



Improving Quality and Equity in Housing First

Objective 1: Using data to communicate effectiveness of housing first model

Define data.

What data are you collecting? Are there gaps? Why should you collect data?

To communicate effectiveness of your program you must first identify the intention and use your data to compare your intent to your actions

Objective 2: Measuring and communicating quality of services

How to measure quality?

In housing: quality of living conditions can be measured and monitored through

To measure quality of your program, it is important to include client voice, identify the areas you provide services, and identify/measure your performance.

Objective 3: Prioritizing and serving diverse populations in permanent supportive housing

Are you collecting demographic information on the clients you serve?

If you are to address equity/inclusion/diversity the first step is collecting the necessary data to speak to questions being asked.

Utilize your demographic information to determine if services are equitable and inclusive

Identify underrepresented populations and the gaps that exist in your services

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