



Being Data Driven: Evidence as Guidance

Michael Kleiber, Wallace Engberg, Josh Fuentes with Partners In Care



Partners In Care

Partners In Care (PIC) is a coalition composed of representatives of organizations from nonprofit homeless providers, government stakeholders, private businesses, community advocates, public housing agencies, hospitals, universities, affordable housing developers, law enforcement, and persons experiencing homeless and formerly homeless persons.

Located on O'ahu, PIC is a planning, coordinating, and advocacy alliance that develops recommendations for programs and services to fill needs within Oahu's Continuum of Care (CoC) for homeless persons. PIC assists in developing new programs, while working to preserve or expand effective existing programs. As a member of Hawai'i Statewide Continuum's of Care, PIC works collaboratively with the rural counties CoC, Bridging the Gap.



Who Are We?

Wallace Engberg is the Research & Planning Analyst at Partners In Care. They are an Iowa State, University of Glasgow, and AmeriCorps VISTA alum with a strong background in evidence based research. At Partners in Care, they have led the 2020 Point In Time Count of those experiencing homelessness on O'ahu and pushed for greater inclusion of Youth and LGBTQ+ persons in the Count. Their love of data and data visualization has led to in-depth analysis of PIT Count data to further understand how different sub-populations are affected by homelessness, as can be seen through PIC's PIT Count Sub-Reports.

Joshua Fuentes is a data specialist with the Homeless Management Information System team for Oahu's Continuum of Care, Partners in Care. He works with local service providers on data quality improvement and oversees the HMIS Helpdesk.

Michael Kleiber just completed a year of service through VISTA with the CES team. He is currently working with both the CES and HMIS teams on data analysis and integrity. He is an alum of Grinnell College and Hawai'i Pacific University.



O'ahu Point In Time Count

January 23, 2020 from 4:00 am - 11:00 am

4,448 individuals

- 2,102 Sheltered
- 2,346 Unsheltered

356 individuals indicated that they were veterans

- 10% of the Adult PIT Count Population (3,716)

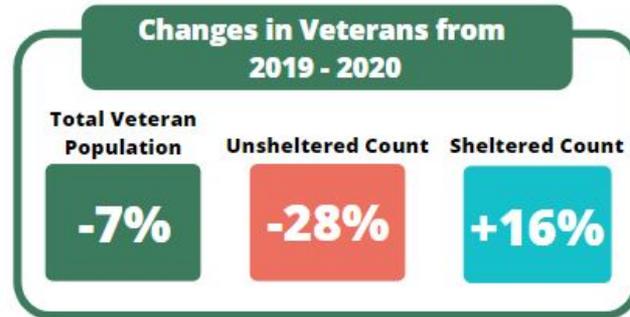
Overall



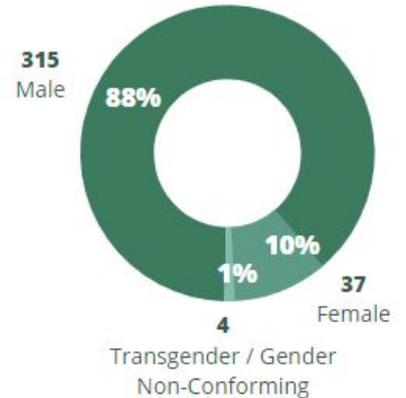
59%
Sheltered
210 individuals



41%
Unsheltered
146 individuals

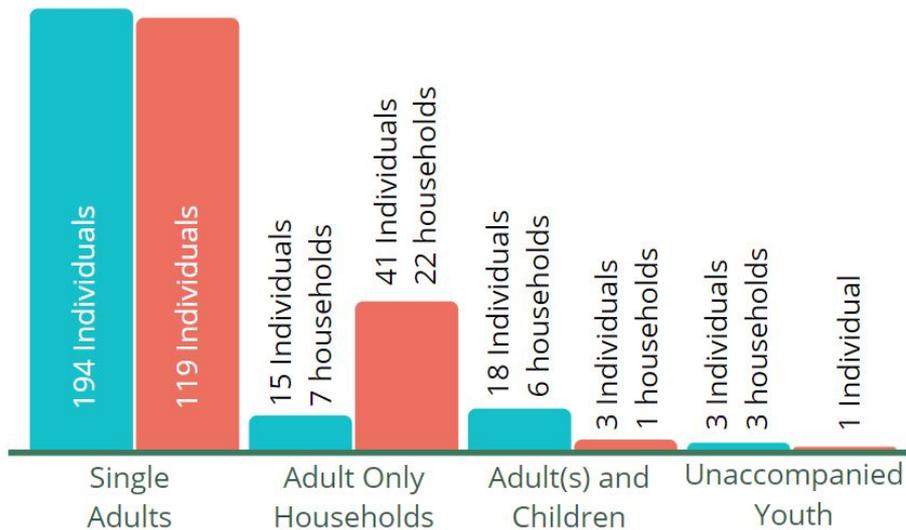


Gender

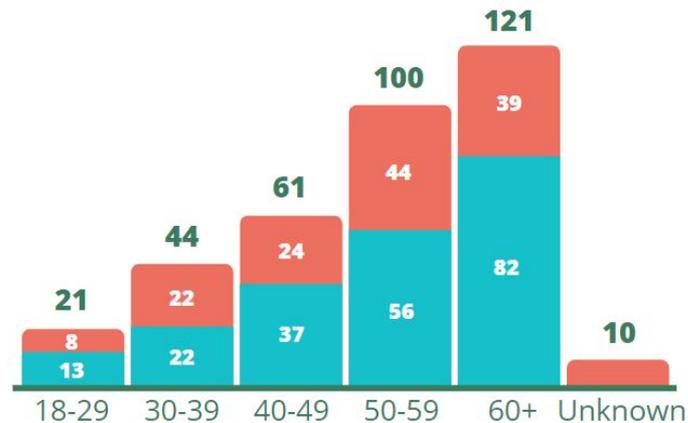




Household



Age





Race/Ethnicity: PIT Veteran Population



Race/Ethnicity: PIT Count Population



Race/Ethnicity: O'ahu Population

Health	Veterans	PIT Count
Chronically Homeless	37%	24%
Disabling Condition	80%	40%
Avg number of disabling conditions	2.2	1.9
Disability	60%	28%
Serious Mental Health Illness	48%	25%
Substance Use Disorder	35%	18%

85% of adults ₍₁₇₉₎ indicated a **Disabling Condition** with an average of **2.2** disabling conditions per adult



35%

(50)

of adults (ES & SH) were
**Chronically Homeless
Individuals**



85%

(108)

of adults indicated a
**Mental Health
Problem**



70%

(146)

of adults
indicated a
**Physical or Developmental
Disability***

*inclusive of Chronic Illness



36%

(75)

of adults indicated a
**Substance Use
Problem**

72% of adults ₍₁₀₅₎ indicated a **Disabling Condition** with an average of **1.2** disabling conditions per adult



56%

(82)

of adults were
**Chronically Homeless
Individuals**



43%

(63)

of adults indicated a
**Mental Health
Problem**



47%

(68)

of adults
indicated a
**Physical or Developmental
Disability***

*inclusive other unspecified disability



34%

(50)

of adults indicated a
**Substance Use
Problem**

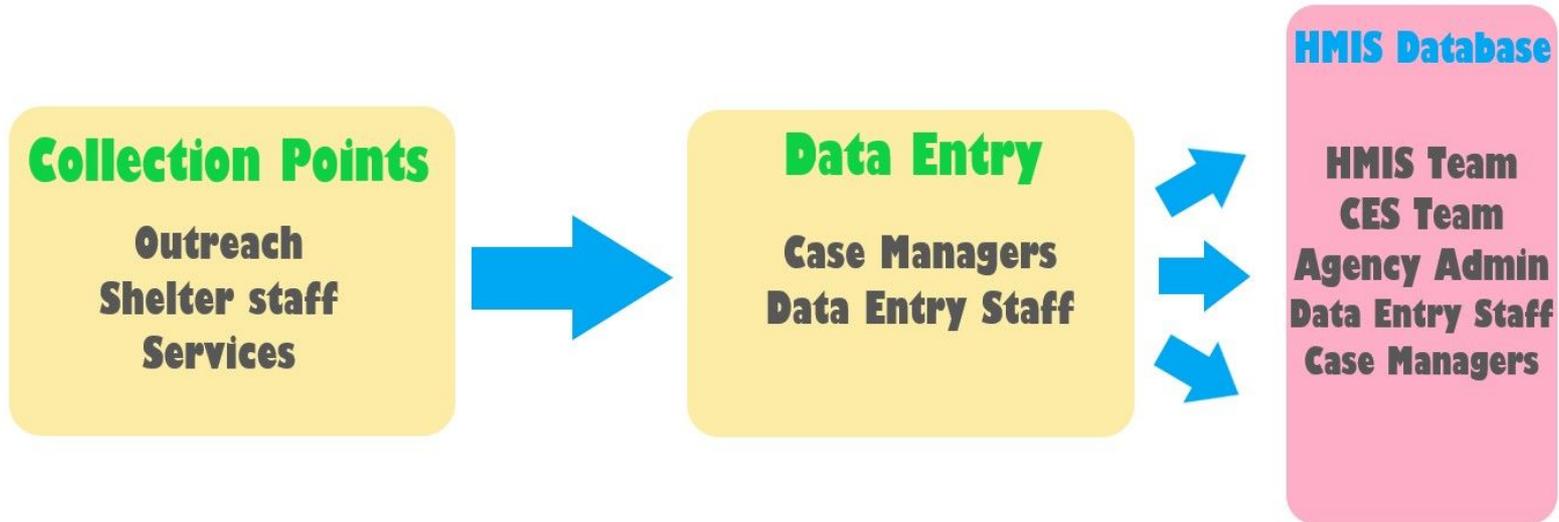


Information & Reports

All this information and subsequent Point In Time Count Report & Veterans Sub-Report can be found at:

<https://www.partnersincareoahu.org/pit-reports>

HMIS - Homeless Management Information System



Red Hat n...
Long Hair
 ❤ Data Not Collected
 🧑 Male

ClientID: 210408
 FamilyID: 221453

Find Client
 Add New Program
 Enrollment

Client Dashboard

Client Data (1)

First Name	Red Hat near Harbor Beach Park	Last Name	Long Hair
SSN		Gender	Male

Record Building:

Using a de-identified client alias / name to build a client record over time, during which a strong relationship can be built - **thus a more accurate picture of the client's life can be constructed**

Add Client Demographics

Identifying

Name Data Quality * Partial, street name, or code name repo

First Name * Red Hat near Harbor Beach Park

Middle Name

Birth Date * NaN/NaN/NaN Data Not Collected

SSN * Data not collected

Gender * Male

Citizenship Status * Data not collected

Primary Language * English

Relation to HOH * Self

Race * Choose Options...
 Asian

Last Name * Long Hair

Suffix

Age

Deceased Date

Veteran Status * Data Not Collected

Ethnicity * Non-Hispanic or Latino

Duplicate records are clients that have more than one Client ID Number.

Duplicates can negatively impact clients, service providers, and the overall functionality of a database.

The HMIS team strives to keep duplicates at a minimum through rigorous data quality checks and user training.

Find Client

Filters

First Name/Alias: john Last Name: smith

SSN: Birth Date: 

Total Rows: 9

First Name/Alias	Last Name	Client ID	SSN	Birth Date	Family Name
Johnny	Smith				FamilyID 62
John	Smith				Smith, John-
John	Smith				Smith, John-
John	Smith				FamilyID 25
John	Smith				FamilyID 84
John	Smith				Smith, John-
John	Smith				FamilyID 63

Homeless
Management
Information System

ABOUT

CASEWORTHY
TRAINING VIDEOS AND
GUIDES

DASHBOARDS

FORMS

POLICIES &
PROCEDURES

REQUESTS FOR DATA

CaseWorthy Training Videos and Printable Guides

TRAINING VIDEOS



Edit Mistakes



New During Program Ass...



Adding members to enroll...



Entering Services



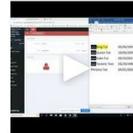
How to exit a family



Families Part 1 - Navigation



Families Part 2: Add Exist...



Families Part 3: Add New ...



<https://www.partnersincareoahu.org/>

Data Quality Reports: Timeliness

CoC Goal: 72 Hours

Q6. Timeliness		
Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
0 Days	18	11
1-3 Days	26	21
4-6 Days	5	6
7-10 Days	0	0
11+ Days	3	2

Data Quality Report



Run by jfuentes - Aloha United Way on 9/8/2020 at 6:42 PM

Report Period : 8/1/2020 - 9/30/2020

Organization(s) : [REDACTED]

Program(s) : [REDACTED]

Q1. Report Validation Table

Total Number of Persons Served	377
Number of Adults (Age 18 or Over)	258
Number of Children (Under Age 18)	119
Number of Persons with Unknown Age	0
Number of Leavers	40
Number of Adult Leavers	27
Number of Adult and Head of Household Leavers	27
Number of Stayers	339
Number of Adult Stayers	233
Number of Veterans	82

Sample of a customized DQ Report

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate
Name	0	0	0	0	0.00%
Social Security Number	12	2	1	15	3.98%
Date of Birth	0	0	0	0	0.00%
Race	1	4		5	1.33%
Ethnicity	1	4		5	1.33%
Gender	0	0		0	0.00%
Overall Score				25	5.31%



Dashboard

We have put together a veteran dashboard looking at those who have current active enrollments in HMIS.

<https://infogram.com/veteran-dashboard-1h7z2lj10kld4ow?live>

<https://www.partnersincareoahu.org/veteran-dashboards>