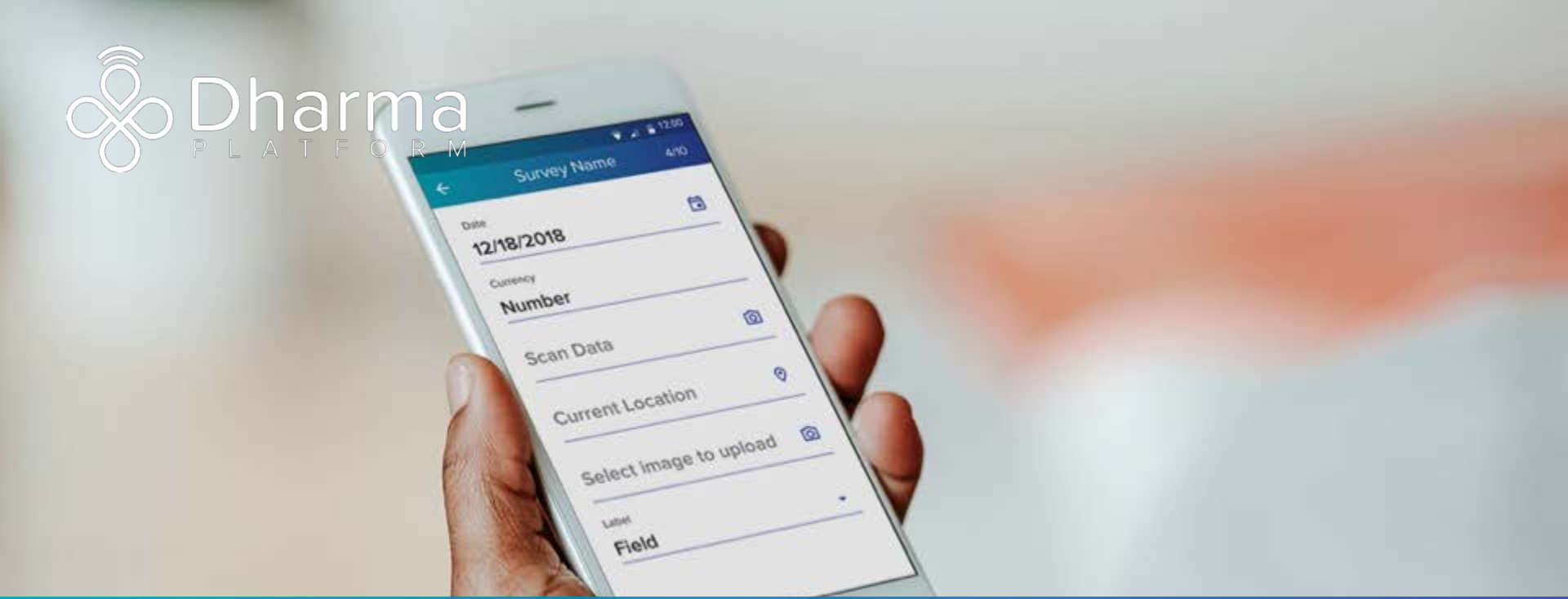

Dharma PLATFORM

Digital PIT Collection: Tackling Homelessness One Data Point at a Time

Prepared for the Florida Coalition for the Homeless Annual Conference 2019

PALM BEACH COUNTY FLORIDA

Agenda

1. Digital transformation journey
2. Building towards Impact
3. Use Case: Palm Beach County - Point in Time Survey
4. Why is it Important?
5. Q & A

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Who We Are & What We Do

Dharma Platform allows non-technical users to rapidly design and deploy programs to collect and analyze field level data —anywhere, anytime —and quickly make informed decisions based on real-time ground truth.

PURPOSE BUILT

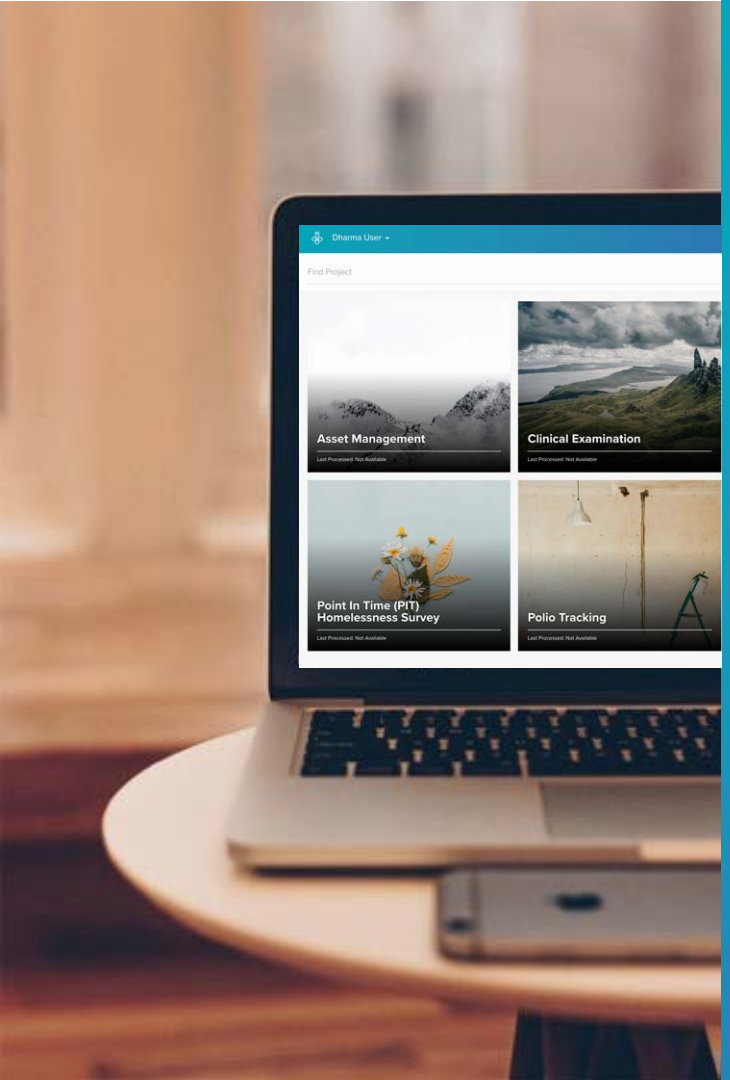
Founded by epidemiologists.
Crafted by cybersecurity jedis.
Tested in the most extreme environments.

SOCIAL ENTERPRISE

Private sector investments to support the most challenging environments on the planet.

MISSION & DATA DRIVEN

Intelligent and quick responses save lives and restore dignity.



Digital Transformation Journey

Why use paper?

1) Rapid deployment.

1) Low training overhead.

1) Flexible functionality.

1) Cost.

1) What else?

Why use technology?

1) Ease of use

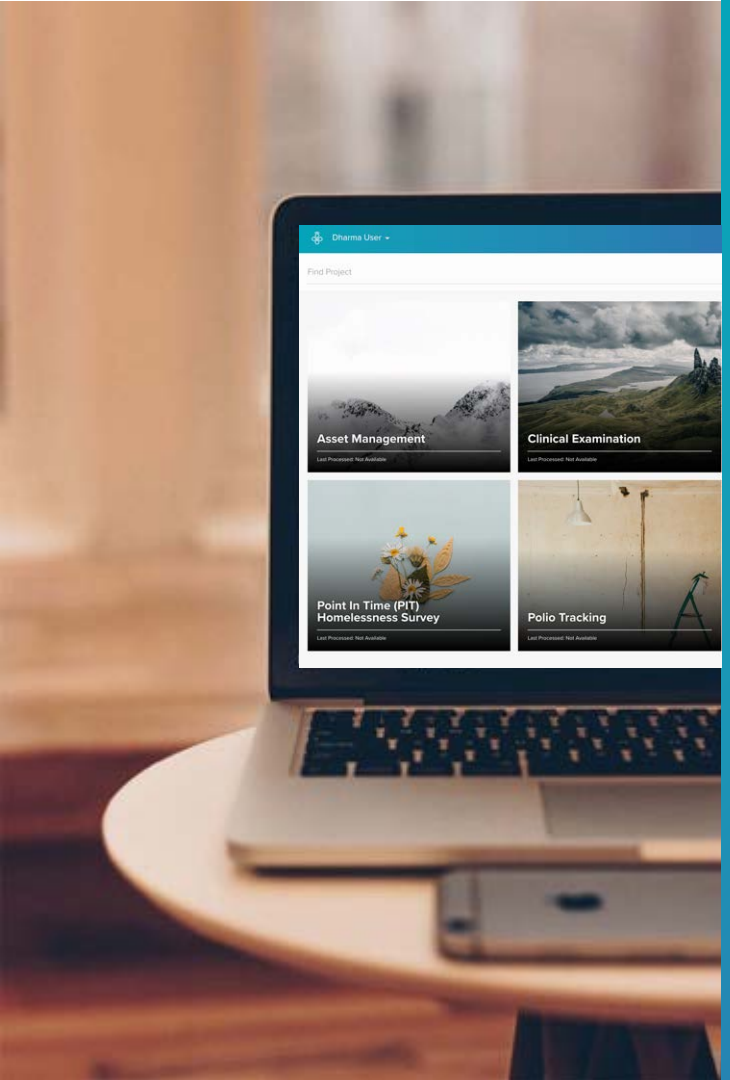
1) Improve Data Quality

1) Make it Sustainable

1) Enhance Privacy & Security

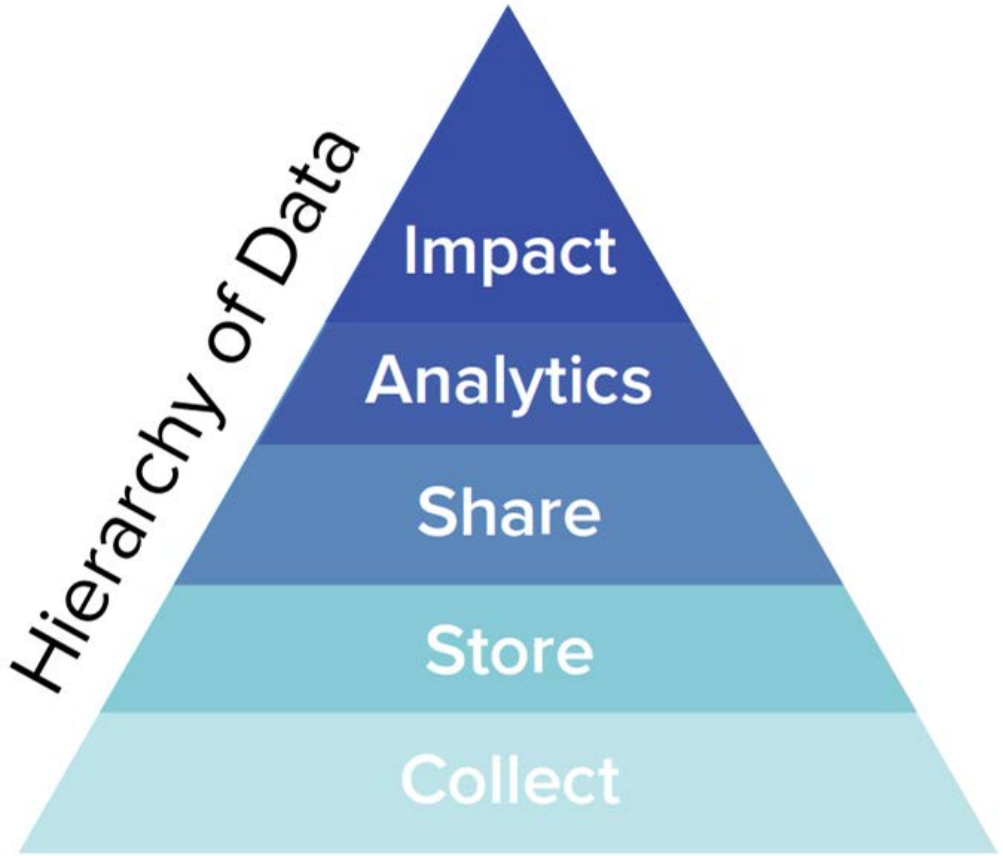
1) Raise Accountability

1) What else?

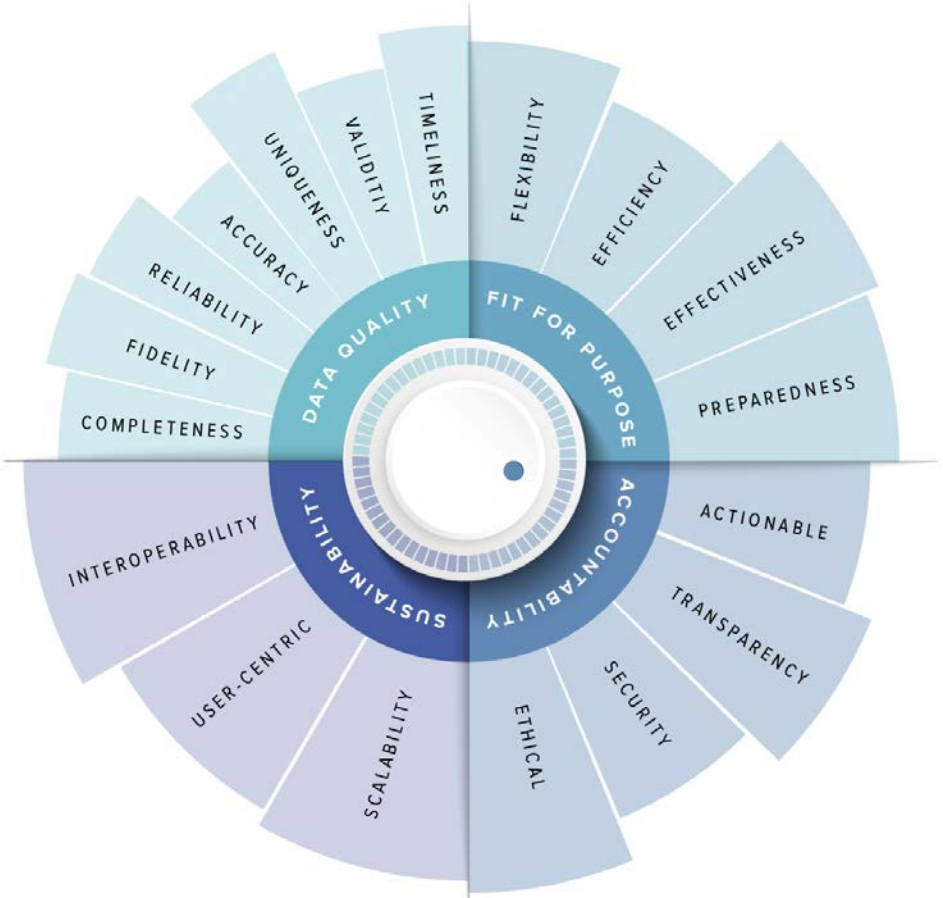


Digital Transformation Framework

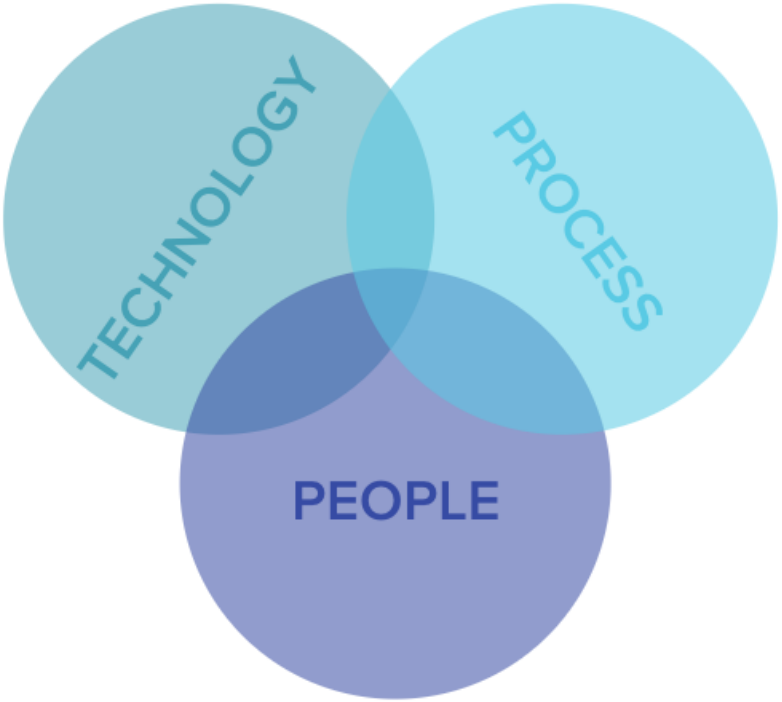
Building towards Impact



Data Management Outcomes



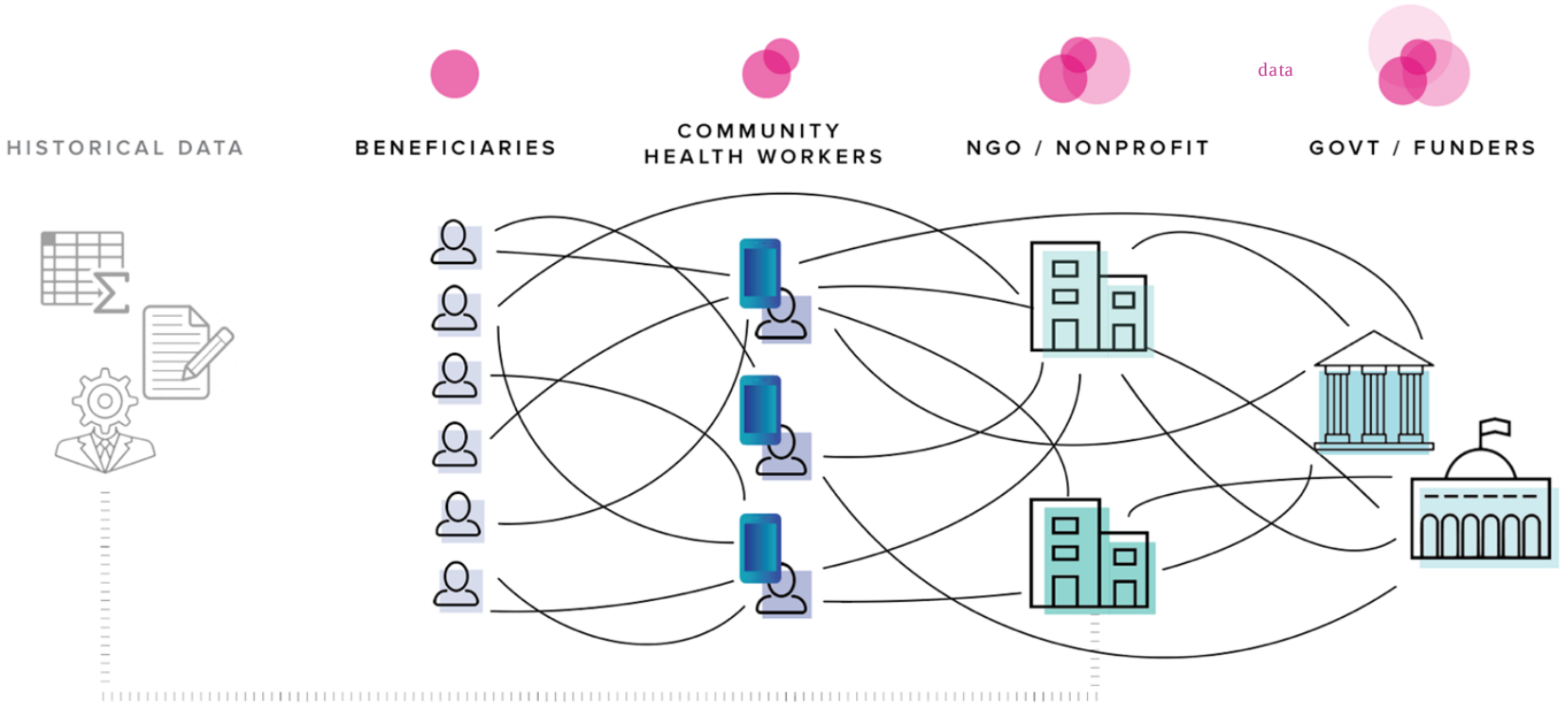
What’s needed for digital transformation?



DIGITAL TRANSFORMATION

Current State of Impact Measurement

Speed | Months - Years



Pen & Paper
Excel
Consultants

Data Collection

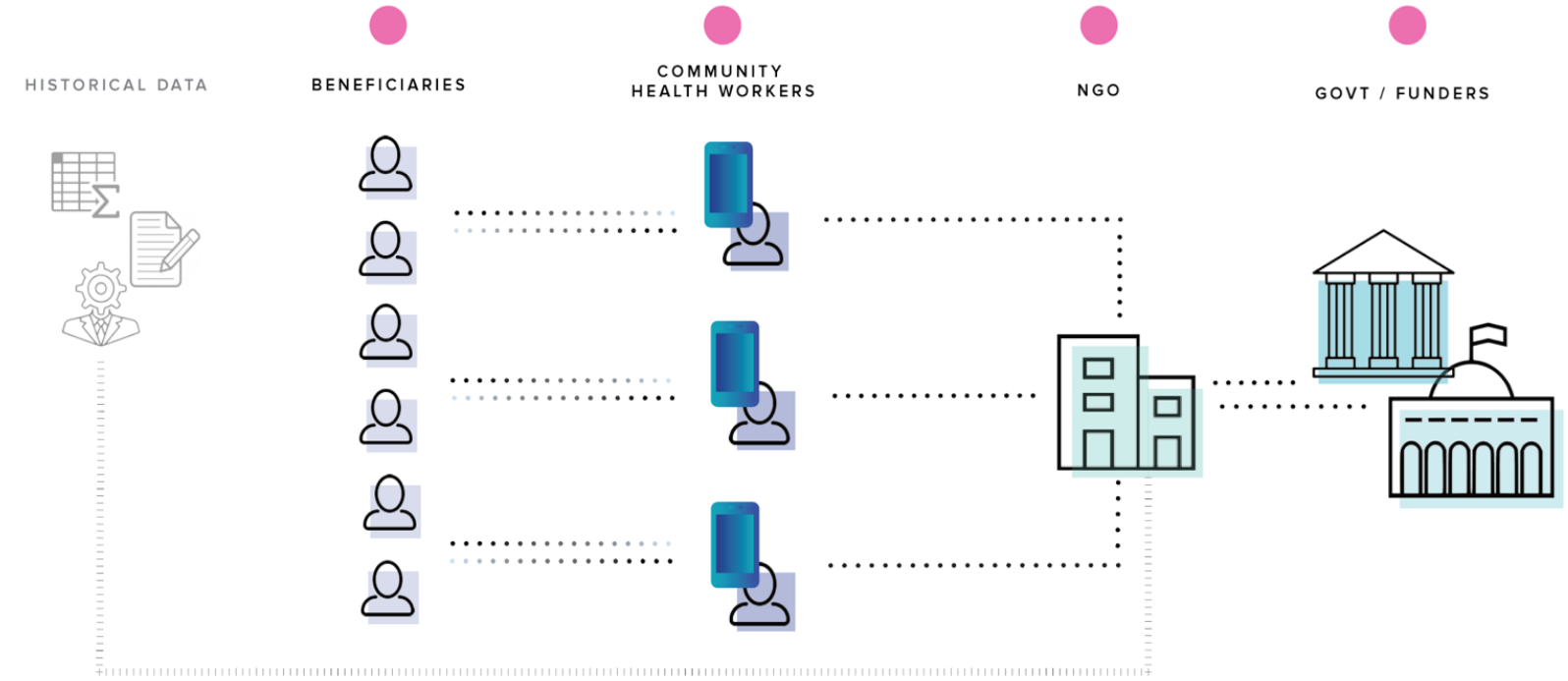
Program Management

Analytics & Reporting

Impact Management

Future State

Speed | Minutes - Days



Historical Data Ingestion

Data Collection

Program Management

Analytics & Reporting

Impact Management

Use Case: Palm Beach County, FL 2019 PIT Count Survey

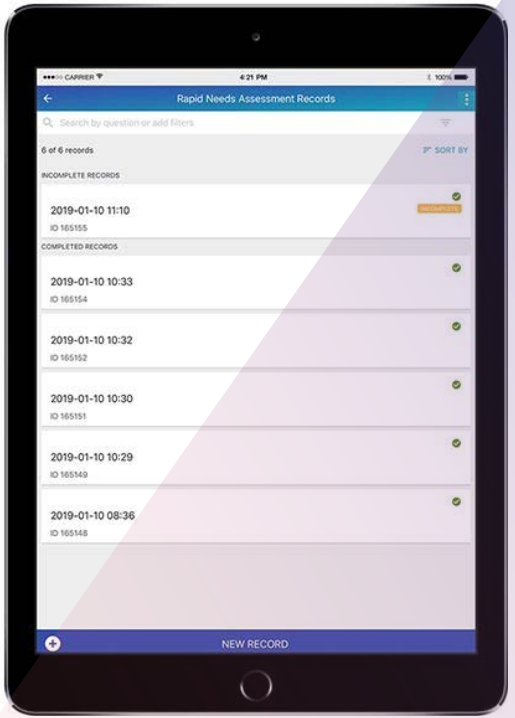
Palm Beach County's Challenges

- Disjointed data collection & management
- No confidence in location tracking
- Massive staff time spend on manual entry, cleaning and analysis
- No real-time insights for immediate action
- Inexperienced data collectors

Digital Point In Time Survey Solution

Providing Homeless Populations with Proper Resources

- 200 Citizen Volunteers
- 2 Days
- 6,000 Surveys Completed
- Data Analysis reduced from 3 months to 2 weeks



Immediate Results

- Data collection process shrank from **2 Weeks to 1 Day**
- Data analysis shrank from **3+ Months to 2 Weeks**
- Resource allocation and outreach happened **3 Months Faster**

TIME SAVED ON

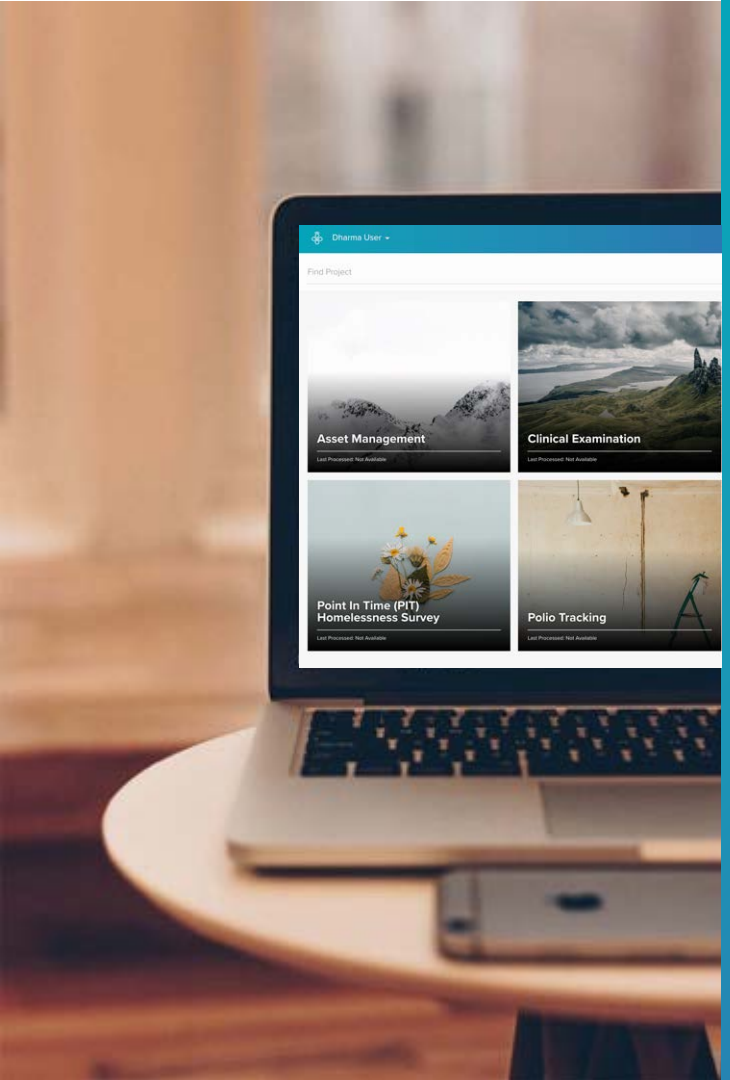
93%

DATA COLLECTION

TIME SAVED ON

85%

DATA ANALYSIS

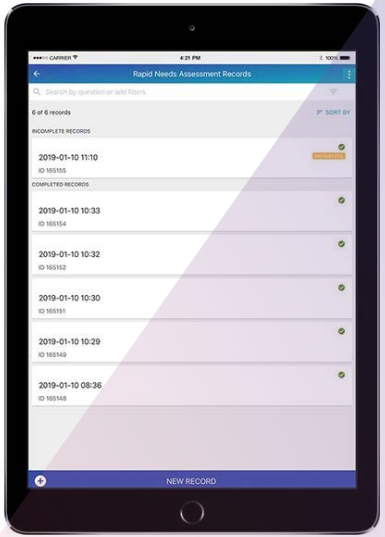


Digital Transformation

Rationale

IMPACT.

- All data instruments in a single, secure, scalable database instance
- Reduced time cleaning and analyzing data and faster time to insight for Palm Beach Country staff
- Data collection and analysis time reduced from 3 months to 14 days
- Greater and faster visibility into realities of homelessness across Palm Beach County



“Local governments typically struggle with transitioning to new digital systems, but [our digital transformation experience] made it extremely easy to configure our own app, train our volunteers, and get data immediately into the hands of our team."

KEIANNA PIERRE LOUIS

CONTACTS/GRANTS COORDINATOR, PALM BEACH COUNTY, FL

Why is this important?

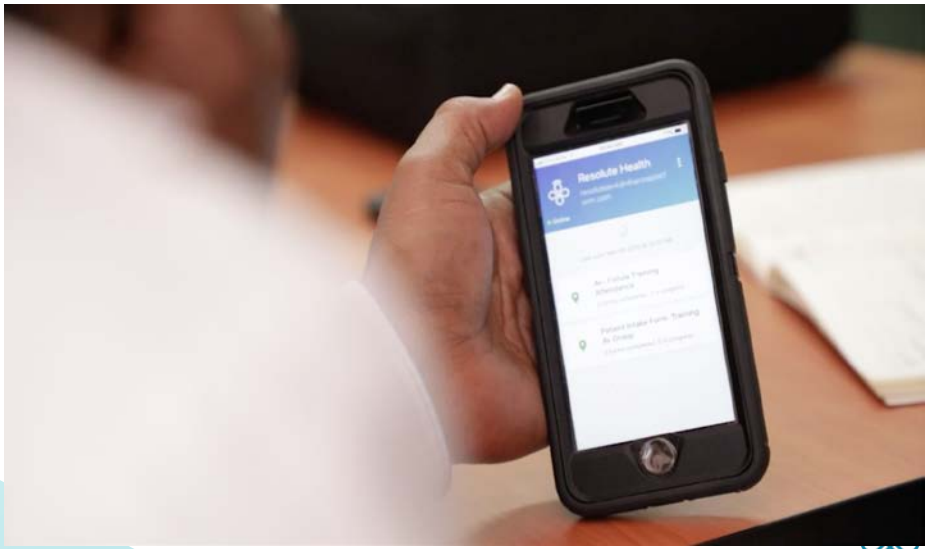
- Improve allocation of community and County resources to end homelessness
- Reduce Risks
- Act Fast, confidently
- Break information silos
- Align activities, avoid duplicative effort
- Better Diagnose and Monitor community issues
- *What would you do?*

How can you Drive Impact?

Top Tips & Takeaways

- Offer multiple Q&A / training sessions *(people)*
- Maximize bandwidth: Create a core team to support group leader *(governance)*
- Youtube training videos *(methods)*
- Periodic Check-ins *(oversight)*
- GPS location capture & Zip Code questions *(design)*

- People over technology
- Focus on process
- Simplify



Q & A

Case Study: Ending Homelessness in Palm Beach County, FL

SITUATION BEFORE PARTNERSHIP WITH DHARMA PLATFORM

- Disjointed data collection (pen, paper) and management processes prone to errors and quality issues
- Difficulties in confidently tracking location of homelessness populations
- Hours of staff time spent manual entry, cleaning and analysis
- Lag time in getting insights from data hindered timeliness and efficacy of PIT count
- Inability to act on insights from data quickly and real-time impact difficult to prove to community and government agencies

SCALE & SCOPE

- 200 data collectors
- 6,000 records over 2 days
- 1 County: Palm Beach, FL.

PROGRAMS & USE CASES

- PIT Count Survey
- Identifying and measuring needs of homeless individuals and families

IMPACT OF THE DIGITAL TRANSFORMATION PARTNERSHIP

OUTPUT LEVEL

- All data instruments in a single, secure, scalable database instance
- Reduced time cleaning and analyzing data and faster time to insight for Palm Beach Country staff

OUTCOME LEVEL

- Data collection and analysis time reduced from 3 months to 14 days
- Greater and faster visibility into realities of homelessness across Palm Beach County

IMPACT LEVEL

- Too early to determine
- Intended impact: improved allocation of community and County resources to end homelessness.