

# Provider-Level Data Dashboards Manual

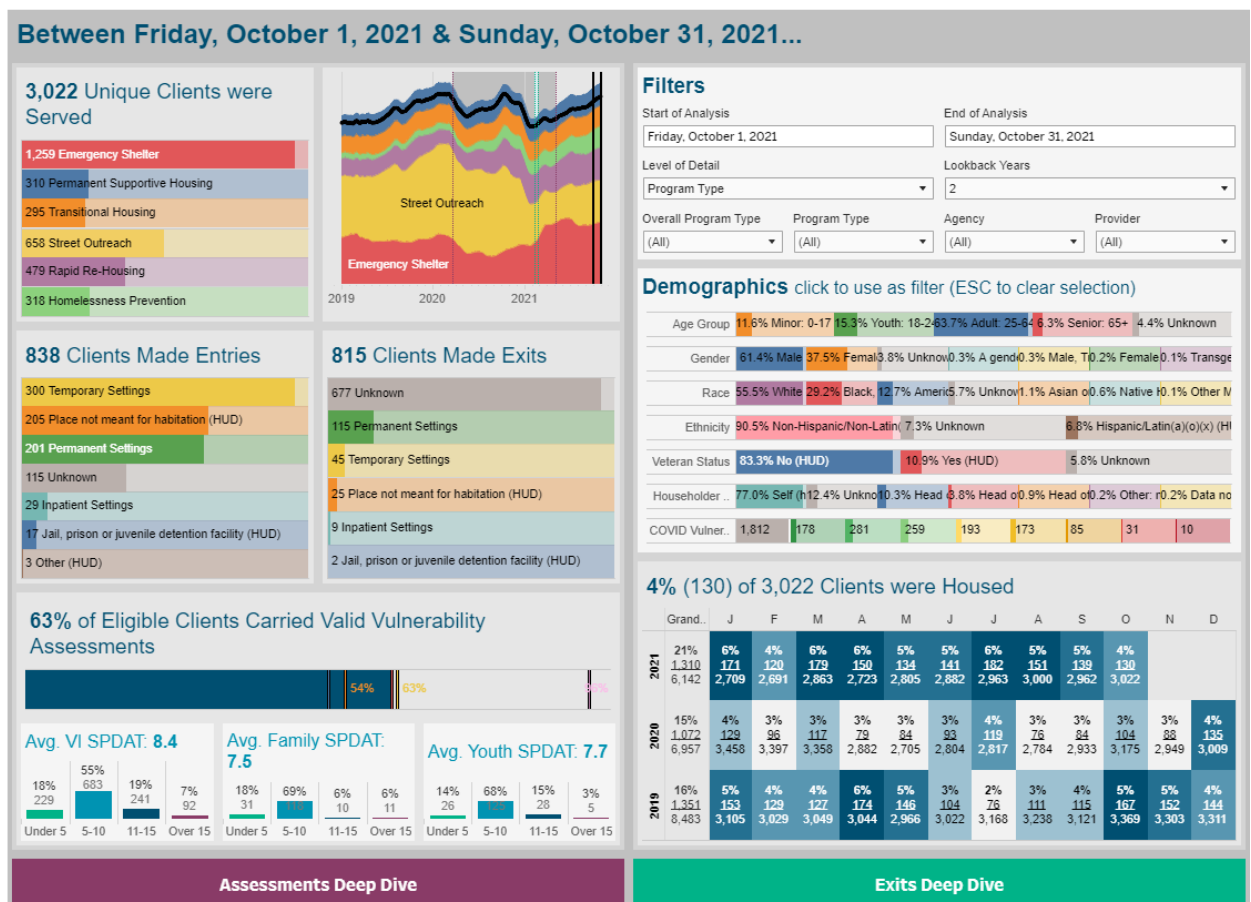
[Reports & Data | Housing Solutions Tulsa](#)

## Contents

Overview .....	2
Filters.....	3
Clients Served.....	6
Timeline.....	7
Client Entries .....	8
Client Exits.....	9
Demographics .....	10
Assessments.....	10
Housing Placements.....	12
Assessments Deep Dive .....	13
Exits Deep Dive .....	17

## Overview

- a. The purpose of the provider-level dashboard is to deliver data specific to each organization at a deeper level than the monthly snapshot dashboards.
- b. This includes:
  - i. Clients Served
  - ii. Timelines
  - iii. Client Entries & Exits
  - iv. Demographics
  - v. Vulnerability Index Assessments
  - vi. Housing Placements



## Filters

- a. Filters to sort all the above by individual program, projects, and agencies

**Filters**

Start of Analysis: Friday, October 1, 2021

End of Analysis: Sunday, October 31, 2021

Level of Detail: Program Type

Lookback Years: 2

Overall Program Type: (All)

Program Type: (All)

Agency: (All)

Provider: (All)

- b. Dates

- i. Select the start date of the information you would like to see here. If you are going to review a snapshot of April 2020 data, you would set the date parameters to 4/1/2020 to 4/30/2020.

**Filters**

Start of Analysis: 10/1/2021

End of Analysis: Sunday, October 31, 2021

Lookback Years: 2

Program Type: (All)

Agency: (All)

Provider: (All)

Click to use as filter (ESC to clear selection)

Today: 11/30/2021

Gender: 81.8% Male 17.8% Female 0.8% Unknown 0.3% A gend 0.3% Male 10.2% Female 0.1% Transge

- c. Detail Level

- i. This will impact the overall Provider-Level Dashboard. It breaks down the data by either Program Type, Agency Organization, or Provider Project.
  - 1. Program Type: This will breakdown the data into sections that include Street Outreach, Emergency Shelter, Rapid Re-Housing, etc.
  - 2. Agency: This will breakdown the data by Youth Services of Tulsa, Mental Health Association in Tulsa, Tulsa Day Center, Salvation Army, etc.
  - 3. Provider: This will breakdown the data by MHA Street Outreach, John 3:16 Emergency Shelter, Salvation Army Project Able, etc.
- ii. For consistency, the rest of the screenshots used in this manual will reflect the level of detail pertaining to Program Type, instead of Agency/Provider.

**Filters**

Start of Analysis: Friday, October 1, 2021

End of Analysis: Sunday, October 31, 2021

Level of Detail: Program Type

Lookback Years: 2

Program Type: (All)

Agency: (All)

Provider: (All)

d. Lookback Years

- i. If you would like to look at historical comparisons within the timeframe sections, you may select how many years of information you would like to view.
- ii. Note: The more years selected, the more data will appear, and it may be difficult to decipher individual month's information.

**Filters**

Start of Analysis: Friday, October 1, 2021

End of Analysis: Sunday, October 31, 2021

Level of Detail: Program Type

Lookback Years: 2

Overall Program Type: (All)

Program Type: (All)

Demographics [click to use as filter \(ESC to clear selection\)](#)

e. Housing vs. Outreach Programs

- i. Selecting Housing Projects will exclude all other program types, including Outreach
- ii. Selecting Outreach & Services will exclude all other program types, including Housing Projects

**Filters**

Start of Analysis: Friday, October 1, 2021

End of Analysis: Sunday, October 31, 2021

Level of Detail: Program Type

Lookback Years: 2

Overall Program Type: (All)

Program Type: (All)

Agency: (All)

Provider: (All)

Housing Projects

Outreach & Services [click to use as filter \(ESC to clear selection\)](#)

f. Program Type

- i. If you would like to review a specific Program Type, such as Rapid Re-Housing, you may select that filter here.

**Filters**

Start of Analysis: Friday, October 1, 2021

End of Analysis: Sunday, October 31, 2021

Level of Detail: Program Type

Lookback Years: 2

Overall Program Type: (All)

Program Type: (All)

Agency: (All)

Provider: (All)

**Demographics**

Age Group: 11.1% Male

Gender: 51.4% Male

Race: 55.5% White

Emergency Shelter

Homelessness Prevention

Permanent Supportive Housing

Rapid Re-Housing

Street Outreach

Transitional Housing

Senior 65+ 4.4% Unknown

gender 3% Male 10.2% Female 1% Trans

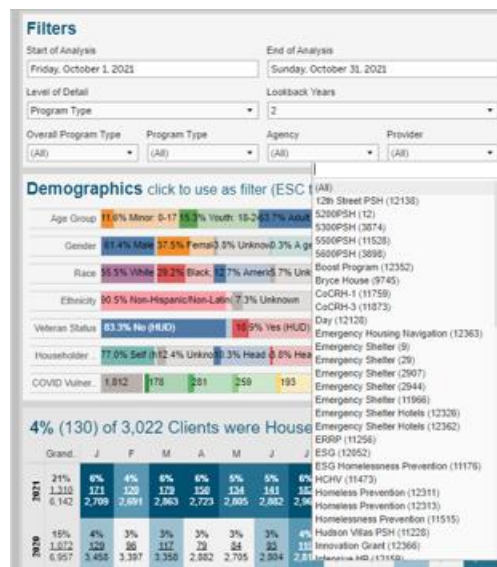
Asian 0.6% Native 10 1% Other

g. Agency Organization



h. Provider Project

- i. This will filter the data based on the Provider Project as identified in the Homeless Management Information System (HMIS).

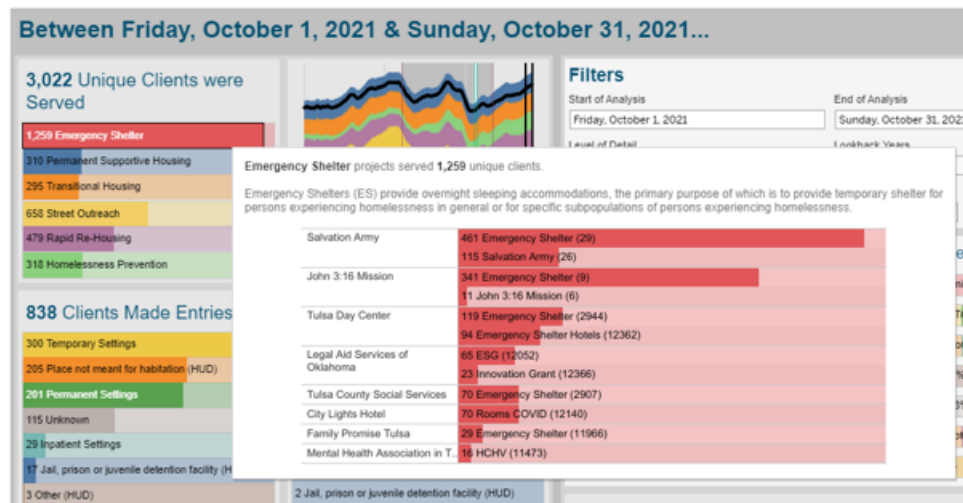


## Clients Served

- a. This provides a total of all clients served based on the filters applied. It is broken down by program type to reflect the composition of the full universe of persons served.

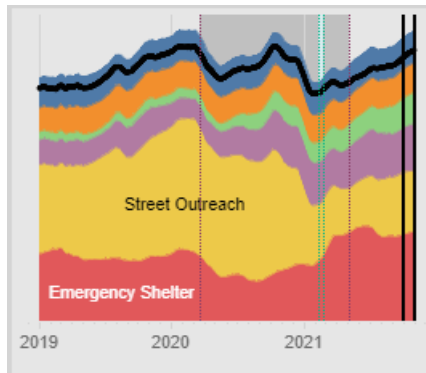


- b. Hover over each section for additional details.
  - i. This will provide a description of the program type, in addition to the total count of clients served within the program.

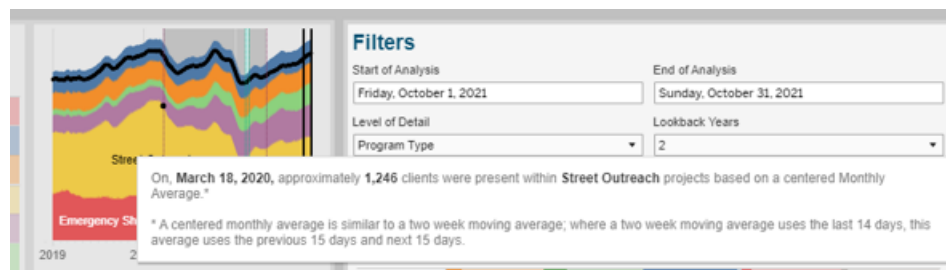


## Timeline

- a. Depending on the number of years filtered, this information presents an historical picture of detailed programs, agency organizations, or provider projects.
- b. This section will update based on the Level of Detail selected in the filters.

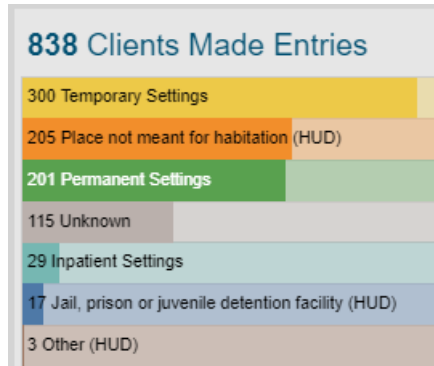


- c. Hover over the information for a count of the persons served within the group you have selected.

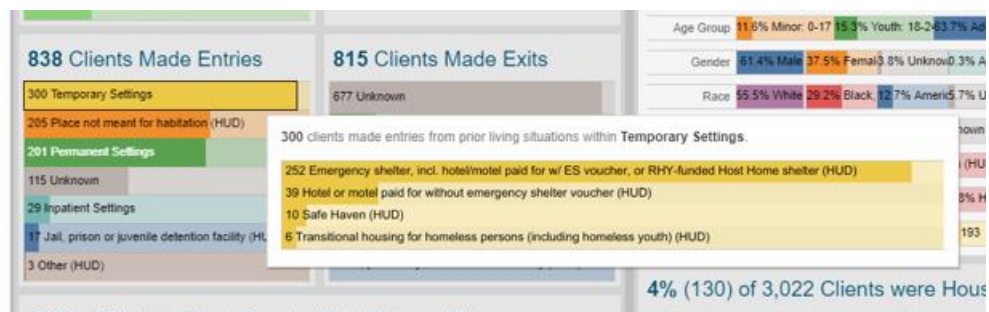


## Client Entries

- a. This section will show you how many clients made entries into the program based on the filters you have applied.
- b. It is broken down by the location the client stated they are coming into our community from.
- c. In the screenshot example below, 205 clients entered our A Way Home for Tulsa Continuum of Care (AWH4T CoC) from living in a place not meant for habitation.



- d. Hover over a section for more information that will include details of the clients' living situation upon entry to our CoC.
  - i. In the example below, 10 clients entered our CoC from Safe Haven facilities.





## Client Exits

- This section will show you how many clients made exits based on the filters you have applied.
- It is broken down by the location the client exited to from our community.

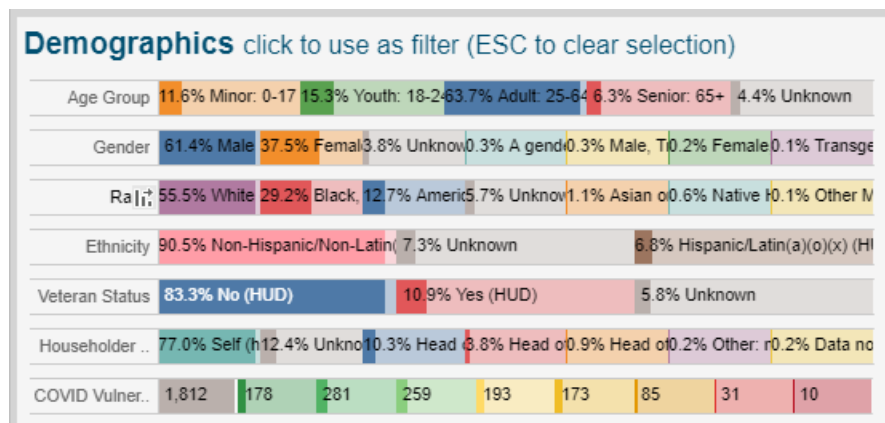


- Hover over a section for more information that will include details of where the clients exited to.
  - In the example screenshot below, 12 clients exited to rental units through Rapid Re-Housing.
  - The green, yellow, and red denotes which specific exit reason was positive (green), neutral (yellow), or negative/unknown (red).
  - This color-coding should primarily be used for data quality control checks. If the client exited to a permanent setting, yet the reason for exit was unknown, it would appear as red on the chart below. All exits to permanent settings should have positive or neutral reasons. Therefore, data quality corrections may be necessary.



## Demographics

- a. This will show you the demographics of the information you have selected on the filters. It includes:
  - ii. Age range
  - iii. Gender
  - iv. Race
  - v. Ethnicity
  - vi. Veteran status
  - vii. Household relationship (e.g. Head of Household, Head's Spouse/Partner)
  - viii. COVID vulnerability assessment score
    1. This includes incomplete/unknown scores and values of 0 (min.) – 7 (max) on the COVID risk assessment.



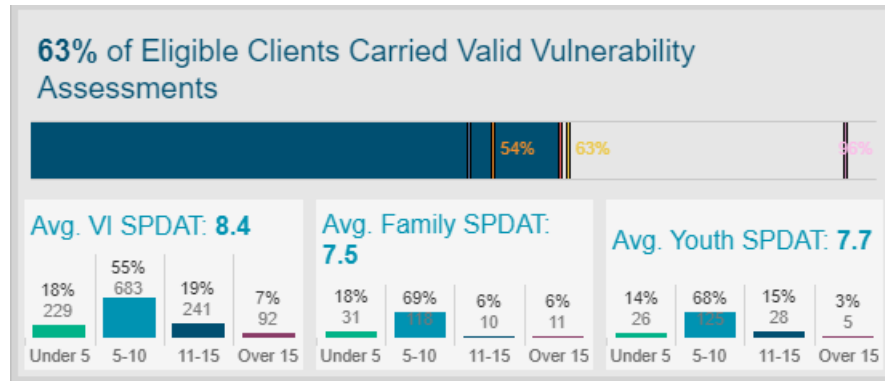
- b. Hover over each section to see the percentage and number of clients included in each group.



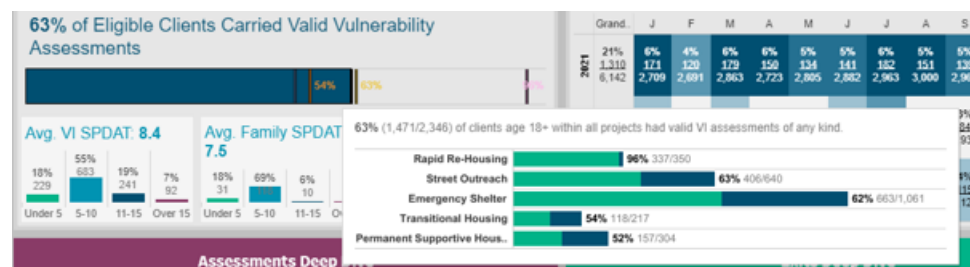
## Assessments

- a. This will reflect the percentage of clients that have completed the vulnerability assessment process within the selections you have made in the filter section.
- b. VI SPDAT: = Vulnerability Index Service Prioritization Decision Assistance Tool

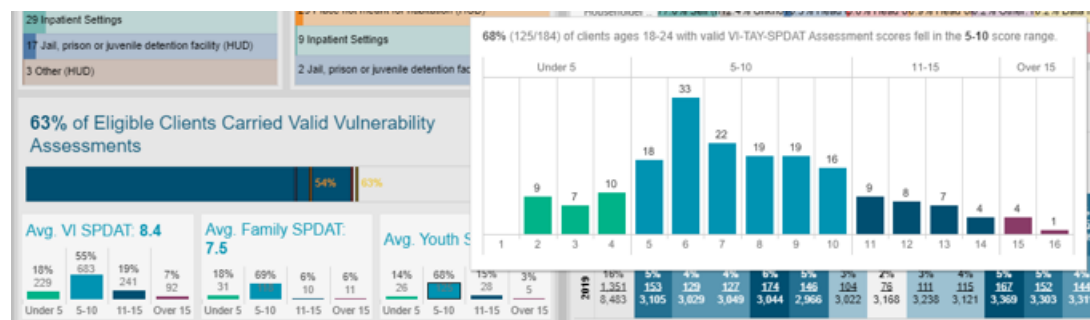
- c. It will also show the average score for each type of assessment that was completed, which includes:
  - i. (Standard) VI SPDAT: For adults aged 25+
  - ii. Family SPDAT: For clients with dependents/children
  - iii. Youth SPDAT: For clients aged 18 – 24
- d. The bottom section will show what percentage of clients scored within the Under 5, 5-10, 11-15, and Over 15 ranges on the vulnerability assessment.



- e. Hover over the top bar section to see the breakdown of the vulnerability assessment percentages by program type.



- f. Hover over the bottom charts to see the count of clients scored in each range.



## Housing Placements

- a. Based on the filters applied, this will show you how many client were housed during the time period selected, by both percentages and total number of clients housed.

**4% (130) of 3,022 Clients were Housed**

	Grand..	J	F	M	A	M	J	J	A	S	O	N	D
<b>2021</b>	21% 1,310 6,142	6% 171 2,709	4% 120 2,691	6% 179 2,863	6% 150 2,723	5% 134 2,805	5% 141 2,882	6% 182 2,963	5% 151 3,000	5% 139 2,962	4% 130 3,022		
<b>2020</b>	15% 1,072 6,957	4% 129 3,458	3% 96 3,397	3% 117 3,358	3% 79 2,882	3% 84 2,705	3% 93 2,804	4% 119 2,817	3% 76 2,784	3% 84 2,933	3% 104 3,175	3% 88 2,949	4% 135 3,009
<b>2019</b>	16% 1,351 8,483	5% 153 3,105	4% 129 3,029	4% 127 3,049	6% 174 3,044	5% 146 2,966	3% 104 3,022	2% 76 3,168	3% 111 3,238	4% 115 3,121	5% 167 3,369	5% 152 3,303	4% 144 3,311

- b. Hover over the visual to see a more in-depth breakdown by organizations and program type for a more complete comparison of which partner agency a client was working with prior to housing.

**4% (130) of 3,022 clients present were housed in October 2021.**

Provider Agen.	Grand Total	Rapid Re-Ho.	Emergency S.	Homelessness	Street Outrea.	Permanent S.	Transitional
Grand Total	4% 130/3,022	9% 45/479	5% 88/1,259	5% 16/318	3% 33/658	4% 11/310	2% 7/295
Tulsa Day Ce.	12% 46/393	15% 21/137	13% 28/212	8% 5/59		0% 0/32	
Mental Health	8% 36/480	13% 20/157	0% 1/16		5% 4/75	5% 11/225	28% 3/12
Housing Solu.	12% 28/229				12% 28/229		
Tulsa County	27% 19/70		27% 19/70				
Legal Aid Ser.	7% 10/140		6% 5/88	3% 5/53			
City Lights Ho.	13% 9/70		13% 9/70				
Family Promis.	24% 7/29		24% 7/29				
Family Safety	33% 6/18			33% 6/18			
CSC SSVF	2% 6/318	4% 6/164		0% 0/154			
Youth Service	1% 3/454	0% 0/20			0% 1/339		2% 2/116
Salvation Army	1% 3/599	0% 0/5	0% 1/525	0% 0/8		0% 0/4	3% 2/61
Volunteers of ..	0% 0/54					0% 0/49	0% 0/5
Tulsa CARES	0% 0/17			0% 0/17			
Surayya Anne	0% 0/21						0% 0/21
Restore Hope	0% 0/9			0% 0/9			
John 3:16 Mis.	0% 0/383		0% 0/344				0% 0/46
Family & Chil.	0% 0/27				0% 0/27		
12 & 12	0% 0/34						0% 0/34

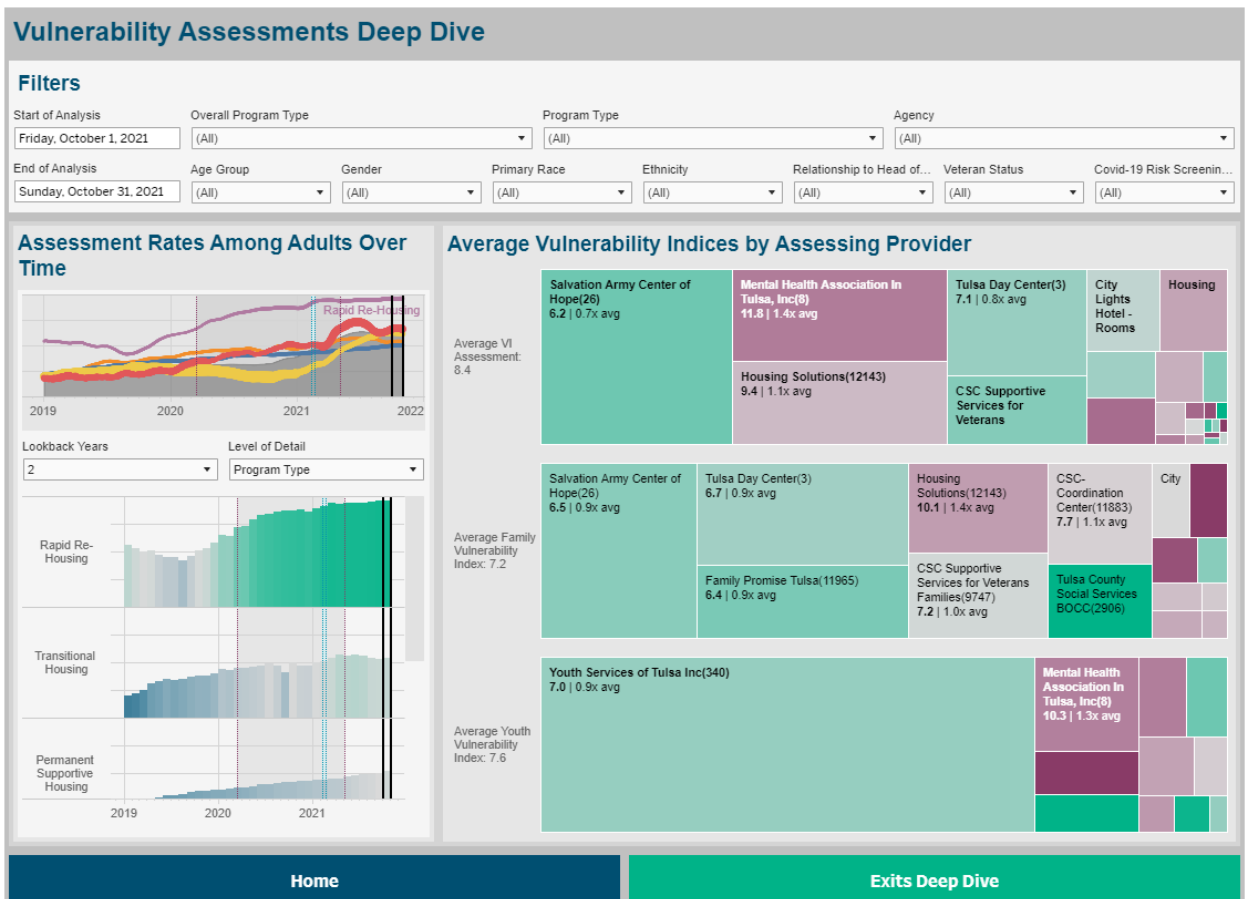
	Grand..	J	F	M	A	M	J	J	A	S	O	N	D
<b>2021</b>	21% 1,310 6,142	6% 171 2,709	4% 120 2,691	6% 179 2,863	6% 150 2,723	5% 134 2,805	5% 141 2,882	6% 182 2,963	5% 151 3,000	5% 139 2,962	4% 130 3,022		
<b>2020</b>	15% 1,072 6,957	4% 129 3,458	3% 96 3,397	3% 117 3,358	3% 79 2,882	3% 84 2,705	3% 93 2,804	4% 119 2,817	3% 76 2,784	3% 84 2,933	3% 104 3,175	3% 88 2,949	4% 135 3,009
<b>2019</b>	16% 1,351 8,483	5% 153 3,105	4% 129 3,029	4% 127 3,049	6% 174 3,044	5% 146 2,966	3% 104 3,022	2% 76 3,168	3% 111 3,238	4% 115 3,121	5% 167 3,369	5% 152 3,303	4% 144 3,311

## Assessments Deep Dive

- a. Click on the Assessments Deep Dive link for more detailed information on assessments.

### Assessments Deep Dive

- b. This page can be filtered as the main provider-level dashboard.  
c. You can view assessment rates over time and average vulnerability assessment scores.



d. Filters

- i. There are expanded filter options on this page to see vulnerability assessment information on specific populations.

### Filters

Start of Analysis

Friday, October 1, 2021

Overall Program Type

(All)

Program Type

(All)

Agency

(All)

End of Analysis

Sunday, October 31, 2021

Age Group

(All)

Gender

(All)

Primary Race

(All)

Ethnicity

(All)

Relationship to Head of...

(All)

Veteran Status

(All)

Covid-19 Risk Screenin...

(All)

- ii. In the example screenshot below, you can filter Veteran Status to Yes to see only Veteran data in the dashboard.

### Filters

Start of Analysis

Friday, October 1, 2021

Overall Program Type

(All)

Program Type

(All)

Agency

(All)

End of Analysis

Sunday, October 31, 2021

Age Group

(All)

Gender

(All)

Primary Race

(All)

Ethnicity

(All)

Relationship to Head of...

(All)

Veteran Status

Yes (HUD)

Covid-19 Risk Screenin...

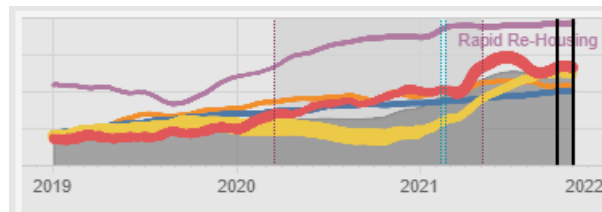
(All)

### Assessment Rates Among Adults Over Time

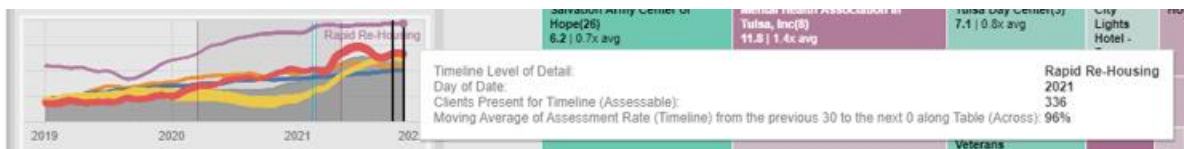
### Average Vulnerability Indices by Assessing Provider

e. Timeline

- i. You may use the timeline graph to see an historical comparison.

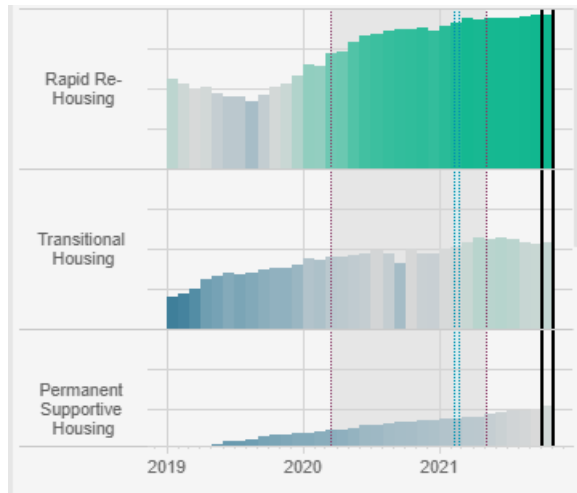


- ii. Hover over the visual for more detailed information, timeframe, clients present at the time selected, and the percentage of assessments completed for the time period you are reviewing.

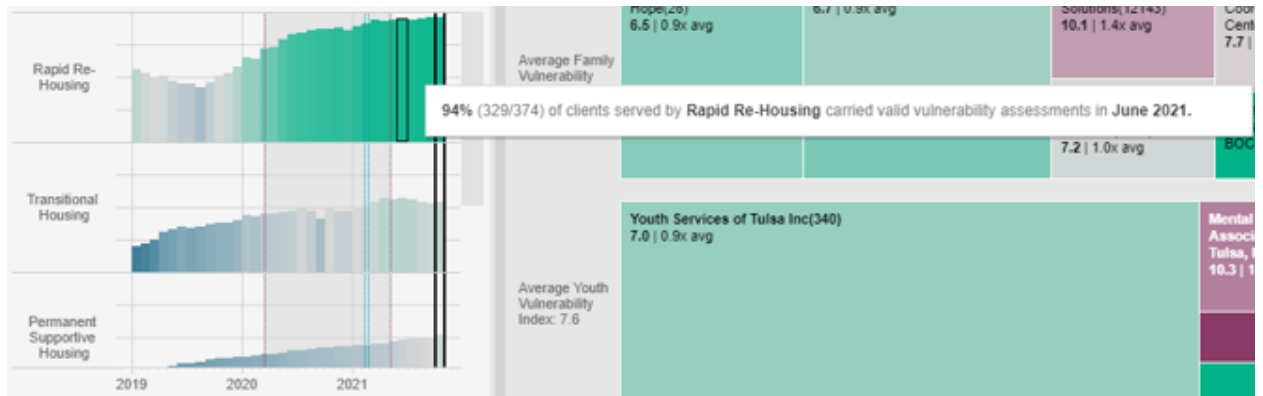


f. Program Type

- i. This will breakdown assessments by program type.

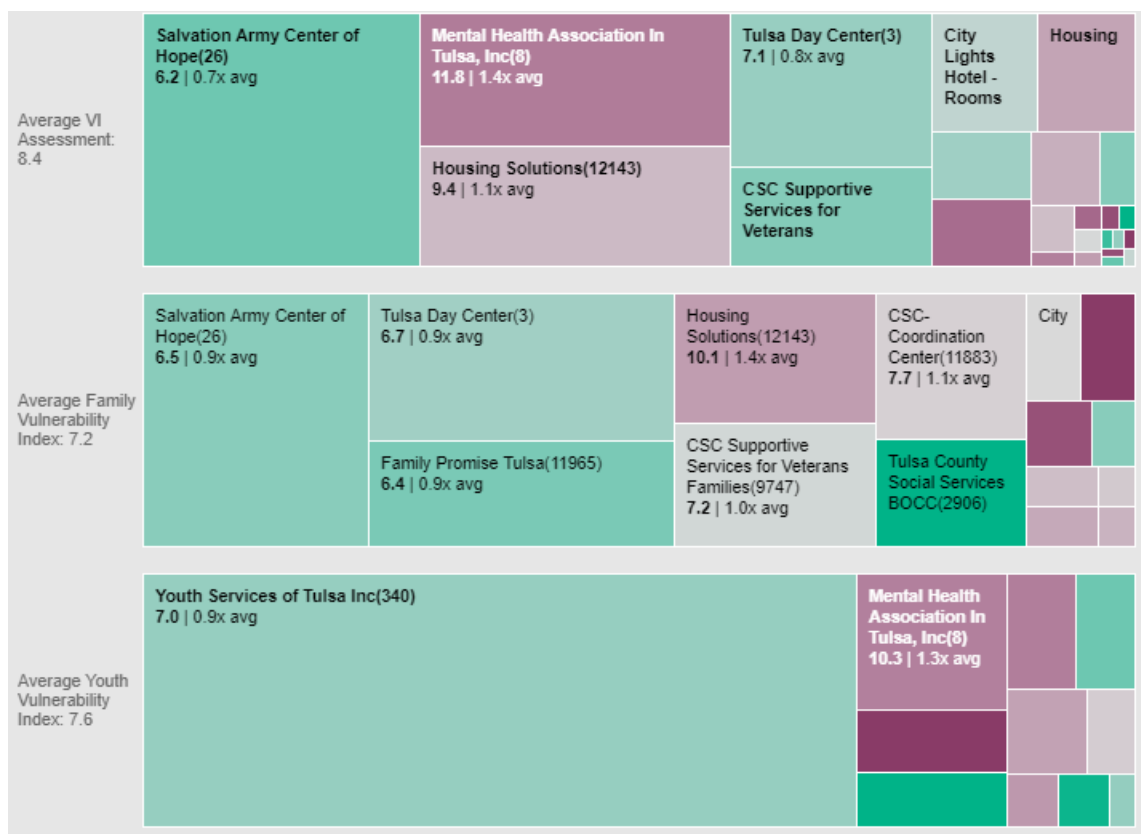


- ii. Hover over each section to see the assessment completion percentage and number of clients served by each program type for the time period selected.



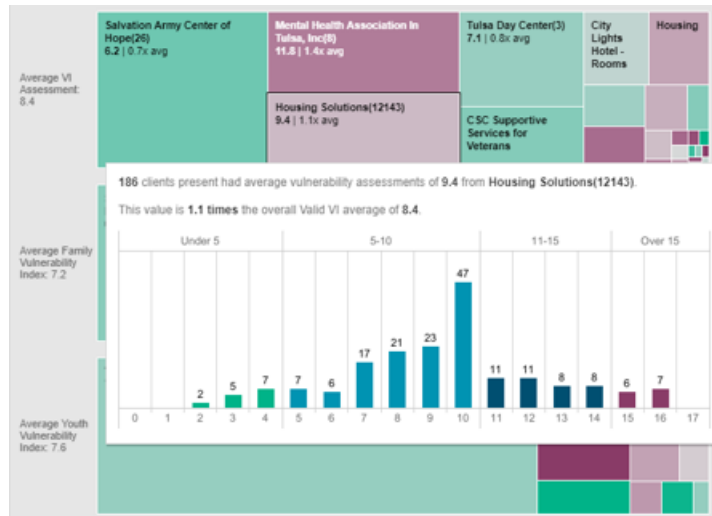
g. Averages

- i. This section breaks down the assessment types by standard VI, Family VI, and Youth VI.
- ii. Within each VI type, the average VI score of each agency organizations are seen.
  1. Depending on the count of clients served in each section, the agency organization visual may be larger or smaller.
  2. It also shows how assessment rates compare to that of other agency organizations.
- iii. In the screenshot below, Housing Solutions scores clients an average of 9.4 on the standard VI assessment. This is 1.1 times higher than the average of all agency organizations in our CoC.





- iv. Hover over each section to see the total count of clients served by an agency organization and an additional visual to see where they fall within the VI scoring.

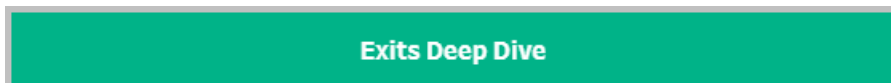


- h. You may then navigate back Home or to the Exits Deep Dive section by clicking on one of the links seen below.



## Exits Deep Dive

- a. Click on the Exits Deep Dive link for more detailed information on exits.



- b. Filters
  - i. You may filter the information similar to the other pages present in this dashboard.

**Filters**

Start of Analysis  
 Friday, October 1, 2021

Level of Detail  
 Program Type

Overall Program Type  
 (All)

Program Type  
 (All)

Agency  
 (All)

End of Analysis  
 Sunday, October 31, 2021

Age Group  
 (All)

Gender  
 (All)

Primary Race  
 (All)

Ethnicity  
 (All)

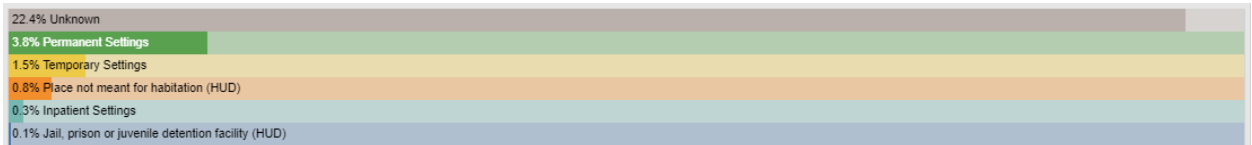
Householder Relationship  
 (All)

Veteran Status  
 (All)

COVID Vulnerability  
 (All)

c. Destination

- i. This will show you a percentage breakdown of where the clients exited to.



- ii. Hover over the visual for more detailed information including the date range filtered, percentage and count of clients that have exited to a specific destination type.

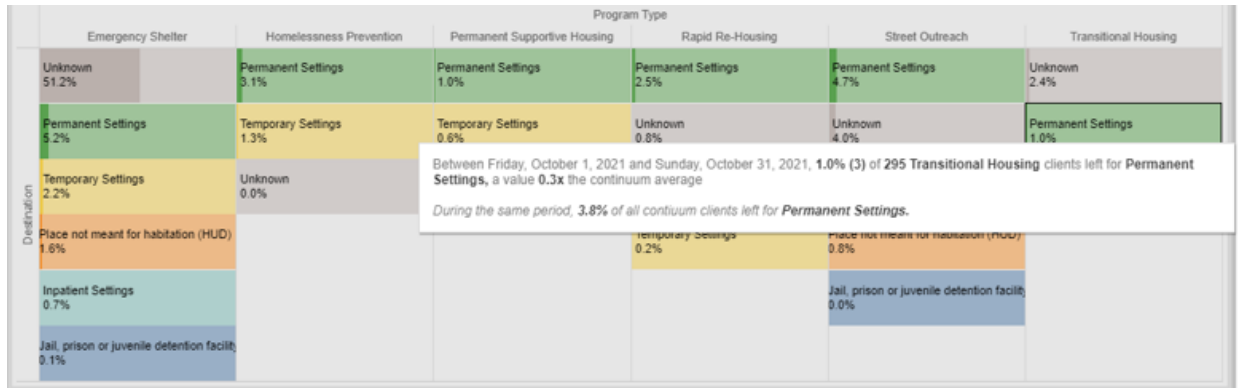


d. Program Type

- i. This will breakdown exit destinations based on the program type the client was served under while working with our CoC.

	Program type					
	Emergency Shelter	Homelessness Prevention	Permanent Supportive Housing	Rapid Re-Housing	Street Outreach	Transitional Housing
Destination	Unknown 51.2%	Permanent Settings 3.1%	Permanent Settings 1.0%	Permanent Settings 2.5%	Permanent Settings 4.7%	Unknown 2.4%
	Permanent Settings 5.2%	Temporary Settings 1.3%	Temporary Settings 0.6%	Unknown 0.8%	Unknown 4.0%	Permanent Settings 1.0%
	Temporary Settings 2.2%	Unknown 0.0%	Unknown 0.0%	Jail, prison or juvenile detention facility 0.2%	Temporary Settings 1.2%	Temporary Settings 1.0%
	Place not meant for habitation (HUD) 1.6%			Temporary Settings 0.2%	Place not meant for habitation (HUD) 0.8%	
	Inpatient Settings 0.7%				Jail, prison or juvenile detention facility 0.0%	
	Jail, prison or juvenile detention facility 0.1%					

- ii. Hover over the visual to see detailed information that includes the date timeframe filtered, the percentage and number of clients exited from a program type into a specific destination.
  1. It will also show you a comparison of your filtered data with that of the entire CoC's percentage of clients exited.



- e. You may then navigate back Home or to the Assessments Deep Dive section by clicking on one of the links seen below.



If you have additional question or concerns, please email Olivia Denton Koopman at [ODentonKoopman@HousingSolutionsTulsa.org](mailto:ODentonKoopman@HousingSolutionsTulsa.org).