

National Human Services Data Consortium 2016 Spring Conference Los Angeles, CA April 13-14, 2016

## Follow the Money (Smartly): Using Data to Inform Reallocation

Ryan Burger  
Mike Lindsay  
Chris Pitcher  
ICF International



Advancing a Technology Culture in Human Services

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## Learning Objectives

- Participants will:
  - Develop approaches to assessing the need for programs and project types across the CoC
  - Understand what data sources can inform decisions around reallocation
  - Identify objective measures to consider when ranking and reviewing project performance

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## Strategic Resource Allocation

“CoCs should reallocate funds to new projects ***whenever reallocations would reduce homelessness.*** Communities should use CoC approved scoring criteria and selection priorities to determine the extent to which each project is still necessary and addresses the policy priorities listed in this NOFA.”

-2015 CoC Program NOFA

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## Reallocation Framework

- Who should be involved in the process?
- What are we trying to achieve?
- When should we engage in the process?
- Why should we consider reallocating resources?
- How should we develop and implement and reallocation process?

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## Who?

- CoC Governing Board
- Ranking and Review Committee
- Data Committee
  - Or comparable monitoring/evaluation committee
- HMIS Lead Agency
- Provider Agencies

What stakeholders do you include in the process?

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## What?

- Assessment of project types that are needed in the community
- Impact analysis of reallocation
- Underperforming projects
- Types of reallocation approaches
  - Number of projects being reallocated
  - Number of new projects being created
  - Provider agency
  - Partial reallocation

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## When?

- When gaps and needs in programs and services are identified
- When changes in the homeless population are identified
- During regular monitoring and evaluation processes
- During review and ranking committee meetings
- During updates to the strategic plan
- When HUD releases the CoC Program NOFA



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## Why?

- Respond to the changing needs of homeless households
- Align resources with strategic plan
- Ensure programs and services are informed by
  - Best practices
  - Evidence
  - System performance
- Increase CoC flexibility to respond to a changing environment
- Improve the homeless system of care as a whole

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## How?

- Assess available data and sources
  - What does sources do your community use?
- Develop/revise review and ranking tool and process
  - Consistent and objective methodology
- Continual performance monitoring and evaluation
  - Committees, program monitors, etc.
- Strategic alignment with priorities and resources

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### Reallocation Through the Years

- 2012: PSH, RRH, and HMIS
- 2013-2014: PSH for CH households, RRH for households with children fleeing DV or coming from the streets or ES
- 2015: PSH for CH households, RRH for households fleeing DV or coming from the streets or ES, HMIS, and supportive services for coordinated entry
- 2016: 

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### Challenges to Reallocation

- Incomplete or low-quality data
- HMIS coverage or participation rates
- Identifying unmet need
- Limitations of reporting universe
- Provider political or personal connections
- Weak CoC Board or management structure
- Political will: change is hard!

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### Using Your System Performance Measures

- Length of time persons remain homeless
  - Reduced LOS in ES, SH and TH
- Homeless re-entries following exits to PH
  - Measured over 6-12 month or 12-24 month timeframes
- Change in employment income, cash and non-cash income
- Change in exits to permanent housing destinations

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### Using Your Coordinated Entry System

- Length of time from referral to project entry
- Positive/negative housing exit outcomes
- Rates of successful referrals to mainstream resources (referral attainment)
- Rates of acceptance and denial
- Bed utilization



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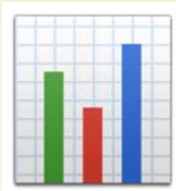
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### Using Your Annual Performance Reports

- Data quality
- Utilization rates
- Cash income change
- Non-cash benefits
- Length of participation
- Destination
- Service linkage measurements/unmet service needs



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### Using Your Local Priorities

- Frequent users of emergency services
- Youth exiting foster care
- Homeless veterans and their families
- Chronic homeless households
- Households that can be served with prevention strategies
- Goals of the CoC's strategic plan
- Others?

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Reallocation is complex and not without risk

Reallocation should be approached in a deliberate and strategic manner to inform systems change



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### Workshop Exercise

- 3 groups
- 30 minutes
- Develop your review and ranking tool
  - Select 10 measures from the left column
  - Apply each of the 10 point values
  - Develop a review and ranking tool that meets your priorities
- Report back to the group on your decisions and priorities

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### Workshop Exercise Report Out

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### Presenters

- Ryan Burger  
– [ryan.burger@icfi.com](mailto:ryan.burger@icfi.com)
- Mike Lindsay  
– [michael.lindsay@icfi.com](mailto:michael.lindsay@icfi.com)
- Chris Pitcher  
– [chris.pitcher@icfi.com](mailto:chris.pitcher@icfi.com)

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