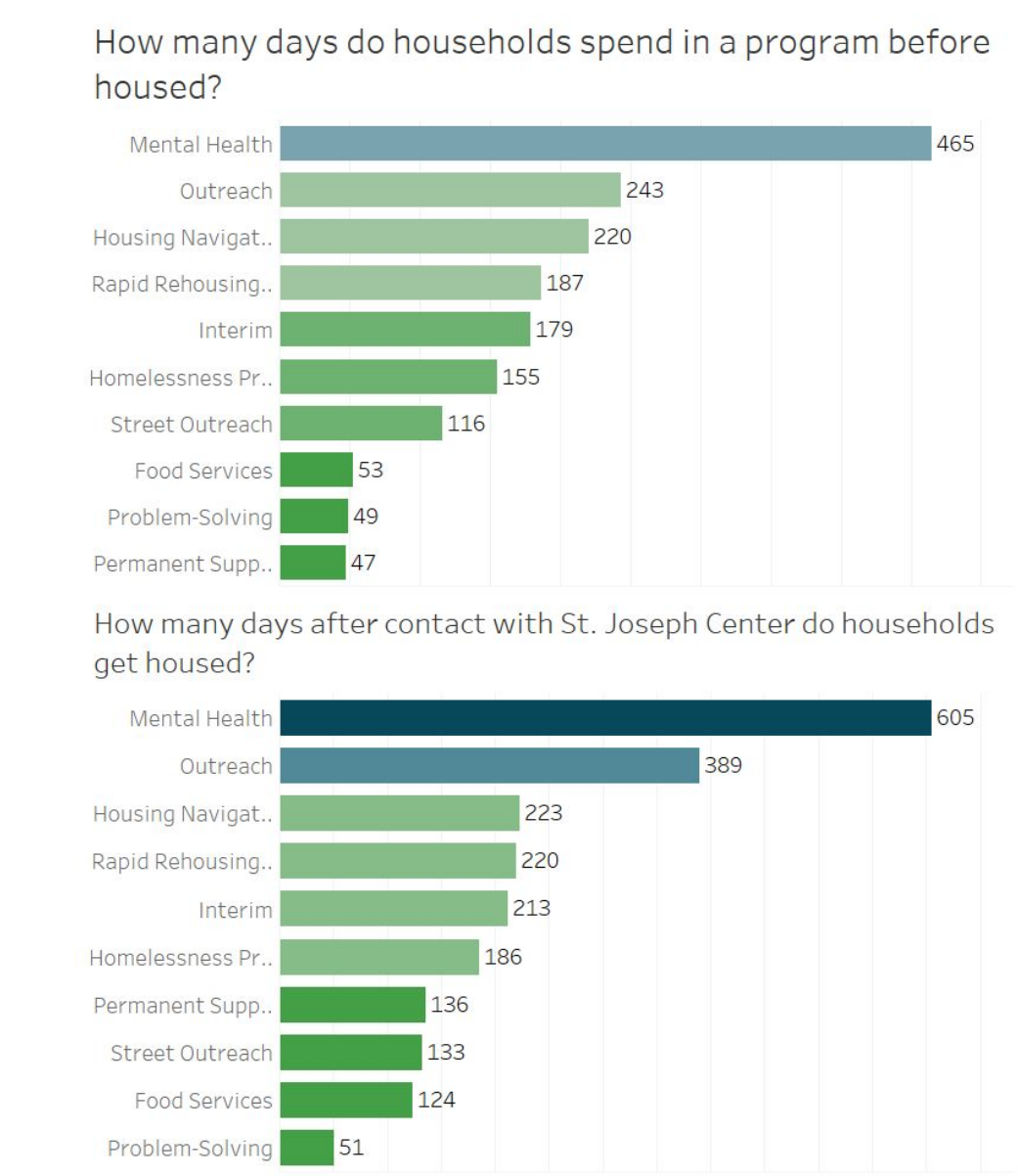


# St. Joseph Center: Service Utilization, Program Intersectionality, and Housing Retention

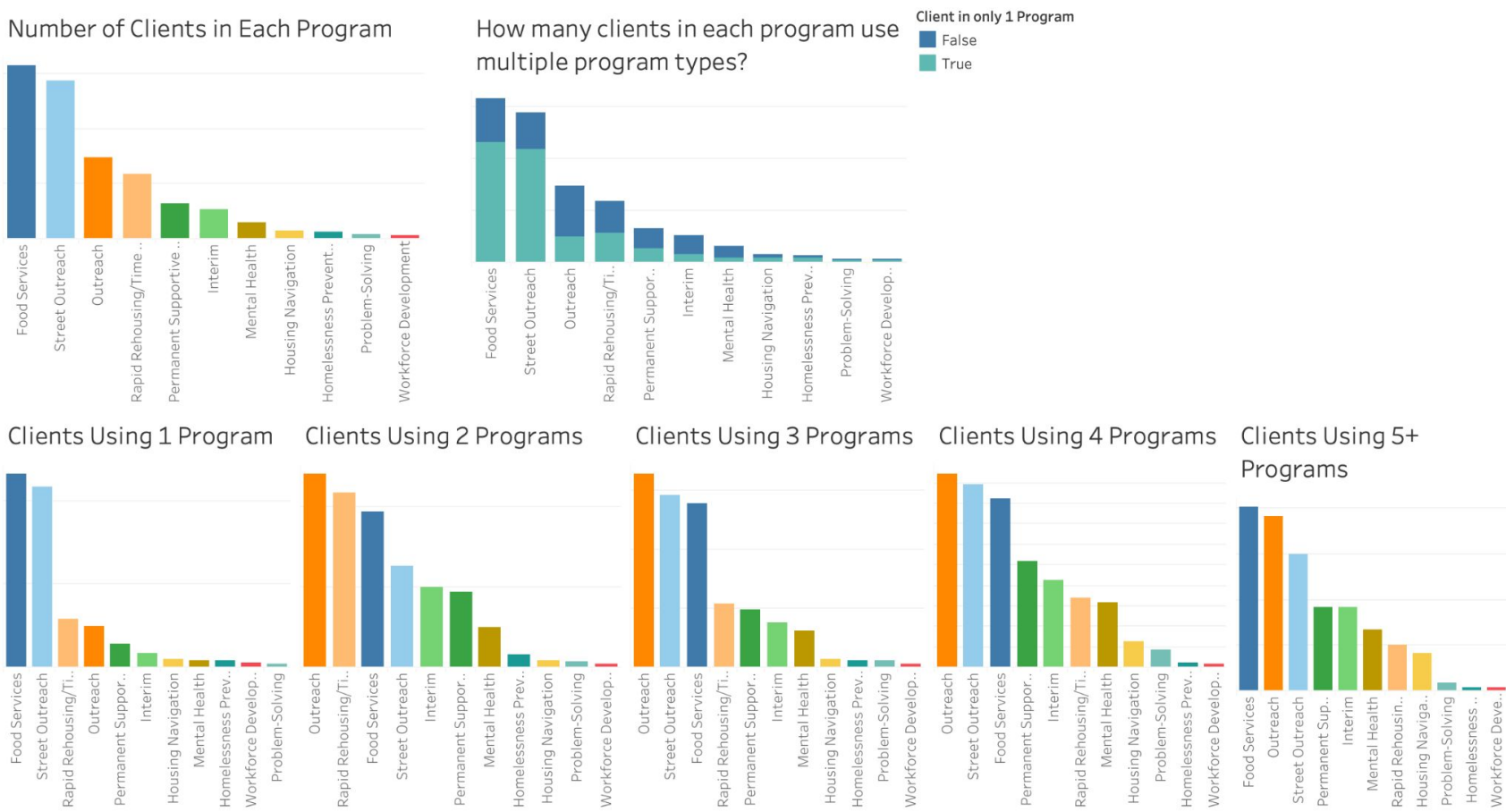
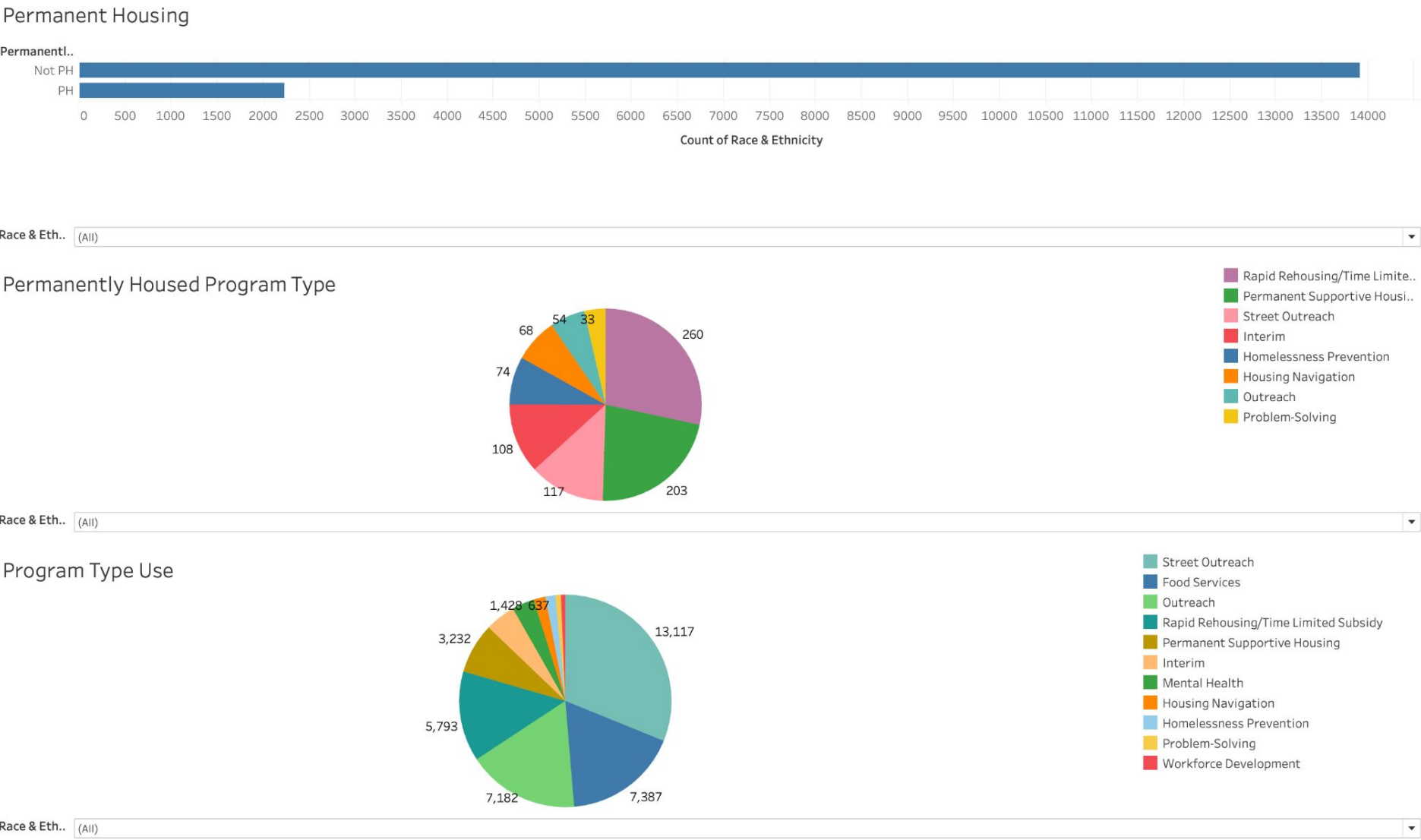
Stella Kaval, Kevin Rivera, Jiran Huang, Stephen Hwang

**The Problem:** St. Joseph Center, as an organization providing a variety of services to up to 14,000 homeless and low-income clients, wants to better understand four years worth of data to pull insights to better serve their clients. The given data were collected from a master list of clients and services created to fulfill funder requirements. Standard data cleaning and further analysis occurred before each analysis. The following are the four primary resulting insights explored by our team, presented through tableau dashboards by each member.

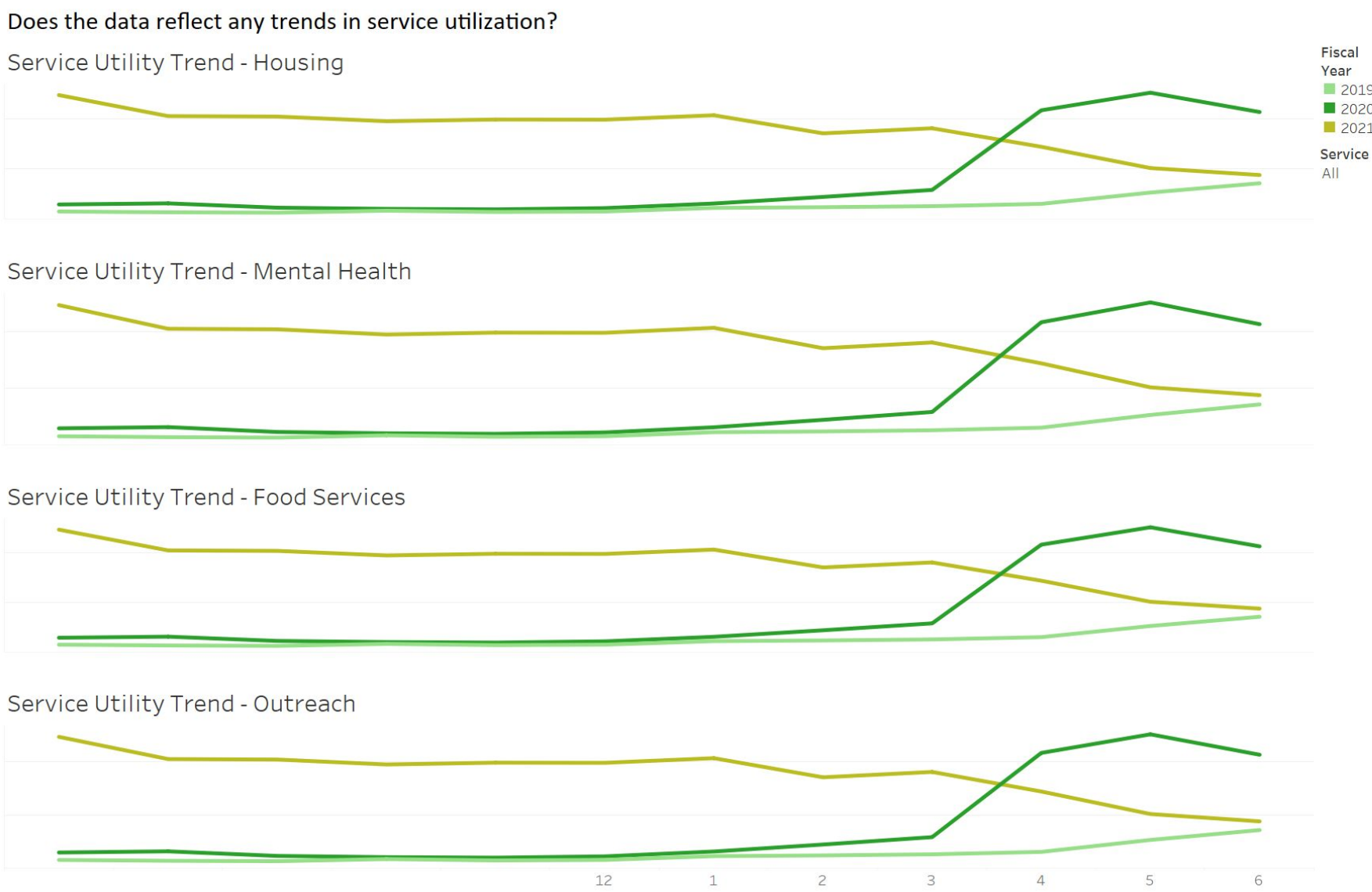


Using client enrollment data, the average number of days spent in each program per household until permanently housed was explored, as well as how long it took after initial contact for a household to find permanent housing. Calculated tableau fields were created to remedy for missing date values and rows with improper format.

The below visualization dove into ways in which race/ethnicity of clients impacted program use, housing outcomes, and program retention. While the most utilized services of St. Joseph Center were street outreach and food services, the greatest proportion of individuals who were permanently housed went through programs of type rapid rehousing/time limited subsidy. The second greatest proportion occurred through outreach programs.



By looking at client services history, the strongest linkages and intersections between each program offered was identified. Many clients in outreach, street outreach, and food services utilized the most amount of St. Joseph Center’s services, while clients that utilized only one program were most often from food services and street outreach.



The above plot shows service utility trends in each of the four main pillars in St. Joseph Center’s programs: Housing, Mental Health, Food Services, and Outreach and Engagement. The greatest localized utilization of services occurred during the genesis of the COVID-19 pandemic in April 2020, which did not decline significantly until January of the following year.

**The Goal** of our team is that, by identifying these insights and trends, St. Joseph Center will be able to identify programs in need of improvement in relation with the larger Los Angeles homelessness context, certain times in which such programs particularly need focus, as well as programs that are seeing results in positive housing outcomes for their clients.