



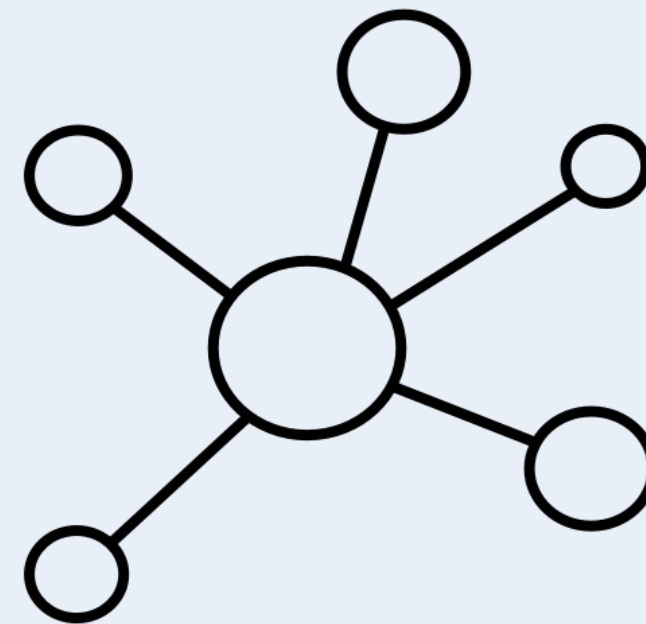
# IAC HOMELESSNESS DATA MODEL

Building a better storage and reporting solution for City of Seattle homelessness data

## PROBLEM

The City of Seattle Human Services Department (HSD) leads City efforts to develop and fund programs that address homelessness, but there are inefficient business processes and technical systems that hinder analysis.

**\$79 million**  
**150+ contracts**



**120 hr/mo**  
**5 analysts**  
**1 report**

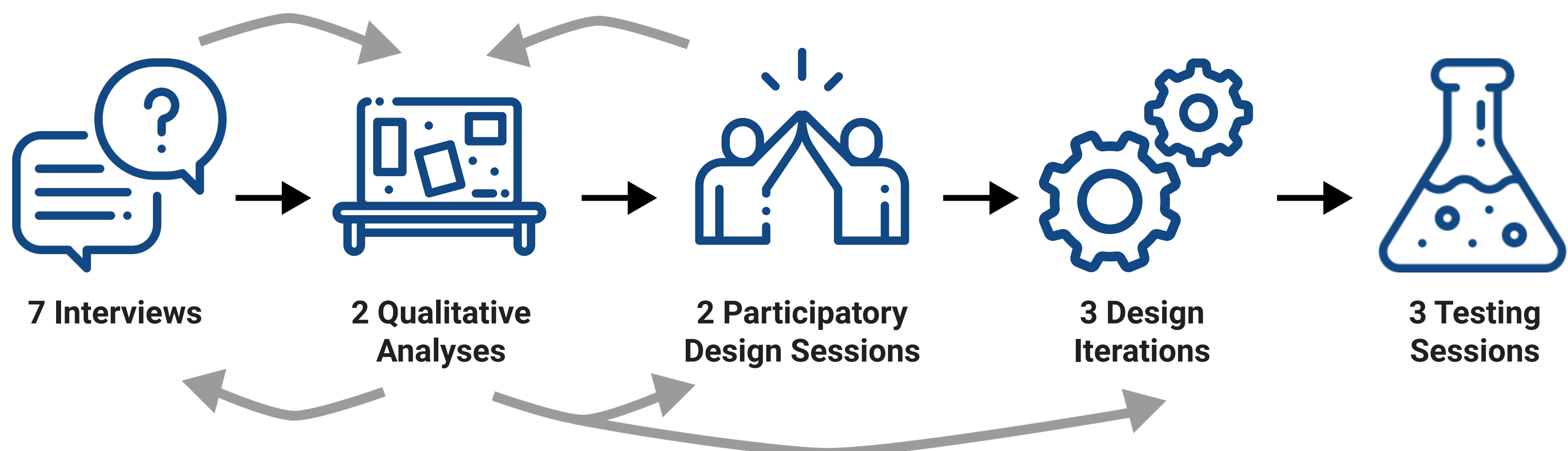
HSD funds programs that deliver housing and health services to our region's homeless population.

HSD monitors program performance using Excel workbooks, institutional knowledge, county databases like HMIS, and federal databases.

Analysts consolidate this information into status reports to inform policy and program evaluation. This process is time-consuming and complex.

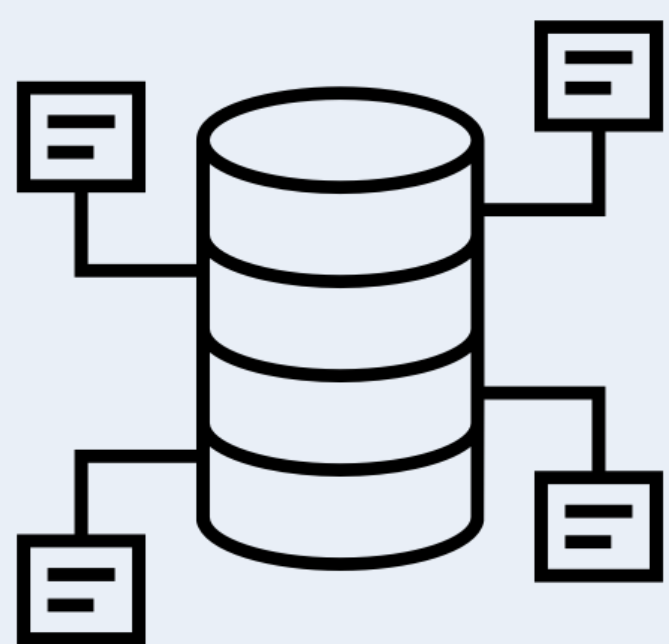
## PROCESS

We scoped our project into four distinct phases: user research, database modeling, dashboard design, and documentation. This deeply iterative process resulted in the following outputs:

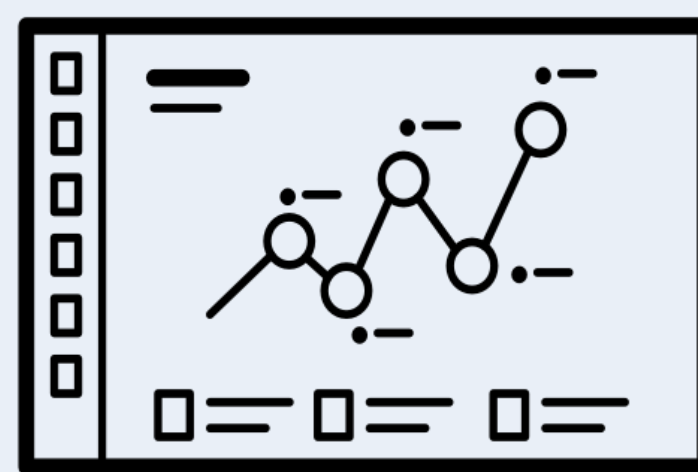


## SOLUTION

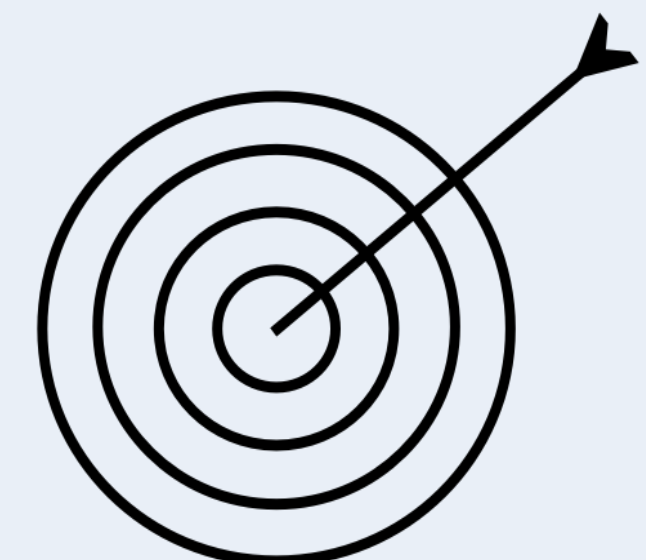
Our hybrid technical architecture and proposed business processes produce faster and more reliable analysis. Using these tools, HSD can tell a compelling and complete story about how the City of Seattle is serving its most vulnerable populations.



We built and tested a data warehouse that automates ingest of program data from Excel into Microsoft SQL Server.



We refined and expanded existing Tableau dashboards based on user research, enabling trustworthy analysis & reporting.



We provided teams with common context for homelessness data by making recommendations on how to use, maintain, and scale our solution.

### The Rolling Capstones

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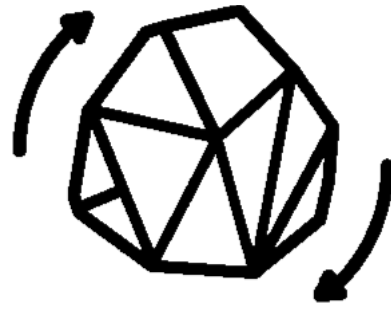
### Strategic Partners



### Special Thanks

Ali Peters, Ghetai Scott, Owen Kajfasz Coleman Wagoner, Jessie Metcalf Abdullah Ali, Sean McGann





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