

Aloha United Way

2017 CASE STUDY

Using Data to Innovate

Aloha United Way is working with community partners to find new and innovative ways to address homelessness.

In the last year, their statewide Homeless Initiative has helped over 4700 individuals find and maintain housing, as well as receive supportive services to help increase their long-term financial stability.

And they used data to guide their efforts along the way.

The Opportunity

Housing costs in Hawaii are among the highest in the country.

On any given day there are nearly 8,000 individuals experiencing homelessness across the state¹.

In April 2016, Aloha United Way (AUW) was awarded a \$4.7 million grant from the State of Hawaii Department of Human Services to help individuals at risk of losing their housing avoid homelessness and find housing for those already experiencing homelessness.

The grant offered AUW and its community partners a chance to innovate their approach and use data to help identify opportunities to make the most impact.

¹ Hawaii 2016 Point-in-Time Count

"Rather than hand out rental assistance on a first come, first serve basis, we carefully created a data collection process to ensure resources were utilized effectively. Our assessment process identifies the deeper needs of the person calling for help and links them with the resources and services most likely to meet those needs – now and for the long-term. We want this initiative to have lasting effects."

– Jay King,
Housing Program Manager
Aloha United Way

Capturing the (Right) Data

Aloha United Way (AUW) started by expanding their existing systems to help them shift to a more data-driven approach.



AUW operates the state's 211 system, which helps over 50,000 individuals every year connect with community resources, including housing.



They also had **e-IMPACT**, Seabrooks' comprehensive Community Impact Management System to manage their grants to community partners, including program performance.

The missing element was a simple, yet effective data collection and analysis tool that could enable them broaden their initial 211 assessment and easily capture results from the eighteen (18) community partners providing the housing and supportive services to clients. They decided to pilot something new.

Now when an individual calls 211 for housing assistance *staff use i-CResults to capture a detailed assessment of the individuals needs* to determine if they are a good candidate for the statewide Homeless Initiative. *Service data and outcomes are also entered into the system by community providers* to allow AUW to tell the story of the initiative's overall impact and identify opportunities to continue to innovate – in a coordinated, seamless way.



"The initiative has been hugely successful and a part of that was the ease in reporting and having real-time data. That was made possible with Seabrooks' i-CResults system."

– Marc Gannon,
Vice President of Community Impact
Aloha United Way

The Results

The initiative has made a significant impact.

Over 4700 individuals have found housing or avoided eviction, 46% of whom were children.

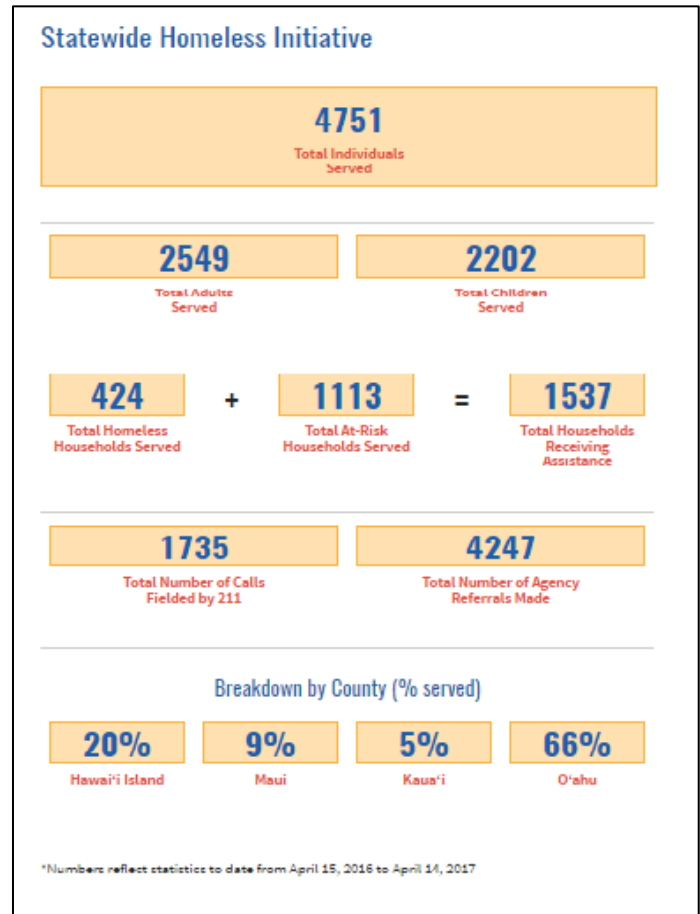
With access to real-time data, *AUW is able to update their website and send reports to service providers weekly.* The continual communication allows partners, donors and policymakers to stay informed about what's being done to address homelessness....right now.

Additionally, the *streamlined data collection process has allowed providers to focus on services, not statistics.* Once they enter the service data and outcomes for each client into i-CResults, their work is done. The system does the rest!

Provider feedback:

- Benefitting a lot of people
- Removing barriers to housing
- So much easier than other programs
- Streamlined
- Already has data in the system through the service process, not a separate report

The results clearly indicate that *AUW's efforts to implement innovative approaches to better address homelessness have paid off* and pave the way for a whole new way of doing business.



Our Only Measure of Success is *Your Success.*

Since 1995, Seabrooks has provided unsurpassed products and services to *help our clients* efficiently and effectively manage community investments that *make an impact.* Our company offers the highest level of customer support available and is recognized as a leader in the industry.

Contact us today to see how we can help you *do more good.*