

Using HMIS as a Planning Tool in Whatcom County

Washington State Coalition for the Homeless 21st Annual
Conference on Ending Homelessness

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Whatcom Homeless Service Center

Whatcom Homeless Service Center: A centrally coordinated system

- Housing First model: rent assistance & case management
- Provide prevention and re-housing services similar to HPRP
- Central hub for intake, waitlist, and referral
- 5 local partner agencies and 12 housing case managers

HMIS at the Whatcom Homeless Service Center

- Use Adsystem since September 2009
- Case managers enter data for their clients
- Whatcom Homeless Service Center:
 - Provides training and technical assistance
 - Monitors data quality
 - Provides reporting services
 - Develops new ways to use HMIS data

Whatcom County Housing Providers are Working Toward Increased Coordination

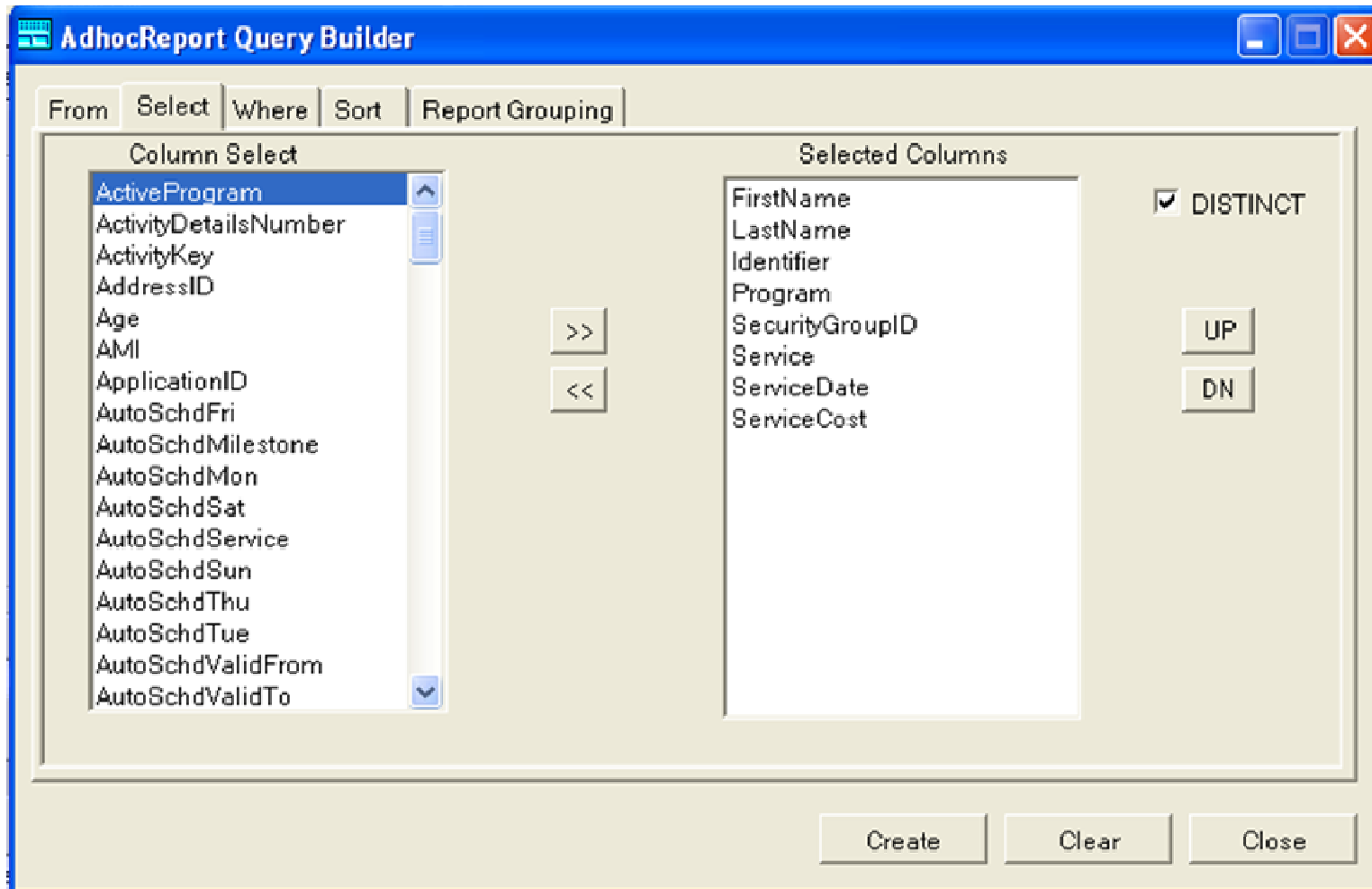
- Expanded centralized intake planning is underway, including the development of data sharing agreements with all housing providers.
- Anticipated benefits of data sharing:
 - Ability to track progress toward community-wide goals
 - Increase in efficiency, access, and fairness for clients
 - Improved targeting (matching services to client needs)

Overview of HMIS Uses

- Evaluation: Are we meeting our program goals?
- Reporting: How many clients are being served with the funds? What are these clients like?
- Expense forecasting: How much money have we obligated in on-going rent assistance?
- Advocacy: Do non-profit rent assistance programs benefit for-profit landlords?
- Planning: Are we targeting prevention services appropriately?

Expense forecasting: How much money have we obligated in on-going rent assistance?

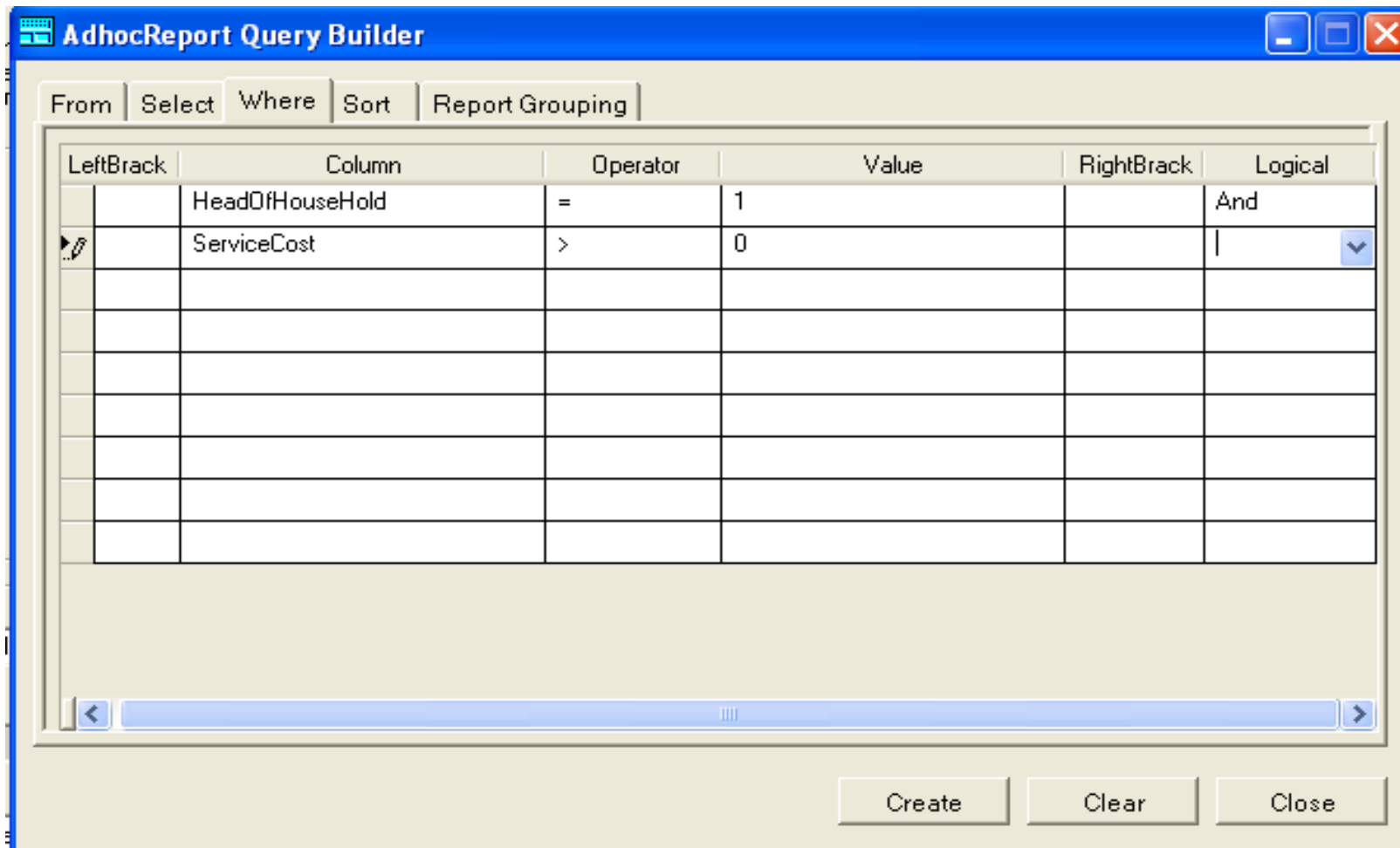
1. Build the query: Select data elements



The screenshot shows the 'AdhocReport Query Builder' window. It has a blue title bar and a menu bar with 'From', 'Select', 'Where', 'Sort', and 'Report Grouping'. The 'Select' tab is active. On the left, a 'Column Select' list contains various database columns, with 'ActiveProgram' selected. In the center, there are '>>' and '<<' buttons. On the right, a 'Selected Columns' list contains 'FirstName', 'LastName', 'Identifier', 'Program', 'SecurityGroupID', 'Service', 'ServiceDate', and 'ServiceCost'. To the right of this list are 'UP' and 'DN' buttons. A 'DISTINCT' checkbox is checked. At the bottom, there are 'Create', 'Clear', and 'Close' buttons.

Expense forecasting: How much money have we obligated in on-going rent assistance?

1. Build the query: Apply filters



The screenshot shows the 'AdhocReport Query Builder' window. It has a blue title bar and a menu bar with 'From', 'Select', 'Where', 'Sort', and 'Report Grouping'. The main area contains a table with the following columns: 'LeftBrack', 'Column', 'Operator', 'Value', 'RightBrack', and 'Logical'. The table has two rows of data:

LeftBrack	Column	Operator	Value	RightBrack	Logical
	HeadOfHouseHold	=	1		And
	ServiceCost	>	0		

At the bottom of the window, there are three buttons: 'Create', 'Clear', and 'Close'. A horizontal scrollbar is visible at the bottom of the table area.

Expense forecasting: How much money have we obligated in on-going rent assistance?

1. Build the query: Set date range

Ad-hoc Reports

Report: 50Fields List

This report is a good choice when the User wants to see a lot of information about each Client, or is checking to make sure of the accuracy of the data. Up to 50 items can be selected and each one will appear in a column. Whatever is selected on the Report Grouping tab will be a separate Group and will start a new page or section of data.

Category: 2011 spending Report Query: 2011 spending [Load] [Delete]

Description:

Query: `Select DISTINCT [FirstName],[LastName],[Identifier],[Program],[SecurityGroupID],[Service],[ServiceDate],[ServiceCost] From vADHOCActivities Where [HeadOfHouseHold] = 1 And [ServiceCost] > 0 And ([Program] = 'WHSRental Assistance Secondary' Or [Program] = 'WHSRental Assistance Tertiary')` [Build New Query] [Edit Query]

Title: 2011 Spending

Group By: ORGName Display: All Number: 0

Date Field: ServiceDate Start Date: 01/01/2011 End Date: 12/31/2011 [Drilldown]

[Print Report] [Show Report] [Save As] [Export as Excel] [Clear] [Close]

Expense forecasting: How much money have we obligated in on-going rent assistance?

2. Export to Excel – calculate spent/obligated

ID	Program	Agency	Service	Date	Today	Spent/ Obligated	Cost
2281590	Secondary RA	Agency 5	Rent Assistance	04/01/11	04/25/11	spent	\$ 210
2283436	Secondary RA	Agency 5	Rent Assistance	04/01/11	04/25/11	spent	\$ 276
2285992	Secondary RA	Agency 5	Rent Assistance	04/01/11	04/25/11	spent	\$ 134
2247651	Secondary RA	Agency 2	Rent Assistance	04/11/11	04/25/11	spent	\$ 225
2247651	Secondary RA	Agency 2	Security Deposit	04/11/11	04/25/11	spent	\$ 145
2247637	Tertiary RA	Agency 2	Rent Assistance	04/20/11	04/25/11	spent	\$ 300
2247637	Tertiary RA	Agency 2	Security Deposit	04/20/11	04/25/11	spent	\$ 375
2046611	Tertiary RA	Agency 1	Additional Assistance	05/01/11	04/25/11	obligated	\$ 505
2062423	Tertiary RA	Agency 1	Additional Assistance	05/01/11	04/25/11	obligated	\$ 250
2062423	Tertiary RA	Agency 1	Additional Assistance	05/01/11	04/25/11	obligated	\$ 410
2083331	Tertiary RA	Agency 1	Additional Assistance	05/01/11	04/25/11	obligated	\$ 470
2083777	Tertiary RA	Agency 1	Additional Assistance	05/01/11	04/25/11	obligated	\$ 125

=IF(F178>E178,
"spent",
"obligated")

Expense forecasting: How much money have we obligated in on-going rent assistance?

3. Summarize data in Pivot Table

- Determine how many additional clients can be served
- Stay on track with spending benchmarks

Sum of Cost	Spent/ Obligated <input type="button" value="▼"/>		
Agency <input type="button" value="▼"/>	obligated	spent	Grand Total
Agency 1	\$ 13,914	\$ 16,498	\$ 30,412
Agency 2	\$ 1,656	\$ 4,964	\$ 6,620
Agency 3		\$ 495	\$ 495
Agency 4	\$ 619	\$ 2,476	\$ 3,095
Agency 5	\$ 12,109	\$ 16,215	\$ 28,324
Grand Total	\$ 28,298	\$ 40,648	\$ 68,946

Advocacy: Do non-profit rent assistance programs benefit for-profit landlords?

1. Collect the necessary data in HMIS:

- Date of service
- Property manager/landlord
- Amount of rent assistance

Activity **New** **Save** **Delete** **Schedule**

Activity: Rent Assistance

Staff: WHSStephanieReinaue

Date/Time: 07/01/2011 To 07/31/2011

Amount: 378.00 Cost: Total: 378.00

Location: Whatcom Homeless Service C

Description: Rainy Day Realty

Comment:

Activities {3 of 9}

Activity	Description	StartDate	TotalCost
Rent Assistance	Rainy Day Realt	07/01/2011	378.00
Rent Assistance	Rainy Day Realt	06/01/2011	453.00
Rent Assistance	Rainy Day Realt	05/01/2011	528.00
Rent Assistance	Rainy Day Realt	04/01/2011	603.80
Security Deposit	Rainy Day Realt	04/01/2011	300.00
Housing Placem	Rainy Day Realt	04/01/2011	

Move to Milestone: **Move**

Advocacy: Do non-profit rent assistance programs benefit for-profit landlords?

2. Build the query
3. Export to Excel
4. Identify private/non-profit landlords

Client Type	SERVICE	SERVICECOST	SERVICEDATE	SERVICEDescription	Housing Type
homeless	Rent Assistance	\$ 140	01/01/09	308 W Champion Assoc	non-profit
homeless	Rent Assistance	\$ 250	01/01/09	308 W Champion Assoc	non-profit
homeless	Additional Assistance	\$ 100	01/01/09	308 W Champion Assoc	non-profit
prevention	Additional Assistance	\$ 650	01/01/09	Ashwani Sharma	private
prevention	Rent Assistance	\$ 257	01/01/09	Beacon Manor	private
prevention	Rent Assistance	\$ 267	01/01/09	Beacon Manor	private
homeless	Rent Assistance	\$ 495	01/01/09	Bourn Properties	private
homeless	Rent Assistance	\$ 400	01/01/09	Bridge Creek II Apartments	non-profit

Advocacy: Do non-profit rent assistance programs benefit for-profit landlords?

5. Summarize the data (Excel PivotTable)
6. Use findings to support advocacy

2009-2010 Rent Assistance Spending

Table 1

Sum of SERVICECOST	Housing Type <input type="button" value="v"/>		
Client Type <input type="button" value="v"/>	non-profit	private	Grand Total
prevention	\$ 52,942	\$ 367,987	\$ 420,929
homeless	\$ 61,176	\$ 574,496	\$ 635,672
Grand Total	\$ 114,118	\$ 942,483	\$1,056,601

Table 2

	housing type	
Client type	non-profit	private
Prevention	13%	87%
Homeless	10%	90%

Planning: Are we targeting prevention services appropriately?

1. Build query & export to Excel

- Select demographic variables: disability, income, employment, household composition
- Filter by families with children receiving prevention services or emergency housing services (or previously in emergency shelter before entering housing first program)

Housing_status	Date	Prior_situation	Gender	Disabled	Income	Employed	HH_size	HH_compositio
Literally homeless	09/23/08	Emergency shelter	Female	No	\$ 459	No	2	Single Parent
Imminently losing their housing	09/26/08	Rental by client, no ongoing housing subsidy	Female	No	\$ 2,164	No	6	Two Parents
Imminently losing their housing	09/30/08	Rental by client, no ongoing housing subsidy	Female	No	\$ 980	No	7	Two Parents
Literally homeless	09/30/08	Emergency shelter	Female	No	\$ 400	Yes	5	Single Parent
Imminently losing their housing	10/01/08	Rental by client, no ongoing housing subsidy	Male	Yes	\$ 1,500	Yes	5	Two Parents

Planning: Are we targeting prevention services appropriately?

2. Import into SPSS (Statistical Package for the Social Sciences)
3. SPSS analysis – test for significant differences between prevention and homeless families

Crosstab

			Prevention		Total
			Prevention	Re-housing	
HH_composition	single parent	Count	129	105	234
		% within Prevention	50.2%	65.6%	56.1%
	two parents	Count	128	55	183
		% within Prevention	49.8%	34.4%	43.9%
Total		Count	257	160	417
		% within Prevention	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	9.534 ^a	1	.002		
Continuity Correction ^b	8.918	1	.003		
Likelihood Ratio	9.641	1	.002		
Fisher's Exact Test				.002	.001
Linear-by-Linear Association	9.511	1	.002		
N of Valid Cases	417				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 70.22.

b. Computed only for a 2x2 table

Planning: Are we targeting prevention services appropriately?

4. Findings inform the planning process.

Compared to families receiving prevention assistance, families that receive emergency shelter:

- Are more likely to be single-parent households.
- Are more likely to be unemployed.
- Have lower average incomes.

Benefits of Using SPSS to Analyze HMIS data

- Test for statistically significant differences between groups.
- Save queries for future use.
- Quickly calculate summary statistics (mean, median, mode, minimum, maximum).
- Impress your friends.

Using HMIS as a Planning Tool in Whatcom County: Summary

- Collect the needed data in HMIS (e.g. rent assistance amount, name of property manager)
- Design a query
- Export data to Excel, SPSS, etc.
- Manipulate data (e.g. calculate length of stay, identify spent vs. obligated)
- Analyze/summarize findings