



# Diving into Chicago's Dashboard to End Homelessness

All CoC Meeting  
December 7, 2017



# FOCUS

## Creation of Chicago's Dashboard to End Homelessness

- a. Purpose: Data analysis for action
- b. Feedback Sessions
- c. EVHI example of Dashboard implementation

## Dashboard Orientation

- a. Story progression
- b. Data focus of each tab

## Dashboard Implementation

- a. Questions answered by tab
- b. Direct opportunity for data exploration and analysis
- c. Ensuring Dashboard can become part of ongoing analysis at all levels



# Creation of Chicago's Dashboard to End Homelessness

## Purpose

1. Enhance work by initiatives to end Veteran and Chronic Homelessness in Chicago
2. Empower CoC/committees/projects to assess their own progress
3. Highlight areas for action based on data
4. Ongoing means to assess impact of action

## Primary Foundation of Dashboard

1. Transparency
2. Integration of varied system experiences into centralized picture
3. Rapidly updated data

# Creation of Chicago's Dashboard to End Homelessness

## Feedback Sessions 10 Sessions

- ~ Community and national subject experts called upon to share response to Dashboard foundation
- ~ Questions crafted for each session to harness unique perspectives and roles



- ~ All Chicago Teams
- ~ Coordinated Entry System (CES) Partners
- ~ Ending Veteran Homelessness Initiative (EVHI) Leadership Team
- ~ 1:4 Initiative Leadership Team
- ~ Agency Technical Administrators (ATAs)
- ~ Coordinated Access Steering Committee (CASC)
- ~ Department of Family and Support Services (DFSS)
- ~ Urban Labs
- ~ Abt. Associates
- ~ Community Solutions

# EVHI: Dashboard Implementation and System Change

## Meeting Agenda

### Ending Veteran Homelessness - Federal Criteria & Benchmarks

90-Day Look-Back Period: August 30 to November 28, 2017

**1. End Chronic and Long-Term Homelessness Among Veterans**  
 Target: Zero Veterans Experiencing Long-Term Homelessness or Chronic Homelessness

Operating Chronic Homelessness: 70  
 Experiencing Long-Term Homelessness: 41  
 Total: 111

**2. Quick Access to Permanent Housing**  
 Target: Average days from identification to housing is 20 or less

Veterans Currently Experiencing Housing and Other Identification or Referral Delays: 175  
 Veterans Housed During Look-Back Period: 148 Days from identification to housing: 139

**3. Sufficient Permanent Housing Capacity**  
 Target: Number of Housing Units in a geographic area or local community of Veterans ready to accept housing

Veterans Housed in Last 90 Days: 169  
 Veterans Receiving Intensive in Last 90 Days: 342

**4. Limited Use of Service-Intensive Transitional Housing**  
 Target: Number of Veterans in Service-Intensive Transitional Housing or Greater than number of Veterans in Housing Choice Voucher or Transitional Housing

Veterans Receiving Intensive in Last 90 Days: 342  
 Veterans Entering SHV in Last 90 Days: 126

## EVHI Leadership Team

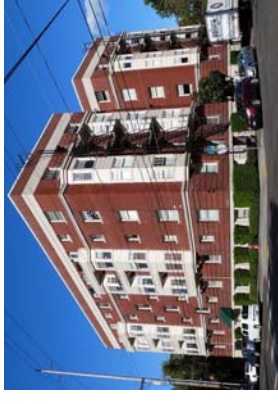
### DFSS

All Chicago

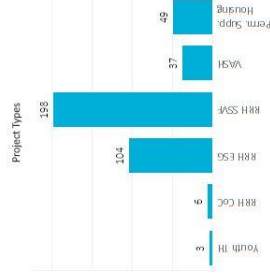
Chicago Housing Authority (CHA)  
 CSH

Department of Housing and Urban Development (HUD)  
 Jesse Brown VA Medical Center

Grant and Per Diem Representative  
 Supportive Services for Veteran Families (SSVF) Representative



## Home for the Holidays



# Dashboard Orientation

## Story

1. Key System Indicators
2. Experience of homelessness and system engagement
3. Resources available to address homelessness
4. Movement into permanent housing





# Chicago's Dashboard to End Homelessness

**all Chicago**  
making homelessness history

**CHICAGO'S DASHBOARD TO END HOMELESSNESS**

**WHO WE ARE** | **EMERGENCY FUND** | **CONTINUUM OF CARE** | **HOMELAND** | **TRAINING AND REENTRY** | **GIVE HELP** | **GET HELP**

**Dashboard Update for the Week of Oct. 1, 2017:**  
In October, 1,118 individuals and households left Chicago's Continuum of Care (CoC). Of this group, 189 were exited homelessness and moved to permanent housing. These individuals were housed in a range of project types, including Permanent Supportive Housing, Rapid Rehousing, Veterans Affairs Supportive Housing (VASH), 354 in Transitional Housing, and Permanent Housing with short-term supports. These projects housed 84 Veterans, 39 individuals experiencing chronic homelessness, 354 youth, and 5 youth.

The 189 individuals who moved to permanent housing, experienced homelessness for an average of 255 days. On average, Veterans moved from homelessness to housing in 202 days, those experiencing chronic homelessness remained homeless for 311 days. Families were housed in 274 days, and youth were housed in 146 days. Many of these individuals and households became homeless before the Coordinated Entry System (CES) was implemented. We expect that the amount of time it takes to connect someone to permanent housing will decrease as we work to quickly assess individuals through the CES. We will need to review the needs to house individuals, along with the number of available housing resources, to determine areas for program or process improvement at individual, agency, or homelessness levels.

Have questions about the dashboard? Contact Kimberly Bonini. See previous weekly Dashboard updates [here](#).

**Chicago's Dashboard to End Homelessness**

**all Chicago**  
making homelessness history

**Chicago's Dashboard to End Homelessness**

All information in this dashboard is generated from Chicago's Homeless Management Information System (HMIS). The dashboard uses data reports from HMIS on 11/08/2017.

**Key System Indicators**

- One List: Individuals/Households Experiencing Homelessness: **10,337**
- Number Leaving Homelessness in November 2017: **938**
- Number Entering Homelessness in November 2017: **1,153**
- Available Permanent Housing Units: **502**
- Average Length of Time in Chicago's Homeless System for Persons Currently Experiencing Homelessness: **192 days**
- Number of Agencies Working to End Homelessness: **86**

<https://allchicago.org/dashboard-to-end-homelessness>

# Dashboard Orientation

## Data by Tab

1. *Key System Indicators*  
6 Areas for quick assessment and action
2. *Homelessness to Housing: Project Involvement*  
Sheltered and Unsheltered experiences  
Project enrollment
3. *Housing Needs and Availability*  
Permanent housing project unit openings  
Individuals assessed in need of selected housing
4. *Comparison of Housing and Homelessness*  
Inflow and Outflow
5. *Movement to Permanent Housing*  
Referrals and Enrollments
6. *Permanent Housing Outcomes*  
System and project level housing details



# Dashboard Exploration

## Key System Indicators

- How many people are experiencing homelessness in Chicago?
- What action can be taken to influence the number experiencing homelessness?
- Do we have a process to move people into permanent housing?

## Homelessness to Housing:

### Project Involvement

- Do individuals engage with a single or multiple providers when experiencing homelessness?
- How many individuals and households are experiencing unsheltered homelessness?
- Individuals currently experience an average of \_\_ days of homelessness, how can we see the length of time of their movement through our Homeless Services Continuum?

# Dashboard Exploration

## Housing Needs and Availability

- Which subpopulation needs the greatest amount of supportive housing resources?
- Does Chicago currently have housing resources available to connect individuals, youth, and families to the most effective option?

## Comparison of Housing and Homelessness

- How many people are currently experiencing homelessness in Chicago?
- What are the housing needs of individuals entering our homeless services system?
- What can our system optimize to increase the movement of people into permanent housing?

# Dashboard Exploration

## Movement to Permanent Housing

- We have a large number of people experiencing homelessness in Chicago. How are these individuals connected to housing? Which housing options are they connected to?
- Are there barriers that exist that prevent someone from quickly moving into a permanent housing unit?

## Permanent Housing Outcomes

- The Outflow from homelessness includes those connected to permanent housing each month. Which project types are working to move these individuals into permanent housing?
- How many individuals, families, or youth has a provider housed during a selected period of time?

## Veteran Benchmarks

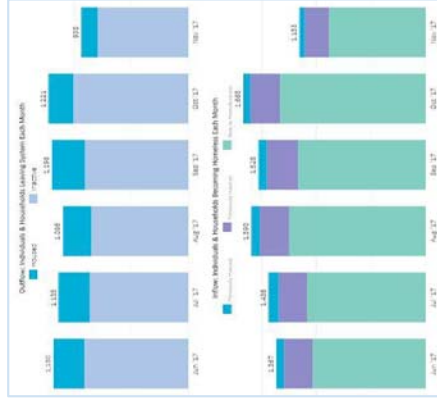
- Has Chicago addressed the four main areas to demonstrate an end to Veteran homelessness in Chicago?

# Data Exploration and Analysis

## EVHI Data:

During 2017, has the total outflow of Veterans moving into permanent housing or becoming inactive been greater than the inflow of Veterans entering the CoC?

Was there a period of time when the Outflow of Veterans was greater than the Inflow? If so, what months were included in this period?



# Data Exploration and Analysis

## System Level Data:

What number of youth experiencing homelessness have been assessed as part of the Coordinated Entry process?

Is there a location or place of engagement common to those youth that have been assessed to be connected to permanent housing?

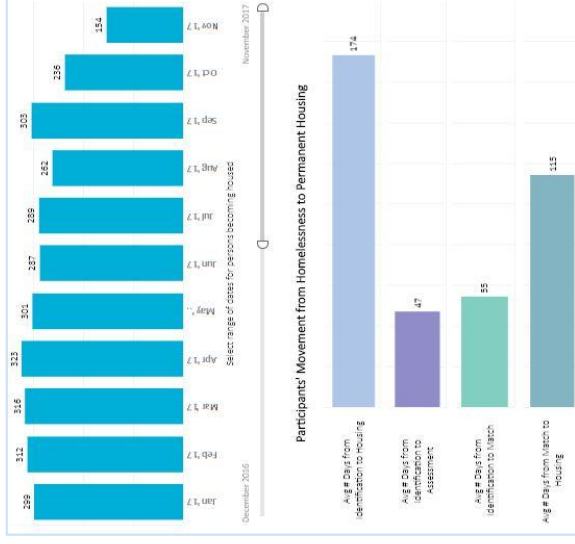
Participants Currently Experiencing Homelessness Assessed for Movement into Housing			
All Assessed		Not Assessed	
<b>3,555 (34%)</b>		<b>6,782 (66%)</b>	
Sheltered	Unsheltered	Engaged in Services	Exited Project
	All Assessed	All Assessed	All Assessed
1,276 (44%)	3,686 (90%)	535 (31%)	58 (2%)
2,447 (66%)	381 (10%)	1,165 (69%)	2,989 (98%)
Status of Assessed Participants Currently Experiencing Homelessness			
Assessed - Not Yet Matched	Matched - Awaiting Housing	Matched - Rematch Needed	Unable to Match
2,430	922	197	6
68.4%	25.9%	5.5%	0.2%

# Data Exploration and Analysis

## Project Level Data

Which Youth Drop in Program has 69% of its youth participants assessed as part of the Coordinated Entry process?

Which project has housed 4 youth in November of 2017?





# Ongoing Data Analysis

## CoC

- Lead with data
- Build on EVHI experience to insert data review in all committee meetings

## All Chicago

- Provide ongoing opportunities to review Dashboard implementation and effectiveness
- Continually provide data to assist in action and analysis process

# Thank you!

Kimberly Schmitt  
[kschmitt@allchicago.org](mailto:kschmitt@allchicago.org)

Adam Czernikowski  
[aczernikowski@allchicago.org](mailto:aczernikowski@allchicago.org)