

# Allegheny County Homeless Advisory Board

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## **CoC Bi-Monthly Meeting**

January 29, 2019 10:00AM to 12:00PM

1 Smithfield St

Pittsburgh, PA 15212

**Purpose:** The Homeless Advisory Board (HAB) is a public/private partnership formed to assist and recommend to Allegheny County, the City of Pittsburgh, the City of McKeesport and the Municipality of Penn Hills on public policy, programs, activities, data and all other efforts that will eliminate homelessness and improve the wellbeing of persons and families who are homeless.

### **HAB Members<sup>1</sup>**

Frank Aggazio (P)

Meg Balsamico

Caster Binion

Jerry Cafardi (P)

Cassa Collinge

Tom Cummings (P)

Sean DeYoung

Jane Downing (P)

Laura Drogowski (P)

Amber Farr

Pete Giacalone (P)

Abigail Horn (P)

Anna Kudrav (P)

Joe Lagana

John Lovelace

Christy Pietryga (P)

Lenny Prewitt

Richard Rapp

Chris Roach (P)

Kellie Wild (P)

Bethany Wingerson (P)

### **Guest Attendees**

Renee Aldrich, Three Rivers Youth

Andrea Bustos, DHS

Brendan Coticchia, City of Pgh

Rob Eamigh, DHS

Garletta Germany, DHS

Andy Halfhill, DHS

Kate Holko, DHS

Dave Hutchenson, City of Pgh

Diane Johnson, DHS

Chuck Kennan, DHS

Tammie Krepp, Sisters Place

Gabe Krivosh, DHS

Terri Laver, DHS

Jessica McKown, DHS

Stephanie Meyer, DHS

Michael Murray, City of Pgh

Janice Palucis, DHS

LeaEtta Rhodes, Urban League

Trish Romano, CHS

Diana Reichenbach, Goodwill SWPA

Megan Rose, United Way SWPA

Kelly Russell, City of Pgh

Lisa Trunick, Familylinks

Emma Wallis Jones, DHS

Caroline Woodward, Bethlehem Haven

Adam Zody, DHS

### **Minutes**

#### **1. Welcome & Review of Meeting Minutes—Chris Roach**

*July, September and November 2018 meeting minutes were approved.*

#### **2. Annual Governance Charter Review—Chris Roach**

Two updates were included in the draft proposed for vote: (1) Language was added to capture the IO's responsibility to fulfill the requirements of the Unified Funding Agency (UFA), on page 5; and (2) the Provider Committee Operating Procedures, which were approved by the HAB in July 2018, were added to the by-laws on pages 13-15.

There were no comments from the public or HAB; *updates to the Charter were approved.*

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<sup>1</sup> (P) indicates HAB members who were present for the meeting.

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### 3. Annual HAB Membership—Chris Roach

Pursuant to the CoC Governance Charter and HAB By-Laws a nomination period for HAB membership was open throughout November 2018. During this period 12 nominations were received for 5 HAB seats; 6 HAB seats were open, representing members whose initial term is ending, however one seat was attributed to the Provider Representative, elected through the Provider Committee Process. The 5 members on the slate (Sean DeYoung, Jane Downing, Joe Lagana, John Lovelace, Michael Murray) were selected by the Executive Committee based on considerations of diversity, in both demographic characteristics and in organizational and sector representation, experience, and leadership background of the candidates.

No comments or questions were raised by the public or HAB; *the members starting a term January 2019 were approved.*

In addition, because Chris Roach will be stepping down following the meeting, the Executive Committee has appointed:

- Gale Schwartz to carry out the remaining year of Chris' term;
- Christy Pietryga has agreed to serve as HAB Vice-Chair, and
- Laura Drogowski has agreed to serve as the HAB Co-Chair for the HOCC.

### 4. CoC Strategic Plan—Jane Downing

Two documents were distributed to meeting participants. The first, provides an update on the year two progress achieved across the strategic initiatives and best practice recommendations of the CoC's strategic plan. The second, lays out proposed next steps for the strategic initiatives in year 3 of the plan's implementation. These documents can be found in Appendix A and B.

It was noted that any additional achievements from year 2 can be added, and if anyone is interested in participating around any of the initiatives, they should reach out to join any workgroups organized around the plans.

### 5. Committee Overviews

#### CoC Analysis and Planning Committee—Pete Giacalone

The CoC Analysis and Planning Committee provides ongoing analysis to support the planning of the CoC, at both the provider and system level. This includes analysis of policies and performance measures in order to recommend strategies to the HAB so the PA-600 Continuum of Care's funding applications remain competitive, as well as studying changes to policy specific to project types and shifts in emphasis within the CoC related to projects and policies. In addition, the Committee regularly reviews available data, proposes data collection needs and performance metrics to the HAB, and identifies trends, gaps and needs presenting from the data. It establishes clear guidelines for data requests to the IO and annually determines the HAB's main data needs for the coming year so the IO can meet those needs in a timely fashion. In conjunction with these ongoing analysis efforts, the Committee will review and develop ranking tools and recommend housing priorities for our homeless continuum of care. The Committee establishes the Evaluation Subcommittee for the review and ranking of all applications submitted to HUD. The Evaluation Subcommittee then submits their recommended ranking to the HAB for final review and approval.

The review of 2018 activities and plans for 2019 for the CoC Analysis and Planning Committee can be found in Appendix C. The CoCAPC meets on the 2<sup>nd</sup> Wednesday of each Monday, from 10:00-11:30am at 1 Smithfield Street in Downtown, Pittsburgh.

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## **Communication and Education Committee—Peter Harvey**

The purpose of the Communication and Education Committee is to develop and distribute messaging about the needs of homeless persons in Allegheny County. Based on the conviction that the organized, strategic, and effective engagement of stakeholders in relevant policies and funding is critical to creating an effective homeless system, this committee also coordinates advocacy efforts at the county, state and federal levels.

The review of 2018 activities can be found in Appendix D. If interested in participating in the Communication and Education Committee, contact Peter Harvey at [Peter.Harvey@AlleghenyCounty.us](mailto:Peter.Harvey@AlleghenyCounty.us).

## **Homeless Outreach Coordination Committee (HOCC)—Chris Roach**

The purpose of the HOCC is to address the complex issues and challenges faced by people experiencing housing crisis living in places not meant for human habitation, which includes being on the streets and under bridges or using the emergency shelter network in Pittsburgh and Allegheny County. Annually, the HOCC assists with implementation of the Point-in-Time study. The committee also ensures that street outreach agencies are notified of any targeted homeless encampments before evictions. They also help to develop strategies to educate and inform law enforcement officials and other stakeholders about the needs of unsheltered population.

The review of HOCC initiatives can be found in Appendix E. The Committee meets on the 3<sup>rd</sup> Wednesday of every month, from 9:30-11:00am at 315 South 9<sup>th</sup> Street in South Side. Additionally, Working Group meetings are scheduled for the 1<sup>st</sup> Wednesday of every month.

## **Provider Committee—Rob Eamigh**

The Provider Committee captures the experiences and perspectives of providers in order to inform CoC planning and processes. The committee provides an avenue for strengthening communication across the CoC by facilitating systematic information sharing among service providers and between providers and the HAB. Finally, this Committee will support system and service improvements by utilizing the provider lens to identify gaps/needs and recommend responses.

As the Provider Committee establishes itself, the group has been working to design agendas around information to support strong provider practice. This includes bringing in speakers to share pertinent information for agency operations, including: Fair Housing to discuss how Fair Housing issues that intersect with service provision, supports Fair Housing can provide, and how providers can advocate for clients; Allegheny Link to share information and participate in a Q&A; and Neighborhood Legal Services.

The Committee meets on the 1<sup>st</sup> Wednesday of every month, from 2:30-4:00pm at 6140 Station Street, in the East End.

## **6. Infrastructure Organization Update—Abby Horn**

Abby Horn provided the following updates from DHS:

- Have posted to hire a new monitor
- Bureau of Homeless Services has started one-on-one meetings with providers
- Wednesday, January 30<sup>th</sup> is the official Point-in-Time Count; the weather forecast is for incredibly cold temperatures, but the count is not being rescheduled to support having eyes on the street and encouraging people to get inside. Mercy's van will be available to transport people who are outside to the winter shelter or any other safe, warm place.

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- HUD announced renewal grants, and Allegheny County CoC was awarded all renewal grants applied for, with increased across all service programs. At the time of the meeting, HUD had not yet announced funds for new projects (reallocated funds and bonus projects), the Planning Grant or the UFA grant.
- Cynthia Shields was introduced as the Assistant Deputy Director for Housing, Homelessness and Coordinated Entry, within DHS's Office of Community Services. Prior to accepting this position, Cynthia led workforce development initiatives for the Office of Mayor William Peduto. While there she launched the Mayor's Construction Industry Partnership, a cross-sector initiative to get more city residents into the trades. Previously, Cynthia worked at Youth Collaboratory (formerly MANY) where she helped communities across the country to establish and improve coordinated service delivery for homeless youth. During her time as Director of Strategic Partnerships at Partner4Work, Cynthia spearheaded the creation of Pittsburgh Works, a nationally recognized public/private collaboration that reframed the role of the public workforce system. Cynthia's ability to create systemic improvement has been greatly influenced by her personal experiences within the foster care and homeless service systems and her time as a direct service practitioner. She earned a BSW and an MBA from Chatham University. Cynthia lives in Ross Township with her husband and two children.

## 7. **Administrative Data and Prioritizing Homeless Services—Erin Dalton**

DHS is exploring the ability to use a predictive risk model (PRM), in replace of the VI-SPDAT, to triage individuals and families seeking homeless services. Erin Dalton, Deputy Director, DHS Office of Analytics, Technology and Planning, spoke about the rationale, process, preliminary analysis, and considerations around a PRM. This presentation was intended to begin the conversation with the HAB and CoC at large.

Slides can be found in Appendix F.

## 8. **Public Comment**

- Reminder of Point-in-Time count; questions and interest in volunteers should be directed to Terri Laver at [Terri.Laver@AlleghenyCounty.us](mailto:Terri.Laver@AlleghenyCounty.us)

### **Next CoC Meeting**

March 26, 2019—10:00 AM to 12:00 PM

Human Services Building One Smithfield Street, Pittsburgh

**Appendix A**  
**Allegheny County Strategic Plan to Prevent and End Homelessness**  
**Implementation Plan Update: Year 2**

**OVERALL GOAL – CREATE A SYSTEM SO THAT WHEN HOUSING INSTABILITY OCCURS, HOMELESSNESS IS RARE, BRIEF AND NON-RECURRING**

**PRIORITY PROJECTS**

- Year- Round Low-Barrier Shelter for those living on the streets

*DHS is the lead agency.* DHS awarded a contract to Pittsburgh Mercy to help plan and operate a year-round shelter for those who are chronically homeless. Pittsburgh Mercy is following a project plan that includes program design and funding; site location; operational planning for clinical and support programs; construction and relocation of programming; and communication and marketing.

- Centralized rental housing navigator

*DHS is the lead agency.* A Housing Navigator Unit has been formed within DHS. See Best Practices update.

- New partnerships with the Pittsburgh Public Schools and the AIU to pilot new programs to help with school responsibilities to address issues of homeless youth under Every Student Succeeds Act.

*Proposed Lead Entity:* Joe Lagana, Homeless Children's Education Fund.

In the past two years leadership changes at the Allegheny Intermediate Unit and the Pittsburgh Public Schools have impeded progress. Initial conversations with AIU staff about pending legislation guaranteeing youth aging out of foster care free college tuition and support at Pennsylvania colleges were promising. Conversations will continue with CYF staff. See Best Practice update and Draft Year 3 Implementation Plan on proposed research to understand better the profile of children identified by McKinney Vento funded staff as homeless or on the verge of being homeless.

The 412 Youth Zone located in downtown Pittsburgh served 60-75 youth daily in 2017/18.

Envisioned by DHS and the Homeless Children's Education Fund, Auberle manages 80 + community partners who provide services to homeless young adults ages 18-24 and youth ages 16-23 who are transitioning out of the foster care system and eligible for independent living. Led by Allies for Children, a transportation pilot project is underway between the Pittsburgh Public Schools, Woodland Hills School District and the Port Authority to test ideas to reduce duplication, maximize efficiency and produce savings. It is not focused on transporting children and youth who are seeking to go back to their schools of origin but is related. **No update.**

- Increased supply and access to affordable housing for people experiencing housing instability

*Proposed Lead Entity:* Local Housing Opportunities Team

City Council approved the Housing Opportunity Fund in July 2018 which the Urban Redevelopment Authority will administer. In its first year, the Fund expects to receive \$10 million from a 1 percent increase in the realty transfer tax. The Housing Opportunity Fund Advisory Board approved an allocation of \$750,000 for the Housing Stabilization Program (originally called the Homeless Rental Assistance program). An RFP is on the streets for a non-profit agency and/or a legal clinic to administer the Housing Stabilization Program. Those earning under 30 % or 50% of the Pittsburgh Area Median Income who are residents of the City of Pittsburgh may receive one-time or short-term (no more than 12 months) funding who are struggling with mortgage payments, rent and/or utilities. It is designed to assist participants to stabilize their current housing or facilitate access to

appropriate housing and prevent homelessness. The program will allow for legal eviction prevention services including legal consultation and representation for eviction defense and/or related supported services.

- Increase outreach resources, particularly in the Mon Valley and other Allegheny County communities with significant homeless populations

*Proposed Lead Entity:* Homeless Outreach Committee of the HAB.

HOCC is creating a system for identifying unsheltered adults and youth in external communities beginning with a targeted effort in the Mon Valley. See Best Practices Report for further detail.

- Develop a communications plan for the public

*Proposed lead entity:* HAB Communications Committee with DHS assistance.

Recommendations included disseminating existing information on the homeless service system strategies to reduce the stigma of homelessness and a schedule for updating the public on progress of implementing the Strategic Plan.

DHS publishes a monthly electronic newsletter, *Homeless Services e-share*, which is forwarded to the HAB. It includes events sponsored by the Communications Committee.

The BigBurgh app includes a list of resources for those living on the street.

## AFFILIATE GROUP UPDATES

### YOUTH HOMELESSNESS:

- Met for Case Conferencing every two weeks
- Housed 328 youth in 2018
- Master list had 87 active unaccompanied youth and parenting youth on it on January 3, 2018
- Master list had 49 active unaccompanied youth and parenting youth on it on January 2, 2019
- Current master list is 45 (37 unaccompanied youth and 8 parenting youth)
- Average length of stay has been hovering between 90 and 100 days
- Inflow has been less than outflow in most months this calendar year (fewer youth becoming homeless than are finding permanent housing)
- Awarded 77 Family unification Program vouchers this year. Can be used to provide 18 month housing choice vouchers to IL involved transition aged youth or permanent vouchers to CYF involved families.

### LOCAL HOUSING OPTIONS TEAM:

- Worked with Jail Collaborative to push for reduction of barriers to entry at HACP and other subsidized housing providers around criminal history
- Refined Section 811 processes with ACHA and HACP to increase utilization of leveraged vouchers for people with disabilities, especially those leaving institutions and those experiencing homelessness
- Co-hosted Landlord Forum with the Housing Alliance in November
- Developing advocacy agenda on evictions with the keepers of public records
- Promoted usage of Allegheny County Lead Safe Home program with ACED
- Worked with HACP to develop guidelines around new Small Area Fair Market Rent rule
- Organized activities and advocacy around the City's new Housing Opportunity Fund to ensure homeless and other sub-populations were included in the planning/funding priorities
- Assisted in City's celebration of the 50<sup>th</sup> Anniversary of the Fair Housing Act
- Provided input to the County's Consolidated Plan
- Monitored and provided feedback to people working on the Bethesda Home relocation



## **VETERANS BOOTCAMP:**

After being recognized as Effectively Ending Veterans Homelessness in 2017, the Allegheny county Veterans Boot Camp Committee maintained the collaboration of Veteran services in 2018. The Bootcamp held bi-weekly Case Conferencing meetings, providing time for organizations serving Veterans to discuss Veterans' pathways to permanent and safe housing. The Boot Camp Committee also maintained the Master List and has updated the list during each Case Conferencing meeting to ensure every Veteran experiencing homelessness in Allegheny County is connected to housing resources. In 2019, the Boot Camp Committee plans to improve the last list system in order to create a more seamless process of updating client information, maintain the Case Conferencing involvement by local organizations and decrease the length of time from homelessness to permanent housing for local Veterans.

## **EMPLOYMENT AND TRAINING ADVISORY BOARD:**

- **Employment services scan and human centered design project**

Working with DARE staff, ETAB embarked on a human centered design project aimed at developing more effective employment-related services across the homeless services system. After conducting in-depth interviews with 13 Rapid Rehousing programs, we crafted key insights regarding the challenges/barriers facing programs and the clients they serve. Based on this work, we focused on how we might increase communication among employers, workforce development and homeless providers to enhance knowledge of employment related resources and successful practices. With assistance from DARE and OCR, we then began prototyping a web-based tool designed to be used by homeless provider case managers and their clients that would provide them with up-to-date employment and training resources. Most recently we have discussed working with Partner4Work in utilizing their web-based resources as a way to address our project's identified system need.

- **Employers Roundtable**

ETAB organized a roundtable event that is bringing together local employers and homeless services staff. The event provides an opportunity for providers to learn directly from employers' HR and hiring staff how they can best assist their clients seek, obtain and maintain employment. We assume that this dialogue will inform our efforts to improve employment-related practices among providers and suggest future initiatives for ETAB. The roundtable will take place January 31 at Goodwill.

- **Collaboration with Partner4Work**

Following leadership changes at Partner4Work, ETAB has been working to develop a more productive relationship with the workforce development agency. We have had discussions around training needs, outreach and utilization of Partner4Work resources. Discussions about CareerLink have led to organizing tours of CareerLink for providers with a facilitated discussion afterwards. One of the things our scan of employment related services showed was that while many providers made referrals to CareerLink, few understand the resource. These tours will happen in February.

- **Bi-monthly meetings**

ETAB held regular bi-monthly meetings which advanced our initiatives as well as provided an opportunity for information sharing among homeless providers and workforce development providers.

**HEALTHY HOUSING OUTREACH PROGRAM (H2O)**

A copy and paste from the H2O biannual report is below. For further clarification. The H2O providers referenced are Community Human Services, Operation Safety Net, Western Psychiatric Institute & Clinic, and Chartiers Center which are well integrated with Allegheny Link and the CoC.

- The Steering Committee includes leadership rep from the H2O providers, as well as Stakeholders from a variety of systems and other providers.
- The Leadership/Operations meetings includes Leadership from the H2O providers, Allegheny Link, COC, and others. Focus is on CQI strengthening collaboration and improve service delivery.
- The weekly provider meeting includes all H2O direct care staff and Allegheny Link staff. A set agenda is used to ensure all H2O clients are being served. Other providers/agencies frequently invited to improve collaboration.

H2O overarching goal:

**Increase capacity in Allegheny County to provide accessible, effective, comprehensive, coordinated, integrated and evidence-based mental health and drug and alcohol treatment services to the populations of focus, thereby eliminating unaddressed behavioral health needs as a barrier to entering and/or sustaining permanent housing. Update below:**

<p><b>Objective #5: Create a strategic plan for providing an integrated and collaborative system of care for homeless individuals and families with behavioral health needs.</b></p>	<p>Our strategy is for the H2O Steering Committee and other designated stakeholders to design and implement a plan to create an environment in Allegheny County that supports integrated, evidence-based, collaborative treatment and supports for the target populations.</p> <p>The infrastructure implemented during the first year of operation has been maintained and continues to function well to sustain and improve collaboration. This infrastructure includes:</p> <ul style="list-style-type: none"> <li>• Quarterly meetings with the Steering Committee to oversee H2O implementation and discuss sustainability</li> <li>• Twice monthly Leadership/Operations meetings, which focuses on quality improvement activities for day-to-day operations of H2O and includes stakeholders beyond H2O providers</li> <li>• Weekly meetings with direct care staff, including field service coordinators from Allegheny Link and shelter leadership staff</li> </ul>	<p><b>Successes:</b></p> <ul style="list-style-type: none"> <li>• <b>Provider Level Collaboration for Direct Care Staff:</b></li> <li>• H2O routinely invites providers/agencies to H2O weekly team meetings to enhance collaboration and integration of services at the provider level. During this reporting period, Amy Wienand, Program Operations Manager at the Office of behavioral Health provided an overview and referral process for Mental Health Residential Housing.</li> <li>• H2O has implemented increased use of Integrated Team Meetings and Case Conferencing for H2O participants who have or had multi-provider involvement.</li> <li>• Critical Incident Process has been established by agreement to help staff manage these situations.</li> <li>• Participation of PATH funded outreach worker in weekly H2O provider meeting has been implemented to better serve transition age youth.</li> <li>• <b>System Level Collaboration Efforts</b> continue to be in place on many fronts. The H2O Coordinator remains involved with several committees/meetings focused on system integration as previously reported. In addition, a new focus is on improving collaboration with the Criminal Justice System to better support the target population.</li> <li>• <b>Sustainability Planning:</b></li> <li>• <b>The Steering Committee</b> is focused on sustainability and met three times this reporting period to discuss sustainability.</li> <li>• <b>Sustainability subcommittee formed:</b> Members include DHS decision makers along with leadership staff from AHCI (Oversight agency of HealthChoices) and</li> </ul>
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		<p>representatives of HealthChoices. A variety of funding sources are being explored. A follow up meeting is scheduled for November 2018.</p> <ul style="list-style-type: none"> <li>• <b>PATH Funds:</b> Continue to be reviewed to help with sustainability. Lessons learned from H2O are being applied to PATH providers.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>• Transfer of H2O experience and learning to other parts of the service delivery system.</li> <li>• Sustainability.</li> </ul>
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**SUMMARY OF BEST PRACTICE RECOMMENDATIONS  
IMPLEMENTATION  
JANUARY 2019**

**COORDINATED ENTRY**

1. Explore adding physical entry points and/or more field workers at Allegheny Link to strengthen ability to prioritize assistance to clients with the most intensive service needs and enable on-site diversion services at shelter
  - a. Three supervisors are leads for Family Placement; Prevention/Rental Assistance; Home Visiting/Coordinated Entry Field
  - b. Field: two staff in the field; in process to add a third to the unit
    - i. They meet in person with clients that are seeking homeless services but are not currently active in Street Outreach or Shelter. They confirm status and assess needs, and make connections or reconnections to housing programs
2. Examine program occupancy patterns, determine if changes to Allegheny Link protocols are necessary to ensure full bed utilization and continue efforts to close any remaining side doors.
  - a. Homeless Resource Coordinator position fully integrated May 2017. She makes sure programs receive accurate and fast referrals when there are vacancies in housing programs (RRH, Bridge, TH and PSH).
  - b. Shelters for singles continue to fill their own beds (they do not run through the Allegheny Link) and utilization has increased to expected levels.
  - c. Family shelters are filled through the Allegheny Link through a real-time process. Vacancies are not a systemic problem.
    - i. System may still need more family shelter beds. We are working first with CYF on improving Prevention efforts that could reduce the number of families seeking shelter.
3. Re-assess current policy of the key homeless prevention program of not providing prevention assistance to those households that cannot demonstrate sufficient resources to continue paying rent after arrearages have been cleared. Consider utilizing a risk assessment model.
  - a. Currently, prevention funding is more often being used as Diversion for individuals and families in Shelters. They can access first month rent and Security Deposits to make rapid exit from shelter.
  - b. Other prevention programs focused on CYF-involved families are being reassessed. The hope is to identify CYF families at-risk of eviction and/or homelessness earlier and to provide supports to avoid eviction and homelessness.
4. Establish a supported “roommate matching” service for people on the lower end of the priority scoring range for transitional and rapid re-housing and for people who are not prioritized for any homeless designated assistance.

- a. **No progress.**
- 5. Consider options for shelter admissions to ensure only currently literally homeless people are included in the Allegheny Link priority lists and protocols do not inadvertently screen out the most vulnerable clients.
  - a. **Adopted VI-SPDAT, January 2016 for assessment of vulnerability and adopted HUD's priorities. Currently utilize the Single, Family, and Youth specific VI-SPDAT.**
  - b. **Adopted waitlist management process: every month, people on waitlist for Bridge, TH, RRH or PSH that are not currently in SO or ES and have not contacted the Allegheny Link within a month to provide a housing status update (via phone or in person), are moved to interim status. If they then do not reach back out within 60 days of being interim—they are voided. This has proven extremely successful at cleaning off people who are not literally homeless. Only 9% of those individuals call back to be reassessed and re-added to the waitlist.**
  - c. **Revised process for accessing shelter**
- 6. Implement a continuous quality improvement strategy for the Coordinated Entry System that includes both quantitative and qualitative evaluation of performance.
  - a. **Adopted strategies for:**
    - i. **Access – system wide problem solving and access through mobile outreach**
    - ii. **Assessment – phased assessment and everyone gets a housing plan**
    - iii. **Prioritization -dynamic prioritization; case conferencing for veterans, youth and street homeless; limit priority pool to resources available**
    - iv. **Referral -use navigators for highest priority; presumptive eligibility; reduce housing barriers; track performance measures**

## **LOW-BARRIER, YEAR- ROUND SHELTER**

### **Client Engagement.**

- 1. Expand street outreach to cover the entire geographic area known to be frequented by unsheltered adults and youth daily.
  - a. **HOCC creating system for identifying unsheltered adults and youth in external communities beginning with a targeted effort in the Mon Valley**
  - b. **HOCC developed MOUs with police and relevant city departments for interactions with unsheltered adults and youth**
  - c. **Homeless Education Fund promoted adoption of and training on the Big Burgh App by police departments in the City of Pittsburgh and portions of Allegheny County experiencing unsheltered adults and youth**
  - d. **The number of street outreach providers and the expansion of the Link Field Unit has allowed for more coverage throughout the entire county, specifically within the Mon Valley.**
- 2. Implement assertive engagement strategies at shelters to support residents in moving from the shelter.
  - a. **Shelter Working Group convened by DHS is working through processes to ensure everyone has a housing plan, is referred to Rapid Re-Housing or Permanent Supportive Housing, as appropriate**
  - b. **Homeless Service Support Coordinators (HSSCs) work with families at all family shelters to help them make successful transitions to permanent housing frequently outside of the homeless system into affordable community housing**
  - c. **Link Field Staff have designated time in the single shelters in order to assess for Coordinated Entry programs and connect to homeless programs for which they have**

been identified. They also complete Housing Resource Action Plans (HRAP) for single individuals in shelter to access affordable housing outside of the homeless system within the community.

#### Accessible Emergency Shelter

1. Establish year-round, low-barrier shelter that meets the needs of people who have not traditionally used shelters (i.e., people with active Substance Use Disorders, LGBTQ people, people with pets, couples and young people)
  - a. Explore expanding the use of stabilization beds to provide temporary accommodation for the most vulnerable unsheltered people who remain reluctant to enter traditional shelter. Such beds may be in SRO buildings and/or hotels/motels.
    - i. State Homeless Assistance Program crisis beds (scattered sites) are used for this purpose, currently. These are filled via the Allegheny Link and vulnerable people can be identified in a variety of ways: case conferencing, street outreach providers, Link and Field service coordinators, etc.
    - ii. Wood Street Emergency Shelter is meeting the need for a low-barrier option for individuals in the SAMHSA-funded H2O initiative – homeless individuals with behavioral health disorders.
    - iii. Plans for a new year-round, low-barrier shelter would meet additional needs.
2. Use case conferencing convened by shelters or DHS to review and determine next steps when a shelter resident refuse to engage in a housing plan or otherwise take steps to resolve his/her homelessness.
  - a. A case conferencing process for long-stayer family shelter residents has been initiated.
3. Explore whether having DHS serve as the administrator for the County Emergency Solutions grant might increase opportunities to ensure that the program is well positioned to implement the changes recommended in the plan and well- integrated into the County's overall approach to preventing and ending homelessness.
  - a. This is not currently on the table.

#### **HOUSING-FOCUSED CASE MANAGEMENT**

1. Implement person-centered, housing-focused case management in outreach, shelter projects and transitional housing projects
  - a. Generally, initiate housing-focused case management no sooner than 7 days after entry
  - b. Focus on resolving the most critical barriers as quickly as possible
  - c. Create clear goals and time frames
  - d. Identify needed resources
  - e. Clarify roles of the client and the case manager
  - f. Track progress and adjust
  - g. Include supervisory review
  - h. Focus on the hardest to place
  - i. Include post-placement follow-up supports
2. Clearly establish housing planning as the primary responsibility for case managers
3. Align staff and client schedules to enable completion of housing focused case management tasks including evening and weekend hours.

All 3 of the above points should be addressed within Standards of Care that DHS is planning to work on with each Community of Practice by program type in the coming year. These Standards of Care will be developed through a collaborative process with providers. National best

practices will be discussed and integrated.

4. As needed, centralize provision of case management services
  - a. Homeless Service Support Coordinators provide supplemental case management services at each of the family shelters. Beyond that, however, each program is providing their own case management.
5. Continue to explore adopting an open HMIS system
  - a. The CoC is switching HMIS providers in 2019. DHS ran a competitive process and selected Ecovia as the new HMIS vendor. The transition should occur in the Fall 2019.

## **TRANSITIONAL HOUSING**

1. Examine the remaining inventory of transitional housing and determine if projects should be re-tooled or funding reallocated.
  - a. Remaining TH or Bridge housing predominately serves individuals in recovery.
2. Continue to explore technical assistance resources available to support agencies that are converting transitional housing to other program models and/or re-tooling transitional housing approaches.
  - a. Currently, does not appear to be an issue.

## **DIVERSION AND PREVENTION**

1. Ensure that prevention resources are strategically targeted to people most at risk of literal homelessness.
  - a. Use data on characteristics of the local sheltered population as criteria for prevention eligibility and targeted; score applicants to determine similarity to sheltered populations
    - i. See bullets above on prevention and diversion under Coordinated Entry
    - ii. In addition, DHS through its Analytics, Technology and Planning Office (ATP) is developing some potential Predictive Analytics tools to identify DHS clients that are most likely to become homeless. To date, the highest risk individuals identified in this manner are not appropriate for existing homeless prevention services because eviction is not the cause of their potential homelessness. DHS is trying to identify other ways to support these high-risk individuals.
2. Continue to examine opportunities to use the State Human Services Block Grant to prevent literal homelessness including people being discharged from other systems of care
  - a. Implement a diversion screening protocol at intake in shelters
    - i. There is a current process in place for family shelters in which they are not screened for Coordinated Entry programs until they have met with the shelter staff and/or HSSC to discuss a diversified and personalized housing plan that looks at housing options within the community and not just within the CoC
  - b. Diversion services are flexible including conflict mediation; utility and/or rental assistance; short-term case management; connection to mainstream services such as benefits and health/behavioral health care; and housing search assistance.
    - i. The Allegheny Link offers some of these diversion services for people calling Coordinated Entry who are not literally homeless.

## COORDINATION WITH THE EDUCATIONAL SYSTEM

1. Establish a policy that clearly defines the responsibilities of the Allegheny County CoC, Allegheny Link, DHS and projects funded by DHS, the CoC and/ESG in coordinating with their local school district(s), charter school and the Allegheny Intermediate Unit
  - a. DHS receives current homeless data from approximately 5 or 6 school districts as part of their data sharing agreement.
  - b. A pilot research initiative is planned to look at one of those districts over a school year to document who the children and families are that are identified as homeless by the schools, what services they access from the County (including homeless services), and how their situation changes over the course of the school year. The hope is to then better understand possible points of collaboration and intervention to prevent the families from becoming literally homeless.
2. Continue to explore opportunities to regionalize transportation services for homeless students and utilize GPS technology to improve route efficiency and more effectively deliver required transportation services.
  - a. Small pilot transportation pilot initiated by Allies for Children in 2017/18 school year. No update information.

## RAPID RE-HOUSING

Consider adopting standards for Rapid Re-housing projects. (see National Alliance to End Homelessness “Rapid Re-housing Performance Benchmarks and Standards”)

The RRH Community of Practice has adopted Standards of Care. These will be reviewed and updated in the coming year.

## EVIDENCE-BASED AND PROMISING PRACTICES

1. Integrate these practices in programs serving homeless people
  - a. Critical Time Intervention assists homeless persons with severe mental illness, debilitating conditions and diminished social and economic opportunities in their transition from the streets, shelters, or institutional settings over 9 months by i.) strengthening long-term ties to services, family and friends; and ii.) providing emotional and practical support during the transition.
  - b. Housing First -incorporates permanent housing first, then services, as needed and requested as well as policies that removed barriers to housing entry and retention.
  - c. Harm Reduction to reduce risky behaviors
  - d. Motivational Interviewing, a clinical technique that helps people identify their problems, resolve ambivalence and build motivation regarding change.
  - e. Interactive Journaling, a goal directed, client-centered model that aims to reduce substance abuse and substance-related behaviors through a process of written self-reflection.
  - f. Supported Employment helps people with mental illness and other disabling conditions find and retain competitive employment at prevailing wages.
  - g. Trauma Informed Care -see SAMHSA’s National Registry of Evidence-based Programs and Practices.
  - h. Positive Youth Development

Many of these are practiced by different providers within the CoC. Continued training and TA should be developed to expand and deepen these practices throughout the CoC.

## **PERFORMANCE-BASED CONTRACTING**

1. Incorporate performance targets into performance-based program contracts.
  - a. **No progress.**
2. Ensure that performance-based contracting processes are informed by lessons learned in other communities.

## **SYSTEM RIGHT-SIZING**

1. Supportive Housing Opportunities Planner (SHOP), a tool available from USICH to help communities determine what changes are necessary to end chronic homelessness among single individuals.
2. System-wide Analytics and Projection (SWAP), a set of tools to help plan and prioritize system changes that will reduce homelessness.
3. Homeless System Evaluator that tracks how funds are being spent.
4. Performance Improvement Calculator tracks changes in investments and their impact on number of households our system can house with existing resources.
5. Spending Plan tracks current expenditures and plans for funding allocations for the next 12 months and next 60 months.



**Appendix B**  
**Allegheny County Strategic Plan to Prevent and End Homelessness**  
**Draft Implementation Plan for Year 3**

**PRIORITY PROJECTS**

**Year- Round Low-Barrier Shelter for those living on the streets**

- DHS will work with Pittsburgh Mercy and an advisory committee to develop a year-round, 24/7 low barrier shelter to replace the Severe Weather Shelter.

**Centralized rental housing navigator**

- DHS Housing Navigation staff will provide training to DHS staff and homeless providers on rights and responsibilities of landlords and tenants under Landlord Tenant law; helping households become “document ready” for housing; information regarding housing options including how to apply for housing choice vouchers and HUD Housing Quality standards; facilitate entry into Rapid Rehousing; provide information on eviction prevention and housing stabilization resources; and develop working relationships with rental housing owners who serve those who were previously homeless and develop new contacts.

**New partnerships with the Pittsburgh Public Schools and the AIU to pilot new programs to help with school responsibilities to address issues of homeless youth under Every Student Succeeds Act.**

- A pilot research initiative is planned to look at one of the five or six school districts that have data sharing agreements with DHS to document who the children and families are who are identified as homeless by the schools, what services they access from the County, and how their situation changes over the course of the school year. The hope is that, with better data, it is possible to identify points of collaboration and intervention to prevent the families from becoming literally homeless.
- Learn the outcomes of the pilot transportation project initiated by Allies for Children with the Woodland Hills School District to determine if there are expansion and collaboration possibilities.

**Increased supply and access to affordable housing for people experiencing housing instability**

- Continue efforts to integrate housing and health care.
- Develop a pilot project with a housing authority and interested funders to test interventions (such as rental assistance, case management, legal assistance) and follow up housing stabilization support if needed to prevent eviction filings
- Develop a Community of Practice with the provider(s) of the Urban Redevelopment Authority’s Housing Stabilization Program to assess the effectiveness of the interventions and help make adjustments, if needed.

**Increase outreach resources, particularly in the Mon Valley and other Allegheny County communities with significant homeless populations**

- Continue to work with providers in the Mon Valley to institutionalize outreach and linkages to local service provider
- Discussions are underway with providers in areas not currently well served

**Evaluate the effectiveness of communications with other systems (e.g. healthcare, schools, public housing, landlords) to increase collaboration and access to housing**

**Appendix C**  
**CoC Analysis and Planning Committee Review**

# Continuum of Care Analysis and Planning Committee

CoC/HAB January 2019 Update

## Committee Purpose

- Initiate and review data analyses to support planning and evaluation activities in the CoC, including:
  - Policy development
  - Performance Measures
- Recommend strategies to HAB on funding applications
  - Ranking Tool development & updates
  - Establishes the Evaluation Committee
- Regularly review data, including monitoring system and project performance

## 2018 Activities

- Quarterly System Performance report revisions
- Consumer Satisfaction Survey
- 2018 Project Scoring and Ranking Tool Development and Recommendations
- Planning/Development of CoC-wide Performance Management Plan
- Miscellaneous Topics
  - Monitoring tool review
  - NOFA Updates
  - Update on SWES
  - Update on UPMC/Community Human Services Corporation Project

## Quarterly System Performance report

- Purpose: To review data, on a quarterly basis, monitoring trends in the CoC with respect to HUD system performance measures
- Reviewed and update report in 2018 to better align with HUD performance measures
  - Developed improved formatting of data to show trends
  - Data now reported according to HUD fiscal year timeframe

## Consumer Satisfaction Survey

- Developed and piloted during 2018; CoCAPC reviewed and discussed results and future changes
- Revised survey implemented in January 2019
  - Emergency Shelters – focus groups will be held yearly
  - All other housing programs:
    - Use of palm card to advertise survey opportunity to clients
    - Clients receive survey via text message at time of exit or at annual assessment
    - Revised survey is shorter, with more basic questions (lesson learned from pilot)
    - ACDHS will tabulate results
    - CoCAPC will review results
- Includes general questions applicable to all programs and questions specific to certain projects (shelter, PSH, etc.)

## Consumer Satisfaction Survey – Next Steps

- Roll out shorter survey in 2019
- Review survey results on a quarterly basis
- Evaluate rates of return and make adjustments if needed
- Develop a method to incorporate satisfaction surveys into the 2020 ranking tool (HUD recommends incorporating consumer feedback into ranking)

## Project Scoring and Ranking Tool – 2018 activities

- Review of 2017 Ranking Tool scoring trends, metric relevancy, etc.
- Changes implemented for 2018:
  - Added “maintaining income” to scored item (previously only “increase income”)
  - Reduced points for “Data Quality Completeness”
  - “Data Timeliness” measure was added
  - Monitoring score was added (included case file and monitoring report from 2017 monitoring)
  - “Cost effectiveness/cost per unit” measure was updated based upon fiscal data

## Project Scoring and Ranking Tool – 2019 activities

- Review scoring from 2018 process
- Consider revisions to scoring for “monitoring” and “housing first” measures (to reflect monitoring tool changes made in 2018)
- Revise and recommend tool to HAB by March 2019
- HAB vote on implementation of tool
- Implement process April 2019 for HUD 2019 Application

## CoC Performance Management Plan

### Purpose:

- To establish a more clear and concise plan for measuring and reporting on a set of system and project level metrics, against locally established benchmarks
- To allow easier mechanism for tracking system-wide performance against established benchmarks
- To allow projects to compare performance against others and against established benchmarks
- To provide an more accessible and easily understood report to the HAB and general public

## CoC Performance Management Plan

- 2018
  - Reviewed similar plan developed by Ohio Balance of State CoC
  - Compiled and reviewed current reports and monitoring processes already in place to make decisions on what to include in our plan
- 2019
  - Reviewed and agreed on set of measures to include for system and project levels
  - Set performance benchmarks for system and project levels (February)
  - Develop plan for reporting of information to providers, CoC, public, including format, frequency, etc.



## CoC Analysis and Planning Committee

**Second Wednesday of the Month  
10 AM to Noon  
Human Services Building, Steelers Room**

Co-Chairs: Pete Giacalone and Kelly Russell  
Staff: Terri Laver

For more information or agenda: [terri.laver@alleghenycounty.us](mailto:terri.laver@alleghenycounty.us)

## **Appendix D**

### **Communication and Education Committee Review.**

#### Review of 2018 Activities:

- Partnership with the Downtown Ministerium of Churches to do walk leading up to the annual vigil in December, stopping at 5-6 agencies along the walk to discuss their services.
- Past 2 years have had a booth at Open Streets, which has been a good way to engage a broader audience. Had out literature and engage in conversations regarding homelessness in our region.
- A couple years ago we started a collaboration with Downtown Pittsburgh Partnership around an initiative called Soup for Change. A soup lunch is provided, and the intent is to connect strangers in discussion about homelessness.
- Developed strong collaboration with Point Park University within the last year. Professor of Psychology that works with student ethnographers who work with Operation Safety Net. Held a panel discussion in November 2019 on homelessness, including the student ethnographers. About 150 attendees. Point Park did a nice job facilitating. Want to press forward with that collaboration.
- Been working with Theater of the Oppressed and Point Park Drama Department to organize some efforts in Spring 2019. Seeking to utilize their approach as a way to involve providers and their clients to explore the consumers' stories of being without housing and navigating the system.
- Collaboration with Toonseum. Use of comics to engage the community. Working on a project where they would use their artists to make a book capturing the stories of people who are homeless.

#### Considerations/Planning for 2019:

- One thing we discovered through public events is that when we engage people they most frequently ask what they can do or how they can help. In reflecting, we don't really have a good answer for that. Part of the issue is there is no central place to send people to, so we are working to develop web resources
  - <http://onedayaway.info/>: Main component uses swigle to allow users to post resources/questions, and people can provide responses.
- Another website is [www.storyburgh.org](http://www.storyburgh.org), an online media source using text and pictures that shares stories often not captured in the mainstream media. We are looking to see if onedayaway and storyburgh could have a more collaborative relationship. Storyburgh could become a central CoC site to utilize for information regarding advocacy and volunteering.
- For more systematic communication planning and maintenance, recourses will need to be considered as it will require financial support to have consistent outreach.

**Appendix E**  
**Homeless Outreach Coordinating Committee**

# HOMELESS OUTREACH COORDINATING COMMITTEE

## STRUCTURE AND PROCESS

1 Chair from the Homeless Advisory Board

1 Chair elected yearly from the active members and approved by the Homeless Advisory Board

Monthly General Meeting (3<sup>rd</sup> Wed)

Monthly Working Group Meetings for active initiatives (1<sup>st</sup> Wed)

No General Meeting in December

Shared Google Drive with Meeting Documents

[AlleghenyHOCC@gmail.com](mailto:AlleghenyHOCC@gmail.com)

Email Reminders

## INITIATIVES AND PURPOSE

### **Charter Language (approved October 2015)**

The purpose of the HOCC is to address the complex issues and challenges faced by people experiencing housing crisis, living in places not meant for human habitation, which includes being on the streets and under bridges or using the emergency shelter network in Pittsburgh and Allegheny County. Annually, the HOCC assists with implementation of the Point-in-Time study. The committee also ensures that street outreach agencies are notified of any targeted homeless encampments before evictions. They also help to develop strategies to educate and inform law enforcement officials and other stakeholders about the needs of unsheltered population.

## INITIATIVES AND PURPOSE

- Ending Chronic Homelessness
- Transitional Camps
- First Responder Collaboration
- Outskirt Neighborhood and Communities
- Risk of Exploitation
- Judicial Systems

### **Education (Inform ourselves and to inform external providers)**

Who have we heard and connected to so far?  
Who do we still want to connect with

### **Data Collection/Research**

What is the need?

### **System Improvements**

Where can we make small changes to the system?

### **Programs**

What programs currently exist?  
What programs need to be advocated for?

ENDING CHRONIC HOMELESSNESS

## TRANSITIONAL CAMPS

### City of Pittsburgh Transitional Homeless Camps

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**Purpose:** The purpose of a Transitional Homeless Camp is to provide a stable, safe, sanitary, and service enhanced site where persons experiencing homelessness can transition from living on the street to permanent housing. The Transitional Homeless Camp is an inexpensive way to fill a gap between the street and traditional housing first models.

**Function and Process:** People residing in camps will be required to call the Link for housing referrals as a condition of living in a camp (Allegheny Counties Coordinated Intake for Homeless Services). Each individual is expected to stay at any of the camps for no more than 9 consecutive months. They must also sign a program agreement that will ask them to actively participate in housing search and try to avail themselves of resources to end their homelessness. Each camp will have its own governance made up of, at a minimum, one former resident of the camp, a homeless service provider, a person living in the neighborhood, community police officer and a current resident of the camp. Together, this group will set the policies and "manage" the camp. The City of Pittsburgh is not responsible for the daily functions and overall organization of the Transitional Homeless Camp and is rather the responsibility of a collaboration of Homeless Service Providers in and around the city.

Each site will have a limited and designated tent setup area in which persons are required to provide their own tent. Persons will not be able to stay at the camp without previously registering to complete a transition program. Designated site areas would be equipped with clean drinking water (water buffalo), regular garbage pickup, centralized basic needs access (socks, hygiene, blankets), portable restrooms to meet the needs of the camp. Additionally there will be an intake location where service agencies can setup on a daily basis to meet the needs of the camp residents.

## FIRST RESPONDER COLLABORATION



## RISK OF EXPLOITATION

Improve service delivery through education, advocacy and collaboration to effectively identify, engage, and serve those at risk of or experiencing exploitation while experiencing homelessness in an effort to make these experiences rare, brief, and nonrecurring.

## OUTSKIRT NEIGHBORHOODS AND COMMUNITIES

Improve service delivery through collaboration, education, and advocacy to ensure that every neighborhood across Allegheny County has access to resources related to homelessness.

## JUDICIAL SYSTEMS

The mission of the HOCC Judicial Systems subcommittee is to break the never ending cycle of recidivism and involvement in the criminal justice system for people experiencing homelessness through advocacy, education, and collaboration with the Criminal Justice System, with the goal of making any involvement rare, brief, and non-recurring.

## POINT IN TIME COUNT

## HOW TO GET INVOLVED

For questions email: [AlleghenyHOCC@gmail.com](mailto:AlleghenyHOCC@gmail.com)

To be added to email list email: [Adam.Zody@AlleghenyCounty.us](mailto:Adam.Zody@AlleghenyCounty.us)

General Meetings: 3<sup>rd</sup> Wednesday of every month but Dec.  
9:30am till 11:00am  
315 South 9<sup>th</sup> Street Steelers Room

Working Group Meetings: 1<sup>st</sup> Wednesday of every month

9am Judicial Systems,

10am Exploited Populations

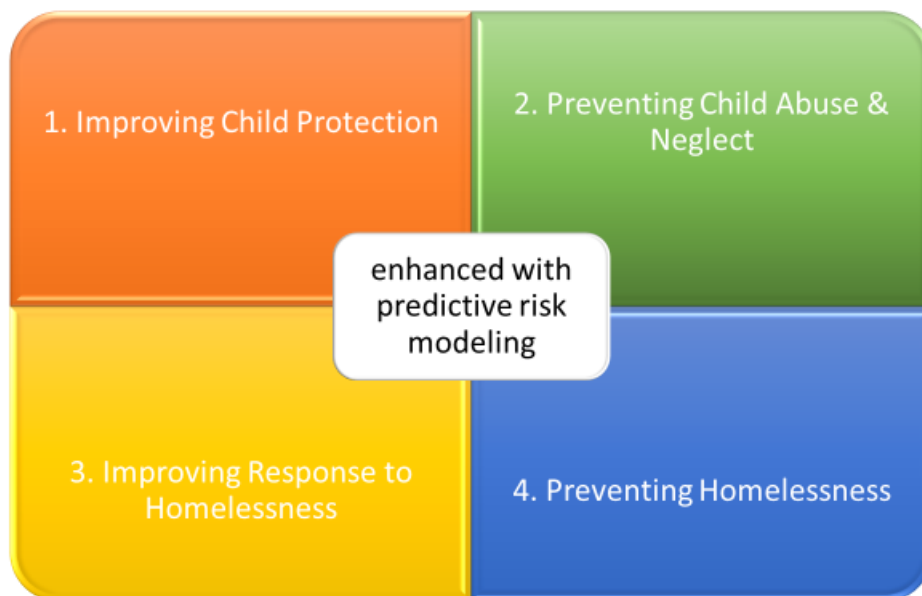
249 South 9<sup>th</sup> Street, Southside PGH 2<sup>nd</sup> Floor

12pm External Communities

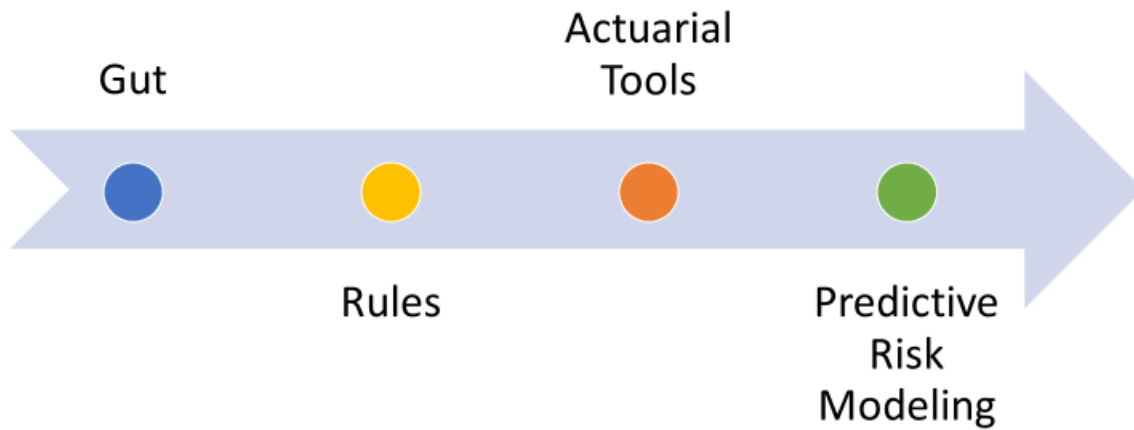
4519 Penn Ave, Turtle Creek

Appendix F  
Improving Decision Making Using Data

# Improving Decision Making Using Data



## Improving Decision making: Typical Progression



### Process Non-Negotiables

- Commitment to Implement
- Competitive Procurement
- Ethical Review (independent for most challenging approaches)
- Model Fairness & Discrimination Review
- Stakeholder Input
- Community Engagement
- Willingness to Modify
- Evaluation
- Commitment to Improve
- Transparency

## REACTIVE: CURRENT PRACTICE



### Hotline Calls

≈ 30,000 calls per year made to the Allegheny County Hotline ([LINK](#))

### VI-SPDAT\* Assessment

- A set of questions asked by the operator
- Based on self-reports
- Individual and family tools vary slightly

### Service Referral(s) and Prioritization

- Eligibility: VI-SPDAT score + any service specific criteria (e.g., mental health diagnosis, veteran, youth).
- Prioritization: VI-SPDAT score + chronic homeless status, length of time homeless, and input from people working with a client (advocates)

\* Vulnerability Index - Service Prioritization Decision Assistance Tool

## Recent Evaluation of the VI-SPDAT

- **Test Retest Reliability** fell below the accepted cutoff for good reliability
- **Inter-Rater Reliability** was inadequate on 4 items
- **Construct Validity** Several items were not strongly associated or were associated in an unexpected direction
- **Predictive Validity** Only marginally associated with the likelihood of re-entering homeless services



# Could a predictive risk model improve current triaging practice?

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## DEVELOPING THE MODEL



### INPUTS

Client History (admin data)

- Homelessness services
- Child welfare
- Behavioral Health (Medicaid funded)
- Assisted Housing
- Court Activity
- Aging Services
- County Jail
- Juvenile Probation
- Independent Living
- Prescription Medication

### PREDICTED OUTCOMES

We built a PRM tool for a variety of outcomes 6 or 12 months after the call to the hotline

- Booking in County Jail
- Substance use diagnosis (for a Medicaid funded service)
- Inpatient Mental Health stay (Medicaid funded)

### MODELLING METHODS

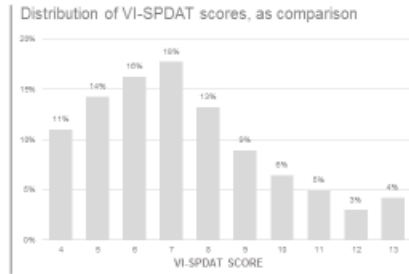
We compared four modeling methods

- Logistic Regression
- Random Forest
- XGBoost
- LASSO

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# CALLS ASSIGNED TO 10 EQUALLY SIZED GROUPS

Assignment based on the predicted probability of the outcome.

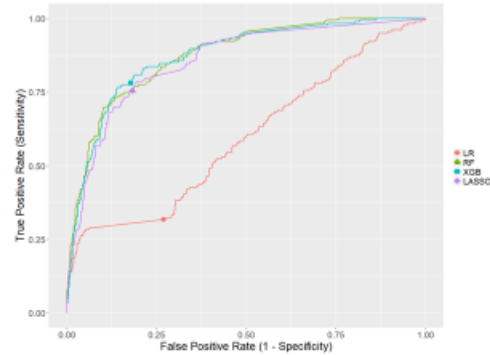


# PERFORMANCE (12 MONTH OUTCOMES)



	Method	AUC (test)	TPR (top 15% test)	FPR (top 15% test)
Mental Health Inpatient Stay	LR	59.3%	31.7%	27.0%
	RF	87.5%	60.7%	8.9%
	XGB	87.4%	59.0%	9.0%
	LASSO	85.7%	56.8%	9.4%
Substance Use Diagnosis	LR	73.8%	51.8%	5.6%
	RF	92.0%	62.1%	3.0%
	XGB	91.4%	62.1%	3.0%
Total DX >= 3	LR	79.9%	46.5%	6.5%
	RF	88.0%	52.0%	5.1%
	XGB	87.9%	52.6%	4.8%
	LASSO	87.5%	52.0%	5.0%

Mental Health Inpatient Stay (Random Forest)

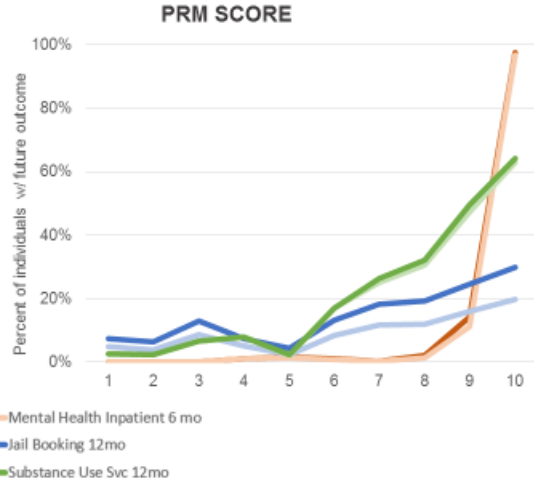
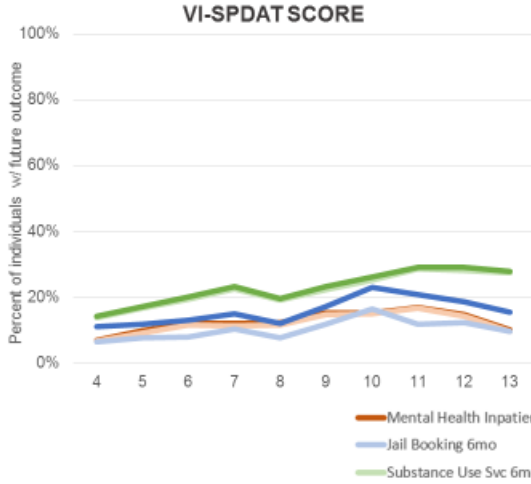


- RF is trained with 1,000 trees
- XGB is trained with 1,000 trees (please note that parameters could be optimised further for improved performance)
- LASSO is trained with cross-validation



# VI-SPDAT & PRM

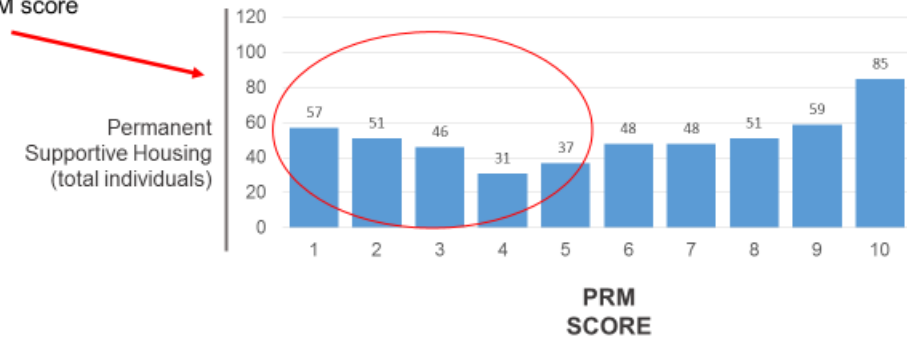
## Correlation to future adverse events?



# Are we allocating permanent supportive housing resources to the "right" people?



43% of permanent supportive housing beds are given to individuals with a PRM score of 5 or less



## PRM

Are there differences in service outcomes by PRM score?



### Methodology

- We estimated a regression to see if future homelessness services were associated with lower mental health inpatient stays (following 12 months)
- For example, do those who receive Permanent Supportive Housing (PSH) experience lower mental health inpatient episodes?
- We looked at the estimated marginal effect of an inpatient stay if they received services (after controlling for their PRM score)

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## PROTECTIVE EFFECTS OF PERMANENT SUPPORTIVE HOUSING



When Permanent Supportive Housing was given to clients who the PRM would score as high, they had a **32% lower baseline probability** of being admitted for an inpatient stay i.e from 0.72 to 0.40.

For clients the PRM would have scored low, there is no effect of Permanent Supportive Housing on the probability of an inpatient stay; the probability remains very low, at 0.01.

	Low PRM Score ( <i>&lt;5, n=4023</i> )	High PRM Score ( <i>&gt;8, n=1528</i> )
What is the baseline probability of a future Mental Health inpatient stay?	0.01	0.72
What is the baseline probability of a future Mental Health inpatient stay <b>for those who received Permanent Supportive Housing?</b>	0.01 <i>(n=185 calls)</i>	0.40 <i>(n=144 calls)</i>
Effect?	No Effect	32% decrease in probability of a future Mental Health inpatient stay <i>[significant at less than 5%]</i>

\*Regression includes controls for probability of Mental Health inpatient

\*\* Regression includes controls for probability of jail and whether Family assessment

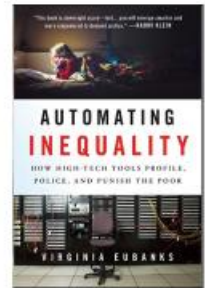
14



## Can an Algorithm Tell When Kids Are in Danger?

Child protective agencies are haunted when they fail to save kids. Pittsburgh officials believe a new data analysis program is helping them make better judgment calls.

By DAN HURLEY JAN. 9, 2018



## Next Steps & Questions/Comments