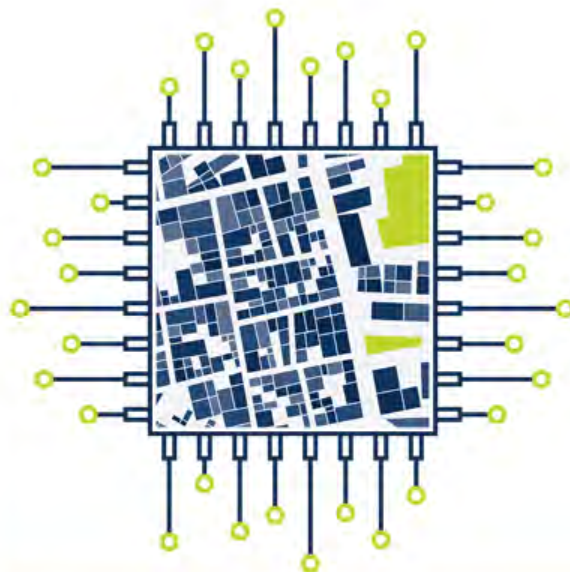National Human Services Data Consortium

Using Data and Technology to Catalyze Systems Change in Youth Homelessness Initiatives

Alicia Lehmer, Homebase
Peter Bell, Wind Youth Services

Solving Problems &
Impacting Communities
With Data

1

Preventing and Ending Youth Homelessness

- The 2018 Point-in-Time Count found that nationally, about 10% of people experiencing homelessness are unaccompanied youth under the age of 25
- Unprecedented increase in federal and local efforts to prevent and youth homelessness through cross-systems collaboration, including:
  - Youth Homelessness Demonstration Program (YHDP)
  - Youth/Young Adults with Child Welfare Involvement At-Risk of Homelessness grants
  - *100-Day Challenges to Prevent and End Youth Homelessness*

2

National Human Services Data Consortium

N-SDC

Solving Problems & Impacting Communities With Data

100-Day Challenges: Part of a National Movement

- 4 U.S. Department of Housing and Urban Development (HUD) cohorts
  - Two urban, two rural cohorts
  - 18 communities
- Supported by Homebase, Rapid Results Institute (RRI), and A Way Home America

National Human Services Data Consortium

N-SDC

Solving Problems &
Impacting Communities
With Data

2019 Fall Conference

Austin, TX
October 15-17, 2019

How Do 100-Day Challenges Work?

Intentionally short timeframe generates an urgency to act

Opportunity for communities to assess their local efforts and data and set ambitious goals

Brings cross-system stakeholders together

Catalyze community action to establish bold, creative, and innovative solutions

4

National Human Services Data Consortium

N-SDC

Solving Problems &
Impacting Communities
With Data

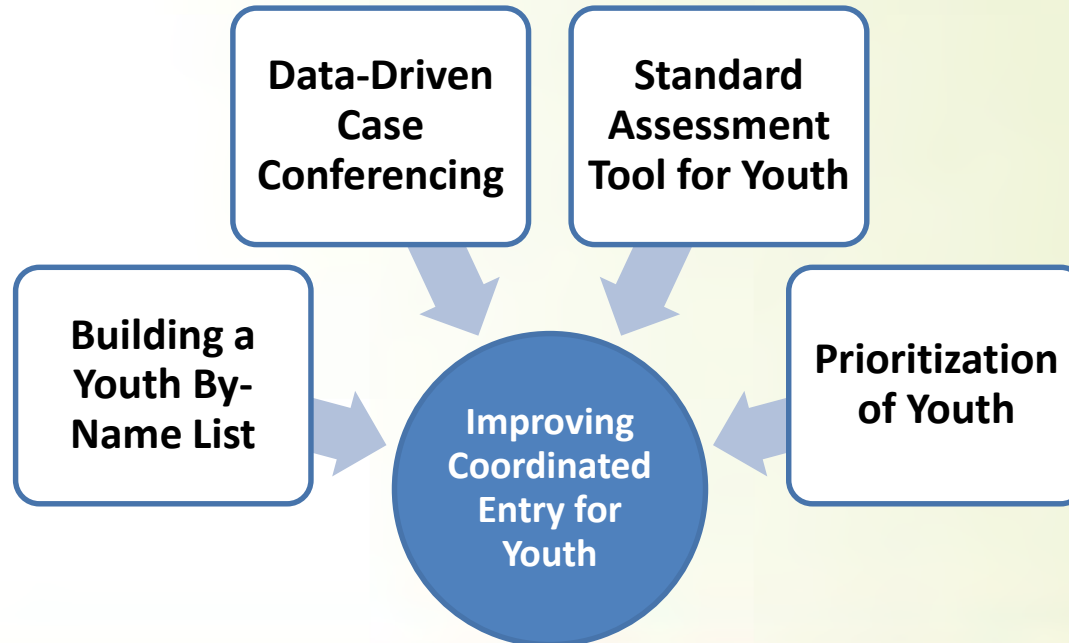**2019 Fall Conference**

Austin, TX
October 15-17, 2019

The Importance of Data-Driven Decision-Making in Preventing and Ending Youth Homelessness

- Understanding local demographics of youth experiencing homelessness: age, race, ethnicity, gender identity, sexual orientation, and more
  - Disparities in representation, access, and outcomes
  - Population-based trends and needs
- Identifying system and program efficiencies and gaps in serving youth
- Improving identification of youth experiencing homelessness across systems and targeting of housing, shelter and services
- Creating understanding around the scale of youth homelessness in your community
- Tracking progress towards community goals and desired outcomes

Data-Driven Decision-Making: Examples from the HUD 100-Day Challenge Communities

Data-Driven Case Conferencing

Standard Assessment Tool for Youth

Building a Youth By-Name List

Prioritization of Youth

Improving Coordinated Entry for Youth

6

National Human Services Data Consortium
N-SDC

Solving Problems &
Impacting Communities
With Data

2019 Fall Conference
Austin, TX
October 15-17, 2019

Data-Driven Decision-Making: Examples from the HUD 100-Day Challenge Communities (continued)

- Operationalizing data collection and use to better serve youth experiencing homelessness

- Creating a standardized way to track and report on all youth being served and the impact of new interventions/systems change

- Shift in mindset from simply collecting data to strategically using it

7

National Human Services Data Consortium

N-SDC

Solving Problems & Impacting Communities With Data

2019 Fall Conference
Austin, TX
October 15-17, 2019

Authentic Youth Engagement in Data-Driven Decision-Making Processes

"Nothing About Us, Without Us"

- Youth with lived experience can and <u>should</u> be involved in data-driven decision-making processes
- Make information and trainings available to youth partners on HMIS, Coordinated Entry, and other local data processes
- Be intentional in acknowledging the impact for youth with lived experience "seeing themselves" in the data

8

National Human Services Data Consortium
N-SDC

Solving Problems &
Impacting Communities
With Data

2019 Fall Conference
Austin, TX
October 15-17, 2019

Sacramento's 100-Day Challenge on Youth Homelessness

National Human Services Data Consortium

N-SDC

Solving Problems & Impacting Communities With Data

Sacramento's Pipeline of Housing and Service Options features multiple entry points, a single front door to access a range of services, co-located partners, and varied housing and service options to maximize youth choice and best fit.

Street Outreach | Juvenile Justice | Education | Health Systems | Child Welfare | Coordinated Entry List | Couch Bouncing

Youth Center

Co-located Partners:
Wind, Youth Action Board, Waking the Village, Lutheran Social Services, One Community Health Clinic, Juma (Jobs), Capital Stars, Charter School

Assessment: Intake & needs assessment leads to responsive service

Case Conference: Partners discern best fit housing & supports

Prevention & Intervention Cross Agency Team

Service Connection: Youth get warm off to community partners

Education: On site high school & connection to GED, college, & adult ed

Employment: LSS, WTV, Goodwill, and Juma offer on site job programs.

Case Management: Wind, LSS, and WTV site case managers in center

Health: Onsite medical clinic & connection to healthcare. Daily meals.

Wellness: On site respite and counselors. Daily art therapy workshops.

Parenting: Parenting workshops & connection to licensed preschool.

Youth Action Board: Weekly sessions, street outreach team, policy support

Diversion
- Host Homes: Sac LGBT Cntr TAY
- Family Reunification
- One Time Rental Assistance
- Income : Employment/SSI

Temporary Housing
Shelter: Wind
Shelter: Sac LGBT Cntr
Motel Vouchers

Transitional
- Transitional Housing:
  Wind: TAY Singles
  WTV: TAY Families & TAY LGBTQ
  Sac LGBT Cntr: TAY LGBTQ
  LSS: TAY Singles & Families
- Rapid Rehousing:
  Wind/LSS/WTV/Hope Coop
- AB-12 Housing: LSS & VOA

Stable Housing
Permanent Supportive Housing:
Wind
LSS

P3 Pilot:
Wind/LSS/WTV

Housing Choice Vouchers

Market Rate

Affordable

Permanent Connections

Social and Emotional Well-being   Stable Housing

- Aftercare
- Crisis Intervention
- Employment
- Education
- Childcare
- Wellness

Education Employment

Why a pipeline?
Swift connection to best fit housing or diversion ensures the system flows and youth are greeted with housing on Day 1 of homelessness.

10

2019 Fall Conference

Austin, TX
October 15-17, 2019

Solving Problems &
Impacting Communities
With Data

National
Human Services
Data Consortium
N-SDC

Sacramento's System Map

- Looked at our existing pipeline of services prior to the 100-day challenge.
    - Identify the "leaky" parts
    - Did we have team member representation from all relevant stake holders?
    - Were the systems working? E.g. Coordinated Entry, Behavioral Health, Diversion/Prevention, Child Welfare & Juvenile Justice
    - Who was slipping through the cracks?
    - The Youth By-Name list, our thoughts differed from what was happening in practice

11

Sac's 100-Day Challenge

- "In 100 days, we will house 200 youth and young adults ages 16-24 in safe and stable housing with connections to supports, of which 20% are pregnant and or parenting youth and young adults and 65% are experiencing stress or mental health symptoms that create challenges to becoming stably housed."

- System Representation: Youth with lived experience, Homeless Youth Service Providers, Extended Foster Care, Behavioral Health (BH), Sacramento County Office of Education, CoC/HMIS lead agency, Department of Human Assistance **ALL Traditionally Siloed**

12

Challenges Faced

- Data collection (use of HMIS vs. self-contained system)
- Data sharing between siloed systems
- Lack of new housing, very few homeless youth service providers accepted youth families
- Lacking community knowledge/existing data on scope of problem (especially youth families) – We hadn't seen a By-Name List
- Youth traditionally struggled to access Behavioral Health housing and supports
- Getting people to use HMIS – some agencies/entities are HMIS/data averse

National Human Services Data Consortium
N-SDC

Solving Problems &
Impacting Communities
With Data

2019 Fall Conference
Austin, TX
October 15-17, 2019

THE RESULTS: DATA

266 youth (ages 16–24) housed in 100 Days

100% of youth were housed with support

41% housed were pregnant or parenting

56% housed were experiencing mental health symptoms

14

National Human Services Data Consortium
N-SDC

Solving Problems &
Impacting Communities
With Data

2019 Fall Conference
Austin, TX
October 15-17, 2019

15

National Human Services Data Consortium

N-SDC

Solving Problems &
Impacting Communities
With Data

2019 Fall Conference
Austin, TX
October 15-17, 2019

Youth Engagement

- Address challenges to youth engagement
    - Transportation
    - Compensation
    - Adults talking over youth, or using unfamiliar jargon
    - Mentorship and empowering youth to speak up
- Privacy – youth didn't have access to HMIS

16

National Human Services Data Consortium

Solving Problems &
Impacting Communities
With Data

Key Accomplishments to Come out of the Challenge

- TAY Case Conferencing and a vastly improved Youth By-name List
- Collaboration
  - Authentically with youth
  - Across traditionally siloed systems
- A TAY focused PIT count event, which included a supplemental youth survey which was included in the PIT count data
- Increased investment in HMIS from providers and systems (Behavioral Health, DHA, Schools)
- Media campaigns and national recognition which improved visibility
- Increased transparency for system map, and youth accessing traditionally inaccessible programs

Will Change Last?

A work in progress – progress is harder to sustain without the backdrop of the Challenge
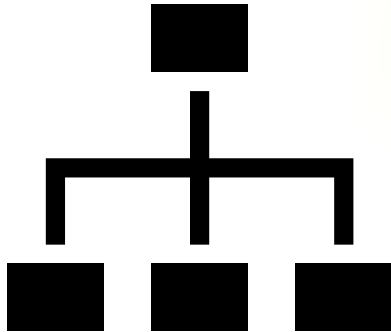
Achieving Status Quo +

Team burn-out, stalling stretch goals

Staff turnover

Progress rolling into next challenge – The Grand Challenge

18

System Map Exercise

Developing and utilizing a system map for populations of focus, including youth, in your own community

19

Discussion & Questions

National Human Services Data Consortium

Solving Problems &
Impacting Communities
With Data

2019 Fall Conference

Austin, TX

October 15-17, 2019

Thank You!

Contact Us

Alicia Lehmer

Policy Analyst

HomeBase

alicia@homebaseccc.org

Peter Bell

Associate Director for Program Sustainability

Wind Youth Services

peterb@windyouth.org