



*Using Data to End Homelessness Track*

## *A Sneak Peek at Statewide Data*

*A special thanks to our presenting sponsor:*





# Data Dashboards

A BRIEF HISTORY AND A SNEAK PEEK OF THE FUTURE OF DASHBOARDS IN CT

# What is a Data Dashboard?

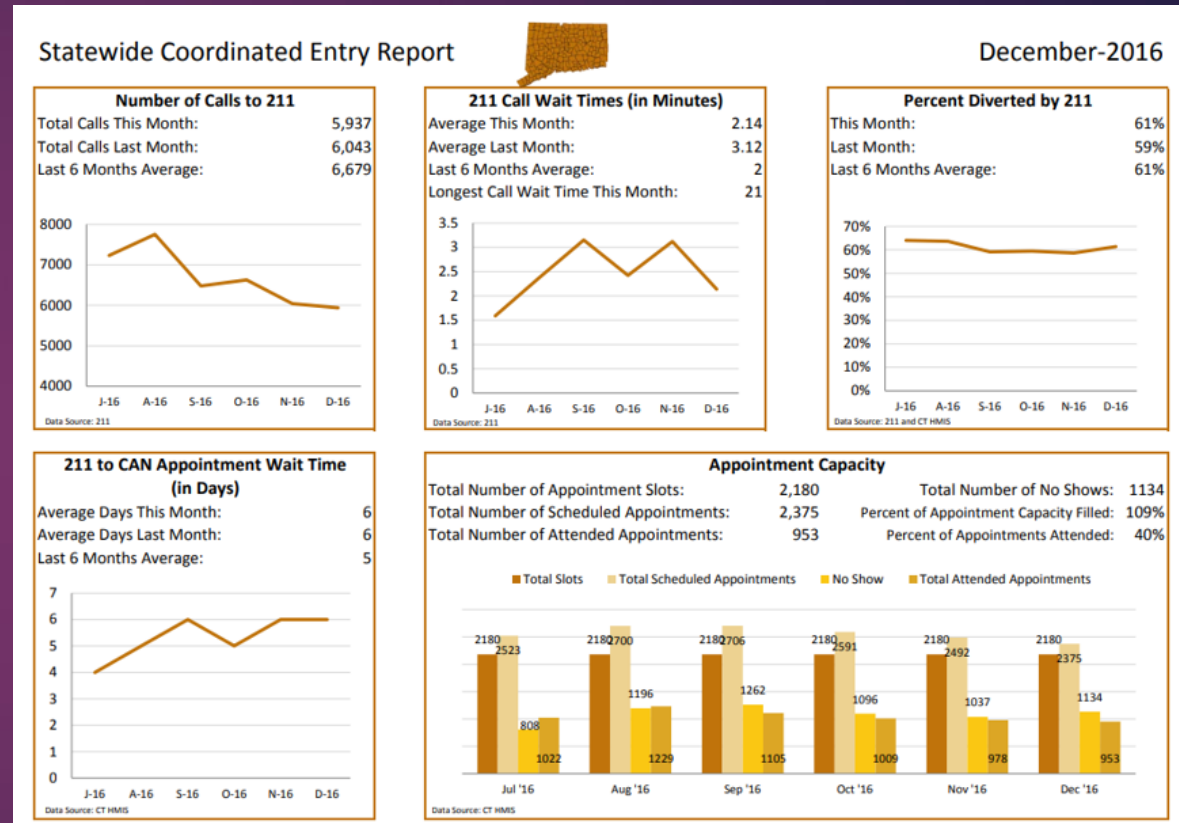
- ▶ A data dashboard is In a display of aggregated information in a visual and understandable way.
- ▶ They give you a comprehensive overview of a company, business department, process or project in relation to achieving specific objectives, that are measured by Key Performance Indicators (KPIs).
- ▶ They give you easy and immediate access to actionable analytics that can affect the bottom line of your company.
- ▶ In the world of homelessness, data dashboards can show our progress at ending homelessness by reviewing HEARTH measures and that's exactly what you'll be seeing today!

# Why Do We Need Dashboards?

- ▶ Increasingly, Federal, State, Municipal, and Private Funders are deciding the future of where resources will go by analyzing the performance data of a community.
- ▶ Indicators on data dashboards can highlight system issues that need to be corrected before they become problematic.
- ▶ Dashboards can show progress toward reaching a particular goal.
- ▶ Dashboards can help more easily identify trends in data over time.
- ▶ Dashboards are a good feedback tool to see what all of the data going into the system gets used for!

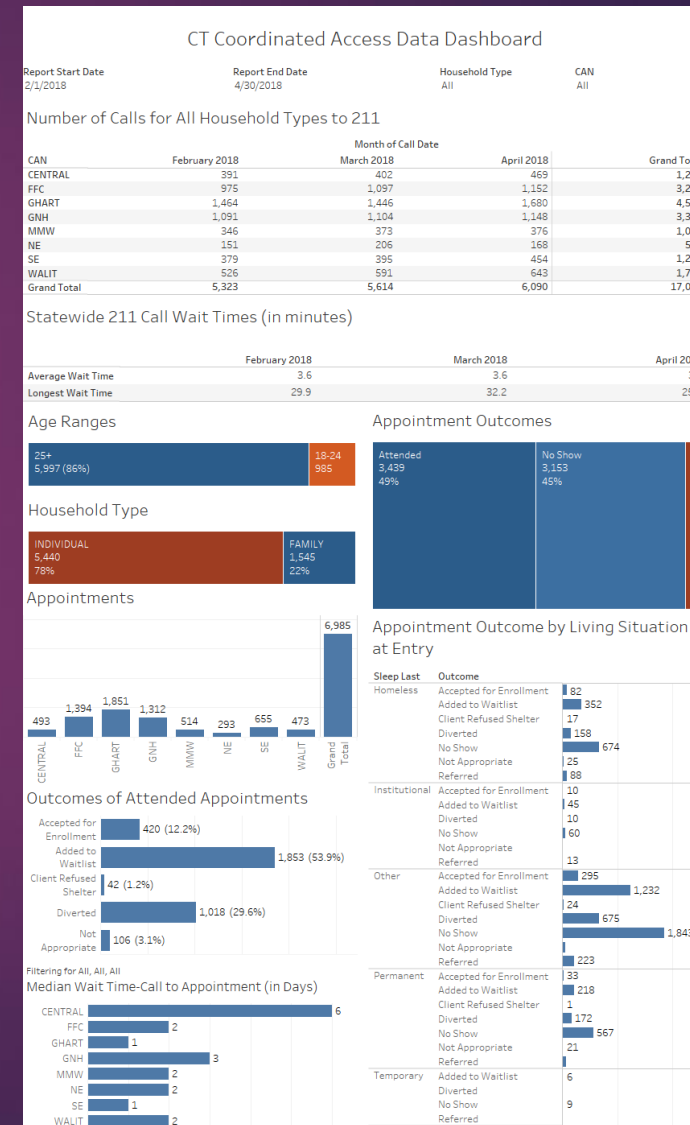
# Early Dashboards in CT

- ▶ The earliest data dashboards produced by CCEH were for Coordinated Access. These were created using Microsoft Excel and were useful to an extent, but lacked an easy way of looking at previous month's data without going to a new web page.



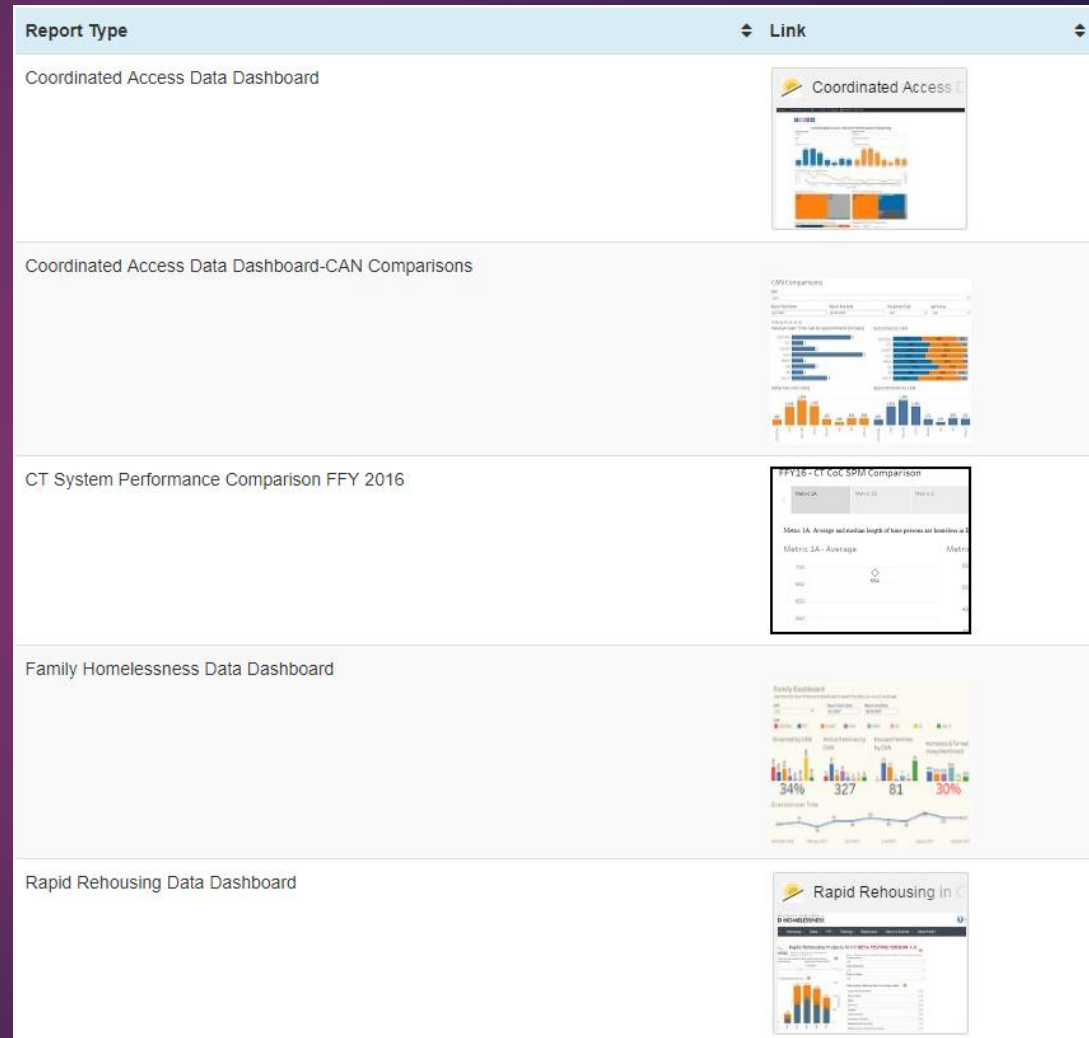
# The Move to Interactivity

- ▶ CCEH then began using Tableau to create interactive dashboards and created a Rapid Rehousing dashboard, followed by two Coordinated Access Dashboards. These dashboards allow for clicking on individual metrics for filtering and comparing data over time by entering date parameters.



# The Current State of Dashboards in CT

- ▶ As of this event, there are 5 active dashboards on the CCEH website: two for coordinated access, a system performance comparison for FFY 16, the family homelessness dashboard, and the rapid rehousing dashboard.
- ▶ These all have their functions, but we're still not looking at HEARTH measures.



# Scope of New Project

- ▶ Data Dashboards will be available for:
  - ▶ Outreach
  - ▶ Diversion / Emergency Shelter Waitlist
  - ▶ Emergency Shelter
  - ▶ Transitional Housing
  - ▶ By Name List
  - ▶ Rapid Rehousing
  - ▶ Permanent Supportive Housing
- ▶ Include a few key metrics:
  - ▶ Length of time in the program
  - ▶ Change in income
  - ▶ Rate at which people exit program to permanent housing
  - ▶ Returns to homelessness after discharge
- ▶ Will also include information like number of entries, exits, and total numbers served



# Scope of New Project

- ▶ Dashboards will also be filterable by:
  - ▶ Coordinated Access Network (CAN)
  - ▶ Organization
  - ▶ Program / Project
  - ▶ Program Type (ES, TH, RRH, PSH, etc)
  - ▶ Gender
  - ▶ Age
  - ▶ Household Type (Individual / Family)
  - ▶ Chronic Status
  - ▶ Date Range

# Ways the Dashboards Impact Our Work

- ▶ Reporting data and performance measures to funders, board members, and other key stakeholders becomes much more easily accessible
- ▶ Grant writers can access information for reporting and engaging new funding opportunities by pulling performance information easily
- ▶ Track progress towards program, agency, CAN, CoC and statewide goals
- ▶ See correlation between different data points, like race, gender, and family type as it relates to their time in programs and their ability to return to stable housing
- ▶ Identify ways we can learn from each other and improve our work to end homelessness

# Dashboard Sneak Peek!

# EMERGENCY SHELTER PERFORMANCE

1/1/2017 - 12/31/2017



## FILTERS

Start Date  
1/1/2017

End Date (-1)  
1/1/2018

CAN (Region)  
(All)

Organization  
(All)

Program  
(All)

### SUBPOPULATION

Chronic Verified  
(All)

Gender  
(All)

Family Type  
(All)

Relation To HoH  
(All)

Age  
(All)

Refreshed 5/14/18

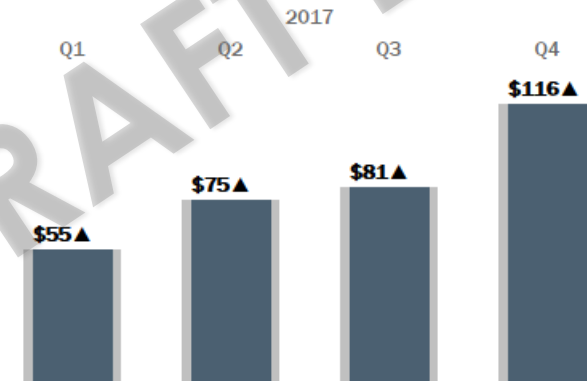
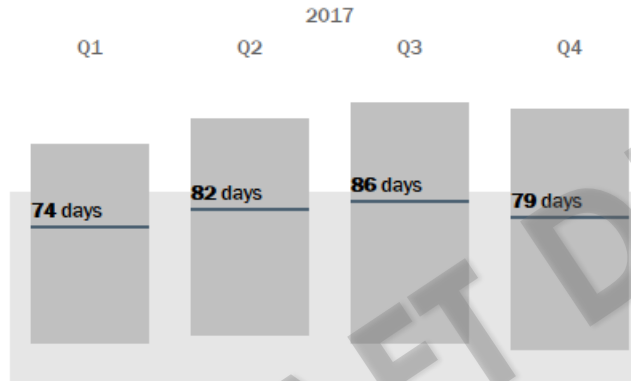
**ENTERING** 7,370  
▼-14%

**11,002**  
Clients Served

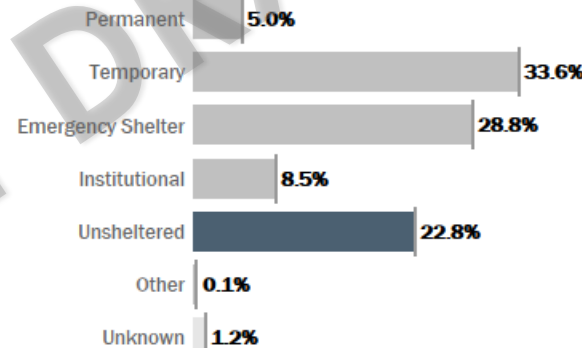
**EXITING** 6,952  
▼-15%

**Time people spent in the program**  
80 days on average length of stay

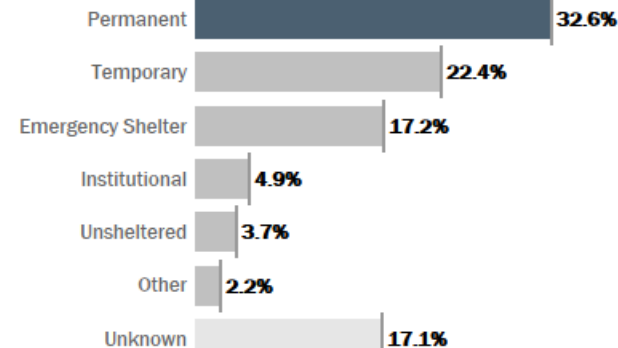
**Change in income from beginning to end**  
\$79 increase in income



**Prior living situation**  
23% came from the an unshelterd situation



**Living situation after program**  
33% exited to permanent housing



**DATA IS FOR DISCUSSION PURPOSES ONLY**

# Next Steps & Questions

- ▶ Beta testing and stakeholder feedback
- ▶ When can you expect to see these live and ready to use?



# *Questions?*

*Visit: [www.cceh.org](http://www.cceh.org) or contact  
[training@cceh.org](mailto:training@cceh.org)*

*A special thanks to our presenting sponsor:*

