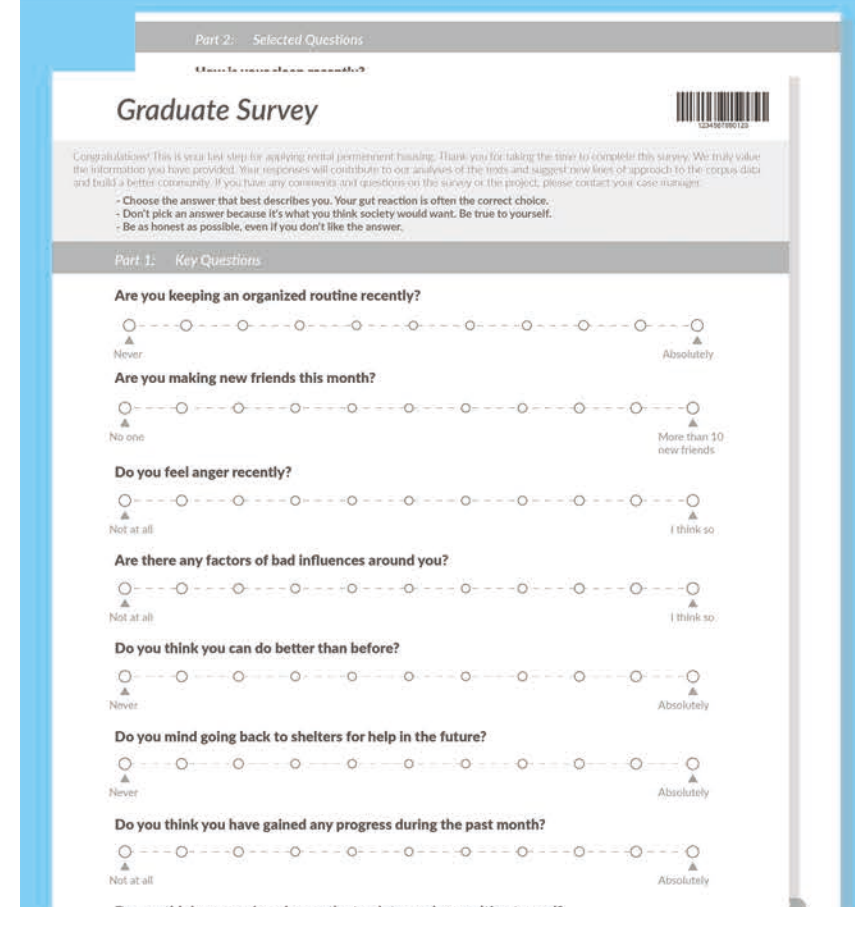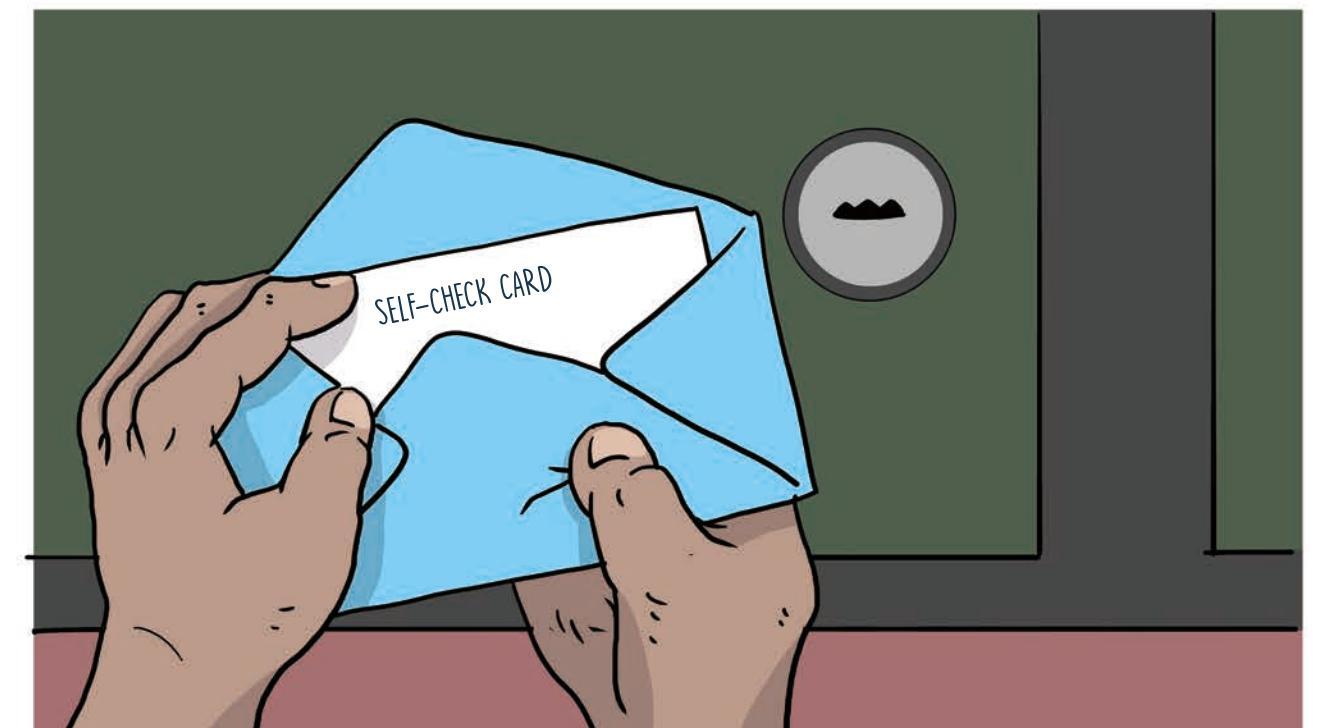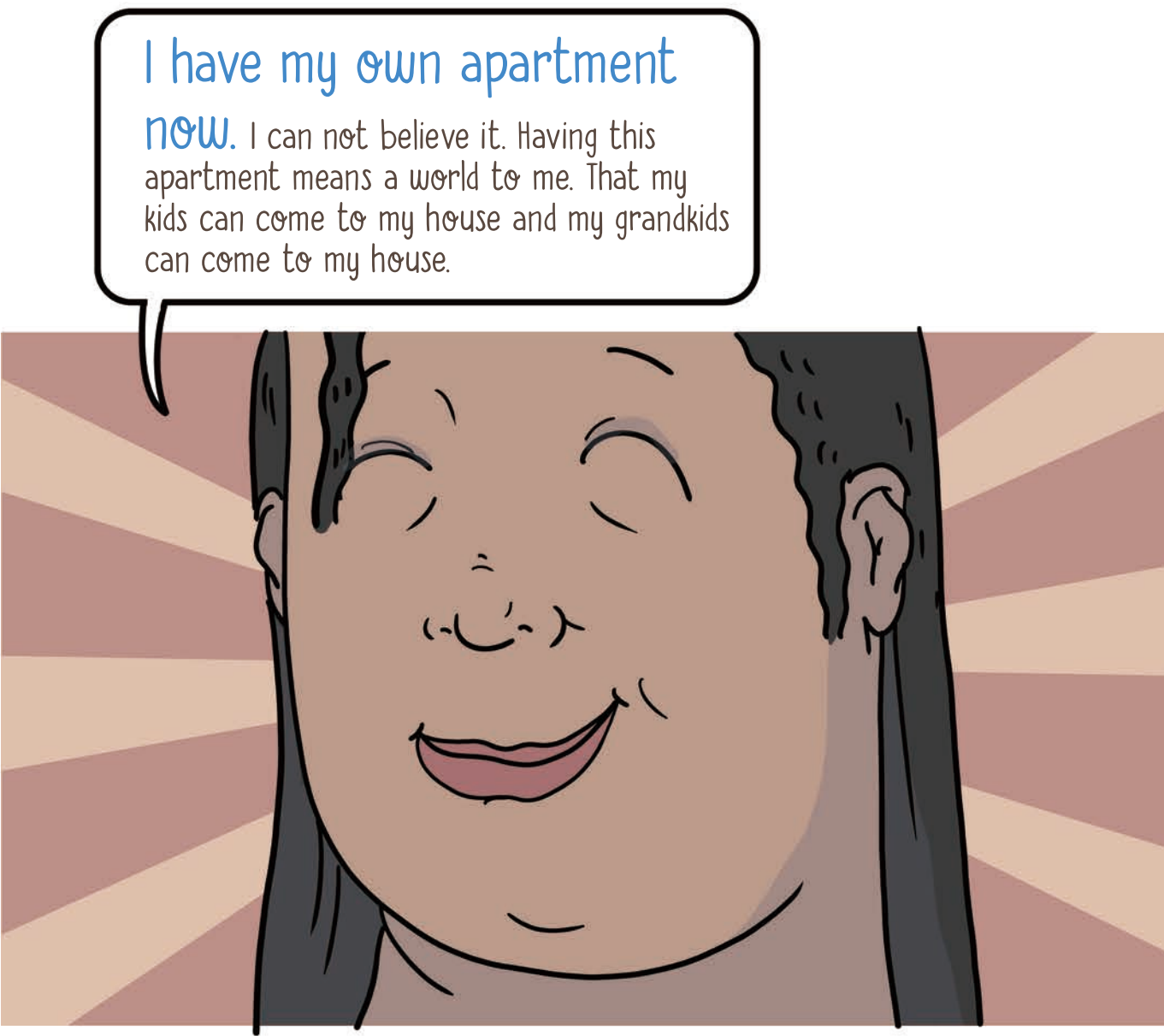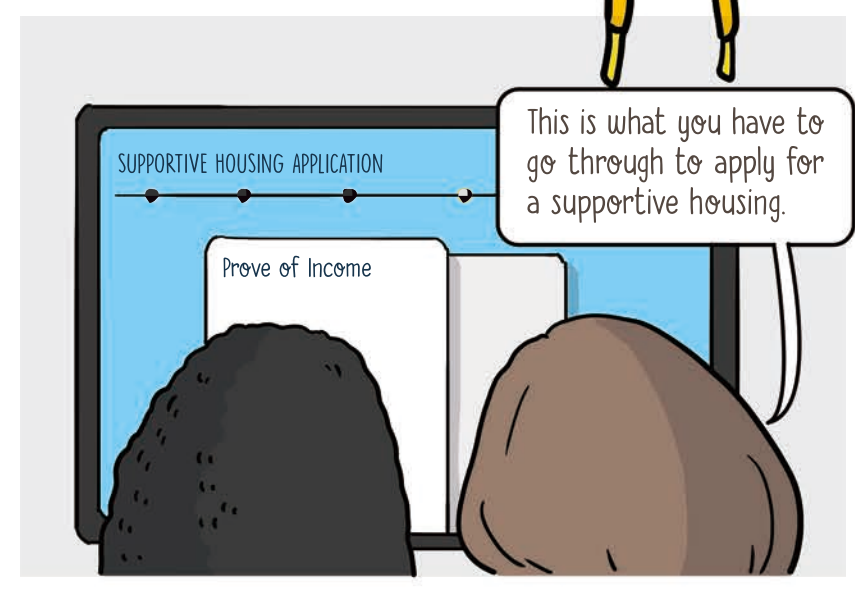# TRACK N' PLAN SYSTEM FOR POST-HOMELESS

Our solution is a new service for both case managers and post-homeless based on HMIS. We will collect data from guests both when they're in shelters and after they exited through multiple touchpoints. Then we will use our algorithm to calculate the risk scores in three categories to predict the possibilities of them to become homeless again. Case managers can use this information to find more appropriate services for them to improve and provide intervention when necessary.

I'm Sue Mahoney. A case manager of Mercy Housing. I have been working with the homeless population for the last 20 years.

My passion to find homelessness would be — I think if everybody could have a stable roof over their head and give them a chance to see that they can do it on their own, that we would stop a lot of these repeating of people going back and forth to the shelters and being on the

I'm Mary Wharton. I am now a resident in Pacific Garden Missions. Actually I have spent much of my adult life on city streets and in shelters.

I'm used to be addicted to drugs and got eventually detoxed in jail.

Hi Mary. How are you today. I'm Sue. I will be your case manager during your stay. You can reach me for any help.

This is what you have to go through to apply for a supportive housing.

I have my own apartment now. I can not believe it. Having this apartment means a world to me. That my kids can come to my house and my grandkids can come to my house.

Graduate Survey:

Graduate survey is a touchpoint to document the status of homeless people before they graduate from shelters and moving into supportive housing.

People will be asked to answer 8 key questions which applies to homeless people in all situations. And they will also be asked to answer another 12 optional questions selected based on their own situation.

The data collected by the graduate survey would help depicting the profile of post-homeless people. It could also be used to identify patterns of homeless people in a macro-scope level. With these patterns, the system would be able to predict vulnerability of post-homeless people and give effective assistance and timely interventions.
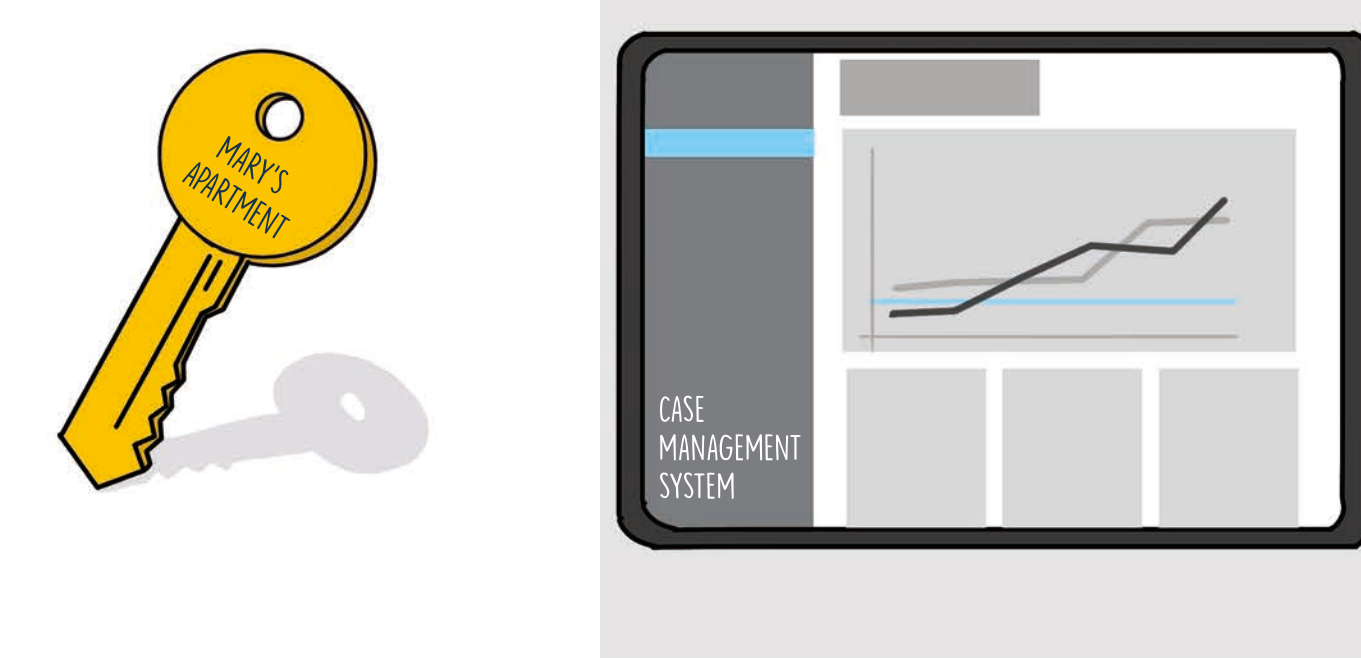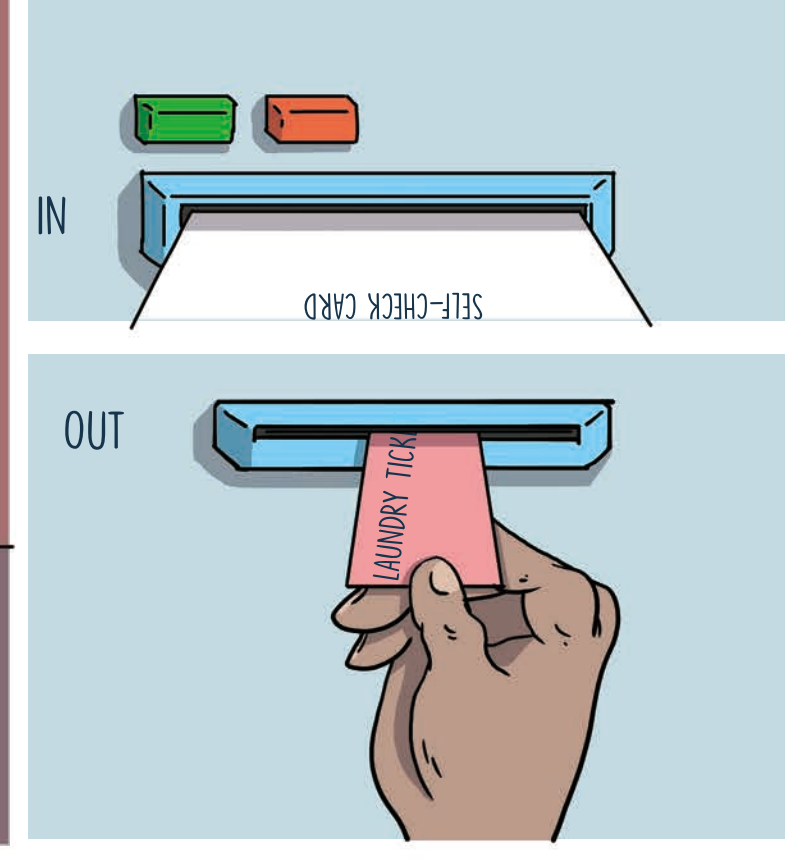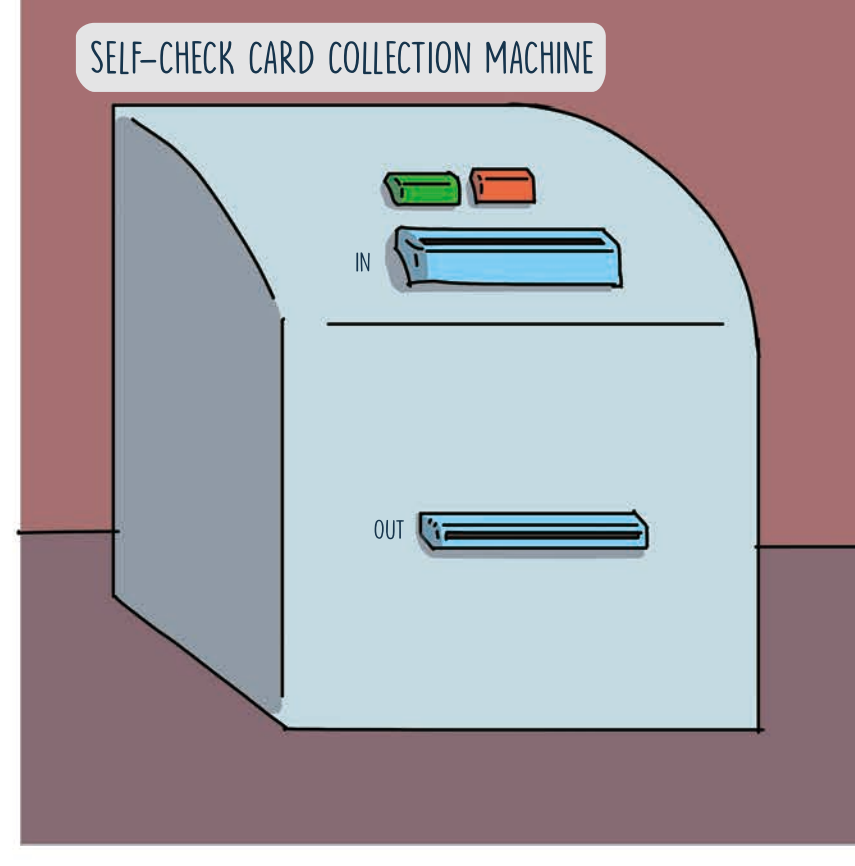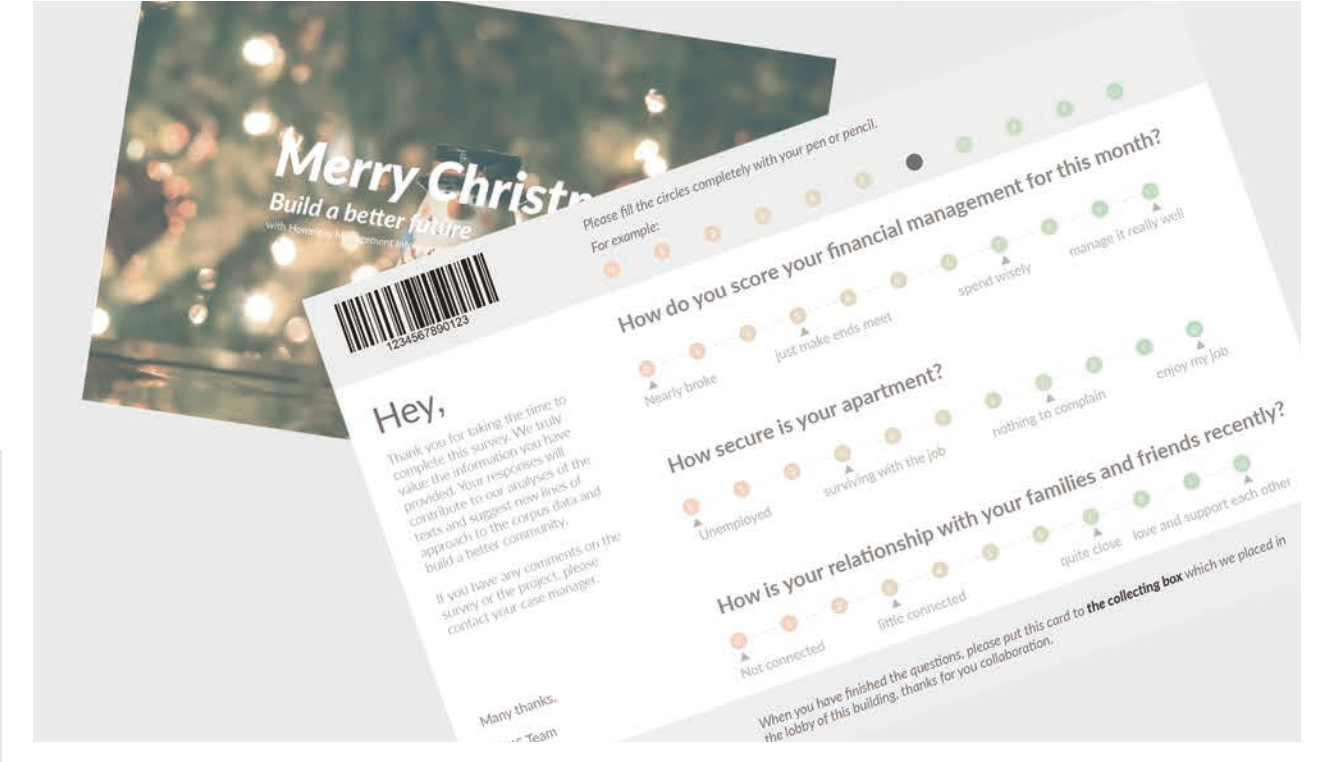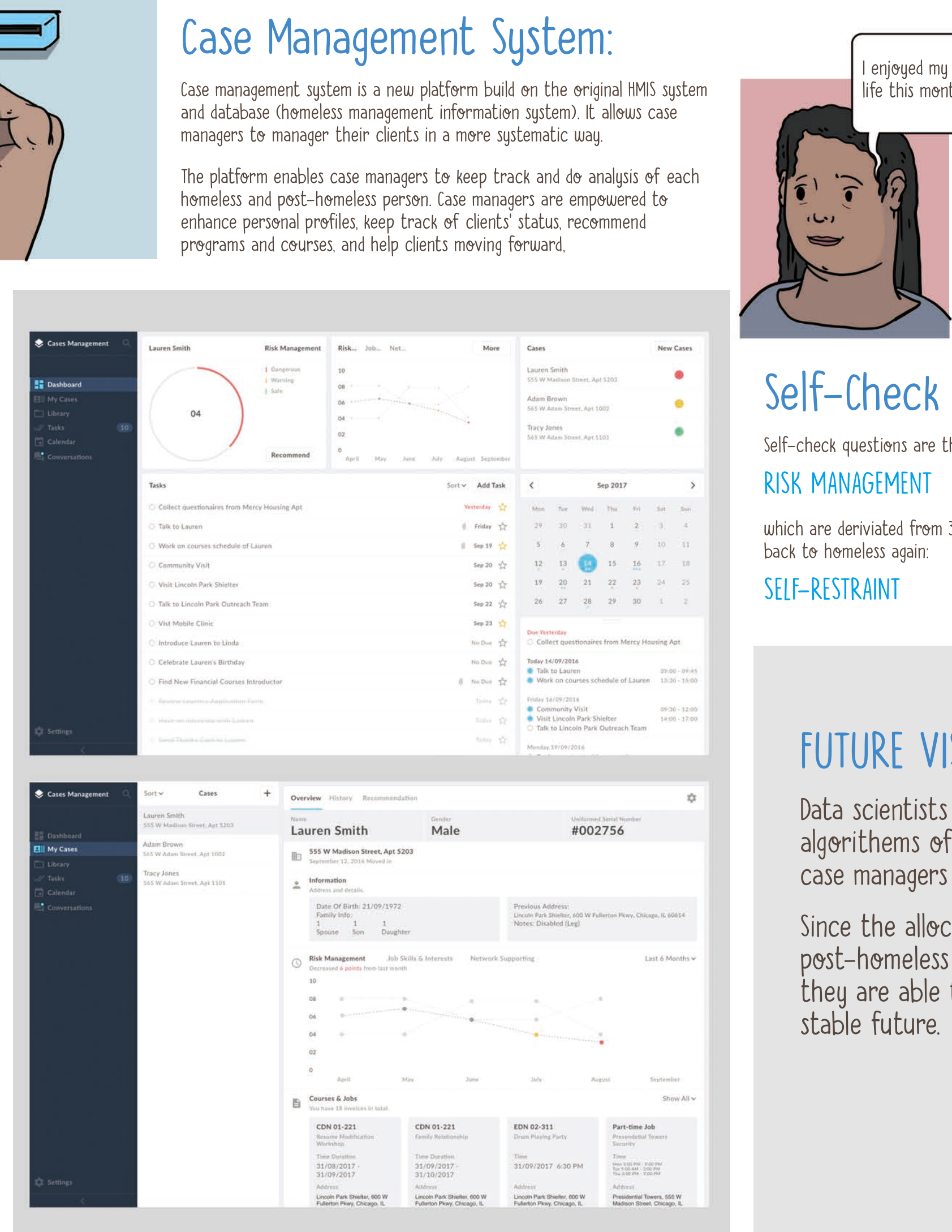
Self-Check Card:

Self-check card is another touchpoint to keep track on post-homeless people on a monthly basis.

The card contains only 3 basic questions. People are asked to answer those 3 questions every month. And send it back to the system.

With the data collected from the card, the system could analysis the score changes and potential risk about post-homeless people.

Case Management System:

Case management system is a new platform build on the original HMIS system and database (homeless management information system). It allows case managers to manager their clients in a more systematic way.

The platform enables case managers to keep track and do analysis of each homeless and post-homeless person. Case managers are empowered to enhance personal profiles, keep track of clients' status, recommend programs and courses, and help clients moving forward.

I enjoyed my life this month.

I had gone through a lot this month.

Thanks for helping me through this.

You will always be my client, my sincere friend.

Self-Check Questions:

Self-check questions are three 3 questions that could present the basic status of post-homeless people:

RISK MANAGEMENT   JOB & INTEREST   SUPPORT NETWORKS

which are derivaied from 3 main key factors that could predict the situation of post-homeless people going back to homeless again:

SELF-RESTRAINT   COMPETENCE   RESPONSIBILITY

FUTURE VISION:

Data scientists use the data collected from the system to create guidances and algorithms of connecting post-homeless people to matching help. Thousands of case managers like Sue are able to serve post-homeless people more efficiently.

Since the allocation of the resource got optimized, millions of homeless and post-homeless people are able to be introduced to efficient assistance. Therefore, they are able to maintain themselves and get lead towards a better and more stable future.