Homeless Services Department

Equity in Focus: Introducing the New HSD Program Dashboard Prototype

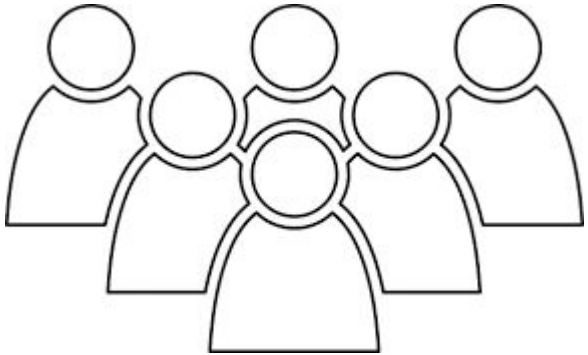
Provider Conference

June 6th, 2025

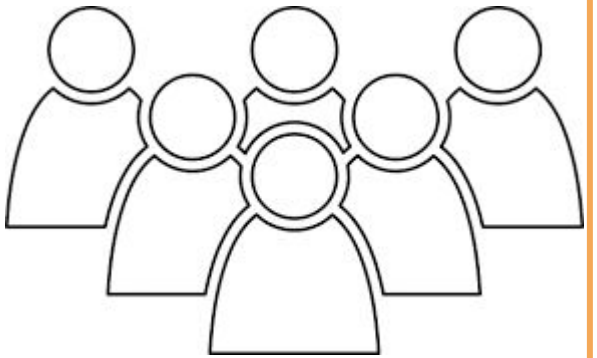
Quick Intros

Homeless Services Dept (HSD) Data Team

Data In
(HMIS Admin)



Data Out
(Reportng/Analytics)



Jenna - Manager

Marisa - Quality Improvement (QI) Specialist

Kalera - Senior Equity Analyst

Emily - Equity Team Manager (not here...)

Question to Group

- ➔ Can we get a show of hands of folks who work at agencies who provide **shelter** services?

- ➔ Can we get a show of hands of folks who work at agencies who provide **housing** services?

Overview of Session

Time	Parts	Objectives
30 min	Equity Defined, Operationalized and Measured	-Understand general equity concepts -Gain knowledge around the infrastructure developments -Acclimate to the Dashboard
5 min	Transition to Activity	-Connect to wifi -Access the Dashboard hosted on Tableau Public
20 min	Dashboard Activity	-Gain understanding of how to navigate the dashboard -Learn how to use the dashboard to understand equity
20 min	Activity Report out	-Learn from others -What questions are coming up for folks

Part 1 of 4:

Equity Defined, Operationalized and Measured

Why Revise our Approach to Measuring Racial Equity?

Old Approach	**NEW Approach**
Look at extent to which BIPOC/white in programmatic areas are representative of the population we are serving	Look at extent to which each racial/ethnic subgroup in programmatic areas are representative of the population we are serving
Use of PIT Count as our comparison group	Use BNL + Census as our comparison group
One comparison group for all service types	Different comparison groups, dependent upon service type
Produced annually for County Budget Effort	Integrated into a new tool refreshed on a daily basis
Look at equity at the system level	Look at multiple levels (system, contract, program)
Sporadic reference to equity in program instructions	Consistent and standard referent to equity in program instruction

Equity Defined, Operationalized and Measured

Why?

Historically, policy and government-funded agencies have created and reinforced unfair allocation of resources through racist practices. We must ensure we are not.

Defined

Simply put, a way of measuring how well we are serving people of every race and ethnicity.

Operationalize

This is the hard part! We need a lot of input from different sources, including researchers, providers, and people with lived experience to ensure we do this well.

Measure

How do we know we are making progress? What is the methodology of measuring and monitoring?

Question to Group

➔ Some definitions of equity that you can think of?

Core Questions

Equity outputs

1. **Are we connecting with people in need of services equitably?**
    a. Is outreach connecting with people proportionally to their presence in the population in need of services?
2. **Are people accessing services equitably?**
    a. Are people accessing services proportionally to their presence in the eligible population?

Equity Outcomes

1. **Are the services being delivered equitably?**
    a. Are eligible people receiving services proportionally to their presence among those seeking help?
2. **Are people experiencing service outcomes equitably?**
    a. Are people who receive services experiencing positive outcomes proportionally to their entry to services?

Exploratory

Ask your own questions:

- How have population demographics changed over time?

Data Sources for Comparisons

To answer these equity OUTPUTS questions, programs need external comparison data that best matches the population each program serves.

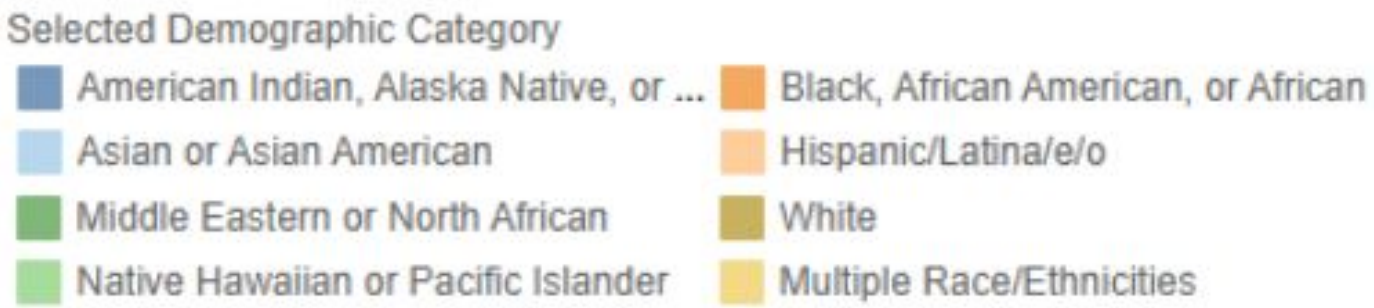
Comparison groups include:

For *coordinated access and shelter programs:*	For *housing and supportive services programs:*	For *homelessness prevention programs:*	For *youth programs:*
All Homeless by-name-list	**All Systems by-name-list**	**ACS Survey <125% FPL**	**BNL *subpopulation:* youth ages 13 - 25**

- Programs will use internal data to measure outcomes among people accessing programs

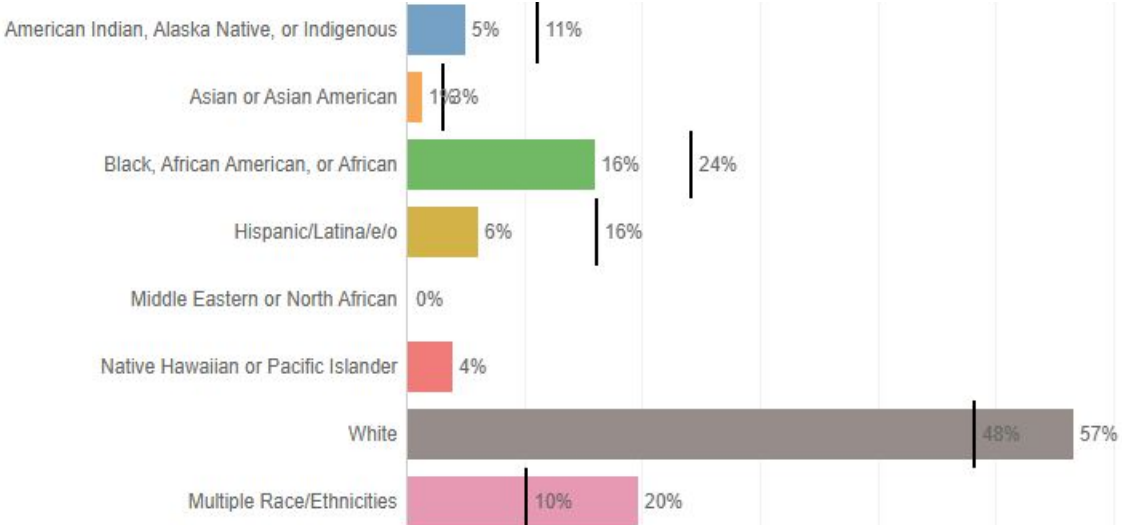
Changes to Metrics

1) Disaggregated racial/ethnic groups



Changes to Metrics

2) Tailored comparison groups at the systems or program level, as applicable, dependent on program size

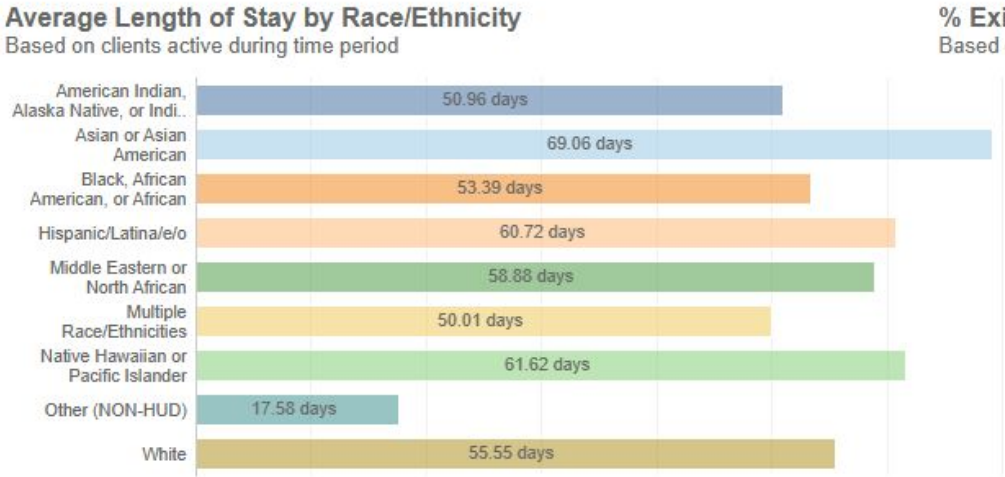


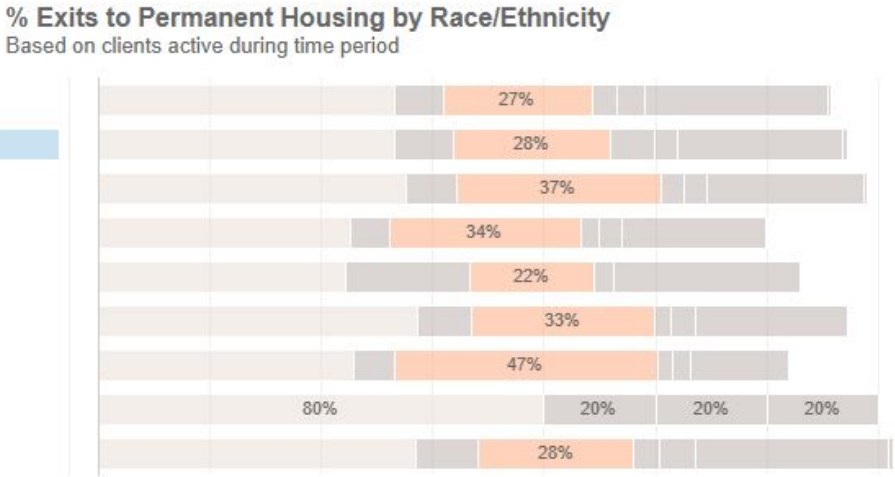
Comparison groups include:

- **All Homeless by-name-list** *for coordinated access and shelter programs*
- **All Systems by-name-list** for *housing and supportive services programs*
- **A BNL *subpopulation of youth ages 13 - 25*** for youth programs
- **ACS Survey <125% FPL** for *homelessness prevention programs*

Changes to Metrics

3) Outcomes by race/ethnicity, regardless of program size



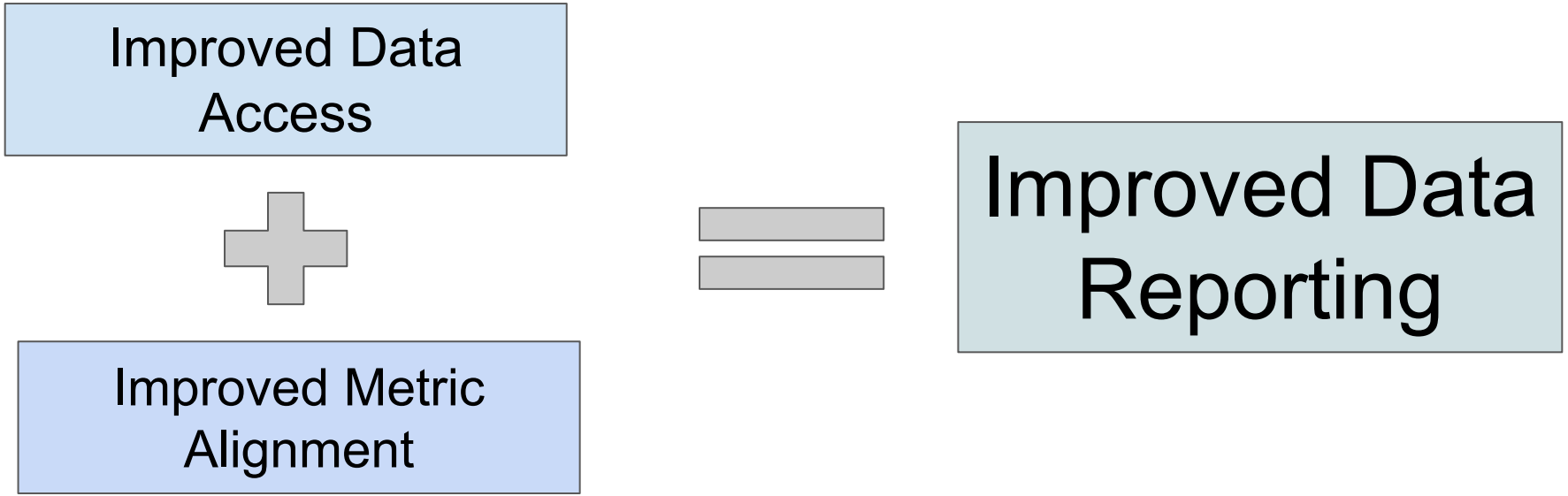


Question to Group

- ➔ Can we get of show of hands of who uses HMIS?

- ➔ Can we get a show of hands of who pulls data out of HMIS for reporting (via SAP BO, canned reports (APR, CAPER, Report Writer, etc.)

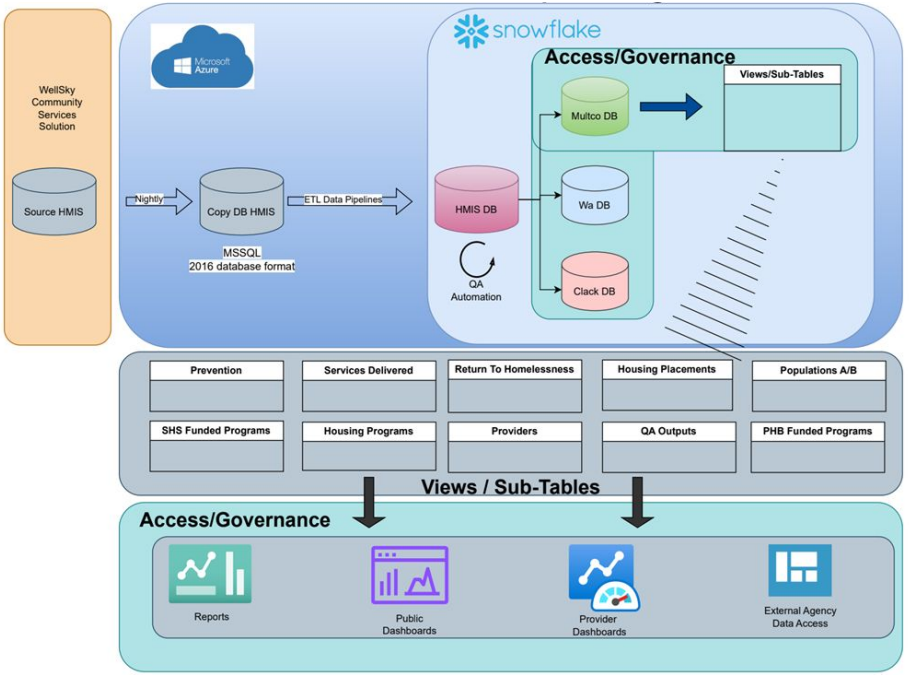
We Are Changing How We Measure Homeless Services



Improved Data Access

Data Mart has allowed:

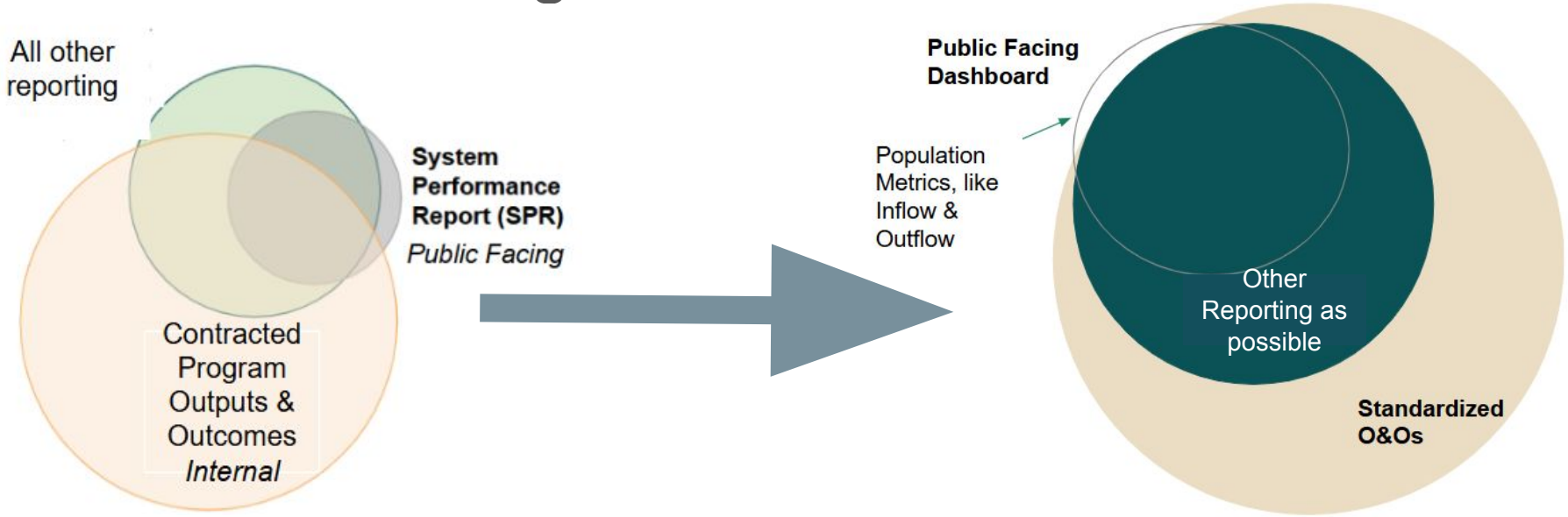
1. Increased autonomy and efficiency
2. Accelerate Report Creation
3. Better Data Quality



Improved Metric Alignment

Metric Alignment has allowed for consistent metrics:

- **Systems Level**
- **Program Level**



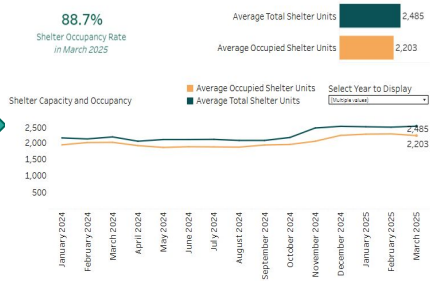
Improved Data Reporting: Systems

Include population level data on homelessness

Shelter

How much shelter is available in Multnomah County?

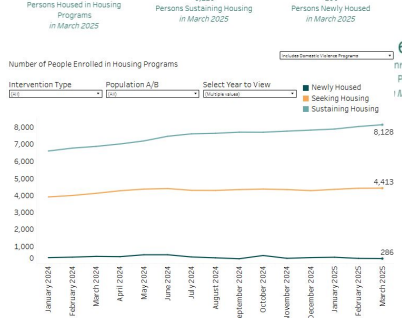
This visualization shows shelter "capacity" and "occupancy." This measures **how much shelter is available** in Multnomah County and **how often that shelter is being used**. **"Capacity" is the total number of shelter beds** in our system each month. **"Occupancy" shows, on average, how many beds were being used** on any given night that month. Tracking these trends helps us understand how to improve access to shelter and reduce barriers for people seeking support. Please note that the shelter capacity tracked here doesn't include domestic violence shelters, voucher-based shelters and shelters that don't log their data in HMIS.



Housing

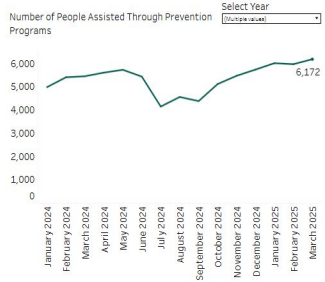
How many people access housing programs in Multnomah County?

This visualization shows the **total number of people who were enrolled in a housing program for at least one night at any point during that month**. These people could be in one of three phases: (1) they could be newly enrolled in a housing program and are actively seeking housing, (2) they could have just moved into housing that month, or (3) they could have been housed during an earlier month and are maintaining their housing into the current month.



Prevention

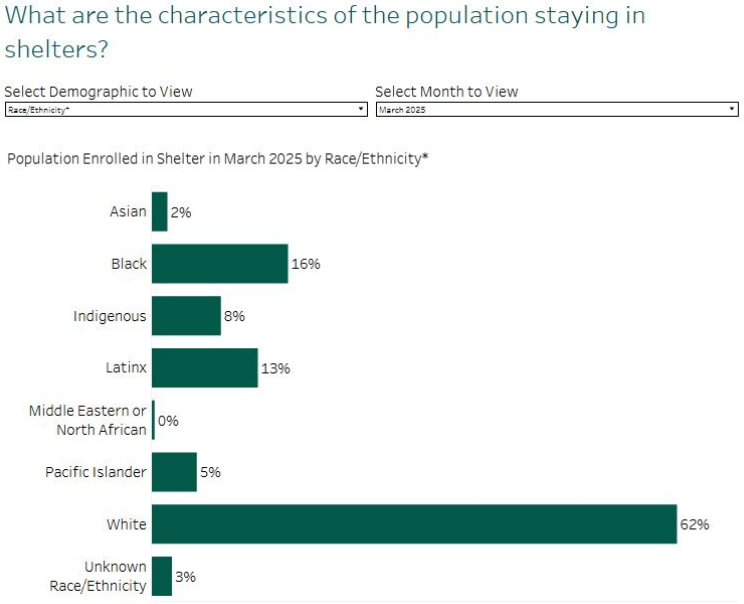
cesses prevention programs in Multnomah County?

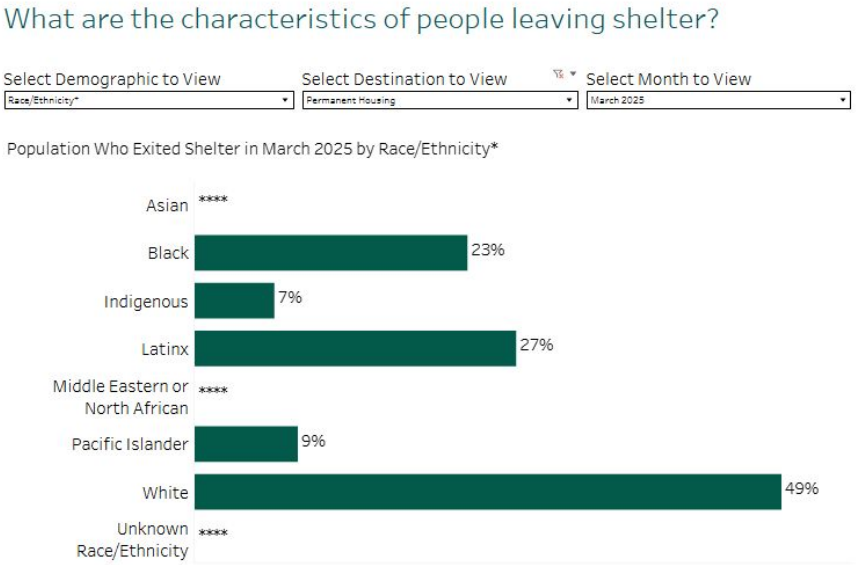


Public Facing Dashboard Link

Improved Data Reporting: Systems

Shelter System **Outputs** by Race/Ethnicity





Shelter System **Outcomes** by Race/Ethnicity

Improved Data Reporting: Programs

FY 2024-25 JOHS Quarterly Report

Provider: Provider
Reporting Period:

- ☐ Q1 July 1 – September 30
- ☐ Q2 October 1 - December 31
- ☐ Q3 January 1 – March 30
- ☐ Q4 April 1 – June 30

Submitted by: Click or tap here to enter text. **Date:** Click or tap to enter a date.

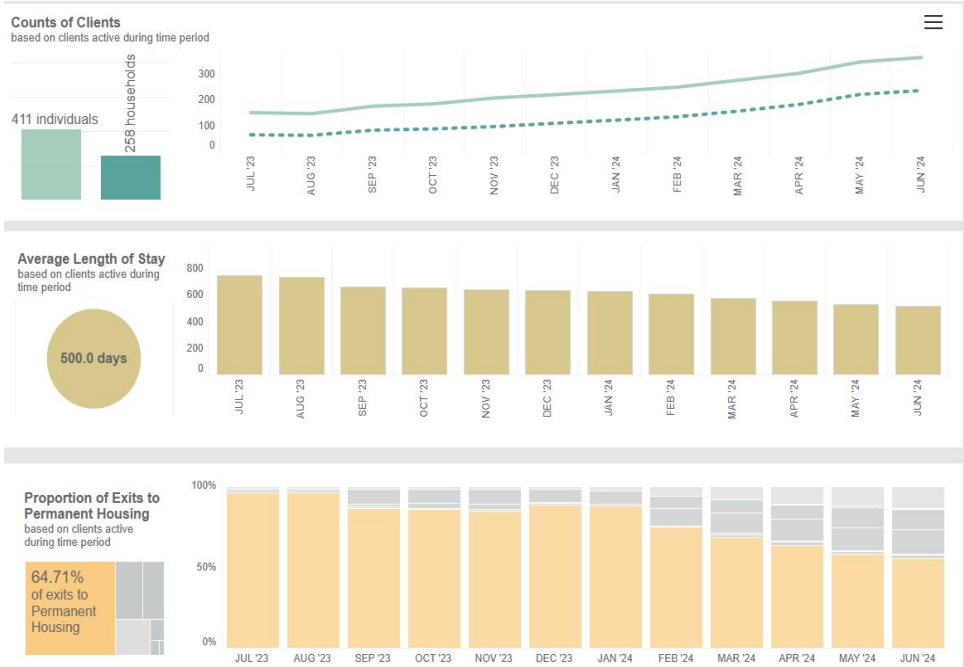
Reports are due to Contract Manager Name via email at email@multco.us by **October 30, January 30, April 30, and July 30.** Any information you share may be summarized and reported to other entities.

Data Dashboards: Please enter unduplicat… …ogrammatic goals under the applicable quarter in the tables below. Please identify the HM… …the data. If the data wasn't pulled from HMIS, please indicate the data source.

Program One

Outputs/Outcomes	Q…	Q…	Q4	Total YTD	Annual Goal	HMIS Provider ID or Other Data Source
Enter performance measures						

NEW Live Dashboard!



Improved Data Reporting: Programs

Expanded Reporting Tools:

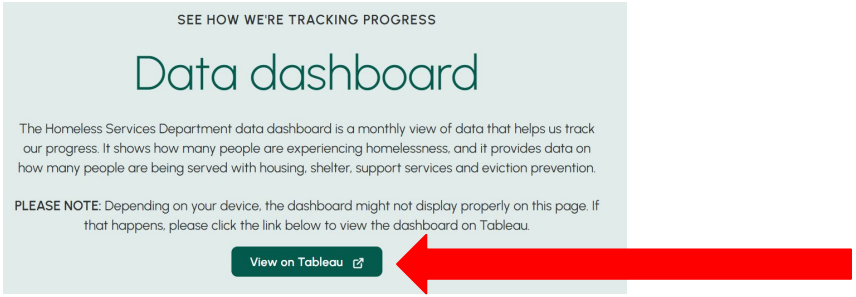
- Display percentages and trends
- Include race/ethnicity and other demographics
- Provide base for ongoing equity review

Part 2 of 4:

Transition to Activity

Transition to Activity

1. Please connect to the Mt. Hood Community College WIFI
2. Please navigate to this website: https://johs.us/data-dashboard/
3. Click on the "View on Tableau" Link



4. Click on "Joint Office of Homeless Services" Link

5. Click on the "Prototype…." Link

Part 3 of 4:

Dashboard Activity

Activity

BREAK OUT: Stay in small groups or work with the person next to you

Shelter or Housing

1. What are some demographic differences between who is accessing services compared to their service outcomes?
2. What else did you try to find out from these data?
   a. Specific trend question:
   b. General trend question:

Part 4 of 4:

Activity Report Out

Activity Report Out

1. What did you learn?

2. What was a surprise to you? What wasn't?

Questions

Thank you!

Wrap-Up

NEXT UP:

- For the Fall 2025 Provider Conference:
  - How will these dashboards help you demonstrate or measure culturally responsive service delivery?
  - What does accountability to culturally responsive service delivery look like?