

Collaborating with Multiple Partners to Create New Program Service Models (Including Pay for Success)

Dee Norton
Patrick Frost



Putting It All Together:
Uniting Data, Technology, and People



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Introductions

The Road Home

The Mission of The Road Home is to help people step out of homelessness and back into our community

Dee Norton, MPA

- With The Road Home for 17 years
- 6 years as Director of IT
- Chair Person for the Utah HMIS Steering Committee

Utah HMIS

Improve the homeless service system by establishing and maintaining an information sharing database that fosters cooperation, aids in better planning, and creates accurate information about homelessness in the state of Utah

Patrick Frost, MPA

- 5 Years of Experience with Utah HMIS
- Former UHMIS Director



www.theroadhome.org

<https://utahhmis.org/>



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The Road Home

- Housing
 - 1,700 people in housing throughout the community on any given night
 - Nearly 3,500 people assisted with housing last fiscal year
- Shelter
 - Approximately 1,100 people in shelter on any given night
 - 8,077 total people served with shelter last fiscal year
- Case Management and Supportive Services
 - 3,855 people assisted with Employment and/or Housing related services (ID's, Birth Certificates, SS cards, bus tokens, etc....)
 - 81% of all people staying at The Road Home have some sort of case management interaction during their stay





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- Housing First Agency - from top to bottom for the past 12 years
- Partnerships – the key to any successful homeless provider
 - City, County, State Support
 - Volunteers of America
 - Department of Workforce Services (onsite)
 - Veterans Department (housing partner)
 - Valley Mental Health (onsite)
 - School District Liaisons
 - Utah HMIS
 - City and County Housing Authorities
 - YWCA
 - Fourth Street Clinic
 - And many more!



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The State of Utah and HMIS

- Statewide Implementation – Coordinate services between every federally funded homeless service provider across the state (70+ participating agencies and over 200 Programs)
- Includes 3 Continua of Care
 - (Salt Lake County, Mountain Lands, Balance of State)
- Guided by UHMIS Steering Committee
- Improved tracking for use in:
 - Needs of the individual
 - Point in Time Counts (PIT)
 - Homeless Inventory Charts (HIC)
 - Performance Measure Tracking
 - Use of the VI-SPDAT, SPDAT, and Family SPDAT
- Coordinate all program set up, technical assistance, data quality monitoring, vendor needs, training, security monitoring, and compliance



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The Road Home and HMIS



- HMIS Implementation (supported by Utah State HMIS Team)
 - Shelter tracking (bed assignments, matched to enrollments, with full assessment at entry and exit when possible)
 - Housing Subsidy (matched to enrollments, with full assessments at entry, quarterly, and at exit)
 - Drop in Center (Service tracking with Universal Data Elements)
- Data Driven Agency
 - In House Database Administrator – focus on improving data extraction and analysis to guide how our agency makes decisions and chooses program foci



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Community Triage Group (CTG)

This group meets weekly as part of the community Coordinated Entry initiative to collaborate and prioritize the most vulnerable members of our homeless community into the valuable housing stock available each week. This group uses a number of criteria to determine eligibility and appropriate housing placement options, including the VI-SPDAT and SPDAT

- Attending Collaboration Members
 - Utah HMIS
 - Salt Lake City
 - Salt Lake County
 - State of Utah
 - Volunteers of America
 - Department of Workforce Services
 - Valley Mental Health
 - First Step House
 - The Road Home
 - Utah AIDS Foundation
 - Unified Police Department
 - Housing Authority of Salt Lake City
 - Housing Authority of Salt Lake County
 - Utah Community Action
 - YWCA
 - The Inn Between



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Community Triage Group (CTG)

Every attending partner is required to bring the list of their most vulnerable clients and have completed the following on them:

- Updated information entered into the HMIS system
- Complete VI-SPDAT in HMIS system through which a score can be determined
- Maintain contact with those clients as best as possible
- DO NOT GO ROGUE! Use the system as agreed by partners



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Flexibility in HMIS to Meet the Needs of the Organization

- UHMIS serves many different types of organizations from all parts of the state
- Organizations have different needs and wants from an HMIS system
- UHMIS worked with each organization to provide flexibility in what and how data was collect (while still meeting federally required standards)
- This flexibility encouraged more providers to participate and encouraged participating providers to include all programs in HMIS even if there was no mandate to do so



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UHMIS and the Community Day Shelter

For years the community day shelter did not participate in HMIS due to lack of resources. This left a significant hole in the homeless data in UHMIS.

- Created a process that uses ID cards to quickly scan for service
- The scanned records are then uploaded into UHMIS in a daily batch



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Domestic Violence Shelter Participation in Coordinated Assessment

Utah developed an innovative method to include DV service providers and their clients in Coordinated Assessment

- There are no identifying client records because it is prohibited by law, all identifying records are only kept by the domestic service providers.
- The anonymous client record is prioritized, by SPDAT score, on the same community housing list as all other clients (thereby not excluding this sub-population from accessing housing)
- The majority of Utah communities have integrated their domestic violence service providers into the coordinated entry process



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Housing Not Jail (HNJ)

A Pay for Success Project implemented January 2017



Overview:

- **The Homes Not Jail program will provide services to improve housing stability, criminal justice and behavioral health outcomes for the persistently homeless.**
- These are individuals who have spent between 90 and 364 days over the previous year in emergency shelter or on the streets or other homeless circumstance. Absent a different approach, they are at clear risk of remaining homeless.
- Homes Not Jail will offer 315 individuals a range of housing assistance and support services including access to behavioral health treatment and employment counseling. Rental assistance through the private rental market and intensive case management are included in the four-year project.

(Source: <http://slco.org/mayor/initiatives/pay-for-success/homelessness/>)

- The program is monitored and evaluated by an outside research partner to validate programs processes and verify program outcomes as determined by stakeholders.



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Research Partners

Understanding the Value of Outside Viewpoints

- **UHMIS and TRH are open to working with external research projects**
 - Local University Student Projects
 - Professional “Think-tanks” from across the country
 - Community Partners – both old and new
- **Collaborate with local government entities and community stakeholders**
 - When the community wants new solutions, they will get their data one way or another
 - Be part of the dialogue to ensure that the data is interpreted correctly and within the right context based on your expertise in the field
- **Use the data to educate and inform public opinion**
 - Misinformation can be so dangerous and is difficult to overcome
 - **Ensure the correct data is available and has accurate messaging!**



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Lessons Learned

- 1. Collect and Use the Data**
- 2. Foster those Partnerships**
- 3. Bring in new research partners to assist in data analysis and program evaluation**
- 4. Don't be afraid to try new things – if you don't work towards the solutions you believe are necessary for your target populations or community, it may not happen**
- 5. Be flexible and open to new solutions or strategies**



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Questions? Thank You!

Dee Norton
The Road Home
Director of IT
801-819-7350
dnorton@theroadhome.org

UHMIS Team Email
hmis@utah.gov

Patrick Frost
pfrost@utah.gov