

HMIS Webinar 2023/1/18

JESSE JORSTAD: Okay, I'm going to go ahead and get us started, because we do have a pretty packed agenda today. If you're just joining the call, we have been made aware that the link was not sent out this morning. So, please feel free to pass that on to anybody that you know who might be trying to access the call and we will work on getting that addressed.

JESSE JORSTAD: Wanna give a special welcome to any CoC staff who are joining us today, as we are doing a Stella M demo. We appreciate you being here today. This is an extension of a couple of webinars that were done in the middle of December with Stephanie.

JESSE JORSTAD: Other reasons why you may be on this call. So we use this call to inform HMIS leads and system admins of upcoming events, information, and changes to guidance, provide broad overviews of that guidance and foundational HMIS knowledge. We're providing a forum for questions from the field for HMIS leads and system admins.

JESSE JORSTAD: I'm also responding to emails with the link while I'm reading and talking at the same time. So we're reminding CoC and lead admins about those reporting deadlines and requirements and providing leadership to HMIS leads and system admins for implementation success.

JESSE JORSTAD: Meradith, would you mind doing the webinar reminders while I respond?

MERADITH ALSPAUGH: Sure thing.

JESSE JORSTAD: Okay, thanks.

MERADITH ALSPAUGH: Hey everyone, Meradith here from the Partnership Center. Just a couple reminders. Check out the HUD exchange for all of these call materials, past, present, and future. You will also go to the HUD exchange to sign up for the listserv, for other questions for HMIS, and for AAQ submission. Sam has very helpfully pasted those links in the chat. So if you don't have those already, please go there.

MERADITH ALSPAUGH: Just a couple of reminders during the call today, you are muted. Please use the Q and A feature in Webex to interact with us. Also, please be sure to put a slide number when you submit something in the question portal just so that we know what you're talking about. Sometimes we don't get to the questions until we're a few slides down the road.

MERADITH ALSPAUGH: You may be asked to submit a question via AAQ if we're not able to answer it on the call today. I promise you, we are not trying to push you off. We just want to make sure that you have the best response possible for your specific question.

MERADITH ALSPAUGH: You want me to keep going?

JESSE JORSTAD: Thank you. I think I can take back over. Okay.

JESSE JORSTAD: We have quite a few special guests joining us on the call today. Fran isn't able to be here but Karen DeBlasio from the SNAPS office, she/her pronouns and William Snow, he/him pronouns are with us today.

JESSE JORSTAD: Then we have some of the usual suspects. Meradith from the Partnership Center, she/her. Ryan Burger from ICF, he/him. We have a new addition to the team, Sam Kameyama from Abt Associates, she/her. She's actually been supporting in the background for a while in terms of preparing the transcripts and whatnot, so she's all read in and ready to rock. She will be taking over for Genelle Denzin and providing all of the links for your quick access. Then we have Alissa Parrish from ICF, she/her pronouns. And then special guest, Stephanie Reinauer from Abt Associates, she/her. Stephanie is all things Stella. Brian Roccapriore from Cloudburst, he/him. And then Kayla Thompson on tech support for this meeting, Abt Associates, she/her.

JESSE JORSTAD: All right, we have a big agenda. We're going to start out with William who's going to give us a review of the AHAR data that was recently published. Then we're going to get into kind of our regular routine here about some reporting deadlines. Make sure you know about NHSDC's request for proposals. Talk about the advanced user groups that are getting started. Go over some comparable database requirements. Talk about where we're at in the data standards process update. And then touch really quickly on the web based application that was recently released named Eva.

JESSE JORSTAD: And then we'll get into the deeper dive content. So I'm going to give a high level summary of the feedback that we received during the HMIS lead call in December. And then we're going to talk about community sharing on this call and how you can be a part of that. And then we will do the Stella M instructional demo.

JESSE JORSTAD: Okay, so I'm going to go ahead and hand it over to William.

KAREN DEBLASIO: Hey guys, this is Karen DeBlasio. I'm going to kick it off. I'll hand it to William.

KAREN DEBLASIO: So, good morning, good afternoon everybody. I wanted to take a couple of minutes before I hand it off to William to talk to you guys a little bit about the AHAR. I am Karen DeBlasio, the division director in the SNAPS office. Norm Suchar, our office director, was originally scheduled to be on here with you today, but he got called into another meeting. So I'm here just to deliver a brief message from HUD and then, as I said, I'll be handing it over to William for a little bit more discussion around the AHAR.

KAREN DEBLASIO: Really we just wanted you all to hear from us today so we could express our sincere gratitude for all of the work that all of you system administrators do. The work that you do enables our client's voices to be heard and their stories to be told. And we know how challenging this work is. Many of us have actually done it, we've been in your shoes, but we just know how challenging this is. We know that right now you're actually in a very busy time, right?

KAREN DEBLASIO: It kicked off last week with the LSA submission and there are many different things due over the next few weeks, which I think there's a slide later on that goes over the timeline. So we know how busy you guys are, and how hard you guys work and we just thought this would be a good time to let you know how valued your work is. You know, without all the work that you do in your communities to make sure systems are updated, that they're working properly, make sure that all the staff are trained. And let's not forget about all the troubleshooting that we know you guys have to do on a pretty daily basis.

KAREN DEBLASIO: We wouldn't be able to do what we do. We wouldn't be able to produce the AHAR that William is going to be talking about in a few minutes. We wouldn't be able to provide data supporting our budget requests and ultimately we couldn't further our efforts to end homelessness in your community. So the work that each of you all do every day is so so important and we just wanted to thank you and recognize you guys. Please continue to let us know how we can support you in your work, and just know that we see what you guys do, appreciate it immensely and we all thank you for the work that you do.

KAREN DEBLASIO: So, what I'd like to do now is hand it over to William. William is the senior specialist in the SNAPS office. Most of you on this call probably know William, have talked with William. He is the data person in SNAPS. He's the HIC and PIT person, the AHAR person, he works closely with Fran on all things HMIS and data collection related. And so now he's going to talk briefly about the 2022 part 1 AHAR report that was just released last month. So, William, I'll go ahead and hand it over to you. All right.

WILLIAM SNOW: Thanks, Karen. And thanks all of you, like Karen said, we really can't express enough our gratitude to you and want to recognize you in all of your fantastic work.

WILLIAM SNOW: Talking about the PIT count is always kind of fun and interesting. A lot of work, blood, sweat, and tears. And many of you on this call are kind of the head of all of that in your own communities. We do this partly because we know next week many of you are engaging in that 2023 count, right? You're in the thick of it, you're getting your volunteers, this is where your headspace is.

WILLIAM SNOW: We wanted to make sure that you got the very high level overview of what happened from a national perspective with the AHAR numbers in 2022. It's a good framing going into 2023, but things to look for, things to be aware of. Next slide, please.

WILLIAM SNOW: I'm going to go over the slides rather quickly with the intent that, just want to make sure again you have the grounding if you haven't already looked at the national numbers, gotten the national picture, you kind of had that sense. But we also know many of you have read the report and have a sense of the national perspective. So, this just may be a quick overview for many of you.

WILLIAM SNOW: You know how the PIT count flows. One of its core values, its probably biggest value, is the ability to give us a national picture on unsheltered homelessness. It is the only national picture we have now. We know lots of people continue to ask, well, are we going to switch to different data sets or move away from the PIT count? The answer is no, and this is the core reason, right? There's just not other places where you get that view and perspective.

WILLIAM SNOW: We hope that you locally are leveraging that, doing all you can, we see the effort you engage in to get that unsheltered PIT count in particular and it's very, very important. And hopefully again you use it, not just run through all of the effort and then put it to the side.

WILLIAM SNOW: Last year we had 95% of the CoC's conducted a count, a full count and that was fantastic. We had to move some of the counts to February, due to the rise in Omicron, but this year looks like going into 2023 most CoCs are going to conduct a count next week and looking forward to that. Next slide, please.

WILLIAM SNOW: So, what did we see from the national picture? Still a lot of people homeless, right? 582,000 people homeless, that's a lot of people. Where does that stack up compared to the past. So again, the PIT count, one of its values is telling us trend information right? So if counts are conducting a relatively similar way from year to year, we get that sense of how much up down are we seeing?

WILLIAM SNOW: Well, we didn't see much change. That's a good thing given we're coming out of COVID. That's really the first count we've done since COVID kicked in. Didn't see a big change. Actually what's interesting here is about 4,000 people associated with sheltered homelessness were tied to hurricane Irma. Or Ida, sorry. So, even in spite of people associated with disaster housing in particular or disaster shelter, we still didn't see a large change and you could you could see even a little decrease if you adjust for that disaster housing. So kind of exciting.

WILLIAM SNOW: We see our sheltered count data, that blue line, is kind of bouncing a little bit, right? We got the 2021 data. We saw a lot of people moving into non-congregate shelter, moving out of the general shelter system as the capacity was lower to address COVID concerns. Well, we're coming out of the worst of COVID. I don't think we're out of it yet, but we're certainly out of the thickness of it and the worst of it. We're seeing people use congregate shelter, again, people flowing back in.

WILLIAM SNOW: Unsheltered homelessness is still up a bit. That's always a concern, we don't like seeing that, but recognize too it's been a rough couple of years and it's not nearly as bad as we feared it might be given the circumstances. Next slide, please.

WILLIAM SNOW: So, let's just take a quick peek at the populations that we see. So, families with children. We continue to see a decline. We had a slight stagnation in around 2020, but we went back to seeing a decline. That's exciting. We think this is a result partly of some of the efforts done around the COVID response and a lot of folks are mindful of families with children and doing their best to provide housing. That's great. We think it shows a lot of targeted efforts towards families. Next slide, please.

WILLIAM SNOW: Unfortunately, you have the flip side within unaccompanied individuals, right? They continue to be a population that doesn't have a lot of targeted resources. Not surprisingly, you're going to see an increase. We have been seeing an increase in individuals. This is a big part of the unsheltered discussion, right? It's not surprising if most resources are going to families with children, with veterans, lots of resources lately to youth. You're seeing some changes there, and then individuals just rising rising rising. So hopefully, with the unsheltered NOFO that we anticipate announcing awards on soon we'll make some headway here and be able to support all of you in the good work that you're doing to address their needs. Next slide, please.

WILLIAM SNOW: Veterans, for so many years, it felt like we were saying, well, we're almost at 50% reduction since 2010. I think there were like 3 years we were saying that, we were very excited to see if this was the year we got over that threshold, we're at 55% reduction since 2010. That's just such a big reflection of you, all of your work, all that concentration on veterans, but also kind of a touch point of it can be done.

WILLIAM SNOW: Many communities reached a point where they're able to serve the veterans in their system. And as new ones come in, they're able to give them access to housing quickly. That's the ideal, but there's a lot of resources there, too. A lot of concentration from federal partners, from local partners. We'd love to see a similar type of concentration and feel across the board.

WILLIAM SNOW: That's partly what the federal strategic plan, the new update does as well. The "All In" principle is all in, as in we want to serve all populations, but all in as in all stakeholders are committed and addressing it. So very important to us. Next slide, please.

WILLIAM SNOW: Chronic homelessness, that's probably the worst story here, continues to rise. A lot of this just reflects the reality over the past several years as we saw increases, especially in tight rental markets. Those are areas where the number of chronically homeless continue to rise, right? If we couldn't address them and unsheltered homelessness was rising, yeah we haven't found new resources to address their needs in many communities and so they continue to be there. So that's again part of our unsheltered effort just to address needs there. And there definitely are some needs. Next slide, please.

WILLIAM SNOW: Unaccompanied youth. So we note again, we track that back to 2017 as opposed to 2010 or earlier. That's partly a reflection of it's hard to count youth. And we really know, we didn't have a great estimate until around 2017 where we all kind of jumped in and did some homework and figured out ways to address youth in a different way. But also recognizing this is youth who are in unsheltered and sheltered situations on the night of the count. A lot of transition happens with youth during any given year. But even so, looking as a trend, we were happy to see a decrease there as well.

WILLIAM SNOW: What we've seen with YHDP in particular is a lot of effort done to address unsheltered homelessness among youth and that's where we're seeing progress. And we're really thrilled about that. Obviously much more to be done here as with other populations. But really appreciate all that you do, and look forward to learning from the continued progress with 2023 data. Next slide, please.

WILLIAM SNOW: All right, I'm going to turn it back over to you, Jesse.

JESSE JORSTAD: All right, I'm going to actually pass it over to Brian.

BRIAN ROCCAPRIORE: Thank you Jesse. And William, don't think you're going anywhere so fast because there are questions for you. Two had come in. One, is LSA data compiled nationally and why do we primarily see PIT data presented nationally?

WILLIAM SNOW: So, the PIT count data actually comes in lots of gradations. We do provide the data both on the national level as well as the state and the local level. You certainly need that national comparison to give you a touch point to say, this is what's happening at a point in time and using the LSA as that offset of like, okay, well, what happens throughout the year, right? Give us that story of service engagement throughout the year, gives us a pretty rich picture, but with the PIT count data, you get the ability to dig that much further.

WILLIAM SNOW: And we want you to. We want you to understand what's happening, not just digging at the state and local level, especially for you in the communities, what are you doing with your race and ethnicity data? What are you doing with your gender data? This is an important snapshot.

WILLIAM SNOW: Not perfect, again, collecting this kind of data in the early morning hours or late night hours there's some kind of caveat you have to put on that but it's a fantastic ability for you to just take a peek. What does it appear is happening with the demographics of our population? And again it's some of the value we think is tied to PIT count.

BRIAN ROCCAPRIORE: Thank you and the next question is, we would like to conduct our Point-In-Time count across a period of 6 days using the same date for the night of the information. Is this allowed?

WILLIAM SNOW: Absolutely, yeah. So as long as you're pegging it to that first night in particular, January 23rd as your first night, and all of the subsequent interviews say, where were you sleeping on the night of January 23rd, that works. That's good.

BRIAN ROCCAPRIORE: Great, thank you. If anything else comes in I'll be sure to bring it up as we go along, but I will move us forward here since we have a fairly full agenda.

BRIAN ROCCAPRIORE: Hi, everyone, Brian Roccapriore, I am going to be playing the role that is traditionally filled by Fran Ledger. So please bear with me as I tried to fill their shoes.

BRIAN ROCCAPRIORE: Starting as always with our reporting timelines, the things that are different on here from the last time we spoke with everybody, the PIT/HIC reporting anticipated date is the end of April, starting to close in on a more finite date for you folks. And YHDP, for rounds 4 and 5, the quarterly reports are due at the end of this month on the 30th. And RHY quarterly reporting upload period is currently open through January 27th. And we have some exciting news about LSA information that I'm going to let Jesse talk about.

JESSE JORSTAD: Great I'm going to circle back really quick for those of you who are joining the call a little bit late. Few moments of assurance here. Number 1, you didn't do anything wrong, that mess-up was on our end. Number 2, if you were here for Stella content, you are on the right call, so it is part of the agenda. But this is also our HMIS lead call so we wanted to give out some information specific to those folks as well. So we appreciate everybody's patience and grace. And now I have amazing news.

JESSE JORSTAD: So everybody, great news, you survived the LSA data collection cycle for fiscal year 2022. Congratulations, I know it is an incredible lift. It's an incredible amount of work. We were pulling kind of these final flag counts, shore up a couple of outstanding things. But the numbers were so amazing I wanted to make sure that we shared them.

JESSE JORSTAD: So, during fiscal year 21, there were 11,294 errors at the end of the data collection cycle. And in fiscal year 2022, it was down to 2795, which is incredible. We also saw a big decrease for warnings. So, from 17,885, down to 14,283. And I think this is a real testament to the amazing job that you are all doing as HMIS administrators and tracking down data quality issues and making sure that all your project setup is working for you.

JESSE JORSTAD: The goal was to submit before the deadline, which was January 11th, and as a bonus, the final data quality review is actually completed before the deadline for 40% of CoCs. So, great job everybody, really impressive.

JESSE JORSTAD: Okay, I'm going to pass it back to Brian.

BRIAN ROCCAPRIORE: Thank you Jesse. So the National Human Services Data Consortium, NHSDC, spring conference is coming up April 3rd through the 5th. It's going to be at the Gila Resort Wild Horse Pass, which is in Chandler, Arizona just south of Phoenix. A couple of things to note here.

BRIAN ROCCAPRIORE: First, is that in addition to the HUD sessions that are going to be there, the heart of the conference is the community presentations that happen. And those call for proposals are still open and they're going to be open through January 27th at 8 o'clock Eastern Time. Hopefully, there's a link going into the chat for how you can go about submitting those.

BRIAN ROCCAPRIORE: The theme for the upcoming conference is Connecting for Change and NHSDC has some specific topic areas they're interested in, which are the ones on the screen. But if you have something of note that is outside of that please don't let that stop you from putting in a proposal. If you're doing some great cross-system collaboration, or something else, please get it in there because all topics are going to be considered.

BRIAN ROCCAPRIORE: And if you are just looking to attend and not present, the registration process should be opening up really soon. So, if you have any questions or need any more specifics about submitting to be a presenter, you can email the conference folks at conference@nhcdc.org and they'll be the ones to best answer those questions.

BRIAN ROCCAPRIORE: And here on the next slide, speaking of people doing cool things with HMIS, we talked about this probably a year ago, and we are now finally launching and are excited to announce the HMIS advanced users group.

BRIAN ROCCAPRIORE: So, if you weren't here a year ago, or don't retain random bits of information from a year ago, the purpose of this group is to share advanced uses of HMIS with the wider community. What we're looking for is communities who are interested in highlighting their efforts to create different approaches and utilizing data to end homelessness.

BRIAN ROCCAPRIORE: Now, I'll say that what you're doing, doesn't have to be perfect, because it rarely is. I've been doing this work for a little while now, and I've seen communities that are doing some really amazing things, but are hesitant to put their work out there. So, this is Brian, encouraging you all to throw your imposter syndrome out the window and send in an email of interest if you're doing good things.

BRIAN ROCCAPRIORE: HUD's looking to highlight a diverse group of projects with this initiative. Things like, but certainly not limited to, data sharing, integration, mobile tech, modeling techniques, working with other departments like a public health or emergency management or what have you.

BRIAN ROCCAPRIORE: So folks that are interested can email the innovatehmis@cloudburstgroup.com email that is going into the chat and I know we have a stellar presentation coming up. So we have some CoC folks on the call. So, if you think your data folks are doing cool stuff, I would encourage you to support those data folks in sending in an email.

BRIAN ROCCAPRIORE: And what the community is going to get is being able to be in community with your colleagues and engage in peer learning. There's gonna be direct TA involved and the TA and the community are going to co-write white papers with one another that are all going to be published on the HUD exchange.

BRIAN ROCCAPRIORE: And now, speaking of captive audiences, because we have those CoC folks joining us today, I wanted to bring up the comparable database 3 to 5 year strategy. And I know we talked about this on our last call, but because of the audience today, I thought it bears repeating.

BRIAN ROCCAPRIORE: So wanted to let everybody know that there's the process of a 3 to 5 year comfortable database strategy that's being worked on now to really address the barriers between CoCs and victim service providers, and being able to use the data in a comparable database to make informed decisions and have useful reports.

BRIAN ROCCAPRIORE: So, that process is just kicking off now and it's going to involve a wide range of partners. That includes folks with lived experience, DV providers, state coalitions, advocates, CoC representatives, and a bunch of others. The end result is gonna be workshops, tools, and products that are gonna help CoCs and victim service providers to implement the strategy. The goal is to have an extremely person-centered, trauma-informed focus, centering equity and looking at how to support survivors while also meeting the HUD and VAWA requirements and regulations.

BRIAN ROCCAPRIORE: And part of this was, how do we ease the burden on victim service providers with data collection and comparable databases? Because HMIS is a fairly complex set of requirements that also applies to comparable databases. And we spent a good amount of time talking about that last month, so, if you have the opportunity, all of these are available online, you can go back and see what the technical side of things are. But I didn't want to spend too much time on the technical side of things to given the audience.

BRIAN ROCCAPRIORE: So, the last thing we wanted to say here, which is really important, is not so much around the required reporting requirements but it's around the data collection and that the data quality is often measured by the amount of missing data elements we have, right? So, the completeness of data elements for the CoC are going to be different for a victim service provider and we need to keep that in mind. That VSPs are gonna have higher rates because we require the victim service providers to ask all the same things that are being asked in an HMIS.

BRIAN ROCCAPRIORE: So, the victims service providers receiving CoC funds, they need to ask all of those required elements just like any other CoC program would ask. But individuals have the right to refuse and they need to make sure that they're educating the folks that they're serving that they have the right to refuse to provide that information and still be served by those projects. Just due to the extremely vulnerable nature of the populations they're serving.

BRIAN ROCCAPRIORE: I say that to say that we expect to see higher rates of missing information from victim service providers. And people saying no, because they're trying to protect themselves and their families. So we need to make sure that communities keep that in mind when evaluating projects and we're just going to see higher rates of missing information and HUD knows that and is okay with that. So, we need to make sure that folks who do refuse to provide information that they're not being refused services. And that's not only for victim service providers, but that's for any project.

BRIAN ROCCAPRIORE: So, that's what we wanted to get across today and I will switch over to the next presenter, who is Meradith.

MERADITH ALSPAUGH: Thanks Brian. Just real quickly wanted to give folks an update on where we are with the FY 2024 data standards. I know we've been talking about data standards, we always talk about data standards, right? But we are in an update year, so I just wanted to give you just sort of a check in on where we are.

MERADITH ALSPAUGH: First of all, I wanted to just note that in the month of January, we are looking at every request for changes, every bit of feedback, every suggestion that we've received from a variety of stakeholders. And I really just thought it was worth noting just the amount of feedback we've heard.

MERADITH ALSPAUGH: We've had over 120 AAQs submitted with feedback. The National Alliance to End Homelessness did some outreach on the universal data element changes specifically, got another 100 responses there. There were 5 feedback sessions facilitated by the race and ethnicity and gender teams. We got a lot of feedback at NHSDC. We had about 20 changes, give or take, submitted by HUD and the federal partners. And then we've had dozens more submitted through our TA provider group that are working on data standards all the time.

MERADITH ALSPAUGH: So, I say that one, to just acknowledge all of your feedback and thank you for engaging in this process. And thank you for being thoughtful about the feedback you have submitted we really, very much appreciate that. And we're happy to have so much input on this process this year, which is a dramatic increase of stakeholder feedback than years in the past. So, thank you for that.

MERADITH ALSPAUGH: With that though it's taking some time to compile all of those suggestions and go through all of the proposals and all of that work. But we're doing that now, we'll be meeting with federal partners over the next several months and with HUD to review all of these changes, continue clarifying and refining requests, seeking additional feedback as needed, with the goal being that the changes are approved at the end of March.

MERADITH ALSPAUGH: Assuming all of these changes are approved at the end of March, the plan is to release technical data standards materials to the vendors. So, we're talking about the dictionary, glossary, programming specifications, and we intentionally give a bit of a heads up to the vendors for those materials. There, without fail, are some technical bugs that we maybe need to address before we release materials more broadly on the HUD exchange. So we have just a few weeks built in there for that review and partnership with the vendors.

MERADITH ALSPAUGH: Then in May we release everything on the HUD exchange. We've talked about this in the past but just to reiterate, we're hoping to be a bit quicker with some of our data collection instructions. So specifically like our federal partner manuals, getting those out on the HUD exchange in May. Those of you that have been around for a while know that we sometimes don't get those out till later in the fall. But we're really hoping to have all of those resources out to you also that you can do your training, so that you understand the changes, so we have time on these calls to talk through questions or any sort of issues that may be coming up.

MERADITH ALSPAUGH: We are hoping that in September vendors have a sandbox or test sites available to you to begin training your users to begin testing the changes, you know, all the work that goes into going live on October 1st.

MERADITH ALSPAUGH: So the data standards will update on October 1st, we will also be updating Sage to accept any new report changes that may go into effect on October 1st. So, just wanted to put that date in your calendar, let your users know that date is also a really significant date.

MERADITH ALSPAUGH: But, yeah, again, thank you for all of your feedback, thank you for everything you've done to participate in this process. As we move into the spring, we will continue, of course, talking on these calls, giving you detailed updates on the changes that are coming. We will provide you

with that data entry guidance, the vendors will be provided with mapping guidance, we're gonna do all of this work to make this process as smooth as possible. So that our October 1st, we can pick up with the new data collection.

MERADITH ALSPAUGH: That is it for me, I think. Jesse, I'm going to turn it back to you.

JESSE JORSTAD: Great, thank you. Meradith. All right. One last quick announcement, I just want to make sure that you were all aware that Eva was released in the middle of December and so if you haven't checked it out yet, we invite you to do so. It's an online system that's intended for HMIS admins.

JESSE JORSTAD: It assesses the accuracy and completeness of your data and produces some downloads that you can use by sending them to your end users for data cleanup. It does require a hashed HMIS CSV export in a zip format. If you are interested in a demo of that tool, you can check out the November 2022 HMIS lead call, which Sam will drop in the chat with a link. If you have any issues or questions or need help when you are engaging with Eva, you can go ahead and submit those through Github on that link there.

JESSE JORSTAD: We're super excited to see how much folks are engaging with this tool. You can see that the very first week after it was released there were 1128 site hits. And just in this last week, there were 418. So, really exciting.

JESSE JORSTAD: We do have a couple of issues that we're working with vendors on in terms of files that still need to be refined in order to meet the standards. So, be refined in order to meet the standards so know that we're in communication about that. And if you're curious about known issues such as those vendor issues, you can check them out in Github and see where we're at on getting those resolved.

JESSE JORSTAD: All right, so wanted to thank all of you for your thoughtful feedback during the December HMIS admin call. Wanted to let you know that we have been working hard to get all of that reviewed and to figure out next steps.

JESSE JORSTAD: So, we kind of divided up the questions, and everybody assessed the level of effort for requests that were coming in and then made a recommendation as to what we should do about those requests. So some of the recommendations were, maybe the resource already exists that we need to just highlight it for you. Maybe we need to explore what it would take to meet that request. Maybe we can go ahead and pursue it now. And then there were other things that we have chosen not to pursue. Sometimes it's because it's a level of effort, sort of the phrase Meradith likes to use, is the juice worth the squeeze. And then there are other times where there isn't action needed, it's just a comment.

JESSE JORSTAD: So, again we take that feedback really seriously and do look for opportunities to improve your experience here. Just at a very high level in terms of where the comments were lining up here. So we've got 20 things that we are definitely going to be pursuing and we've got 36 things that we need to go ahead and explore. And then a group of things that we're going to highlight, etc. So, that's kind of the division of the comments. There were 104 total.

JESSE JORSTAD: All right, gotta keep us rolling here. One of the things that we got asked in those comments was, how do you get featured as a community on one of these calls? So you've been here when some of the communities have shared out about specific practices that they've used. Most recently it was about the LSA with Minnesota. So we wanted to let you know that if you have a best

practice that you want to share with us, you can go ahead and submit it an AAQ to let us know that you would want us to reach out to you about that.

JESSE JORSTAD: And just to be transparent, so far, it has been that we have heard about a community that's doing something, whether that was at a conference that we spoke to them, or we somehow come to know that that's going on and we reach out to them. So, but we want that to be an equitable process, so we want to invite you to go ahead and let us know what you got going on. And we look forward to reading those.

JESSE JORSTAD: Okay now, the main event here that we've been looking forward to, Stella, I'm going to pass it over to my colleague, Stephanie who's going to do a little recap about what system modeling is and how that's related to Stella.

STEPHANIE REINAUER: Thank you Jesse. Thanks for having me and again welcome to our CoC partners that we invited to this call. I think it's really great to have a space where we're talking to both the HMIS folks and the CoC folks about system modeling and Stella M because it's really critical that both of those roles partner to do this type of work.

STEPHANIE REINAUER: This is a follow up to, I'm just going to do a very quick, high level, remind everybody what system modeling is and then hand it back to Jesse to do the Stella M demo. If you want to know more about what system modeling is, there was a system admin call in August that we can share the recording for that covered it. And we also had a CoC-facing "Introducing System Modeling with Stella M" call in December and that is on the HUD exchange. So that is available for everyone. If you want the kind of the full overview of what system modeling is and the steps in the process, this will just be a quick recap. Next slide, please.

STEPHANIE REINAUER: So system modeling is a structured data informed process. It's really a planning process for communities. Ideally, it's a collaborative planning process that involves all the key partners that interact with your homeless response system and that have expertise on people experiencing homelessness, of course, including people experiencing homelessness or with lived experience of homelessness as well as providers, people working in the system and people that work with the population that you're modeling for.

STEPHANIE REINAUER: So it's really a process of working together, using data to develop estimates of the size and needs of the population for the geography that you're modeling for. So we usually look at over here how many people do we expect to have needs that the homeless system needs to respond to. So that might be different than how many people your system is currently serving, because you might have unserved people experiencing homelessness in your community.

STEPHANIE REINAUER: So it's estimating how many people you need to serve and then figuring out what they need in terms of services, projects. And so we look at project types and combinations of project types, which we call pathways, and the work is really about developing assumptions about what project types would best meet the needs of folks. We think about cohorts of need often. So, different groups of people might need different things. How much of it they need? How long do they need to stay in shelter? What type of interventions would best resolve their homelessness and help them stabilize their housing.

STEPHANIE REINAUER: So it's really process to do that data informed, and so there's a really an important role for both the CoC folks and the data folks in this. The results are going to be a set of inventory recommendations and performance best benchmarks as well as cost projections.

STEPHANIE REINAUER: So, this can be used by communities for transition planning, for a resource allocation, to go out and find new resources when you've identified and quantified the really specific needs of how many of what type of project type you will need. And this will all come to life, I think, when Jesse does the Stella demo. Next slide.

STEPHANIE REINAUER: There's a few different common scenarios that communities might use the system modeling process for. You might do a complete system redesign and really kind of start with a blank slate and think about what your system needs to serve everyone experiencing homelessness. You might have some new funding coming in whether that's through YHDP or through some state funds or some local funds and you have an opportunity to decide what's the most strategic way to use those resources. System modeling can sure help with that. You might want to think about performance improvement and not necessarily changing the inventory of your system, but changing how your system is working and how you're using that inventory to get better outcomes.

STEPHANIE REINAUER: And you can also use system modeling to reduce disparities in your homeless system. And actually, we think whichever one of these scenarios you're using, you can bring an equity lens to that work to reduce disparities in the system that you're designing.

STEPHANIE REINAUER: We talk about designing an ideal homeless response system with modeling, so that's really the core modeling. So, for those of you on the call that are HMIS folks or CoC folks, just be attuned to is your community in one of these situations that modeling might help you do the work and we have a lot of tools to help with that. Next slide.

STEPHANIE REINAUER: Step by step process, there's a lot of steps. It's really a human centered process. That starts with getting your group together and setting your goals and your vision, figuring out how decisions will be made by that group, making sure you have the right people at the table.

STEPHANIE REINAUER: And then I highlighted, those orange steps are really the ones that the data folks will have a deeper role in, is bringing data to the work group so that they can use that data to come up with the estimates for the model. And then often it might be the data folks that are entering that information into Stella M and it could be someone else as well. But those are probably more of the role of the data folks. The process overall is probably not going to be led by your HMIS admin, right? They are an important person to be at the table and partner with but it is a system planning process.

STEPHANIE REINAUER: And there's also an iterative process, and we'll see how you'll be able to bring results from Stella M back to the groups, back to your partners and get feedback and use that final results to inform a plan to move your homeless response system from where you are now to where it needs to be, to better make people's needs more effectively and equitably.

STEPHANIE REINAUER: Next slide. Hitting it back to you, Jesse.

JESSE JORSTAD: All right thanks so much, Stephanie. Okay, so I'm going to get into a demo of this software. My hope is that afterwards you have a general feel for the software, and you're curious and want to explore and start interacting. The goal isn't that you feel 100% certain of exactly how to do

Stella M at the end because we just won't have time to get that deep into it, right? And hopefully you'll be able to know where you can look to get more detailed instructions.

JESSE JORSTAD: So, what even is Stella M and what do you need and what do you get for it? So, as Stephanie was mentioning, as a community, you will determine what types of interventions or project types people need and what kind of combinations of those project types would be useful called pathways. You will estimate the number of households that you believe will be experiencing homelessness for the time that you're modeling. And you will, this is optional, derive unit costs so that you can find out how much it would cost to implement the model that you've created.

JESSE JORSTAD: Then Stella does a bunch of difficult math for you. That's the fun part, right? So, the history of this model is actually that used to be done on Excel spreadsheets. And if you've ever worked with a very complex Excel spreadsheet, you know that that can be a frustrating experience, cause it's hard to keep everything locked down and really it's just not as nuanced. And what you get for all of that effort is inventory recommendations, performance benchmarks, and cost projections.

JESSE JORSTAD: Now, in order to access Stella, you do need to have access to HDX 2.0., so if you don't have an account you can go there and register for an account. And then you will request access to a CoC and that is managed locally. If you already have access to a CoC for Stella P then you already have access for Stella M.

JESSE JORSTAD: For those of you who don't know Stella P is a performance module and so it's looking at data based on what has already occurred. It's derived from the LSA data and Stella M is looking at what could happen if we did this.

JESSE JORSTAD: All right, so I'm not going to go through, there's quite a few slides in this deck, and I'm actually going to not go through them, they're just for the folks who couldn't attend today or if you want to review some of the information I'm demoing live for you, then you can take a look at this deck.

JESSE JORSTAD: And I created a little color key. And so screens that have this dark blue color are reflecting screens that are in Stella M. And then this more of a teal color is reflecting sort of a mock up of information that you might receive as the person who's actually entering the information into the software.

JESSE JORSTAD: All right, so with that. I'm going to go ahead and share my screen here. Okay..

JESSE JORSTAD: So, this is HDX 2.0, this is what it looks like when you land on the page. You will go ahead, if you already have an account click log in and it will take you over this screen and you will enter in your credentials and then it will take you over here. You will want to navigate to Stella M, which is in the upper right hand corner here. And that will bring you to the landing page.

JESSE JORSTAD: Rather than waiting for that to load...oh it's going to load anyway. Oh, here we go. Okay. So, I have a lot of models here, A, because it's the sandbox and, which is where we just build fake models and mess around with it. And B, because I have access to all of the CoCs in the system. But, when you get here, it's likely that this list will be blank unless you have somebody else in your CoC who is doing this.

JESSE JORSTAD: A couple of things to note, you can access the glossary here. So just like Stella P we have a place where you can go and look up terms and understand how we're using them. And then there's a CoC library, you can use that to keep project types and pathways that you're gonna use across the number of models.

JESSE JORSTAD: You can also create a new model from this page. You can look at a model that you've already created. You can go ahead and make a copy of that model. You can delete it. It's important to know that any model that's created for your continuum is accessible by anybody who has access to your CoC. So you'll need to play nicely together and make sure there's good communication about whether or not a model should, in fact, be deleted.

JESSE JORSTAD: Once you've set up a model, we're going to have fast forward in the future here for a moment, and just take a look at what it looks like when a model is complete. So want to talk about a few components of this page, it's called the modeling page. So again, you've got those links up in the header here for those resources.

JESSE JORSTAD: If you're building a multi-year model, you'll have this year selector. So that you can go through and see, okay so this is what things look like for baseline and this is year 1 and year 2, et cetera, et cetera.

JESSE JORSTAD: You can use this copy year function, which means if you've entered all of your information for year 2023 and you want to start with that same information for 2024, you can go ahead and hit copy and it'll walk you through doing that process. So, like, you would select 2023 and say I want to copy that to 2024. It says, are you sure? You say absolutely and then you go ahead and hit copy and it the magic for you.

JESSE JORSTAD: A few other things about this page, so, over here, this is the navigational panel. So each one of these things opens up a box. If you're not sure what window it's going to pop open, if you just hover here for a moment, it will let you know. So, for example, we've got model settings, got households, pathways and project types, inventory, and cost information.

JESSE JORSTAD: This button here opens up this window, that tries to illustrate for you how the household calculations are working as they're flowing from year to year. So, if you're doing a multi year model, you're going to tell us how many folks were homeless during that baseline year. And then it's going to project from there based on some information that you give it.

JESSE JORSTAD: Also there is a see results button. So, down here in this panel, we've got some previews for you because as you're building the model, it's helpful to know oh gosh, when I made that assumption, all of a sudden the number of property housing units I need went up by 500 and well knowing that I want to do a different assumption or something, right? So we give you a few different options for previewing information.

JESSE JORSTAD: So, here we've got, this is the inventory by project type. Then you've got that same information, but as a line chart in case you prefer a line chart. Then we also have this unit and cost table here. And then you might recognize this from Stella P, very similar. This is the days assisted by pathway. So, here we've got the number of days that are homeless, and the number of days that are housed.

JESSE JORSTAD: And then we have this big one called the system map. So the good news is you can move these around so you can see them a little bit better. It's actually quite complicated to program this when you as a CoC can create as many project types as you want and they can be doing any number of things and they can connect to each other in any number of ways. Unlike when we did this system map for Stella P where there were only a certain number of combinations, and therefore we could always have these things, be anchored in certain locations. So you do, oftentimes, need to move this around a little bit so you can see things.

JESSE JORSTAD: But what this is doing is it's showing you hey, of all of these households that were served, 28% of them right here are going into emergency shelter and then almost 49% of them go on to rapid re housing. And then this is the exits over here, right? And so it's showing you this general flow. If you have a year where you have some households who are unserved, they will pop up here on the top. So you can see that they're not part of the piece that's flowing. 00:50:14.845 --> 00:50:24.295

JESSE JORSTAD: This is a lot of information to digest and we have specific manuals that lay this out. So I'm not going to get too too in depth here. But this is telling you, you have 1500 households and they are homeless for 71 days and they are not housed at all in this project type.

JESSE JORSTAD: Okay, but once you have done all of your modeling and you're ready to start looking at this in a more holistic way, again, this dashboard is just kind of giving you a summary up here, you can go ahead and click on see results. And it's going to give you a number of ways to interact with your data.

JESSE JORSTAD: So this is the same information that was on the results preview. You just have a little more real estate here to work with, and you can also look at that days homeless by pathway on this. So that's nothing really new. But then down here, you do have a summary, each one of those dashboards at the top is now presented. They've kind of a side by side view so you can see oh, we get all the way up to 3100 households that we're serving. And then at the end, we're down to 2461. Or actually, that's total households, not served. Okay.

JESSE JORSTAD: But then we also have this detailed view. There's a number of things you can look at here. So you can look at total households, days homeless, days housed, assisted, units, and cost and you just sort of flip through here and it's sort of like, make whatever chart you want. Whatever chart is meaningful to you right?

JESSE JORSTAD: And you can also view that system wide. So that's by project type. This is the system wide view here. We're looking at serve households versus unserved households and you can see how that changes over time.

JESSE JORSTAD: This table down here, essentially is the same sort of concept. You tell it, what is the level of detail you want, maybe you want to see it by pathway and then you tell it, which actual metrics you want to appear on the table and it will generate that for you. Same concept down here, only it's a finer level of detail cause it's by pathway and project type.

JESSE JORSTAD: All right, so how do you get all of these wonderful results? I'm glad you asked. We're going to go ahead and build a model together.

JESSE JORSTAD: So, when you're on the landing page, you can go ahead and hit new model. And you'll select the continuum that you are a part of. I, of course, am part of Jorstad County. So, I'm going to go

ahead and name my model. You can also add a description here. Maybe that's something like, if you have like a strategy that's really rapid re housing intensive approach, right? Because you might do one that that has a certain intervention really heavily, or it might be like, oh, generous estimate of population or something like that. Something that will help you distinguish if you're doing a number of models.

JESSE JORSTAD: It is common for a community to limit it to a specific household type. Because oftentimes the resources are specific to different household types. So, in this case, let's go ahead and do an adult only. We might specify further. Maybe this is for veterans. And then if there's a specific geography that you want to limit this to, you can go ahead and hit, oh, maybe it's South county or whatever.

JESSE JORSTAD: Then we make this decision between if we're doing a single year or a multi year model. Much of the single year functionality is the same and there's more functionality with the multi year. So, I'm going to demo the multi year for you, but know that you can also do a single year.

JESSE JORSTAD: So it wants to know what year do you want to start this model in? And I'm going to say 2024. And I'm gonna go ahead and model out to 2026. These years have to be, not consecutive, the years in between are consecutive. And there can't be more than 5 years here. So if I try to put 2030, I'm going to get this error message saying, hey, that's not allowed.

JESSE JORSTAD: Okay, gonna hit continue. So, this is going to take us back to the modeling page only this time it's blank.

JESSE JORSTAD: But you'll notice that you've got 5,000 people who are unserved. Well, why is that? You haven't entered any data. In order for the calculations to work in Stella, it has to have some sort of a number to work from and so, in whatever year is the first year of your model, it has these default values of 1000. And as it's going through time, people who were not served in inflow are falling into the long term. And so when you have no pathways in here, you just continue to accumulate folks in that long term pathway. All right.

STEPHANIE REINAUER: Hey Jesse?

JESSE JORSTAD: Yeah.

STEPHANIE REINAUER: I don't know, sorry, I'm interrupting. I'm getting a lot of questions on kind of a theme that I wondered if we could just draw attention to, as you go through that.

STEPHANIE REINAUER: Everything in Stella M is user entered fields. So, there, it's not pulling in data from any other sources, though you could use data to help think about what the input should be and everything is user entered in Stella M.

JESSE JORSTAD: That's a great point. Yep. And we will show you how that information gets entered.

JESSE JORSTAD: Okay, so there's a lot of different ways that you can go through this process. We built Stella in such a way that if you want to start with households, you can do that. If you want to start with project types, you can do that, whatever you want to do. Today I'm gonna start with project types.

JESSE JORSTAD: So if we go into the CoC library, that is where project types are created. I'm going to go over to the CoC library of project types. You can see that these are default project types and you will have these four and then you can build additional ones.

JESSE JORSTAD: Now, it could be that you decide that your default emergency shelter, you're gonna use that for your adult only system, and you want to build another emergency shelter that's for your family system. Or maybe you've got congregate shelter versus like a brick and mortar shelter and you want to model for those separately.

JESSE JORSTAD: The reasons to create what seemed like a duplicative project type would be if they have distinctly different costs associated with them, then you would want to have those be 2 different project types so that you can model for that appropriately.

JESSE JORSTAD: Okay, so let's go ahead and create a project type. You will know that while the LSA is limited in its project types to shelter, transitional, safe haven, rapid re housing, and permanent supportive housing. Stella is not limited in that way. And so, if you want to do something like include street outreach in your modeling process, you can do that. Or maybe you want to include your coordinated entry and you're going to look at navigation services or something like that. Right? The sky's the limit, you can do whatever you want.

JESSE JORSTAD: Or maybe you want to do something that is not even close to an HMIS project type and so you're gonna pick this one. The reason that you're making this choice and tying it to an HMIS project type, is that this allows the system to prompt you for questions about how many days homeless and how many days housed. If it's a homeless project only it won't ask you for days housed, it already understands that there are no days housed.

JESSE JORSTAD: So, let's go ahead and create a rapid re-housing project. And I'm gonna call this short term rapid re-housing. And then I'm making this abbreviation, which you'll see kind of throughout the system. So make sure that it's something that makes sense. You can add a description here if that is useful.

JESSE JORSTAD: I can't emphasize enough, however, if you're doing modeling and you're not just kinda like messing around the system, it is really important to document the assumptions that you're making and what distinguishes this from something different. So that if something happens to you, your model is still useful, because there's quite a bit of work.

JESSE JORSTAD: And then I'm going to say that this is specific to adult only households, and I'm going to say that the cost for this project type is 25,000 dollars. Now, the other thing that's important is that you are modeling for a project type, not a project specifically, right? So you wouldn't create a project type for every single shelter in your community.

JESSE JORSTAD: Okay, and again you can make notes here. We try to give a lot of opportunities to leave each other messages as you're going through this process. Go ahead and click add to the library. And now that's going to show up right there. Okay, so that's the first step.

JESSE JORSTAD: The next thing you can do is create pathways so that you can use them across models. You can see that I did that here. I'm going to go ahead and create a new pathway. So you will name this pathway something interesting that helps us understand what it is. I'm going to call this transitional

housing and the shallow subsidy, which is a permanent housing project type. So I'm gonna call this TH Plus Sub.

JESSE JORSTAD: Enter your description. Okay, now what it wants to know is what percentage of households would be expected to use this pathway. I'm going to say that 15% of households are going to use the pathway. And if you're unfamiliar with that concept, we do have specific publications that talk through how you might derive that estimate.

JESSE JORSTAD: Again, we're modeling for the ideal system, so if this pathway were working really, really well, and we had other interventions that were meeting the needs of other folks, how well would this perform? I'm going to say that 90% are going to exit to permanent housing.

JESSE JORSTAD: The next step, it wants to know what percentage of folks are going to return to homelessness after that exit. Now, this is unlike the system performance measure, where the denominator is people who exited to permanent housing. This denominator is all exits. Right? So everyone who exits, how many folks are going to return? I'm going to say that this is going to be 8%.

JESSE JORSTAD: Okay, so now I'm going to connect these project types that I already created. So I've got this default transitional housing that I want to use. That sounds great and then I didn't actually make a shallow subsidy project type, so I'm gonna switch this up. This is now gonna be rapid re-housing. Just clean this up for a minute. Okay.

JESSE JORSTAD: So, I think that folks are going to be in that transitional housing project for 180 days and then they're going to be in rapid re-housing for 30 days and they're gonna be there for a year. Now, maybe I want to just say a year and that's fine, too. You can just go over here and select that. So you don't have to figure out if it's like, 5 years, how many days that is? It'll figure that out for you.

JESSE JORSTAD: Okay, these checkboxes. What this wants to know is, if I leave both of these checked with the system thinks is happening is they are homeless for 180 days. And then they are homeless somewhere else for 30 days, probably unsheltered, and then they are housed for a year. That's probably not what you mean. And so if I uncheck this box, it means that they're homeless for 180 days on day 150, they also enrolled in rapid re-housing and housing search took them 30 days.

JESSE JORSTAD: All right, the other thing I want to clarify is that what I'm doing today, and what I'm saying, these are not secret messages from HUD. So I'm not telling you that your length of stay for transitional housing should be 180 days. So don't infer that, this is literally just a mathematical example and I wouldn't actually ask me what how long you're length of stay should be because that's not my purview. So okay.

JESSE JORSTAD: We're going to go ahead and add that to the library. Groovy. That went well, there it is right there. Okay. But now my model is still empty. So, what's that all about?

JESSE JORSTAD: Well, I want to add a pathway. Notice there are two different universes here. So, one is the inflow and one is folks who are experiencing a homelessness for a longer length of time. And the pathways that we build are going to be specific to these universes. So, I'm gonna go ahead and click add a pathway.

JESSE JORSTAD: I want to add a pathway to the model and now I can either create it from the library. So I can pull in the pathway that I just created here, right here transitional housing and rapid re-housing and it will populate all this information for me but it does make me name it again.

JESSE JORSTAD: So now, when we're at this part of the process, the pathways are...have to be unique to the universe. So, pro tip, you might want to put an "I" in here for inflow. So, you can use the same convention, but have an "L" in there for long term. It's going to save you a headache.

JESSE JORSTAD: So it's pulling forward these numbers, if I need to adjust it, I can go ahead and do that here. Maybe this is 14% or whatever. Okay, cool cool. You can adjust these numbers all you want to. I'm going to go ahead and hit add to the model library.

JESSE JORSTAD: Close that. Okay now it's saying, this default 1000 households that we had here, if 14 of them use this pathway, they're homeless for 180 days. And within the 180, they're homeless for 30 and then we've got this 365. This is telling you the average amount of time that household is homeless within that pathway. So, if this box had been checked, then the answer would be 210 days, but because unchecked, it's a total of 180 days.

JESSE JORSTAD: And that's giving you 90% and 8% so you can see that performance information. Now, that information becomes a lot more important when you have a whole model built out.

JESSE JORSTAD: Let's go back here for a second and you can kind of see how this works so. For example, this is emergency shelter and rapid re-housing. So, they're homeless for 45 days. Within that they're homeless for 30 days doing housing search. And then they are housed for 730 days now.

JESSE JORSTAD: You'll notice that these purples are a different degree of purple if you have really sharp eyesight. And the idea there is, it's just displaying kind of the concentration. So, kind of at 1st glance, you can pretty readily see that this is the highest value based on the concentration of the color.

JESSE JORSTAD: This information is editable right on the screen. So if you want to make this assumption something different, you can go ahead and do that. And you can see that then the colors all adjusted. And this information updated and this information, it updates right away.

JESSE JORSTAD: So, here, we're at 297. If I then say, oh, I actually want this to be 180 days, then all of a sudden we're up to 427. So you can see the the degree to which length of stay is deeply impacting the amount of units that you need, and therefore the cost as well. So, for example, this is 105.86 Million Dollar model. If we reduce this back down to 90, you'll see that goes down to 102.5 Million. All right.

JESSE JORSTAD: So, now we've got these project types, and let's just say that we fast forward into the future and we've added all of our pathways.

JESSE JORSTAD: Okay, so we've added our pathways and we've added them across all of the years. We use that copy your function, we made some adjustments. Things are going great. Now, we want to refine our household estimate. So, let me go ahead and go up here and click on households and I'm going to say, okay.

JESSE JORSTAD: First, I'm going to look at my notes really quick. All right.

JESSE JORSTAD: So, during the baseline year for this model, there are 1800 households in the inflow universe. And long term homeless was 0. And 71% were homeless for the 1st time. And 200 unserved here. 250 unserved here. So this is for inflow unserved, 200, long term unserved 250.

JESSE JORSTAD: Okay, now if you are currently thinking like, that's absurd. Here's the thing. It actually doesn't matter for the purposes of the demo. So I'm going to encourage you to let that go. It doesn't matter how closely this aligns to reality for the purposes of the demo. Okay.

JESSE JORSTAD: Now, your population is probably expected to change in your community, maybe that's just because of an influx of people or because there are some policies that you are aware of that are making the rate of people becoming homeless is increasing. To allow for that, you can go ahead and enter in a number here and apply that. And it's going to increase that over time for you.

JESSE JORSTAD: Now, notice that this is not looking at the total number of households, it's not an increase overall. It's saying of these folks who became homeless during the year, who experienced almost this for the first time, what proportion of them is going to increase.

JESSE JORSTAD: Okay, so that is how you enter your household information, go ahead and hit continue.

JESSE JORSTAD: Again, you can hit this projections box and this will kind of walk you through how the things are calculated how the return rate is flowing into the long term 1st time inflow if you will. And the user manual goes through that specifically. So all of these things are documented.

JESSE JORSTAD: Okay, so now it might be helpful to know, now that you have an idea of how many units you're going to need for these different project types, you might want to enter your baseline inventory. So this is saying how many of these units did you have to begin with? So, this is street outreach and housing navigation and this is an emergency shelter. This D, just means that you use the default, so it's nothing too fancy. So, I'm just entering this information in here.

JESSE JORSTAD: Now, I do want to acknowledge that what a unit is. It depends on what it is you're talking about, right? Like emergency shelter here we're talking about maybe an actual like bricks and mortar unit of shelter, but what it means in terms of street outreach and housing navigation, you'll need to talk with your community about what is it that we mean, when we say a unit, and you might want to think about that in relationship to how you're assessing the cost of that unit.

JESSE JORSTAD: Okay we're going to go ahead and hit update.

JESSE JORSTAD: Now, we have come to a place where we want to enter the costs of these units. So, we're going to go ahead and hit the cost button. It's pulling forward this information from what was written in the project types. So, if you entered that information upfront, it will just pull forward.

JESSE JORSTAD: Now, you might say, you know what this is close enough, cause we're just getting started in our modeling process and we don't need to refine these things and that's okay. Or you can say I think this is going to grow by 1 dollar and I just want to really put that in there. And you can enter whatever number you want in this box, which brings me to a note about precision. It's important to know that the purpose of modeling is to get a general direction as to where you should be heading. Right?

JESSE JORSTAD: So you want to head north east from here, right? It is not a pinpoint precision. It's not telling you, it's gonna cost you exactly 100 Million dollars or whatever the price tag is. Right? But these are just ballpark estimates and there are a lot of assumptions that are being made.

JESSE JORSTAD: If you want to incorporate just a global cost increase, because maybe you're factoring in inflation or whatever the number is, you can go ahead and enter that here. And then when you hit apply, it's important you hit the apply button, it will then inflate these costs by that percentage.

JESSE JORSTAD: All right go ahead and hit update.

JESSE JORSTAD: You will see that that now populates the annual cost. So, let's see, we already went over a change, changing these assumptions down here. You can do that. You can change the return rate, which if you, let's go back in time here for a minute, if you change this return rate here. And said, oh, I think this is going to be 85%. What's gonna happen is this will inflate.

JESSE JORSTAD: So, now up to 2700, I think we were at 2450 before, right? So you can kind of mess around and see, okay, if we were able to get the return rate down to 6%, then that means that this number, which is going to recalculate here is down to 2476.

JESSE JORSTAD: Okay, so that's where you can make those updates, you can also actually open these and make the update in here, if you prefer. There's a lot of different ways you can interact. You can view all of the pathways that are being used in the model via this window.

JESSE JORSTAD: The other thing you can do is because you can make up project types. Right? Like, what is DTH, it is whatever you decide it is. And it could be that this is something that actually supposed to happen, kind of at the beginning of a pathway. In which case, then you can go into this and you can set that order up to number 1.

JESSE JORSTAD: What that does here is it moves it on the bar chart, which is handy, but the most important thing it does is it also looks at how it flows for this system map. So before when we looked at this emergency shelter was at the front, this is saying, well, now, this is actually before shelter. Which we wouldn't expect to happen, this is dedicated, affordable housing, but you understand the point that you can control the order that these things flow into one another.

JESSE JORSTAD: Okay. I am going to go ahead and stop there and ask Stephanie if there are any questions that would be helpful for me to sort of demo the answer to.

STEPHANIE REINAUER: There's so many questions, Jesse. I think one question that would be helpful, someone asked about once you enter the assumptions, and I'm paraphrasing and build your model when you look at the results will the results include the assumptions that you entered. And my chat answer would be kind of, but it depends, or some of them, but I thought maybe you could answer that question.

JESSE JORSTAD: o, if you're looking to get that level of information, so I would recommend probably 2.2, depending on exactly what you're looking for. But you can go ahead and say, I want to see this information by pathway. So right now it's showing you by year. Right? So, there's one row here, if you go to pathway, then you suddenly get multiple rows because you're looking at all of this information.

JESSE JORSTAD: Now at this pathway level, that's not where you actually input the household total. But you did input the exit to permanent destinations, so you could limit this table just to exit to permanent destinations and return percentages. Right?

JESSE JORSTAD: So here are those data that were entered for that information. Now, if you wanted to look for days homeless, for example, you could go down to this pathway, cause you actually enter that at the pathway and project type. So you can go down here and say, okay I want days homeless and days housed. And it's going to tell you that the days homeless for shelter plus rapid for emergency shelter is 90 days homeless. For that same pathway for rapid re-housing it's 30 days homeless and 730 days housed. So it is possible to get all of that information back out.

JESSE JORSTAD: It's interesting, I wonder if it would be helpful for us to add kind of an input indicator, because it is a little bit challenging to track, because you're putting in this information in a lot of different ways, right? Like, for the households, you're putting it in at the beginning for the whole year, and it's kind of dividing it up into these pathways. Right? So.

JESSE JORSTAD: Hopefully that I answered that question. Anything else, Stephanie?

STEPHANIE REINAUER: I thought I had sent another. There was one, about what is the chart communicating, that Hopefully you address because I don't know what it's about.

JESSE JORSTAD: I can talk a little bit about the charts and what they're communicating. Y

STEPHANIE REINAUER: Yeah, I think I just want to emphasize maybe before we do that a couple of themes that I've responded to specifically, but overall, just to remind people. The person entering Stella M, isn't coming up with all of those assumptions on their own? Right that's just like you're putting in the assumptions that hopefully a work group that data is a part of, has come up with all the inputs. And we have some worksheets to help with that.

STEPHANIE REINAUER: And then someone, maybe you, is going in to Stella and entering those things. And then there's been several questions about wanting to understand the data more about how to come up with the assumptions. And so, hopefully, we can have time to go to do that last slide of the resources, and maybe talk a little bit about that tool kit as well.

JESSE JORSTAD: Sounds perfect. To answer the chart question, I wonder if this is actually related to the system map in kind of thinking about which of these visuals may be the most confusing. So I just want to talk about that for a second.

JESSE JORSTAD: This is related to if you've used Stella P, you might be familiar with that system map, which is a little bit more simplistic than this. But again, the purpose is, you can see the number of households is also represented by the height of the bar, and then the total time homeless and housed is represented by the width of the bar. And so you can see that, wow, there's actually a lot of households spending a lot of time in rapid re-housing. Just really readily you can see that's the case. And then you can see it's flowing either directly in, because it's coming out of this household served, or it's flowing through emergency shelter and then over here.

JESSE JORSTAD: And that 100% of folks are exiting out of this project type. And 95% of those are exits to permanent housing. So that's kind of the quick explanation of what this is doing.

JESSE JORSTAD: Okay, I am going to stop sharing my screen. And then jump back over into the deck. I'm going to fast forward. You'll see all the screen share I've made for you. Over to the resources, there we are.

JESSE JORSTAD: Stephanie go ahead and take it away.

STEPHANIE REINAUER: Great. A lot of great questions coming in and I know I haven't gotten quite to all of them yet. But I want to say, mainly there is a tool kit. We're still building new things in it. But it covers the whole process from getting your work group together, to what data you could look at. And then also the user, the Stella M user guide is the actual kind of technical guide. on how to do everything in Stella M. And then we also will have an implementation guide as well. And we're going to be developing some more supplemental resources that kind of get into the weeds of the calculations.

STEPHANIE REINAUER: We do want to hear from you about what other supports you need as we continue to build out the tool kit, but we do encourage you to look at the toolkit.

STEPHANIE REINAUER: Also in the toolkit HUD exchange area there is that link to the system modeling overview webinar. We have Github set up if you want to send us technical questions or feedback specifically on Stella and not so much the system modeling process, but just about Stella M. And then if you have any HDX 2.0 access issues, please send us a AAQ so we can follow up with that.

STEPHANIE REINAUER: And then we also have that link to that September or August, I don't know, I have 2 different dates, September or HMIS Lead Call that we did that system modeling overview. There's a few other questions that we might... do we have time to do some other questions Jesse?

JESSE JORSTAD: Yeah, I did want to mention one thing. Such a great question about, like, hey, how do we get our notes and descriptions and stuff like that out of Stella? There is actually, and I am going to share my screen for this, on all of the toolbars in the results area there is this little icon.

JESSE JORSTAD: I am sharing the wrong screen, that's what my children look like. Okay. I'll go over here. Cool.

JESSE JORSTAD: This button right here, when you click this, it's gonna give you an export of all of the data that you have input and almost all of the results, with the exception of a little bit of the system map math, which doesn't come out yet, but it will give you just one Excel workbook that I think has 9 different tabs in it. That's going to walk you through the different levels of detail and all the calculations that Stella is doing.

JESSE JORSTAD: Let's take one more question that I think we'll move to wrap up.

STEPHANIE REINAUER: So hard to pick, I think, I think that obviously this isn't meant to be a complete training. This is a smart group of folks, and you're asking some really nuanced questions about what data's entered and the sources of the data and how to understand all that. It really is, it's a tool that is that all the data is entered.

STEPHANIE REINAUER: There's some default values in there, there's default project types in there, as well as sort of a placeholder for the household info that's really just used so you can build the model and maybe add your own assumptions later if you're still working on developing them. But it really, it really

is, everything needs to be entered by you. It's a tool to build something and a structure to do that and to do all the math.

STEPHANIE REINAUER: We can't pull data directly from Stella P or the LSA into Stella M at the moment, that's something considered in the future. But one of the big reasons that it's not set up like that right off the bat is Stella P and the LSA is a limited view of people experiencing homelessness and it limits project types and it doesn't account for who's not being served by your system and Stella M is really meant to, in the system modeling process, it's addressing the full universe of people experiencing homelessness for whichever geography and population you're modeling for.

STEPHANIE REINAUER: And so I think it's actually a big benefit that Stella M helps people think about who's not currently being served and the LSA is more narrow, just based on who's already being served. And so, absolutely, you should look at that when you're thinking about what your ideal system will look at, but it doesn't just automatically pull in that way.

JESSE JORSTAD: Perfect, I think one good question to address might be, Can you talk for a minute, Stephanie, about what the costs include. I realize that's kind of a general question...

STEPHANIE REINAUER: Yeah, so there might be placeholder values just so you know, but it's really not meant to be, if there are, they're just placeholders and the cost data is again a user entered field. It's the annual project cost per unit, so it's really you're defining what your project is. So maybe your project is an emergency shelter that is non congregate. Or maybe your project is rapid re-housing. And so, depending on all of that, what does it cost to operate that project type? Again, it's not a specific project or specific provider, but that type of project on average for a year per unit.

STEPHANIE REINAUER: And it doesn't include capital or development costs, but it would include those operating costs. And that's a really important input because that's gonna help you get cost estimates to go along with your inventory estimates. Right? So, then, at the end, you'll know how many of what type of units you would need and if you're doing a multi year model, that would be for each year of the model. And then, when you enter that cost information, it's just doing the multiplication for you.

STEPHANIE REINAUER: So you could say, okay, well, that means we would need this much money by that year. And that's so helpful in planning your system and figuring out how to use your resources.

STEPHANIE REINAUER: I would recommend viewing the intro to system modeling webinar on the HUD exchange where we have a case study and talking more about how communities can use that cost information too in their planning. CoC folks left on the call, that might be especially interesting for you to think about.

JESSE JORSTAD: Perfect okay. A couple more things before we wrap up our time with you today. So here are some links for foundational resources if you're new to the HMIS admin world, these are things you're definitely going to want to make sure that you are familiar with. And then here are some newer resource links of things that have been recently published. So, Sam will be dropping all of those into the chat for all of you. And we will see you back here on February 15th.

JESSE JORSTAD: Meredith, anything you want to talk about before we go talk to me.

MERADITH ALSPAUGH: I do, Jesse. Uh, hey. Why was the tiny ghost asked to join the football team? It is playoff season. Football's a hot topic.

JESSE JORSTAD: I can't imagine why.

MERADITH ALSPAUGH: The team just needed a little spirit.

JESSE JORSTAD: Yes. Yes, thank you, Meradith.

MERADITH ALSPAUGH: Laughs, yes.

JESSE JORSTAD: Yes. Nice work. Solid delivery. That was good.

JESSE JORSTAD: Okay, thank you. Everybody for your time today and for your patience, was kind of a rocky start there, but I think we made it through. I hope you all have a lovely rest of your week. Thanks everybody.