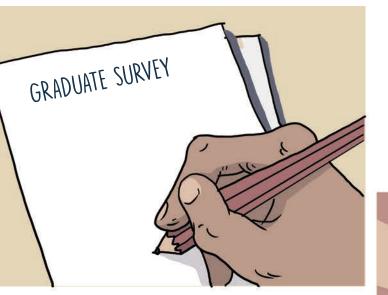
# TRACK N' PLAN SYSTEM FOR POST-HOMELESS

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 Mary Wharton. I am now a resident in Pacific I'm used to be addicted to drugs and got eventually Garden Missions. Actually I detoxed in jail. have spent much of my adult life on city streets and in shelters.







#### Graduate Survey

Are you keeping an organized routine recently?	
000000000	- O O Absolutely
Are you making new friends this month?	
QOOOOOOO	- OO More than 10 new friends
Do you feel anger recently?	
O O	- Q O A I think so
Are there any factors of bad influences around you?	
0000000000	- O O A I think so
Do you think you can do better than before?	
000000000	O O Absolutely
Do you mind going back to shelters for help in the future?	
O O	O O Absolutely
Do you think you have gained any progress during the past month?	
O O	-O O Absolutely

#### 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 those patterns, the system would be able to predict vulnerability of post-homeless people and give effective assistance and timely interventions.



I have my own apartment

**NOW.** I can not believe it. Having this



Part-time Job

Time Men 200 PM - POD PM Ter 200 AM - 200 PM the 200 AM - 200 PM

Presidential Towers, 555 W Madison Street, Chicago, I





## Self-Check Card:

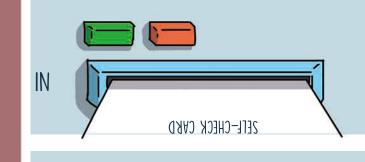
Self-check card is another touchpoint to keep track on post-homeless people on a monthly basis.

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.



# SELF-CHECK CARD COLLECTION MACHINE



OUT

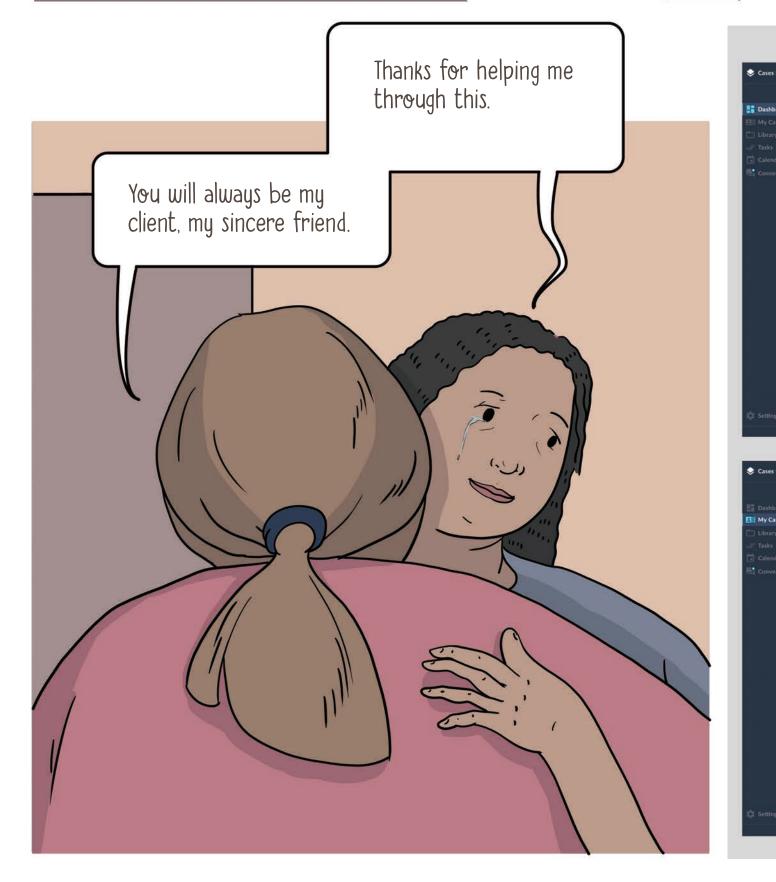


## Case Management System:

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 sustematic 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,



Lauren Smith	Risk Management	Risk Job Net		More	Cases					Nev	C	
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04	1 sare	04			Adam Brown 565 W Adam Street, Apt 1002							
	Recommend	02 0 Aprii May June		st September	Tracy J 565 W J		ast.Apt1	101				
Tasks			Sort 🛩	Add Task	< 5ep 2017			7				
O Collect questionaires from	Mercy Housing Apt		Ve	sterday 🟠	Mon	Tur	Wed	The	14	Sat		
O Talk to Lauren				Friday 🖧	29	30	31	1	2	(4)		
Work on courses schedule	of Lauren		1	Sep 19	5	6	7	8	9	10		
O Community Visit				Sep 20 1	12	13	0	15	16	:17		
O Visit Lincoln Park Shielter				Sep 20	19	20	21	22	23	24		
O Talk to Lincoln Park Outrea	ch Team			Sep 22 A	26	27	28	29	30	£.		
O Vist Mobile Clinic				Sep 23 ☆								
Introduce Lauren to Linda				No Due	Due Ver		stionaire	s from t	Mercy H	ousing	Ap	
O Celebrate Lauren's Birthday				No Due 🖧	Today 1							
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### 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 deriviated from 3 main key factors that could predict the situation of post-homeless people going back to homeless again:

COMPETENCE SELF-RESTRAINT

RESPONSIBILITY

#### FUTURE VISION:

Data scientists use the data collected from the system to create guidances and algorithems 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.

2017 FALL I DATA DRIVEN SERVICE DESIGN I SHANGYANYAN LI, YACHU FENG, YENAN LIN