

Skagit YYA focus group questions
June 2023

Objectives:

- 1) [Introduce young people to ACI system level data](#)
- 2) Discuss their level of confidence in the data
- 3) Review the ACI demographic data collection policies and practices

Welcome and Intros

- Name, pronouns, check in question-favorite music artist
- Group agreements
- Housekeeping-bathrooms, food, gift cards given out at the end
- Why are we here today? (Emmy)
 - Objectives: ?
 - What is the ACI and where will this information go?

Part 1: Reviewing the ACI system level data

- Setting the context (Ashe)
 - Visualizing a By Name List (show graphs)
 - Where does the by-name list data come from?
 - What are the reasons it could be more or less accurate?
 - ABC's notes:
 - Slide 1 - HMIS stands for Homeless Management Information System, which is a secure place where all homelessness service providers/organizations need to put client data, what programs they go to, where they leave to, etc - and all of that information is usually used to prove to the government that programs should keep getting funding. But in Skagit, it is different, because we have the ACI - and ACI is actually using this information every month to try to make the system and programs actually work for young people.
 - Slide 1 - So, when you look at the ACI data, it all comes from HMIS. It works like this - you have a bunch of young people, and they come to programs, who then enter their data, it goes into HMIS, then ends up in the dashboard data.
 - Slide 2 - But, there are a lot of reasons why the data in the dashboard could not be right - like why? Can people say a few reasons why the information might not be right?
 - Slide 2 - All those reasons! Here are a few big ones:
 - If a young person is not connected to a program, then they dont end up here
 - If a young person is in a program that isnt in HMIS, they wont end up in the data, like schools for example

- If a program is not entering their data, they wont end up in there
 - Activity: System Flow (Athena)
 - Use volunteers to demonstrate how young people move through the system in inflow, outflow, and actively homeless
 - ABC Notes:
 - Framing: We are going to spend some time looking at the data we have in Skagit right now, but before we just start diving into it we are going to do a little activity to get into the headspace a little bit more
 - Instructions [note: this requires a little bit of math, so depending on how many people are there you might need to change the numbers!]
 - Ask for 3 volunteers to stand at the front of the room - these are the young people actively experiencing homelessness when the list was pulled for May
 - June comes around, and say 2 more people became homeless (ask for 2 volunteers to come up)
 - Also in June, 3 people were housed (ask 3 volunteers to sit down)
 - Ask: How many people are now in June's actively homeless number?
 - July rolls around, say that 4 more young people became homeless, including 1 that was housed last month (ask 4 people - one that just was 'housed' - to come back)
 - In July, only one person was housed (ask someone to sit down) - how many people are now on our actively homeless number?
 - Debrief questions:
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 - Key Points:
 - The numbers are never just numbers - these numbers represent real people, literally some of us, who are cycling around this system and getting lost in it
 - The data can tell us WHAT is happening, we can say why its happening - it is important for us to know what the data is saying and not saying, so we can have that much more power behind what we say to the system
- Reviewing the Data
 - Framing: In ACI, we have a saying that the data can tell us WHAT is happening, but young people with lived experience are the only ones that can really tell us WHY it's happening, and what to do about it. We are going to take some time

looking at the data on the dashboard that is there now and talk about what we are seeing.

- In pairs, have participants look at the numbers on the dashboard. (have it on a screen) take notes and chat together.
- Guiding questions (write on a flip chart):
 - What stands out to you?
 - Does anything look pretty accurate or wildly inaccurate? Why?
 - What ideas is this making you think of?
- Focus Group Questions-come back together (All of us)
- (everyone) On a scale of 1-10, how confident are you that what is represented on this dashboard is fairly accurate?-spectrogram
 - What is standing out to you as you look around on here?
 - Does anything seem completely off?
 - Does anything seem spot on?
 - What questions are coming up?

Part 2: [ACI demographic data collection policies and practices](#)

- Context from ACI: In ACI, we believe that we cannot end youth homelessness without creating more fair systems for youth of color, trans and GNC youth, and queer youth. We want QT and BIPOC young people to be housed just as much, just as fast, and stay housed just as much. That means the Improvement team and this YAB needs to be able to see where the gaps are so that we can work together to make the system work better for all young people regardless of who they are.
 - Part of that is making sure that programs are asking about and including information on young people's race, ethnicity, sexual orientation, age and gender identity. A lot of programs aren't required to ask about sexual orientation at all, so we are particularly trying to make sure they do anyways.
 - What are yall's thoughts about that? Is demo data important?
 - Framing: For the rest of today, we want to talk about the policy we have started around this, and focus on intake forms and the training we are going to do for providers.
- Basics of the policy
 - All providers need to collect all demographic info (including sexual orientation) at program enrollment
 - Providers must meet a basic standard for intakes
 - We are creating a training on collecting this information in an affirming way
- Intake forms -
 - What are your feelings about being asked questions about your race, sexual orientation, gender, age, etc in intakes?
 - When you think of times you have been asked, what are the most affirming ways you have been asked?
 - These were some of our ideas about what to tell people they have to do in intakes - what do you think of these? What would you add?

- Best practices
 - What would make you feel more comfortable answering these questions?
 - Visible Queer-friendly posters
- Training

How do we want to move forward with this info? How to share with IT?

Do we agree on why the data is inaccurate?