

Case Studies and Best Practices

Assessment Frameworks and Performance Metrics

1. Active Contract Management: How Governments Can Collaborate More Effectively with Social Service Providers to Achieve Better Results

By Harvard Kennedy School Government Performance Lab

https://govlab.hks.harvard.edu/files/active_contract_management_brief.pdf.

2. City of Long Beach Is All In on Addressing Homelessness: Data Dictionary

By City of Long Beach via GitHub

<https://github.com/City-of-Long-Beach-Public/eoc-homelessness/blob/main/homelessness-data-dictionary.md>

3. Data Maturity Assessment Framework

By Smart Cities Mission, Ministry of Housing and Urban Affairs, Government of India

<https://dmaf.mohua.gov.in/assets/pdf/scm-dmaf.pdf>.

4. Los Angeles Homeless Services Authority Performance Improvement

By Harvard Kennedy School Government Performance Lab

<https://govlab.hks.harvard.edu/los-angeles-homeless-services-authority-performance-improvement>.

5. Outcome and Process Metrics Recommendations Developed for Seattle's Homeless Services Contracts

By Harvard Kennedy School Government Performance Lab

https://govlab.hks.harvard.edu/files/govlabs/files/seattle_homelessness_outcome_metrics_presentation.pdf

6. Shaking up the Routine: How Seattle Is Implementing Results-Driven Contracting Practices to Improve Outcomes for People Experiencing Homelessness

By Hanna Azemati and Christina Grover-Roybal, Harvard Kennedy School Government Performance Lab

https://govlab.hks.harvard.edu/files/govlabs/files/seattle_homelessness_rdc.pdf.

7. What Works Cities Certification: Assessment

By What Works Cities Certification, Bloomberg Philanthropies

<https://whatworkscities.bloomberg.org/assessment/>.

Frameworks and studies for Understanding and Addressing Homelessness

1. A New Direction: A Framework for Homelessness

By Stephen Gaetz and Erin Dej

https://www.homelesshub.ca/sites/default/files/attachments/COHPreventionFramework_1.pdf.

2. California Statewide Study of People Experiencing Homelessness

By Benioff Homelessness and Housing Initiative

<https://homelessness.ucsf.edu/our-impact/our-studies/california-statewide-study-people-experiencing-homelessness>

3. Evolving an Evidence-based Model for Homelessness Prevention

By Abe Oudshoorn, Erin Dej, Colleen Parsons, and Stephen Gaetz

<https://doi.org/10.1111/hsc.13000>

4. Functional Zero: A Definition for Ending Homelessness for a Population

By Community Solutions

<https://community.solutions/built-for-zero/functional-zero/>.

5. Reducing and Preventing Homelessness: Lessons from Randomized Evaluations

By Abdul Latif Jameel Poverty Action Lab, MIT

[rph_homelessness-evidence-review.pdf](http://rph.homelessness-evidence-review.pdf) (povertyactionlab.org)

6. The Homelessness Paradox

By Akrur Barua, Rachel Frey, Nagen Suriya, and Karen Byrnes, Deloitte Insights

<https://www2.deloitte.com/us/en/insights/economy/problem-of-rising-homelessness-advanced-economies.html>.

7. Yes, There's a Better Way to Measure Homelessness than the Annual Point-in-Time Count

By Bethany Snyder, *Community Solutions*

<https://community.solutions/yes-theres-a-better-way-to-measure-homelessness-than-the-annual-point-in-time-count/>.

Best Practices of Data-Driven Governance

1. Addressing Homelessness with Data Analytics

By Mahesh Kelkar, Rachel Frey, Nagen Suriya, and Shane Engel, Deloitte Insights

<https://www2.deloitte.com/us/en/insights/industry/public-sector/homelessness-data.html>.

2. Analytics Excellence Roadmap: A Four-Stage Maturity Model for Data-Driven Government

By Jane Wiseman, Ash Center for Democratic Governance and Innovation, Harvard Kennedy School

<https://hwpi.harvard.edu/files/datasmart/files/analyticsexcellenceroadmap.pdf?m=1629296694>

3. Boston CityScore

By City of Boston

<https://www.boston.gov/innovation-and-technology/cityscore>.

4. Finding Solutions to Los Angeles' Homelessness Crisis

By McKinsey

https://www.mckinsey.com/industries/public-sector/our-insights/homelessness-in-los-angeles-a-unique-crisis-demanding-new-solutions#.

5. Lessons from Leading CDOs: A Framework for Better Civic Analytics

By Wiseman, Jane, Ash Center for Democratic Governance and Innovation, Harvard Kennedy School

https://ash.harvard.edu/files/ash/files/leasons_from_leading_cdos.pdf.

6. The Chief Data Officer in Government: A CDO Playbook

By Deloitte Center for Government Insights

https://www2.deloitte.com/content/dam/insights/us/articles/5004_CDO-Data-strategy/DI_CDO-in-govt-playbook.pdf

Data Dashboards

1. City of Long Beach Homelessness Dashboard

By City of Long Beach

<https://perma.cc/G6YR-9N7X>

2. Functional Zero Dashboard

By County of Los Angeles- Homeless Initiative

<https://homeless.lacounty.gov/functional-zero/>.

3. Homelessness Program Dashboard

City of San José

<https://www.sanjoseca.gov/your-government/departments-offices/housing/homelessness-program-dashboard>

4. Homeless Service and Programs Dashboard

By San Diego Housing Commission

<https://www.sdhc.org/homelessness-solutions/city-homeless-shelters-services/dashboard/>.

5. How Dashboards Can Help Cities Improve Early Childhood Development

By Fiona Smith, Emma Martinho-Truswell, Oliver Rice, and Jessica Weeraratne, Open Data Institute for Bernard van Leer Foundation

<https://files.eric.ed.gov/fulltext/ED582025.pdf>.

6. One Seattle Homelessness Action Plan

By City of Seattle

https://experience.arcgis.com/experience/af548fd66fc94e98a5067b299b7d1209/page/Page/#home-layout-large_block_50