

STELLA P INSIGHTS AND ACTIONS STEPS GUIDE



Stella P is a strategy and analysis tool that helps CoCs understand how their system is performing and develop strategies to improve performance. Insights and Action Steps are key **Stella P** features to assist users in this process.



System-Generated Insights are data quality and performance flags automatically generated by the system to consider when interpreting the charts and information provided in **Stella P**. **User-Generated Insights** are notes entered by Stella P users to track and organize observations.

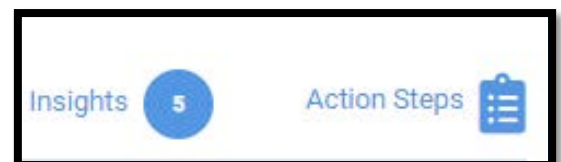
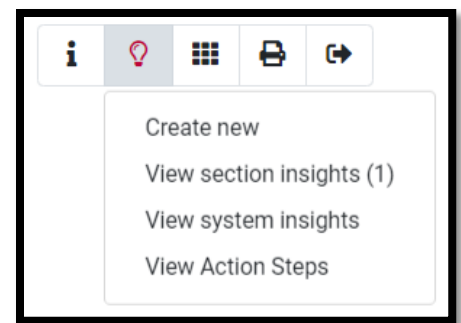


Action Steps are strategies developed by users to capture potential next steps in exploring data quality or performance issues. Actions can be linked to related data panels and insights.

ACCESSING INSIGHTS & ACTION STEPS

Insights and action steps can be accessed at the section level or at the system level.

1. Through the lightbulb in the panel toolbar, users can create new insights, view all system insights, or see section insights related to the current performance measure.
2. A blue circle in the upper right of each page in Stella P indicates the total number of insights and will take the user directly to the insights page. The clipboard icon links to the action steps.



TYPES OF INSIGHTS

Stella P provides users with the following **System-Generated Insights** types:

Data Quality: these insights flag high levels of missing data that may impact accuracy or representativeness of the information on display.

Pathway Impact: these insights use “impact scores” to quantify how much each pathway is impacting the performance measure for the entire household type. Pathways are the distinct combination of project types a household has been enrolled in during the report period. There is a separate impact score calculated for each performance measure: days homeless, exits, and returns. The insights highlight the top three pathways which are contributing to the performance for each household type: All households, Adult Only, Adult Only Veteran, Adult Only Non-Veteran 25+, Adult & Child, and Child Only.

NAVIGATING INSIGHTS

From the insights page, users can view, edit, or copy both system-generated and user-generated insights. Only certain components of the system-generated insights are editable, such as the priority level and related actions.

Show 10 entries

All Insights

ID	Name	Type	Description
1130	Major Data Quality	System-generated	The high level of missing data for the following variables may affect the accuracy or representativeness of th...
1131	Exits Pathway Impact	System-generated	The Exits Pathway Impact Score is calculated by adding the number of exits to temporary and unknown destinatio...



View insight details, including full description and related strategies.

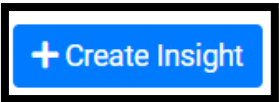
Edit insight and link to strategies or change the priority level.

Copy insight to make a new insight.

CREATING NEW INSIGHTS

There are two ways to create a new insight:

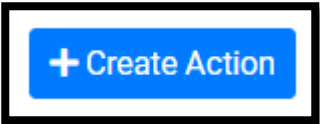
1. Select the blue “Create Insight” button.
2. Use the “Copy” button to copy and edit an existing insight.



CREATING ACTION STEPS

Users can create actions to address performance or data quality issues and link the actions to related insights and data panels. There are no “system-generated” action steps.

From the Action Steps page, select the blue Create Action button and fill in the fields. (See detail on following page.) Once an action is created, you can manage the action with the action toolbar:



View action details (such as target completion date) and related insights.

Edit action and link to insights.

Copy action as a template for a new action.

Delete action.

DEVELOPING A NEW ACTION

Fill in the fields below to create a new strategy.

New Action

Name

Description

Household Type

Category

Select Option

Owner

Priority

None

Target Completion Date

mm/dd/yyyy

Additional Notes

Related Insights

Select Insights

* multiselect

Investment Strategy, System-Level Practice Improvements, Project-Level Practice Improvements, Data Quality, Other

High, Medium, Low, None, or Ignore

Select one or more insights that related to the action

SHARING YOUR INSIGHTS AND ACTION STEPS

From either the Insights page or the Action Steps page, you can select the Export button to export your insights and action steps to Excel. The insights and action steps will appear in separate worksheets.

Action Steps

Users can create actions to capture ideas for next steps in exploring data quality or performance issues. Actions can be linked to related data panels and insights.

Show10entries

+ Create Action

Export

Show Insights

Search:

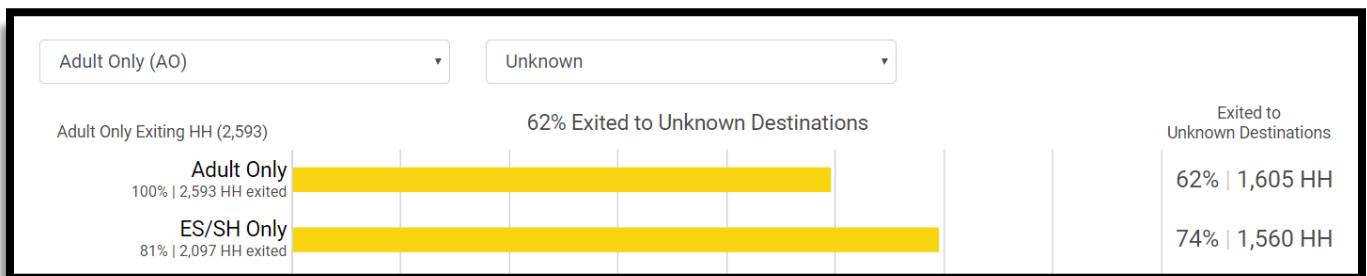
EXAMPLE: MOVING FROM AN INSIGHT TO AN ACTION STEP

In the example below, we noticed a high rate of unknown destinations for adult only households. We created a **user-generated insight** to make a note of this observation. There is also a **system-generated insight** alerting us to a high level of missing destination data, which impacts our ability to understand how the system is performing.

Type	User-generated
Name	Unknown Destinations for AO
Description	More than half of adult only households are exiting to unknown destinations.



Exploring the Exits by Pathway page in Stella P, we see that there are a high percent of unknown exits for Adult Only HHs in the ES/SH Only pathway.



The next step might be to explore the missing exit destination data. We could add an action to capture this next step, which could involve running APRs for HMIS participating shelters and discussing data collection practices with the shelter providers. This process could lead to increasing understanding of the impact of project performance on system performance, and collaborating on a strategy to improve data collection.

	Name	Explore missing exit destination
	Description	Run APRs for all participating shelters. Discuss data quality at shelter providers meeting.
	Household Type	Adult Only (AO)
	Category	Data Quality
	Owner	Minnie Mouse
	Priority	Medium
	Target Completion Date	05/31/2020
	Additional Notes	
	Related Insights	26. Major Data Quality 27. Exits Pathway Impact

Additional Resources

Still have questions? Visit the **Stella resources page** on the HUD Exchange for additional tools and guidance for making the most out of **Stella**.

<https://www.hudexchange.info/homelessness-assistance/stella/>