Using Dashboards to Make Human Services Data "Human"
ICPH Beyond Housing 2020
Session 2.12

Presented by:

Lisa Kessler
Data Analyst
Allegheny County Department of Human Services

Courtney Lewis
Transition Age Youth System Coordinator
Allegheny County Department of Human Services
Agenda

• Facts about Allegheny County

• Introduction to Allegheny County Data Warehouse
  • Analytic and decision making tools

• Dashboard examples

• Youth Experiencing Homelessness Case Conferencing: using dashboards and data in practice

• Questions
Allegheny County Fast Facts

• Population: 1.2 million

• Median household income: $58,383

• Median property value: $163,300

• Percent below the poverty line: 12.5%

• Percent without health insurance: 3.9%
Allegheny County Demographics

Population by Race

- White: 80.3% (Allegheny County), 73.0% (US)
- Black: 12.9% (Allegheny County), 12.7% (US)
- Other: 0.5% (Allegheny County), 5.8% (US)
- Asian: 3.5% (Allegheny County), 5.4% (US)
- Multiple Races: 2.7% (Allegheny County), 3.1% (US)
Allegheny County Demographics

Population by Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Allegheny County</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>under 18</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td>18-24</td>
<td>9%</td>
<td>10%</td>
</tr>
<tr>
<td>25-44</td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td>45-64</td>
<td>28%</td>
<td>26%</td>
</tr>
<tr>
<td>65+</td>
<td>18%</td>
<td>15%</td>
</tr>
</tbody>
</table>
Allegheny County Department of Human Services

- DHS serves 1 in 6 residents (~200,000)
- ~$1 billion annual budget

- Services for:
  - Older adults
  - Mental health
  - Drug and alcohol
  - Child protective services
  - At-risk child development
  - Homelessness and housing
  - Individuals with intellectual disabilities  (...and more)
Allegheny County DHS – Children, Youth and Families (CYF)

- ~$300 million budget
- In 2018, 16,233 calls of suspected abuse/neglect
  - 46% assigned for investigation
- 8,273 children and 12,039 adults served in 2018
- 2,001 families receiving services as of 10/4/2019

Number of Children Receiving Services, 10/4/2019

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>All children</td>
<td>4,308</td>
</tr>
<tr>
<td>Out of home placement</td>
<td>1,538</td>
</tr>
<tr>
<td>Foster care</td>
<td>1,421</td>
</tr>
<tr>
<td>Kinship care</td>
<td>950</td>
</tr>
</tbody>
</table>
Allegheny County DHS – Bureau of Homeless Services

- ~$30 million budget
- ~31,000 calls received in 2019 for homeless service referrals
- 2019- 10,000+ unique individuals served in 60+ programs

Number of People Served in CY2019

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Number of People Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>2,836</td>
</tr>
<tr>
<td>Permanent Housing</td>
<td>2,361</td>
</tr>
<tr>
<td>Homelessness Prevention</td>
<td>1,784</td>
</tr>
<tr>
<td>Other Services</td>
<td>1,372</td>
</tr>
<tr>
<td>Rapid Rehousing</td>
<td>1,179</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>1,138</td>
</tr>
<tr>
<td>Bridge/ Transitional Housing</td>
<td>340</td>
</tr>
</tbody>
</table>
Allegheny County Data Warehouse

• Operational since 2001

• Contains person-specific information and service activity from internal and external sources loaded into the central data area

• Once client data is loaded, each client is assigned a unique identifying number so all client specific data can be pulled together
Integrated Data Systems

Childhood & Education Services
- Early Intervention
- HeadStart
- Homevisiting
- Family Support Centers
- Child Welfare
- Family Court
- Pittsburgh Public Schools + 20 additional School Districts

Basic Needs
- Homeless
- Housing Supports
- Public Benefits
- Public Housing
- Employment/Unemployment
- Transportation (for medically fragile)
- Aging services & supports

Physical & Behavioral Health
- Mental Health Services (Medicaid & Uninsured)
- Substance Use Services (Medicaid & Uninsured)
- Physical Health Services (Medicaid)
- UPMC Health Plan (Commercial)
- Intellectual Disabilities

Juvenile & Criminal Justice
- Juvenile Probation
- Delinquency
- Pittsburgh Bureau of Police
- Criminal Court
- Allegheny County Jail
- 911 Dispatches

Vital Records
- Birth Records
- Autopsy Records
Using Data to Support:

- Coordinated Care
- Worker Decision Making
- Management Decision Making
- Community Use / Open Data
- Research

Child & Family History:
- Housing & Income Support
- Child Welfare
- Drug & Alcohol
- Criminal Justice
- Mental Health
- School
- Family Support
# Allegheny County Data Warehouse

<table>
<thead>
<tr>
<th>TOOL</th>
<th>PURPOSE</th>
<th>AVAILABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.AlleghenyCountyAnalytics.us">www.AlleghenyCountyAnalytics.us</a></td>
<td>Hosts data sets, publications and visualizations</td>
<td>Publicly available</td>
</tr>
<tr>
<td>QuickCount</td>
<td>Allows for queries about participation in a wide range of services from data integrated in the DHS Data Warehouse.</td>
<td>Publicly available</td>
</tr>
<tr>
<td>Client View</td>
<td>Information about individual clients and their service involvement</td>
<td>Authorized DHS users, provider agencies and clients</td>
</tr>
<tr>
<td>Allegheny Family Screening Tool (AFST)</td>
<td>Predictive model to support child welfare call screening decision-making</td>
<td>Child welfare call screening staff and supervisors</td>
</tr>
<tr>
<td>Outcomes Tool</td>
<td>Monitor the success of various programs/services by assessing the performance of participants</td>
<td>DHS staff</td>
</tr>
<tr>
<td>Alerts</td>
<td>Notification about clients’ key life events</td>
<td>DHS staff</td>
</tr>
<tr>
<td>Reports Portal</td>
<td>Location for viewing automated reports and dashboards</td>
<td>DHS staff</td>
</tr>
<tr>
<td>Dashboards</td>
<td>Visualizations that show demographic, service and utilization information of a service or system; data can be manipulated by users to provide a custom view</td>
<td>DHS staff</td>
</tr>
</tbody>
</table>
Data for Internal Use
# Data for Internal Use

## Basic Information
- **Social Security Number**: xxx-xx-5247
- **Date of Birth**: [Blank]
- **MCI ID**: 1000449087
- **MA Recipient Number**: [Blank]
- **State MCI Number**: [Blank]

## Address(es)
- **Address**: PITTSBURGH, PA, 15233
- **Municipality**: Manchester - Pittsburgh

## Contact
- **No Information Available**

## Other Info
- **Race**: Black or African American
- **Ethnicity**: No Data
- **Marital Status**: No Data
- **Living Arrangement**: No Data

## Service Involvement
- **All Records**: [Blank]
- **Timeline View**: [Blank]
<table>
<thead>
<tr>
<th>Date</th>
<th>Date</th>
<th>Service Description</th>
<th>Provider</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/29/2012</td>
<td>6/30/2017</td>
<td>Allegheny County Jail</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>5/17/2017</td>
<td>5/24/2017</td>
<td>Criminal Justice Re-Entry Services</td>
<td>MERCY LIFE CENTER CORPORATION</td>
<td>New Code from Jail Collaborative - Not Yet Defined in the DW</td>
</tr>
<tr>
<td>5/16/2017</td>
<td>5/16/2017</td>
<td>Mental Health Services</td>
<td>MERCY BEHAVIORAL HEALTH</td>
<td>First appointment by clinician other than MD (OPMH)</td>
</tr>
<tr>
<td>3/19/2017</td>
<td>3/19/2017</td>
<td>Mental Health Services</td>
<td>UPMC WESTERN PSYCHIATRIC INSTITUTE</td>
<td>Emergency Evaluation by non-MD redindated at the DEC</td>
</tr>
<tr>
<td>1/4/2017</td>
<td>2/15/2017</td>
<td>Homeless and Housing</td>
<td>MERCY LIFE CENTER CORPORATION</td>
<td>Emergency Shelter HAP Facility</td>
</tr>
<tr>
<td>1/4/2017</td>
<td>2/15/2017</td>
<td>Homeless and Housing</td>
<td>MERCY LIFE CENTER CORPORATION</td>
<td>Emergency Shelter Night by Night ESG County</td>
</tr>
<tr>
<td>9/11/2013</td>
<td>9/21/2016</td>
<td>Office of Behavioral Health - Mental Health</td>
<td>MERCY LIFE CENTER CORPORATION</td>
<td>Administrative Management</td>
</tr>
<tr>
<td>5/9/2016</td>
<td>5/16/2016</td>
<td>Office of Behavioral Health - Mental Health</td>
<td>WESTERN PSYCHIATRIC INSTITUTE AND CLINIC OF UPMC PRESBYTERIAN (WPIC)</td>
<td>Mental Health Crisis Intervention</td>
</tr>
</tbody>
</table>
Data for Internal Use

New York Times article

Impact Evaluation
Opioid-Related Overdose Deaths in Allegheny County: Report and Data Visualizations

Allegheny County is experiencing opioid-related overdose rates higher than in the state and in the U.S. In 2016, 93 percent of overdose deaths in the County were opioid-related and 2016 represented the third consecutive year in which the number of fatal overdoses was higher than in any prior year. An increase in the presence of

Browse by Tag

- child abuse
- perspective
- court
- foster care
- homelessness
- jail
- collaborative
- mental health
- needs
- assessment
- police
- prevention
- probation
- substance use
- system integration
## RESULTS

### Results Summary

*Only results with a value of 6 or greater are displayed.*

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>LEGAL SEX</th>
<th>AGE</th>
<th>RACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Active) Allegheny County Jail Booking</td>
<td>13,071</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Ever Active) Mental Health Services (All)</td>
<td>256,582</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participating in Both Programs</td>
<td>9,082</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participating in Either Program</td>
<td>260,571</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

See the panel below for an explanation of the results.

**Explanation of Results**

**What else should I know about this data.**
Examples: Child Welfare Placement Information Dashboard

Data and Definitions

About the Dashboard
This interactive dashboard provides information about out-of-home placements in Allegheny County, including the child welfare caseload, characteristics of children in placement and details of children’s placements: what type of placements were used, how long children stayed there, where they went after their placement ended (exits), and how many returned to the child welfare system after returning home (re-entries).

About the Data
This dashboard uses data from the Allegheny County Key Information and Demographics Systems (KIDS), the County’s child welfare case management system, which includes details about individual demographics, case activity, services received, family plans, and assessments. Cleanup of the data, technical assistance, and analysis support was provided by Chapin Hall, an independent policy research center. Data was updated in October 2019 and will be updated every year.

Definitions:
Adoption: The legal transfer of parental rights and responsibilities from the birth parents to new parent(s)/caretakers.
Congregate care: Out-of-home placement in a non-family setting such as a group home or residential care facility.
Entry: An entry into an out-of-home placement spell paid for by child welfare. An individual child is counted each time he/she enters out-of-home placement in a given year.
Exit: An exit from an out-of-home placement spell. Exit destinations include home reunification, adoption, permanent legal custodianship, and non-permanent exits (aging out/reaching age of majority, ranaway, and emancipation). An individual child is counted each time he/she exits out-of-home care in a given year.
First placement: The first placement setting a child experiences in the first out-of-home placement spell.
First entry: The first out-of-home placement spell, a subset of entries.
Foster care: Out-of-home placement in a family setting with non-relatives.
Independent living: Out-of-home care for older youth transitioning from the foster care system; may be in scattered-site or semi-supervised apartments, clustered or supervised apartments, or shared homes.
Kinship care: Out-of-home placement with a family member or friend of the family.
Length of stay: The amount of time a child spends in one placement spell.
Majority placement: Placement setting in which a child spends greater than 50 percent of his/her first placement spell.
Non-permanent exit: A child’s exit from a placement due to aging out/reaching age of majority, running away, or emancipation.
Out-of-home placement: A temporary home for a child who, for safety reasons, must live away from his/her home of origin. Placement types include congregate care, foster care, kinship care, and independent living.
Permanent exit: A child’s exit from an out-of-home placement to a situation considered to be permanent. Permanent exit types include home reunification, adoption, and permanent legal custodianship.
Permanent legal custodianship (PLC): A court-approved permanent exit from a child welfare out-of-home placement. PLC may be appropriate for children who cannot be reunited with their parents or for whom adoption is not possible. PLC does not require parental consent and parental rights need not be terminated.
Placement setting: The type of environment in which a child resides while in out-of-home care. Placement settings include congregate care, foster care, kinship care, and independent living.
Placement spell: Continuous period of time during which a child is in out-of-home care, from entry to exit. A single spell may contain multiple placement settings. Also referred to as “spell.”
Point-In-Time Count: The number of children in out-of-home placement at one specific point in time.
Rearrangement: Youth who has reached the age of 18 and has not requested the court to retain jurisdiction.
Re-entry: Entry into out-of-home placement within one year of exiting their first placement spell.

Further questions? Email DHS-Research@alleghenycountypa.gov

Dashboard Link
Examples: Jail Population Management Dashboard

Allegheny County Jail Population Management Dashboards
Jail Population Overview

**Daily Jail Population**
On average (from 1/1/16 to 1/2/20), the Allegheny County Jail holds 2,547 individuals each day.

Today’s jail population is **2,514**, which is **down 3%** from one month ago and **up 4%** from one year ago.

**Gender**
On average (1/1/16 - 1/2/20), **87%** of the individuals in jail are Male.

**Race**
On average (1/1/16 - 1/2/20), **59%** of the individuals in jail are Black.

**Age**
On average (1/1/16 - 1/2/20), **39%** of the individuals in jail are **25-34 years old**.
Examples: Clients Using Allegheny County Homelessness Programs

2,827 unique people were active in Emergency Shelter programs between 1/1/2019 and 12/31/2019.

Dashboard Link
In Practice: Youth Experiencing Homelessness

• Collaborative cross-system meetings held biweekly

• Review data from dashboards: young people ages 18-24 receiving homeless services

• Goals:
  • Work together to think holistically about how to connect client to housing and keep them stably housed
  • Catch when people could fall through the cracks – system is not designed to fit every person’s needs
  • Generate creative solutions and ask for exceptions when appropriate
In Practice: Youth Experiencing Homelessness

Case Conferencing Process

1. Introductions & Confidentiality Agreement
2. Review of Master List from dashboard
3. Tier selected cases by risk level
4. Group discussion on selected cases: utilize staff knowledge and Client View
5. Commit to action steps
6. Send notes with highlighted action items
7. Follow-up at next meeting
In Practice: Youth Experiencing Homelessness

Case Conferencing Stakeholders

**Client level (direct)**
- Coordinated Intake
- Street Outreach
- Rapid Re-Housing & Permanent Supportive Housing
- Homeless Shelters

**System level (indirect)**
- Housing Navigation
- Child Welfare
- Child/Adult Mental Health
- Adult Homeless System
- Youth Homelessness Demonstration Program Manager
Case Conferencing Stakeholders

• 412 Youth Zone (Drop-In Center)

• Youth Support Partners (Peer Support)

• Kids Voice (legal representation for youth formerly in foster care)

• Community organizations
In Practice: Youth Experiencing Homelessness

412 Youth Zone

- One-stop comprehensive center
- 80+ partners
- Youth ages 16-23 transitioning from foster care or experiencing housing instability
- 1,466 youth receiving services (FY 18-19)
- Voluntary services to help youth achieve their goals for transitioning to adulthood
In Practice: Youth Experiencing Homelessness

412 Youth Zone

- Drop-In Center
  - On-site medical clinic (Children’s Hospital of Pittsburgh)
  - Outpatient therapy
  - Laundry/showers
  - Meals and food pantry
  - Open every day, except holidays
  - Programming calendar with 6-8 activities per day (groups, provider office hours, fun activities)
- Field trips every Saturday
412 Youth Zone

Coaching/case management

- Staff includes Youth Coaches, Supervisors, Support Staff, Therapists
- Coaches meet with youth at Drop-In Center and in the community
- Coach youth on achieving their individualized goals
- Areas of focus: employment, education, housing, parenting, vital documents, MH treatment, finances, healthy relationships
Youth Support Partners (YSP)

- Full-time peer support staff with lived experience
  - 35 Youth Support Partners
  - 5 Youth Voice Specialists
  - Served 550 youth (FY 18-19)
  - 90% engagement rate
  - Full-time salary and benefits
In Practice: Youth Experiencing Homelessness

Ending Youth Homelessness in Allegheny County

Allegheny County has identified 659.0 youth aged 18-24 who are homeless with an average length of stay of 84.11 days.

48 new youth have been identified since November 10, 2019. 92 youth are currently homeless.

31 youth have had a homeless end date since November 10, 2019 (Bars in purple represent exits to permanent destinations).

Race

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>70</td>
</tr>
<tr>
<td>Black</td>
<td>42</td>
</tr>
<tr>
<td>Other</td>
<td>12</td>
</tr>
<tr>
<td>Missing</td>
<td>11</td>
</tr>
<tr>
<td>Friends/Family, temp</td>
<td>3</td>
</tr>
</tbody>
</table>

Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Missing</td>
<td></td>
</tr>
</tbody>
</table>
## In Practice: Youth Experiencing Homelessness

### Youth Master List

This dashboard is a by-name list of all 18-24 homeless youth who are heads of household. This list is used for case conferencing and sh...
In Practice: Youth Experiencing Homelessness

- Stakeholders at the meetings use the youth master list fields
- Manual fields added by the group after conferencing:
  - 3 tier risk level
  - Date of last case review
  - Case notes/action steps
<table>
<thead>
<tr>
<th>Tiers</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>High risk. Sleeping on the street and/or in a highly vulnerable situation.</td>
</tr>
<tr>
<td>2</td>
<td>Moderate risk. Safe place to sleep but making limited progress toward stable housing.</td>
</tr>
<tr>
<td>1</td>
<td>Low risk. Anticipate being housed within the month.</td>
</tr>
</tbody>
</table>
Examples of Team Solutions

• Connecting clients most in need with crisis housing / single room occupancy units

• Implementing creative engagement strategies (Youth Support Partner) to connect youth to resources

• Adjusting assessment risk score with new information (example: sexual exploitation)

• Communicating across systems to reconnect clients to previous workers or providers (service coordinators, mentors, lawyers)
Examples of Team Solutions

• Referring to supports outside of homeless system (examples: mobile mental health team, post-foster care supports, disability benefits)

• Aligning team communication – so everyone is sending the same message about next steps

• If barriers are multi-system – referring for Integration and Teaming Meeting
• What client wants to achieve for themselves is paramount
• Nothing about them, without them
• Data is not a standalone solution
• Data and dashboards can...
  • Streamline communication
  • Identify gaps
  • Prevent/overcome barriers
  • Reduce friction in navigating the system
  • Align system information and resources so client can make informed choices

In Practice: Youth Experiencing Homelessness
Thank you!

Lisa Kessler
Lisa.Kessler@alleghenycounty.us

Courtney Lewis
Courtney.lewis@alleghenycounty.us