



2016 Fall Conference

New Orleans, LA

October 13 - 14, 2016

Bridging Input to Impact

Learning from Data to Create
Smarter Systems of Care



Pre-Conference Schedule

Wednesday, October 12

12:00pm-5:00pm **Youth Privacy Summit** – *Room:* Vieux Carre Room

Pre-Conference Activities

Wednesday, October 12

Youth Privacy Summit

NHSDC and the National Network for Youth (NN4Y) are convening The Youth Privacy Summit, a gathering of service providers, educators, justice administrators, and federal/state/local policy makers to formally document barriers to collecting accurate and timely information from young people experiencing homelessness. As recent successes in ending veterans' homelessness have shown, measuring the problem is a prerequisite to solving it.

The complex intersection of privacy protections, emergency needs, and community goals creates a challenging environment for service providers to collect eligibility information, service needs, and connect unaccompanied minors to life-saving services. Often outreach workers and social workers are confronted with a choice between serving a youth or documenting their interaction.

NHSDC has a history of creating forums for policy makers, service providers, and data experts to navigate complex challenges. Solving the critical problems that put young people on the street without access to resources requires contributions from a variety of experts. NHSDC is partnering with NN4Y to bring together the best group of people to define the problem.

NN4Y mobilizes the collective power and expertise of our national community to influence public policy and strengthen effective responses to youth homelessness. NN4Y has been a critical partner assisting communities resolve challenges consolidating HMIS and RHYMIS. This unique forum will gather an inventory of barriers to collecting information both for use in understanding youth homelessness, and more importantly, as an essential activity to connecting individual youth with service providers.

This discussion is a necessary step to overcome the barriers that contribute to youth homelessness in the United States. The goal of the Summit is to create a clear articulation of the problem to allow for continued progress measuring and ending youth homelessness. NHSDC and NN4Y are committed to this goal and believe this Summit will be the next step in that process. [\[Room: Vieux Carre Room\]](#)

This conference has been approved by HUD.



Conference Schedule - Day One

Thursday, October 13

8:00am-9:00am **Registration** – *Room:* Lobby/ Mezzanine
Breakfast – *Room:* Queen Anne Ballroom

8:30am-9:00am **New Member Orientation**
Room: Royal Salon
Presenter(s): Deb Little, NHSDC Board Member

9:00am-9:45am **Morning Plenary** – *Room:* Queen Anne Ballroom

9:45am-10:00am **Break**

10:00am-11:15am **Session One Options**
Making Data Available on a Website Near You – Now Showing – The HMIS Archive
Room: La Nouvelle Orleans East Ballroom
Presenter(s): David Durkalski and Meradith Alspaugh, The Partnership Center
HOPWA & HMIS: Enhancing Coordination and Health Outcomes
Room: Iberville Room
Presenter(s): Rusty Bennett and Becky Blalock, Collaborative Solutions, Inc.
Accelerating Outcome Improvement Through Care Coordination Technology
Room: Royal Salon
Presenter(s): Taylor Justice (@tayjustice), Unite US; Bill York (@billyyorksd), 2-1-1 San Diego

11:15am-11:30am **Break**

11:30am-1:00pm **Lunch/Plenary** – *Room:* Queen Anne Ballroom

1:00pm-2:15pm **Session Two Options**
Critical Conversation: The Intersection of DV and Homelessness in a Data Driven World
Room: La Nouvelle Orleans East Ballroom
Presenter(s): Rusty Bennett and Christie Bevis, Collaborative Solutions, Inc.; Larisa Kofman, National Alliance for Safe Housing; Monica McLaughlin, National Network to End Domestic Violence; Anne Menard, National Resource Center for Domestic Violence

You Can Do It! Developing a Statewide Annual Report on Homelessness
Room: Iberville Room
Presenter(s): Gerry Leslie and Barb Ritter, The Michigan Coalition Against Homelessness

Moving the System with Data
Room: Royal Salon
Presenter(s): Yilla Smith and Becky O'Meara, The Planning Council

2:15pm-2:30pm **Break**

2:30pm-3:45pm **Session Three Options**
Using Web-based Solutions to End Veteran Homelessness in Los Angeles
Room: La Nouvelle Orleans East Ballroom
Presenter(s): Pada Lee, Joanna Bomba and Andrew Angeles, Los Angeles Homeless Services Authority

The Larkin Street Outcomes Lifecycle: From Creation to Cultural Shift

Room: Iberville Room

Presenter(s): Meghan Bernstein and Erica Werpetinski, Larkin Street Youth Services

Utilizing Data to Drive Care Coordination of Frequent Users of Medical Transports and Emergency Departments

Room: Royal Salon

Presenter(s): Allison Infinger, Mecklenburg EMS Agency; Karen Pelletier (@KPMWSW1), Mecklenburg County Community Support Services

3:45pm-4:00pm **Break**

4:00pm-5:15pm **Session Four Options**

Using Technology to Create an Effective By-Name List: A How To and Action Planning Workshop

Room: La Nouvelle Orleans East Ballroom

Presenter(s): Karina Mueller and Jessica Marcus, Community Solutions; Tauri Royce, Bitfocus, Inc.

Designing and Implementing a Data Quality Assurance Program for your CoC's HMIS

Room: Iberville Room

Presenter(s): Natalie Matthews, Abt Associates; Mike Lindsay, ICF

Crossing Data to Connect Systems: Using Data to Improve Services for Vulnerable People

Room: Royal Salon

Presenter(s): Kelly Opot (@ksotx), CSH (@cshinfo); Kim Nettleton, United Healthcare (@UnitedHealthGrp); Eva Thibaudeau (@texaseva13), Coalition for the Homeless; Susan Tucker, Molina Healthcare, Inc. (@molinahealth)

6:00pm-7:30pm **Networking Reception** – *Room:* Queen Anne Parlor

HOPWA & HMIS: Enhancing Coordination and Health Outcomes

This session will be an opportunity for HOPWA providers serving homeless PLWHA and required to use Homeless Management Information System (HMIS) to discuss successes and challenges around how we, as a community, can collect accurate and complete data while respecting client confidentiality. Additional topics: implementing /reporting for HOPWA programs through HMIS and the connection between HMIS, IDIS, Care Act Programs and other federal programs. *Presenter(s):* Rusty Bennett and Becky Blalock, Collaborative Solutions, Inc. [**Room:** Iberville Room]

Accelerating Outcome Improvement Through Care Coordination Technology

Integrated care coordination technology equips CBOs, government, schools, and employers to work together, keeping clients from falling through the cracks. Unite US and 2-1-1 San Diego will report on new collaborative technology, and review the successes/failures of networks currently deploying these tools. Presenters will discuss evidence-based impact, lessons learned, and paths forward. Audience members will learn about this innovative collective-impact approach, including use of community-wide data to perfect service delivery. *Presenter(s):* Taylor Justice (@tayjustice), Unite US; Bill York (@billyyorksd), 2-1-1 San Diego. [**Room:** Royal Salon]

■ Session Two Options

Critical Conversation: The Intersection of DV and Homelessness in a Data Driven World

Through a unique federal partnership between the DOJ, HUD and HHS, the national Domestic Violence & Housing Technical Assistance Consortium was created to improve policies, identify promising practices and strengthen collaborations to improve housing options for survivors of DV. This interactive session will examine the critical intersection of DV and homelessness and explore the challenges and emerging practices of integrating DV into coordinated entry and effective data collection. *Presenter(s):* Rusty Bennett and Christie Bevis, Collaborative Solutions, Inc.; Larisa Kofman, National Alliance for Safe Housing; Monica McLaughlin, National Network to End Domestic Violence; Anne Menard, National Resource Center for Domestic Violence. [**Room:** La Nouvelle Orleans East Ballroom]

You Can Do It! Developing a Statewide Annual Report on Homelessness

An HMIS system is a powerful tool, providing a wealth of data. However, that data is only valuable if it is used! In this session, we will cover the fundamentals of creating a CoC or statewide annual report. We will cover important decisions surrounding analytic measurement, approaches to validating data, and developing narrative to explain trends. *Presenter(s):* Gerry Leslie and Barb Ritter, The Michigan Coalition Against Homelessness. [**Room:** Iberville Room]

Moving the System with Data

Data is a key tool to effective decision making and future planning for Continua of Care as funding becomes more and more competitive. While the value of data is becoming more and more recognized for community planning and evaluation, often communities struggle with how to make data accessible and usable across multiple data sources, including HMIS, Point in Time Count data (both

Conference Sessions - Day One

Thursday, October 13

■ Session One Options

Making Data Available on a Website Near You – Now showing – The HMIS Archive

HUD's national HMIS Data Lab created a methodology to archive, flatten, and display de-identified client-level HMIS data to allow users to query and use data in new ways. The presentation will explain how data is cleaned, stripped from all identifiers, flattened in a SQL table, and made visible with an interactive (.net) web front. Participants will receive the documentation and code necessary to reproduce this with your own HMIS data. *Presenter(s):* David Durkalski and Meradith Alspaugh, The Partnership Center. [**Room:** La Nouvelle Orleans East Ballroom]

from HMIS and Counting Us, a Point in Time Count Mobile App developed by Simtech Solutions, Inc.), the Housing Inventory, the AHAR, System Performance Measures, and others. Since the early 2000's, The Planning Council has served as the backbone support agency for two Continua of Care (CoC) in the southeastern Virginia region. In that time, their CoC team has worked collaboratively with community partners to develop a number of reports and evaluation tools based on the data sources mentioned above, in an effort to move beyond fulfilling federal and state funding requirements for many of the reports, to actually using the data to inform strategies and funding priorities to effectively end. *Presenter(s)*: Yilla Smith and Becky O'Meara, The Planning Council. [\[Room: Royal Salon\]](#)

■ Session Three Options

Using Web-based Solutions to End Veteran Homelessness in Los Angeles

No more spreadsheets! LA is using web-based solutions to build our by-name list and track housing veterans. The presentation is targeted for intermediate and advanced users and admins of by-name lists, HMIS and other data systems. Covering the development process and challenges of creating the list, including un-duplicating records, privacy concerns, and data integration of multiple sources, and allowing for community feedback and adapting policies and procedures to the web. *Presenter(s)*: Pada Lee, Joanna Bomba and Andrew Angeles, Los Angeles Homeless Services Authority. [\[Room: La Nouvelle Orleans East Ballroom\]](#)

The Larkin Street Outcomes Lifecycle: From Creation to Cultural Shift

In 2013 Larkin Street outlined an outcomes framework with short, intermediate, and long-term agency wide outcome goals in four life domains: housing, education, employment, and wellness. Since then, Larkin Street has utilized a data management system to record, measure, report on, and learn from outcome findings. This workshop will cover the outcomes lifecycle and will include a discussion on successes, limitations, developing staff buy-in, and using data to inform the work. *Presenter(s)*: Meghan Bernstein and Erica Werpetinski, Larkin Street Youth Services. [\[Room: Iberville Room\]](#)

Utilizing Data to Drive Care Coordination of Frequent Users of Medical Transports and Emergency Departments

Mecklenburg EMS Agency (Medic) and Mecklenburg County Community Support Services shares its developed framework in identifying individuals with high frequency use of emergency transport, often times, for non-emergency medical treatment. Attendees will learn how to share and utilize data of frequent and super users of EMS, determine stakeholders to address needs of users, and understand the importance of continued engagement and assessment. *Presenter(s)*: Allison Infinger, Mecklenburg EMS Agency; Karen Pelletier (@KPM5W1), Mecklenburg County Community Support Services. [\[Room: Royal Salon\]](#)

■ Session Four Options

Using Technology to Create an Effective By-Name List: A How To and Action Planning Workshop

During this workshop, participants will learn concrete recommendations and best practices that can be used to create and leverage a real-time, up-to-date, community wide By-Name List of all people experiencing homelessness. Participants will evaluate their current technology and data systems against these recommendations to identify gaps and understand various options for solutions. Participants will strategize and action plan next steps necessary to execute any desired recommendation and best practices. *Presenter(s)*: Karina Mueller and Jessica Marcus, Community Solutions; Tauri Royce, Bitfocus, Inc. [\[Room: La Nouvelle Orleans East Ballroom\]](#)

Designing and Implementing a Data Quality Assurance Program for your CoC's HMIS

Communities often rely on a data quality policy or plan with only periodic monitoring to ensure data quality in their community. During this session, participants will learn how to develop a comprehensive data quality program and will be given the tools necessary to understand and utilize the four key components of a sound data quality program: CoC HMIS Data Quality Plan; enforceable agreements; monitoring and reporting; and compliance processes. *Presenter(s)*: Natalie Matthews, Abt Associates; Mike Lindsay, ICF. [\[Room: Iberville Room\]](#)

Crossing Data to Connect Systems: Using Data to Improve Services for Vulnerable People

Learn about the Houston/Harris County Continuum of Care and two Managed Care Organizations' (United Healthcare and Molina) experience of how the housing and health services systems engaged in data exchange to identify shared frequent users and best target resources. The session will explore each party's unique interest in participation, initial challenges, lessons learned, successes and how this exchange began to build a bridge of communication for the two systems. *Presenter(s)*: Kelly Opot (@ksotx), CSH (@cshinfo); Kim Nettleton, United Healthcare (@UnitedHealthGrp); Eva Thibaudeau (@texaseva13), Coalition for the Homeless; Susan Tucker, Molina Healthcare, Inc. (@molinahealth). [\[Room: Royal Salon\]](#)

Conference Schedule - Day Two

Friday, October 14

8:00am-9:00am	Registration – <i>Room:</i> Lobby/ Mezzanine Breakfast – <i>Room:</i> Queen Anne Ballroom
9:00am-9:45am	Morning Plenary – <i>Room:</i> Queen Anne Ballroom
9:45am-10:00am	Break
10:00am-11:15am	Session One Options Los Angeles County Family System Dashboard (Homeless Family Solutions System) <i>Room:</i> La Nouvelle Orleans East Ballroom <i>Presenter(s):</i> Martha Macias, LA Family Housing Corporation; Vanessa Romero and Andrew Angeles, Los Angeles Homeless Services Authority Challenges and Solutions for Collecting Comprehensive Data on Homelessness in Rural Communities <i>Room:</i> Iberville Room <i>Presenter(s):</i> Fran Ledger, Canavan Associates; Ryan Burger and Chris Pitcher (@pitcherific), ICF Lessons from Homelink: How to Design & Implement Technology for Coordination and Collaboration <i>Room:</i> La Nouvelle Orleans West Ballroom <i>Presenter(s):</i> Karina Mueller and Jana Pohorelsky, Community Solutions
11:15am-11:30am	Break
11:30am-1:00pm	Lunch Plenary – <i>Room:</i> Queen Anne Ballroom
1:00pm-2:15pm	Session Two Options The Architecture and Capabilities of Monterey's Open Source Coordinated Entry System <i>Room:</i> La Nouvelle Orleans East Ballroom <i>Presenter(s):</i> Roxanne V. Wilson, The Monterey Coalition of Homeless Services Providers (@Monterey CES); Bob Russell and Javier Celedon, Community Technology Alliance; Eric Jahn, Alexandria Consulting; Norris Brown, ServingLynk Systems, LLC Protecting Privacy in Social Services <i>Room:</i> Iberville Room <i>Presenter(s):</i> Joel Remigio and Dan Fox, The Cloudburst Group Past Due: PATH & HMIS Integration <i>Room:</i> Royal Salon <i>Presenter(s):</i> Chris Pitcher (@pitcherific), Mike Lindsay and Ryan Burger, ICF Not Just an Urban Issue: Rural System Building Utilizing Your HMIS Implementation <i>Room:</i> La Nouvelle Orleans West Ballroom <i>Presenter(s):</i> Rachel Coen (@77rachel) and Matt Hedrick (@mattshedrick), West Virginia Coalition to End Homelessness (@wvceh)
2:15pm-2:30pm	Break

2:30pm-3:45pm	Session Three Options Community Decisions Using Data & Research 101 ("Non-Researchers" Welcome!) <i>Room:</i> La Nouvelle Orleans East Ballroom <i>Presenter(s):</i> Caitlin Frumerie and Jamie Taylor, The Cloudburst Group Translating Data for Community Planning <i>Room:</i> Iberville Room <i>Presenter(s):</i> Colleen Velez and Margaret Palmer, Corporation for Supportive Housing; Dawn Gilman, Changing Homelessness; Kimberly Schmitt, All Chicago HACing Los Angeles: Changing the Course of Homelessness by Bringing People Together Around Data <i>Room:</i> Royal Salon <i>Presenter(s):</i> Michael Nailat, United Way of Greater Los Angeles; Mark Sliverbush, Abt Associates
3:45pm-4:00pm	Break
4:00pm-5:00pm	Closing – <i>Room:</i> Royal Salon

Conference Sessions - Day Two

Friday, October 14

■ Session One Options

Los Angeles County Family System Dashboard (Homeless Family Solutions System)

The Homeless Family Solutions System is the first homeless system in the country created specifically to serve homeless families. This presentation will show how the Los Angeles Homeless Service Authority is using software to share, with the public, current data for their Homeless Family Solutions System and how it is using real time data to inform program implementation and process changes. *Presenter(s):* Martha Macias, LA Family Housing Corporation; Vanessa Romero and Andrew Angeles, Los Angeles Homeless Services Authority. [*Room:* La Nouvelle Orleans East Ballroom]

Challenges and Solutions for Collecting Comprehensive Data on Homelessness in Rural Communities

As HUD continues to emphasize the importance of HMIS data coverage and comprehensive PIT counts for Continuum of Care (CoC) to inform strategic resource allocation and to generate System Performance Measures, it becomes critical for CoCs covering rural communities and large geographies to identify innovative strategies for increasing data coverage and comprehensiveness. The presentation will first identify and discuss the various challenges faced by CoCs covering rural areas in terms of collecting complete and accurate data on homelessness. Topics include expanding HMIS coverage,

conducting accurate and comprehensive PIT counts, utilizing alternative data collection approaches, and developing community-wide Active or Master Lists. The audience will hear about the various strategies that have been successful to increase data quality and coverage and deliver services across a large geographic region. The session will also allow adequate time for participants to ask questions of the presenters and to share their own experiences regarding challenges and solutions to collecting and using data across rural and/or large geographic areas. The presentation is intended to help these CoC's identify potential strategies that they can implement as well as to connect staff from various rural CoCs in order to facilitate peer to peer sharing after NHSDC ends. *Presenter(s)*: Fran Ledger, Canavan Associates; Ryan Burger and Chris Pitcher (@pitcherific), ICF. [\[Room: Iberville Room\]](#)

Lessons from Homelink: How to Design & Implement Technology for Coordination and Collaboration

In this session, participants will learn from Community Solutions' experience of developing and implementing Homelink, a cloud-based technology that supports Coordinated Entry Systems and one of the first databases to foster true collaboration through a centralized data system. Our presentation will include a history of Homelink's development, initial obstacles to adoption and utilization, and lessons about the bidirectional relationship between developing coordinated systems and adopting technology designed for collaboration. *Presenter(s)*: Karina Mueller and Jana Pohorelsky, Community Solutions. [\[Room: La Nouvelle Orleans West Ballroom\]](#)

■ Session Two Options

The Architecture and Capabilities of Monterey's Open Source Coordinated Entry System

Monterey/San Benito CoC needed a flexible Coordinated Entry System (CES) that could support new apps, communicate with other community systems, and be easily changed without a lot of difficulty. So, a group of non-profits, schools, and companies all got to work on building one. It had to meet the community's needs, be open source, and be high quality. This is the story of their true life adventure. *Presenter(s)*: Roxanne V. Wilson, The Monterey Coalition of Homeless Services Providers (@MontereyCES); Bob Russell and Javier Celedon, Community Technology Alliance; Eric Jahn, Alexandria Consulting; Norris Brown, ServingLynk Systems, LLC. [\[Room: La Nouvelle Orleans East Ballroom\]](#)

Protecting Privacy in Social Services

Protecting a homeless person's right to privacy is of utmost importance. Homeless service providers must navigate overlapping privacy laws and regulations and also combat myths associated with them, all of this in an increasingly interconnected environment where the popularity of social media platforms call into question how much value people place in privacy. The session will examine the following aspects of privacy – how to create a privacy culture, developing a privacy plan, and data sharing and consent requirements under federal laws and guidelines (HIPAA, 42 CFR Part 2). *Presenter(s)*: Joel Remigio and Dan Fox, The Cloudburst Group. [\[Room: Iberville Room\]](#)

Past Due: PATH & HMIS Integration

HUD and SAMHSA have set a deadline for the end of Fiscal Year 2016 for all PATH providers to be participating in HMIS. Most states will have reached this deadline to complete the PATH integration into HMIS between July 1 and October 1, 2016. With the passing of the federal deadline, this roundtable session will provide the latest guidance from HUD and SAMHSA on integrating PATH data collection into HMIS. *Presenter(s)*: Chris Pitcher (@pitcherific), Mike Lindsay and Ryan Burger, ICF. [\[Room: Royal Salon\]](#)

Not Just an Urban Issue: Rural System Building Utilizing Your HMIS Implementation

This session will examine the challenges encountered by a geographically large and mostly rural CoC, and how your HMIS implementation can assist you in holding the system together. WVCEH has encountered various successes (and a few failures) as they continue to build their system, and, hopefully, communities of any size can gain a better understanding of these challenges, and some ideas to generate strategies to meet the needs within their own communities. *Presenter(s)*: Rachel Coen (@77rachel) and Matt Hedrick (@mattshedrick), West Virginia Coalition to End Homelessness (@wvceh). [\[Room: La Nouvelle Orleans West Ballroom\]](#)

■ Session Three Options

Community Decisions Using Data & Research 101 (“Non-Researchers” Welcome!)

Are you wishing you could use your data for deeper analysis? Do you want to better understand how to use research findings? In this introductory session, participants will learn the basics of how to read data charts and understand statistical significance. The session will cover practical information from understanding population size when interpreting HMIS outcomes and p values to data visualization tips for presenting data results. *Presenter(s)*: Caitlin Frumerie and Jamie Taylor, The Cloudburst Group. [\[Room: La Nouvelle Orleans East Ballroom\]](#)

Translating Data for Community Planning

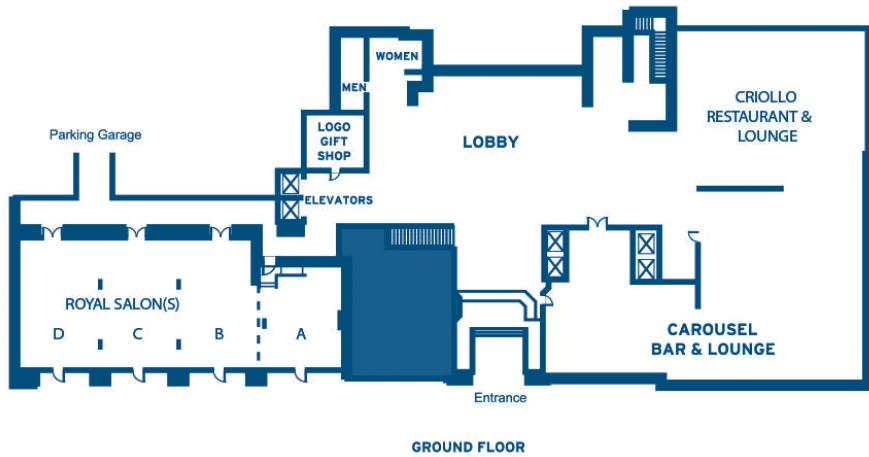
This session will inform participants on how to utilize data for strategic planning, focusing on HMIS Lead Agencies and CoCs having a common understanding of the data. Information will be conveyed through a presentation that will share best practices developed within two CoCs. This includes use of HMIS and other forms of homeless data translation techniques such as dashboards, scorecards and other graphics to make the data understandable for planning. *Presenter(s)*: Colleen Velez and Margaret Palmer, Corporation for Supportive Housing; Dawn Gilman, Changing Homelessness; Kimberly Schmitt, All Chicago. [\[Room: Iberville Room\]](#)

HACing Los Angeles: Changing the Course of Homelessness by Bringing People Together around Data

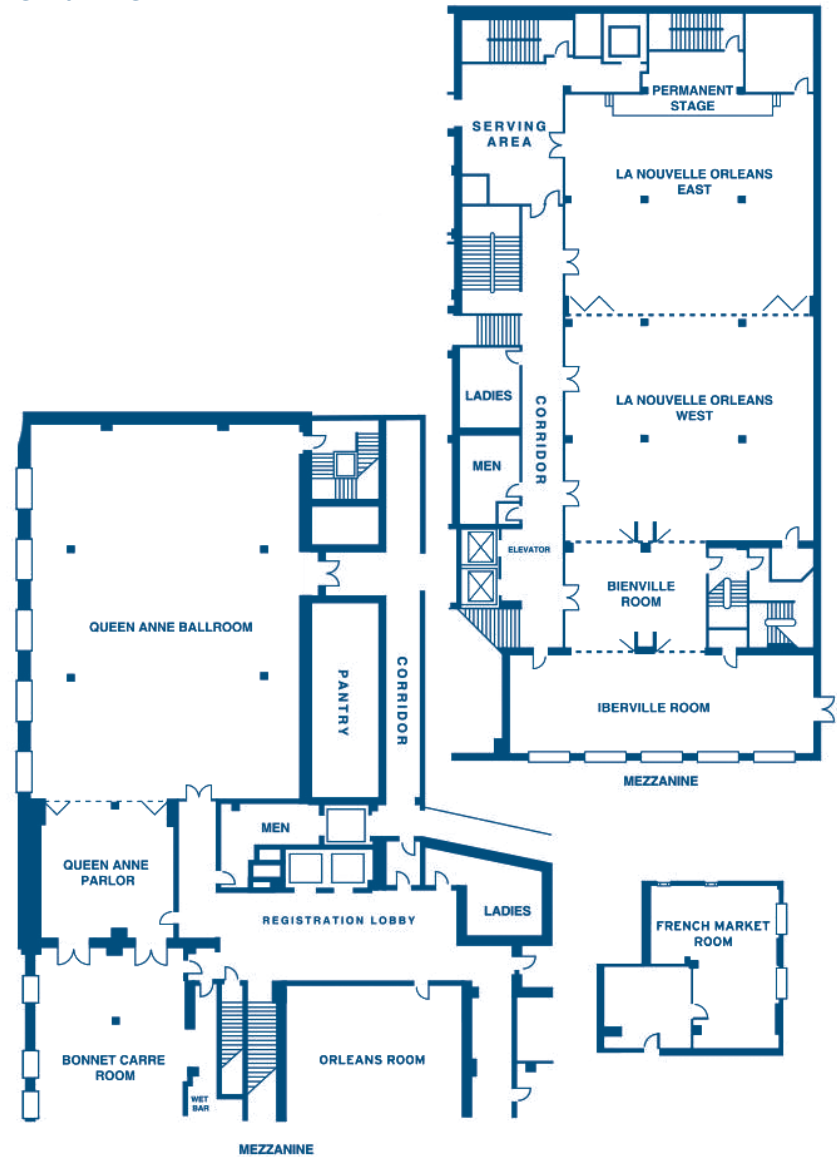
What will it take to end homelessness? In Los Angeles, getting the data necessary to help us answer that question often required a little political savvy and a lot of perseverance. Enter the Homelessness Analysis Collaborative, whose mission is to “HACK” homelessness itself. Hear how the group has overcome barriers and developed tools that have led to real change, and learn how to create “data loving” communities of your own. *Presenter(s)*: Michael Nailat, United Way of Greater Los Angeles; Mark Sliverbush, Abt Associates. [\[Room: Royal Salon\]](#)

Conference Maps

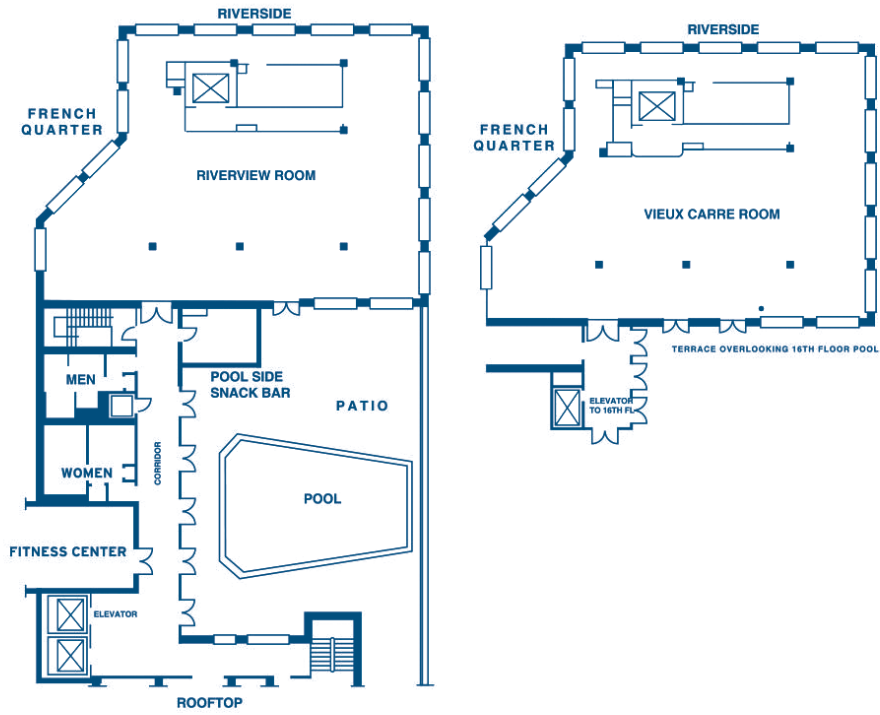
Lobby Level



Mezzanine I



Rooftop



Notes



Notes

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