progress**

GOALS

- Explain the critical role of a data system
- Illustrate broad strokes of how to develop and implement one similar to CT's
- Less technical software details; more concepts

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## Part 1: Defining Functional Zero

Part 2: Building a Data System

Part 3: Using Data to Drive Progress

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## A NOTE: BUILDING CONSENSUS

- This presentation reflects the results of two years of highly collaborative work between VA, SSVF providers, state agencies, non-profits
- We did not all agree on these items immediately, or arrive at them linearly
- Changing underlying ways of looking at issues – challenging

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PART 1: DEFINING ZERO

Why is this here?

If a data system is meant to track zero and make it real, we need to know exactly what zero means.

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PART 1: DEFINING ZERO

## FUNCTIONAL ZERO & DATA

- Even at functional zero, there are still homeless episodes
- The data system must determine if these episodes are “consistent with functional zero”
- The system only knows this if you teach it; and it is not always obvious

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PART 1: DEFINING ZERO

- How many days from homeless entry to service engagement?
- How many days from service engagement to housing?
- Do we expect 100% compliance with these deadlines? 90? 80?
- Is that compliance among *all* cases, or among only those with positive outcomes?
- Are there requirements regarding where veterans stay during long lease-up processes?
- What about veterans who cannot be located?
- What about veterans with ambiguous exit destinations?
- Who is a veteran? What about those ineligible for services?

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PART 1: DEFINING ZERO

Exercise: See Episode Examples handout

In small groups (from different communities!) **decide if each episode is consistent with functional zero.**

Or, perhaps, consider how many episodes (or what percentage) like each example you could have per year while still maintaining functional zero.

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PART 1: DEFINING ZERO

*CT: general answers; details in later slides*

How many days from homeless entry to service engagement?	under 30
How many days from service engagement to housing?	under 90
Do we expect 100% compliance with these deadlines? 90? 80?	?
Is that compliance among <i>all</i> cases, or among only those with positive outcomes?	only positive; dual goals
Are there requirements regarding where veterans stay during long lease-up processes?	bridge housing
What about veterans who cannot be located?	60-day protocol
What about veterans with ambiguous exit destinations?	not included
Who is a veteran? What about those ineligible for services?	1 day active duty

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PART 1: DEFINING ZERO

## WARNING: RESULTS MAY VARY

- The following slides outline how Connecticut defined functional zero, and the following sections are largely informed by this definition
- Other communities may differ in the details, or in the overall contours of the definition!
- Everything in Parts 2 and 3 should be tailored to the definition, and thus may change in other communities
- This is an overview

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PART 1: DEFINING ZERO

## CT'S FUNCTIONAL ZERO

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PART 1: DEFINING ZERO

## GENERAL MODEL

- Consider homelessness dynamically; even chronically homeless individuals can be thought of in terms of (very long) episodes
- Engaged in services means VA or SSVF engaged (with few exceptions)

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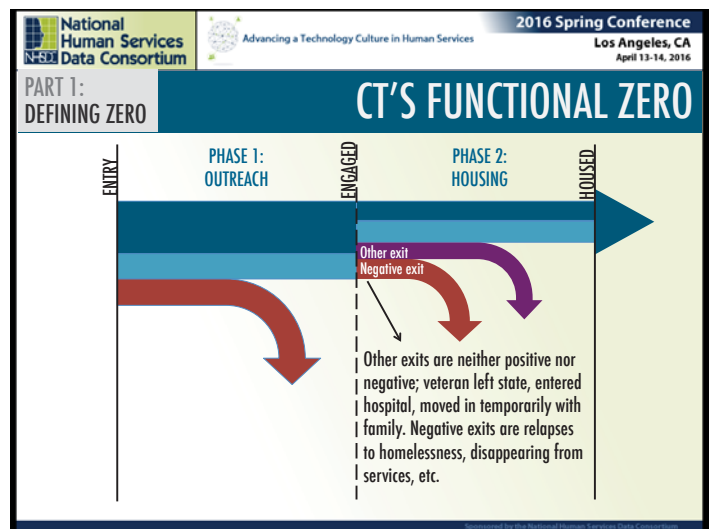
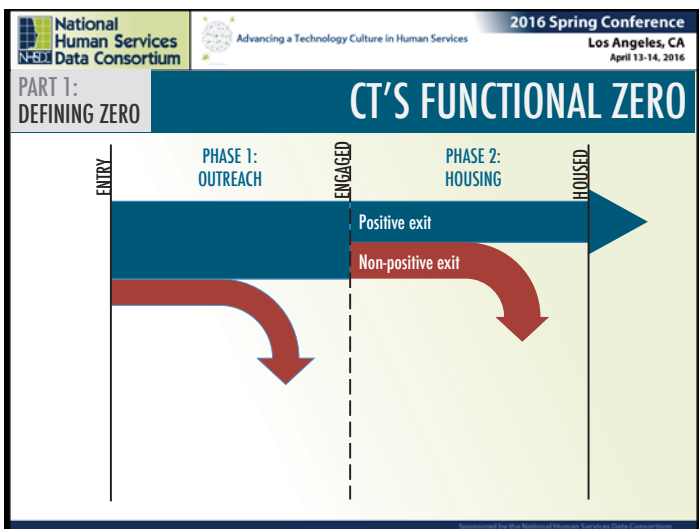
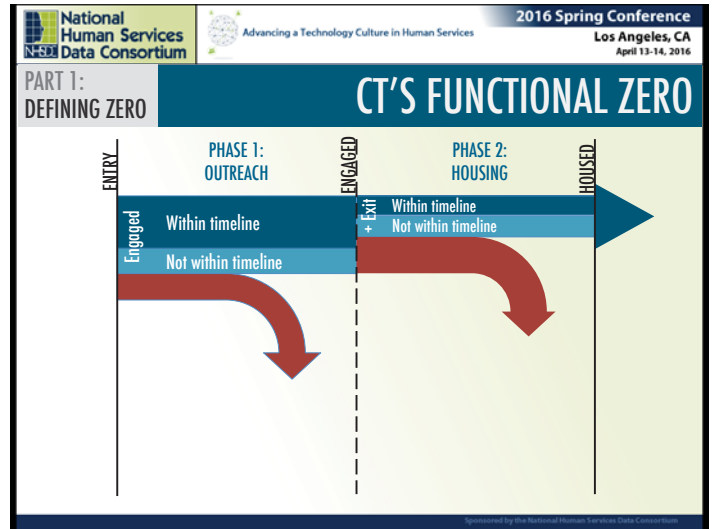
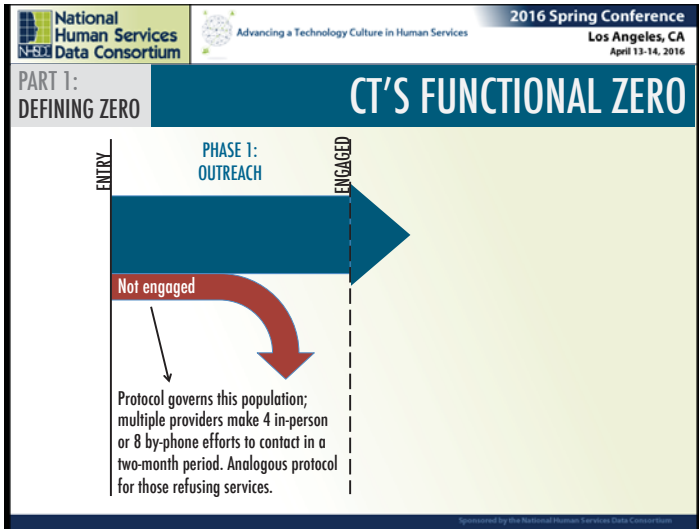
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PART 1: DEFINING ZERO

## CT'S FUNCTIONAL ZERO

Because SSVF providers overlap geographically, specific providers are designated as principally responsible for each HMIS agency

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PART 1: DEFINING ZERO

## CT'S FUNCTIONAL ZERO

The diagram illustrates the 'CT'S FUNCTIONAL ZERO' process flow. It is divided into three main stages: ENTRY, ENGAGED, and HOUSED. A large blue arrow points from left to right across the top. Below this, a red arrow starts at 'ENTRY' and points down to 'PHASE 1: OUTREACH'. A purple arrow starts at 'ENGAGED' and points down to 'PHASE 2: HOUSING'. A red arrow starts at 'ENGAGED' and points down to 'HOUSED'. A purple arrow starts at 'HOUSED' and points down to 'HOUSED'. Below the diagram, two sets of percentage metrics are listed:

Phase	PERCENTAGE 1:	PERCENTAGE 2:
PHASE 1: OUTREACH	Within timeline All engaged	Engaged All entrances
PHASE 2: HOUSING	Within timeline All positive	Positive + neg

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PART 1: DEFINING ZERO

## CT – ADD'L ELEMENTS

- Recorded exits without service engagement
- Exiting and entering services within the same episode
- Compressing episodes
- Eligibility system

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PART 1: DEFINING ZERO

## BRIDGE HOUSING

- CT's definition is actually written with placement into bridge housing as the halfway point, not engagement in services
- This definition proved difficult to measure in data system, as many veterans declined bridge housing placements
- For simplicity, the definition is shown here with service engagement as the landmark separating Phase 1 & 2
- All documents, reports, systems are shown here with the bridge housing step removed; not in their original form

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PART 1: DEFINING ZERO

## SUMMARY

- Data system gauges episodes against detailed functional zero definition
- The definition identifies episodes as **consistent or not consistent with functional zero**

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Part 1: Defining Functional Zero

**Part 2: Building a Data System**

Part 3: Using Data to Drive Progress

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PART 2: BUILDING A SYSTEM

## THE GOAL: EPISODE TABLE

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	1.1.16	1.5.16	3.1.16	Positive	WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15	3.15.16	Positive	C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	1.15.16	1.30.16	3.10.16	Positive	CRT SSVF	Mercy GPD
90102	1	12.15.15	12.25.15	3.15.16	Other	VA	Stamford Outreach Team

- Note that this is organized by episode

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PART 2: BUILDING A SYSTEM

## THE GOAL

- Collect all critical information into one place (various technical possibilities for storage)
- Unified source of information on homeless entrances and exits, services, and key veteran characteristics
- Allow for corrections and additions depending on current HMIS infrastructure
- Near universal program coverage

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- Program records from shelters and transitional housing
- Program records from outreach teams, info-line, CAN, PIT
- Program records from SSVF
- Program records from VA
- Exit destinations and a system to reconcile conflicting data
- Eligibility information
- Additional system protocols: service refusal, not found, etc
- Corrections to exits, homeless status, etc.
- Outreach responsibilities, if applicable
- De-duplication of veterans
- Reliable recording of veteran status
- Data sharing agreements between relevant agencies
- Common ID system to communicate with using names

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**PART 2: BUILDING A SYSTEM** *CT: general answers; further details available*

Program records from shelters and transitional housing	HMIS
Program records from outreach teams, info-line, CAN, PIT	HMIS
Program records from SSVF	HMIS
Program records from VA	HOMES fax to HMIS
Exit destinations and a system to reconcile conflicting data	HMIS & ranking program
Eligibility information	CTVP report system
Additional system protocols: service refusal, not found, etc	CTVP report system
Corrections to exits, homeless status, etc.	CTVP report system
Outreach responsibilities, if applicable	Collaboratively developed
De-duplication of veterans	Record matching software
Reliable recording of veteran status	Repeated reminder flags
Data sharing agreements between relevant agencies	SSVF-VA-CTVP-HMIS
Common ID system to communicate with using names	VA HMIS read-only access

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**PART 2: BUILDING A SYSTEM** **RAW DATA**

"Other" refers to veteran characteristics, e.g. eligibility, chronicity, contact information (if identified data), etc

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**PART 2: BUILDING A SYSTEM** **RAW DATA**

ID	Source	Agency	Start	Move-in	Exit	Dest.	OR contact	Other
56765	HMIS	Norwalk Emergency Shelter	1.1.16		1.10.16	Trans. housing	SSVF: WP	
56765	HMIS	Homes for the Brave GPD	1.10.16		3.1.16	Rental housing		
56765	HMIS	WorkPlace SSVF	1.5.16	3.1.16	3.20.16	Rental housing		
89898	HMIS	211 Infoline	12.1.15					
89898	Report	CRT SSVF			2.15.16	Veteran not found		
12345	HMIS	NLHHC Outreach Team	7.5.15				SSVF: CH	
12345	HMIS	VA HOMES Intake	7.6.15					
12345	HMIS	Vets Crossing GPD	7.9.15		8.5.15	Treatment program		
12345	HMIS	Columbus House SSVF	12.1.15	3.15.16	4.1.16	Rental housing		
12345	HMIS	Union House GPD	12.5.15		3.13.16	Rental housing		
22222	HMIS	VA HOMES Intake	2.10.16					
22222	Report	VA Homeless Team			3.10.16	Lost contact; neg.		

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**PART 2: BUILDING A SYSTEM** **RAW → CLEANED EPISODE TABLE**

ID	Source	Agency	Start	Move-in	Exit	Dest.	OR contact	Other
56765	HMIS	Norwalk Emergency Shelter	1.1.16		1.10.16	Trans. housing	SSVF: WP	
56765	HMIS	Homes for the Brave GPD	1.10.16		3.1.16	Rental housing		
56765	HMIS	WorkPlace SSVF	1.5.16	3.1.16	3.20.16	Rental housing		

↓

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	1.1.16	1.5.16	3.1.16	Positive	WorkPlace SSVF	Homes for the Brave

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PART 2: BUILDING A SYSTEM **RAW → CLEANED EPISODE TABLE**

ID	Source	Agency	Start	Move-in	Exit	Dest.	OR contact	Other
89898	HMIS	211 Infoline	12.1.15					
89898	Report	CRT SSVF			2.15.16	Veteran not found		

↓

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline

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PART 2: BUILDING A SYSTEM **RAW → CLEANED EPISODE TABLE**

ID	Source	Agency	Start	Move-in	Exit	Dest.	OR contact	Other
22222	HMIS	VA HOMES Intake	2.10.16					
22222	Report	VA Homeless Team			3.10.16	Lost contact; neg.		

↓

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	

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PART 2: BUILDING A SYSTEM **RAW → CLEANED EPISODE TABLE**

ID	Source	Agency	Start	Move-in	Exit	Dest.	OR contact	Other
12345	HMIS	NLHHC Outreach Team	7.5.15				SSVF: CH	
12345	HMIS	VA HOMES Intake	7.6.15					
12345	HMIS	Vets Crossing GPD	7.9.15		8.5.15	Treatment program		
12345	HMIS	Columbus House SSVF	12.1.15	3.15.16	4.1.16	Rental housing		
12345	HMIS	Union House GPD	12.5.15		3.13.16	Rental housing		

↓

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15	3.15.16	Positive	C. House SSVF	Union House

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PART 2: BUILDING A SYSTEM **EPISODE TABLE**

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	1.1.16	1.5.16	3.1.16	Positive	WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15	3.15.16	Positive	C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	1.15.16	1.30.16	3.10.16	Positive	CRT SSVF	Mercy GPD
90102	1	12.15.15	12.25.15	3.15.16	Other	VA	Stamford Outreach Team

Plus columns for veteran eligibility, chronicity, etc.

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PART 2: BUILDING A SYSTEM

## OK... HOW?

- We wrote the software in Stata
- Currently building the system into CT's HMIS system; *may* be scalable
- Many HMIS packages will have large portions of this already; calculating episodes, storing veteran attributes
- Could be built easily with any software language

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PART 2: BUILDING A SYSTEM

## THE POSSIBILITIES

Now that everything is in one place, you can measure each episode against established criteria

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PART 2: BUILDING A SYSTEM

## OK... HOW?

- The system must be automated
- Automated systems reliably flag all veterans entering homelessness, not just those already engaged by SSVF/VA
- Data entry is time consuming; no one wants to do it twice
- In overlapping SSVF jurisdictions, or VA/SSVF collaborations, responsibility for data entry will be unclear, and list maintenance will be an enormous challenge
- Manually developed master lists may reach zero at a point in time, but are not the solution for sustained functional zero!

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PART 2: BUILDING A SYSTEM

### Example 1: Episodes in which outreach takes longer than 30 days

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	1.1.16	1.5.16	3.1.16	Positive	WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15	3.15.16	Positive	C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	1.15.16	1.30.16	3.10.16	Positive	CRT SSVF	Mercy GPD
90102	1	12.15.15	12.25.15	3.15.16	Other	VA	Stamford Outreach Team

\* If veteran is ultimately engaged at all

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**PART 2: BUILDING A SYSTEM**

### Example 2: Episodes with negative housing outcomes

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	1.1.16	1.5.16	3.1.16	Positive	WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15	3.15.16	Positive	C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	1.15.16	1.30.16	3.10.16	Positive	CRT SSVF	Mercy GPD
90102	1	12.15.15	12.25.15	3.15.16	Other	VA	Stamford Outreach Team

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**PART 2: BUILDING A SYSTEM** **THE POSSIBILITIES**

Note that all cases in previous slides are completed episodes; but this is equally relevant (and more useful!) for episodes still in progress

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**PART 2: BUILDING A SYSTEM**

### Example 3: Episodes in which housing process takes >90 days

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	1.1.16	1.5.16	3.1.16	Positive	WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15	3.15.16	Positive	C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	1.15.16	1.30.16	3.10.16	Positive	CRT SSVF	Mercy GPD
90102	1	12.15.15	12.25.15	3.15.16	Other	VA	Stamford Outreach Team

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**PART 2: BUILDING A SYSTEM**

Today's date: 4.13.16

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	3.1.16	3.5.16			WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15			C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	3.20.16					ImmaCare Shelter
90102	1	2.15.16					Stamford Outreach Team

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**PART 2: BUILDING A SYSTEM**

### Example 1: Open outreach cases

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	3.1.16	3.5.16			WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15			C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	3.20.16					ImmaCare Shelter
90102	1	2.15.16					Stamford Outreach Team

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**PART 2: BUILDING A SYSTEM**

### Example 3: Open housing cases over timeline

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	3.1.16	3.5.16			WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15			C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	3.20.16					ImmaCare Shelter
90102	1	2.15.16					Stamford Outreach Team

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**PART 2: BUILDING A SYSTEM**

### Example 2: Open outreach cases over timeline

ID	Ep. #	Entry	Service date	Exit	Exit Category	Services	Recent location
56765	1	3.1.16	3.5.16			WorkPlace SSVF	Homes for the Brave
89898	1	12.1.15		2.15.16	Negative (OR)		211 Infoline
12345	1	7.5.15	7.6.15	8.5.15	Other	VA	Vets Crossing
12345	2	12.1.15	12.5.15			C. House SSVF	Union House
22222	1	2.10.16	2.10.16	3.10.16	Negative	VA	
37000	1	10.1.15	2.1.16	3.10.16	Other	Vets Inc SSVF	Salvation Army Shelter
41114	1	6.1.15	7.10.15	8.1.15	Negative	C. House SSVF	NHLLC Shelter
41114	2	10.1.15		12.15.15	Negative (OR)		
41114	3	3.20.16					ImmaCare Shelter
90102	1	2.15.16					Stamford Outreach Team


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**PART 2: BUILDING A SYSTEM** | **THE POSSIBILITIES**

- This is an extremely versatile tool
- With the cleaned episode table, we can produce reports to match any change in the zero definition, or any new projects
- Example: suppose we have a new project to follow up with previously homeless veterans 6 months after their exit from GPD; we can find those veterans from the system, sort them by services received, and send a relevant list to providers


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PART 2: BUILDING A SYSTEM

Questions?

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PART 3: USING DATA

THE IDEA

- Frequently, when front-line providers “deal with data,” it feels technical and removed from their day-to-day work
- Inaccurate reports that inadequately describe experience of providing services
- Simple, easy-to-use reports, in a clearly applicable format
- Connect summary statistics to individual cases

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Part 1: Defining Functional Zero

Part 2: Building a Data System

Part 3: Using Data to Drive Progress

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PART 3: USING DATA

REPORTS

1. Outreach report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – *for all veterans within outreach territory*
2. Housing report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – *for all veterans enrolled in relevant programs*
3. Specialized outreach list and alerts

All (except alerts) issued biweekly

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## PART 3: USING DATA | 1. OUTREACH REPORT

1. Outreach report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – *for all veterans within outreach territory*
2. Housing report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – *for all veterans enrolled in relevant programs*
3. Specialized outreach list and alerts

Recipients: 4 SSVF program managers, 1 VA outreach manager

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## PART 3: USING DATA | 1. OUTREACH REPORT

- TABLE 1: Outreach cases completed within last 60 days
  - Includes all veterans within outreach territory of specified agency *or* enrolled by that agency
  - Includes veterans eligible for that specific program; SSVF list longer than VA list
- TABLE 2: Outreach cases still open; veterans not engaged and not exited
  - All veterans within outreach territory of agency
  - All veterans eligible for that specific program
  - Not exited until hard-to-engage protocol; highlight over-60

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## PART 1: DEFINING ZERO | 1. OUTREACH REPORT

**PHASE 1: OUTREACH** | **PHASE 2: HOUSING** | **HOUSED**

**PERCENTAGE 1:** Within timeline  
All engaged

**PERCENTAGE 2:** Engaged  
All entrances

**PERCENTAGE 1:** Within timeline  
All positive

**PERCENTAGE 2:** Positive  
Positive + neg

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## PART 3: USING DATA

**OUTREACH REPORT: SSVF Agency A, 2.1.2016**

**1. Review of cases completed within last 60 days**

**2. Currently unengaged**

**3. Refused services**

Agency	Program	Enrollment	Outreach	Engaged	Unengaged	Refused
SSVF A	SSVF A	100	100	100	0	0
SSVF B	SSVF B	100	100	100	0	0
SSVF C	SSVF C	100	100	100	0	0
SSVF D	SSVF D	100	100	100	0	0
SSVF E	SSVF E	100	100	100	0	0
SSVF F	SSVF F	100	100	100	0	0
SSVF G	SSVF G	100	100	100	0	0
SSVF H	SSVF H	100	100	100	0	0
SSVF I	SSVF I	100	100	100	0	0
SSVF J	SSVF J	100	100	100	0	0
SSVF K	SSVF K	100	100	100	0	0
SSVF L	SSVF L	100	100	100	0	0
SSVF M	SSVF M	100	100	100	0	0
SSVF N	SSVF N	100	100	100	0	0
SSVF O	SSVF O	100	100	100	0	0
SSVF P	SSVF P	100	100	100	0	0
SSVF Q	SSVF Q	100	100	100	0	0
SSVF R	SSVF R	100	100	100	0	0
SSVF S	SSVF S	100	100	100	0	0
SSVF T	SSVF T	100	100	100	0	0
SSVF U	SSVF U	100	100	100	0	0
SSVF V	SSVF V	100	100	100	0	0
SSVF W	SSVF W	100	100	100	0	0
SSVF X	SSVF X	100	100	100	0	0
SSVF Y	SSVF Y	100	100	100	0	0
SSVF Z	SSVF Z	100	100	100	0	0

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### PART 3: USING DATA

Percentage 1: Percent of veterans engaged within 30 days of entering homelessness, among those veterans who are ultimately engaged.  
 Percentage 2: Percent of veterans who are ultimately engaged at all.

Performance by...	Percentage 1	Percentage 2
- your programs	90%	80%
- all CT veteran programs	70%	80%

Cases reflected in above statistics:

ID	Initials	HMS Entry	Services Entry	Days	Services
81551	DE	8-Jan-16	9-Jan-16	1	SSVF A
1582	MS	14-Jan-16	16-Jan-16	2	SSVF A
17328	AP	1-Jan-16	3-Jan-16	2	Non-vet programs (SSVF A Report)
44035	OU	5-Jan-16	7-Jan-16	2	SSVF A
77030	ZV	18-Dec-15	23-Dec-15	5	SSVF A VASH
66326	VL	23-Dec-15	27-Dec-15	4	SSVF A
96609	HR	16-Dec-15	16-Dec-15	0	SSVF A VA
9518	HK	28-Nov-15	4-Dec-15	6	SSVF A VASH
34105	RN	28-Nov-15	5-Dec-15	7	SSVF A
30955	NU	4-Jan-16	12-Jan-16	8	SSVF A VA
50920	DK	1-Jan-16	9-Jan-16	8	SSVF A VASH
8007	CX	10-Dec-15	27-Dec-15	17	SSVF A
50501	VX	28-Nov-15	8-Dec-15	10	SSVF A
60827	NG	25-Dec-15	7-Jan-16	15	SSVF A VA
80877	OZ	16-Dec-15	2-Jan-16	17	SSVF A
80992	GP	13-Nov-15	5-Dec-15	22	SSVF A
10771	WJ	25-Dec-15	21-Jan-16	23	SSVF A VASH
13375	AM	13-Nov-15	10-Dec-15	27	SSVF A
86205	HY	21-Nov-15	19-Dec-15	28	SSVF A
85489	MX	22-Nov-15	22-Dec-15	30	SSVF A VASH
54284	YP	25-Nov-15	26-Dec-15	31	SSVF A VASH
21208	HJ	22-Nov-15	26-Dec-15	34	SSVF A VA
82871	DC	6-Nov-15	22-Dec-15	46	SSVF A VA
68844	YE	21-Oct-15	12-Dec-15	52	SSVF A VASH
29987	SA	9-Oct-15	10-Dec-15	62	SSVF A VASH
80144	QC	22-Aug-15			
1365	LJ	3-Oct-15			
87246	EP	6-Sep-15			

Key: *Itinerary placement/refused within desired timeline / Itinerary placement/refused outside desired timeline / Never engaged*

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### PART 3: USING DATA

## 2. HOUSING REPORT

1. Outreach report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – for all veterans within outreach territory
2. Housing report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – for all veterans enrolled in relevant programs
3. Specialized outreach list and alerts

Recipients: 4 SSVF program managers, 4 VA GPD liaisons, 2 VASH coordinators, 1 overall VA manager

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### PART 3: USING DATA

## 2. HOUSING REPORT

### 2 Currently unengaged

This section lists all veterans currently experiencing homelessness in your outreach territory and not yet engaged. This maps to the outreach list. Veterans in pink have been in the system for at least 60 days and have not been seen in the last two weeks, and thus should have the hard-to-engage protocol complete.

ID	Initials	HMS Entry	Agency Records	Last Seen Date	Days HI
68432	VN	20-Jan-2016	Reliance House	01/16/2016	12
64882	AH	20-Jan-2016	Columbus House	21-Jan-2016	12
32624	GG	18-Jan-2016	Middlesex CAN	27-Jan-2016	14
17366	MV	16-Jan-2016	Southeast CAN	17-Jan-2016	10
67721	IW	3-Dec-2015	Middlesex CAN	01-Jan-2016	32
27862	WR	30-Dec-2015	New London Hospitalty Center	26-Jan-2016	33
21842	JR	27-Dec-2015	Columbus House	29-Jan-2016	30
35869	WF	27-Dec-2015	Reliance House	28-Dec-2015	36
42945	HT	09-Dec-2015	New London Hospitalty Center	25-Dec-2015	54
27412	FF	15-Nov-2015	Columbus House	28-Jan-2016	78
348	IE	03-Nov-2015	Columbus House	20-Jan-2016	90
14230	DO	28-Oct-2015	New Haven CAN	01/16/2016	96
6631	VW	23-Oct-2015	Columbus House	18-Dec-2015	79
87607	BK	18-Nov-2015	Southeast CAN	19-Dec-2015	75
26876	CD	02-Nov-2015	New London Hospitalty Center	14-Dec-2015	91

### 3 Refused services

This section lists all veterans reported as having refused services, with the 2-month Protocol for Hard-to-Engage Veterans complete. In line with the Protocol, veterans should be re-engaged quarterly.

ID	Initials
91745	PM
90100	NE

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### PART 1: DEFINING ZERO

## 2. HOUSING REPORT

PERCENTAGE 1: Within timeline  
All engaged

PERCENTAGE 2: Engaged  
All entrances

PERCENTAGE 1: Within timeline  
All positive

PERCENTAGE 2: Positive  
Positive + neg

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**PART 3: USING DATA**

# 2. HOUSING REPORT

- TABLE 1: Housing cases completed within last 60 days
  - Includes all veterans that have been enrolled by the program during the episode
  - 4 possible outcome categories
- TABLE 2: Housing cases still open; veterans who have been engaged in services but not exited
  - Includes all veterans that have been enrolled by the program during the episode

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**PART 3: USING DATA**

## 1 Review of cases completed within last 60 days

*Section includes all veterans enrolled in your programs or programs you oversee, except for those with 'Other' type exits, who are excluded from percentages.*

Percentage 1: Percent of veterans entering permanent housing within 90 days of engagement, among those veterans who are housed.  
Percentage 2: Percent of veterans who exit to permanent housing at all.

Performance by	Percentage 1	Percentage 2
...your program	83%	92%
...all CT veteran programs	65%	90%

Cases reflected in above statistics:

ID	Initials	Services Entry	Exit	Days	Services	Exit Detail
38982	HC	1-Dec-15	17-Dec-15	16	Non-vet program (SSVF B Report)	Friends - permanent
69020	KS	6-Dec-15	25-Dec-15	19	SSVF B	Rental - non-VASH subsidy
60077	ME	3-Dec-15	1-Jan-16	29	SSVF B	SSVF-assisted
66574	EZ	1-Dec-15	30-Dec-15	29	SSVF B	Rental - no subsidy
70831	SI	24-Nov-15	26-Dec-15	34	SSVF B	SSVF-assisted
30100	QR	5-Nov-15	20-Dec-15	45	SSVF B	SSVF-assisted
4397	FG	13-Dec-15	1-Feb-16	50	SSVF B; VASH	Rental - VASH subsidy
43872	IK	3-Nov-15	31-Dec-15	58	SSVF B	Family - permanent
66540	AE	15-Nov-15	17-Jan-16	63	SSVF B	SSVF-assisted
52028	VO	6-Oct-15	12-Dec-15	67	SSVF B	Rental - non-VASH subsidy
1871	VD	14-Dec-15	22-Jan-16	100	SSVF B; VA	Rental - non-VASH subsidy
5302	ON	13-Aug-15	28-Dec-15	137	SSVF B; VASH	Rental - no subsidy
88480	HQ	3-Sep-15	18-Dec-15	138	SSVF B; VA	Not present for habilitation
82658	MG	2-Nov-15	1-Dec-15	365	SSVF B	Hospital non-psych
10884	QL	8-Jan-16	1-Feb-16	31	SSVF B	Family - temporary

Key: Permanent placement within desired timeline / Permanent placement outside desired timeline / Negative exit / Other exit  
Permanent exits are as defined by HUD and other federal partners. Because 'Other' exits are an ambiguous category, they are not included in any statistics.

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**PART 3: USING DATA**

*Note: This report is purely for illustration. All records were invented with random-number generators and are COMPLETELY FITCITIOUS. Nothing in this report should be taken to represent the true state of homeless services in CT.*

## HOUSING REPORT: SSVF Agency B, 2.1.2016

*This section lists all veterans who are not yet housed and have an enrollment in your program during this episode. Cases with timelines over 45 days in this section should be proactively reviewed. In most cases, these are currently open enrollments, but in certain cases these are veterans who exited your program without exiting homelessness and remain homeless now. In those cases we will follow up with the veteran (and your program is likely well-positioned to do so).*

### 2 Currently homeless, not yet housed

ID	Initials	Services Entry	Services	Days Since Services Entry	Days Since SSVF Start
50689	FK	17-Jan-16	Non-vet program (CRT Report)	15	89
131457	XS	5-Jan-16	SSVF B; VA	27	27
60877	QI	2-Jan-16	SSVF B; VA	30	30
69334	HR	14-Dec-15	SSVF B; VA	49	21
80461	VN	29-Nov-15	SSVF B	64	64
44555	JB	28-Nov-15	Nonvet program (CRT Report)	65	65
1355	MN	13-Nov-15	SSVF B; VASH	80	88
44004	HP	30-Nov-15	SSVF B	84	84
49916	FY	9-Nov-15	SSVF B; VA	84	20
80104	BN	4-Nov-15	VA	89	89
83630	XU	3-Nov-15	SSVF B; VA	90	90
67060	OC	27-Oct-15	SSVF B; VASH	97	75
97888	XQ	22-Oct-15	SSVF B; VA	102	102
44755	HQ	3-Oct-15	SSVF B; VASH	121	40
94572	QH	28-Sep-15	SSVF B; VA	126	126
42943	SM	18-Sep-15	SSVF B; VA	136	22

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**PART 3: USING DATA**

## 2 Currently homeless, not yet housed

*This section lists all veterans who are not yet housed and have an enrollment in your program during this episode. Cases with timelines over 45 days in this section should be proactively reviewed. In most cases, these are currently open enrollments, but in certain cases these are veterans who exited your program without exiting homelessness, and remain homeless now. In those cases we will follow up with the veteran (and your program is likely well-positioned to do so).*

ID	Initials	Services Entry	Services	Days Since Services Entry	Days Since SSVF Start
50689	FK	17-Jan-16	Non-vet program (CRT Report)	15	89
131457	XS	5-Jan-16	SSVF B; VA	27	27
60877	QI	2-Jan-16	SSVF B; VA	30	30
69334	HR	14-Dec-15	SSVF B; VA	49	21
80461	VN	29-Nov-15	SSVF B	64	64
44555	JB	28-Nov-15	Nonvet program (CRT Report)	65	65
1355	MN	13-Nov-15	SSVF B; VASH	80	88
44004	HP	30-Nov-15	SSVF B	84	84
49916	FY	9-Nov-15	SSVF B; VA	84	20
80104	BN	4-Nov-15	VA	89	89
83630	XU	3-Nov-15	SSVF B; VA	90	90
67060	OC	27-Oct-15	SSVF B; VASH	97	75
97888	XQ	22-Oct-15	SSVF B; VA	102	102
44755	HQ	3-Oct-15	SSVF B; VASH	121	40
94572	QH	28-Sep-15	SSVF B; VA	126	126
42943	SM	18-Sep-15	SSVF B; VA	136	22

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**PART 3: USING DATA**

## 3. ADD'L OUTREACH REPORTS

1. Outreach report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – *for all veterans within outreach territory*
2. Housing report: (a) Summary of completed cases, (b) List of completed cases, (c) Summary of open cases – *for all veterans enrolled in relevant programs*
3. Specialized outreach list and alerts

Recipients: 4 SSVF program managers, 1 VA outreach manager

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**PART 3: USING DATA**

ID	Name	DOB	Elig	VI-SPDAT	Chronic	Recent Location	Last Seen Date	Phone #	SSVF Lists
Part A: New additions to list and unengaged									
123	John Doe	1-1-55		7		Open Hearth Shelter	4-5-16	203 555-5555	A,B
456	Jane Smith	5-10-65	Type 2			Access Shelter	4-8-16	860 555-5555	C
Part B: Unengaged, not new records									
234	Alex Brown	8-3-72		9	Y	New Haven CAN	3-10-16	203 555-6666	C,D
567	Bob Rodriguez	7-2-61	Over Inc			St Vincent DePaul	3-14-16	203-555-9898	B
890	Jackie Young	4-7-74		3		McKinney Shelter	3-30-16		B,D
Part C: Homeless, recorded ineligible									
345	Michael Grand	10-3-81	Type 4		Y	Shelter NOW	4-5-16	860-555-3838	

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**PART 3: USING DATA**

**CT HMIS Veteran Alert**

donoregry@cthmis.com <donoregry@cthmis.com> Sat, Apr 2, 2016 at 6:00 AM  
 Dear SSVF and VA providers,

A veteran has just been entered into an HMIS program. The information is as follows:

Client ID: 134791  
 Organization: South Park Inn  
 Project: South Park Inn - Emergency Shelter (ES) (IND)(SMF)  
 Enrollment Created Date: 4/1/2016  
 EnrollmentID: 248855  
 Enrollment Begin Date: 3/31/2016

Additional veteran information collected about this person:

Branch of Military: Army  
 Date Entered Service: 7/1/2007  
 Date Separated from Service: 6/30/2012  
 Served in a War Zone: Yes  
 Months in a War Zone:  
 Discharge Status: Honorable

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**PART 3: USING DATA**

## IMPACTS

- Targeted outreach: ensure no veteran slips through the cracks
- Target housing services at those reaching deadlines
- Identify challenging cases for case conferencing and collaboration

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## KEY NEXT STEPS

- **Defining functional zero:** Ensure your community has a detailed definition, including answers to all of the questions discussed here. General notions of zero serve well for general campaigns, but not for reaching the finish line.
- **Preparing data:** Ensure your HMIS system has all the elements needed to implement a comprehensive data system; e.g., data sharing, all program records, etc.
- **Data software:** Build on existing resources and create automated spreadsheet with all necessary data. Assistance *may* be available in the future.

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## Questions?

Gabriel Zucker, [gabriel.m.zucker@gmail.com](mailto:gabriel.m.zucker@gmail.com)  
 Brian Roccapriore, [broccapriore@cceh.org](mailto:broccapriore@cceh.org)

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## KEY NEXT STEPS

- **Create reports for community providers:** Such reports might look like those shown here. Or, to begin with, they might simply be outreach reports, or reports of everyone within individual programs, highlighting veteran timelines. Any accountability and detail is better than none at all.
- **And, in general:** Commit to specificity and detail. Keep track of episode lengths. It is the sum of details like this that mean the difference between functionally ending homelessness and keeping the status quo.

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