

Using Data to Examine Shelter “Flow”

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CEO OF NEWLY MERGED URBAN MINISTRY CENTER/MEN'S SHELTER OF CHARLOTTE

CHARLOTTE-MECKLENBURG

From Data Collecting to Data-Driven

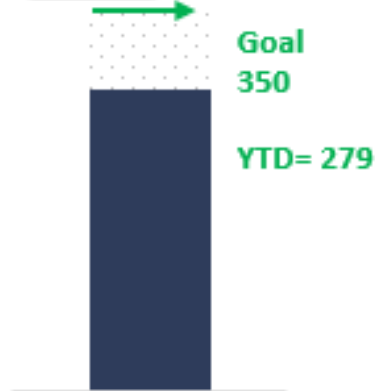




Key Outcomes

YTD= Year to Date

● HOUSED



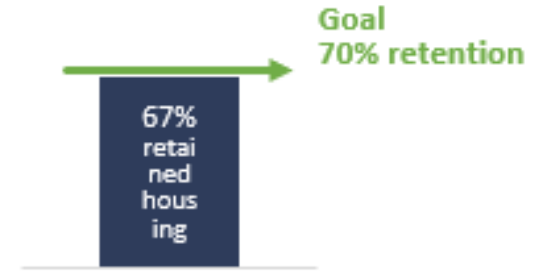
YTD

● LENGTH OF STAY



YTD

● RETENTION



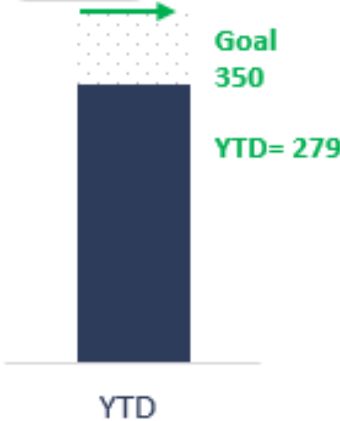
“What Gets Measured.....”

- Matters
- Gets Done
- Gets Improved

Checking for Accuracy

Guiding Light #1

 **HOUSED**

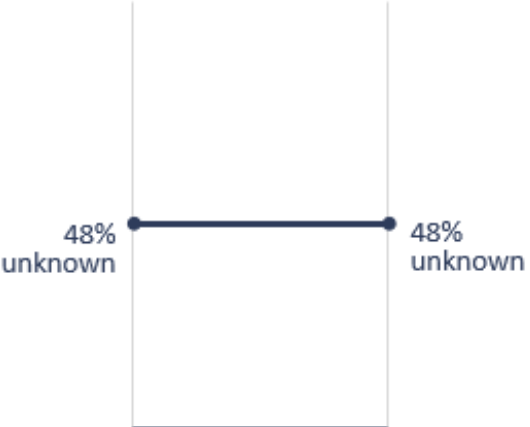


Related Data Point

Unknown Exits



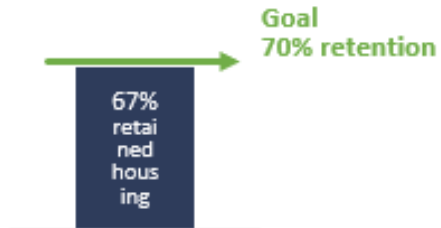
Last YTD YTD



Checking for Accuracy

Guiding Light #3

● RETENTION



Investigating the Data

Multiple "Days to Re-appearance" = 1



Length of Stay

Average length of stay



Last YTD
Average

159
days

YTD Average

153
days

GOAL 120

-6%

Median length of stay



Last YTD
Average

109
days

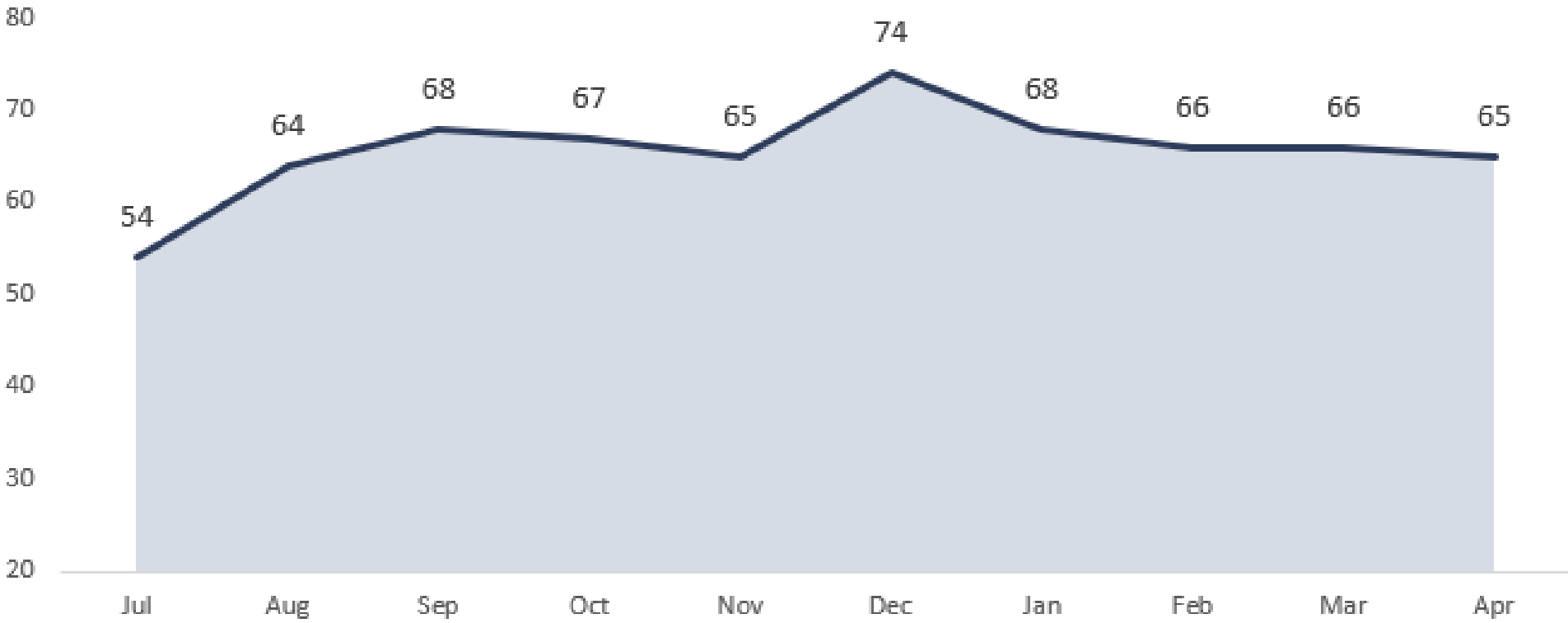
YTD Average

73 days

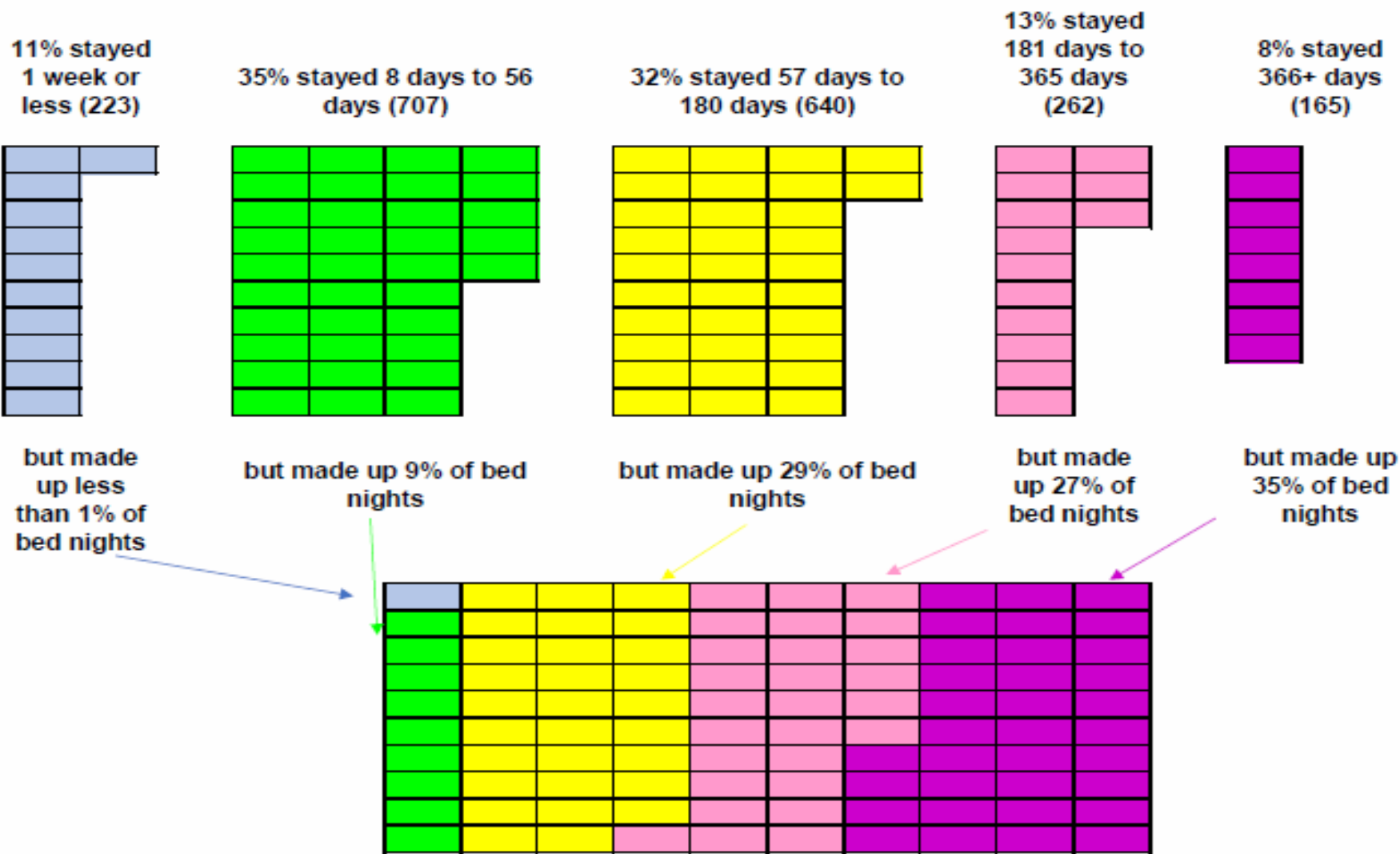
-19%

Moving the Needle

People in Shelter Longer than 1 Year



Of the guests at Men's Shelter of Charlotte in FY17-FY18:



Programmatic Changes

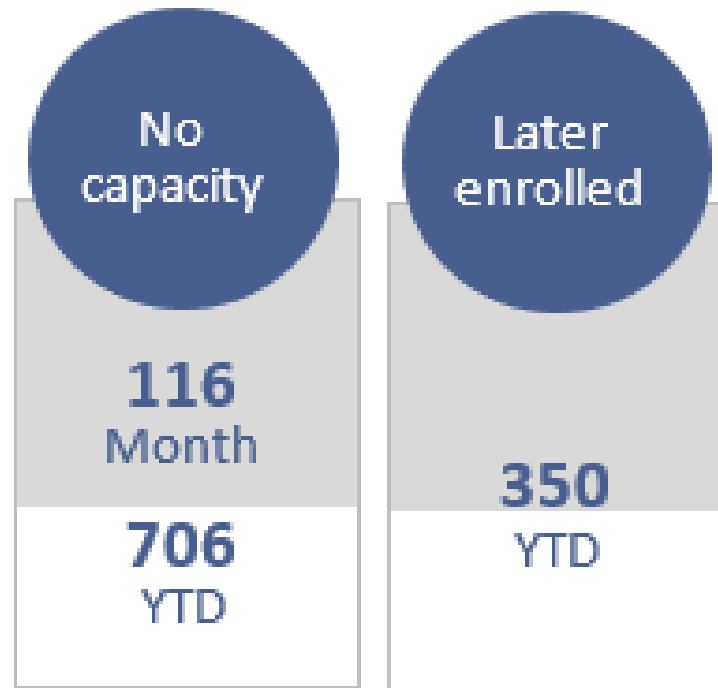
Step 1: Targeted Case Manager

Step 2: Reviewing “Chronic Homeless Registry”

Step 3: MORE HOUSING!

- Work with Public Housing Authority
- Asks for more RRH/TBRA \$

Guests not served



Questions?

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