2023 VA Permanent Housing Conference
Dallas, Texas

Data and Equity: Deep Dive

Introductions

Presenter (pronouns), Org

Maria Arellano (she/her), HomeFirst
Dameca Bailey (she/her), HomeFirst

Agenda

Equity basics

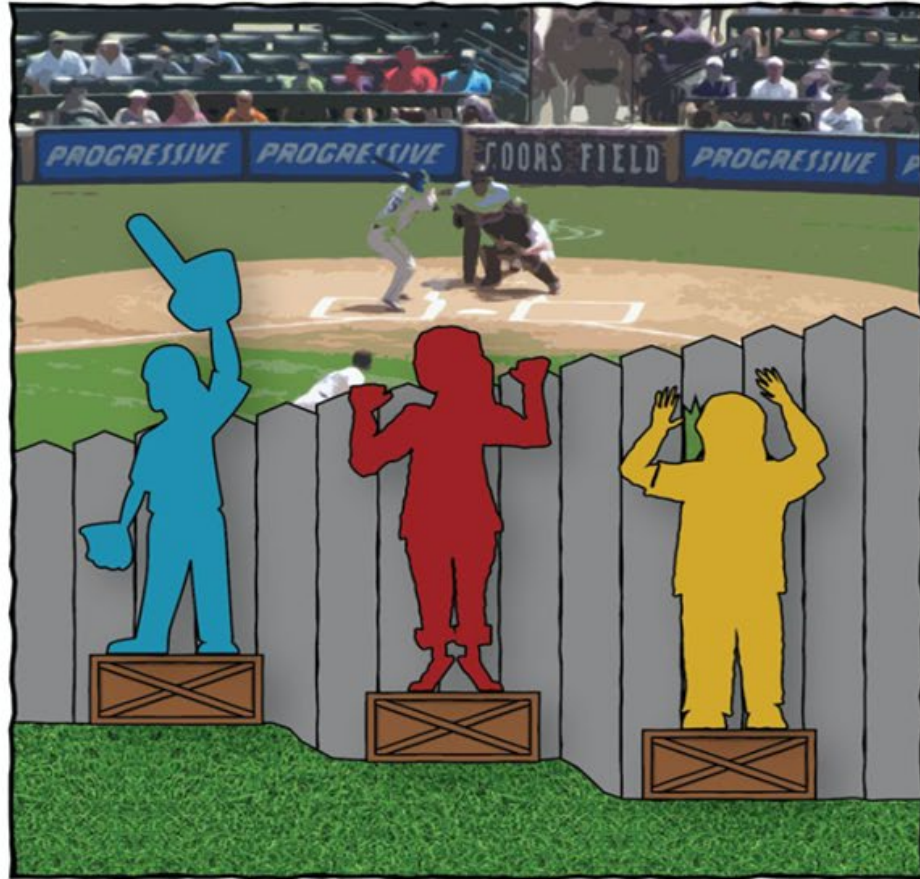Community Presentation: HomeFirst

Equity Resources

Who is in the room?

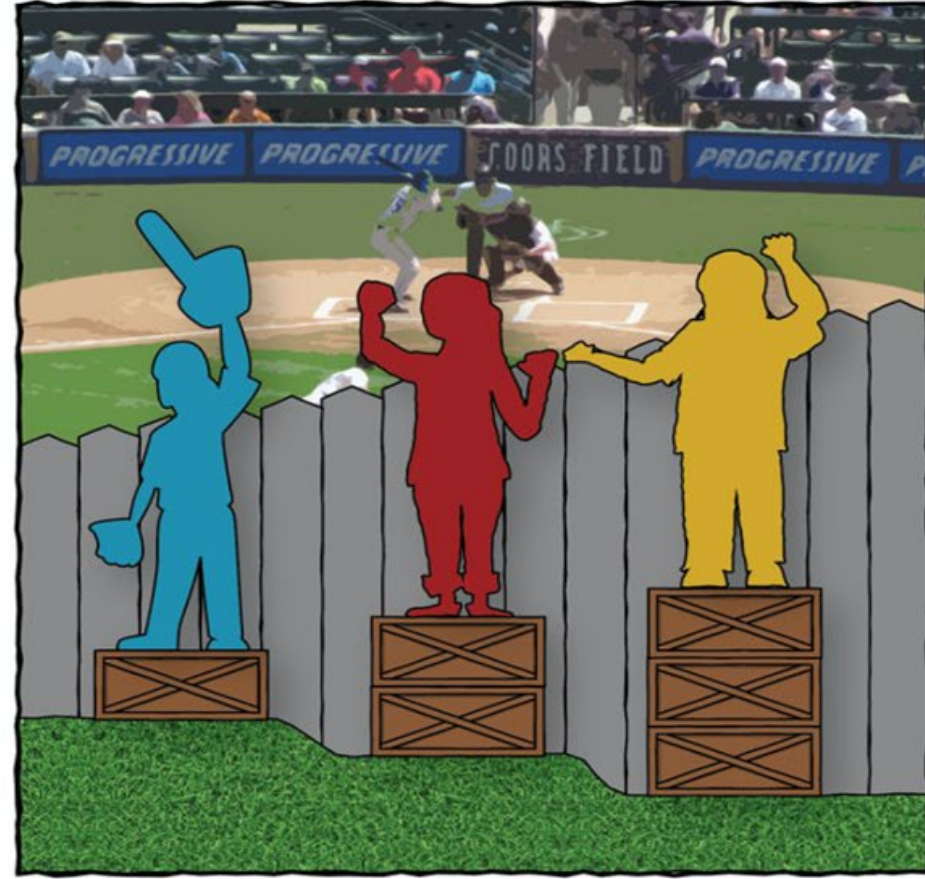- **SSVF Staff**
- **HUD-VASH Staff**
- **VA leadership**

Equity Basics

Equity Basics: Equality vs. Equity

EQUALITY

EQUITY

Effective services for Veterans at-risk for or currently experiencing homeless address social equity.

The US's current state of homelessness stems in large part from policies that were discriminatory, such as enslavement, forced migration, redlining, segregation, etc.

- Therefore, persons of color are disproportionately represented among persons experiencing homelessness and at-risk populations.

- Analysis of program data from an equity perspective can identify disparities and opportunities to further equity.

Equity Basics: The Importance of Leading with Equity

- 53% of those served by SSVF are Black, Indigenous, Latine, and People of Color (BILPOC).

- "Members of the Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) community are more likely to become homeless, and once homeless, more likely to endure discrimination and harassment that extends their homelessness." -HUD Exchange

- Homelessness among older adults continues to increase even as the number of Veterans experiencing homelessness overall decreases. Over 50% of all sheltered Veterans are age 55+ .

- 70% of those served by SSVF have been diagnosed with one or more disabilities.

Programs that are designed to effectively serve the most marginalized serve everyone else more effectively too

Equity Basics: The Importance of Leading with Equity

- We have an ethical responsibility to provide equitable services to all of our community members.

- Race is the single largest predictor of outcomes along the Social Determinants of Health (the non-medical factors that influence vital health outcomes).

- Allows us to be good fiscal stewards of our funding.

Community Presentation from HomeFirst on Data and Equity

Maria Arellano & Dameca Bailey

Our Mission

HomeFirst works to end homelessness by providing a full spectrum of services to help people find a home, improve their lives, and stay housed.

Helping nearly
753 Individuals &
523 Households
secure permanent housing
in FY 2023

Systems Level Design
Community Plan to End Homelessness

STRATEGY 1	STRATEGY 2	STRATEGY 3
Address the root causes of homelessness through system and policy change	Expand homelessness prevention and housing programs to meet the need	Improve quality of life for unsheltered individuals and create healthy neighborhoods for all

https://housingtoolkit.sccgov.org/sites/g/files/exjcpb501/files/CommunityPlan_2020.pdf

Systems Level Design
Historical Efforts

The Coordinated Assessment Workgroup met to identify opportunities to strengthen our CES in 2019-2020.

Core Values:
1. Continue to prioritize the most vulnerable
2. Ensure that the system is fair, just, & equitable

Findings:
Increase system accessibility to more effectively reach:
1. LGBTQIA+ persons, particularly youth
2. Hispanic/Latinx persons

Black/African Americans
- Homeless Population: 16.9%
- General Population: 2.5%

American Indian/Alaskan Natives
- Homeless Population: 7.4%
- General Population: <1%

Hispanic/Latinx
- Homeless Population: 43.7%
- General Population: 27%

https://www.sccgov.org/sites/osh/ContinuumofCare/Pages/home.aspx

Recommendations & Results: Hiring a diverse staff to increase cultural and linguistic literacy, providing more intensive and ongoing trainings for providers, currently piloting specialized outreach team.

Systems Level Design
Equitable Master Listing

The Veterans Equitable Master Listing Workgroup seeks to ensure that ALL Veterans have access to services, and to strategically address and eliminate disparity in our system

Age	# on ML	% of ML	PIT General Pop	ML compared to PIT Gen Pop	PIT Veteran Pop	ML compared to PIT Veteran Pop
18-24	3	1%	7%	-7%	NA	NA
25-34	22	4%	14%	-11%	NA	NA
35-44	95	16%	22%	-6%	NA	NA
45-54	92	15%	27%	-12%	NA	NA
55-64	129	21%	19%	2%	NA	NA
65+	261	43%	10%	33%	NA	NA
Disabling Condition	# on ML	% of RML	PIT General Pop	RML compared to PIT Gen Pop	PIT Veteran Pop	RML compared to PIT Vet Pop
Yes	422	70%	52%	18%	5%	13%

Agency Initiatives

Values & Advocacy

At HomeFirst, our services and work culture are grounded in the principles of diversity, equity, and inclusion. This means we:

- View housing as a social justice issue
- Foster a work environment where everyone belongs

To live our beliefs, we:

- Incorporate DEI values into our service delivery processes
- Weave DEI into our management practices
- Hold ourselves accountable by highlighting our progress publicly

Agency Initiatives
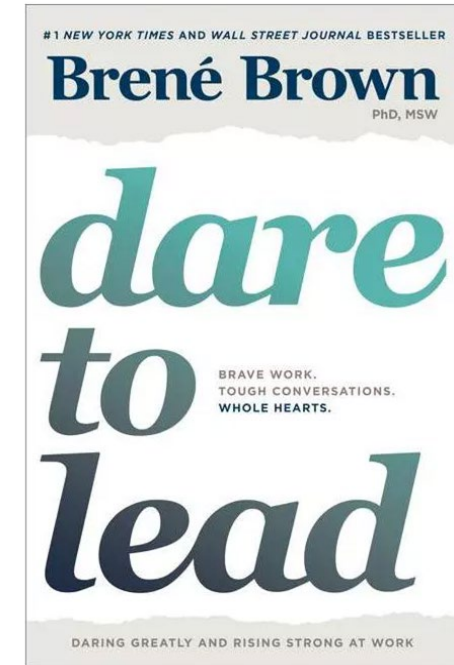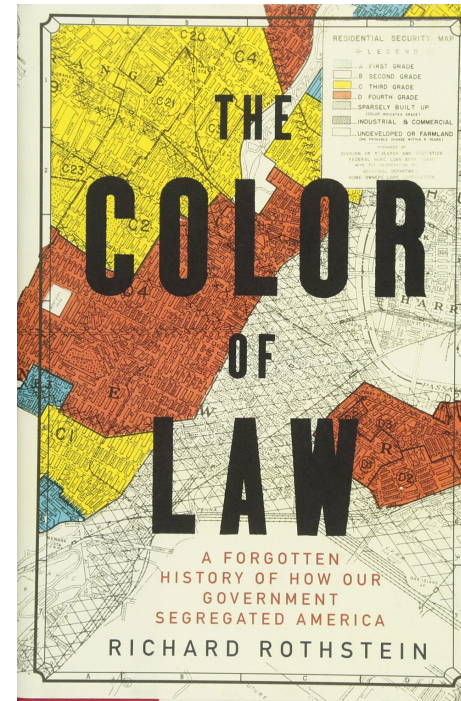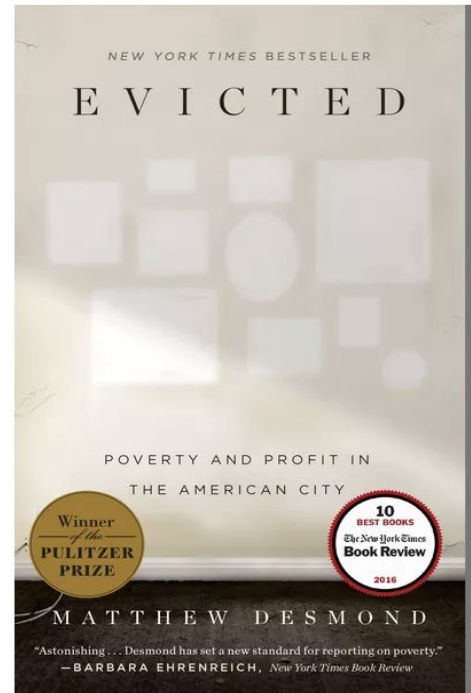## Values & Advocacy
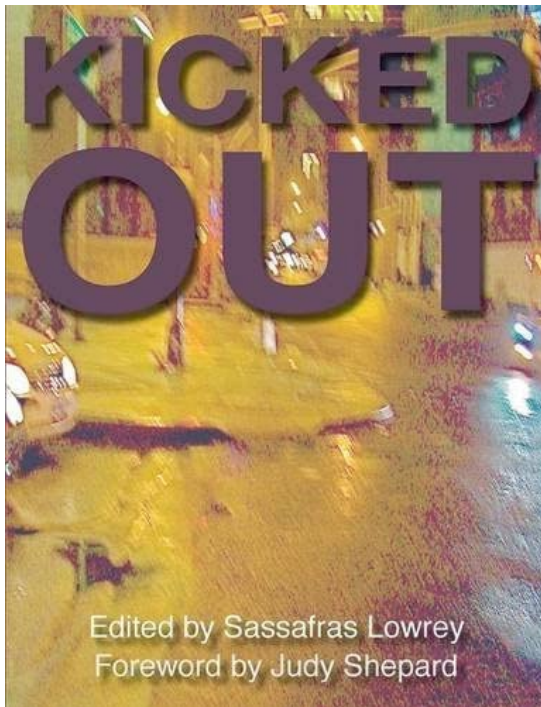
Reading Activity Groups

4 hours of additional PTO for Civic Engagement

Investment in Training & Educational Opportunities

Agency Initiatives

Values & Advocacy

Agency Initiatives
Values & Advocacy

Agency Initiatives
Diversity Equity & Inclusion Committee

EMERGING LEADER AWARD

Dameca Bailey
Councilmember

This award was given to Dameca Bailey for her budding influence and commitment to our DEI initiatives.

Dameca represents the values we hold close to us both within and outside of the council. We commend Dameca's growth as a thought leader. Congrats Dameca!

- Redesigned group model into DEI Council
- Expanded DEI Council Charter
- Established Membership Application
- Created an agency-approved council logo
- Influenced agency Performance Appraisal competencies
- Influenced employee dress code policy

- Participated in community advocacy and awareness efforts
- Co-organized Juneteenth Celebrations
- Developed visuals for agency observances
- Initiated clarity of Mental Health Days
- Identified "Living DEI Daily" activities
- Established DEI Council Awards

Agency Initiatives
Operationalizing Equity

Strategic Plan

- HomeFirst strives for excellence in execution
- HomeFirst will advocate for systemic change for the marginalized communities we serve

Hiring Practices

- Eliminating education requirements unless required by duties
- Recognizing the value of lived expertise
- Values driven interviewing practices

Agency Initiatives
Continuous Quality Improvement

Quarterly sessions held to evaluate agency impact and improve services

Sample Activities

Landlord & Participant Survey Reviews

Incident Report & Grievance Monitoring

Program Outcomes Review & Problem Solving

Evaluate Service Equity

Results

Develop multilingual translations of agency forms and policies for enhanced client comprehension and awareness of rights

Enhanced staff training

Implemented internal inspections of facilities to support ADA compliance

Program & Service Delivery

Data Informed Change

Gender	# of Clients	% in Housing
Male	324	63%
Female	137	50%

Gender	# of Exits	% Housed at Exit
Male	273	68%
Female	91	69%

In 2022, HomeFirst's RRH programs had a lower exit rate for females compared to males. What changes have we made to improve outcomes in 2023?

- Analysis Data
- Diverse Landlord Outreach
- Revamp our Housing Assessment
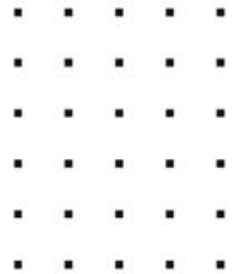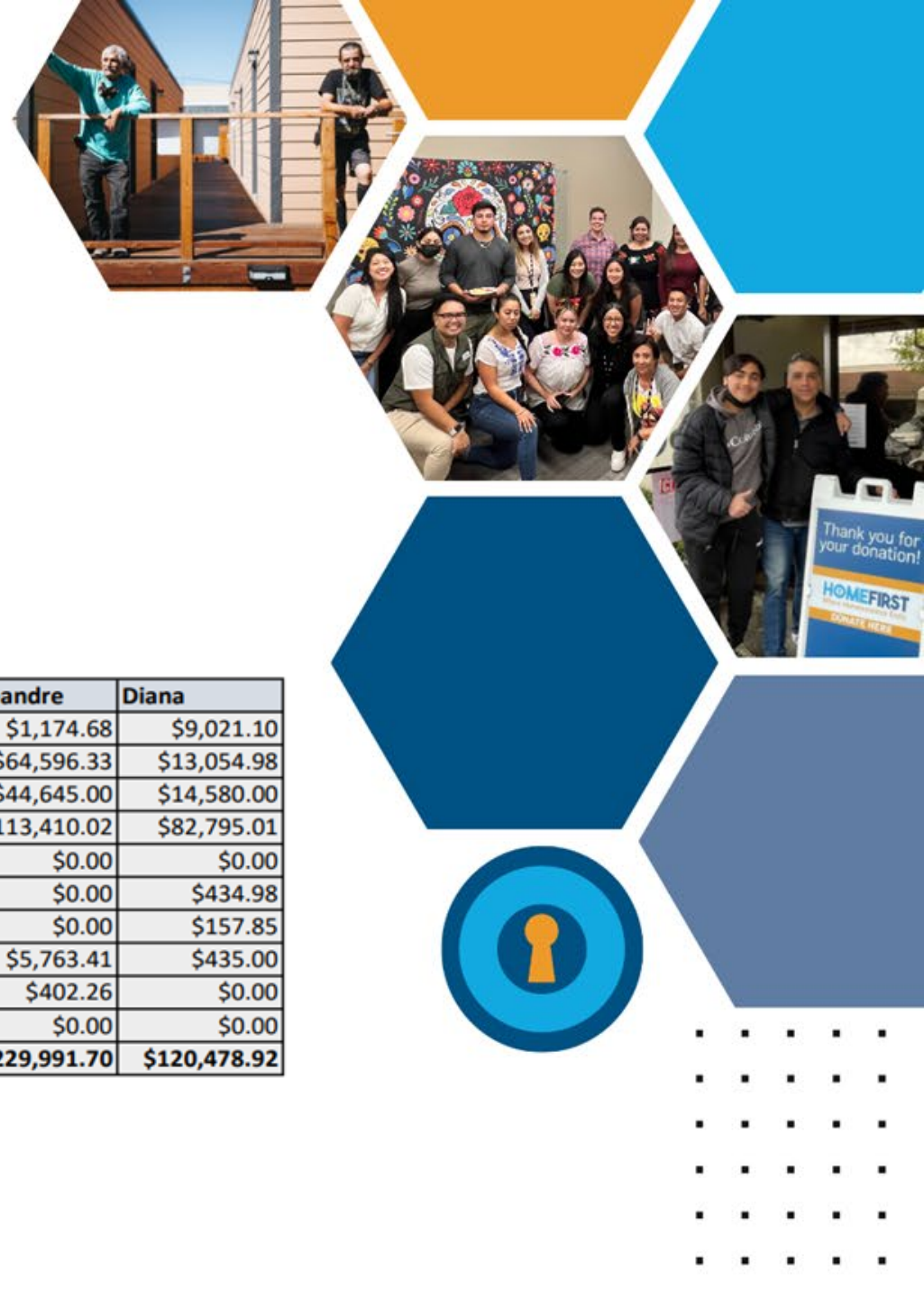
Program & Service Delivery

Operationalizing Equity

Criminal Justice System Outreach
- Letter writing to support service access, release
- In-person outreach and presentations to the ReEntry system

Performance Monitoring

	Maria	Rod	Sandra	Rubin	Ernesto	Keandre	Diana
General Housing Stability	$1,482.46	$2,947.16	$14,428.06	$3,527.71	$10,690.36	$1,174.68	$9,021.10
Emergency Housing Assistance	$0.00	$17,646.65	$49,184.33	$90,071.36	$38,100.00	$64,596.33	$13,054.98
Deposit	$13,284.00	$34,380.00	$60,418.75	$35,680.00	$50,980.00	$44,645.00	$14,580.00
Rent Penalties Fees	$27,050.97	$172,010.54	$182,297.48	$94,403.34	$103,137.97	$113,410.02	$82,795.01
Utilities Deposit	$0.00	$0.00	$652.00	$0.00	$0.00	$0.00	$0.00
Utilities Fees	$592.91	$1,897.12	$3,377.57	$299.08	$0.00	$0.00	$434.98
Moving Costs	$2,720.44	$461.76	$4,500.08	$0.00	$0.00	$0.00	$157.85
Transportation	$31,863.50	$10,660.08	$11,810.13	$15,737.45	$20,900.22	$5,763.41	$435.00
Car Repair	$4,937.55	$910.00	$3,836.32	$1,200.00	$0.00	$402.26	$0.00
Other Approved	$0.00	$0.00	$1,800.00	$0.00	$0.00	$0.00	$0.00
TOTAL	$81,931.83	$240,913.31	$332,304.72	$240,918.94	$223,808.55	$229,991.70	$120,478.92

Program & Service Delivery

Operationalizing Equity

Performance Monitoring

Breakdown by Qualify Expense Types

Fiscal Program Year Basis

Staff-specific Breakdown

Spend Down on a Client Basis

FA + RR Tracker - PHD Master SSVF FY22-23.xlsx

What We've Learned

Equity Informed

Start with your purpose, i.e. "We want to end homelessness for ALL Veterans"

Define your values

Set incremental performance improvement goals to support your purpose

Steps toward change can be integrated into all that we do

Be curious, ask yourselves hard questions

Explore the possibilities, monitor the results

Workshop

Strategic Action Planning

Percent Housed

	Percent Housed
Program Goal FY24	80%
YTD Actual	74%
Variance	-6%

Race/Ethnicity	# of Exits	% Housed at Exit	Deviation from goal	Deviation from YTD
American Indian, Alaska Native, or Indigenous	10	60%	-20%	-14%
Asian or Asian American	7	86%	6%	11%
Black, African American, or African	21	71%	-9%	-3%
Multi-Racial	8	100%	20%	26%
Native Hawaiian or Pacific Islander	9	56%	-24%	-19%
White: Non Hispanic/non Latin(a)(o)(x)	46	80%	0%	6%
White : Hispanic/Latin(a)(o)(x)	25	68%	-12%	-6%
DK/REF/NC	2	50%	-30%	-24%

Gender	# of Exits	% Housed at Exit	Deviation	Deviation from YTD
Male	108	75%	-5%	1%
Female	20	70%	-10%	-4%

Veteran Status	# of Exits	% Housed at Exit	Deviation	Deviation from YTD
Veteran	109	75%	-5%	1%

Disabling Condition	# of Exits	% Housed at Exit	Deviation	Deviation from YTD
Yes	78	77%	-3%	3%

Days to Housing

	Days to Housing
Program Goal FY24	60
YTD Actual	57
Variance	3

Race/Ethnicity	# of Clients Placed in FY23	Days to Move-In	Deviation from goal	Deviation from YTD Actual
American Indian, Alaska Native, or Indigenous	5	100	-40	-43
Asian or Asian American	6	48	12	9
Black, African American, or African	16	66.5	-6.5	-9.5
Multi-Racial	2	25	35	32
Native Hawaiian or Pacific Islander	2	107	-47	-50
White: Non hispanic/non Latin(a)(o)(x)	34	53	7	4
White : Hispanic/Latin(a)(o)(x)	6	45.5	14.5	11.5
DK/REF/NC	1	1	59	56

Gender	# of Clients Placed in FY23	Days to Move-In	Deviation from goal	Deviation from YTD Actual
Male	65	56	4	1
Female	7	60	0	-3

Veteran Status	# of Clients Placed in FY23	Days to Move-In	Deviation from goal	Deviation from YTD Actual
Veteran	72	56.5	3.5	0.5

Disabling Condition	# of Clients Placed in FY23	Days to Move-In	Deviation from goal	Deviation from YTD Actual
Yes	58	54	6	3

Recidivism

	Recidivism
Goal FY24	17%
YTD Actual FY22	14%
YTD Actual FY23	6%
Variance FY22	-3%

Race/Ethnicity	# Housed in FY23	% Returned: Housed in FY23	FY23 Deviation from Goal	Deviation from FY23 Actual	# Housed in FY 22	% Returned: Housed in FY22	Deviation from FY22 Actual
American Indian, Alaska Native, or Indigenous	6	0%	-17%	-6%	4	25%	11%
Asian or Asian American	5	20%	3%	14%	2	0%	-14%
Black, African American, or African	15	7%	-10%	0%	43	16%	2%
Multi-Racial	8	13%	-5%	6%	6	33%	20%
Native Hawaiian or Pacific Islander	5	20%	3%	14%	5	0%	-14%
White: Non hispanic/non Latin(a)(o)(x)	37	3%	-14%	-4%	57	18%	4%
White : Hispanic/Latin(a)(o)(x)	17	6%	-11%	0%	27	0%	-14%
DK/REF/NC	1	0%	-17%	-6%	1	0%	-14%

Gender	# of Exits	% Returned: Housed in FY23	Deviation from Goal	Deviation from FY23 Actual	# Housed in FY 22	% Returned: Housed in FY22	Deviation from FY22 Actual
Male	81	7%	-10%	1%	115	16%	2%
Female	14	0%	-17%	-6%	30	7%	-7%

Veteran Status	# of Exits	% Returned: Housed in FY23	Deviation from Goal	Deviation from FY23 Actual	# Housed in FY 22	% Returned: Housed in FY22	Deviation from FY22 Actual
Veteran	82	7%	-10%	1%	112	17%	3%

Disabling Condition	# of Exits	% Returned: Housed in FY23	Deviation from Goal	Deviation from FY23 Actual	# Housed in FY 22	% Returned: Housed in FY22	Deviation from FY22 Actual
Yes	60	8%	-9%	2%	75	15%	1%

Housing Type at Exit	# of Exits	% Returned: Housed in FY23	Deviation from Goal	Deviation from FY23 Actual	# Housed in FY 22	% Returned: Housed in FY22	Deviation from FY22 Actual
Rental by client, with RRH or equivalent subsidy	1	0%	-17%	-6%	1	0%	-14%
Rental with ongoing Subsidy (VASH, HCV etc)	44	0%	-17%	-6%	94	10%	-4%
Rental with no subsidy	35	11%	-6%	5%	42	19%	5%
Rental by client in a public housing unit	8	0%	-17%	-6%	1	0%	-14%
Permanent housing (other than RRH) for formerly homeless persons	0				0		
Staying or living with friends/family	7	40%	23%	34%	6	50%	36%

Stay connected with us!

🌐 www.homefirstscc.org

f @HomeFirstServices

📷 @homefirstservices_scc

in @HomeFirstServices
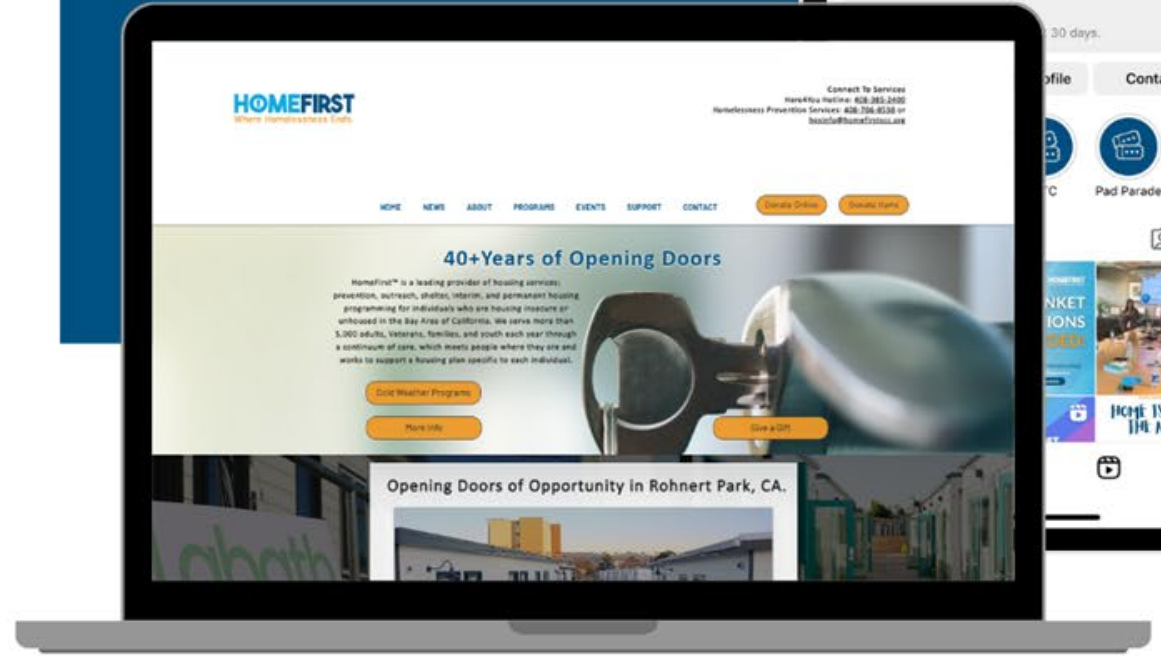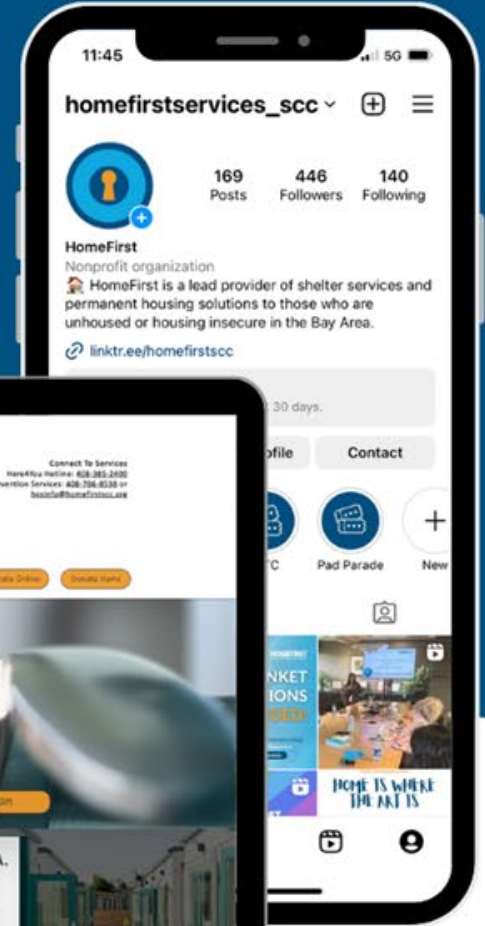
Resources

VA: SSVF Equity Report
- SSVF grantee staff may email ssvfhmis@abtassoc.com for access

VA: Racial Equity Dashboard
- VA staff only: https://app.powerbigov.us/groups/me/reports/86aa0ab2-2b46-4dbe-9b06-57d975a7d4ec

HUD: CoC Analysis Tool: Race and Ethnicity
- Public data available for each Continuum of Care
  https://www.hudexchange.info/resource/5787/coc-analysis-tool-race-and-ethnicity/

HUD: Data & Equity: Using the Data You Have

- https://files.hudexchange.info/resources/documents/Data-and-Equity-Using-the-Data-You-Have.pdf

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Wrap-Up and Questions