

Dashboard Standardization Accelerated Through Collaborative Work During Covid

Data & Analytics Team

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May 17, 2023

Land Acknowledgement

Homeward Trust respectfully acknowledges our place on Treaty 6 Territory, the traditional and ancestral lands of many First Nation, Métis and Inuit people. We acknowledge the diverse Indigenous Peoples of this land, which include the Cree, Blackfoot, Dene, Iroquois, Anishinaabe/Saulteaux /Ojibwa, Nakota Sioux, Inuit, Métis and many others whose footsteps have marked this land from time immemorial, those whose stories, languages and culture continue to thrive today. We acknowledge ourselves as visitors living and working in this Territory.

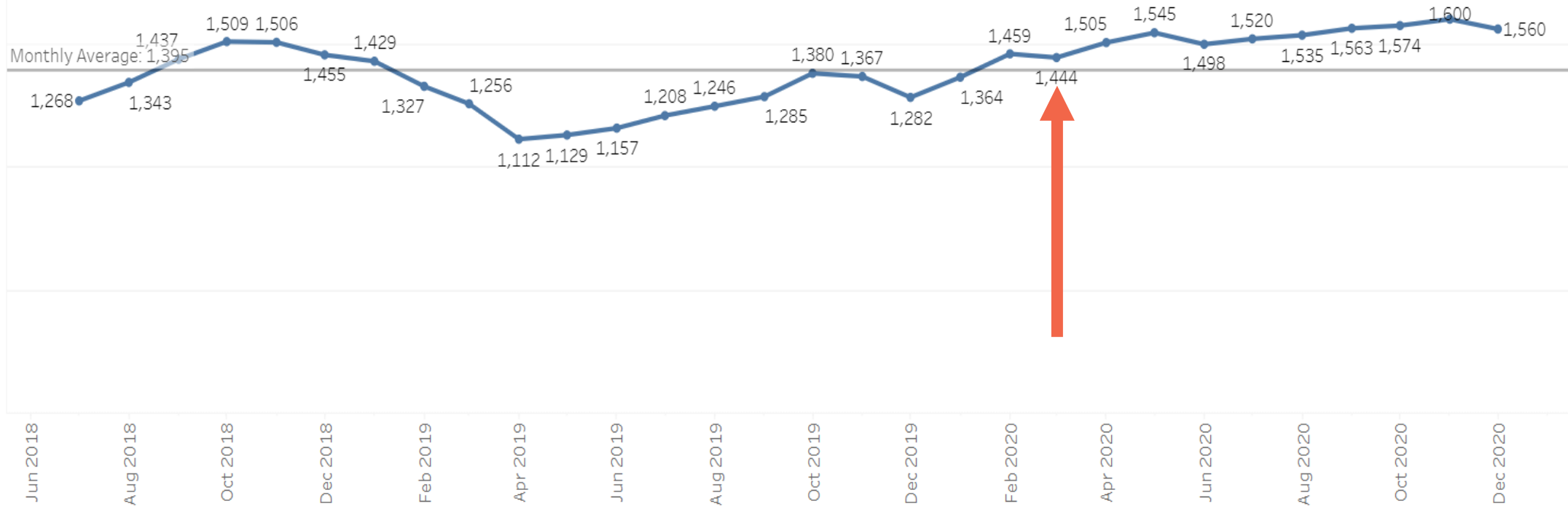


Introduction

— Outline

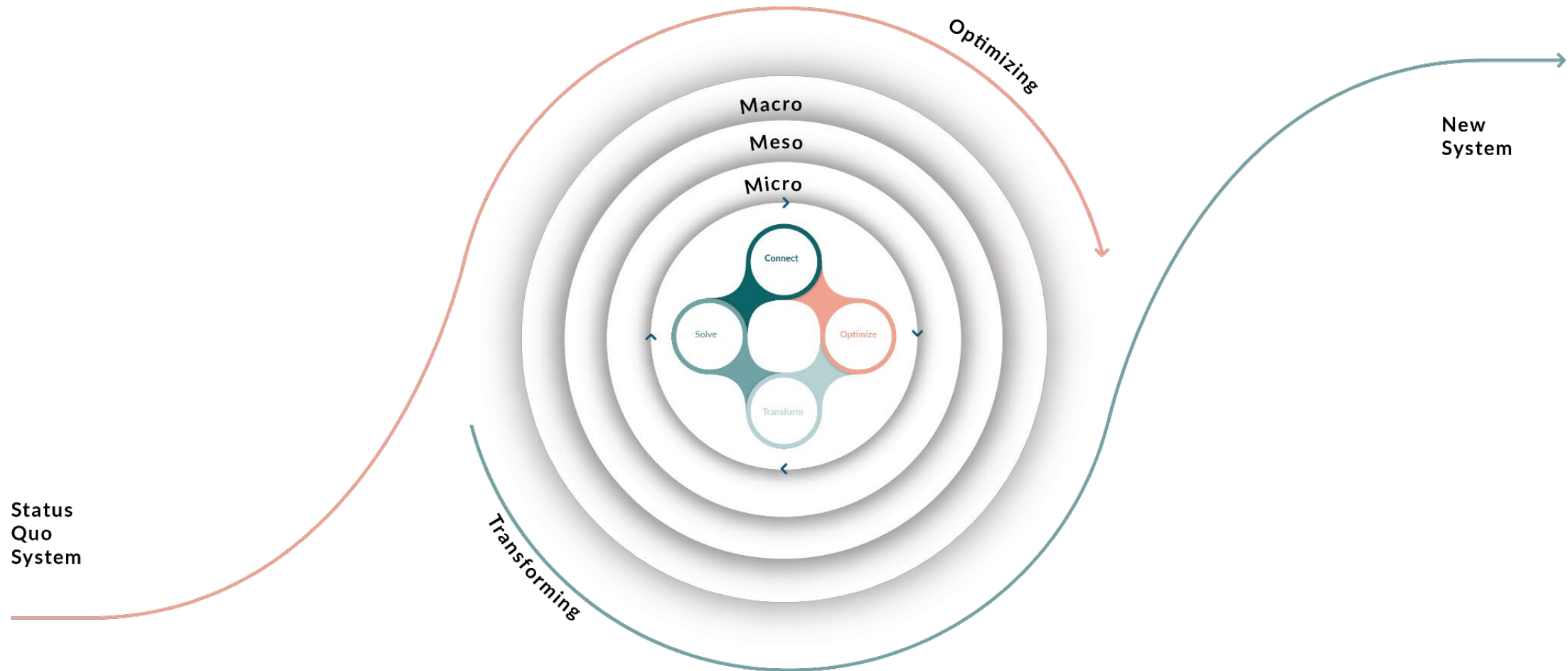
- General overview of dashboard evolution at Homeward Trust
- Pandemic urgency
- Lessons learned through dashboard development
- Standard dashboard development
- Future work
- Questions

Pre-Pandemic: People Experiencing Homelessness in Edmonton June 2018 to December 2020



COVID -19 Pandemic

— Complex Social Challenges

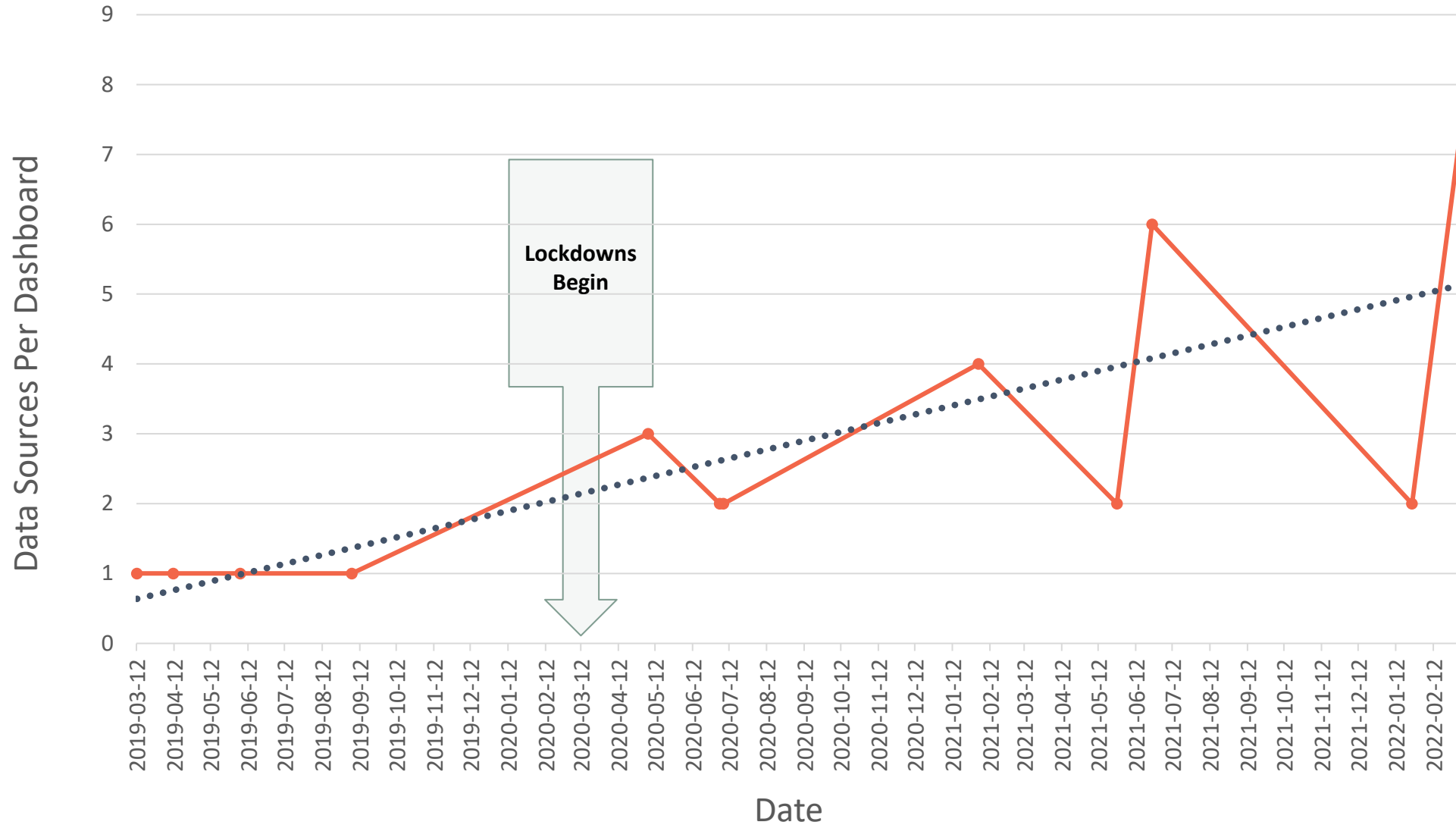


Urgency of the Pandemic

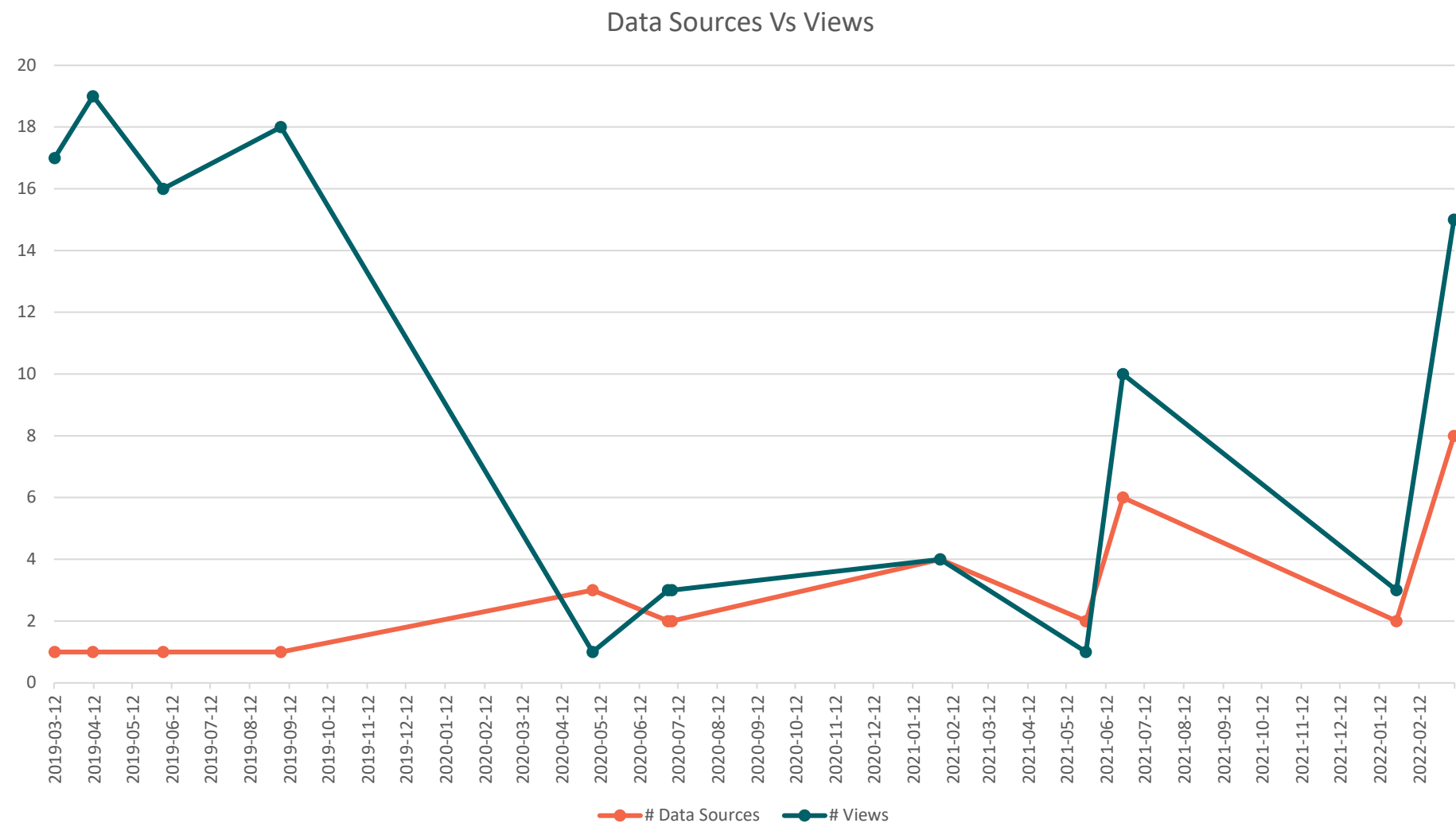
— Increased push:

- Need for data tracking in real time as the public health orders and risk of an outbreak changed rapidly.
- Multiple agencies began working together at one physical site, often in addition to their home site.
- New data elements emerged as the pandemic progressed and need for innovative services changed over time.

Timeline of Dashboard Development



Timeline of Dashboard Development



Urgency of the Pandemic

— What was the Expo Centre?

- Many agencies working together (included areas of specialization, e.g. health, housing, drop in, isolation space, clothing, etc.)
- Agencies on site also had primary service locations that may have also been where contact with participants was made.
- To avoid confusion, a tag was placed on a file that showed whether the data being entered was for an Expo contact or for the agencies primary location.

The Expo Centre



_____ Data Use

Note how often you hear about strategizing and decision making. This had to happen very quickly, collaboratively, and capitalized on data that was entered daily.

Expo Centre Dashboard

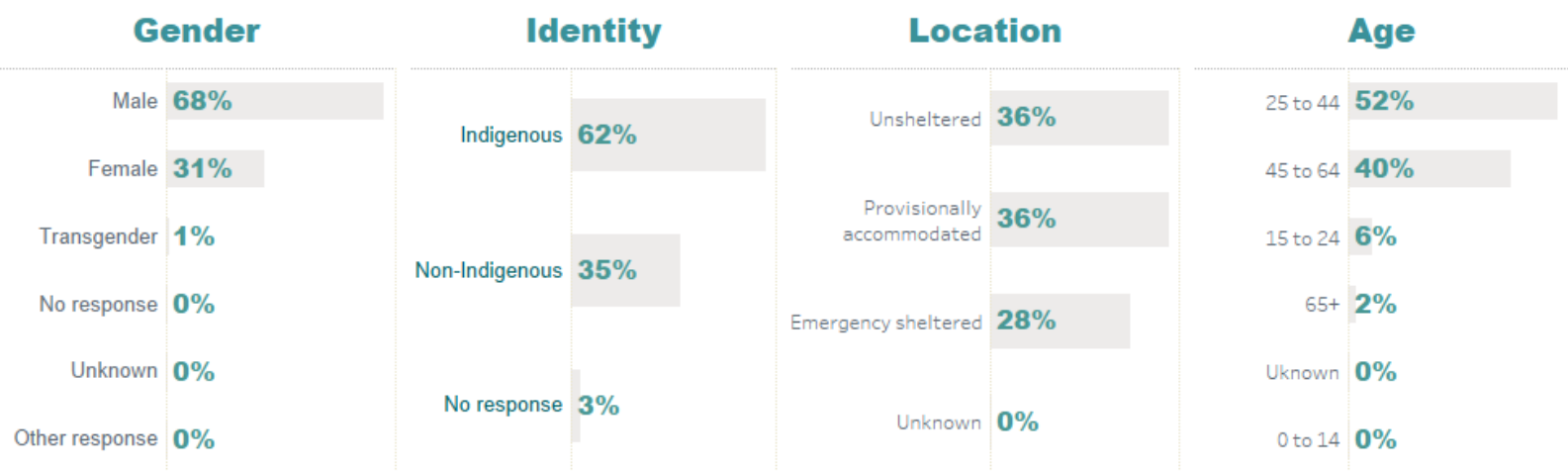
March 23, 2020 - Aug 26, 2020

Date of data pull: 2020-08-26

EXPO Centre COVID-19 response

Engaged for housing at Expo	Already on the By Name List	Newly added to the By Name List	Connected to a housing team	In bridge housing at Coliseum Inn	Housed by a housing team
1,140	340	668	303	115	164

You are viewing a profile of
Already on the BNL



Insights from Expo Centre Dashboard

Analysis of people screened at the Expo Centre

Number of people screened at Expo centre and housed during time when Expo Centre was opened	Time to Housing for people housed during Expo Centre was opened
177	43 days

Number of people screened at Expo Centre and housed during time when Expo Centre was opened or after Expo Centre closed	Time to Housing for people screened at Expo Centre
293	52 days

Pekiwewin Encampment Dashboard

As of: Nov 8, 2021

Encampments

Screening Location Date
1/1/2020 to 11/10/2021

All

Encampments

Engaged with
Outreach Teams

512

Added to the By
Name List

285

Connected to a
Housing Team

308

Currently Active in
Housing Program

101

Housed by a
Housing Team

163

In Bridge Housing

Coliseum Inn BH	41
Jockey Dorms BH	10
Sands Hotel BH	2
Sandy's Place BH	11
Travelodge West BH	21
Grand Total	79

Previously on BNL 106

Previously Housed 159

You are viewing a profile of
Engaged with Outreach Teams

Ethnicity

Indigenous	335
Non-Indigenous	148
No response	29

Prioritization

ICM	374
RRH	
DIV	32
SH	31
Unknown	29
YHF	10
SR	6
ACT	2

Age

25 to 44	273
45 to 64	181
16 to 24	47
65+	11

Gender

Male	319
Female	182
Transgender	6
Unknown gender	5

Tipinâwaw (Edmonton Convention Centre) Dashboard

Opened on November 5, 2020

As of: Dec 6, 2021

Tipinawaw

People Engaged at Tipinawaw	Newly added to the By Name List	Connected to a Housing team	Housed through		Connected to Bridge Housing	
613	241	193	Housing First	98	Coliseum Inn BH	18
			Supported Referrals	33	Jockey Dorms BH	12
			Diversion	10	Sands Hotel BH	10
			Suportive Housing	2	Sandy's Place BH	20
			Grand Total	143	Travelodge West BH	21
			Grand Total	79		

Already on BNL 213

Already Housed 186

You are viewing a profile of
Connected to a housing team

Diversion Program Start Date
2/8/2021 12:00:00 AM to 12/6/2021 12:00:00 AM

People Engaged at Shelter Diversion	Housed through																				
<table><tr><td>CESSCO</td><td>132</td></tr><tr><td>Knox</td><td>44</td></tr><tr><td>Moravian Church</td><td>39</td></tr><tr><td>Strathcona</td><td>72</td></tr><tr><td>Grand Total</td><td>231</td></tr></table>	CESSCO	132	Knox	44	Moravian Church	39	Strathcona	72	Grand Total	231	<table><tr><td>CESSCO</td><td>26</td></tr><tr><td>Knox</td><td>8</td></tr><tr><td>Moravian Church</td><td>10</td></tr><tr><td>Strathcona</td><td>5</td></tr><tr><td>Grand Total</td><td>38</td></tr></table>	CESSCO	26	Knox	8	Moravian Church	10	Strathcona	5	Grand Total	38
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Moravian Church	10																				
Strathcona	5																				
Grand Total	38																				

Ethnicity		Prioritization		Age		Gender	
Indigenous	114	ICM	130	25 to 44	102	Male	115
		RRH					
		SH	10	45 to 64	70	Female	74
Non-Indigenous	72	Unknown	2	16 to 24	11		
		SR				Transge..	1
		DIV	2	65+	4		
No response	4	YHF	1	0 to 15	3	Unknown gender	0
		ACT					

Insights from Tipinâwaw Dashboard

- **The convention centre was used by both housed and unhoused people.** 30% of people engaged at the centre were already housed through our programs.
- **143 individuals were newly housed.** Of individuals engaged at the centre, 143 were housed, and the majority (98) in ICM programs, followed by supported referrals (33), Diversion (10), and Supportive Housing (2).
- **Real-time number of folks actively working towards housing.** Program team could see in real time the number of individuals connected to housing team

Bridge Housing Dashboard

Bissell Centre Community Centre Activation

Registration Date
4/1/2023 to 4/30/2023

Program Date
4/1/2023 to 4/30/2023

Opened on May 4, 2021

As of: May 6, 2023

People Engaged at Bissell Centre Community Activation	Newly added to the By Name List	Connected to a Housing team		Housed through Programs		Connected to Bridge Housing	
59	25	Bissell Centre	3	Housing First	6	Bedfort Inn BH	2
Already on BNL at the Screening Date	20	Mustard Seed	2	Supported Referrals	3		
		Hope Mission	2	Supportive Housing	1	Jockey Dorms BH	1
		Boyle Street	1	Diversion	1		
		Grand Total	8	Grand Total	11	Grand Total	3

Housed through HF, SR or DIV		You are viewing a profile of	
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Ethnicity		Prioritization		Age		Gender	
Non-Indigenous	6	ICM	4	45 to 64	5	Woman	8
Indigenous	5	SR	3	25 to 44	5	Man	3
		SH	2	65+	1		
		RRH	2	16 to 24	0		
		DIV	0				

Insights from Bridge Housing Dashboard

- **Allows for tracking flow or movement** from Engagement with Bridge Housing, to connection with a housing team, to newly housed.
- **Demographics** along the bottom now include numbers of people who have been prioritized for type of housing supports (e.g. ICM, Supportive Housing).

Screening Location: Stanley A. Milner Library

EPL Stanley A. Milner Overview

As of date: May 6, 2023

Screening Location
EPL Stanley A. Milner

Screening Location Date
1/1/2022 to 5/8/2023



Engaged at Screening Location

You are viewing a profile of



Screening Location: Bissell Community Centre Activation

Bissell Centre Community Centre Activation

Opened on May 4, 2021

Registration Date
4/1/2023 to 4/30/2023

Program Date
4/1/2023 to 4/30/2023

As of: May 6, 2023

People Engaged at Bissell Centre Community Activation	Newly added to the By Name List	Connected to a Housing team	Housed through Programs	Connected to Bridge Housing
59	25	<div>Bissell Centre3</div> <div>Mustard Seed2</div> <div>Hope Mission2</div> <div>Boyle Street1</div> <div>Grand Total8</div>	<div>Housing First6</div> <div>Supported Referrals3</div> <div>Supportive Housing1</div> <div>Diversion1</div> <div>Grand Total11</div>	<div>Bedfort Inn BH2</div> <div>Jockey Dorms BH1</div> <div>Grand Total3</div>
Already on BNL at the Screening Date20				

You are viewing a profile of	
Housed through HF, SR or DIV	

Ethnicity	Prioritization	Age	Gender
<div>Non-Indigenous6</div> <div>Indigenous5</div>	<div>ICM4</div> <div>SR3</div> <div>SH2</div> <div>RRH2</div> <div>DIV0</div>	<div>45 to 645</div> <div>25 to 445</div> <div>65+1</div> <div>16 to 240</div>	<div>Woman8</div> <div>Man3</div>

Insights from Screening Location Dashboard

- **Flow or movement** from Engagement to housing or Bridge Housing now standard.
- **Demographics now standard** across the bottom include most common: Ethnicity, age, gender, and housing prioritization.

Standard Dashboard Development

— Best Practice Tips

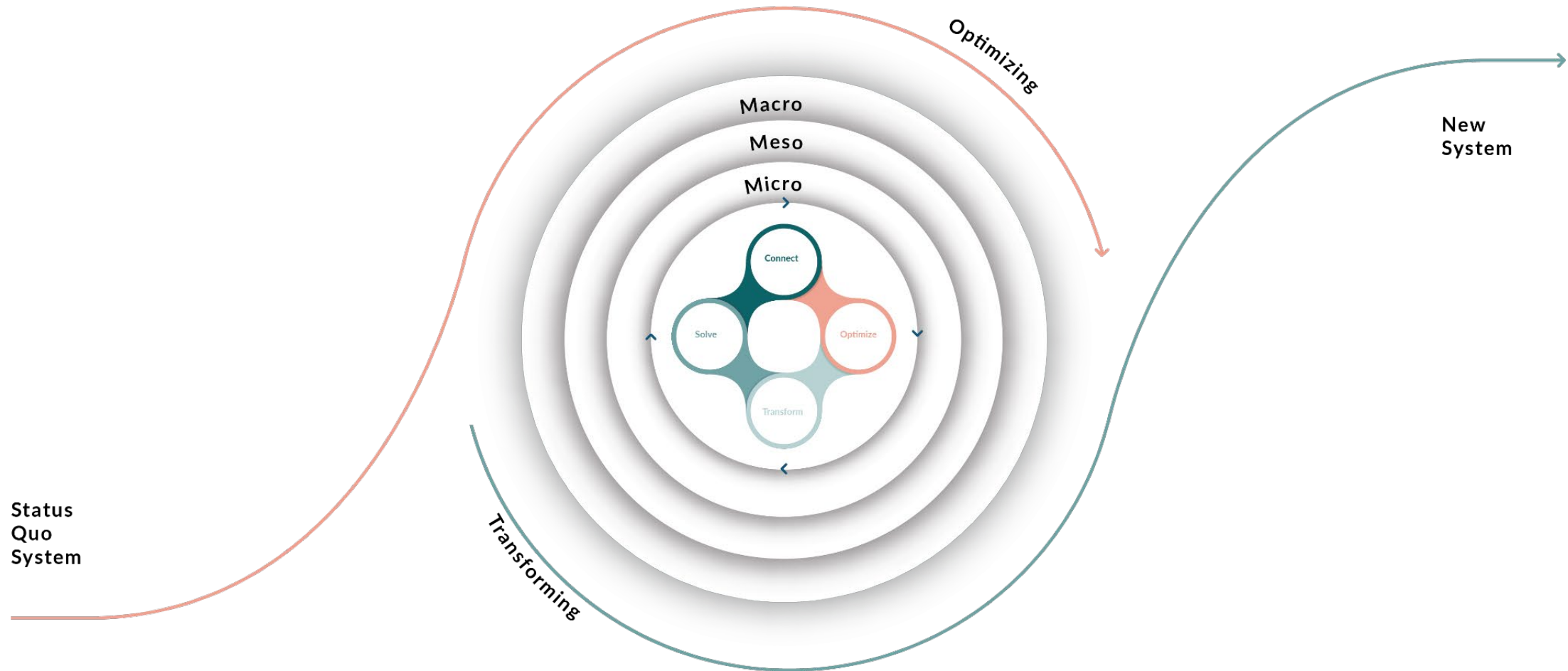
- **Consider you audience:** A series of raw numbers were sometimes preferred over timelines or bar charts.
- **Organize your dashboards:** There were groups of users from programs and the community who were focused on sub-topics such as the By Names List, or Unsheltered Homelessness.
- **Emerging KPI's were tactical:** Who were we serving and what did we need to know in order to pivot when new situations emerged? A pattern of core KPI's became obvious through understanding the problem, and through requests from partners who were involved in the work.
- **Update data regularly:** Keep as close to real time as possible, particularly when a situation is constantly evolving, however keep in mind that the data sources need to be as error free as possible, which can slow things down.

Deeper lessons reinforced through dashboard development

- **Balance:** “Real time” data response serves community but must still be trustworthy
- **Consistency with terminology** (e.g. ‘unsheltered’ vs. ‘encampments’)
- **Dashboards built around relationships** need to include:
 - Reciprocity, collaboration, accessibility, data literacy, empathy, cultural competence, inclusivity, mutual trust and respect
- **Cross-systems approach:**
 - Homeward Trust is unique in that it is non-political and can bring people together with data, even when the political pressure is very high.
 - We need to take the lead with systems data at the macro level to increase agility in sector-wide decision making.

Future Work

— Integrating Systems



Shifting mandates for social issues

- The provincial government no longer **“owns” the government mandate** for social issues
- Municipal governments are under **enormous pressure** from public and media to solve urgent issues
- Municipal governments are **building capacity**, resources (including financial), and policy mechanisms to address these issues
- Yet many are struggling with **unpacking the complexity** of what already exists, in order to mobilize solutions



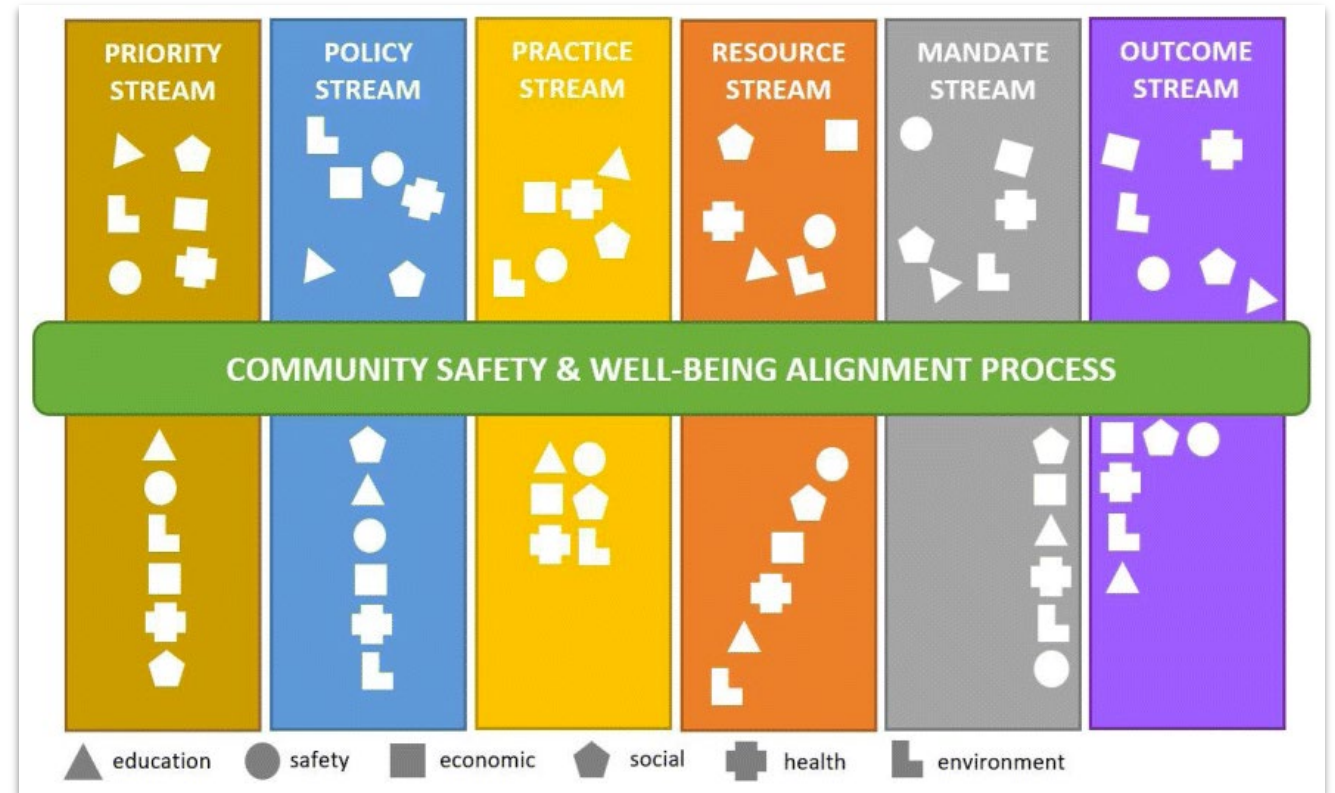
Service, staff, needs, they change everyday...so when I get a request from council about what we need, I'm not sure where to even start.

Municipal Administrator



A move away from single issue responses

- Ontario Government enacted legislation that required all municipalities (regardless of their social mandate) to create a Community Wellbeing and Safety Plan — **that's rippling across the country**
- Some municipalities are grappling with how to **implement** these complex strategies
- Others are focusing (or struggling) on how to **measure progress** against the commitments and **maintain transparency**



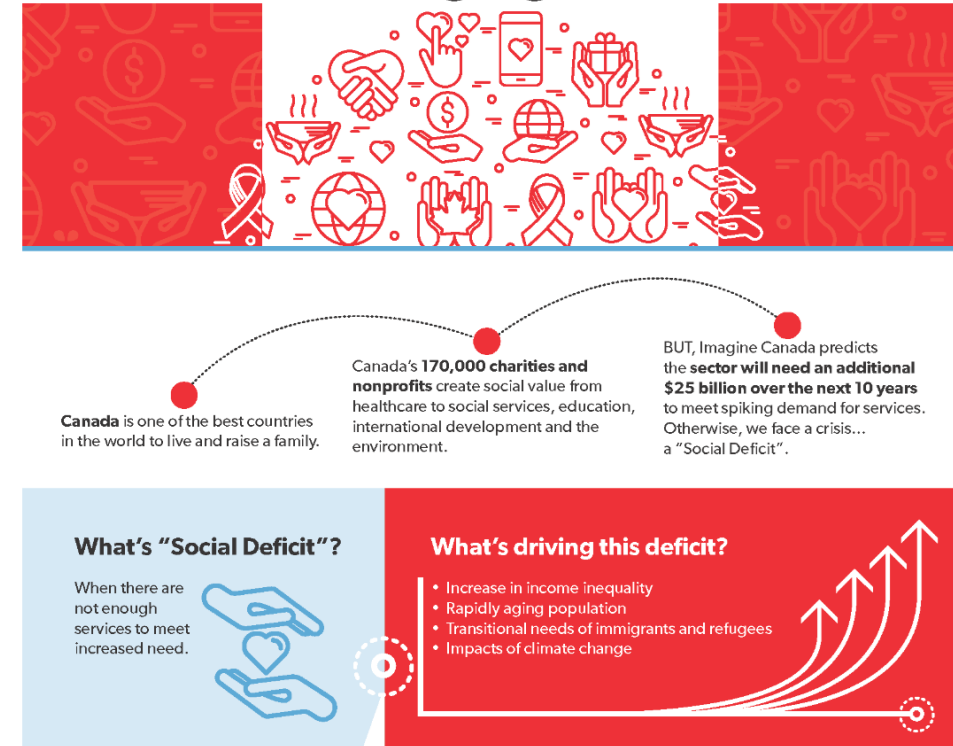
*Journal of Community Safety and Wellbeing



Post-COVID infrastructure impacts

- Municipalities that **expanded shelter capacity** during COVID trying to sustain supply with less money
- **Patterns in service use** changing; emergency food sector over capacity; other areas seeing a in-person engagement hesitancy
- **Charitable sector** experiencing high-turnover, low retention and widespread burnout with impacts on service quality
- **Urgent calls to** increase charitable spending

Canada's Emerging "Social Deficit"



*Imagine Canada 2018



Questions?

Thank You!

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