CONNECTICUT COALITION to
END HOMELESSNESS

Ending Family Homelessness Track

Utilizing Data to Understand Family Homelessness in Connecticut

This track is sponsored by:

Connecticut Office of
Early Childhood

A special thanks to our presenting sponsor:

Bank of America

Who are we?

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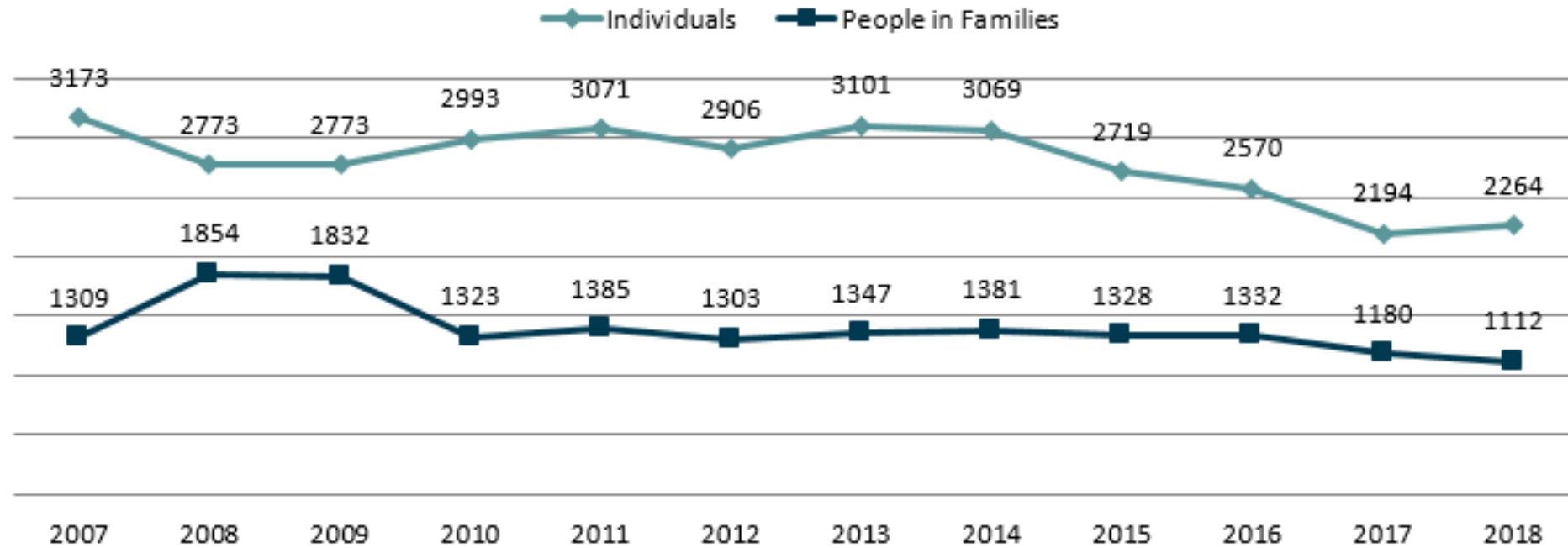
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Session Agenda

- Background
  - What are we talking about?
- Current landscape of data
  - Coordinated entry
  - Family dashboard
  - FYI BNL report
  - Provider Perspective
- Q&A

Background

Historic data – Point-In-Time Count:

Background

Statewide Goal: **End Family Homelessness in CT by 2020**

You can read the full list of benchmarks and criteria [here.](#)

Goal: End Family Homelessness in CT by 2020

Criteria:

- Identify all families experiencing literal homelessness.

- Use prevention and diversion strategies whenever possible, and provide low-barrier shelter to any family experiencing homelessness who needs and wants it.

- Use coordinated entry to link families experiencing homelessness to housing and services solutions.

- Assist families into permanent or non-time-limited housing options with appropriate services and supports.

- Have resources, plans, and system capacity in place to continue to prevent and quickly end future family homelessness.

Goal: End Family Homelessness in CT by 2020

Benchmarks:

- Divert 75% of families from entering homelessness.

- No families who are homeless and in need of emergency shelter are turned away unless they can be successfully diverted.

- No families are experiencing unsheltered homelessness.

- All families experiencing homelessness are offered connections to appropriate housing or services.

- Families with children exit homelessness to permanent housing within an average of 45 days

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Goal: End Family Homelessness in CT by 2020

Dashboards!

- http://cceh.org/data/interactive/

- Coordinated Entry
- Family Dashboard

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Slides in case the internet doesn't work

CT Coordinated Access Data Dashboard

Report Start Date	Report End Date	Household Type	CAN
2/1/2018	4/30/2018	(All) ▾	(All) ▾

Number of Calls for All Household Types to 211

	Month of Call Date			
CAN	February 2018	March 2018	April 2018	Grand Total
CENTRAL	391	402	469	1,262
FFC	975	1,097	1,152	3,224
GHART	1,464	1,446	1,680	4,590
GNH	1,091	1,104	1,148	3,343
MMW	346	373	376	1,095
NE	151	206	168	525
SE	379	395	454	1,228
WALIT	526	591	643	1,760
Grand Total	5,323	5,614	6,090	17,027

Statewide 211 Call Wait Times (in minutes)

	February 2018	March 2018	April 2018
Average Wait Time	3.6	3.6	3.5
Longest Wait Time	29.9	32.2	25.1

Age Ranges

25+ 5,997 (86%)	18-24 985

Household Type

INDIVIDUAL 5,440 78%	FAMILY 1,545 22%

Appointments

Appointment Outcomes

Attended 3,439 49%	No Show 3,153 45%	

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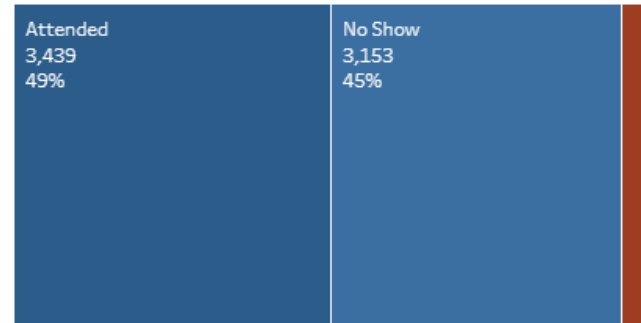
Slides in case the internet doesn't work

Appointments

Location	Value
CENTRAL	106
FFC	362
GHART	376
GNH	335
MMW	89
NE	42
SE	135
WALIT	100
Grand Total	1,545
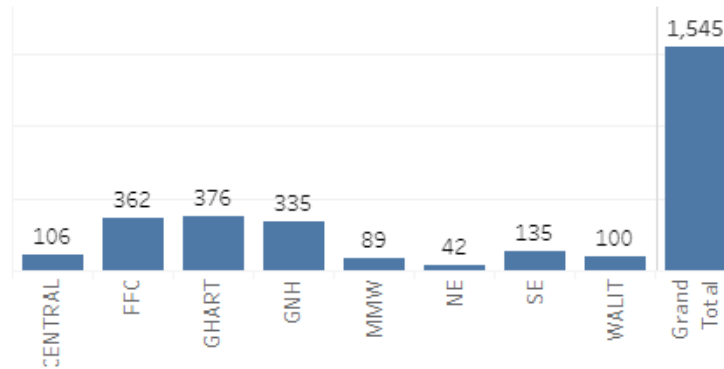
Outcomes of Attended Appointments

Outcome	Value
Accepted for Enrollment	64 (8.3%)
Added to Waitlist	324 (41.8%)
Diverted	372 (48.0%)
Not Appropriate	15 (1.9%)
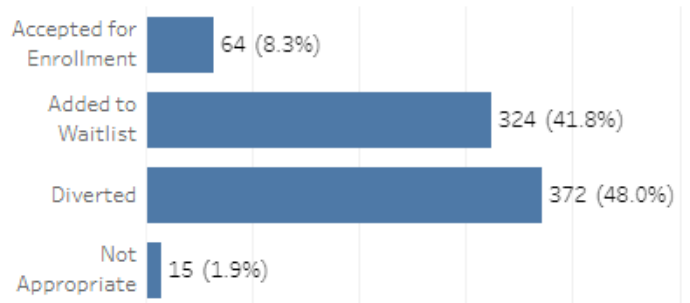
Filtering for None, All, All

Median Wait Time-Call to Appointment (in Days)

Location	Days
CENTRAL	6
FFC	2
GHART	1
GNH	12
MMW	1
NE	2
SE	2
WALIT	2
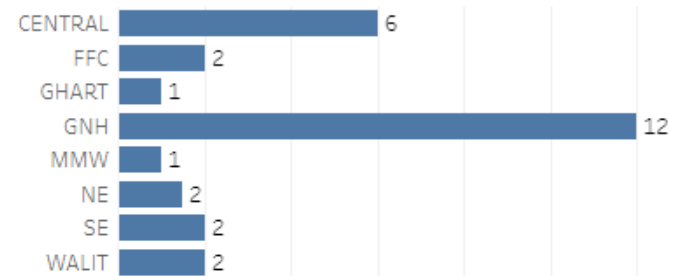
Appointment Outcome by Living Situation at Entry

Sleep Last	Outcome	Value
Homeless	Accepted for Enrollment	5
	Added to Waitlist	25
	Diverted	35
	No Show	57
	Not Appropriate	1
	Referred	13
Institutional	Accepted for Enrollment	1
	Added to Waitlist	2
	Diverted	1
	No Show	5
Other	Accepted for Enrollment	48
	Added to Waitlist	216
	Diverted	248
	No Show	410
	Not Appropriate	8
	Referred	56
Permanent	Accepted for Enrollment	10
	Added to Waitlist	81
	Diverted	87
	No Show	208
	Not Appropriate	6
	Referred	20
Temporary	Diverted	1
	No Show	1

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Family Dashboard

Use the drop down filters and date boxes to select the data you would like to see.
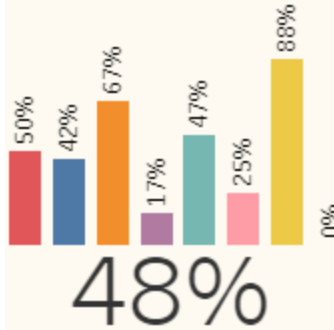
Dashboard Information

CAN
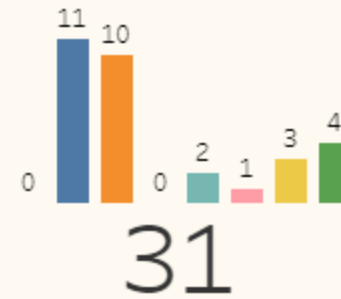(All) ▾

Report Start Date
4/1/2018

Report End Date
4/30/2018

CAN
■ CENTRAL   ■ FFC   ■ GHART   ■ GNH   ■ MMW   ■ NE   ■ SE   ■ WALIT
Central   Fairfield County   Greater Hartford   Greater New Haven   Meriden,   Northeast   Southeast   Waterbury/Litchfield
                                                                          Middlesex,
                                                                          Wallingford

Diverted by CAN

50% 42% 67% 17% 47% 25% 88% 0%

48%

Housed Families by CAN

11 10 0 2 1 3 4

31

Percentage of Literally Homeless Turned Away/Waitlisted

0% 11% 11% 33% 0% 0% 0% 0%

12%
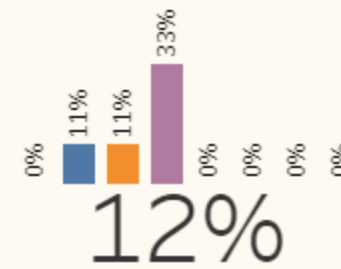
Average Time on BNL-Active Clients*

25 153 107 125 128 144 80 169 127

126
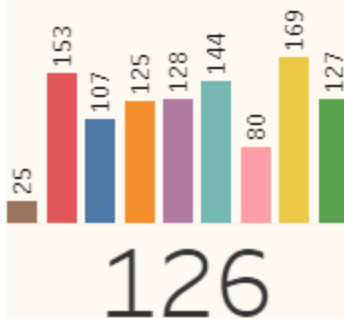
Active Families by CAN*

There are currently two records in the database missing a CAN assignment.

2 30 91 61 64 26 17 34 35

360

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Diversion over Time*

36% — 33% — 42% — 46% — 44% — 49% — 49% — 47% — 46% — 51% — 48%

June 2017 — August 2017 — October 2017 — December 2017 — February 2018 — April 2018

Housed Over Time*

33 — 37 — 56 — 62 — 48 — 36 — 50 — 53 — 52 — 35 — 31

June 2017 — August 2017 — October 2017 — December 2017 — February 2018 — April 2018

Matched and Unmatched*
- Matched
- Unmatched

	Unmatched	Matched
Null		2
CENTRAL	22	8
FFC	67	24
GHART	28	33
GNH	29	35
MMW	19	7
NE	17	
SE	29	5
WALIT	34	

211 to CAN Appointment Wait Time in Days

CENTRAL	7.0
FFC	2.0
GHART	1.0
GNH	11.0
MMW	1.0
NE	1.5
SE	2.0
WALIT	2.0

*The data in this chart type will not change with dashboard date filters.

+ableau

What is the FYI BNL Report?

It is a weekly snapshot summary of key information about Families, Youth, and Individuals on the By Name List (BNL) statewide and in each CAN.

- Provides timely feedback to CANs about changes on their BNL for each population of interest

- Enables easy comparisons across CANs and against statewide data

- Useful for tracking incremental progress (or regression)

Families on the BNL

The FYI BNL has breakouts for all families, families with a youth head of household (under age 25), and families with a non-youth head of household (age 25+)

All Families	Statewide	Central	Fairfield	Greater Hartford	Greater New Haven	MMW	Northeast	Southeast	Waterbury/ Litchfield
Percentage of Statewide All Families		9%	26%	17%	18%	7%	5%	9%	9%
Active on BNL	363	32	95	61	64	25	18	34	34
Median Days Active	95	106	94	95	84	125	64	117	113

Families (Youth)	Statewide	Central	Fairfield	Greater Hartford	Greater New Haven	MMW	Northeast	Southeast	Waterbury/ Litchfield
Percentage of Statewide Families (Youth)		5%	18%	15%	16%	5%	2%	35%	5%
Active on BNL	62	3	11	9	10	3	1	22	3
Median Days Active	87	35	105	85	37	20	13	191	176

Families (Non-Youth)	Statewide	Central	Fairfield	Greater Hartford	Greater New Haven	MMW	Northeast	Southeast	Waterbury/ Litchfield
Percentage of Statewide Families (Non-Youth)		10%	28%	17%	18%	7%	6%	4%	10%
Active on BNL	301	29	84	52	54	22	17	12	31
Median Days Active	97	120	93	99	92	125	71	75	109

Statewide, most families on the BNL have a head of household age 25 or older

*But in **Southeast**, most families on the BNL have a head of household under age 25*

Tracked Statuses on the BNL

The FYI BNL Report helps CANs track the number of families on their list who meet specific criteria that may warrant follow-up

Refuses CAN Assistance – Households who are refusing assistance, but who are still literally homeless

Chronic (Verified) – Households verified as meeting the HUD criteria for chronic homelessness

Known Unsheltered – Households who have been confirmed by the CAN as being currently unsheltered

Matched/Awarded – Households who have been matched to a housing subsidy, but are not yet housed

Enrolled in Transitional Housing – Households enrolled in transitional housing still need permanent housing

Youth

Youth at Time of Assessment– Households headed by someone who was under the age of 25 when added to the BNL

Aging Out of Youth Next 6 Months – Households headed by someone who was under the age of 25 when added to the BNL, and whose 25th birthday is less than 6 months away

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Outflow of Families from the BNL

The FYI BNL records outflow from the BNL in the past 30 days.

Housed

Self-Resolved – Households exited homelessness to a permanent destination that is self-paid or with friends/family

Permanent Supportive Housing – Households exiting homelessness with a PSH voucher for rental assistance

Rapid Re-Housing – Households exiting homelessness with assistance of RRH subsidy

All Other – Households exiting to permanent destinations with one-time assistance or mainstream resources

Inactive

Unable to Contact – Households that are not enrolled in any programs and cannot be contacted will be made inactive

In an Insititution – Households in hospital or incarcerated for 91+ days may be made inactive on the BNL

Deceased – Heads of household who are deceased will be marked as inactive on the BNL

Inflow of Families to the BNL

It is also important to track inflow to the BNL, which can be used with outflow to calculate the net inflow of literally homeless families and other households

Newly Added – Households recently added to the BNL who have not been on the active list before

Returned from Inactive – Households who were inactive at some point in the past who have been marked as active in the past 30 days

**A low NET INFLOW indicates progress, but the type of outflow matters.**

Inflow to Active List: Past 30 Days	
Clients below were made active or added to the BNL in the past 30 days.	
Newly Added *Clients who have never been active before*	17
Returned from Inactive *Clients inactive for any reason who are now active*	0
Inflow to Active List TOTAL	17
Outflow from Active List: Past 30 Days	
Clients below were made active or added to the BNL in the past 30 days.	
Housed - Self-Resolved *Clients housed in the past 30 days, self-resolved*	2
Housed - PSH *Clients housed in past 30 days, with PSH*	0
Housed - RRH *Clients housed in past 30 days, with RRH*	1
Housed - All Other *Clients housed in past 30 days, all other*	0
Housed Outflow subtotal	3
Inactive - Unable to Contact *Clients made inactive in past 30 days, unable to contact*	0
Inactive - In an Institution *Clients made inactive in past 30 days, in an institution*	0
Inactive - Deceased *Clients made inactive in past 30 days, deceased*	0
Inactive - All Other *Clients made inactive in past 30 days, all other reasons*	0
Other Outflow subtotal	0
Outflow from Active List TOTAL	3
NET INFLOW	14

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What's not covered in the FYI Report?

A lot! The BNL in HMIS is the primary way in which every homeless household in our state is prioritized and matched to housing resources, but it is only one piece of the puzzle when it comes to ending family homelessness.

Diversion and **Rapid Exit**
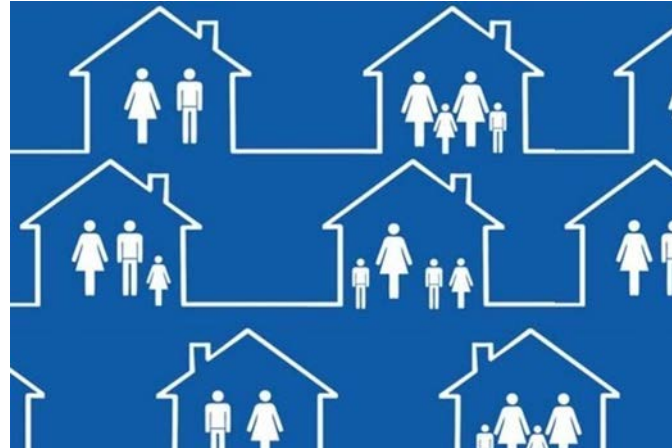
Household size and **composition**

Project level outcomes data

Performance Management Cycle

Considerations When Examining Data

- We should never take program data at face value.
  - Cleaning the data is critical!
    - Is your data reliable and valid?
    - Are there data entry concerns for your staff?
    - Look for outliers
  - What is your sample size?
    - The smaller your sample, the greater effect 1 client can have on your data

DATA CLEANING

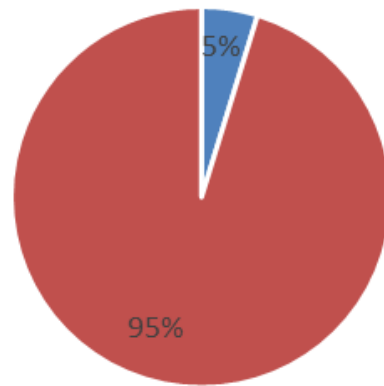# Considerations When Examining Data

- What programmatic factors can affect your data?
  - Changes to program models
  - Staffing changes/vacancies
  - Change in population served
  - Quality of data entry
- What outside factors can affect your data?
  - Funding changes
  - Systematic changes (the CAN)
  - Changes in funder requirements

Special Considerations When Examining Data on Families

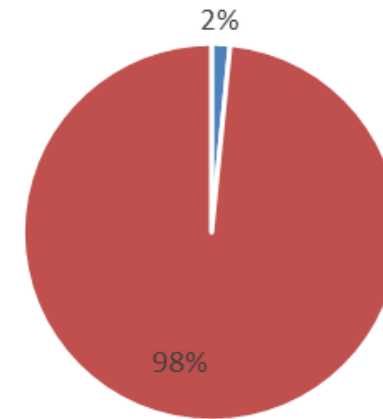- How much can we rely on self-report data?
  - Mental health, substance abuse
- Is the unit of analysis households or clients?

New Reach RRH- 2016 Exit Destination
Head of Household Only

5%

95%

- Temporary destination
- Permanent destination

New Reach RRH- 2016 Exit Destination
All Household Members

2%

98%

- Temporary destination
- Permanent destination

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Special Considerations When Examining Data on Families

Should the outcomes be the same for families as they are for individuals?

- Should we be measuring the same outcomes?
    - What does the national research tell us on indicators of success for homeless families?
    - How can we measure child outcomes? (success in school, involvement with child protective services, removal of children from the home)

# Special Considerations When Examining Data on Families

- If we use the same outcome measures for individuals and families, should the benchmarks be the same?
- For example, change in benefits from entry to exit/annual
  - Many families receive non-earned income and non-cash benefits such as WIC and TANF, both which are only temporary. Losing these benefits over the course of participation could affect program outcomes.

New Reach's Rapid Rehousing Program for Families Greater New Haven CAN: 2013-2017

- New Reach is currently the only provider of family rapid rehousing in the Greater New Haven CAN
- We currently have 6 federal, state, and city funded contracts to provide rapid rehousing services

New Reach RRH
New Households Enrolled by Year

CY2013	CY2014	CY2015	CY2016	CY2017
44	55	64	30	47
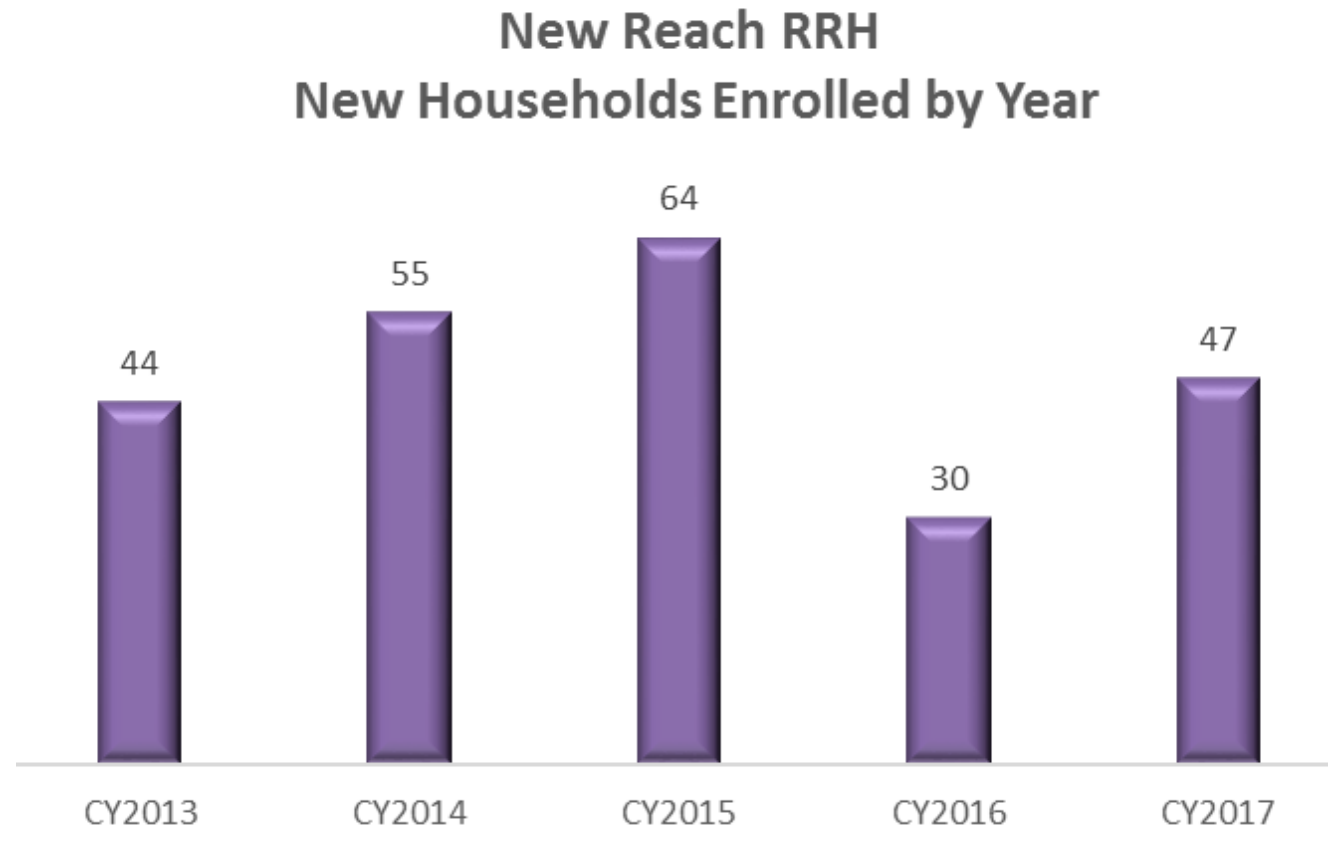
Change in Populations Served

The acuity of our clients has increased over the past five years

New Reach RRH: Change in Percentage of Youth Headed Households
- CY2013: 14%
- CY2014: 13%
- CY2015: 28%
- CY2016: 20%
- CY2017: 19%

New Reach RRH: Heads of Household with a History of, or Current, Domestic Violence
- CY2013: 3%
- CY2014: 0%
- CY2015: 38%
- CY2016: 30%
- CY2017: 19%
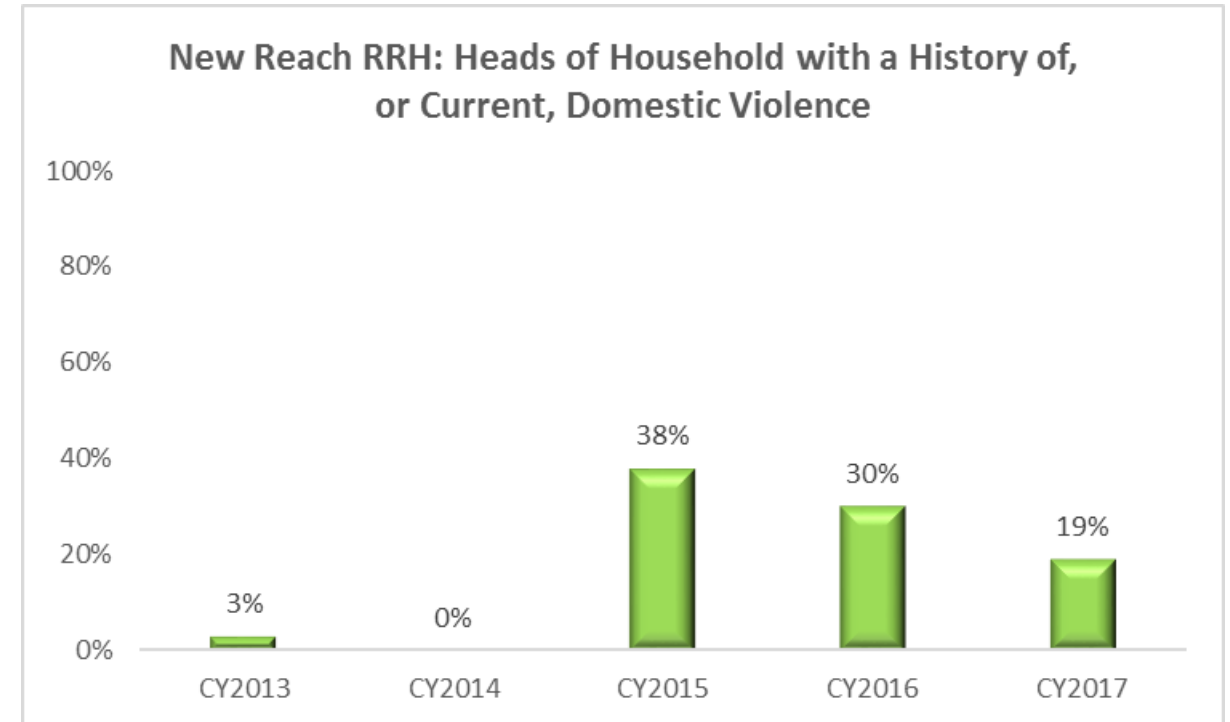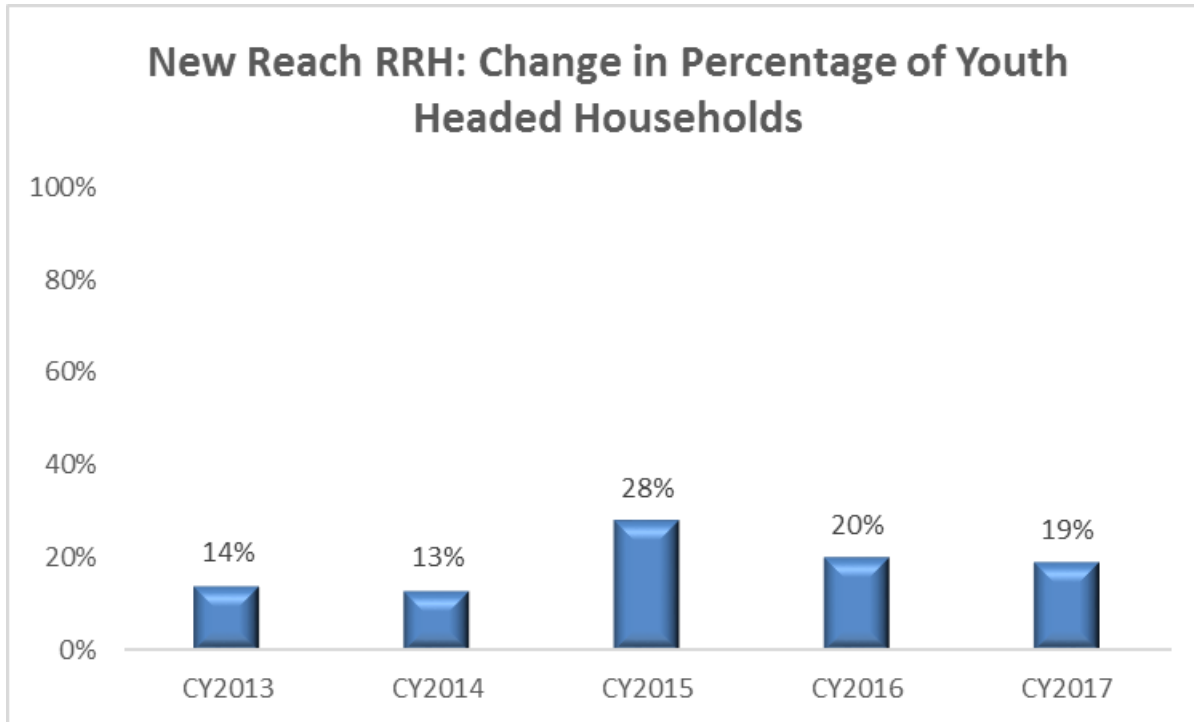
The acuity of our clients has increased over the past five years

New Reach RRH: Heads of Households with Chronic Illnesses

CY2013	CY2014	CY2015	CY2016	CY2017
0%	0%	13%	11%	6%
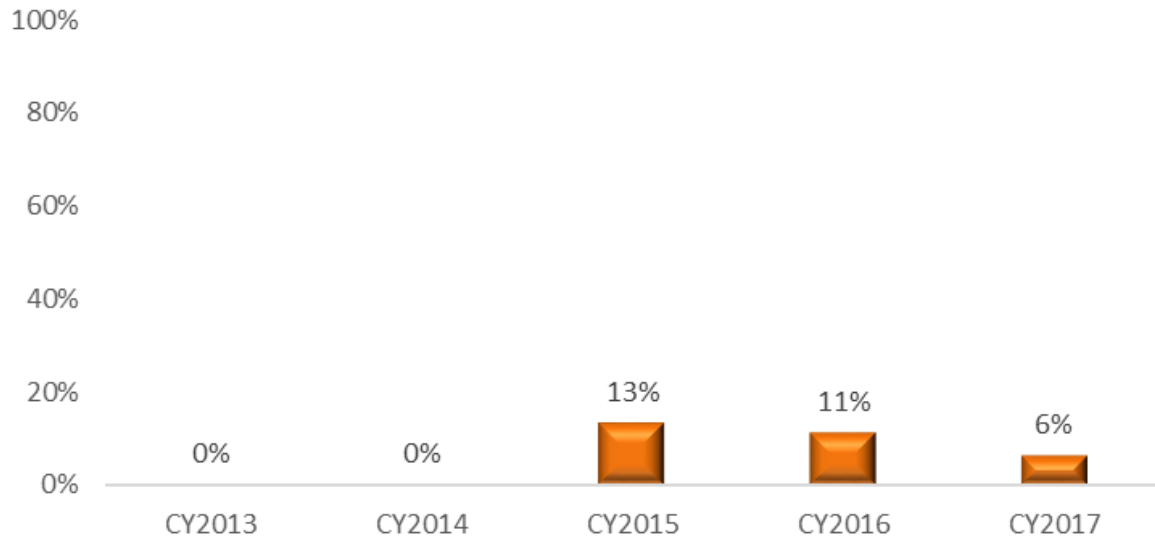
New Reach RRH: Heads of Household with No Earned Income at Enrollment

CY2013	CY2014	CY2015	CY2016	CY2017
39%	27%	70%	57%	53%
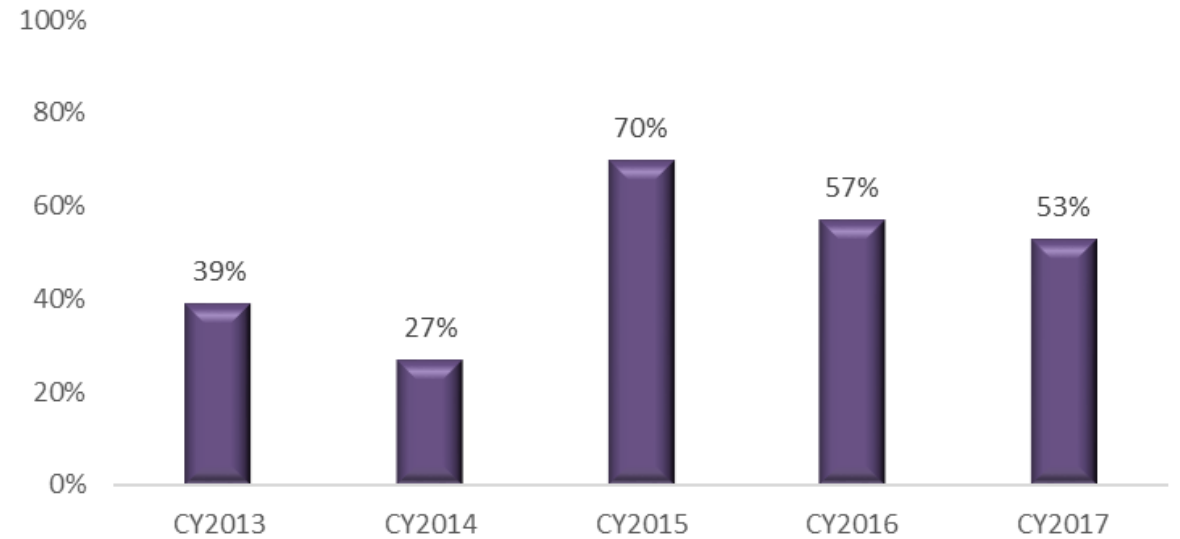
Why Has Client Acuity Increased?

- **Prioritization of shelter beds for the most vulnerable**
- **Diversion**

Connecticut CANs

Connecticut Department of Economic and Community Development 1996
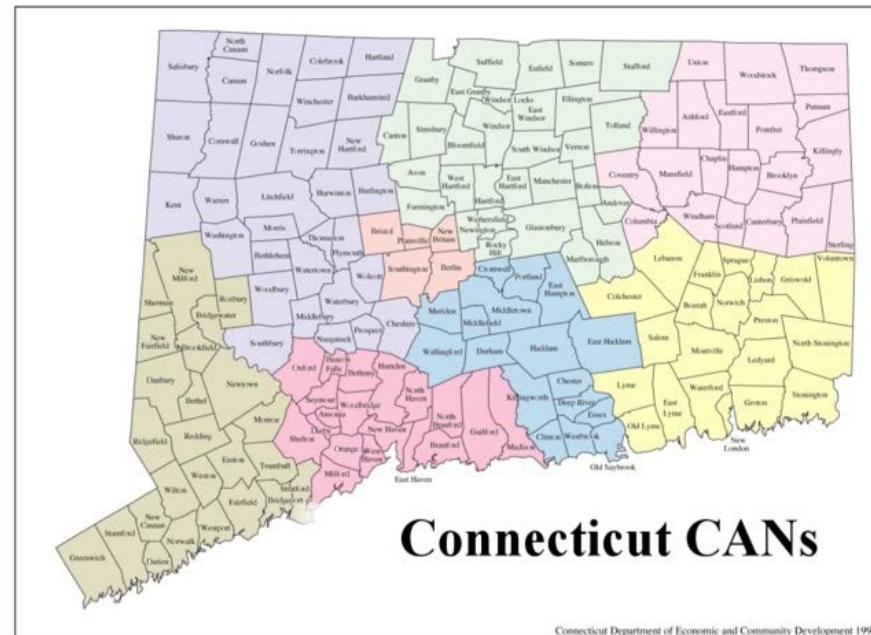
Impact of Change in Population

How might a high acuity population affect the delivery of services and client outcomes?

- Staff need better training on working with clients with: DV history, trauma, mental health concerns- budget implications
- More difficulty in securing housing for clients with more evictions- may result in longer times from enrollment to housed
- Services need to be more frequent, intensive, and longer duration
- May see greater percentage of clients return to homelessness within 2 years of RRH discharge

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RRH Household- Average Length of Stay by Quarter

Chart showing Average Length of Stay (Avg) on the vertical axis against Quarter of Enrollment Begin on the horizontal axis.

Data points:
- 2013 Q1: 148.3
- 2013 Q2: 107.3
- 2013 Q3: 179.4
- 2013 Q4: 111.3
- 2014 Q1: 44.6
- 2014 Q2: 32.8
- 2014 Q3: 104.4
- 2014 Q4: 89.5
- 2015 Q1: 82.5
- 2015 Q2: 310.4
- 2015 Q3: 196.7
- 2015 Q4: 241.1
- 2016 Q1: 308.8
- 2016 Q3: 290.5
- 2016 Q4: 322.6
- 2017 Q1: 307.0

Annotations:
- Start of CAN in Greater New Haven (2015 Q1)
- Start of Formal Diversion in Greater New Haven (2016 Q2)
- Average line at approximately 180

Exit Destinations

New Reach RRH: Percentage of Exits to Permanent Destinations

Future Considerations and Upcoming Directions

- Began implementation of Critical Time Intervention into RRH starting in Spring 2017
- Will need to look at returns to homelessness 1 year, 2 years after discharge from RRH
- Need to examine if certain risk factors (mental health, history of DV) affect a family's success in RRH
- Is there consistency statewide on how RRH is being implemented?
  - If not, how can we assess outcomes statewide?

Q&A – Contact Info

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Questions?

Visit: www.cceh.org or contact training@cceh.org

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