

National Human Services Data Consortium | **2016 Spring Conference**
Advancing a Technology Culture in Human Services | Los Angeles, CA
April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Douglas Tetrault

Los Angeles

- Managing thousands of veteran records among 8 lead community organizations
- Focusing on matching records across data systems

Summit County, Ohio


- Utilizing a format for the active list and began regular assessment and update meetings to meet the criteria established for ending Veterans' homelessness
- Actively engaging homeless Veterans on their active list by coordinating with most agencies serving Veterans, including CoC housing providers
- Receiving HUD technical assistance to guide efforts in meeting criteria and benchmarks

West Virginia

- West Virginia Coalition to End Homelessness serves as the HMIS Lead and CoC Lead for the WV Balance of Continuum of Care, covering 44 of WV's 55 counties
- Utilizing a Housing Prioritization List prioritizing clients with the highest housing need. This list has evolved over time, and has become an integral part of coordinated entry efforts

National Human Services Data Consortium | **2016 Spring Conference**
Advancing a Technology Culture in Human Services | Los Angeles, CA
April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, LAHSA; Matthew Hedrick, WVCEH; Joe Scalise, Info Line, Inc.; Susan Starrett, CSH; Douglas Tetrault, TAC



Advancing a Technology Culture in Human Services

National Human Services Data Consortium | **2016 Spring Conference**
Advancing a Technology Culture in Human Services | Los Angeles, CA
April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Welcome and Introductions

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Agenda and Today's Aim

Aim:
This session will inform participants on how to utilize existing data systems in order to assist with active list creation within communities.

Agenda:

- Overview of Active Lists
- 7 Key Considerations
- Community Breakouts
- Using active lists
- Resources and Q&A

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Overview of "Active," "By-Name," or "Master" Lists

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

What is an "Active," "By-Name," or "Master" List?

- A real-time, up-to date list of all people experiencing homelessness
- Can be filtered by categories like Veteran status, common assessment score, chronic status, etc.
- Allows communities to know every person experiencing homelessness by name
- Facilitates community decisions around where to appropriately house individuals experiencing homelessness
- Can be used to measure progress toward system goals

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Background: Active Lists

- Developed as a result of the 100,000 Homes Campaign registries
- Proved effective as a means for tracking individuals who are homeless as they progress through communities' homeless systems of care
- Became a foundation for Case Conferencing efforts
- Has been used by some communities to measure progress against the Federal Criteria and Benchmarks for effectively ending homelessness among Veterans

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Importance of Using Lists

- Serves as a means to deepen understanding of homelessness at the local level
- Supports communities' planning efforts for reducing and ending homelessness
- Improves collaboration through case conferencing meetings among entities working to house individuals on the lists
- Provides communities with the ability to track exits from homelessness
- Allows for measuring community goals and performance

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Key Features

- Captures all Veterans/households experiencing homelessness
- List is dynamic and updated frequently
- Includes basic data elements needed to track housing path
- Is used in case conferencing as well as system performance monitoring
- Is used to measure progress and identify bottlenecks within the system

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

7 Key Considerations When Creating and Using Lists

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

7 Key Considerations

```

    graph TD
      A((Common Assessment Tool)) --> B((Initiate Screenings))
      B --> C((Data Compilation))
      C --> D((Data Sharing))
      D --> E((Data Platform))
      E --> F((Coordinated Entry))
      F --> G((Actively Use List))
      G --> A
  
```

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #1: Common Assessment Tool

A standard set of questions used by all organizations in a community that assesses and collects information so that communities can make informed referrals to appropriate housing and services as quickly as possible.

Why?

- Provides a standardized structure for client data collection
- Allows you to target and prioritize clients to appropriate housing interventions
- Gather information on individuals encountered outside (via outreach) and inside for services

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #1: Common Assessment Tool

In order to incorporate minimum data needed to calculate benchmarks indicating achievement of ending Veteran homelessness, lists should include:

- Unique Veteran identifier(s)
- Date of identification
- Current location/status (unsheltered, sheltered, housed, other)
- PH intervention offer(s)
 - Date of offer
 - Type of PH intervention offer (i.e. HUD-VASH, RRH, PSH, other PH subsidy)
 - Veteran decision (accept/decline)
 - Date of Veteran decision
- Chronic homeless status
- Date of move-in to TH (if applicable)
- Destination (use HMIS response categories)
- Date of move-in to PH or other exit from literal homelessness

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #2: Data Sharing

Consider the following when developing plans for data sharing:

- Inclusion of all homeless programs and data sources needed for comprehensive list (i.e. HMIS, VA HOMES)
- Procedures for when and how data will be incorporated into list
- Necessary agreements and client consents
- Ability of programs and data sources to provide all data that is needed for an effective list

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #2: Data Sharing

	Composition of HMIS System	Potential Needs
Open	<ul style="list-style-type: none"> • Already have ability to case conference • ROIs and agreements already established for entry and access to HMIS • Process exists for data updates and reviews 	<ul style="list-style-type: none"> • Extra steps may be needed for entities not engaged in HMIS, including agreements, ROIs, and MOUs
Closed	<ul style="list-style-type: none"> • Unable to use HMIS to create lists 	<ul style="list-style-type: none"> • MOUs/agreements • ROIs covering users, HMIS, and list work

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #2: Data Sharing

The Department of Veterans Affairs' role in data entry and sharing:

- 2015 federal guidance encourages local VA engagement in HMIS
- Local VA data entry and sharing is possible through:
 - Open HMIS systems
 - Privacy controls
 - ROIs
 - Processes outline roles and authorities

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #2: Data Sharing

Why use a Release of Information?

- An appropriate ROI allows all relevant agencies to access and add to the community's active list
- A comprehensive ROI allows providers to coordinate services during case conferencing

ROI composition:

- Every ROI will look different depending on local community needs
- Communities are encouraged to work with local VAMC's to produce ROIs that satisfy their privacy regulations
- VA ROI example

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #3: Data Platform

- Not a typical list: no one is removed from a database, a person's status just changes
 - Including inactive clients, housed clients, clients refusing services, and clients not yet in HMIS
 - Updated at least monthly
- An active list is not just another waitlist for housing
- Examples of databases that can house an active List: HMIS, Excel, Access

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #3: Data Platform

Why is a good data platform important?

- A nimble and comprehensive data platform helps house clients quickly and efficiently
- Ensures data integrity through protection, permissions and backup protocols
- Helps develop historical data to better inform your projections of future homelessness

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #4: Initiate Screenings

- Communities can use their common assessment tool to ensure individuals who are homeless are added to the list
- Efforts to add to the list can include methods such as a concentrated week of assessments and coordinated outreach

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #5: Data Compilation

- Roles and responsibilities of data/list manager may consist of:
 - Determining roles and responsibilities of those utilizing the list
 - Developing and implement policies and procedures regarding compilation
 - To ensure list accuracy, compiling data from multiple sources
 - Checking for duplication in order to maintain quality data

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #6: Coordinated Entry

- Using lists does not negate communities' need to create, implement, and maintain their coordinated entry processes – lists are actually a major part of the coordinated entry process
- It is important to incorporate common assessment tools into coordinated entry processes

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Consideration #7: Actively Use List

- Lists should be kept up to date in order to remain useful for housing individuals who are homeless
- Communities should develop protocols to ensure successful functioning (i.e. clarify housing prioritization for individuals on the lists, identifying method of providing other services for those not prioritized)

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Questions?

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference**
 Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Group Break-Out Presented by:

Ian Costello, LAHSA

- Managing thousands of veteran records among 8 lead community organizations
- Focusing on matching records across data systems

Matthew Hedrick, WVCEH

- West Virginia Coalition to End Homelessness serves as the HMIS Lead and CoC Lead for the WV Balance of Continuum of Care, covering 44 of WV's 55 counties
- Utilizing a Housing Prioritization List prioritizing clients with the highest housing need. This list has evolved over time, and has become an integral part of coordinated entry efforts

Joe Scalise, InfoLine

- Utilizing a format for the active list and began regular assessment and update meetings to meet the criteria established for ending Veterans' homelessness
- Actively engaging homeless Veterans on their active list by coordinating with most agencies serving Veterans, including CoC housing providers
- Receiving HUD technical assistance to guide efforts in meeting criteria and benchmarks

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference**
 Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Using Active Lists

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference**
 Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Two Primary Uses of the Active List

- Case Conferencing**
 Case conferencing is a community process to support case coordination and problem-solving, and that occurs regularly with case management and other staff serving individuals or who are homeless.
- System Evaluation & Improvement**
 The active list is a window into your progress toward ending homelessness and a tool to help measure it. Once established, your community's List will help ensure that all individuals are engaged, connected to services and on their way to permanent housing.

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Considerations for Managing the List

- A Keeper or Manager of the List (entity, individual)
- Regular Updates and Standardized Workflows (process and expectations for updates). This includes all relevant outreach and data sources
- Flexibility and Responsiveness to Emerging Needs
- Technology or Data Platform
- Managing and Prioritizing who is on the list and how their information is used to support access to permanent housing

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Case Conferencing Considerations

- Format and Agenda for Meeting
- Facilitator Role
- Medium of Meeting (phone, in-person, etc)
- Meeting Frequency
- Identification of Client Review: Prioritization Strategies
- Client-Level Review and Collaborative Service Planning
- Feedback loop and troubleshooting

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

System Performance Considerations

- Manager of list and data fidelity
- Data Elements Required to Measure Local Goals
- Frequency of System Performance Review
- Communication of Performance Outcomes
- Data Collection for non-HMIS or other methods of collection
- Feedback loop to troubleshoot gaps in local goals or performance achievement

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Case Conferencing Logistics

Meeting Attendees and Format: Organize meetings to ensure key service and housing partners are actively involved and dialogue is focused on case coordination and problem-solving.

- Representing Organizations
- Attendees
- Streamlining Attendees
- Medium of Meeting
- Standard Meeting Agenda

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Case Conferencing Logistics

Meeting Frequency: Case conferencing should occur at least monthly, but more frequently when possible. A standing bi-weekly case conferencing meeting is a good goal to strive for.

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Case Conferencing Logistics

Identification of Veterans to Review: It is important to keep your primary focus on reviewing the most vulnerable Veterans on your list and/or those with greater barriers to shelter and rapid placement in permanent housing. Prioritization should be based on local need but could include the following:

- Length of Time Homeless
- Vulnerability
- Newly Homeless
- Provider-Selected Challenging Cases
- Combination of Approaches

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference**
Los Angeles, CA
April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Case Conferencing Logistics

Client-Level Review: Consider creating a standard set of elements to review for each Veteran so providers can be prepared to effectively discuss cases. Below are suggested elements to review:

- Current status
- Veteran Preferences
- Critical Housing Placement Barriers
- Critical Service Barriers
- Current Safety
- Next Steps

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference**
Los Angeles, CA
April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Case Conference Meeting Facilitation and Management

Case Conference Management & Facilitation: Identify the right person to be your group facilitator who has demonstrated the ability to work with a diverse group of service providers and keep progress moving forward while meeting the needs of the group and the community at the same time.

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference**
Los Angeles, CA
April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Case Conference Meeting Facilitation and Management

Facilitator Duties: Establish clear guidelines for the facilitator and the group so that everyone involved knows expectations and can step up to meet them at each meeting.

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Maintenance: Outreach

Comprehensively including individuals who are homeless on active lists is accomplished by community outreach. Communities should consider the following when organizing their outreach efforts:

- Develop protocols to assist with coverage and coordination within the CoC
- Clarify roles and responsibilities
- Collectively strategize on effective outreach methods

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Maintenance: Management

To keep the process moving, consider the following factors for managing active lists:

- A Keeper or Manager of the List
- Regular Updates and Standardized Workflows
- Flexibility
- Technology
- Managing who is on the List

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Data Management

While using active list data platforms, consider the following in order to progress toward housing individuals who are homeless:

- Ensure all necessary entities have access
- Know when to move clients to an "inactive" status
- Provide sufficient information to meet community's data needs, though balance this with keeping the list efficient

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Evaluating Active Lists

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Metric #1: Your Active List Accounts for 80% or More of Your PIT Count

Specifically, your total Veteran PIT count numbers gathered using your common assessment tool

- Why?
 - If you can reach 80% of your PIT count – you are doing pretty well!
 - To ensure that on a regular basis, outreach coverage is as close to 100% as possible

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Metric #2: Your Community Has a Comprehensive Street Outreach Plan Covering Your Entire Geographical Area

The outreach plan coordinated all agencies performing outreach in your community.

- Why?
 - To ensure full outreach coverage and coordinate street engagement activities

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Metric #3: Streamlined Case Conferencing Policies and Procedures

Why?

- To clearly define when case conferencing happens, who will participate, who will act as a backbone organization, and policies for managing the Active List

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Questions?

National Human Services Data Consortium | Advancing a Technology Culture in Human Services | **2016 Spring Conference** | Los Angeles, CA | April 13-14, 2016

Utilization of Existing Data Systems to Create Active Lists
 Ian Costello, Matthew Hedrick, Joe Scalise, Susan Starrett, Doug Tetrault

Contact Information

<p>Ian Costello Outcomes Specialist Los Angeles Homeless Services Authority icostello@lahsa.org</p>	<p>Susan Starrett Senior Program Manager CSH 302-530-7993 susan.starrett@csh.org</p>
<p>Matt Hedrick West Virginia Coalition to End Homelessness 304-842-9522 matthewhedrick@wvceh.org</p>	<p>Doug Tetrault Associate Technical Assistance Collaborative 617-266-5657 x144 dtetrault@tacinc.org</p>
<p>Joe Scalise Info Line, Inc. 330-315-0415 jscalise@infoinc.org</p>	
