

A PLACE TO CALL HOME:

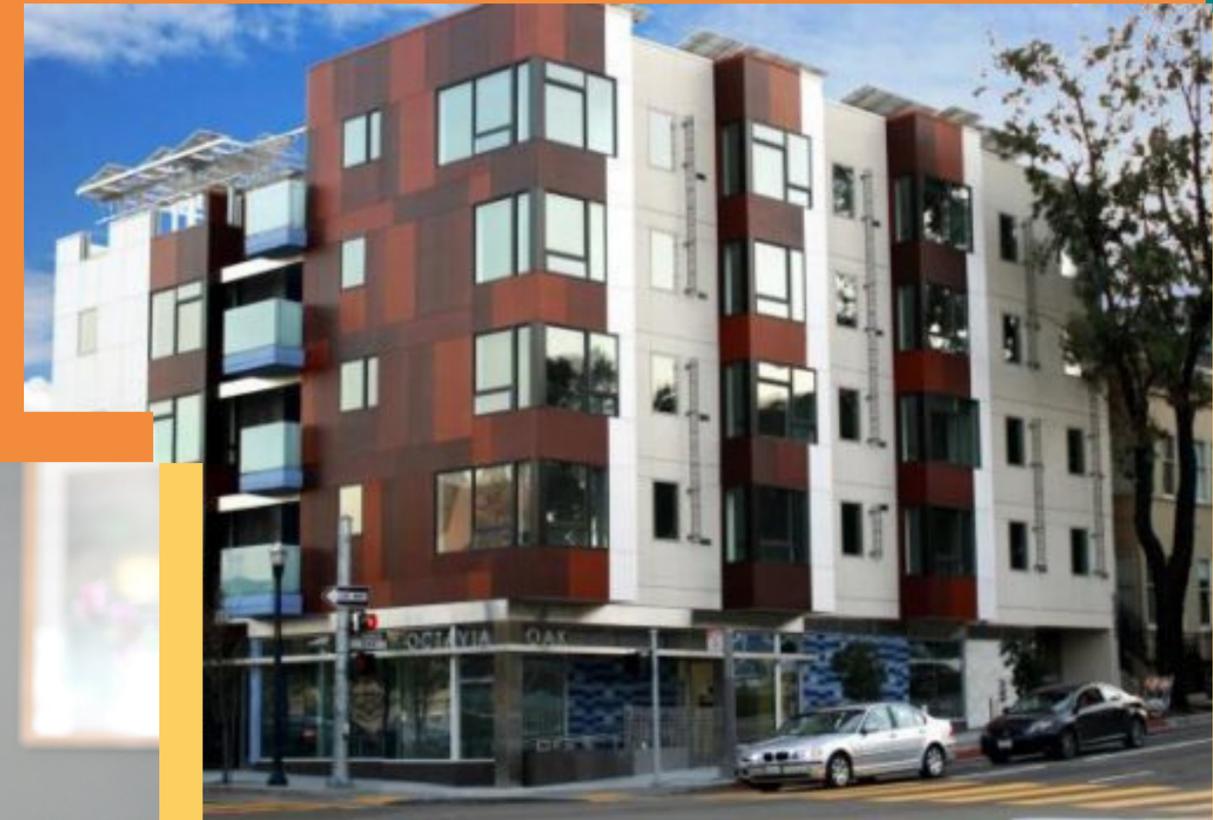
**Streamlining Housing Placements and Harnessing
Data to Enhance Program Design**

Tyler Fong, Deputy Chief Operations Officer
Tiana Moore, Deputy Chief Program Officer



Where housing
and services
come together

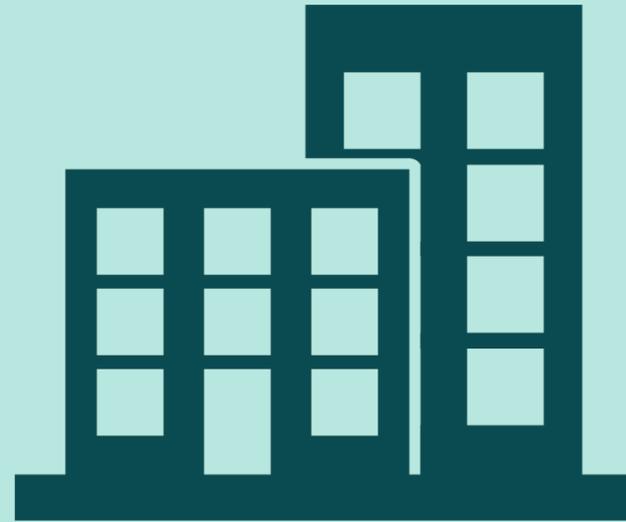
OUR FOUNDING MISSION



OUR IMPACT AT A GLANCE

17000+

PERMANENT SUPPORTIVE
HOUSING PLACEMENTS



EACH MONTH, WE
MOVE

200+

PEOPLE OUT OF
HOMELESSNESS
INTO PERMANENT
HOMES



1000+

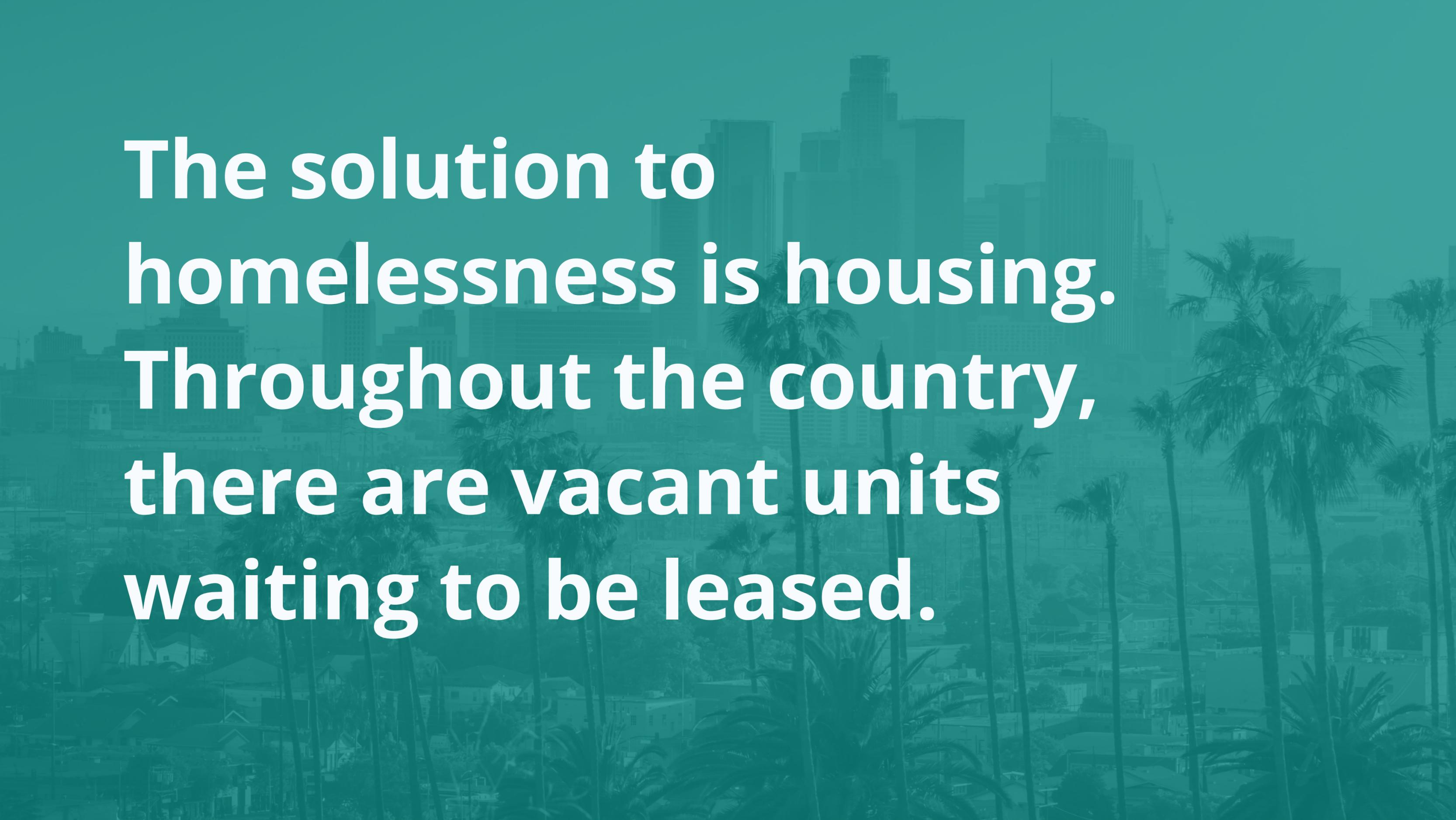
PEOPLE WITH
DEVELOPMENTAL
DISABILITIES HOUSED



1700+

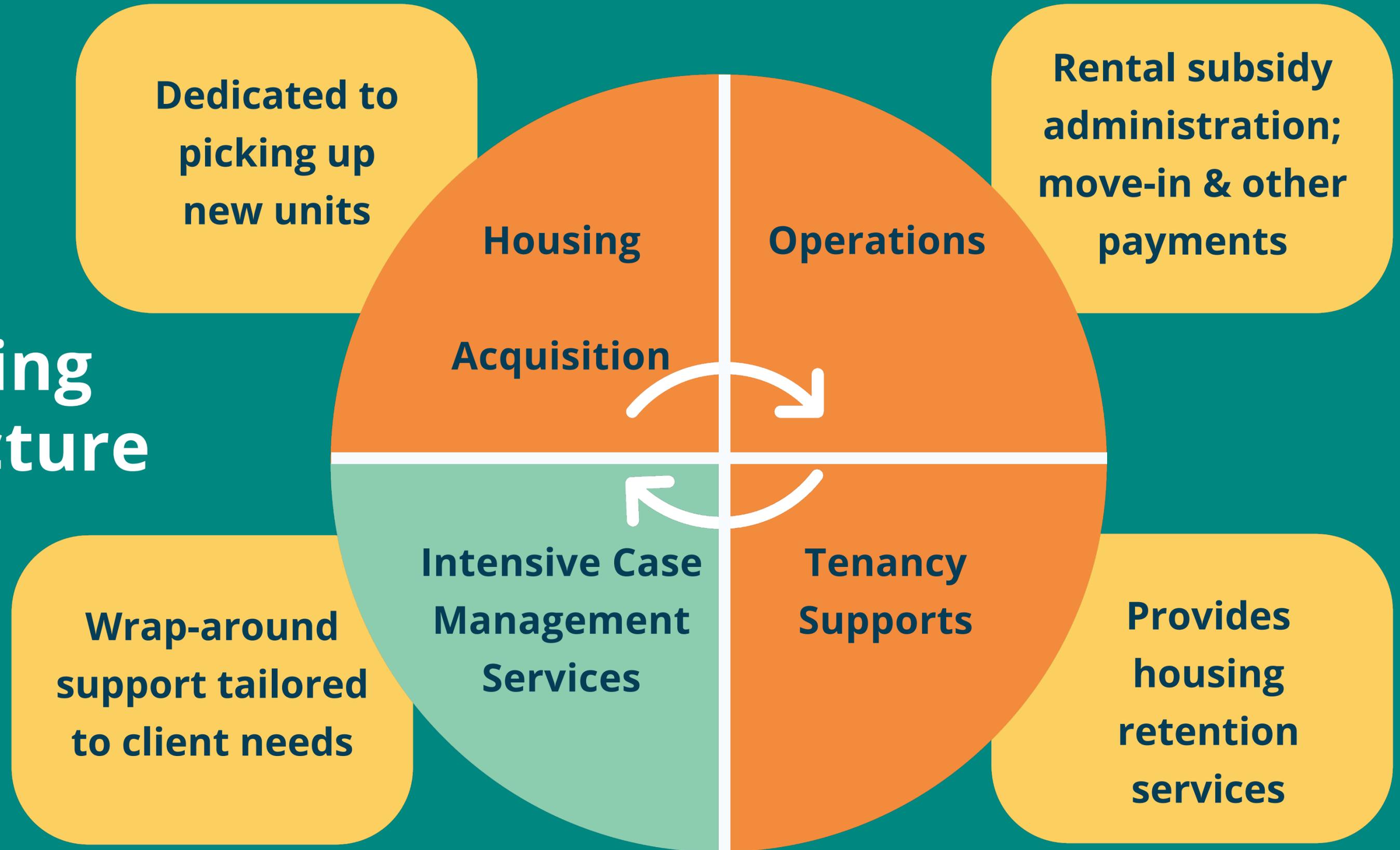
PEOPLE SERVED
THROUGH
INTENSIVE CASE
MANAGEMENT





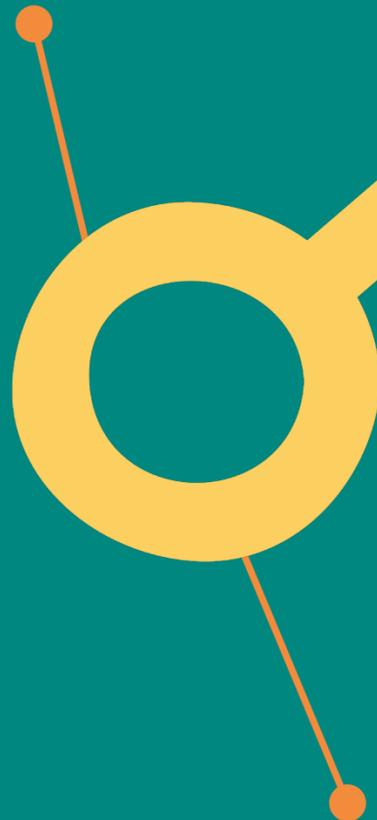
**The solution to
homelessness is housing.
Throughout the country,
there are vacant units
waiting to be leased.**

Staffing Structure

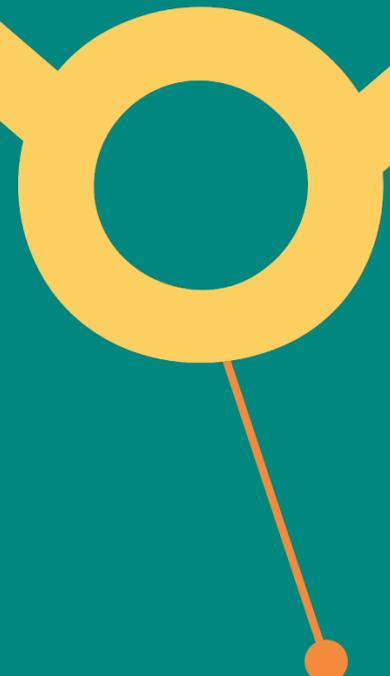


How it Works

Brilliant Corners curates a portfolio of units based on client needs through landlord engagement



Partners refer client



Brilliant Corners matches client to available unit



Client moves into unit and is provided housing retention and case management services

A Place to Call Home

A key takeaway from operating the Flexible Housing Subsidy Pool model is that the **combination of housing locator services, tenancy support and wrap-around case management is the key recipe for success.**

Professionalizing these functions—as they are different skill sets—contributes to:

- 🏠 Program impact
- 🏠 Exceptional service for clients and landlord partners alike
- 🏠 Ability to rapidly scale housing placements thousands of our unhoused neighbors



The Shockley Family at their new home.

Strengthening the Model: Using Data to Refine Housing and Service Delivery

- Aligns with a continuous improvement approach to our work
 - Real-time use of data
 - Retrospective evaluation
- Highlights areas for operational improvement (e.g., quality assurance, program policy impact, etc.)
- Promotes equitable housing + service delivery
- Improves efficiencies at the sector-level

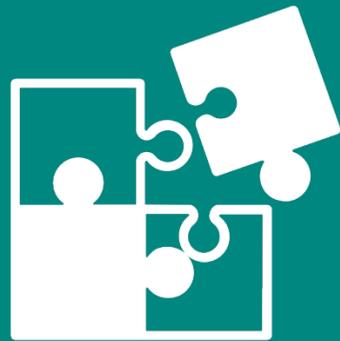


Strengthening the Model: Using Data to Refine Housing and Service Delivery



- **Key sources of data:**
 - ***Internal:***
 - Data collected by staff at touchpoints with program participants
 - Data from intentional program participant engagement
 - ***External:***
 - External organization engagement (property providers, peer housing orgs, partner orgs, etc.)
 - Homeless response system-level data; other public data sources

Program Delivery Performance Metrics



- **Efficiency:**
 - Length of time to house
 - Unit vacancies
- **Impact:**
 - Aggregate number of program participants housed
- **Fidelity to the model:**
 - Contact and documentation compliance

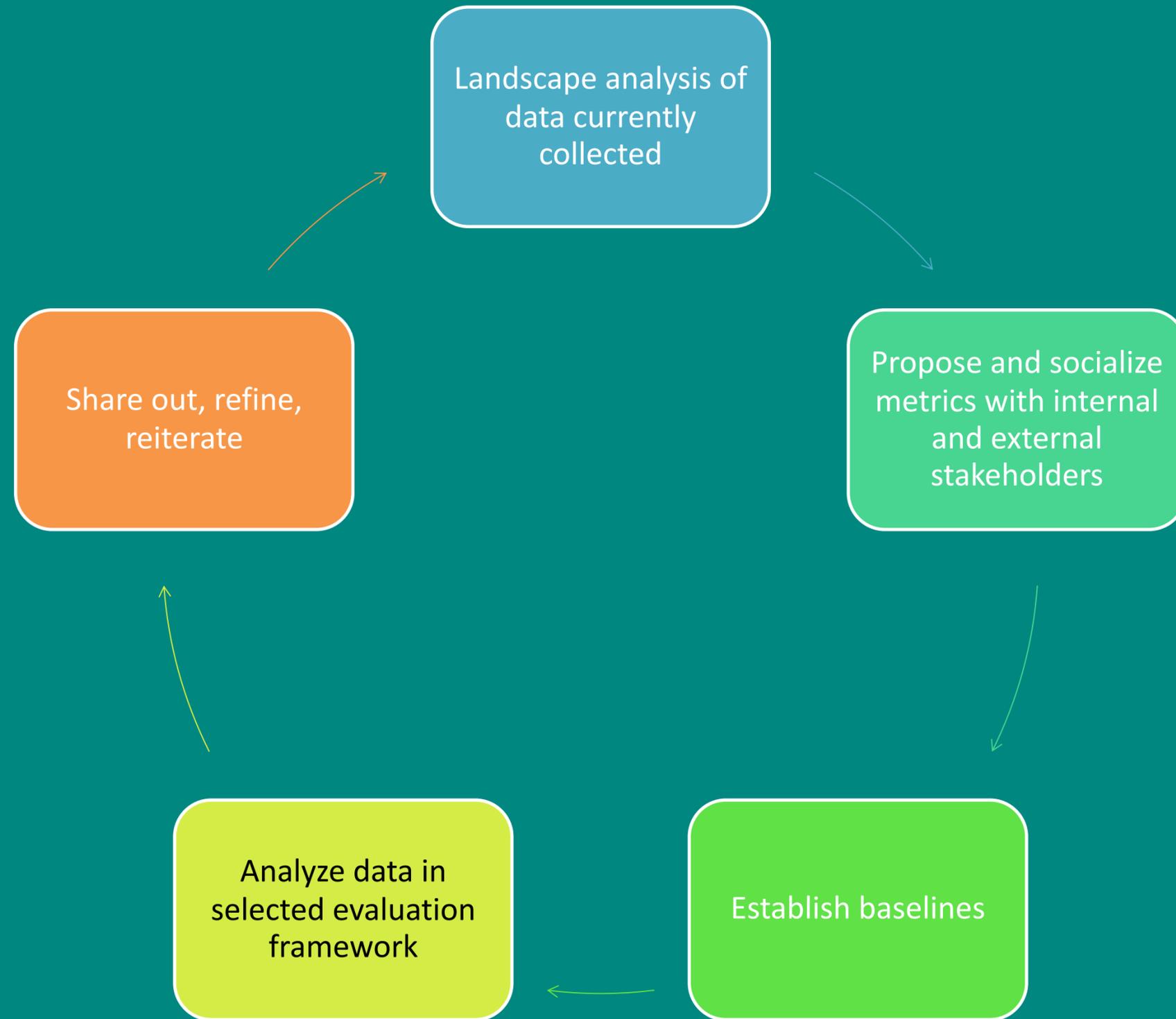


Program Participant Outcomes



- **Housing retention/stability**
 - Length of time in housing
- **Participant satisfaction**
 - Satisfaction with services offered, housing option received
- **Program exits**
 - Reason(s) for program exit

Supporting a Data-Driven Organizational Culture



Using Data to Advance Equity in Program Design

- **Center Equity from the Start:**
 - Promote an organizational culture of using data for learning and targeted improvement, rather than a focus on contractual compliance
- **Disaggregate:**
 - Disaggregation of internal data → opportunities to improve service delivery for client populations
 - Essential to disaggregate both performance and outcome metrics
 - External data can inform disaggregation plans



Using Data to Advance Equity in Program Design

- **Embrace Collaboration:**
 - Engage program participants with intentionality
 - Ensure internal and external stakeholders have clear avenues for input

- **Connect Findings to Action:**
 - Develop **actionable, time-anchored** steps to address disparities
 - Embed those steps in larger programmatic and strategic goals
 - Ensure alignment behind goals with all stakeholders

Thank you!

Please contact us with any further questions:

Tyler Fong, Deputy Chief Operations Officer | Brilliant Corners
tfong@brilliantcorners.org

Tiana Moore, Deputy Chief Program Officer | Brilliant Corners
tmoore@brilliantcorners.org

