



Board Report

File #: 21-175, Version: 1

- a. Receive an update on Homeless Shelter Housing Capacity; and
- b. Provide direction to staff as appropriate.

Presenter: Glorietta Rowland, Management Analyst II, Department of Social Services

RECOMMENDATION:

It is recommended that the Health, Housing, Homelessness & Human Services Committee:

- a. Receive an update on Homeless Shelter Housing Capacity; and
- b. Provide direction to staff as appropriate.

SUMMARY/DISCUSSION:

The Coalition of Homeless Service Providers (CHSP) is the organization currently partnering with the Monterey County Health Department to launch the use of a public facing dashboard that will display shelter bed capacity/occupancy. Staff will provide an update on the current available data, existing reporting processes, challenges and potential solutions.

CHSP manages the Homeless Management Information System (HMIS) to track the inventory/services of HMIS participating service providers and the clients that are utilizing such resources. There are several challenges in formulating a monthly status report that could potentially result in an incomplete or outdated report due to the delay of data entry. The average client entry into the software occurs more than one week after the client started receiving services.

CHALLENGES:

- Current data collection practices include half of the shelter beds in Monterey County. Data is not collected for two Domestic Violence shelters, I-HELP for men, I-HELP for women and Victory Mission.
- Non-funded programs will be invited to report data but cannot be required to report.
- Motel Voucher programs require the agency providing the voucher to verify there are no shelter bed availability before supplying the voucher to the consumer.

POTENTIAL SOLUTIONS:

- Create a simplified data collection method that will keep service providers willing to participate, while creating the habit of transparency and encouraging better performance.
- Create a Google Survey that collects basic information on bed capacity, occupancy, and population served. Please note, "population served" in this context represents specific populations beds are allocated to i.e: DV, Veterans, Women/Men/Families, etc.
- Link the survey response to the reporting platform, Tableau, and format the data in an easy to read dashboard.
- Embed the dashboard into the Coalition's website so that it automatically updates once a new survey is submitted. This strategy would provide real-time data.
- Provide annual or semi-annual analysis of usage and inventory trends over time.

TIMELINE

CHSP reports that the Google Survey form has been created and is in BETA testing with staff members. Once testing has been completed work on building the Tableau Dashboard will begin. It is anticipated the Tableau Dashboard will be ready mid-March. CHSP has written the MOU and will begin contacting agencies to gain their commitment.

OTHER AGENCY INVOLVEMENT:

The Monterey County Department of Social Services partnered with the Coalition of Homeless Service Providers.

FINANCING:

Receiving the update included in this report will not result in additional General Fund contributions.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Receipt of this report and authorization of the proposed letter supports the selected Board of Supervisors Strategic Initiatives:

Mark a check to the related Board of Supervisors Strategic Initiatives

X_ Economic Development
___ Administration
X_ Health & Human Services
X_ Infrastructure
___ Public Safety

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