



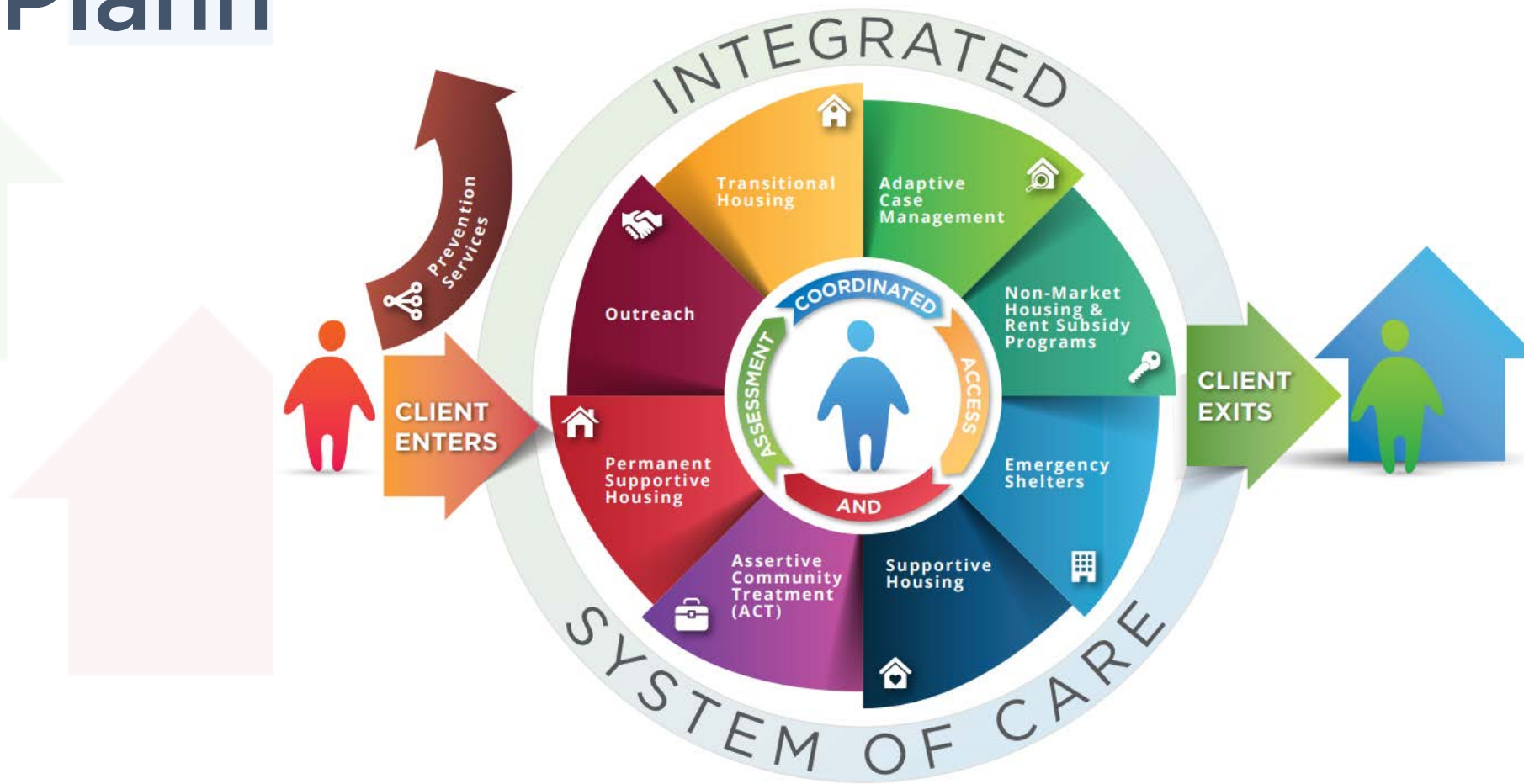
# Evolution of Data

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# Multi-tiered Impact of Data

- Client level
- Program and Agency
- System Level

# Program Planning VS System Planning



# History of Data in Calgary

- HMIS implementation in 2011
- Funder driven data elements
- Focus was to track outcomes for Housing First programs
- Agencies have taken their own data paths



# Data Rich City

- Majority of the HSSC agencies are using a system to track client information and services provided
- Multiple data bases
- The argument is not - How do we get agencies to start gathering data?



# Current System Questions

- 1) How many people entered homelessness for the first time last month?
- 2) Who are they? What do they need? Where did they come from?
- 3) How many people exited homelessness for permanent housing?
- 4) How many people did we lose track of or become “inactive”?
- 5) How many previously inactive people reappeared?
- 6) What is the total number of people currently experiencing homelessness?

# Scope of Service & Needs List

- Building a framework after all collection is already in practice
- Not a bad thing BUT brought about new challenges





# Administrative List

## **Phase 1:** Real(ish) time SCOPE OF SERVICE

### Combine datasets

- Improvement plan for Data Quality
- Improve frequency of data collection
- Increase number of datasets
- Measure inflow, outflow

**Goal Phase 1:** Aggregate real time dashboard with pilot of System-level indicators

# Client Centered Approach

- Primary Challenge of having identifiable info is: **Client Consent**
- The framework and consent practice at most agencies has not provided client notification of how their information would be used
- Its always important to remind ourselves of client rights of their information and ensure that aligns with our outcomes



# SCOPE OF SERVICE & NEEDS

## **Phase 2:** Real(ish) time SCOPE OF SERVICE & NEEDS

- Determine % of clients in HSSC with CAA data (VI-SPDAT, Housing Plan) and determine if this needs to be expanded to determine System needs
- Measure inflow, outflow, needs, re-prioritize
- Feed live data back through CAA
  - For example, Families experiencing recidivism
  - 4<sup>th</sup> time transfers
  - Client is currently staying “here”

**Goal Phase 2:** System and Program-level dashboards, CAA profiles include narrative or status of client in system (with consent)

# Setting up for Success

The goal to be able to identify a client at any point during their journey is not at our finger tips

- Collaborate with agency partners to attain more pieces of the picture
- Streamline data process
- Develop data sharing framework to attain client consent
- Encourage Cross Ministry agreements
- Analyze the need for a data warehousing system





Thank you

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