Data-Informed Decision Making

National Coalition for Homeless Veterans

May 29, 2019
Session Overview

• Data-informed decision making
  - Key concepts
• Data Sources
  - VA data sources
  - Introduction to Stella Performance
• Questions
Data-Informed Decision Making
Data Informed Decision Making

Performance data helps CoCs and other systems evaluate:
• Progress toward the goal of making homelessness rare, brief and one-time
• Contributions of individual projects to system performance

But data should not be the only factor in decision making about resources and policies. Data should be placed in the context of:
• System design (ex. participants targeted to be served by a project)
• Best practices/research (ex. Housing First, cost effectiveness)

Data informed decision making considers the broader context and plans for system change that are not reflected in data about the current system. This is in contrast to data driven decision making which relies only on data.
Examples of Data-Informed Decision Making

Systems can use data informed decision-making in several situations:

• Resource allocation or reallocation including letters of support
• System planning
• Process mapping to identify roadblocks
• Program evaluation
Data Sources
VHA Homeless Programs
Integrated Operational Planning (IOP)

Integrating Analysis, Planning and Continuous Improvement into Operations
Integrated Operational Planning: Key Integrated Processes and Capabilities

**Gap Analysis Tool**
- Continuously updated model used semi-annually to complete Gap Analysis
- Identify gaps in PH placements needed to end Veteran homelessness
- Identify strategies to close gaps
- Develop monthly facility targets for PH Placements

**Op Plan Tool**
- A planning tool used every month to turn strategies into action
- Develop and update plans to maintain or improve Scorecard measures & resource utilization
- Develop and update plans to implement strategies
- Develop and update plans to meet monthly PH Placement Targets

**Homeless Scorecard**
- A VSSC dashboard reviewed every month to track progress
- Measure and compare operational metrics to national targets

**Operational Planning Hub**
- Organize iterative analysis and planning activities
- Share strategies and best practices with other VA Medical Centers
- Gain situational awareness of community partnerships and operational improvements
Gap Analysis Framework

DATA
- PIT and Other HUD Data
- VA HOMES Data
- SSVF HMIS Repository Data

INFORMATION
- Comparison, De-duplication, CoC/VA Mapping, and Analysis
- Local Validation and Verified BNL Submission If Available

INSIGHTS
- Community and VA Brainstorming, Planning, and Collaboration to Close Gaps
In addition to improved operational strategies, data from the Gap Analysis is utilized to determine future program resource allocations. This includes HUD-VASH allocations, SSVF NOFAs, and GPD NOFAs.
Permanent Housing (PH) Placements Possible

- PH Placements Possible
- HUD-VASH move-in
- SSVF/RRH move-in or PH exit destination
- Other

Includes Overlapping De-duplicated Shared Placements

Illustration does not include all VA or community resources.
The tool supports multi-level planning to enhance coordination and integration of homeless services with community partners. Partners are organized into Continuums of Care (CoCs).

Map shows VAMC catchment areas with darker areas corresponding to higher Point in Time (PIT) Counts of Homeless Veterans. Dept. of Housing and Urban Development (HUD) CoC jurisdictions are shown as dotted lines. Unpopulated areas are shown in grey.

**VAMC Gap Analysis Tool**
Analysis for each VAMC’s catchment area
140 Parent VAMCs

**CoC Gap Analysis Tool**
Analysis for each CoC’s jurisdiction
413 CoCs

First used by most CoCs in FY15 for joint analysis activities with VAMCs.

Currently in independent active use by over 38 CoCs
Introducing Stella

A strategy and analysis tool that helps CoCs understand how their system is performing and model an optimized system that fully addresses homelessness.

Stella Performance Module

- **Stella P** relies on dynamic visuals of CoCs’ data to illustrate how households move through the homeless system, and to highlight outcome disparities.

- Does the analytical heavy lifting, so your CoC can focus on planning and improving your crisis response system.

Stella Modeling Module

- **Stella M** assists CoCs to explore how resource investment decisions amplify system capacity to end homelessness.

- Starts with homeless needs and performance goals, and helps the community transform those needs into a series of resource investment decisions.
Stella Performance

- To develop effective performance improvement strategies you need to understand how your system is performing now

- Producing data visualizations requires significant investment of resources, not all CoCs have analytic expertise needed to develop and maintain dashboards

- Stella P provides a common visual language about the main performance measures to support data informed decision making
Stella P Basics

- Households not people – more important for system planning purposes

- Data from ES/SH, TH, RRH and PSH projects entering data into HMIS
  - No SO data (except self-reported time if selected)
  - No SSO data

- System level exits – last exit to a destination outside the system during the report period
  - No agency or project level information

- System level performance for all households experiencing homelessness – not project performance about participants
Data Quality and Stella P

- Several types of data quality issues – impact performance in different ways
  - Missing data in client record – impacts specific measures and filters (data quality insights are about this issue)
  - HMIS coverage – missing projects results in incomplete performance data (ex. missing ES/SH & TH impacts Days Homeless and Returns, missing PH projects impacts Exits and Returns)
  - Unknown data – impacts specific measures and filters (ex. Unknown destination at exit impacts Exits and Returns)

- Resource to improve data quality: CoC Data Quality Brief
QUESTIONS?