Improving Service Delivery for the Homeless with Analytics and Process Modeling - Community Engagement and Capacity Building

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Data Gathering — People experiencing homelessness give information to homeless housing service providers.

Data Entry — Homeless housing service providers collect and input data in HMIS and other reporting tools.

Data Analytics — Commerce collects, organizes and analyzes state-wide data from HMIS and other reporting tools.

Data Visualizations & Reporting — Commerce uses cleaned-up data to produce reports and visualizations.

Data Clean up — Commerce and homeless housing providers work together to improve data quality.

Community Identified Problem

How to leverage data and improve work processes to reduce the length of stay and recidivism for the homeless. The work is being done in the Greater Boston area.

Intellectual Merit

This project will enable a better foundation for developing predictive models, advance understanding of how the modeling can improve on existing models, and identify ways to leverage these findings to improve efficiencies in work processes at shelters in the community of focus.

Activities to Date

- Developed a deeper understand of Boston HMIS data and developed initial predictive models
- Conducted initial focus groups to better understand how programs are chosen, data is collected and work processes are performed

Community Partner Collaboration

- Data access provided by the community partner and the city of Boston
- Data models vetted by community partners for relevancy
- Community partners engaged as participants in focus groups

Immediate Benefits

Our work helps Boston area shelters (Pine Street Inn, St. Francis house, etc.) and those experiencing homelessness by improving pathways through homelessness to decrease the length of stay and recidivism.

Long Term Impacts

We aim to improve predictive models and work processes that can be replicated in additional communities that serve the homeless – to improve effective service delivery for those experiencing homeless.

Future Plans

Conduct pilot experiments to validate the predictive models, explore new data collection methods and work process models