

HOPE Team Data Collection and Reporting 2021

The following data elements will be gathered monthly and rolled into quarterly reporting to the Mayor’s Office and City Council.

Data will be collected by contracted outreach providers via contract-mandated supplemental reporting requirements, via HMIS, and by the HOPE Team. The following tables outline data collection responsibilities for outreach providers as well as the HOPE Team.

Data quality and completeness is a required element of outreach contracts.

Data Elements Collected by Contracted Outreach Providers	
Supplemental Monthly Reporting Elements for Outreach Providers	Definition
Total Number of Contacts, by Site, by Date, Duplicated	<p>Contact means: A contact has occurred when an outreach worker has handed out a basic needs or emergency supply, or engaged an individual in a conversation designed to do any of the following:</p> <ul style="list-style-type: none"> · foster relationship-building between individual and service provider · explore a person’s needs · share information about community resources · offer services, and support to an individual · connect an individual to shelter, housing, or behavioral/physical health services · support an individual in relocating as needed <p>By Site means: Providers link contacts by site. Providers enter site names into the left column of each tab that correspond to where work occurred on that day of the month. Providers must use the same name every time they reference a site. Eventually a tech solution may allow providers to select named, mapped sites from a list within the Nav App.</p> <p>Duplicated means: PII is not collected for this element, which means the total number of contacts may reflect multiple interactions with the same individual.</p> <p>Process for Reporting: Providers enter contacts and services data by site, into a provided excel document and email it to the HOPE Team by the 5th business day</p>

	<p>of each month. Each day of the month has its own tab. Eventually a tech solution will be created to replace the excel document.</p>
<p>Services Accepted, By Type, Duplicated (Note: One person could have received multiple services)</p>	<p>Services Accepted means: An individual accepted a service they were offered or that they requested. Service Types are broken into two categories: Those that were provided directly, and those that outreach connected someone to.</p> <p><i>Services Provided Directly by Outreach Provider:</i></p> <ul style="list-style-type: none"> - Asked Person About Their Desire to Go Inside - Provided Basic Needs Supplies (such as snack/food, water, menstruation supplies, etc.) - Provided New Survival Supplies (such as tent, blanket, sleeping bag) - Did Wellbeing Check/Welfare Check on Individual - Provided General Information - Provided Mediation/Conflict Resolution - Helped Person Get ID - Directly Facilitated a Diversion - Directly Performed Housing Navigation Services - Provided Mental Health Services - Provided Medical Services - Provided a Hotel Voucher (not a referral into a shelter-based in a hotel) - Provided Contact Information to Facilitate Follow-Up Meeting - Assisted Person in Relocating to Another Outdoor Location of the Individual's Choosing - Provided Transportation <p><i>Services Outreach Provider Connected Individual to (but did not perform directly):</i></p> <ul style="list-style-type: none"> - Connected Person to Another Service (select all appropriate from list below) · Benefits Activation

	<ul style="list-style-type: none"> · Substance Use Recovery Support · Vehicle Repair · Education Support · Employment Services · Housing Navigation Services · Legal Services · Medical Services · Mental Health Services · Diversion Services · Reentry Support Services · Vehicle Safe Lot · Belongings Storage or Retrieval · Connected Individual to Transportation <p>Duplicated means: PII is not collected for this element, which means the total number of services provided may reflect multiple interactions with the same individual.</p> <p>Process for Reporting: Providers enter services data by site, by day into a provided excel document and email it to the HOPE Team by the 5th business day of each month. Each day of the month has its own tab.</p>
Daily Offers of Shelter Made at High-Priority Sites.	Definition
Shelter Offers Made, by Date, by High Priority Site, Unduplicated.	<p>Shelter Offers Made means: An outreach provider asks an individual “Are you interested in coming inside? Can we explore shelter or housing options with you?” and offered and individual an open shelter bed.</p> <p>High Priority Site means: A site prioritized by the City, and relayed via the HOPE Team, for remediation thru outreach strategies.</p> <p>Unduplicated means: PII is collected for this element.</p> <p>Process for Reporting: Providers working an active, high-priority site will relay shelter offers made, by voice (in person or by phone call) at the close of each</p>

	day of outreach at the site, for the duration of the activation.
Reporting Elements for Outreach Providers to Enter into HMIS	Definition
Client Demographics of Outreach Clients that have met HMIS data entry threshold	Breakdown by Demographic Category, by Total Number and Percentage of Total Served Process: Providers intake clients into HMIS when engagement meets contract-requirements for HMIS entry. HOPE Team pulls data from HMIS monthly by 5 th day after the end of the month.
Exits to Permanent Housing	Standard HMIS definition of this term. Process: Providers record exits to permanent housing into HMIS per their standard reporting process. HOPE Team pulls data from HMIS monthly by 5 th day after the end of the month.
Last Housed Location	Standard HMIS definition of this term. Process: Providers capture this data element during HMIS intake. HOPE Team pulls data from HMIS monthly by 5 th day after the end of the month.
Data Elements Collected by HOPE Team	
Reporting Elements Entered into Nav App by HOPE Team and/or Cross-referenced with HMIS DATA entered by Shelter Providers	Definition
Total Number of Referrals to Shelter, Duplicated	A Referral to Shelter is defined as: A request for a shelter bed from Outreach Provider that was accepted by the HOPE Team and both the shelter and individual were notified that the bed was assigned to the individual. Data source: HOPE Team/Nav App
Total Number of Referrals to Shelter, Unduplicated	A Referral to Shelter is defined as: A request for a shelter bed from Outreach Provider that was accepted by the HOPE Team and both the shelter and individual

	<p>were notified that the bed was assigned to the individual.</p> <p>Data source: HOPE Team/Nav App</p>
Enrollments to Shelter	<p>An enrollment to shelter is defined as: an individual enrolled in the shelter they were referred into within 48-hours of referral.</p> <p>Data source: Pulled by cross-referencing referrals and HMIS shelter enrollments. Referral info pulled from Nav App, shelter report on intakes HMIS</p>
# of Sites Identified as High-Priority Potential MDARs Averted, by City Department/Reason	Data Sources: Potential MDAR SmartSheet, site journal inspection PDFs
# Sites that Received General Outreach Coordination by HOPE	Data Source: General Outreach SmartSheet
Tent Counts, by Site, from Start of Outreach Coordination at Potential MDAR Locations thru Resolution or Removal	Data Source: HOPE Team Deintensification Tracker
Number of hazardous and unsafe conditions stemming from, and found within, unauthorized encampments and any actions taken to address them.	<p>Data Source: Hope Team SmartSheet trackers</p> <p>Presented in Table: Site Name, Hazard/Concern, Activity to Address Hazard/Concern, Outcome</p>