

# 030 MN CORE HOMELESS PROGRAMS EXERCISE

FROM ONE 4-LETTER WORD TO ANOTHER: LEVERAGING YOUR HMIS DATA AS A TOOL FOR AGENCY, COMMUNITY, AND STATEWIDE INSIGHTS

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## YOUR TASK

You're helping a new program manager at Fake Agency understand their program better. The ICA MN Helpdesk recommended Fake Agency use the [030 MN Core Homeless Programs Report](#). You and the program manager are digging into the data together to prep for a meeting with Fake Agency's Executive Director.

*Reference material: During the MCH presentation, ICA used a Fake Agency data for this activity. We encourage YOU to run the [030 MN Core Homeless Programs Report](#). for your own agency, provider, or CoC data to see what you unearth!*

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## THE ED'S QUESTIONS: POPULATION

1. In calendar year 2017, who entered Fake Agency's programs?
  
2. On average, how long did we serve them?
  - a. How many folks were still in program at the end of the year?
  
3. What specific barriers were clients up against?
  - a. What percent of our client population are currently fleeing domestic violence? Is that a concern for most of our clients?
  - b. Other barriers that are prevalent?
  
4. What programmatic services will help clients with these barriers (i.e. if these are their barriers, what do they need to thrive)?
  - a. If not already in place, how might Fake Agency tailor our programs to meet these needs?
  
  - b. What would we need to have in place to do so?

**Hint:** Find these data points on the Demographic Summary section.

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#### THE ED'S QUESTIONS: OUTCOMES

1. Do more of Fake Agency's families or individual clients end up stably housed?
  
2. Overall, when Fake Agency's clients walked out the door, how did they fare?
  - a. What about those who came in literally homeless? Those who came in from institutions?
  
  - b. Are there disparities? Where?
  
  - c. What conclusions can you draw based on where the majority exited?
  
  - d. What does this not tell you?
  
3. How many clients exits someplace we aren't sure? (And why does that matter?)

**Hint:** Look in the Summary Outcomes section, Exit Destination x Residence Prior tables.

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#### THE ED'S QUESTIONS: WHAT ARE WE DOING WELL? WHERE ARE WE FALLING SHORT?

1. If I want to know more about specific populations and how they were served, can you find it? How would you go about doing so if that data isn't on the summary tables (but is, presumably, collected in HMIS)?
  - a. Example: What percent of our families exit our program stably housed and paying their own rent?

**Hint:** Detail tab contains this information at the client/household level. How could you prepare that data?

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#### REFLECTION

1. What makes this type of analysis so hard?
  
2. What if you find your agency serves clients in a disparate way? What actions can you take? How can you use data like this to help?
  
3. How might you use this type of data to inform your own practice?