



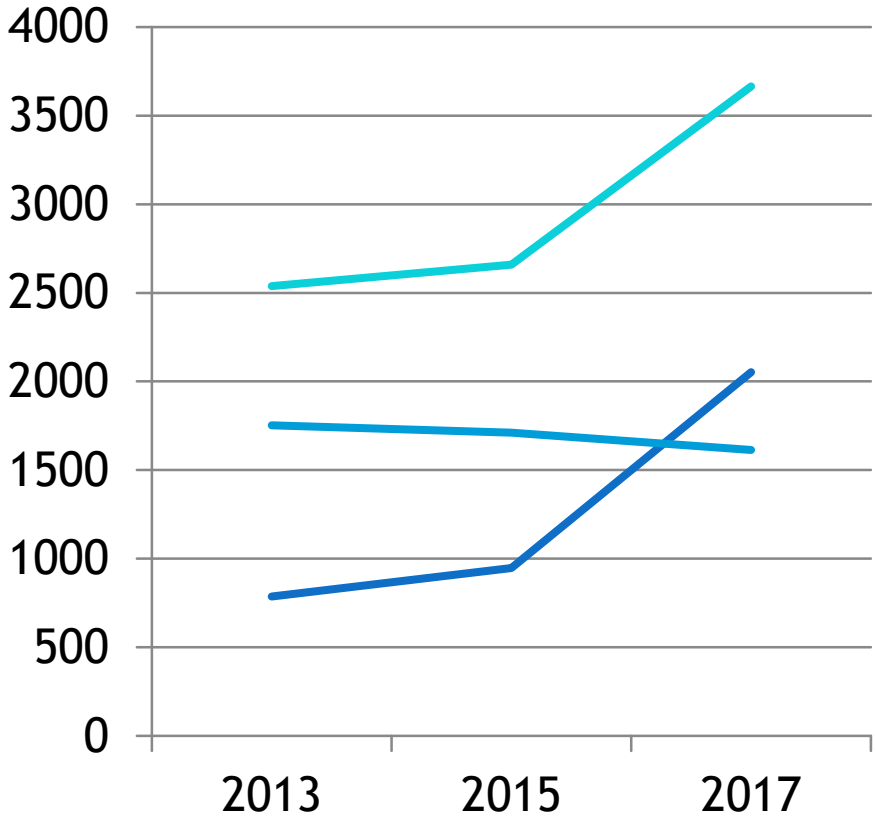
Data Warehouse and Business Intelligence: Enhancing Programs and the Customer Experience

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2017 Point-in-Time Data : California

- ▶ Homelessness across the nation increased for the first time in seven years
- ▶ California experienced the largest increase at 13.7%
- ▶ Half of all people experiencing homelessness reside in 5 states, California is at the top of that list with 25%
- ▶ 50% of all unsheltered persons experiencing homelessness reside in California

2017 Point-In-Time Count Data: Sacramento



2015-17 saw a **38% increase** in total homeless population

85% increase in unsheltered homeless population

Chronic homeless accounted for **71%** of unsheltered population

Community Needs and Assessment

- ▶ Community assessment of County investments in homeless services to determine:
 - ▶ Programs that were no longer effective in meeting the needs of the community
 - ▶ Opportunities to repurpose funding for new services
 - ▶ Services that could be enhanced through strategic redesign
 - ▶ Unmet community needs that required innovative solutions and new program services

Initiatives to Reduce Homelessness

Strategic Redesign

Family Shelter System Redesign

Strategic Use of Transitional Housing

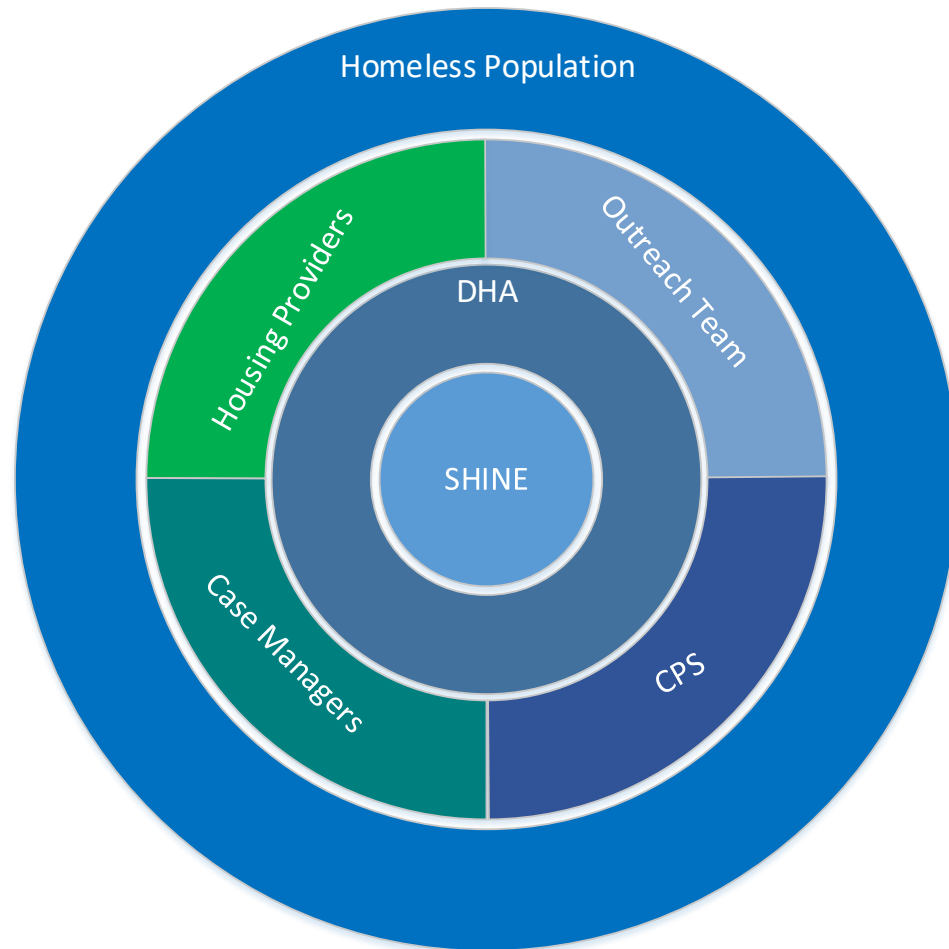
Innovative Solutions

Full Service Re-Housing Shelters

Flexible Supportive Re-Housing Program

SHINE Technology

(Sacramento Homeless Information Network Ecosystem)



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Full Service Rehousing Shelters

DHA Need	<ul style="list-style-type: none">• Establish a low barrier shelter and provide rehousing services and financial assistance to all shelter guests• Work collaboratively with County and community partners; Sheriff, Park Rangers, APS, etc. to identify vulnerable individuals and encampments for placement into the shelter
Customer Benefit	<ul style="list-style-type: none">• Connect to persons who do not engage with or have been successfully housed through traditional homeless supportive services• Create a seamless transition from street to home with the scattered site shelter model
DTECH Delivery	Coming Soon!

FSRS Rehousing Shelter Network

- ▶ Private residential homes utilized for shelter
- ▶ Geographically spread
- ▶ Five guests and one house leader
- ▶ On site case management
- ▶ Emphasis on rehousing guests quickly and appropriately

FSRS Rehousing Shelter Network

- ▶ Rapid community response
- ▶ County partner referral base
- ▶ Low barrier entry
- ▶ Come as you are acceptance and support
- ▶ Individualized case management services with an emphasis on increasing income and rehousing quickly

FSRS Rehousing Shelter Network

- ▶ Total number of guests cycling through shelter since March: 93
- ▶ Total number of men: 53
- ▶ Total number of women: 40
- ▶ Age range of shelter guests: 19-92
- ▶ Average length of stay: 62 days
- ▶ Exits to housing: 24
- ▶ Exits to street: 10
- ▶ Other exits (hospital, other temporary/interim shelter): 5

Development in Progress

- ▶ Re-Housing Shelter Network (RSN)
 - ▶ Will have following components:
 - ▶ Referral Process: This will be collaborative effort between DHA Outreach Team, Sacramento Self-Help Housing (SSHH) and local law enforcement agencies
 - ▶ Enrollment
 - ▶ Case management
 - ▶ Shelter participation

Re-Design Family System

DHA Need	<ul style="list-style-type: none">• Centralize shelter registration system• Remove biases through an automated rank assignment based on well-defined business rules• Immediate identification of family needs for proper placement• Reporting capabilities for evaluation• Capable of integration with other systems
Customer Benefit	<ul style="list-style-type: none">• Eliminates daily calls and visits to multiple shelters• Ensures most vulnerable family is always prioritized• Connects unstably housed families to diversion resources without shelter entry
DTECH Delivery	<ul style="list-style-type: none">• https://dhaservices.saccounty.net/efs

Sacramento County Emergency Family Shelter Reservation List

Primary Individual

First Name

MI

Last Name

Date Of Birth

Phone Number

Email

Confirm Email

Primary Individual

First Name

MI

Last Name

Date Of Birth

Phone Number

Email

Confirm Email

Email does not match.

+ Add Alternate Contact

Does this person have an ongoing and diagnosed medical condition (including pregnancy)? Yes No **Required**

Does this person have an ongoing and diagnosed mental health condition? Yes No

Does this person have an ongoing and diagnosed physical disability? Yes No **Required**

Where did this person sleep last night?

Secondary Individual

First Name

MI

Last Name

Date Of Birth

Phone Number

Email

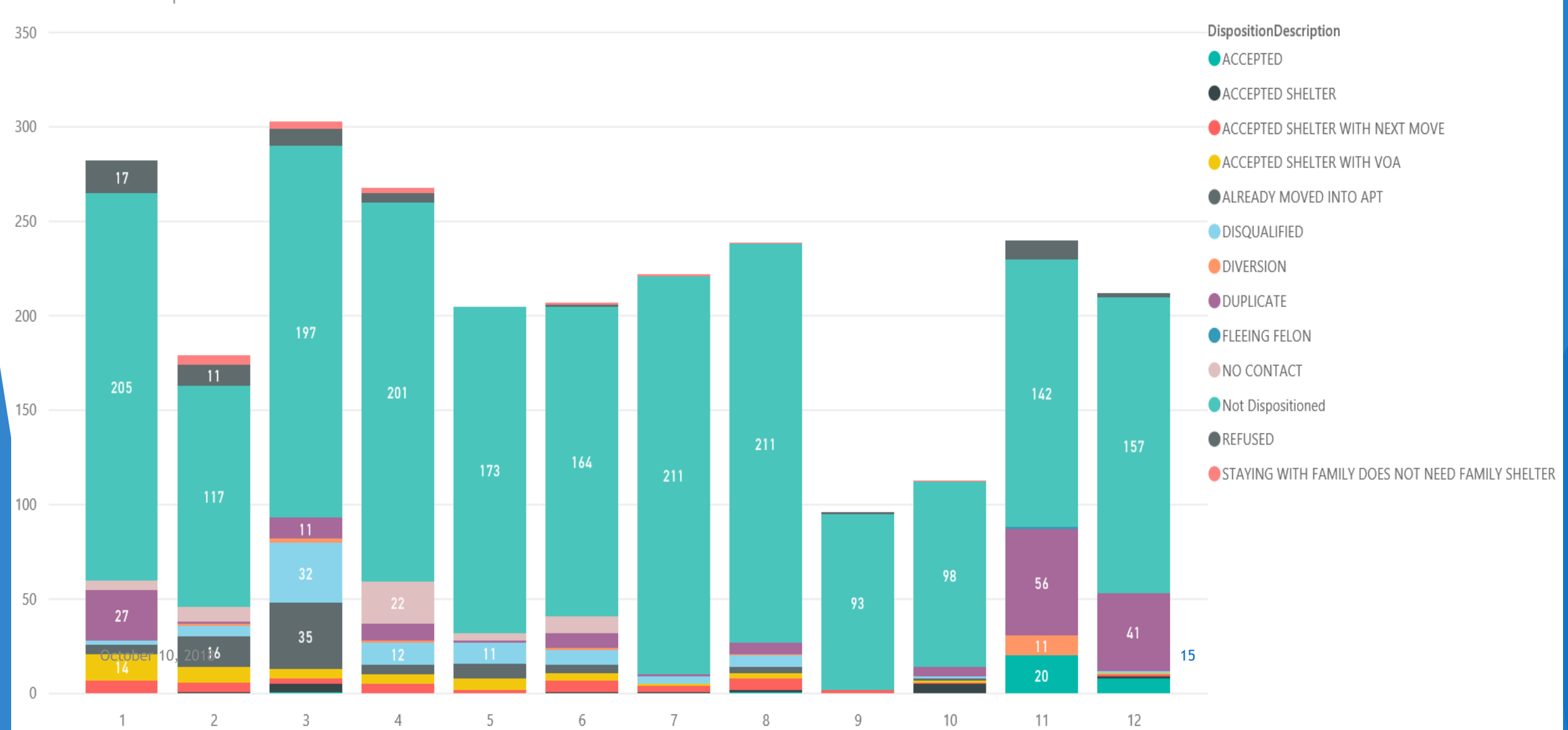
Confirm Email

+ Add Alternate Contact

Does this person have an ongoing and diagnosed medical condition (including pregnancy)? Yes No

Does this person have an ongoing and diagnosed mental health condition? Yes No

SHINE - EFS Report



Flexible Supportive Rehousing Program

<p>DHA Need</p>	<ul style="list-style-type: none"> • Develop a by-name list of frequent users of County systems experiencing homelessness from multiple data sources, ranked by cost <ul style="list-style-type: none"> • Homeless Management Information System (HMIS) • Jail Information Management System (JIMS) • Mental Health, Alcohol and Drug Treatment Services (Behavior Health Services) • Develop a web-based case management assignment, housing and tracking system for County and service provider use
<p>Customer Benefit</p>	<ul style="list-style-type: none"> • Proactive identification and case management location services brings FSRP to the customer, instead of the customer coming to multiple programs
<p>DTECH Delivery</p>	<ul style="list-style-type: none"> • https://dhaservices.saccounty.net/

Department of Human Assistance
DHA Service Portal
To improve lives

SACRAMENTO COUNTY
Version 1.2.2.0

Self Services ▾ SHINE Admin SHINE-FSRP ▾

Welcome Meghan! ▾ Sign Out

Manage FSRP Case List

Click on the case's row to assign to ICMS Provider. Click on folder icon to view and edit details.

Search... **Hide Filters** **New Case** **Assign to ICMS** **View Closed**

ICMS Case Manager PRTS Status **Apply**

ID	Rank	Source ▾	First Name	Last Name	DOB	SSN	Rank \$	Status	Updated	Create Date	Actions
<input type="checkbox"/> 12629	1	List	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$149,797.50	PRTS Housed	6 Days	2018-02-01	
<input type="checkbox"/> 12631	3	List	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$137,141.64	PRTS Assigned	1 Days	2018-02-01	
<input type="checkbox"/> 12633	5	List	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$135,995.29	PRTS Housed	1 Days	2018-02-01	
<input type="checkbox"/> 12635	7	List	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$129,011.39	PRTS Assigned	6 Days	2018-02-01	

SHINE - FSRP: Case Manager Page View

Case ID	10651	Create Date	2018-03-29 12:13PM	Case Status	Assigned
Case Name	Doe, John	HCV Status		Disposition	Select Disposition Reason
SSN	123-12-3123	ICMS	Kenobi, Ben	Close Case	
DOB	03-01-2018	PRTS	Assign PRTS		

Client Profile | Location Attempt | Enrollment | Case Maintenance | Housing | History

General

Click on a row to open the enrollment form for the selected individual Enrollment Started on: 09/13/2018

Client ID	Type	First Name	Last Name	DOB	SSN
6197	Primary	John	Doe	03/01/2018	123-12-3123

[Complete Enrollment](#) | [Save Enrollment](#) | [Refresh Client List](#)
[Collapse All](#) | [Expand All](#)

Institutional Information

Was this adult found to be institutionalized?

If yes, where?

If yes, date Primary Adult expected to be released?

If yes, where does the client expect to go once they are released?

If yes, how long was the client homeless before becoming institutionalized (months)?

Is the client currently on probation or parole?

Is this adult a registered sex offender?

Has this adult ever been convicted of manufacturing or producing methamphetamine on the premise of federally assisted housing?

Assign Housing

Property Info

Property Type:

Street Address:

City:

State:

Zip:

Manager Name:

Manager Phone:

Manager Email:

[Save Property Info](#) | [Delete Property](#)

Unit List

[+ Add New Unit](#)

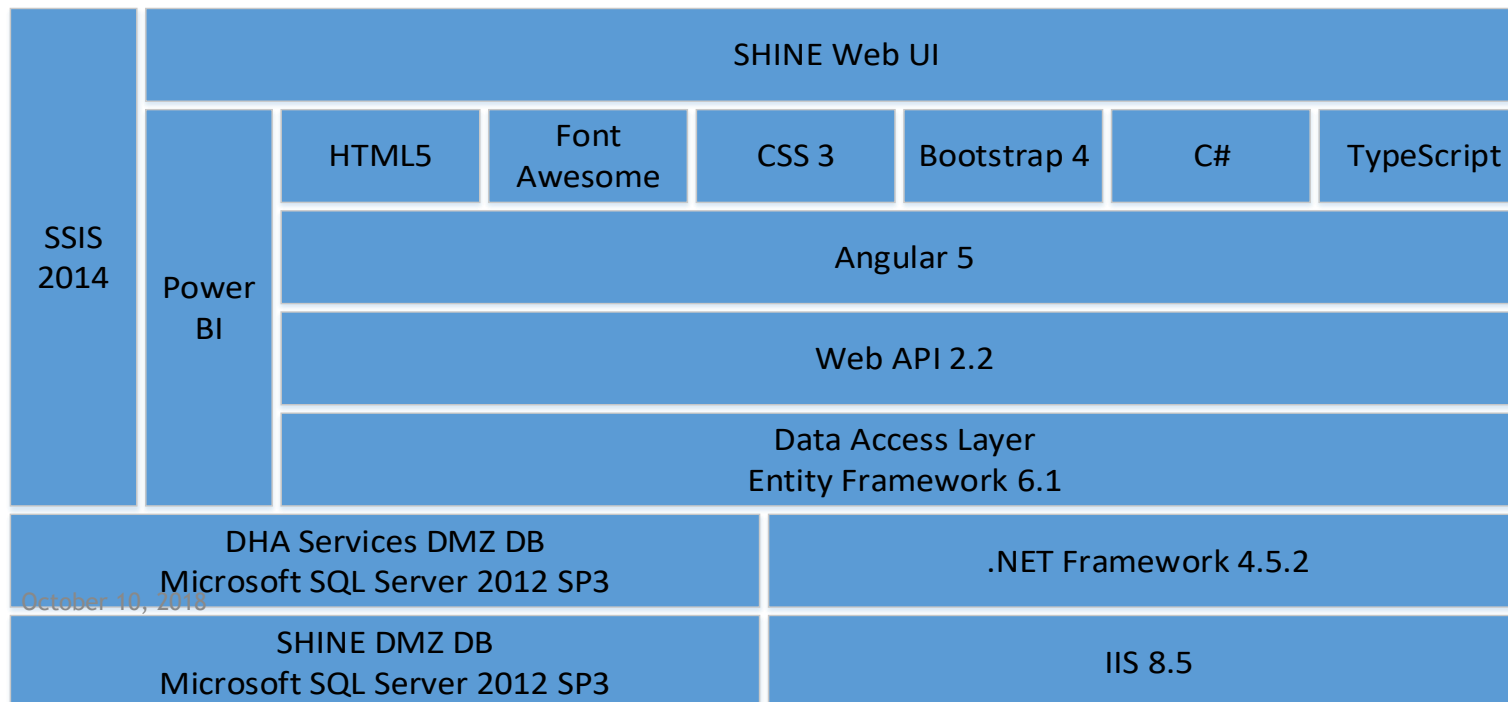
Search:

Status:

ID	Unit	Status	A
20	Unit 23	Occupied	Ye

Technology Stack Used

- ▶ Technologies: Microsoft Development Platform .NET and SQL Server
- ▶ Frontend: Angular 5 with Bootstrap 4 for mobile responsiveness
- ▶ API Backend: Microsoft Web API 2.2 hosted on IIS 8.5
- ▶ ETL (reporting): SQL Server Integration Services (SSIS)
- ▶ DMZ Database: Microsoft SQL Server 2012 SP3
- ▶ Batch Server: Microsoft SQL Server 2014 SP2



October 10, 2018

Security

- ▶ Web API Security
 - ▶ OWIN (Open Web Interface for .NET)
 - ▶ Implements an OAuth 2.0 (Open Authentication) protocol with a Resource Owner Flow model
- ▶ User Passwords
 - ▶ Salted and Hashed using bcrypt, a slow hashing function
 - ▶ Passwords required to be strong with combination of numbers, uppercase, and a special characters
- ▶ User Access
 - ▶ Role Based Access
 - ▶ DHA Admin, DHA User, and Providers
- ▶ Database Security/Encryption
 - ▶ Encryption: Microsoft SQL Server Transparent Data Encryption (TDE)

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