C5. Diversion-Rapid Exit

Data Capture and Implications

2018 Rapid Rehousing Institute

Overview and Agenda

- Learning Objectives
- Key issues: Evaluation of diversion and rapid exit interventions
- SSVF’s Rapid Resolution data capture strategy overview
- Evaluation Limits: Diversion/Rapid Exit Data Capture Strategies
- Community approach to evaluation
- Q & A with communities representatives

3 Learning Objectives

By the end of this session attendees will understand…

1. Key considerations in evaluating diversion and rapid exit interventions

2. The Rapid Resolution data capture plan including limitations to the data capture strategy, and

3. Strategies for developing an evaluation and data capture plan for local diversion and rapid exit implementations

Key Issues: Evaluation of diversion and rapid exit interventions

Evaluation of Diversion/Rapid Exit

Client Data

Inputs

- Basic demographics (age, HH size, living situation, history of homelessness)
- Basic project information (start date, exit date, financial assistance provided

Outputs

- Enrollments
- Exits
- Services provided
- Financial assistance provided

Outcomes

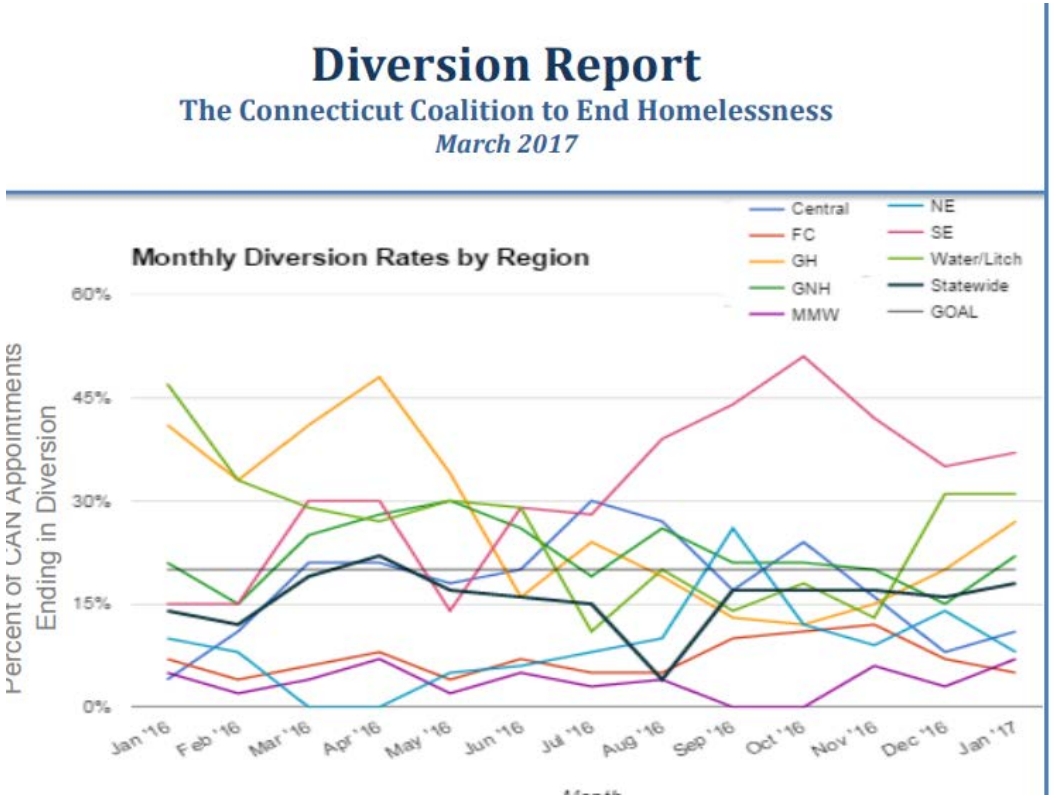
- Time to housing
- Diversions from outreach, shelter, transitional housing, etc.
- Permanent housing placements
- Returns to homelessness (6 months, 12 months, 24 months)

+ Program Information

- Programmatic Design/ Approach
- Services available
- Local factors

Examples: Evaluation of Diversion Efforts

Connecticut



Longitudinal

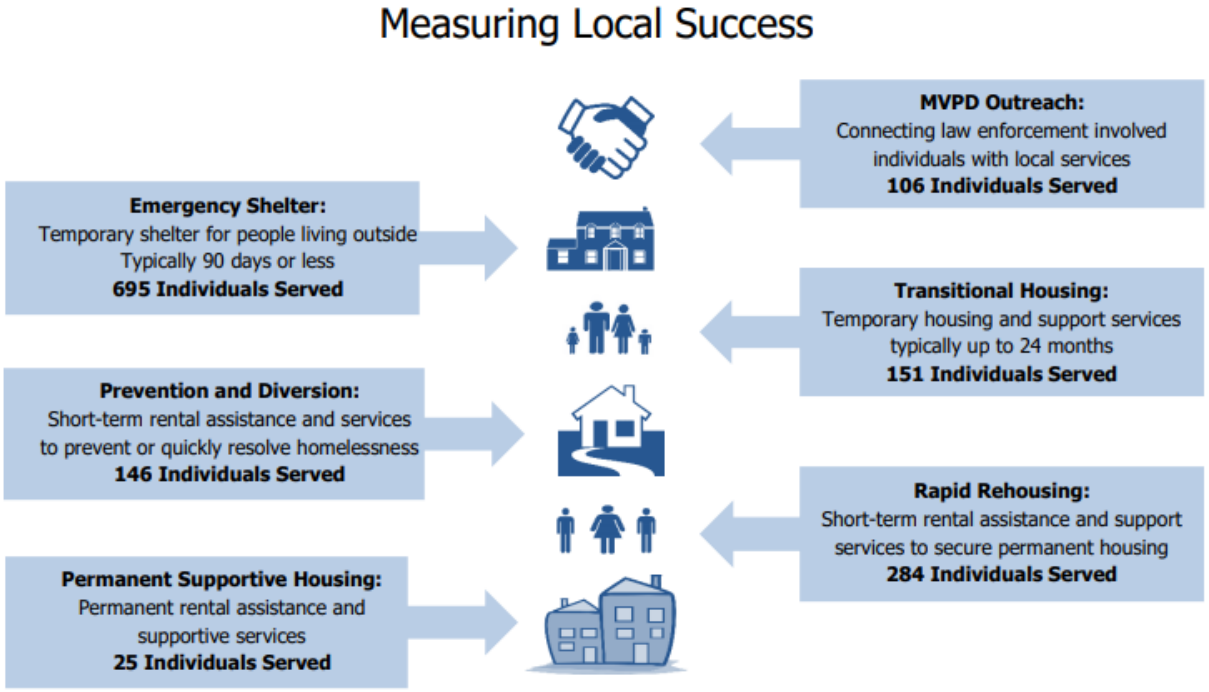
- Running monthly analysis of "diversion rate"
- Broken out by provider

Source: http://cceh.org/wp-content/uploads/2016/09/March_Diversion-Report.pdf

Examples: Evaluation of Diversion Efforts

Rural Washington State

Infographic

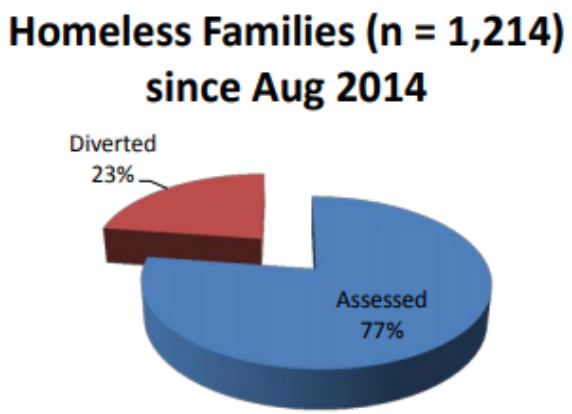


- Uses pictures to tell part of the story
- Counts of clients served
- By project types
- Cumulative

Source: https://www.skagitcounty.net/HumanServices/Documents/Housing/2017%20Skagit%20Homeless%20System%20Dashboard.pdf

Examples: Evaluation of Diversion Efforts

Arizona



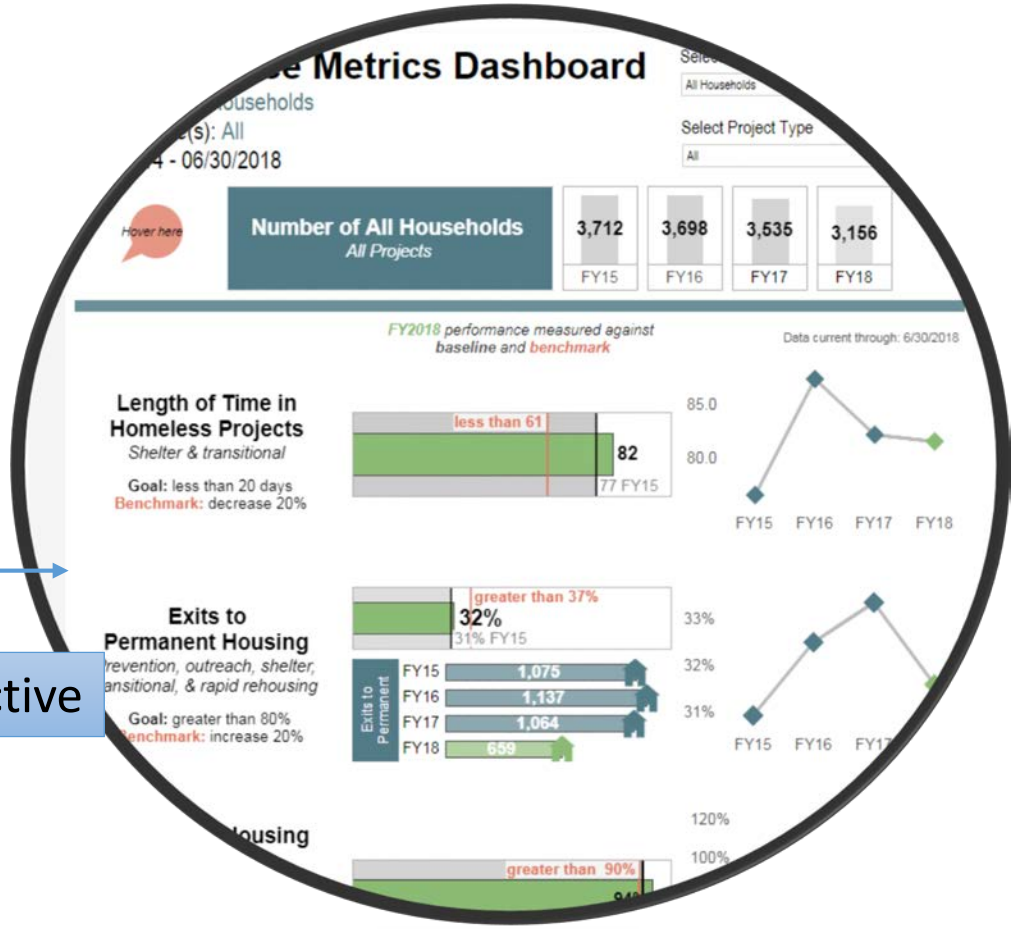
Annual or Point in Time

- Comparing volume to outcome (n =)
- Point-In-Time (not cumulative)

Source: http://www.azmag.gov/Portals/0/Documents/CoC_2015-06-10_Family-Housing-Hub-April-2015-Dashboard.pdf?ver=2017-04-06-110907-497

Examples: Evaluation of Diversion Efforts

Urban Washington State



Interactive

- Measures system outcomes
- Allows filtering, shrinking, etc.
- Elements of all: pictures, longitudinal, volume metrics, point in time, etc.

Source: https://public.tableau.com/profile/jess.jorstad#!/vizhome/FY15-18PerformanceMetricsDashboard/PerformanceDashboard

SSVF’s Rapid Resolution data capture strategy overview

SSVF's Rapid Resolution Data Capture Strategy

- **SSVF's Rapid Resolution Pilot Phase (Started July 1, 2018)**

  - 11 pilot communities; 42 grantees
  - Data Entry Method: HMIS
  - HMIS Project types, based on each HH's living situation at entry: RRH and HP
  - Method for flagging Rapid Resolution clients
    - HMIS Data element "V2 Services Provided – SSVF"
      - Field 2: Type of Service
      - Response 6: Other (non-TFA) Supportive Service
      - Open text box entry: Rapid Resolution Pilot
  - Collection methods
    - HMIS Repository uploads (of HMIS CSV data)
    - Excel email submissions (which include immediate summary data of de-identified client data)

SSVF's Rapid Resolution Data Capture Strategy

- **SSVF's Rapid Resolution National Launch (FY 2019)**
  - Data Entry Method: HMIS
  - HMIS Project types, based on each HH's living situation at entry: RRH and HP
  - Method for flagging Rapid Resolution clients
    - HMIS Data element "V2 Services Provided – SSVF"
      - Field 2: Type of Service
      - Response 6: Other (non-TFA) Supportive Service
      - Open text box entry: RR
  - Collection methods
    - HMIS Repository uploads (of HMIS CSV data)
      - The Repository will generate a custom report on Rapid Resolution for the SSVF Program Office.
      - Note: The Data capture plan will continue to be evaluated. Subject to change or be updated as our work together continues to develop

Evaluation Limits: Diversion/Rapid Exit Data Capture Strategies

Evaluation Limits: Data Capture Gaps

- **Broad Effectiveness:** The impact of diversion on system inflow may not be readily apparent.
- It could take time to see the effects, and even then, there may be other factors that are also contributing to reduced inflow…
  - HMIS coverage gaps
  - The *absence of a record* in HMIS entry to shelter or another homeless project **isn't definitive proof** that the diversion worked
  - Other factors can complicate the evaluation (e.g. housing or employment market issues, other projects effectiveness in breaking the homelessness cycle, etc.)
    - System Performance Measures are a key component of measuring the effectiveness of diversion – but diversion is not the only cause of change, making positive attribution to diversion programs difficult

Evaluation Limits: Data Capture Gaps

- **History**
  - **No Data Standard Yet:** No HUD project type for Diversion… and even if did exist, it is often a service component of other project types
  - **Baseline Evolving:** Through the Rapid Resolution program; HUD and communities are continuing work on refining the Coordinated Assessment project type (which has the ability to track referrals to diversion).

- **Direct Capture**
  - This is an evolving practice, and more guidance will be developed as we gain more understanding about how to evaluate diversion/rapid exit services/projects
  - Light touch diversion efforts may not receive diversion funding

Community approaches to evaluation

Community #1 Evaluation Approach

- Placeholder for community approach

Q & A with communities representatives