Reading Between the Data

Thursday, September 3, 2020
Housekeeping

- Because this is a webinar, attendees are muted
- Please type any questions you have into the Questions Box
- This webinar is being recorded and we will send out the link to everyone who registered at a later date.
Speakers

Linda Casey
Director, HMIS and Strategic Analysis
Connecticut Coalition to End Homelessness

Rose Kelly
Data Analyst
Connecticut Coalition to End Homelessness
Learning Objectives

1. Understand importance and affect of data at each level (provider, CAN, CoC, state)
2. Understand the components of data quality
3. Understand who is responsible for data quality
4. Discuss common mistakes and best practices for reviewing data
5. Discuss key metrics to analyze, including race equity
Significance of Data

Linda Casey
Director, HMIS and Strategic Analysis
CT Coalition to End Homelessness
Data Quality Characteristics

Data is generally considered high quality if it is "fit for [its] intended uses in operations, decision making and planning".

Characteristics

1. Accuracy
2. Completeness
3. Timeliness
4. Consistency
Data Quality

1. Accuracy
   - How do you check it?
   - How often do you check the accuracy of your data?
   - How far back can you review historical data?

2. Completeness
   - Do you check for missing values?
   - How often?
   - Can you ensure completeness?

3. Timeliness
   - Do you enter data in real time or near real-time in HMIS?
   - Do you periodically check that any paper records match what is in HMIS?

4. Consistency
   - Do you have data that is consistently missing or inaccurate?
   - How do you fix it?
Data in the System

Provider

CAN

CoC

State

$
Significance of Data

Measure Overall System Performance

- Number of People Experiencing Homelessness
- Length of Time Homeless
- Employment and Income Growth
- Newly Homeless
- Returns to Homelessness
- Housing Placements
- Returns After Housing Placements
Analysis Questions

1. How does your agency/CAN/CoC compare to state numbers?
   • Are any racial groups over- or underrepresented among the homeless population in your agency/CAN/CoC?

2. Are there specific local or state conditions that might lead to these differences?

3. In PIT counts, are there significant differences between sheltered and unsheltered counts as far as over- or under-representation? Why might that be?

4. Are there differences between families and individuals in terms of racial distribution?

5. What does the youth data look like compared to all households?
   • What about youth in families with children?

6. What about veterans in your community?
   • What do you know about your own community that gives context to the data?

Common Mistakes and Key Reports

Rose Kelly
Data Analyst
CT Coalition to End Homelessness
# Common Mistakes

<table>
<thead>
<tr>
<th>Common Mistakes</th>
<th>Mitigation Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Data Entry Lag</strong></td>
<td>• Delayed entries will not be included in the report output</td>
</tr>
<tr>
<td><strong>Outliers</strong></td>
<td>• Clients not exited inflates the length of time homeless</td>
</tr>
<tr>
<td><strong>Duplicate entries</strong></td>
<td>• Use the HMIS Check for Duplicates feature</td>
</tr>
<tr>
<td><strong>Accuracy and Consistency</strong></td>
<td>• Use standardized training with refreshers once or twice a year</td>
</tr>
</tbody>
</table>
Annual Performance Review (APR)
Consolidated Annual Performance & Evaluation Report (CAPER)

• Tied to the Systems Performance Measures (SPM)
• HUD uses the outcomes to measure how well a program is ending homelessness

• Reports contain data quality tables to identify data issues
  • Poor data quality can misrepresent the effectiveness of a program
  • Less effective programs are at risk of losing funding
HMIS Report Locations and How to Run Them

- Wrench icon (Administration) at the top of the screen < Reporting link < Compliance Reports  < Click on the report icon to open the criteria entry screen
HMIS Report Locations and How to Run Them

• Input Criteria
  • Start and End dates
  • All or some Organization name(s)
  • Manually input the Project name(s)
    • You can use a wildcard search with a ‘%’ sign
Reading the Reports

Rose Kelly
Data Analyst
CT Coalition to End Homelessness
Data Quality Tables

- Hyperlink to Q5 and Q6 tables
  - On page 2 of the report
  - Opens to tables Q1-Q7

- Q1. Report Validation
- Q2. Personally Identifiable Information (PII)
- Q3. Universal data elements
- Q4. Income and Housing
- Q5. Chronic Homelessness
- Q6. Timeliness of data entry
- Q7. Inactive Records
Data Quality Tables

• Q1. Report Validation Table provides summary counts by client type
  • Total number of persons served
    • Do the numbers look correct?

• Each of the remaining tables displays data issues and provides a link to client-level information
  • Review the errors and take corrective action
Data Quality Tables

• Q2. Personally Identifiable Information (PII) Table
  • Displays each field and a summary value for each data element
  • Error Rate is calculated based on total clients served

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Client Doesn’t Know/Refused</th>
<th>Information Missing</th>
<th>Data Issues</th>
<th>Total</th>
<th>% of Error Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>SSN</td>
<td>22</td>
<td>49</td>
<td>17</td>
<td>88</td>
<td>4.72%</td>
</tr>
</tbody>
</table>

• Links open a spreadsheet to the client-level information
Q2. Personally Identifiable Information (PII) Link

- Export the reports to Excel for filtering and sorting
- Review client-level information for each data issue
- Plan corrective actions

<table>
<thead>
<tr>
<th>Client ID</th>
<th>Last Name</th>
<th>First Name</th>
<th>SSN</th>
<th>Date of Birth</th>
<th>Race</th>
<th>Ethnicity</th>
<th>Gender</th>
<th>Name Issues</th>
<th>SSN Issues</th>
<th>DOB Issues</th>
<th>Race Issues</th>
<th>Ethnicity Issues</th>
<th>Gender Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>Smith</td>
<td>Test</td>
<td>xxx-xx-222</td>
<td></td>
<td></td>
<td></td>
<td>Female</td>
<td>Data Issues</td>
<td>Information Missing</td>
<td>Information Missing</td>
<td>Client Doesn’t Know/Refused</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Data Analysis

Rose Kelly
Data Analyst
CT Coalition to End Homelessness
Data Analysis

HUD CoC Analysis Tool

- On the HUD Exchange site
- Compares CoC populations in poverty vs those homeless
  - Is there a disparity in the percentages?
BOS CoC

- Black population in poverty is 18% but Black population experiencing homelessness is 34%
Data are grouped for specific review

- Families
- Ethnicities
- Veterans
- Youth
- Sheltered vs Unsheltered
Where do you start?

Pick one measure

• Which group shows the largest disparity

Document the disparity patterns

Document known barriers

• Funding restrictions
• Resource restrictions
Next Steps

Gather information on contributing factors

- Lived experience
- Funders
- Staff

Use resources from experts for action plan

- HUD
- NAEH
- USICH
Data Resources
Resources

Dashboards and Tools

- CCEH.org
- CTCANDATA.org

New Dashboards Coming Soon:
- Race Equity
- COVID
Resources – Racial Disparities

• HUD: CoC Racial Equity Analysis Tool

• NAEH: Racial Disparities in Homelessness in the United States
  https://endhomelessness.org/resource/racial-disparities-homelessness-united-states/

• USICH: How to Start Addressing Racial Disparities in Your Community
Questions?