Allegheny County Department of Human Services

Using Dashboards to Make Human Services Data "Human"

ICPH Beyond Housing 2020

Session 2.12

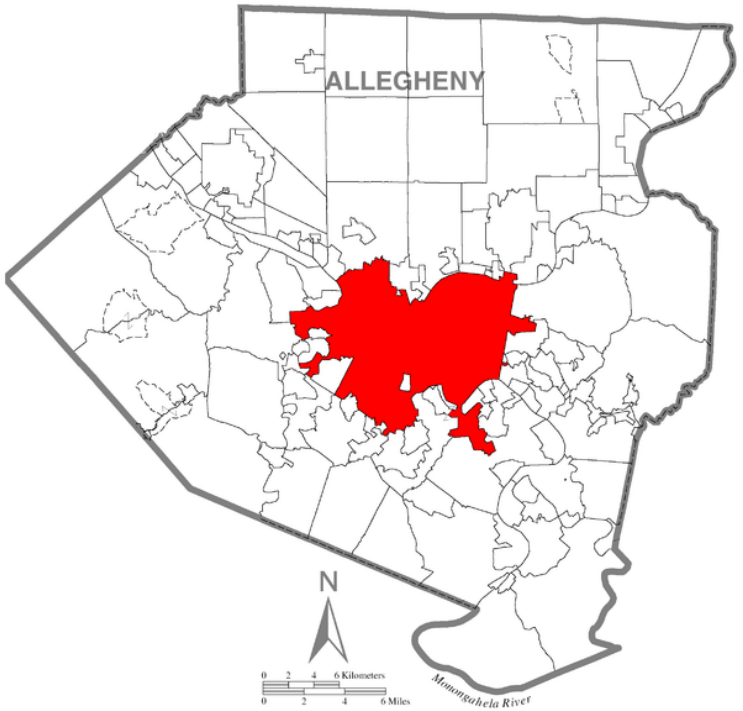
Presented by:

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

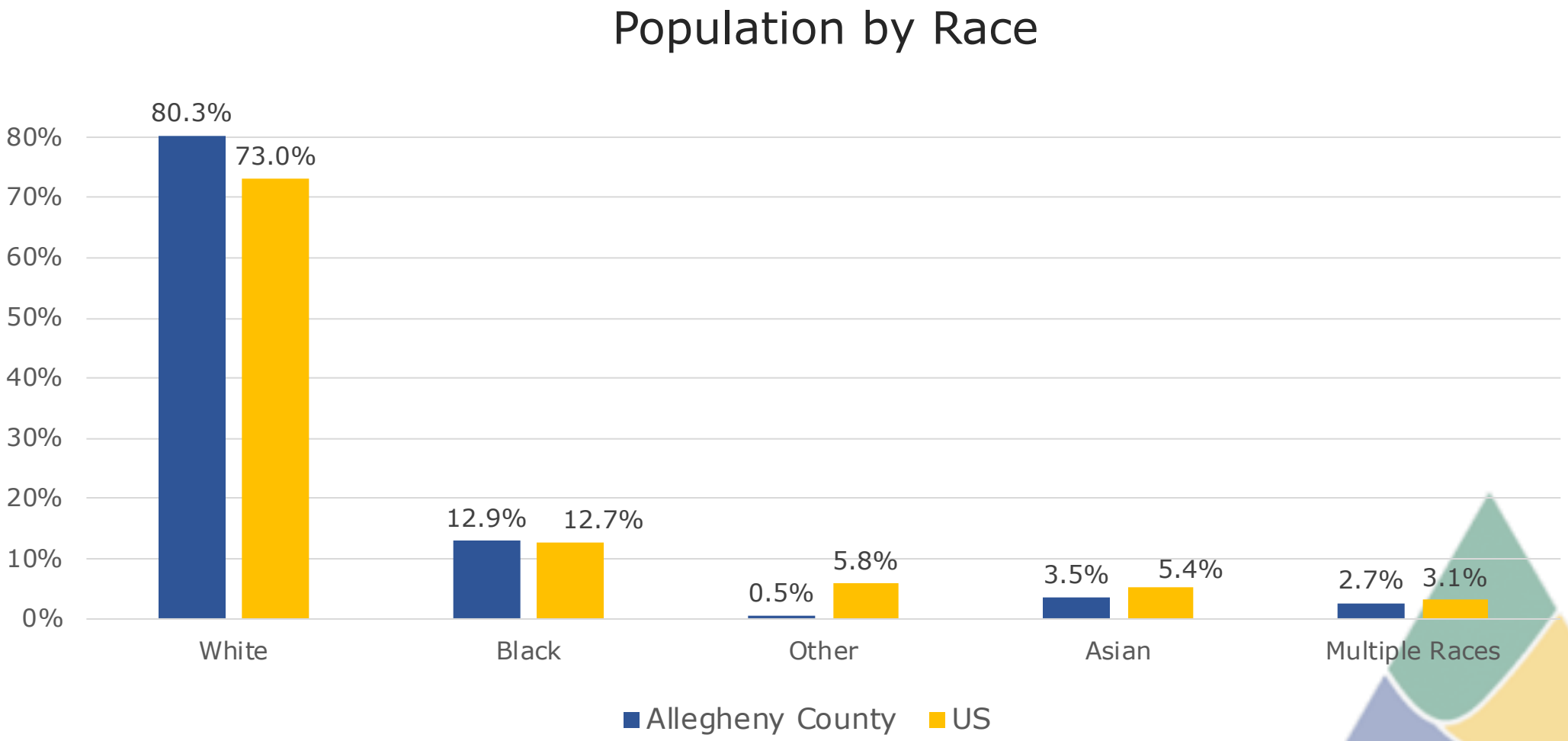

ALLEGHENY
N
0 2 4 6 Kilometers
0 2 4 6 Miles
Monongahela River

Pittsburgh
Harrisburg
Philadelphia

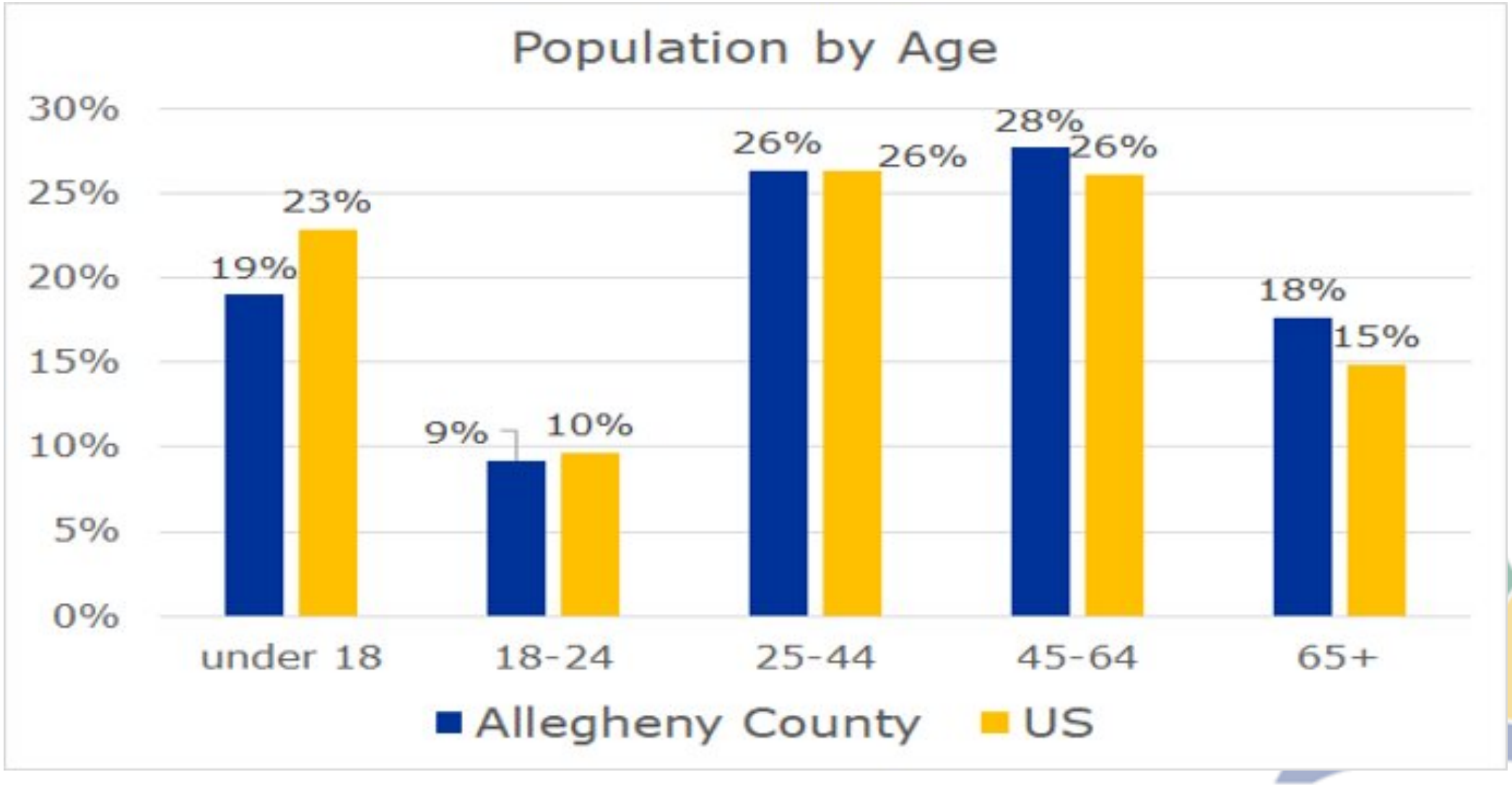
Allegheny County Fast Facts

- 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



Allegheny County Demographics



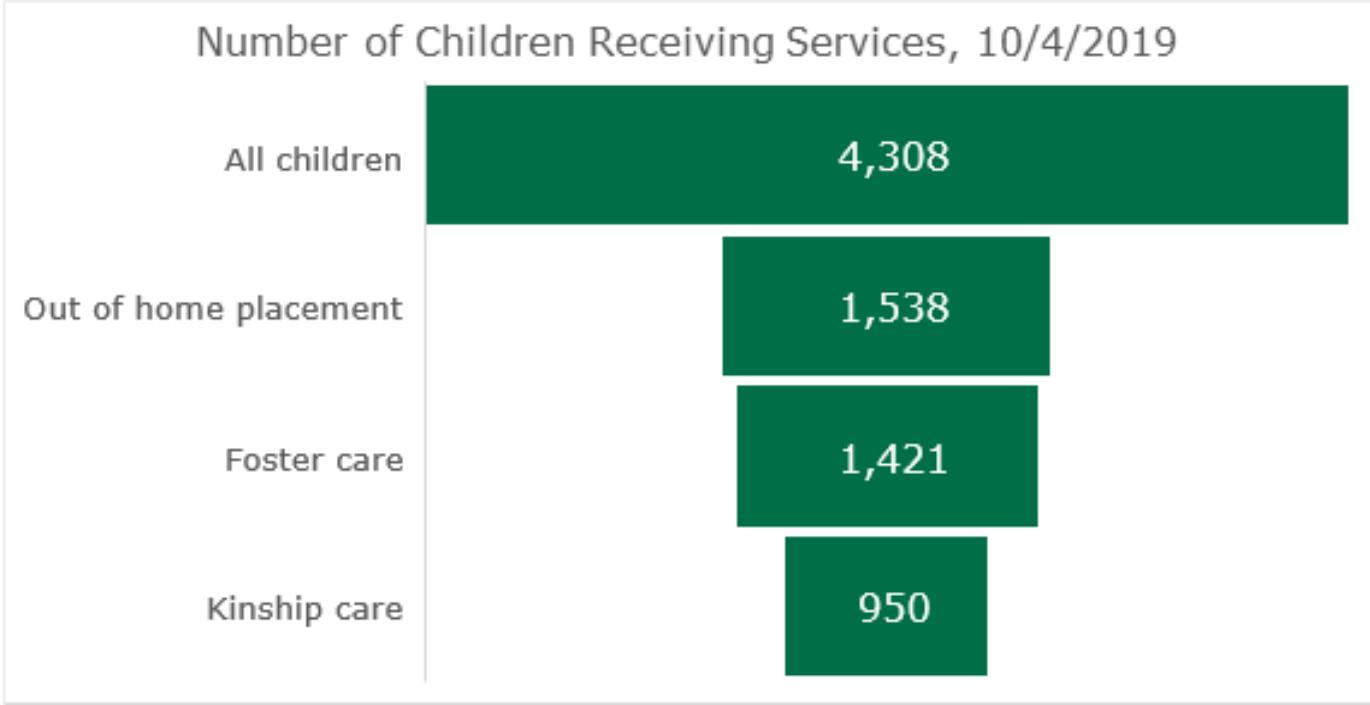
Allegheny County Department of Human Services

- 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

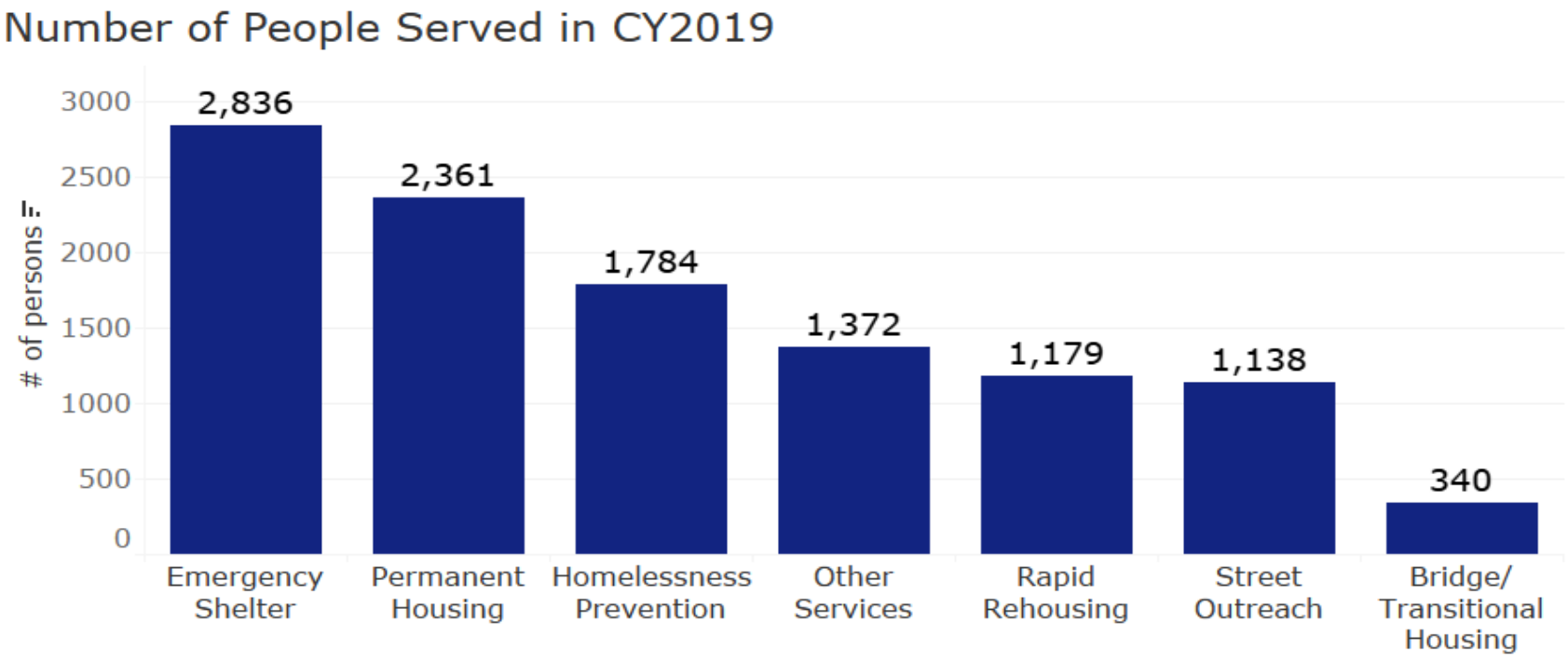


CYF Profile

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

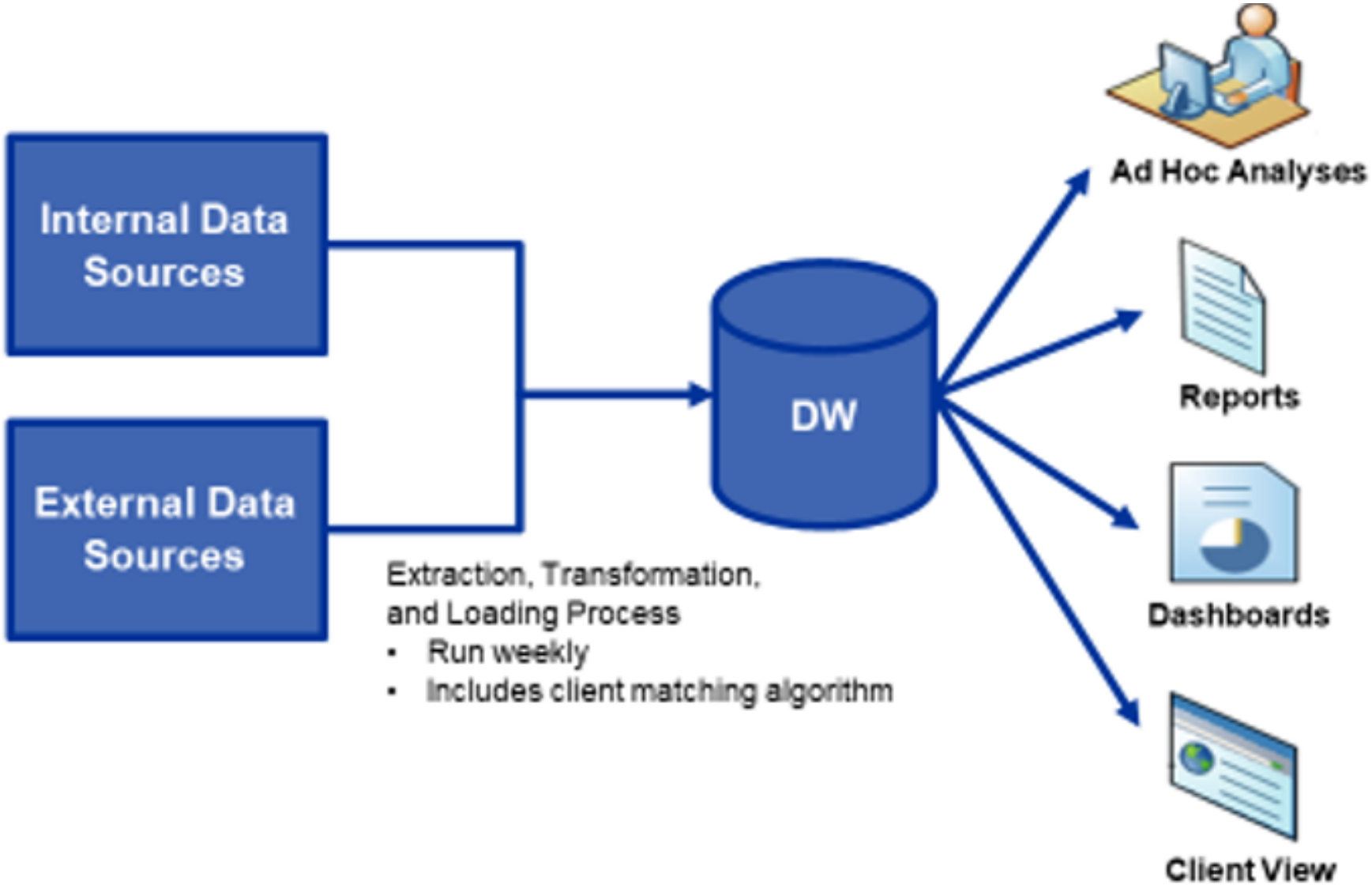


Allegheny County Data Warehouse

- 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

Data Warehouse Data Brief

Data Warehouse



Integrated Data Systems

Childhood & Education Services
Early Intervention
HeadStart
Homevisting
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:

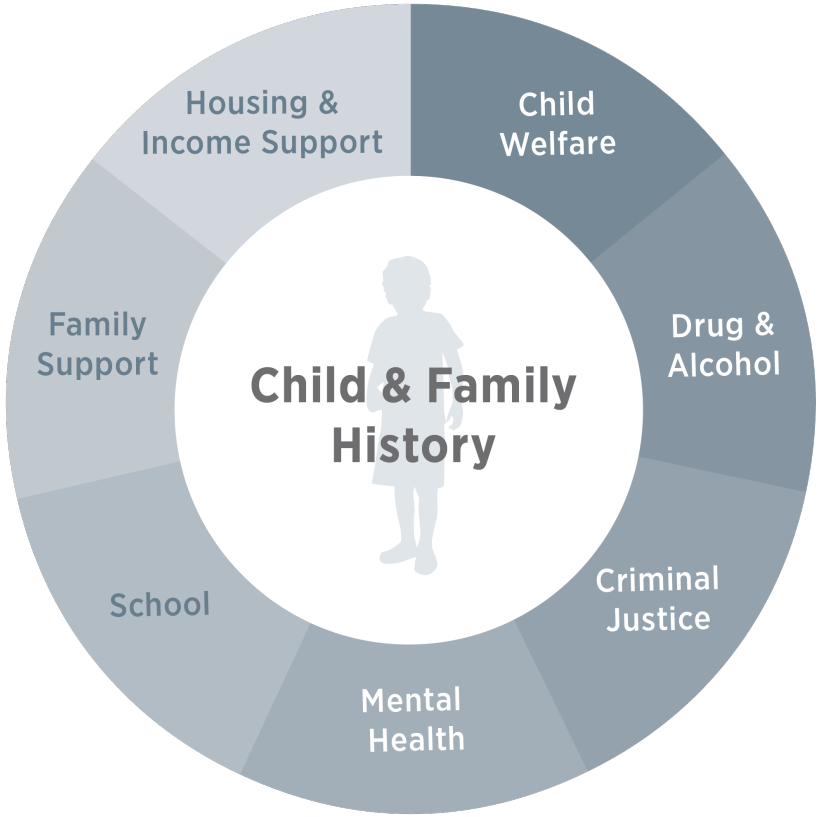
Coordinated Care

Worker Decision Making

Management Decision Making

Community Use / Open Data

Research

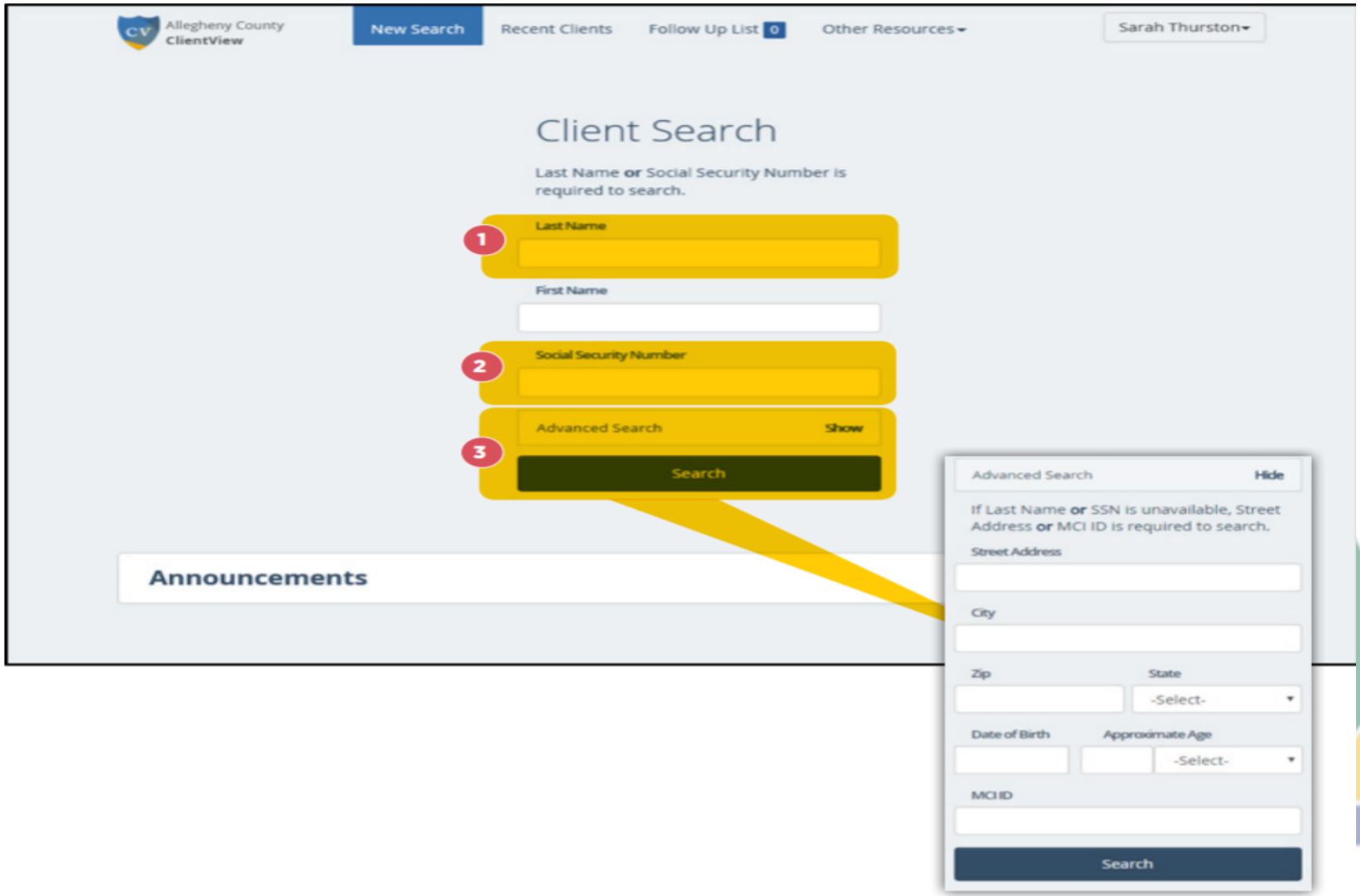


Allegheny County Data Warehouse

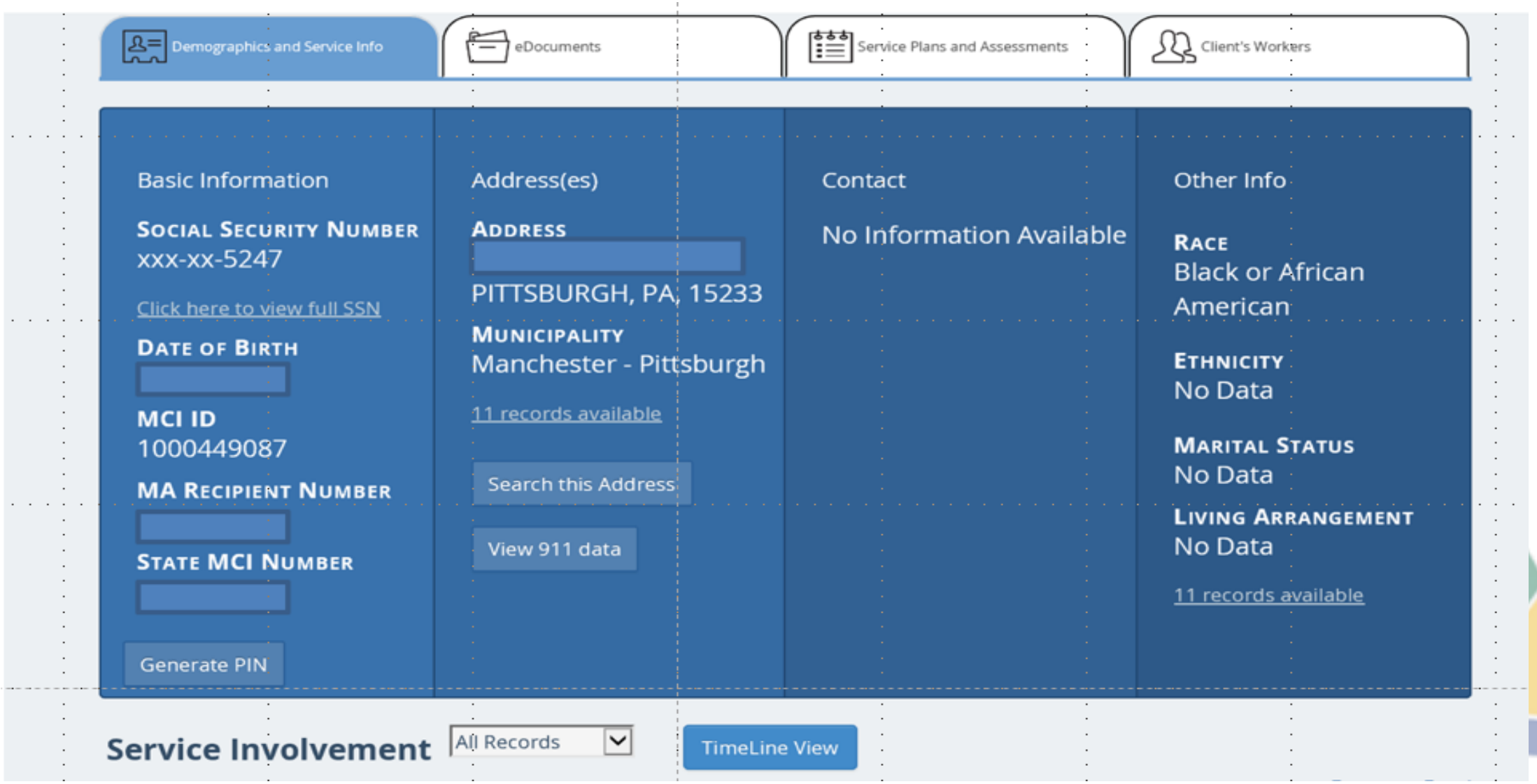
Analytic and Decision-Making Tools

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

Data for Internal Use



Data for Internal Use



Data for Internal Use

2/29/2012	6/30/2017	Allegheny County Jail	-	-
5/17/2017	5/24/2017	Criminal Justice Re-Entry Services	MERCY LIFE CENTER CORPORATION	New Code from Jail Collaborative - Not Yet Defined in the DW
5/16/2017	5/16/2017	Mental Health Services	MERCY BEHAVORIAL HEALTH	First appointment by clinician other then MD (OPMH)
3/20/2017	3/27/2017	Mental Health Services	MEDICAL CENTER OF BEAVER, THE	Inpatient MH Day
3/19/2017	3/19/2017	Mental Health Services	UPMC WESTERN PSYCHIATRIC INSTITUTE	Emergency Evaluation by non-MD redndered at the DEC
1/4/2017	2/15/2017	Homeless and Housing	MERCY LIFE CENTER CORPORATION	Emergency Shelter HAP Facility
1/4/2017	2/15/2017	Homeless and Housing	MERCY LIFE CENTER CORPORATION	Emergency Shelter Night by Night ESG County
9/11/2013	9/21/2016	Office of Behavioral Health - Mental Health	MERCY LIFE CENTER CORPORATION	Administrative Management
1/1/2014	6/13/2016	Office of Behavioral Health (Drug and Alcohol)	White Deer Run, Inc.	Non Hosp Residential Rehabilitation - Dual DX
5/9/2016	5/16/2016	Office of Behavioral Health - Mental Health	WESTERN PSYCHIATRIC INSTITUTE AND CLINIC OF UPMC PRESBYTERIAN (WPIC)	Mental Health Crisis Intervention

Data for Internal Use

[redacted]

34 years old, Female

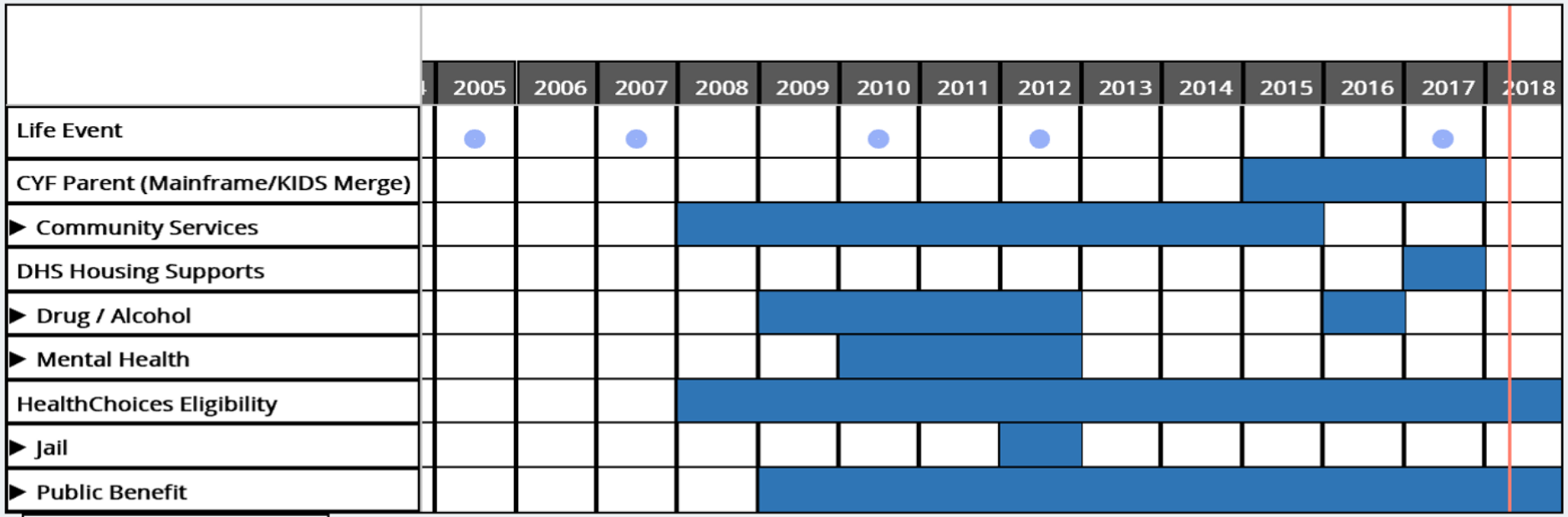
Timeline Display Options

View Monthly | View Yearly

View Involved Program Areas | View All Program Areas

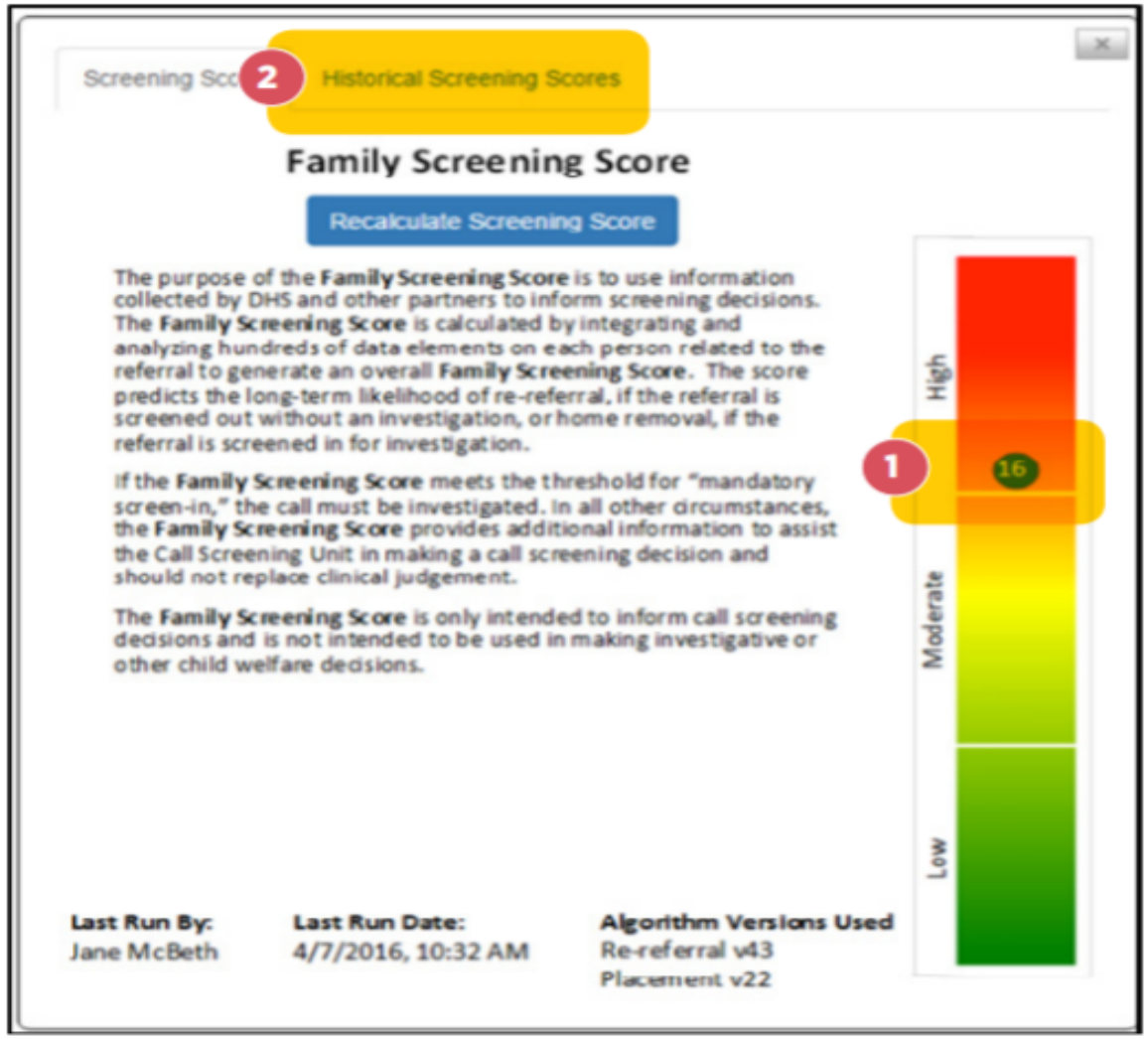
Filter Program Areas

Print Timeline



Please Note: Information being displayed is based upon data that is available for this client

Data for Internal Use



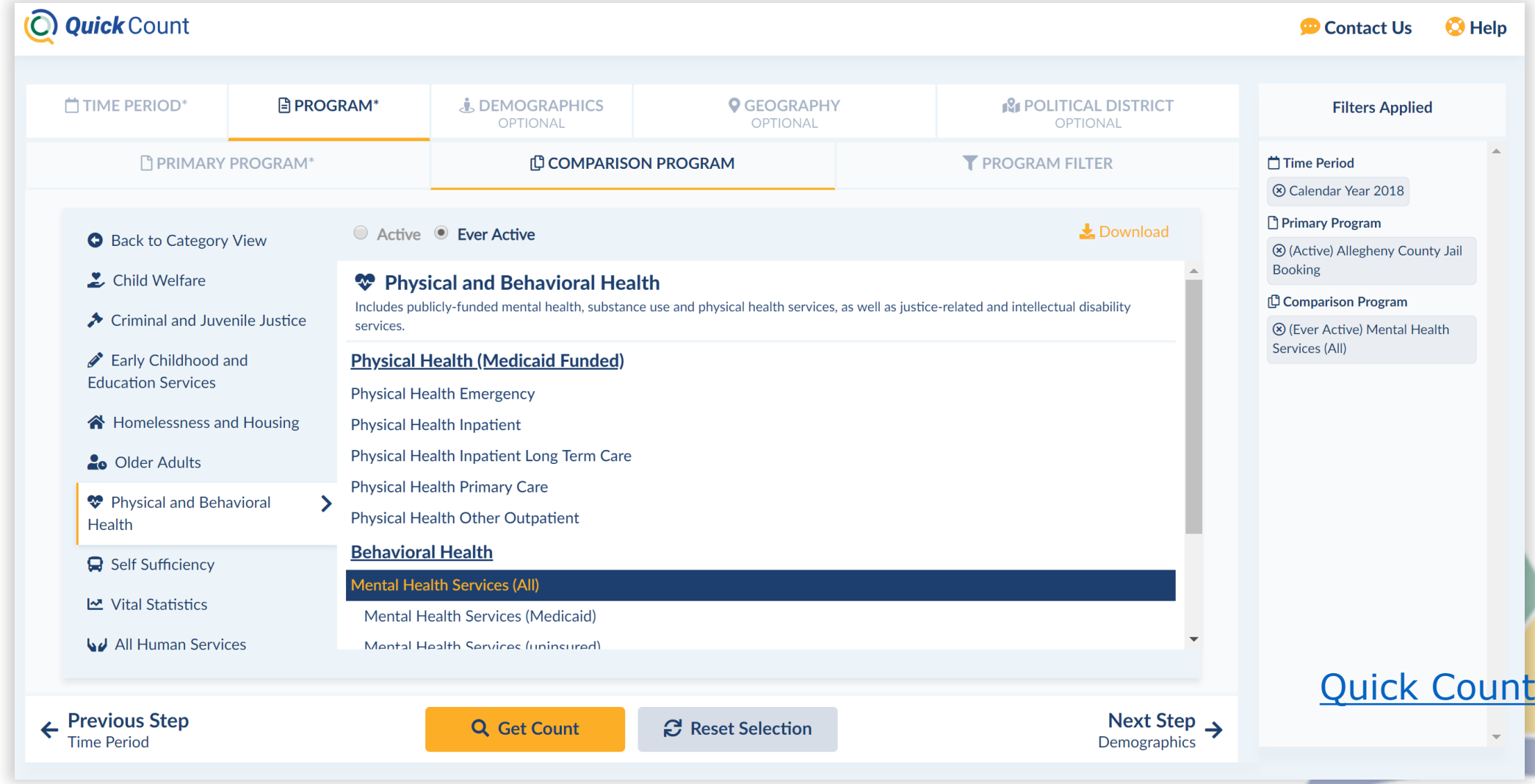
[New York Times article]

[Impact Evaluation]

Data for Public Use

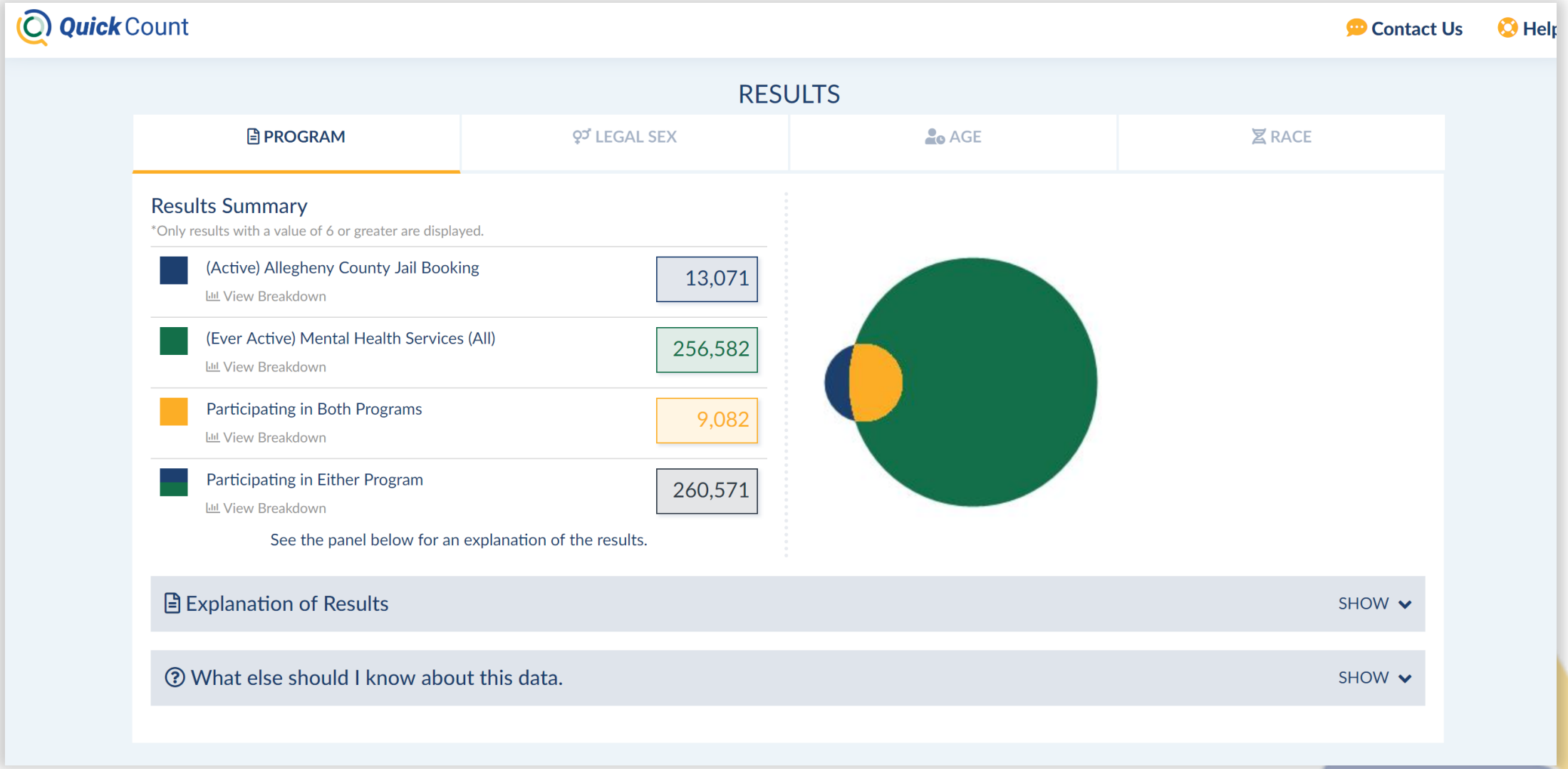
[Allegheny County Analytics]

Data for Public Use

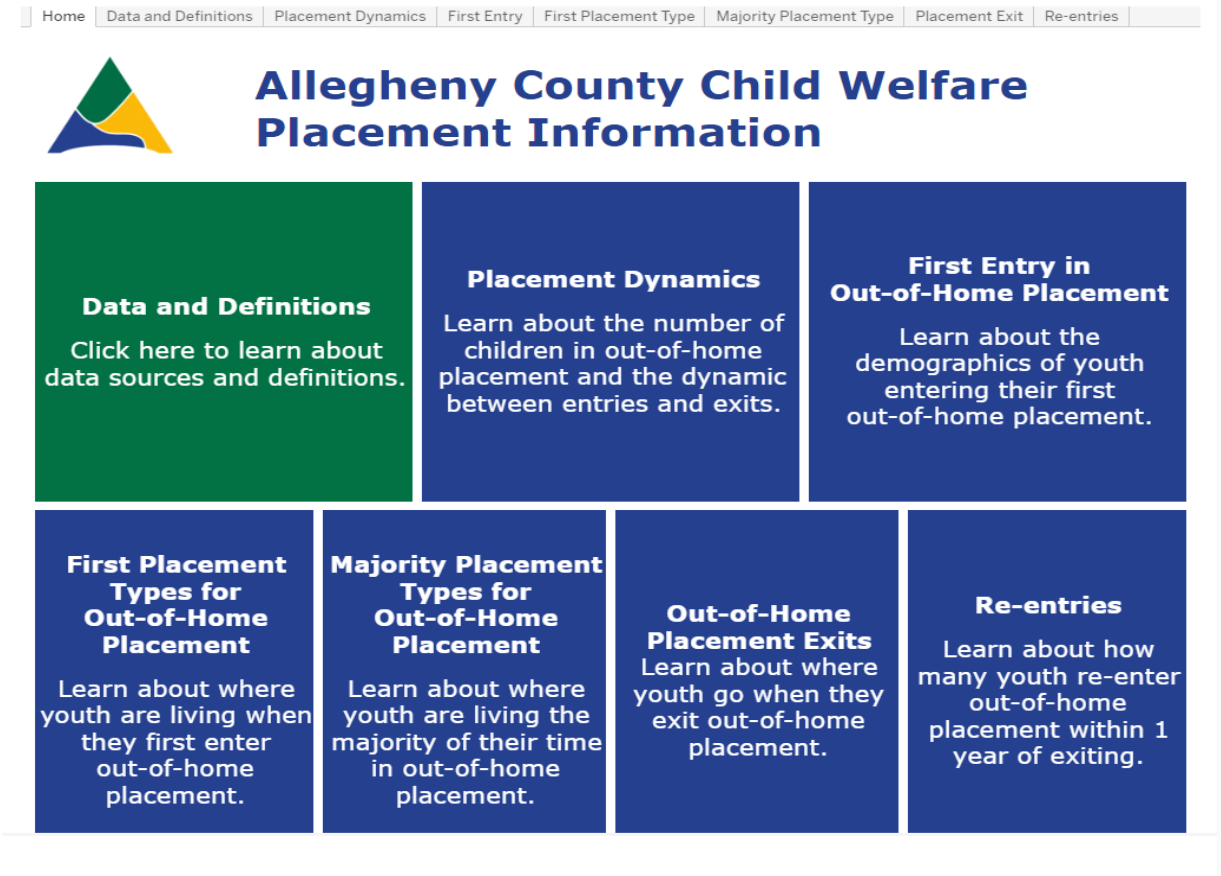


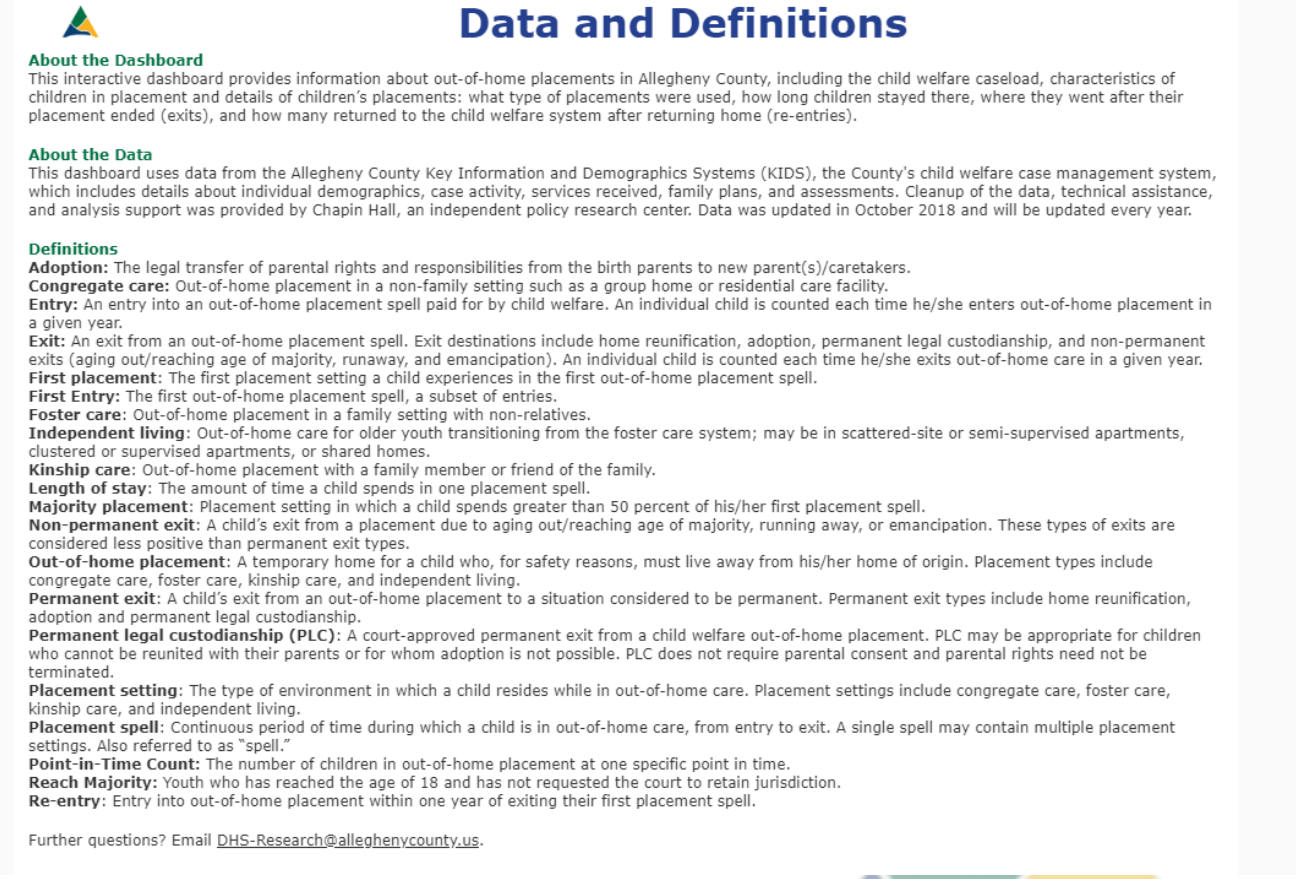
[Quick Count link]

Data for Public Use



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 2018 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, runaway, 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. These types of exits are considered less positive than permanent exit types.
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.
Reach Majority: 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@alleghenycounty.us.

Dashboard Link

Examples: Jail Population Management Dashboard

Allegheny County Jail Population Management Dashboards

Jail Population Overview

Last Updated Date:
1/2/20

Selected Values:
Date: *1/1/16 to 1/2/20*
Federal Holds?: All
Gender: Male & Female
Race: All
Age: All

Date Range
Last 5 years

Location
(All)

Federal Holds?
(All)

Gender
(All)

Race
(All)

Age
(All)

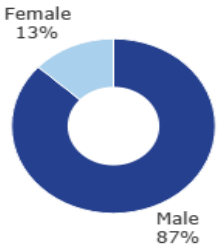
Daily Jail Population

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.

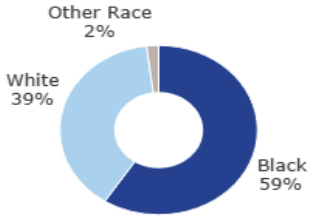
Gender

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



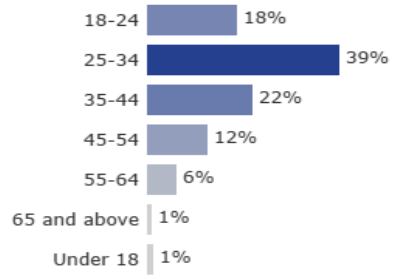
Race

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**.



[Dashboard Link]

Examples: Gun Violence Dashboard

Gun Violence, City of Pittsburgh, 2010 to December 2019
Shootings, Aggravated Assaults with a Gun and Dispatches for Shots Fired

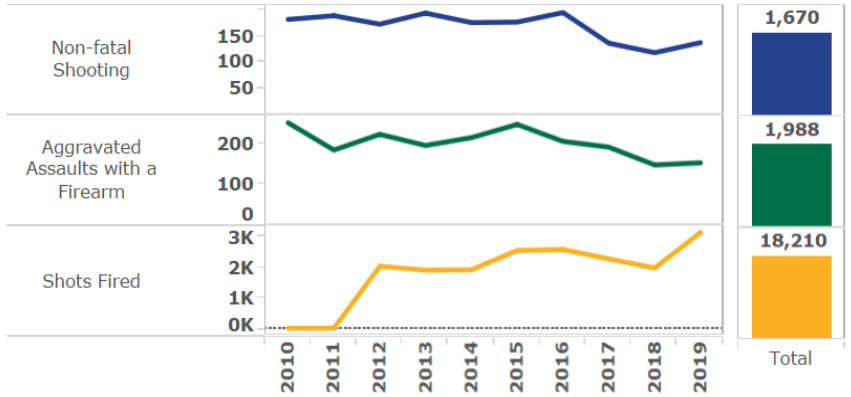
Select Year: (All) | Select Month: (All) | Select Category: (All) | Select Neighborhood: (All)

Data last updated as of:

Shootings	11/30/2019
Shots Fired	12/1/2019

Totals and Annual Gun Violence Trends

Data for shots fired is available from 2012 forward



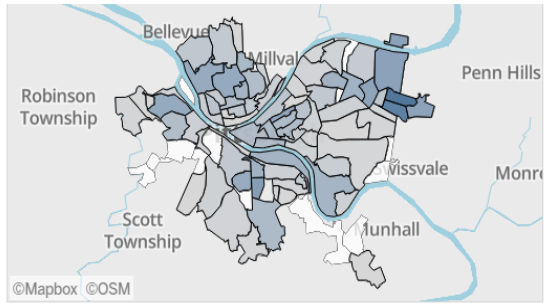
When does gun violence occur?

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Morning (5AM-11AM)	1%	1%	1%	1%	1%	1%	1%	7%
Afternoon (11AM-5PM)	2%	2%	2%	2%	2%	2%	2%	14%
Evening (5PM-11PM)	6%	5%	5%	5%	5%	6%	6%	38%
Night (11PM-5AM)	4%	5%	5%	5%	5%	8%	8%	40%
Total	13%	12%	13%	12%	14%	18%	18%	100%

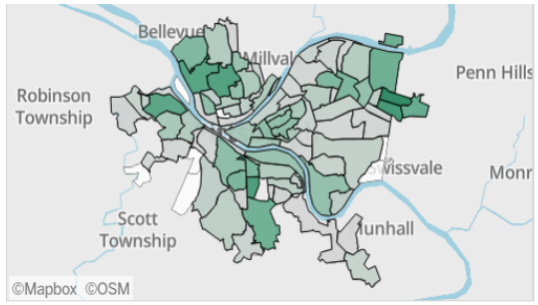
[Dashboard link]

Where does gun violence occur?

Non-fatal Shootings

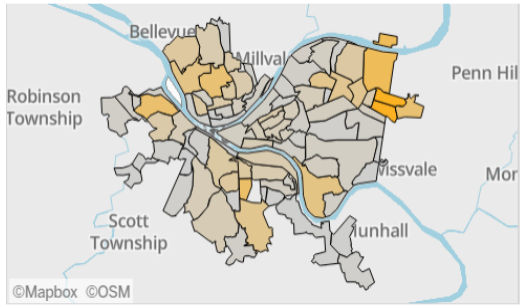


Aggravated Assaults with a Firearm

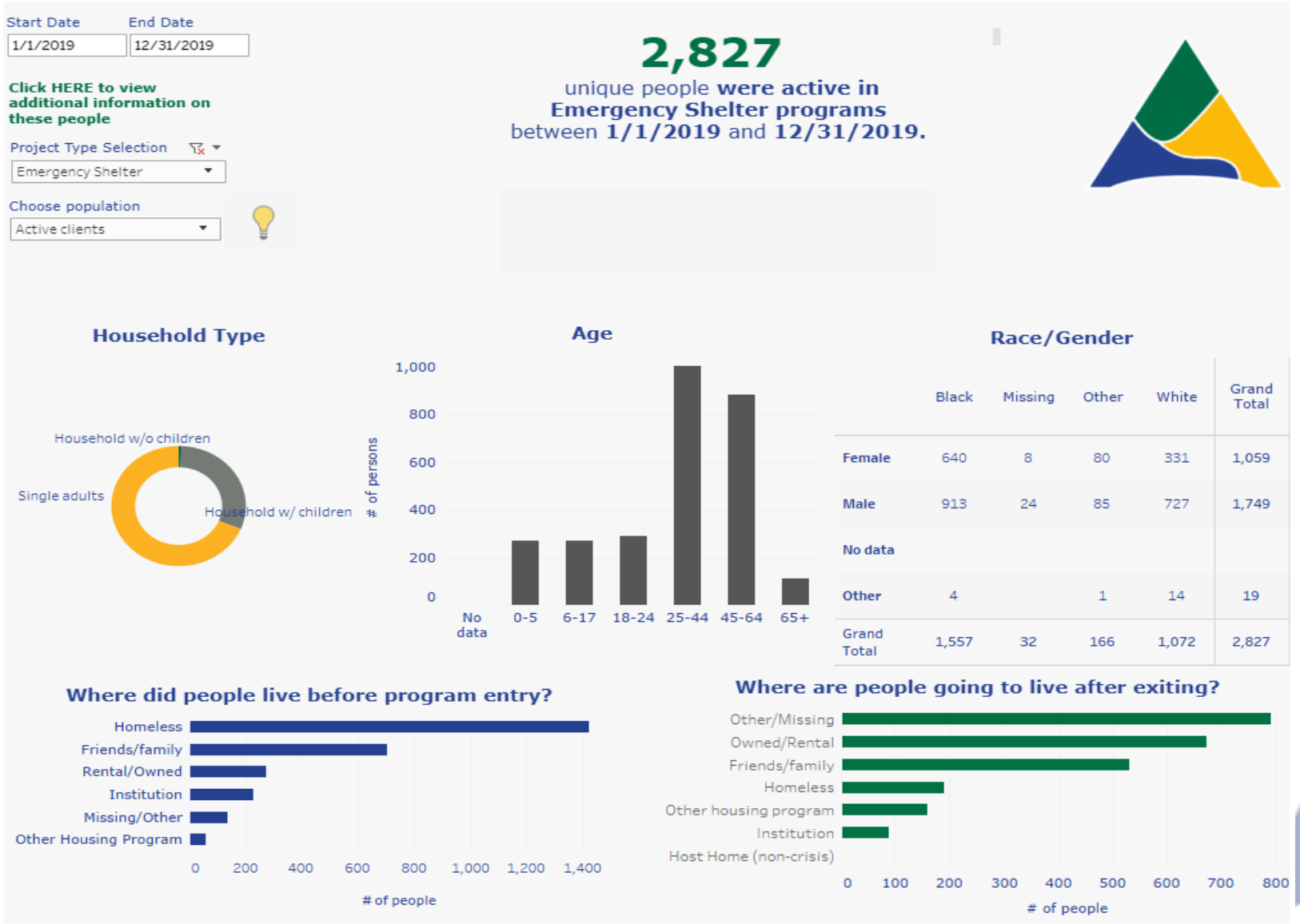


911 Dispatches for Shots Fired

**Data is available from 2012 forward*



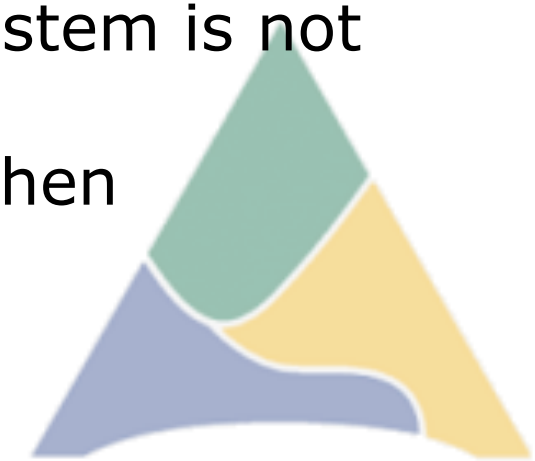
Examples: Clients Using Allegheny County Homelessness Programs



[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

In Practice: Youth Experiencing Homelessness

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

In Practice: Youth Experiencing Homelessness

412 Youth Zone

Coaching/case management

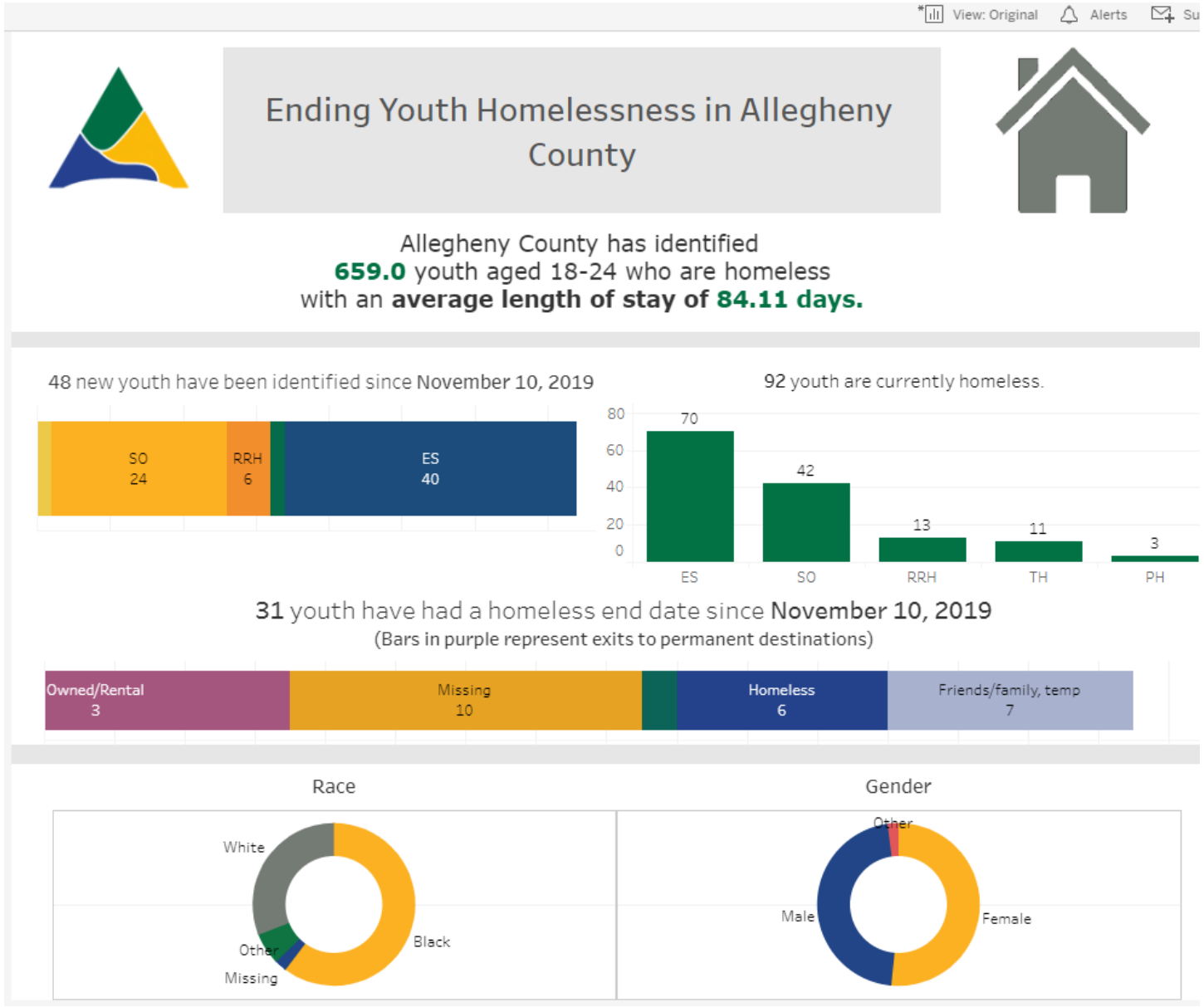
- Staff includes Youth Coaches, Supervisors, Support Staff, Therapists
- Coaches meet with youth at Drop-In Center and in the community
- Coach youth on achieving their individualized goals
- Areas of focus: employment, education, housing, parenting, vital documents, MH treatment, finances, healthy relationships

In Practice: Youth Experiencing Homelessness

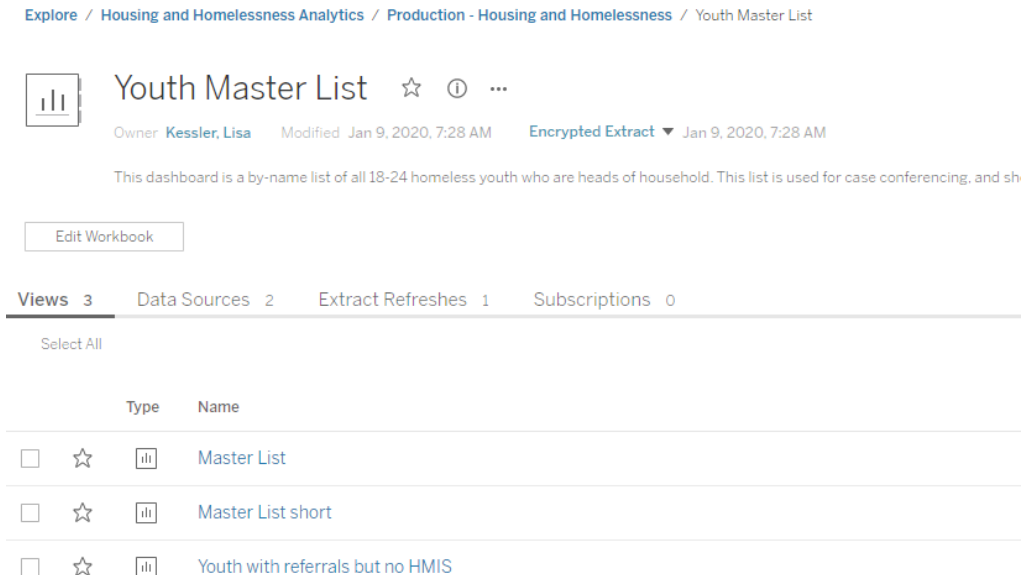
Youth Support Partners (YSP)

- 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



In Practice: Youth Experiencing Homelessness



Name1	HMIS ID	Gender	Race	Date of Birth	Day of Homeless Sta..	Original Program	.	Open Ref..	Status	Housing at Link	Day of Referral ..	Referral ..	Phone No.	Day of Contact Dt
		Male	White		June 11, 2019	Mercy SO		Closed		Null	Null	Null		Null
		Male	White		November 23, 2019	SWES		Closed		Null	Null	Null		Null
		Female	Black or African Ame..		December 27, 2019	CHS Emergency Shel..		Closed		Null	Null	Null		January 7, 2020
		Female	Black or African Ame..		November 7, 2019	RHY SO		Open	Void	Couch surfing	November 6, 20..	Interim		November 6, 2019
		Male	Black or African Ame..		November 22, 2018	SWES		Open	New	Outdoors	December 17, 2..	New		December 18, 2019
		Male	Black or African Ame..		February 11, 2019	Mercy SO		Open	Void	Null	February 7, 2019	New		May 15, 2019
		Male	White		December 12, 2019	RHY SO		Open	New	Outdoors	December 13, 2..	New		December 13, 2019
		Male	White		September 27, 2019	Familylinks Emerge..		Open	Interim	Null	October 10, 2019	Interim		November 19, 2019
		Male	White		November 16, 2019	SWES		Open	New	Shelters	November 19, 2..	New		January 8, 2020
		Female	Black or African Ame..		November 18, 2019	SWES		Closed		Null	Null	Null		April 4, 2019
		Male	White		October 23, 2019	RHY SO		Open	New	Null	October 22, 2019	New		December 6, 2019
		Male	White		November 18, 2019	McKeesport Emerge..		Open	New	Shelters	November 22, 2..	New		November 22, 2019
		Female	Black or African Ame..		August 20, 2019	SALVATION ARMY F..		Open	Void	Date Placeholder	September 30, ..	New		November 25, 2019
		Female	Black or African Ame..		December 3, 2019	Womanspace East E..		Closed		Date Placeholder	Null	Null		December 16, 2019
		Male	White		May 10, 2019	Bridge to the Mount..		Closed		Outdoors	Null	Null		July 30, 2019
		Male	Black or African Ame..		October 4, 2019	Light of Life Emerge..		Open	New	Null	October 25, 2019	New		December 10, 2019
		Male	Black or African Ame..		November 7, 2019	EECM Emergency Sh..		Open	Assigned to Other P..	Null	November 5, 20..	Assigned		December 18, 2019
		Male	Black or African Ame..		October 5, 2019	Light of Life Emerge..		Closed		Null	Null	Null		January 8, 2020
		Male	White		September 30, 2019	My Place RRH		Closed		Outdoors	Null	Null		January 6, 2020
								Open	Void	Shelters	December 3, 20..	New		December 3, 2019

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

In Practice: Youth Experiencing Homelessness

Tiers	
3	High risk. Sleeping on the street and/or in a highly vulnerable situation.
2	Moderate risk. Safe place to sleep but making limited progress toward stable housing.
1	Low risk. Anticipate being housed within the month.

In Practice: Youth Experiencing Homelessness

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)

In Practice: Youth Experiencing Homelessness

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

In Practice: Youth Experiencing Homelessness

- 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

Thank you!

Lisa Kessler
Lisa.Kessler@alleghenycounty.us

Courtney Lewis
Courtney.lewis@alleghenycounty.us