LA FAMILY HOUSING

Best Practices – Using Data to Support CES

1. **Use data to drive your decision-making**. Base your decisions on verifiable outcomes. Good data will inform you what is working and what needs to be improved. Use this information – review it and review it again. See what the data is telling you. Act accordingly. Make this your mantra.

2. **Collect the data you need.** Make sure that you have a great data team and use their talents to get the information that you need to make informed decisions. Outcomes matter and we need the best people to capture the results of our work.

3. **Know and collaborate with the data support teams at partner agencies.** The teams in the agencies you work with are just as important as the team you supervise. The data is a collective and you need to know that everyone is one the same page. What resources do the teams need? What support? Training? Work with your data teams to build good data.

4. **Engage partner leadership.** Share what you are doing with partner leadership to make them understand that the data will help their work. Be transparent in everything – share everything. It is a collaborative process with the same goals – ENDING homelessness.

5. **Stay focused.** Keep your focus on the data points that end homelessness – LENGTH of time homeless, PH placements, and RETURNS to homelessness. These numbers need to drive every decision, every conversation.

6. **DESTROY the anecdote.** Share your outcomes and use your data to counter the false narratives that exist when people use anecdotal stories to drive the discussion on homelessness. Data is real – use this to your advantage.

7. **Use data to build support.** Dashboards for an individual elected official that shows the work being done in their district is a great way to build support. Keep it simple and strive for impact.

8. **Use data to evaluate effectiveness of community wide resource events.** Resource fairs for the homeless are great events but are they effective. Use data to build on the events to make them more impactful. How are the events leading people to permanent housing?

9. **Presentation.** Dashboard data presentations allow people to see what is most important. Sends the message about what is working and what needs to be improved. Great tool. Invest in dashboard tools – well worth the cost.

10. **Coalitions are great supports.** Having the support of a local coalition is immeasurable. Use these groups to share data, discuss how it is presented, feedback on what can be improved, how the data can be effectively used, etc. Use the coalition to get out the message about what is being done to end homelessness.