Research Guide: HOME-STAT

What are the big things we want to answer about homeless service delivery?

Who?

1. Who are the relevant stakeholders?

What and Why?

1. What is the typical flow (or “service journey”) from the time of a 311 call or street encounter through intake, case management, and case completion?
2. What does a comprehensive case file look like? What is the universe of information that a case manager has, and where does this information live (CARES, the vendor database, other systems)?
3. What are the biggest frustrations or challenges for relevant stakeholders related to:
   a. Getting support from other agencies
   b. Getting appropriate support or resources for clients
   c. Knowing the full information about a client
   d. Engaging the client and getting buy-in
4. What tools, data, information, and resources do relevant stakeholders wish they had to be more effective?
5. What questions do stakeholders think are important to answer about the HOME-STAT model?
6. What is the client perspective of “the process” and what barriers do they face?
7. What are clients resistant to and why?
8. What factors must be in place for a client to get into and remain in housing?
9. What theories of change are the different stakeholders working with? How can a case conferencing model unify those theories to create shared goals and expectations?

How?

1. How does current case conferencing across vendors and/or city agencies occur?
2. How should the case management and conferencing relate to the canvassing and rapid response components of HOME-STAT?
3. How can language be unified within canvassing, data tracking, and case management?

Read more about how to use this template under Talk with People at nyc.gov/servicedesign