

THE IMPORTANCE OF DATA 2014

7 Cities housing first Practitioners Workshop



Medicine Hat Community Housing Society



Journey Home

|| The things we say.

“The information we input goes into a black hole and we never hear about it again.”

“Our system (data collection) does not have the ability to capture those things.”

“How do you expect me (us) to put in the information AND see service participants/clients?”

“We don’t have time to do that.”

“Wouldn’t it be cool if we could ask that question?!”

“I’m not good with numbers.”

Responsibility

Accountability

Professional Growth

Make it Matter



Refocusing the Plan based on data

“If your data is good, it doesn’t necessarily mean that you are doing what is needed.” Cordes

Key Strategies, Areas and Goals

1. System Planning
2. Housing & Supports
3. Systems Integration & Prevention
4. Data & Research
5. Leadership & Sustainability

|| The things we say.

You want us to do WHAT?!

- 4 years ago we were there
- We survived (and thrived)
- Brace yourself to do something different
- Clarity around concepts & definitions
- Learning curves, curve balls and my curves: the art of eating crow

Please Remember....

- Program response versus Systems response
- Leadership, leadership, leadership
- Making a commitment
- Evidence informed decisions
- Data = Dollars
- What community wants versus what they need

|| Get intimate with your data.

- Quality over quantity
- Gold mines that produce ____?
- Be curious about your work
- Use the resources you have
- Accurate & timely information
- Caseload capacity - 85% -
- Rehousing costs
- Exits

Do not dishonor
the people you
serve.

housing first in Medicine Hat...



Ending Homelessness in Medicine Hat: Strategic Areas of Investment & Classification Schema 2014-2015



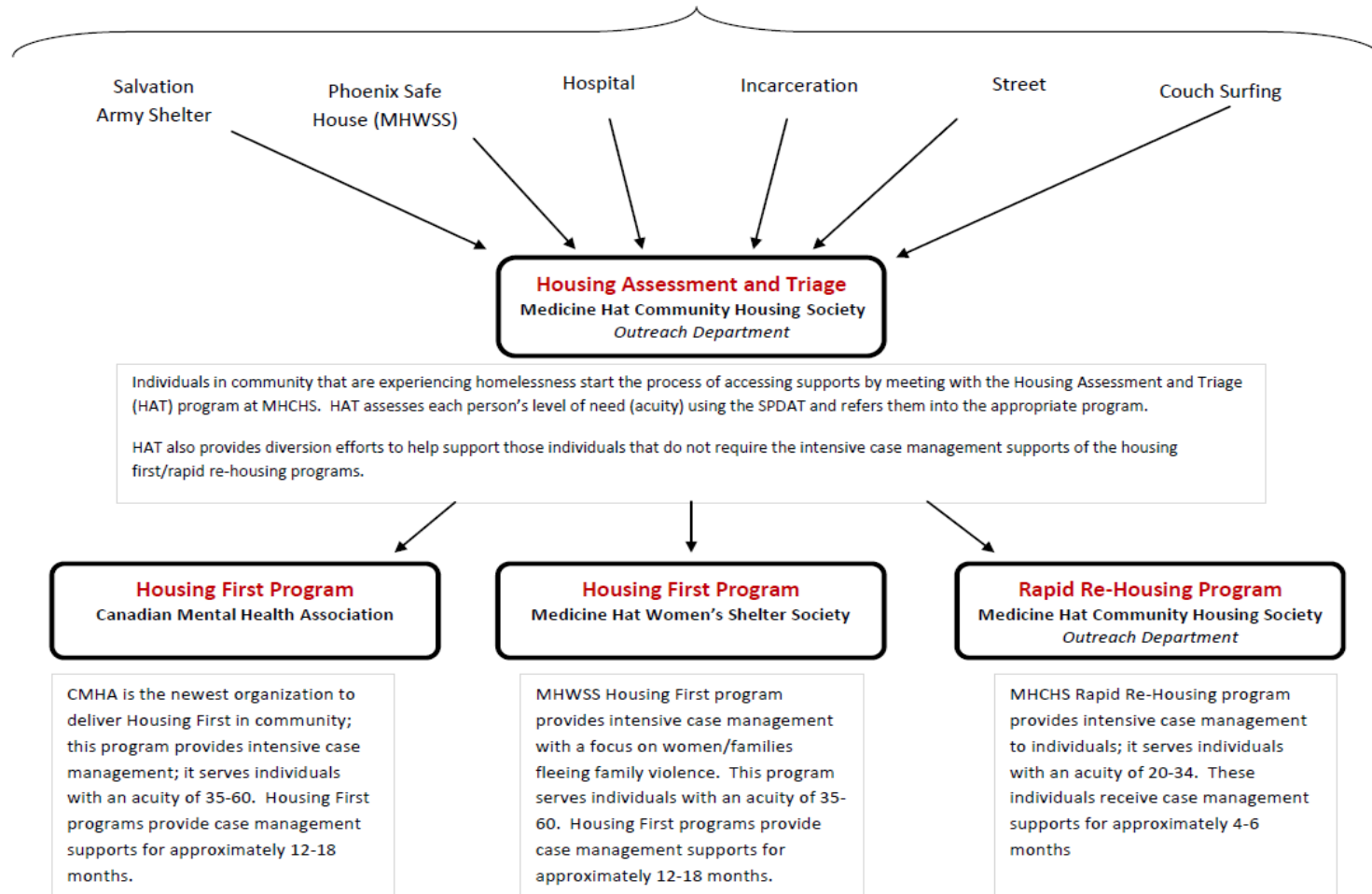
Connecting to Long-Term Solutions: \$325,979 (OSS: \$269,372)				
Classification	OSSI	HPS	MA	Total
Shelters		\$56,607		\$56,607
Outreach Support, Triage & Assessment	\$249,642			\$249,642
Short-term Supportive Housing				
Interim Housing	\$19,730			\$19,730
Program Supports: \$136,607 (OSS: \$80,000)				
Classification	OSSI	HPS	MA	Total
Supports to Assist Other Activities	\$50,000	\$56,607		\$106,607
Drop in & Warming Centres	\$30,000			\$30,000
Housing Supports: \$1,994,608 (OSS: \$1,994,608)				
Classification	OSSI	HPS	MA	Total
PSH Congregate Supportive	\$465,000			\$465,000
PSH Congregate Supported	\$120,000			\$120,000
Scattered-site ACT				
Scattered-site ICM	\$956,628			\$956,628
Rapid Re-Housing	\$452,980			\$452,980
Homeless Prevention: \$486,820 (OSS: \$0)				
Classification	OSSI	HPS	MA	Total
Prevention		\$157,056		\$157,056
Discharge Planning & Coordination				
GRAI			\$329,764	\$329,764
System Planning, Data Analysis & Professional Development: \$185,000 (OSS: \$185,000)				
Classification	OSSI	HPS	MA	Total
Analysis & Quality Improvement, Capacity Building & Training	\$185,000			\$185,000

	OSSI	HPS	MA	Total
CBO Administration	\$233,220	\$47,695	\$9,260	\$290,175

OSSI	Outreach Support Services Initiative (Provincial Funding)
HPS	Homelessness Partnering Strategy (Federal Funding)
MA	Municipal Affairs (Provincial Funding)
CE	Community Entity
CBO	Community Based Organization
ICM	Intensive Case Management
PSH	Permanent Supportive/ed Housing
ACT	Assertive Community Team

Here's the How.

Individuals that are Homeless or at Risk of Homelessness



R/ April 01 2014 - March 31 2015																										
	Count	Age	Entry into Program	HAT File Transfer Date	RH Program Start Date	# Times Rehoused Since RH Program Start	# Times Rehoused Since April 1	3 M FIU	6 M FIU	9 M FIU	12 M FIU	15 M FIU	18 M FIU	21 M FIU	2 yr FIU	2 yr 3M FIU	2 yr 6M FIU	2 yr 9M FIU	3 yr FIU	3 yr 3M FIU	Exited	Exit Reported as	Length of time in Program	6 Month PPFU	12 Month PPFU	Date Dismissed
Outreach	1	31	Surfing	10-Apr-14																						
	2	38	Shelter	10-Apr-14																						
Active Caseload	1	53	Shelter	27-Nov-13	8-Jan-14			Complete	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr						
	2	26	Surfing	2-Oct-13	7-Nov-13			Complete	May	Aug	Nov	Feb	May	Aug	Nov	Feb	May	Aug	Nov	Feb						
	3	43	Shelter	2-Oct-13	14-Nov-13			Complete	May	Aug	Nov	Feb	May	Aug	Nov	Feb	May	Aug	Nov	Feb						
	4	17	Surfing	8-Oct-13	30-Oct-13			Complete	Complete	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan						
	5	32	Shelter	13-Jan-14	22-Jan-14			Complete	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr						
	6	18	Surfing	4-Apr-14	30-Apr-14			Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul						
	7	30	Family	10-Apr-14	26-Apr-14			Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul						
	8	55	Shelter	24-Feb-14	26-Feb-14			May	Aug	Nov	Feb	May	Aug	Nov	Feb	May	Aug	Nov	Feb	May						
	9	19	Family	8-Apr-14	24-Apr-14			Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul						
	10	20	Surfing	1-Oct-13	7-Nov-13			Complete	May	Aug	Nov	Feb	May	Aug	Nov	Feb	May	Aug	Nov	Feb						
	11	19	Family	31-Jan-14	2-Apr-14			Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul						
	12	51	Shelter	7-Jan-14	15-Jan-14			Outstanding	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr						
	13	19	Surfing	25-Sep-12	27-Sep-12	1		Complete	Complete	Complete	Complete	Complete	Complete	Complete	Jun	Sept	Dec	Mar	Jun	Sept	Dec					
	14	19	Shelter	3-Dec-13	16-Jan-14			Complete	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr						
	15	25	Surfing	20-Jun-13	10-Jul-13	1	1	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Jul	Oct	Jan	Apr	Jul	Oct	Jan					
	16	24	Surfing	19-Feb-14	14-Apr-14			Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul						
	17	20	Surfing	31-Jan-14	2-Apr-14			Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul						
	18	17	Family	27-Jan-14	10-Mar-14			Jun	Sept	Dec	Mar	Jun	Sept	Dec	Mar	Jun	Sept	Dec	Mar	Jun						
	19	43	Surfing	28-Feb-13	1-Apr-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete						
	20	34	Metel	25-Jul-13	14-Aug-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete						
	21	48	H1st Transfer		15-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete						
	22	20	Surfing	13-Dec-13	23-Dec-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete						
	23	35	Shelter	3-Dec-13	18-Dec-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete						
	24	29	Surfing	28-Feb-13	5-Apr-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete						
	25	40	Shelter	20-Feb-14	1-Apr-14			Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul						
Successful Exit 9/2M PPFU	1	24	S Housing	15-Jun-11	14-Jul-11			Complete	Complete	Complete	Complete				Complete						21-Aug-13	Successful	769	Complete	21-Aug-14	
	2	48	H1st Transfer		15-May-13			Complete	Complete	Complete	Complete										12-Sep-13	Successful	120	Complete	12-Sep-14	
	3	33	Surfing	26-Jul-13	21-Aug-13			Complete	Complete	Complete	Complete										28-Apr-14	Successful	250	28-Oct-14	28-Apr-15	
	4	55	H1st Transfer		7-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	21-Aug-13	Successful	106	Complete	21-Aug-14	
	5	40	Camping	20-Jun-13	21-Jul-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	17-Dec-13	Successful	149	12-Jun-14	12-Dec-14	
	6	25	Family	2-Oct-13	20-Nov-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	9-Apr-14	Successful	140	9-Oct-14	9-Apr-15	
	7	26	H1st Transfer		15-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	29-Jul-13	Successful	75	Complete	29-Jul-14	
	8	28	Living in truck	8-Aug-13	5-Sep-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	15-Jan-14	Successful	132	15-Jun-14	15-Dec-14	
	9	51	Shelter	13-Dec-13	16-Jan-14			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	30-Apr-14	Successful	104	9-Oct-14	9-Apr-15	
	10	25	Surfing	28-Feb-13	18-Mar-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	12-Nov-13	Successful	239	12-May-14	12-Nov-14	
	11	26	Shelter	20-Sep-12	28-Sep-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	11-Jul-13	Successful	286	Complete	11-Jul-14	
	12	26	Surfing	19-Sep-12	29-Sep-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	3-Mar-14	Successful	520	Complete	3-Mar-15	
	13	36	Other	Jan-25-13	13-Feb-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	12-Dec-13	Successful	302	12-Jun-14	12-Dec-14	
	14	38	H1st Transfer		22-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	24-Jan-14	Successful	247	24-Jun-14	24-Dec-14	
	15	34	Surfing	11-Jan-13	16-Jan-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	29-Nov-13	Successful	317	26-May-14	26-Nov-14	
	16	52	Family	21-Mar-12	17-Apr-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	18-Sep-13	Successful	519	Complete	18-Sep-14	
	17	32	Surfing	14-Nov-12	3-Dec-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	2-Oct-13	Successful	303	Complete	2-Oct-14	
	18	23	Friend	2-Oct-13	23-Oct-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	13-Feb-14	Successful	113	13-Aug-14	13-Feb-15	
	19	36	H1st Transfer		26-Jul-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	26-Nov-13	Successful	123	26-May-14	26-Nov-14	
	20	35	Family	28-Feb-13	14-Mar-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	30-Sep-13	Successful	200	Complete	30-Sep-14	
	21	37	Surfing	26-Jul-13	12-Aug-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	4-Feb-14	Successful	176	4-Aug-14	4-Feb-15	
	22	25	Family	14-Nov-12	19-Dec-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	30-Sep-13	Successful	285	Complete	30-Sep-14	
	23	40	H1st Transfer		14-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	24-Jul-13	Successful	71	Complete	24-Jul-14	
	24	47	Shelter	23-Jun-11	25-Jul-11			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	22-Aug-13	Successful	759	Complete	22-Aug-14	
	25	48	H1st Transfer		7-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	16-Oct-13	Successful	162	Complete	16-Aug-14	
	26	56	Shelter	21-Mar-12	1-May-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	4-Oct-13	Successful	521	Complete	4-Oct-14	
	27	60	H1st Transfer		13-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	19-Sep-13	Successful	129	Complete	18-Sep-14	
	28	30	H1st Transfer		16-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	9-Jul-13	Successful	54	Complete	9-Jul-14	
	29	22	Family	10-Apr-13	16-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	17-Dec-13	Successful	215	17-Jun-14	17-Dec-14	
	30	29	Family	10-Apr-13	8-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	21-Oct-13	Successful	166	21-Apr-14	21-Oct-14	
	31	51	H1st Transfer		22-May-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	24-Mar-14	Successful	306	24-Sep-14	24-Mar-15	
	32	30	Shelter	31-Oct-12	27-Nov-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	27-Sep-13	Successful	304	Complete	27-Sep-14	
	33	29	Testina	8-Aug-13	14-Aug-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	27-Nov-13	Successful	105	26-May-14	26-Nov-14	
	34	58	Shelter	6-Jul-12	9-Jul-12			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	7-Oct-13	Successful	455	Complete	7-Oct-14	
	35	31	Family	14-Nov-12	8-Jan-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	4-Oct-13	Successful	269	Complete	4-Oct-14	
	36	50	Family	20-Sep-11	11-Oct-11			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	5-Sep-13	Successful	695	Complete	5-Sep-14	
	37	23	Shelter	11-Aug-11	2-Sep-11			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	12-Dec-13	Successful	832	12-Jun-14	12-Dec-14	
	38	54	Family	Jan-25-13	4-Feb-13			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete										

MHCHS Rapid Re-Housing Program Monthly Report for April, 2014

Monthly Rental Check and Tenancy Issue (s)			
Landlord	Client	Outstanding Rental Amounts/Tenancy Issues	Conclusion
MHCHS	M.B	M.B has an outstanding balance of \$100 and to date has not paid her rent for May. Andrew will follow-up to make sure that outstanding \$100 and May's rental payment has been made.	
	V.R	V.R has a credit of \$112. Team Lead followed up and the RRH program will be reimbursed for the overpayment	
	P.K	Team Lead followed up and ensured that the \$190 credit on P.K's account will be reimbursed to the RRH program	
Angle's Best	J.N	J.N has a balance of \$183 outstanding for his portion of utilities. Andrew is in the process of rehousing J.N and will ensure that outstanding payment has been made to Angle's at move-out.	
Acro	L.F	L.F is responsible for paying his full rent which has not yet been received by Acro. Andrew followed up and was informed by L.F that the full rental amount of \$525 would be paid to Acro as soon as possible	
Program Updates			
Date		Update(s)	
April -30		3 clients - Graduated Successfully 7 clients - Housed 1 client - Rehoused 1 client - Exited Unsuccessfully (chose not to continue with program due to legal issues) 2 clients - In Outreach 3 clients - Dismissed	
April -30		RRH caseload at month end is 63% - (6 additional files will be transferred from H.A.T May-8-14) Current RRH participation ratios: 36% of active participants - 1-3 months 36% of active participants - 4-6 months 8% of active participants - 7-9 months 20% of active participants - 12 months or more Outreach worker/client ratios at month end: Karlana 13 clients (1 client transferred from Andrew's caseload to Karlana's (J.C) due to irreconcilable differences with case manger) Andrew 12 clients (2 clients in Outreach) TOTAL 25 clients 2Files returned to H.A.T - Discussion of files ensued between Team Lead, H.A.T and Outreach supervisor. Discussion resulted in decision by supervisor to discuss files with CBO for further direction.	
Scheduled/Completed Training			
Date		Staff Attended	Feedback
April 15/16 Motivational Interviewing training in Lethbridge		Andrew and Karlana	"Training could have been covered in 1 day instead of 2" "Training was repetitive - nothing new covered"
April 29/30 Leadership Training 3		Team Lead Attended	Excellent series on conflict resolution and dealing with difficult staff
Upcoming /Attended Events			
Date		Scheduled Event	
May - 09		5 Aspects of Self-care Workshop put on by Team Leads for all H1st, RRH, and H.A.T staff	
May - 27/28		Leadership Training - Level 4 to be attended by Team Lead	
May - 29/30		7 Cities Housing First Workshop in Edmonton	

Here's the How – Getting the Information

HOUSING REPORT

SAFSC USE

Date Sent	Referral faxed to MHCHS.		
May-27-2014	Phone follow up.		
Date Received by MHCHS	Email Follow up.		
Tuesday, May 27, 2014	Release signed.		
Date Response Received by SAFSC	Seen By		
	MHCHS		SAFSC

#	CLIENT NAME	SPDAT	Current Days in Shelter	YTD Days in Shelter	Cumulative Days in Shelter	Program Waitlisted for (if applicable)	Notes	Status of involvement with housing first program.
1	XX		24	24	24		HAT saw client on May 14, 2014.	
2	XX		10	57	57		HAT saw client on May 6, 2014.	
3	XX	27	2	2	2	Rapid Re-Housing	HAT met with client on May 26	
4	XX		1	18	18		see notes	
5	XX		2	45	45		Hat has not seen this client	
6	XX		8	9	9		HAT has not seen client	
7	XX		1	3	16		HAT last saw client in October 2013, need to update	
8	XX		6	17	120		client needs to connect with his RRH worker	Current RRH Participant
9	XX	31	5	49	49		HAT saw client in Feb 2014, need to update.	
10	XX	38	1	7	30	Rapid Re-Housing	HAT met with client on May 14	
11	XX		10	10	10		HAT has not seen this client	
12	XX		2	9	9		client connected with MHCHS admin last week	
13	XX		1	47	47		client had warm transfer with H1 on May 14	
14	XX	28	1	61	61	Rapid Re-Housing	HAT spoke with client on May 22	
15	XX		1	1	1		HAT has not seen this client	
16	XX		1	1	1		HAT has not seen this client	
17	XX		1	18	18		see notes	

XXXX

27-May-14

Completed By

Date

Approved By

XXX

25-Oct-13

Completed By

Date

Approved By

Cumulative Housing First & Rapid Re-Housing Program Numbers

From Program Inception: April 1, 2009 – March 31, 2014	
<i>*Numbers include 2 Housing First Teams and 1 Rapid Re-Housing Team unless otherwise specified</i>	
Total Housed in Period	765
Total Individuals Housed in a Period	509
Total Dependents Housed (children)	256
Demographics of Participants Housed in Period**	
Gender	Women: 262 (51.5%) Men: 247 (48.5%)
Ethnicity	Caucasian: 352 (69.2%) Aboriginal: 58 (11.4%) Other: 43 (8.5%)
Age	<18: 3 (0.6%) 18-24: 104 (20.4%) 25-35: 158 (31.0%) 36-50: 170 (33.4%) 51-64: 70 (13.8%) 65+: 4 (0.8%)
Chronically Homeless participants housed in period	152 (30%)
Episodically Homeless Participants housed in period	357 (70%)
Veterans	14
Outcomes	
Provincial Retention Rate Calculation <i>% participants served in period who have successfully exited the program or remain housed as program participants. Calculation excludes exits due to death</i>	76%
Exits in Period	412
Successful Exits in Period	292
Continuing Participants	93

*Statistics include all Medicine Hat Housing First Teams and Rapid Re-Housing Team

**Sums of sub-categories may not be equal to total the data due to instances of missing data. Percentages are calculated out of total clients housed in period.

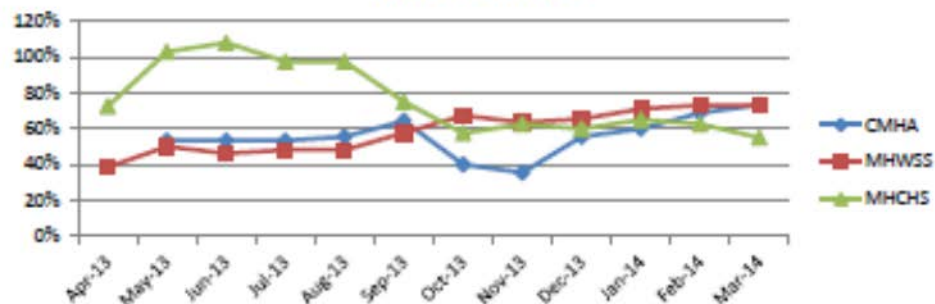
Agency	Type of Program
Canadian Mental Health Association (CMHA)	Housing First Program
Medicine Hat Women's Shelter Society (MHWSS)	Housing First Program
Medicine Hat Community Housing Society (MHCHS)	Rapid Re-Housing Program

Expected New Participants to Program

April 1, 2013-March 31, 2014	CMHA	MHWSS	MHCHS	Agency Totals
Expected # of New Participants	21	40	45	106
# of New Participants in Program	15	23	29	67
% New participants	71.4%	57.5%	64.4%	63.2%
Anticipated # of HF transition participants	24	12	15	51
# of transition participants	23	6	12	41

Caseload Summary	CMHA	MHWSS	MHCHS	Combined Totals
Funded Caseload Capacity	45	52	40	137
Active Participants at Month End	33	38	22	93
% of Monthly Targeted Caseload	73.3%	73.1%	55.0%	67.9%
% of Overall Target Caseload (funding yr.)	55.7%	58.3%	76.3%	62.6%
Expected Ratio of CM to Participants to CM (1:x)	15	15	20	50
Ratio of CM to Participants (1:x)	11	9.25	11	9.8

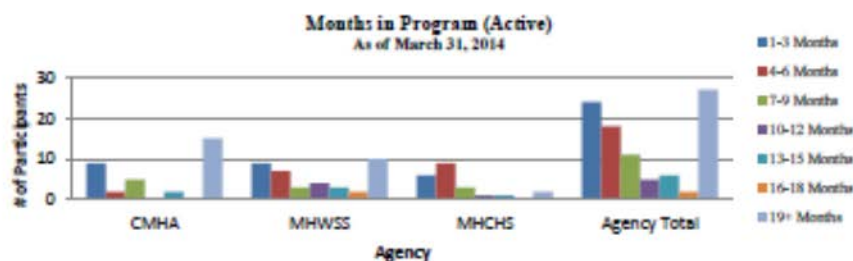
Active Clients as % of Contracted Caseload Apr-13 - Mar 14



Monthly Exits	CMHA	MHWSS	MHCHS	Agency Totals
# Participants exited	2	2	4	8
# Participants successfully exited	1	1	3	5
Housing at Exit				
Market Housing	0	1	2	3
Subsidized Housing	1	0	1	2

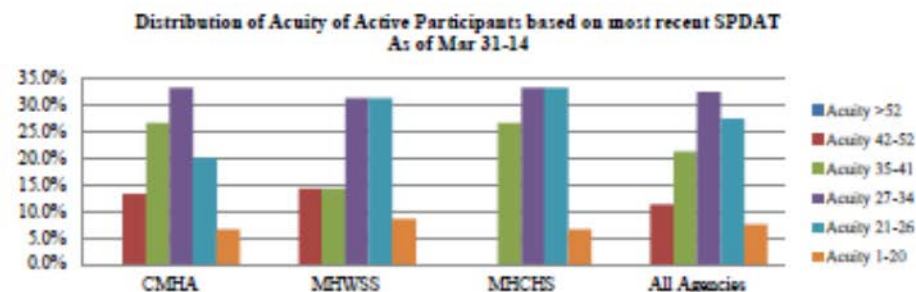
Months in Program (Active Participants)	CMHA*	MHWSS	MHCHS	Agency Totals
Length of Time in Program	# of Participants			
1-3 Months	9	9	6	24
4-6 Months	2	7	9	18
7-9 Months	5	3	3	11
10-12 Months	0	4	1	5
13-15 Months	2	3	1	6
16-18 Months	0	2	0	2
19+ Months	15	10	2	27

*This program currently supports individuals in need of PSH



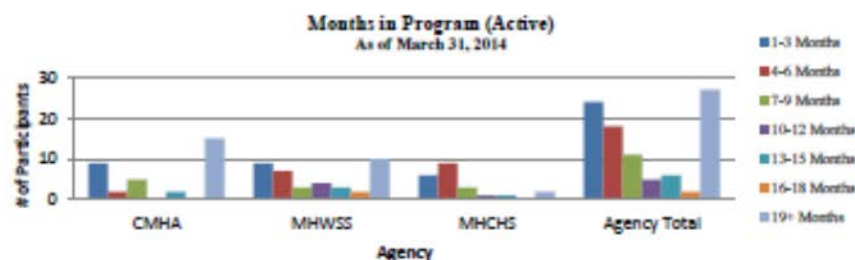
Acuity of Active Participants*	CMHA		MHWSS		MHCHS		Agency Totals	
Acuity >52	0	0%	0	0%	0	0%	0	0%
Acuity 42-52	4	13.3%	5	14.3%	0	0%	9	11.2%
Acuity 35-41	8	26.7%	5	14.3%	4	26.7%	17	21.3%
Acuity 27-34	10	33.3%	11	31.4%	5	33.3%	26	32.5%
Acuity 21-26	6	20.0%	11	31.4%	5	33.3%	22	27.5%
Acuity 1-20	2	6.7%	3	8.6%	1	6.7%	6	7.5%

*Based on most recent SPDAT. May not equal current caseload due to non-completion of SPDATs e.g. recent re-housing



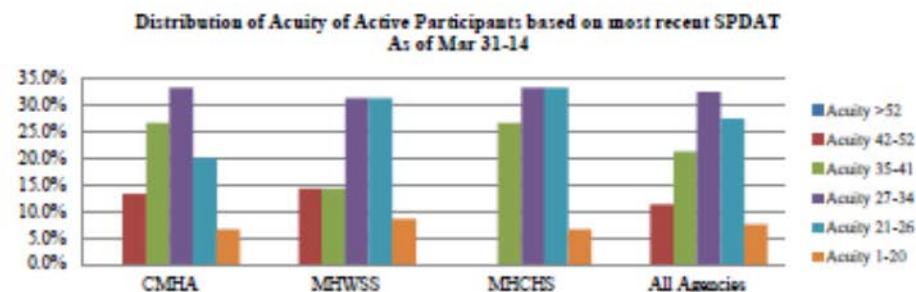
Months in Program (Active Participants)	CMHA*	MHWSS	MHCHS	Agency Totals
Length of Time in Program	# of Participants			
1-3 Months	9	9	6	24
4-6 Months	2	7	9	18
7-9 Months	5	3	3	11
10-12 Months	0	4	1	5
13-15 Months	2	3	1	6
16-18 Months	0	2	0	2
19+ Months	15	10	2	27

*This program currently supports individuals in need of PSH



Acuity of Active Participants*	CMHA		MHWSS		MHCHS		Agency Totals	
Acuity >52	0	0%	0	0%	0	0%	0	0%
Acuity 42-52	4	13.3%	5	14.3%	0	0%	9	11.2%
Acuity 35-41	8	26.7%	5	14.3%	4	26.7%	17	21.3%
Acuity 27-34	10	33.3%	11	31.4%	5	33.3%	26	32.5%
Acuity 21-26	6	20.0%	11	31.4%	5	33.3%	22	27.5%
Acuity 1-20	2	6.7%	3	8.6%	1	6.7%	6	7.5%

*Based on most recent SPDAT. May not equal current caseload due to non-completion of SPDATs e.g. recent re-housing



Here's the Why.

1. It works. We have the **data** to back it.
2. Shelter usage and rough sleeping has gone down significantly over the past 4 years.
3. 71% of the service participants successfully exit the program and maintain their housing stability.

Service utilization comparison at time of intake (initial housing) and at 12 month assessment.

Utilization of Public Systems in Housing First (2009-2013) N=198

	Intake	12 Month Assessment	Estimated Reduction
Days in Hospital	1,967	956	-51%
EMS Interactions	236	208	-12%
ER Use	698	412	-41%
Days in Jail	1,582	828	-48%
Police Interactions	529	448	-15%
Court Appearances	242	260	+7%

Note: The Intake and 12 Month Assessment data sets are not directly comparable. The intake comprises of 198 adult service participant records reporting on system use in the past 12 months. The 12 Month Assessment reports systems use in last 3 months by the same 198 individuals, thus the total is estimated based on this figure for 12 months.

Overwhelmed?

“If you want to be innovative, you
have to be prepared to fail.” Stein.

Jaime Rogers

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