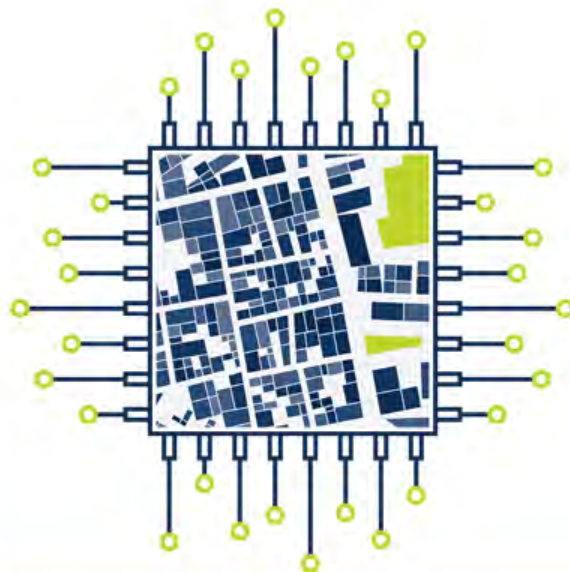National
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Turning Data Into Decisions

Using Dashboards for Coordinated Entry Planning

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Agenda

- Introductions
- MN Coordinated Entry Dashboard: An origin story
- Dashboard overview
- Discussion: What questions can the dashboard answer?
- Lessons we've learned

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Austin, TX
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How the dashboard came to be

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A need emerged!

- Presented MN communities with a complex report for Coordinated Entry monitoring, and heard a need for a more nimble, interactive tool for interpretation

	Singles				Families					
	All HoH	HoH 25 +	HoH 18 - 24	Youth HoH	All HoH	HoH 25 +	HoH 18 -24	HoH 0 -17	Missing HH Type or Age	Total ALL
B1. Number on Priority List During Period (Unduplicated)	439	289	147	3	145	76	69	0	17	601
B2. Number on the Priority List First Day of Period	255	155	97	3	109	49	60	0	14	378
B3. Number Entering During Period	184	134	50	0	36	27	9	0	3	223
B4. Number Leaving During Period (B2+B3)-B5	130	88	42	0	45	25	20	0	4	179
B5. Number on the Priority List on the Last Day of the Period	309	201	105	3	100	51	49	0	13	422
B6. Net Change (First Day - Last Day)	-54	-46	-8	0	9	-2	11	0	1	-44

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Technical and design considerations

- Which tool to use?
- Can a dashboard do it all?

Outcome	Actions to get there?	What metrics measure progress toward the outcome?	How should those metrics be disaggregated?
Make CES as efficient as possible	Identify slow-downs, reasons for slow-downs Identify any unused supply	Time between initial assessment and: referral, reach person, accept/reject, move in Number of people assessed – *# entering/leaving PL/net* VI score of ppl entering list Number of valid vs. invalid referrals -- *accepted/rejected* Number of empty units (where there is demand)-- *we don't have vacancy rates. Utilization would not be up-to-date enough*	Demographics Disability, CH, LTH, severe mental illness Household type? Score/priority Type of housing referred for County -- CoC -- some way to tell time differences by location?
"Sell" CES to skeptical audiences	Demonstrate how it is working	Successes: Number of people referred and entering programs	Demographics Disability, CH, LTH, severe mental illness Household/family type County
Align housing supply with demand	Demonstrate need for each housing type	Number of people waiting for each housing type Comparison: county of choice vs. counties where people are placed -- is there one with outsize demand? -- *5 separate questions, choices 1-5. This is not in 211.*	Demographics Disability, CH, LTH, severe mental illness Household/family type County
Increase support ($) for housing	Demonstrate size of the need Demonstrate any trends in the need -- growing overall? In a specific area?	Cost to fill need demonstrated by priority list, by housing type -- *not in our scope.* Inflow/outflow from priority list	Housing type Time period County
Ensure housing providers are following the process	Identify providers not following process, identify reasons and act on them	Eligibility criteria and availability -- *no vacancy rates.* Referrals declined or canceled and reasons If not eligible, why was the person referred? -- *we don't have this data.*	Provider (or funding source if not possible to show by provider) County
Improve equity in housing outcomes		Comparison: priority list to area population as a whole -- *census data!* Compare exits to Stayers?	Demographics County
Ensure equitable access to CES	Identify barriers to getting assessed	Number of people being assessed-- *entries to PL* Compare people assessed to populations in shelters, unsheltered (PIT?). -- *SHELTERED: 630?*	Demographics Disability, CH, LTH, severe mental illness County

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Building as a community

- Rounds of design + feedback

Building as a community

- Rounds of design + feedback

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Refinement

- Which of the smaller outcomes in Metrics and Outcomes fit the dashboard's overall purpose?

- How do visualizations work together? Which need each other for context?

- Are there any visualizations that don't fit with others?

- Are there any visualizations that are too in-detail and thus inappropriate for a dashboard?

- Any visualizations where the action to take is not clear?

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Final technical considerations

- Manual data cleaning or cleaning with code?
- How to move forward in Tableau?

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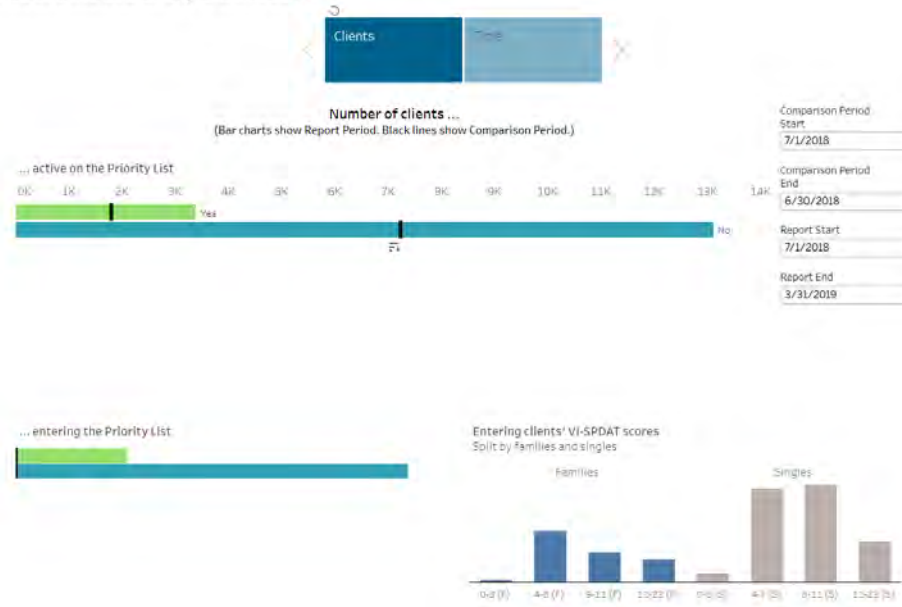
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Beta release and beyond

Feedback	Notes	Decision	Finished Incorporating?
I like the current graph listed. It would be helpful to know the data by project type, too.	We could add this as a filter, but filters already take up a lot of space on dashboard. Would need to pull project type field in with referral data (currently deleting field)	No for now, this would be top priority for an update	N/A
Does "...finding housing" equate to being entered into an HMIS project and "...moving into housing" to having a *Housing Move-In Date*?	Yes. Add some explanatory words to make this clear?	Add explanation if we have room	Added "...with a project entry date" and "...with a housing move-in date"

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Dashboard Overview

MN Coordinated Entry Dashboard

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Using the Dashboard

- Let's ask the dashboard some questions about Coordinated Entry in Minnesota

- Discuss: What kinds of questions would you want a CES dashboard to answer?

Lessons We Are Learning

- Challenge of equipping staff to talk about tool in community
  - Facilitation Guide
  - Building confidence around using dashboard
- How to deal with stakeholders not "trusting" the tool
  - How is data quality?
  - Is the report doing what it's supposed to?
- How is CES data understood in the context of other data? (like SPMs)
- Keep tabs on what local communities are already doing with their data – can this be done through the dashboard?

Tools

Practices

Principles

Mindset

Organizational Agility| © 2019 The Olson Group

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Key Takeaways and Next Steps

- More intentional, guided points of interaction with Dashboard
- Create sustainability plan – how will enhancements/changes be addressed?
- Continuing to address mindset, principles, and practices

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Resources

- Dashboard: https://www.icalliances.org/mn-coordinated-entry-dashboard
- Dashboard Facilitation Guide: https://hmismn.org/wp-content/uploads/Dashboard-Facilitation-Guide.pdf
- MN HMIS Data Portal: https://hmismn.org/__mndata/

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Thank you!

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