



**Diversion Webinar Series**  
**Session # 3 - Diversion and Data**  
**June 19, 2018**

1. [Diversion Introduction and Overview](#) (April 2018)
2. Communities Share Their Diversion Programs – [Intro](#) & [Edmonton & Waterloo](#) (May 2018) – [PDF PowerPoint](#)
3. Diversion and Data (today!)
4. Maybe Others?
  - [20KHomes Webcast Archive](#)



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# THE IMPORTANCE OF DATA COLLECTION

Why are we doing this?



# MEASURING OUR IMPACT

**SUPPORT:** Ultimately, we want to quickly connect people experiencing new episodes of homelessness to either safe supports or rapidly accessible rehousing resources

**REDUCED INFLOW:** We want to measure reduced inflow into homelessness

**COST SAVINGS:** We want to quantify money saved through diversion

**PRIORITIZATION:** We want to serve people recently experiencing homelessness in order of those least likely to escape homelessness

# DEFINING OUR “WHY?”

We can have a Coordinated Entry System that connects the right person to the right resource at the right time as frequently as resources occur, housing people in order of community-determined prioritization populations, without driving down our overall count of people experiencing homelessness

"Ending homelessness" means not only ensuring that our community's most vulnerable neighbors living and sleeping outside and in shelter enter permanent housing, but that we demonstrate system-wide reductions in people experiencing homelessness itself

Communities that reduce overall homelessness across their entire system unlock diversion

# DATA COLLECTION RECOMMENDATIONS

What should we be tracking?



# QUESTIONS TO ASK

To enable comparison of unduplicated records, make sure to ask for at least the following three fields for everyone served:

1. Name (first and last)
2. Date of birth
3. Gender

Not everyone will possess, or provide, each of these. Just ask.

Different vendors and systems collect different field to unduplicate. These are the most commonly utilized.



# IMPLIED INFORMATION (NOT ASKED)

By serving (or not serving) someone, we'll know each of the following:

1. Who they were (this can be a de-identified HIFIS ID number)
2. Where they engaged a service provider (organization's name)
3. When that happened (project entry and exit dates, often identical)
4. How long the assistance lasted
5. What the assistance involved (financial assistance, gas/gift cards)
6. The amount of the assistance

# DECISIONS TO MAKE

How should we be tracking data?



# PROCESS DECISION

What gets built within our data collection system (like HIFIS)?

	<u>Benefit</u>	<u>Cost</u>
1. All evaluation tool fields, computer scored	Comprehensive Accuracy	Time Talent
2. All evaluation tool fields, scored by staff on paper, with scoring sections added to computer system	Quicker	Accuracy
3. Only evaluation tool final score (not each question), scored by staff on paper	Quickest Easiest	Accuracy Paper

# VISIBILITY DECISION

Determine which of the following get shared, and ensure your Release of Information, privacy policy and privacy notice reflect that

## Static variables

- Existence of a person's record ("client")
- Existence of a person's assistance/service/stay ("entry/exit")

## Dynamic variables

- Evaluation tool (like the "Prevention/Re-Housing VI-SPDAT")

# ARCHITECTURE DECISION

## Centralized project:

Staff from different agencies use the same, shared project to record assistance; often differentiated by field within the assessment located on the project page (with “agency name” on a drop-down menu)

or

## De-centralized project:

Staff from different agencies use a project specific to their agency to record assistance

# MEASURING IMPACT

What does successful outcome reporting look like?



# MEASURING OUR IMPACT

Who has already been served? (may need this for eligibility)

Was prevention/diversion successful?

Measuring:

1. Who is enrolled in the diversion project(s) and/or has a common assessment tool for diversion/prevention?
2. Of those who received assistance, how many later entered shelter?
3. How many did not?

# PEOPLE RECEIVING DIVERSION

Personally Identifiable Information					Quantification of Assistance			
HMIS ID	First Name	Last Name	SSN	DOB	Diversion Provider	Assistance Date	Assistance Type	Amount
98192	Han	Solo	123-45-6789	7/13/1942	Outer Rim	3/16/2017	Grocery Gift Card	\$100
24274	Leia	Organa	444-44-4444	10/21/1956	Alderaan	3/9/2017	Landlord Meeting	None
13855	Luke	Skywalker	321-54-9876	9/25/1951	Dagobah	3/6/2017	Storage Unit Rental	\$160
16587	Lando	Calrissian	111-11-1111	4/6/1937	Cloud City	8/17/2016	Back Rent	\$800

People Receiving Diversion

People Who Entered Shelter

People Who Did Not



# PEOPLE WHO ENTERED SHELTER

20,000 HOMES CAMPAIGN

Personally Identifiable Information					Quantification of Assistance			
HMIS ID	First Name	Last Name	SSN	DOB	Current Provider	Entry Date	Exit Date (If Applicable)	Length of Stay
98192	Han	Solo	123-45-6789	7/13/1942	Dagobah	12/1/2017		7
24274	Leia	Organa	444-44-4444	10/21/1956	Cloud City	11/21/2016		17

People Receiving Diversion
  **People Who Entered Shelter**
 People Who Did Not

# PEOPLE WHO DID NOT

20,000 HOMES CAMPAIGN

Personally Identifiable Information					Quantification of Assistance			
HMIS ID	First Name	Last Name	SSN	DOB	Diversion Provider	Assistance Date	Assistance Type	Amount
13855	Luke	Skywalker	321-54-9876	9/25/1951	Dagobah	3/6/2017	Storage Unit Rental	\$160
16587	Lando	Calrissian	111-11-1111	4/6/1937	Cloud City	8/17/2016	Back Rent	\$800

People Receiving Diversion

People Who Entered Shelter

People Who Did Not

# OUTCOME REPORTING

What this might look like within your system:

The initial query quantifies those who receive diversion/prevention assistance

The second query looks for people from the first query who also had entries into shelter or initial access point(s)

The image displays two screenshots of a query builder interface. The top screenshot shows a query with the following filters: Client Inactive Equal to No, Entry Exit Inactive Equal to No, and Entry Exit Provider Id In list PREVENTION/DIVERSION SITES HERE. The bottom screenshot shows a query with the following filters: Client Unique Id Equal to Client Unique Id from the query result of, and Entry Exit Provider Id In list ALL SHELTERS / INITIAL ACCESS POINTS HERE. Both screenshots show result objects: Entry Exit Entry Date, Entry Exit Exit Date, Entry Exit Destination, and Client Unique Id. The bottom screenshot also includes a filter for Client Inactive Equal to No.

# OUTCOME REPORTING

What this might look like within Microsoft Access:

The first data set quantifies those who receive diversion/prevention assistance

The second data set quantifies those who had entries into shelter or initial access point(s)

Join Properties

Left Table Name	Right Table Name
1st Data Set (January)	2nd Data Set (February)
Left Column Name	Right Column Name
HMIS ID	HMIS ID

1: Only include rows where the joined fields from both tables are equal.

2: Include ALL records from '1st Data Set (January)' and only those records from '2nd Data Set (February)' where the joined fields are equal.

OK Cancel New

This query looks for people from the first data set who also exist in the second data set

# QUESTIONS



# DIVERSION IN HIFIS 4

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# Diversion Data Requirements

1. Who had diversion **attempted**?
2. What diversion **activities** were undertaken?
3. What was the **result** of the diversion attempt?
4. What were the **outcome(s)** of diversion?

# Diversion in HIFIS 4

- There's **no perfect place** for diversion to be entered into HIFIS
- 4 possible options, each with pros and cons
  - Case Management
  - Goods & Services
  - Turn Aways
  - Questionnaires/Custom Tables



# CASE MANAGEMENT

DIVERSION AS A CASE MANAGEMENT GOAL



# Case Management

- **Philosophically aligned** with diversion
- Diversion as a **case management goal**
- Diversion **status** is open, closed (successful) or closed (goals not met)
- You can also attach documents and notes
  
- **Cons:**
  - Most time-consuming option

## Client - Add Case Management




**Client Name** Frog, Kermit The (1973-0... ★

**Caseworker** Adams, Alex x ★

**Goal** Shelter Diversion x ★

**Status** Open x ★

**Start Date** 2018-06-14  ★

**Target Date** 

**Program** Select an option + -

**Contributing Factors** Select an option + -

 Save

 Cancel

### Client - Add Case Session



**Goal** Shelter Diversion

**Activity** Supportive Counselling x



**Description**

**Date and Time** 2018-06-14 2:29 PM



**Expended Time**

**Expended Hours** 0

**Expended Minutes** 30

**Caseworker** Adams, Alex x



**Responsibility** Select an option

**Agency Involved / Referral** Select an option

**Client Present** No

**Family Present** No

Save Cancel

# TURNAWAYS

DIVERSION AS SOMEONE EXPRESSING A DESIRE TO ENTER SHELTER, BUT ULTIMATELY NOT DOING SO



# Turnaways

- **Simplest** place to record diversion
- **It makes sense**
  - Both turnaways and diversion have the same basic element – someone is trying to stay in shelter and in the end, they do not stay in shelter
- Staff would specify the “Reason for Turn Away” with the **outcome**
  - i.e. “Diversion successful – self-resolved issue” or “Diversion successful – financial assistance issued”
- Room for additional **comments**
  
- **Cons:**
  - Mentality of turning people away
  - No good way to record unsuccessful diversion attempts

### Add Turn Away




**Client Name** Frog, Kermit The (1973-0... \*

**Effective Date and Time** 2018-06-14 2:19 PM

**Number of Adults** 1 \*

**Number of Children** 0 \*

**Reason for Turn Away** Diversion Successful \* 

**Requested by** Adams, Alex \*

**Referred by**


**Referred from** Hospital - St. Mary's Hospital \*

**Referred to** Select an option

**Comments**

Edit Insert Format View Table

Font Sizes A A B I U



p Words: 0

Save Save and go to New Turn Away Cancel

# Shelter Referrals

- If using turnaways, there's a problem: how do we know who **wasn't diverted**?
- When doing a shelter intake, record that there was a **referral from** the diversion team
- That way we can count: of all the shelter intakes, **how many came through the diversion team?**



# GOODS & SERVICES

DIVERSION AS A SHORT-TERM SERVICE



## Goods & Services

- **Simple**, and not a **turnaway**
- **Short-term** service (not case management)
- Use “Reason for Service” track client’s **presenting issue(s)**
- Use “Service” to record **diversion activities**
  
- **Cons:**
  - Recording outcome?

### Add Express Services Transaction

**Client Name(s)**  x ★

**Service**  x ★

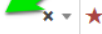
**Program**  +

**Reason for Service**  x ★

**Expended Minutes**

**Referred to**

**Comments**



# QUESTIONNAIRE/ CUSTOM TABLE


“I DON’T LIKE ANY OF THOSE OPTIONS!”



# Questionnaires & Custom Tables

- Completely customized to your community, record whatever data you want
- **Questionnaire:**
  - Like a survey attached to the client's file
- **Custom Table:**
  - Like adding extra fields to another screen
- **Cons:**
  - Doesn't integrate with any other part of the software

## Diversion Questionnaire

Date Taken   ★

Filter items

#	Question	Response
1	What is the crisis you are coming in for today?	<input type="text"/>
2	Where did you sleep last night?	<input type="text"/>
3	What is preventing you from remaining in your current housing situation (where stayed last night) longer?	<input type="text"/>
4	Would it be possible to stay in your current housing situation if you had the necessary resources to do that?	<input type="checkbox"/> No
5	Staff: is the client eligible for diversion?	<input type="checkbox"/> No
6	If yes: What resources are you providing to this client?	<input type="text" value="Select an option"/> <input type="button" value="+"/> <input type="button" value="-"/>
7	Outcome	<input type="text" value="Select an option"/> ▼

# CONCLUSION

SO WHAT'S A COMMUNITY TO DO?





















# Data Reporting

- For any of these methods, you can easily track some basic information:
  - **Demographics** of people who received diversion services (age, gender, income, family composition)
  - **Long-term outcomes** (who, that received diversion, ever returned to shelter)



# Data Reporting

	Who had diversion attempted?	What diversion activities?	Immediate result of diversion?	Other notes
Case Management				Most time consuming
Turnaways				Record successful/unsuccessful diversions differently
Turnaways + Custom Table				Creative workaround for result
Goods & Services				Clunky
Goods & Services + Custom Table				Least integrated
Questionnaire				

# QUESTIONS

