Using an Integrated Data Systems to Better Serve People Experiencing Homelessness

National Alliance to End Homelessness
July 17, 2012

Chuck Keenan
Housing Coordinator
Allegheny County (PA) Department of Human Services
Persons served by DHS in 2010, approximately 202,000 (unduplicated)

<table>
<thead>
<tr>
<th></th>
<th>Under 18 years</th>
<th>18 years and older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Served by one program office</td>
<td>60%</td>
<td>41%</td>
</tr>
<tr>
<td>Served by two program offices</td>
<td>23%</td>
<td>23%</td>
</tr>
<tr>
<td>Served by three program offices</td>
<td>11%</td>
<td>15%</td>
</tr>
<tr>
<td>Served by four or more program offices</td>
<td>6%</td>
<td>21%</td>
</tr>
</tbody>
</table>
• DHS provides an integrated set of services
• Consumers are “Consumers of DHS”
• Staff work for DHS
• Program Offices were created for management purposes
• Providers contract with DHS, not Program Offices
• DHS data
• Community resource
Data Warehouse Goals

- **Improve Services to Clients**
  - Avoid providing information redundantly
  - More timely delivery of services
  - Holistic view of client

- **Improve The Ability Of Workers To Perform Their Jobs**
  - Efficient use of workers’ time (less paper, more use of electronic information, elimination of duplicate paperwork)
  - Full view of clients’ needs
  - Ability to accurately match services to client needs

- **Improve Ability To Manage & Administer Program Operations**
  - Identification of duplication & / or gaps in services provided
  - GIS mapping – better identification of geographic needs
  - Management information to improve planning & allocation of resources
  - Improved consolidation of reports – trends, state, federal
  - Better connection between services & fiscal systems

- **Support the use of this community asset**
• Common Id
• Common Intake
• Common Assessments
• Strong Source Systems
• Common Service Offerings
• Common IT Architecture
• Common Core Practice Philosophy
• Common Service Plan
• Common Payment System
• Common Training
• Common Program/Fiscal Monitoring
• Legal Analysis
DHS

Program Offices

- Behavioral Health
- Community Service
- Intellectual Disability
- Area Agency on Aging
- Children, Youth, and Families

Shared Services Areas

- Human Resources
- Contracts Administration and Compliance
- Data Analysis
- Budgeting & Financial Management
- Information Systems Management

Key Business Functions

- Staffing Overview
- Staffing Structure
- Staffing resources
- New Provider Application
- Contract Workflow
- Compliance
- Management
- Policy
- Accounts Payable
- Central Processing Unit
- IV-E
- Revenue Generator
- Application Dev
- Reports & Queries
- Core Technology
- User Support

Information Assets

- Action Tracker/Dial Trac
- DHS Assist/DHS Request
- ECAPS / ALDA / HCSIS/SAMS/LIFT
- JD Edwards/OnBase
- KIDS
- MCI
- MPER
- Data Warehouse / DataVue / QuickVue

Desired Outcome

Integrated and Comprehensive Service to our Consumers, Providers, Workforce
ECAPS is a case management system serving adults and families and includes several assessment and service coordination modules. It primarily serves the DHS offices listed in the below diagram.
• Homeless Management Information System (HMIS) is a data collection application within ECAPS that is mandated and designed to capture client level information over time on the characteristics and service needs of men, women and children who are experiencing homelessness.

• This program is mandated by Housing and Urban Development (HUD) and is set to measure effectiveness of program and service delivery with the goal of reducing homelessness and increasing consumers’ capacity to live independently.

• HMIS supports three primary modules listed below:

  - Federally Mandated Reports
    - AHAR
    - APR
    - QPR
    - MPR

  - Core Functions
    - Assessments
    - Service Plans
    - Outcomes
    - Census
DATA WAREHOUSE DATA SOURCES

- Allegheny County Housing Authority
- Allegheny County Jail
- Allegheny County Medical Examiner’s Office
- Department of Public Welfare
- Housing Authority City of Pittsburgh
- Juvenile Probation
- Pittsburgh Public Schools
- Clairton Public Schools

Potential Data Sources
- “Place-based Data”
- County Probation
- Health Department
- Employment & Training

- Aging
- Children, Youth and Families
- Community Service Block Grant
- Drug & Alcohol
- Early Intervention
- Family Support Centers
- HeadStart
- Human Services Development Fund
- Homeless/Housing
- Low Income House Energy Assistance Program
- Maximum Participation Project
- Medical Assistance Transportation Program
- Mental Health
- Mental Retardation
- System of Care Initiative
Pre-1996: Over 80 separate client based systems

October, 2000: Electronic Client and Provider System (eCAPS) built to join multiple systems onto one operating platform

January, 2003: First External Source Imported (Department of Public Welfare)

January, 2005: Rematching Effort Completed: 15,000 duplicate client records merged

January, 2006: ReportNet Goes into Production for Internal Users

April, 2000: DW Bridge and Unduplicated Clients tables built

December, 2004: Client matching algorithm merges 24,000 duplicate client records

December, 2007: DW jobs automated through scheduling tool

October, 2007: DHS Moves to Near Real Time Data Warehouse

May, 2006: Cubes Move to Real Time DW (Daily, weekly and monthly)

April, 2008: CYF Reports in Cognos8

July 2008: QuickVue

PPS 10/2009

CSP 6/2008

JPO Placement 4/2008

JPO Placement 5/2008

Medical Examiner 7/2008

ACJ 10/2006

HACP 3/2006

DOC 4/2006

ADC 7/2006

HSD 8/2006

Additional CYF Parents 11/2006

JPO 5/2007

Probation & Parole 5/2006

CCBHO 7/2003

FSC 8/2003

IMM 1/2003

January, 2007: DW – Master Client Index Integration

November, 2007: Cubes built from real-time DW (Daily, weekly and monthly)
## DATA WAREHOUSE COMPOSITION

<table>
<thead>
<tr>
<th>Client Demographics</th>
<th>Provider Information</th>
<th>Service Information</th>
<th>Fiscal Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Name</td>
<td>• Services and Specialized Services Offered</td>
<td>• Service Type</td>
<td>• Units of Service</td>
</tr>
<tr>
<td>• SSN</td>
<td>• Location of Services</td>
<td>• Service Location</td>
<td>• Cost of Services</td>
</tr>
<tr>
<td>• Gender</td>
<td></td>
<td>• Clients Served</td>
<td></td>
</tr>
<tr>
<td>• DOB</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Address</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Race</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Marital Status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Education/Employment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Living Arrangement</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Overlap of Children Served

53 percent (14,450) of PPS Students have prior Human Service involvement
36 percent (9,750) were involved with a Human Service within the last year
Homelessness

System Involvement

Percent of Population

Homeless Population (N=2033)
5% High-end (N=88)
Estimated Annual Cost to Serve High-End Population
N=88 - clients in SWES, ES and St. Outreach (10/1/07 and 9/30/08)

MH, $3,165,569, 83%
MR, $4,901, 0%
DA, $389,569, 10%
Jail, $153,325, 4%
CYF, $85,896, 2%
H&H Housing, $20,443, 1%
Total Cost = $3,819,693
Conclusions and Lessons Learned

- Our data warehouse has helped us to prove our organizational assumptions that people do not just have a single condition and that we must serve clients holistically—they enter and exit multiple “systems” throughout their lives.
- Our data warehouse lets us see where our homeless clients are and where they have been.
- “Your clients are our clients”—we share the same consumers, so we should work together.
- Allows us to approach other entities to establish partnerships:
  - Jail Re-entry
  - Former child welfare participants
  - Behavioral Health
Contact Information

Chuck Keenan  
Housing Coordinator  
Allegheny County Department of Human Services  
1 Smithfield Street  
4th Floor  
Pittsburgh, PA 15222  
(412) 350-5606  
charles.keenan@alleghenycounty.us