Data Literacy Institute

The goal of the Data Literacy Institute is to help staff at all levels enhance their understanding of the data collected in HMIS, how to measure program performance, and how to use data to effectively communicate the success of your programs.
Agenda

• Report Library
• Data Analysis and Explore
• Embedded Dashboards
• Best Practices
Report Library

Existing Programmed Reports
The Report Library is available to all HMIS users. Find it by clicking the Launcher, and clicking the “Reports” icon.
Demographics & Outcomes

Focus on:

- [GNRL-220] Program Details Report
- [OUTS-205] Program Recidivism
Annual Performance Report (APR)

- Report Name

- Where to find it:
  - HUD Reports folder

- Useful for:
  - Overall client and household counts
  - Demographics (race, ethnicity, age, etc)
  - Outcomes (increases in income, destination)

- Tips / Notes:
  - Includes tables with demographic and outcome information for subpopulations (Veterans - Q25, Chronic Homeless - Q26, Youth - Q27)
  - For Street Outreach, includes number of clients contacted & engaged - Q9
  - For RRH, includes days to housing - Q22c
  - Report contents are specified by HUD
Q5a. Report Validation Table
Program Applicability: All Projects

<table>
<thead>
<tr>
<th>Category</th>
<th>Total number of persons served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of persons served</td>
<td>28</td>
</tr>
<tr>
<td>Number of adults (age 16 or over)</td>
<td></td>
</tr>
<tr>
<td>Number of children (under age 16)</td>
<td></td>
</tr>
<tr>
<td>Number of persons with unknown age</td>
<td></td>
</tr>
<tr>
<td>Number of leavers</td>
<td></td>
</tr>
<tr>
<td>Number of adult leavers</td>
<td></td>
</tr>
<tr>
<td>Number of adult head of household</td>
<td></td>
</tr>
<tr>
<td>Number of stayers</td>
<td></td>
</tr>
<tr>
<td>Number of adult stayers</td>
<td></td>
</tr>
<tr>
<td>Number of veterans</td>
<td></td>
</tr>
<tr>
<td>Number of chronically homeless persons</td>
<td></td>
</tr>
<tr>
<td>Number of youth under age 25</td>
<td></td>
</tr>
<tr>
<td>Number of parenting youth under age 25</td>
<td></td>
</tr>
<tr>
<td>Number of adult heads of household</td>
<td></td>
</tr>
<tr>
<td>Number of child and unknown-age heads of</td>
<td></td>
</tr>
<tr>
<td>Heads of households and adult stayers in the</td>
<td></td>
</tr>
</tbody>
</table>

Income Changes by Income Category (Universe: Adult Stayers with Income Information at Start and Annual Assessment/Exit) and Related Income Changes

<table>
<thead>
<tr>
<th>Category</th>
<th>Income Category at Start and Did Not Have the Income Category at Exit</th>
<th>Did Not Have the Income Category at Exit</th>
<th>Retained Income Category at Start and Did Not Have the Income Category at Exit</th>
<th>Retained Income Category at Start</th>
<th>Did Not Have the Income Category at Exit</th>
<th>Retained Income Category at Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Adults with Earned Income (e.g., Employment Income)</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Adults with Other Income</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q19a3. Client Cash Income Change - Income Source - by Start and Latest Status/Exit
Program Applicability: All Projects

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Adults (including those with No Income)</th>
<th>Performance Measure: Adults who Stabilized</th>
<th>Performance Measure: Percent of persons who experienced income increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Stayers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Adult Stayers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q23b. Exit Destination - 90 Days or less
Program Applicability: All Projects

<table>
<thead>
<tr>
<th>Category</th>
<th>Permanent Destinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>Permanent Destinations</td>
</tr>
<tr>
<td>Total Without Children</td>
<td>Permanent Destinations</td>
</tr>
<tr>
<td>With Children and Adults</td>
<td>Permanent Destinations</td>
</tr>
<tr>
<td>With Only Children</td>
<td>Permanent Destinations</td>
</tr>
<tr>
<td>Unknown Household Type</td>
<td>Permanent Destinations</td>
</tr>
</tbody>
</table>

Permanent Destinations:
- Moved from one HOPWA funded project to HOPWA PH
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Rental by client, no ongoing housing subsidy
- Rental by client, with VASH housing subsidy
- Rental by client, with GPD TIP housing subsidy
- Rental by client, with other ongoing housing subsidy
- Permanent housing (other than RRH) for formerly homeless persons
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Rental by client, with RRH or equivalent subsidy
- Subtotal
Program Details Report

• Report Name:
  ▪ [GNRL-220] Program Details Report

• Where to find it:
  ▪ Program-Based Reports folder

• Useful for:
  ▪ Client-level information
  ▪ Viewing Enrollment, Status Update, Annual Assessment, and Exit data

• Tips / Notes:
  ▪ If you can’t find a Program report in the Report Library, this report gives you everything, including custom questions. Useful for calculating using Excel or by hand.
<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Agency</th>
<th>Assigned Staff</th>
<th>Staff Created</th>
<th>Enrollment Start Date</th>
<th>Enrollment Exit Date</th>
<th>Chronic Homeless</th>
<th>Housing Service</th>
<th>Housing Service Start Date</th>
<th>Housing Service End Date</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td>7E33Bac1F</td>
<td>Refused</td>
<td>Housing Test Agency</td>
<td>Alison Wilson (deleted)</td>
<td>Alison Wilson (deleted)</td>
<td>09/01/2016</td>
<td>N</td>
<td>Case Management: Case Management</td>
<td>10/07/2016</td>
<td>13/07/2016</td>
<td>1975-01-01</td>
<td></td>
</tr>
<tr>
<td>Ddf23228E</td>
<td>Refused</td>
<td>Housing Test Agency</td>
<td>Alison Wilson (deleted)</td>
<td>Alison Wilson (deleted)</td>
<td>09/01/2016</td>
<td>N</td>
<td>Case Management: Case Management</td>
<td>10/07/2016</td>
<td>13/07/2016</td>
<td>2009-01-01</td>
<td></td>
</tr>
<tr>
<td>Sally</td>
<td>Springs</td>
<td>Housing Test Agency</td>
<td>Alison Wilson</td>
<td>Alison Wilson</td>
<td>08/22/2018</td>
<td>N</td>
<td>Case Management: Case Management</td>
<td>10/05/2016</td>
<td>13/05/2016</td>
<td>1980-03-01</td>
<td></td>
</tr>
<tr>
<td>Sammy</td>
<td>Springs</td>
<td>Housing Test Agency</td>
<td>Alison Wilson</td>
<td>Alison Wilson</td>
<td>10/05/2016</td>
<td>08/30/2017</td>
<td>N</td>
<td>Case Management: Case Management</td>
<td>10/05/2016</td>
<td>13/05/2016</td>
<td>2010-04-24</td>
</tr>
<tr>
<td>Sammy</td>
<td>Springs</td>
<td>Housing Test Agency</td>
<td>Alison Wilson</td>
<td>Alison Wilson</td>
<td>10/05/2016</td>
<td>08/30/2017</td>
<td>N</td>
<td>Case Management: Case Management</td>
<td>10/05/2016</td>
<td>13/05/2016</td>
<td>2010-04-24</td>
</tr>
<tr>
<td>Susie</td>
<td>Springs</td>
<td>Housing Test Agency</td>
<td>Alison Wilson (deleted)</td>
<td>Alison Wilson (deleted)</td>
<td>10/07/2016</td>
<td>08/30/2017</td>
<td>N</td>
<td>Case Management: Case Management</td>
<td>10/17/2016</td>
<td>13/17/2016</td>
<td>2008-08-09</td>
</tr>
<tr>
<td>Susie</td>
<td>Springs</td>
<td>Housing Test Agency</td>
<td>Alison Wilson (deleted)</td>
<td>Alison Wilson (deleted)</td>
<td>10/05/2016</td>
<td>10/13/2016</td>
<td>N</td>
<td>Case Management: Case Management</td>
<td>10/05/2016</td>
<td>13/05/2016</td>
<td>2008-08-09</td>
</tr>
</tbody>
</table>
Program Recidivism

- **Report Name:**
  - [OUTS-205] Program Recidivism

- **Where to find it:**
  - Program-Based Reports folder

- **Useful for:**
  - Quick overview of returns to homelessness from clients exiting ES, TH, RRH, and PSH programs

- **Tips / Notes:**
  - This report does NOT follow the HUD System Performance Measures logic for returns to homelessness
## Program Recidivism Report

**Bitfocus System**  
Date Range: 07/01/2016 and 06/30/2018

<table>
<thead>
<tr>
<th>ES Programs</th>
<th># of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of clients who exited within date range</td>
<td>36</td>
</tr>
<tr>
<td>Number of clients who exited to permanent destinations</td>
<td>2</td>
</tr>
<tr>
<td>Number of clients returning to homelessness</td>
<td>1</td>
</tr>
<tr>
<td>Average number of days from program exit to re-entry</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSH Programs</th>
<th># of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of clients who exited within date range</td>
<td>144</td>
</tr>
<tr>
<td>Number of clients who exited to permanent destinations</td>
<td>91</td>
</tr>
<tr>
<td>Number of clients returning to homelessness</td>
<td>30</td>
</tr>
<tr>
<td>Average number of days from program exit to re-entry</td>
<td>120</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TH &amp; RRH Programs</th>
<th># of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of clients who exited within date range</td>
<td>19</td>
</tr>
<tr>
<td>Number of clients who exited to permanent destinations</td>
<td>2</td>
</tr>
<tr>
<td>Number of clients returning to homelessness</td>
<td>0</td>
</tr>
<tr>
<td>Average number of days from program exit to re-entry</td>
<td>-</td>
</tr>
</tbody>
</table>
Demographics & Outcomes

• Comprehensive overview of program demographics and outcomes
• Detailed information about program enrollments
  ▪ [GNRL-220] Program Details Report
• Returns to homelessness
  ▪ [OUTS-205] Program Recidivism
• Client Demographics
  ▪ [OUTS-106] Client Demographics - for clients enrolled in a specific program
  ▪ [OUTS-105] Client Demographics - for clients who received a specific service
Program Monitoring

- **Client Enrollments**
  - [GNRL-106] Program Roster

- **Data Quality**
  - [HUDX-225] HMIS Data Quality Report

- **Utilization**
  - [SCC-107] ES/TH Utilization Report
  - [SCC-106] RRH Utilization Report

- **Services and Funding**
  - [GNRL-104] Service Summary
  - [GNRL-400] Program Linked Service Review
  - [EXPS-103] Program Funding Source Financial Detail

- **Coordinated Assessment (VI-SPDATs)**
  - [GNRL-401] VI-SPDAT Details

- **Staff**
  - [STFF-103] User Active Caseload
Data Analysis and Explore

Custom Reporting Tool
General Information

• Available for users with Agency Manager license
  ▪ If you are interested in this option but do not have an Agency Manager license, please check with your HMIS Agency Administrator and Bitfocus
• Find it by going to the Report Library, and clicking on the “Data Analysis” and “Explore” tabs

• Training is available on the SCC HMIS site
  ▪ [http://scc.hmis.cc/training/schedule-a-training/](http://scc.hmis.cc/training/schedule-a-training/)
  ▪ See “Register for Clarity Data Analysis Training” to view a pre-recorded webinar
  ▪ See “Clarity Data Analysis Office Hours” to register for a live Q&A session (held weekly)
Data Analysis Tab

- Contains reports created and saved for Santa Clara County and for your specific agency
Data Analysis: Available Reports

Santa Clara County HMIS Reports folder:

• Program Monitoring Reports
  ▪ Clients with Expiring ROIs
  ▪ Data Quality Report
  ▪ Housing Move-In Date Review
  ▪ UPLIFT Clients with More than One Badge or Sticker

• Outcomes
  ▪ Housing Placement Report
Data Analysis: Available Reports

Agency Reports folder:

• Reports saved by your Agency Manager or by Bitfocus (at agency request)

Coming soon:

• CCP Data Quality Reports for agencies providing ICM services
  ▪ Program Roster
  ▪ Medical Home/Behavioral Health/Income services
  ▪ Housing Move-In Date
  ▪ Housing Services
Explore Tab

- Allows you to build and save custom reports
- Different models:
  - HMIS Performance
    - based on program enrollments
  - HMIS Population over Time
    - based on program enrollments, focused on longitudinal analysis (e.g. number of clients served each day this month)
  - Services
    - based on services
  - Project Descriptor
    - program set-up details (e.g. inventory, project type, federal funding information)
Explore

HMIS Performance

<table>
<thead>
<tr>
<th>Filter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Period Filter</td>
<td>is in the past 1 quarters</td>
</tr>
</tbody>
</table>

Visualization

Data

Select some dimensions or measures.
Embedded Dashboards

(NEW!)
Embedded Dashboards

- New feature coming in late August 2018
- Available to users with an Agency Manager license
- A dashboard of your agency’s data will appear when you first log in (instead of the client search screen)
- Agencies will start with a default dashboard with basic data, but can work with Bitfocus to customize the dashboard over time
- More details will be emailed out to Agency Managers this month!
Client Summary Dashboard

Clients by Program (Clarity)

- Emergency Shelter Program
- PSH
- Broadway Shelter
- Import Program
- Low Income Housing
- VPS Safe Haven
- Timeliness Program
- UC Transitional Housing
- Alcohol Treatment
- [SHP] Help them Home
- TEST
- Short term housing
- Services Only Program
- Tax PSH Program
- PH - Health
- XML Import Program

1,596
Households

216
Chronically Homeless Households

240
Veteran Households

119
Youth Households

Days in Project (Clarity)

- Below 0
- 0 to 2
- 3 to 6
- 7 to 29
- 30 to 89
- 90 to 179
- 180 to 364
- 365 to 729
- 730 to 999
- 1000 or Above
Best Practices
Best Practices

• What reports do you find useful in the Reports Library? Why?
• If you use Data Analysis / Looker - what do you use Looker for? Are there any suggestions you would give others?
Resources

• Clarity Human Services Help Center
  ▪  https://get.clarityhs.help/
  ▪  Click on “Report Library” for detailed information on reports
  ▪  Click on “Data Analysis” for additional resources on Data Analysis/Explore tabs

• Bitfocus SCC HMIS Help Desk
  ▪  sccsupport@bitfocus.com
  ▪  408.596.5866 x2

• (Coming Soon) Data Literacy Institute page on the SCC HMIS site
  ▪  http://scc.hmis.cc/
Upcoming Workshops

Aug 23: Useful Reports Training (Agency Staff)
Not familiar with the Clarity Reports Library, or want some tips on what reports to use for demographics, data quality, or services? Join us for a review of useful reports in the Report Library, what data they provide, and how to run them.

Sept 6: HMIS Data in Action (Agency Managers)
Ever wonder what your HMIS data is used for? Join us for an overview of how your data is used for Federal and County reports.

Sept: HMIS Data in Action (Agency Staff) - Date TBA
Ever wonder what your HMIS data is used for? Join us for an overview of how your data is used for Federal and County reports.

Santa Clara County Continuum of Care
Bitfocus