



Data, Homelessness and the Future of HMIS

Michael Callahan

Director, Office of Homelessness Prevention, New Jersey Department of Community Affairs; Chair, New Jersey Interagency Council on Homelessness

Austin Boral

Co-Founder, Civic Roundtable

Tanika Moss

Care Coordinator, Heart of Hannah Women's Center; Community Consultant, Passaic County Advisory Board

Rafael Romero

Continuum of Care Manager,
NJ-504 Newark/Essex County Continuum of Care

Jessica Torres, M.P.A.

Program Analyst,
NJ-504 Newark/Essex County Continuum of Care

Housing as a Human Right: From Innovation to Impact

October 9, 2024



Data, Homelessness and the Future of HMIS

Michael Callahan

Director, Office of Homelessness Prevention, New Jersey
Department of Community Affairs;
Chair, New Jersey Interagency Council on Homelessness

Housing as a Human Right: From Innovation to Impact

October 9, 2024

Beyond HMIS: Comprehensive Data Approaches to End Homelessness in NJ

Risks and Limitations of Over-reliance on HMIS

IMPORTANT:

NJ HMIS is the cornerstone of a data-driven strategy to end homelessness in New Jersey.

This being said, to get where we need to go, NJ HMIS cannot be the sole tool by which that end state is achieved.

How far we've come:
Observations from the past three years.

Overcoming Bad Habits – Change Behaviors in Data-Driven Homelessness Policy

Cherry-picking: Officials may selectively use data that supports their predetermined views while ignoring contradictory information.

Lack of context: Data might be presented without important contextual factors, leading to misinterpretation.

Outdated information: Relying on old data that doesn't reflect current realities.

Oversimplification: Complex issues are reduced to a few data points, missing nuances.

Misunderstanding statistical significance: Drawing sweeping conclusions from limited or non-representative samples.

Confusing correlation with causation: Assuming a causal relationship where only correlation exists.

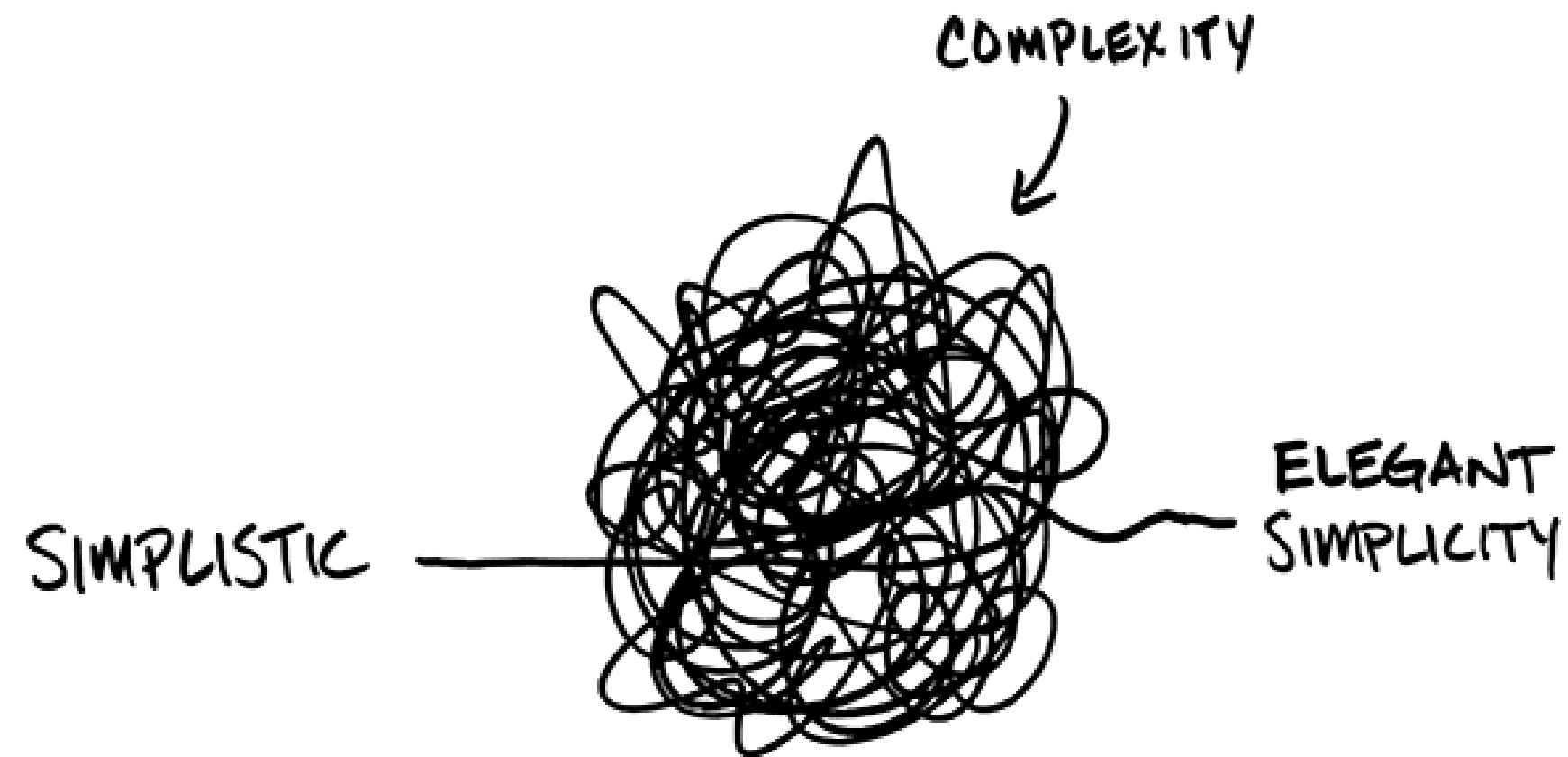
Insufficient data literacy: Decision-makers may lack the skills to properly interpret complex datasets.

Political pressure: Data may be manipulated or interpreted to align with political agendas.

Level Setting – Change Behaviors in Data-Driven Homelessness Policy

- **Checkbox mentality:** Compliance-focused data collection often leads to a "checkbox mentality" where the goal is simply to meet regulatory requirements rather than gain meaningful insights. This can result in:
 - Superficial data collection that lacks depth or nuance
 - Missed opportunities to gather more valuable, policy-relevant information
 - A false sense of security that issues are being adequately addressed
- **Misaligned incentives:** When data is collected primarily for compliance, there may be incentives to:
 - Underreport negative outcomes
 - Overemphasize positive metrics
 - Manipulate data to meet minimum thresholds
- **Narrow focus:** Compliance data often focuses on specific, mandated metrics, which can lead to:
 - Neglect of other important factors not covered by compliance requirements
 - A skewed understanding of complex issues
 - Policy decisions that optimize for compliance rather than actual outcomes
- **Data silos:** Compliance data is often collected and stored separately from other operational data, resulting in:
 - Fragmented information landscapes
 - Difficulty in connecting compliance data with other relevant datasets
 - Missed opportunities for more comprehensive analysis

HMIS is a tool, not a platform.



We need to let HMIS be an HMIS, and not an **everything for every use-case.**

Problems to Tackle – Change Behaviors in Data-Driven Homelessness Policy

Data for action demands:

- **Collaboration and Shared Ownership**
- **Accessibility and Useability**
- **Outcome-Oriented Analysis**
- **Action-Oriented Reporting**
- **Acceptance of failure and risk tolerance**



Data, Homelessness and the Future of HMIS

Rafael Romero

Continuum of Care Manager,
NJ-504 Newark/Essex County
Continuum of Care

Jessica Torres, M.P.A.

Program Analyst,
NJ-504 Newark/Essex County
Continuum of Care

Housing as a Human Right: From Innovation to Impact

October 9, 2024

DRAWING INSIGHTS FROM MULTIPLE DATA SETS



COORDINATION WITH THE LANDLORD TENANT COURT



- Access to the dataset
- Qualitative Analysis
- Where do we go from here?

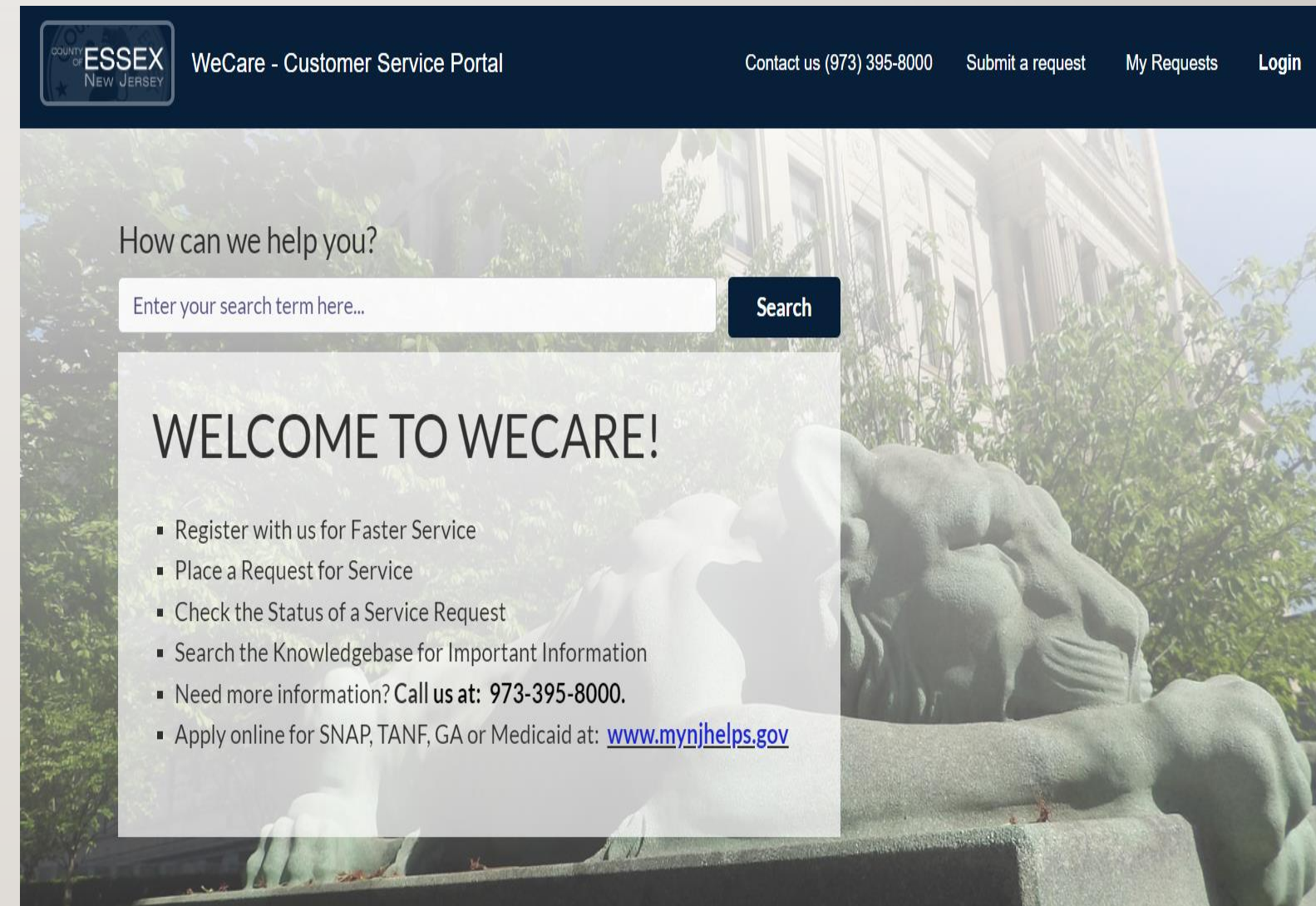


VOLUNTEER STREET OUTREACH FORUMS

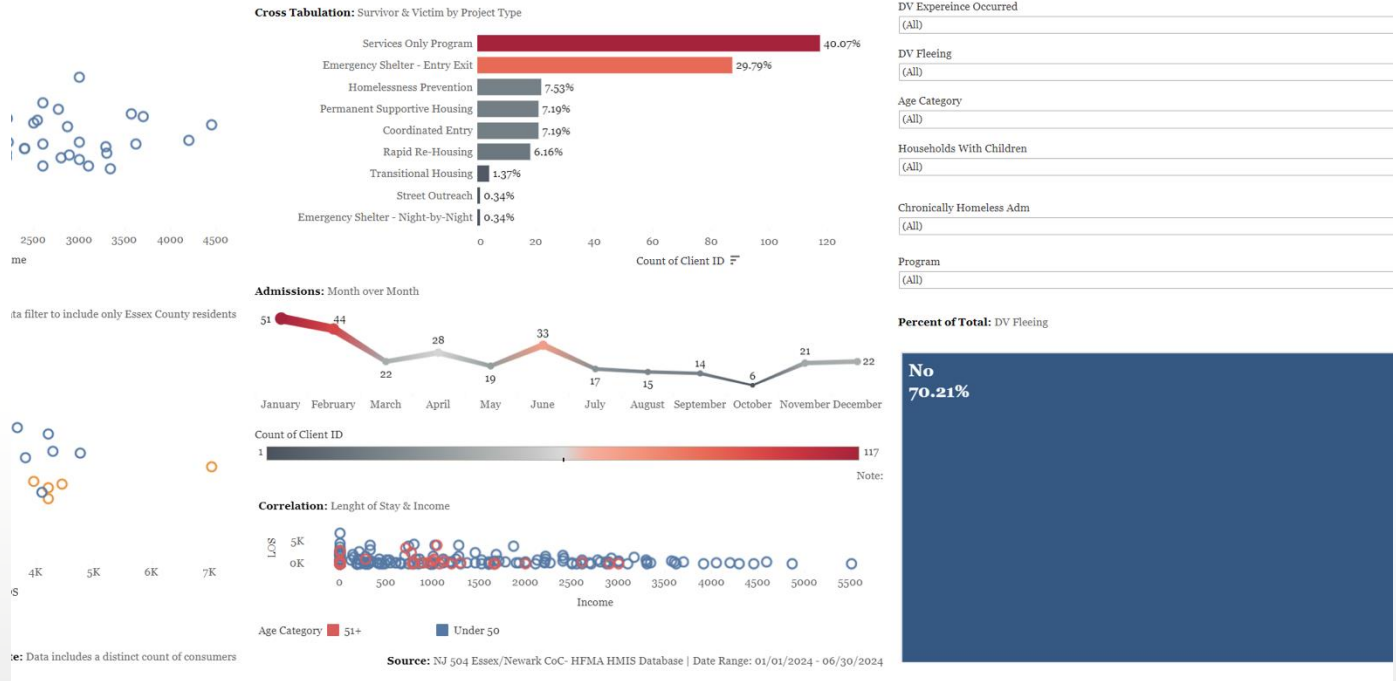
- Funded outreach services and volunteer outreach services through the CoC CEAS Committee
- Increase Community Awareness and Participation
- Building relationships and trust
- Ability to identify resources required for a specific outreach prior to arrival
- Culturally competent services based on dataset

COORDINATION WITH INTERNAL TICKET MANAGEMENT SYSTEM/ BOARD OF SOCIAL SERVICE COC COLLABORATION

- Trend Analysis
 - Service utilization rates
 - Denial data
 - Demographic analysis
 - Referral patterns
 - **Interagency Collaboration**
- Geospatial Analysis



Domestic Violence: Exploratory Data Analysis - Survivor & Victim



Search for anything...

My communities

Displaying 8 results

- NJ-504 CoC - Announcements**
Last activity: 4 hours ago
A space for Essex County CoC leadership/ CEAS staff to post announcements. Please note that all communications in this group is subject to the...
- NJ-504 CoC - Data-Driven Making Cohort**
Last activity: Apr 25, 2024
This community is your place to ask questions, and get answers on decision making cohort. Please note that all communications in this group is subject to the...
- NJ-504 CoC - Domestic Violence Community**
Last activity: 1 week ago
A dedicated space for solving Domestic Violence including services, trainings, and gathering data. Please note that all communications in this group is subject to the...
- NJ-504 CoC - Funding Opportunities**
Last activity: 4 hours ago
A space for announcements about HUD funding, state funding information about the application process.
- NJ-504 CoC - General Hub**
Last activity: 4 hours ago
Your one-stop-shop to connect with your CoC peers across Essex County, find resources, ask questions and get answers. Please note that all communications in this group is subject to the...
- NJ-504 CoC - Grievance Process**
Last activity: 4 days ago
A dedicated space for the Grievance workgroup. Please note that all communications in this group is subject to the...
- NJ-504 CoC - Street Outreach**
Last activity: 2 weeks ago
A dedicated space for street outreach teams to connect, share best practices / resources, and identify areas that need immediate support. Please note that all communications in this group is subject to the...
- NJ-504 CoC - Youth Action**
Last activity: Aug 14, 2024
A dedicated space for those on the youth team to share resources, and get updates. Please note that all communications in this group is subject to the...

DOMESTIC VIOLENCE



Data, Homelessness and the Future of HMIS

Austin Boral
Co-Founder,
Civic Roundtable

Housing as a Human Right: From Innovation to Impact

October 9, 2024

Monarch Conference: Data, Homelessness and the Future Panel

October 2024



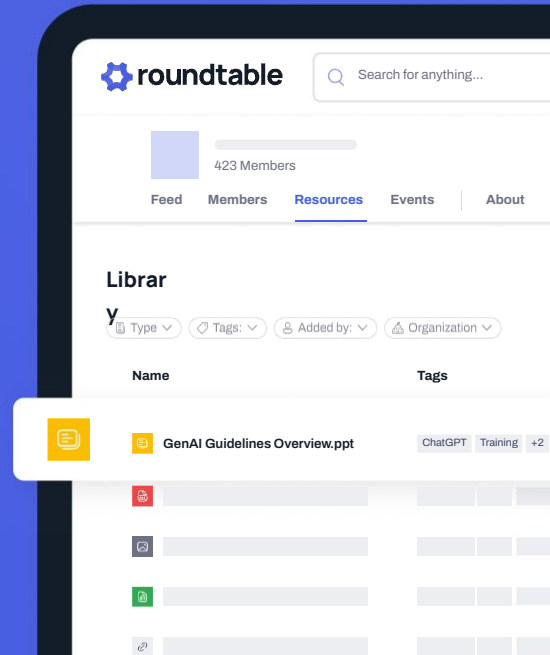


OUR GOAL

We use technology to make government more effective and efficient.

OUR PLATFORM

Civic Roundtable is a secure knowledge-sharing and collaboration platform for public servants. Through a one-stop-shop for resources and expertise, we connect public servants with the people and information they need to be successful.





THE PROBLEM

Homeless service work crosses a multitude of partners, providers and sectors

Conversations across the country revealed similar pain points:

Informed by 300+ practitioner interviews

Quicker Access to Tactical Information

“ I want to quickly and easily find and access for tactical questions such as availability and contact information when I need it

Better Ways to Search and Filter For Information

“ NAEH sends so much great information, but sometimes I am overwhelmed by emails. I want to be able to reference information when I have time

Learn From Other Providers

“ I am excited to connect with others across the state to see what is working well and share resources



To power a **more effective, efficient, and integrated** approach to homelessness prevention and response



Bridge silos

Streamline coordination and resource sharing across organizations.



Create capacity

Consolidate tools into one cohesive platform to save time finding what you need.



Preserve knowledge

Capture institutional expertise in a one stop-shop for the future.



Maximize impact

Monitor engagement and measure performance of efforts and working groups.



An “ecosystem approach” to data analysis & integration

Roundtable’s ecosystem gives partners more capacity, voice and shared commitment through ongoing interactions with their CoCs, the state and with each other

Sustainable City Planning

Marcus Campbell | Added 5 mins ago

City Planning

38 Likes | Bookmark | 29 Downloads | Source

Manage programs, partners and cohorts

Value-based C... & Inclusion Hub

Training & Onboarding

1,028 members

Build an ecosystem and bridging agency silos

Mary Bryans
Election Clerk at Shoreside County | Nov 2 at 4:05 pm

What strategies are you using to engage the public this election cycle?

Engaging the community | Vote

18 Likes | 7 comments | Bookmark

Legal | Court Intervention | Children 0 Families

38 Likes | 2 comments | Bookmark

Consolidate info and resources

Analytics
Monitor user signups and activity here

User Signups: 7 (Last 7 Days) | Total Users: 173 (As of Today)

User Signups by Week

Week	User Signups
Aug 11	25
Aug 18	5
Aug 25	25

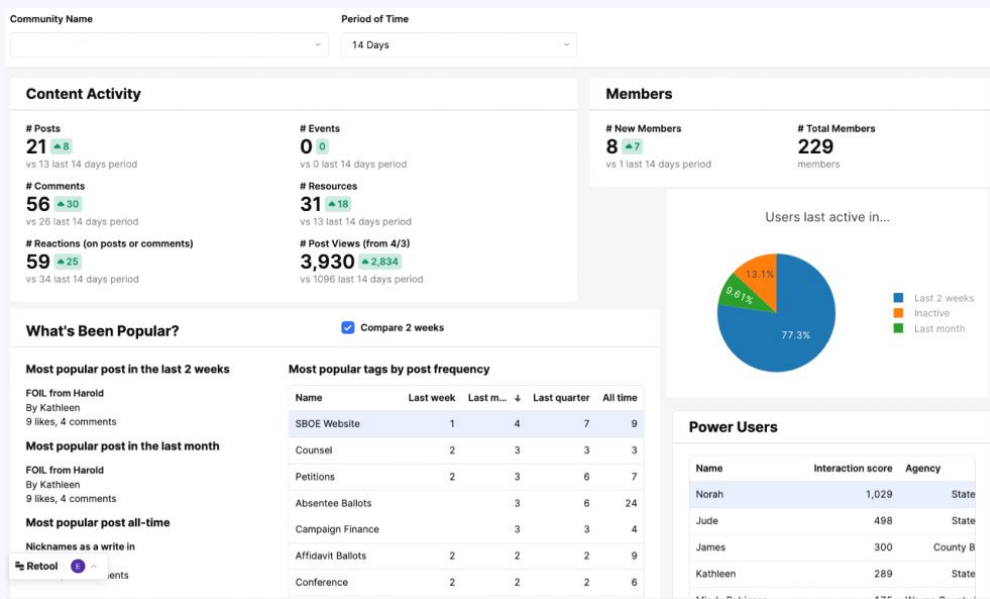
Get closer to the frontlines

Our ecosystem will begin with grantees and evolve to include policymakers, TA providers, and partners



From data collection to data-driven decision making

Roundtable's ecosystem delivers real-time analytics that help CoCs and agencies build a deeper understanding of practitioners and inform technical assistance efforts



Measure performance

- Active users - DAU / WAU / MAU
- Activity metrics - posts, likes, comments, events, resources, response rates

Identify trends

- Power users
- Trending tags
- Popular posts
- Dips / spikes in engagement

Suggest content - action

- Unanswered popular searches
- Unanswered questions
- Topic suggestions based on recent trending activity



Joshua Seiden

josh@civicroundtable.com



Austin Boral

austin@civicroundtable.com



civicroundtable.com



Data, Homelessness and the Future of HMIS

Tanika Moss

Care Coordinator, Heart of Hannah Women's Center;
Community Consultant,
Passaic County Advisory Board

Housing as a Human Right: From Innovation to Impact

October 9, 2024



Data, Homelessness and the Future of HMIS

Questions?

Thank you for attending the panel!

Housing as a Human Right: From Innovation to Impact

October 9, 2024



Thank you to our Speakers!

Michael Callahan

<https://nj.gov/dca/dhcr/offices/dhcrohp.shtml>

Austin Boral

www.civicroundtable.com
austin@civicroundtable.com

Tanika Moss

Heart of Hannah Women's Center;
Passaic County Advisory Board

Rafael Romero

www.essexcountynj.org/CEAS
rromero@communityaction.essexcountynj.org

Jessica Torres, M.P.A.

jtorres@communityaction.essexcountynj.org

Housing as a Human Right: From Innovation to Impact

October 9, 2024