

# JOHS Provider Conference

## June 6, 2025

### Notes from Session:

#### Equity in Focus: Introducing the New HSD Program Dashboard Prototype

Presenters: Jenna Kivanc, Marisa Mclaughlin, Kalera Stratton

Moderators: Meagan Laszlo

Notetaker: Anna J.

### **-Main Points from Session Overview/Presentation (high level; detail not required):**

- Purpose of the dashboard—give back the data that providers are already collecting for them to use for their own program evaluation, get insights on who they are serving, etc. We've improved our infrastructure so we can access the data much easier.
- The dashboard prototype has two different portals—one for shelter and one for housing (there will eventually be more service types)
- Equity defined, operationalized, and measured
  - Why revise our approach to measuring racial equity?
  - We used to group all BIPOC together and measure their representation in program areas based on their representation in the population we are serving
  - Now, we will break this out racial/ethnic subgroups
  - Before this was measured annually, now we are able to measure on a daily basis
- Equity in data—how well are we serving people of every race and ethnicity?
- Some definitions of equity (room poll)
  - Ensuring everyone is treated fairly across the board
  - Fairness in opportunities
  - Personal equity—what you own. Everyone having access to resources in a way that is fair but also equalized.
  - Equity outputs
    - Are we connecting with people in need of services equitably?
    - Are people accessing services equitably?
  - Equity outcomes
    - Are the services being delivered equitably?
    - Are people experiencing service outcomes equitably? Are they having positive outcomes?

- The dashboard will allow us to see outcomes by race/ethnicity, among other things
- Room poll
  - Who uses HMIS?
    - Most folks in the room
  - Who pulls data out of HMIS?
    - About a third of the room
  - How do you pull it?
    - SAP BO, canned reports, veterans by name list
  - Does anyone know what a data mart is?
    - HMIS data in a container. Lives in a Multco server that is refreshed daily. The data mart allows us to pull data out of HMIS easier
- A challenge in the past was differences in data pulls which resulted in slightly different results depending on who was pulling the info. We are wanting to all look at the same thing and have a single source of truth. There are 30 metrics that we look at across programs that tell us more about how we're doing on a system, provider, and program level.
- We (Homeless Services Department) will be standardizing metrics in program instructions. Providers can expect to see this reflected in next fiscal year's contracts (July 1)
- With the dashboard you can see programs in aggregate or drill down further.
- However, even with the system view there are some providers who don't enter information in HMIS because they may not be contractually required—so that is something to keep in mind—not all data is represented.
- Room poll—how many of you do quarterly reporting for your agency?
  - A few folks indicated yes
- The old method of pulling info in HMIS quarterly reports is ending
  - Instead of just getting a quarterly snapshot of info you download, you'll be able to see trend data from a longer time period across your programs
  - Narrative sections of quarterly reports will not change, just the way data reporting takes place
- The live version is anticipated to go live in October for HSD internal use. The provider version will likely be ready in Q2 of next fiscal year, or early 2026.
- There will be training for internal staff in September and October.
- Existing tools in HMIS will not go away, we're just providing additional tools
- What did you learn or notice from the activity?
  - Overall view of what is happening in our org / community—this will drastically improve how I lead our case management team

- What we noticed—being able to compare different programs and add programs together would be helpful. Accessibility—changing colors and font sizes for clarity, color blindness
  - That is great feedback
  - There will be a compare programs tab coming soon
- At the program level if we see disparities, it will be helpful to track these over time to see if we are bending the curves in the right direction. Tools to monitor trends over time will be helpful.

### **-Questions/Answers (summarization):**

- “Changes to metrics” slide: For groups typically overrepresented in homelessness rates, if the group bar isn’t matching the black line, does that mean they are also underrepresented in homelessness services?
  - Yes, that is correct
- Is this dashboard the HRAP (Homelessness Response Action Plan, part of the County’s Homelessness Response System) dashboard or is this a different one? (the one on our website)
  - There are two dashboards—the HRAP dashboard and the HSD’s public dashboard
- Can you see data for each program, or the contract as a whole?
  - Won’t see it at the contract level—you’ll be able to see your individual HMIS projects and see housing or shelter info
- How are you going to gauge the accuracy of the data that is entered into the system?
  - We are creating a new data quality plan (but we can’t wait to do this until the data is perfect/better)
  - Providers having the data may also help with data quality issues because they’ll actually be able to see it and gauge the accuracy.
- Does it matter what browser you use to access the prototype?
  - It should be accessible on most browsers (feedback—Microsoft edge was having issues)
- How is this data being protected?
  - We report aggregate, de-identified information to HUD. We don’t share identified data
  - Security protocols around HMIS in the form of user agreements
  - We are meeting internally with county attorneys to understand the landscape for our providers and how the language of equity shows up in our contracts
- If someone is in need of homelessness, who should they contact?

- Unite Us platform, 211
- The US is one of the richest countries in the world—why are so many families going homeless when we have all these services?
  - Really large wealth disparity—small number of people who are very wealthy and a large number of people who are not
  - People in need is a large and growing number and resources that are available are not enough to serve them

**-Main Discussion Points not captured above:**

- N/A

**-Takeaways or Follow-Ups for JOHS  
(expectations/priorities/recommendations/etc):**

- N/A