Using Data to Examine Shelter “Flow”

LIZ CLASEN-KELLY
CEO OF NEWLY MERGER URBAN MINISTRY CENTER/MEN’S SHELTER OF CHARLOTTE
CHARLOTTE-MECKLENBURG
From Data Collecting to Data-Driven

2011: Output only data (#’s served, etc.)

2012: Moved to Impact Report (data but without goals)

2017: Impact Report with 3 “Guiding Lights” with goals
**Key Outcomes**

YTD = Year to Date

**HOUSED**
- **Month**: 29
- **Housed**: 29
- **Goal**: 350
- **YTD**: 279

**LENGTH OF STAY**
- **Month**: 188
- **Days**: 153
- **Goal**: Less than 120 Days

**RETENTION**
- **2 years**
- **Goal**: 67% retention
- **Goal**: 70% retention
“What Gets Measured.....”

◦ Matters
◦ Gets Done
◦ Gets Improved
Checking for Accuracy

**Guiding Light #1**

- **29** Housed
- **Goal** 350
- **YTD** 279

**Related Data Point**

- **58% unknown**
- **Last YTD**
- **48% unknown**
- **YTD**
- **48% unknown**
Checking for Accuracy

Guiding Light #3

Investigating the Data
Multiple “Days to Re-appearance” = 1
Length of Stay

Average length of stay

- Last YTD Average: 159 days
- YTD Average: 153 days
- Goal: 120 days
- Reduction: -6%

Median length of stay

- Last YTD Average: 109 days
- YTD Average: 73 days
- Reduction: -19%

Moving the Needle
People in Shelter Longer than 1 Year

- July: 54
- August: 64
- September: 68
- October: 67
- November: 65
- December: 74
- January: 68
- February: 66
- March: 66
- April: 65
Of the guests at Men’s Shelter of Charlotte in FY17-FY18:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 week or less</td>
<td>223</td>
</tr>
<tr>
<td>8 days to 56 days</td>
<td>707</td>
</tr>
<tr>
<td>57 days to 180 days</td>
<td>640</td>
</tr>
<tr>
<td>181 days to 365 days</td>
<td>262</td>
</tr>
<tr>
<td>366+ days</td>
<td>165</td>
</tr>
</tbody>
</table>

- 11% stayed 1 week or less (223)
- 35% stayed 8 days to 56 days (707)
- 32% stayed 57 days to 180 days (640)
- 13% stayed 181 days to 365 days (262)
- 8% stayed 366+ days (165)

but made up less than 1% of bed nights
but made up 9% of bed nights
but made up 29% of bed nights
but made up 27% of bed nights
but made up 35% of bed nights
Programmatic Changes

Step 1: Targeted Case Manager

Step 2: Reviewing “Chronic Homeless Registry”

Step 3: MORE HOUSING!
  ◦ Work with Public Housing Authority
  ◦ Asks for more RRH/TBRA $
## Guests not served

<table>
<thead>
<tr>
<th>No capacity</th>
<th>Later enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>116</strong> Month</td>
<td><strong>350</strong> YTD</td>
</tr>
<tr>
<td><strong>706</strong> YTD</td>
<td></td>
</tr>
</tbody>
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Questions?

Liz.Clasen-Kelly@MensShelterofCharlotte.org
704-216-4995