# HMIS Monthly Training Looker for Beginners





#### Agenda

- 1. What is Looker?
- 2. How to Think Like Looker
- 3. Looker's Interface
- 4. Looker Models
- 5. Exporting Looks

# Questions? Please use the chat box!



## What is Looker?



#### **Terminology**

These terms all refer to the same thing!

#### Looker

The name of the product, owned by Google.

### Explore Tab & Data Analysis Tab

A description of how to access Looker via HMIS.

#### Data Analysis Tool

Bitfocus' preferred terminology for Looker.



#### Looker is a tool for exploring and explaining your HMIS data

#### Explore

Looker allows you to explore the data your agency has entered into HMIS.

#### **Explain**

Using reports and visualizations made with Looker, you can explain patterns in your agency's activities.



# How to Think Like Looker

The Data Analysis Process



#### The Data Analysis Process

1

#### Data

A collection of facts, numbers, and other details in a raw or unprocessed format.

2

#### Information

Descriptions of data usually in sentence form that are easy to understand, resulting from the analysis of data.



#### Insight

Patterns gleaned from the information provided by data analysis.

#### The Data Analysis Process

#### Data

| Client<br>Identifier | Project Start<br>Date | Non-Cash<br>Benefits:<br>SNAP |
|----------------------|-----------------------|-------------------------------|
| 1                    | 7/1/20                | No                            |
| 2                    | 7/30/20               | Yes                           |
| 3                    | 7/15/20               | Yes                           |
| 4                    | 7/12/20               | No                            |
| 5                    | 7/27/20               | Yes                           |
| 6                    | 7/29/20               | Yes                           |
| 7                    | 7/27/20               | Yes                           |
| 8                    | 7/3/20                | No                            |
| 9                    | 7/9/20                | No                            |
| 10                   | 7/29/20               | Yes                           |
| 11                   | 7/17/20               | No                            |
| 12                   | 7/28/20               | Yes                           |
| 13                   | 7/30/20               | Yes                           |
|                      |                       |                               |

Raw, unprocessed data. Not getting a lot from this.

#### Information

| Project    | No   | Yes  |
|------------|------|------|
| Start Date | SNAP | SNAP |
| 7/1/20     | 1    |      |
| 7/3/20     | 1    |      |
| 7/9/20     | 1    |      |
| 7/12/20    | 1    |      |
| 7/15/20    |      | 1    |
| 7/17/20    | 1    |      |
| 7/27/20    |      | 2    |
| 7/28/20    |      | 1    |
| 7/29/20    |      | 2    |
| 7/30/20    |      | 2    |

The same information in a PivotTable. Most clients already receive SNAP and clients with SNAP benefits enrolled towards the end of the month.

#### Insight

After a case manager noticed that she worked with clients on food needs toward the end of the month, she had a hunch that there might be a pattern. She investigated HMIS data using Looker and found that most clients who enrolled in July already receive SNAP and enrolled on or after the 15th of the month, 5 days after the last CalFresh disbursement date of the month. The agency will strategize ways to support SNAP recipients with additional food assistance and resource management.



Before you even start the data analysis process, you need to understand the question you want to answer with insight from your data.



## "How many clients fled domestic violence into our project last year?"



#### Clients

Any client? Or clients of a specific demographic such as gender, age, household composition, etc.



#### Fleeing Domestic Violence

Clients who fled a domestic violence situation directly into the project.



#### **Last Year**

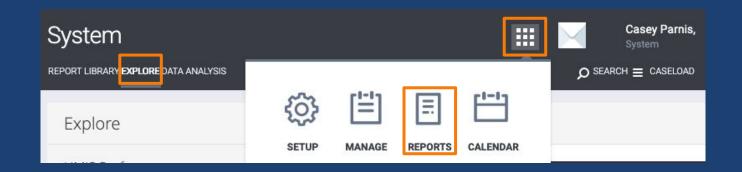
This question looks at clients who enrolled "last year." Generally you will look at clients who were active at all, enrolled, or exited during a reporting period.



## Looker's Interface

Time to follow along!





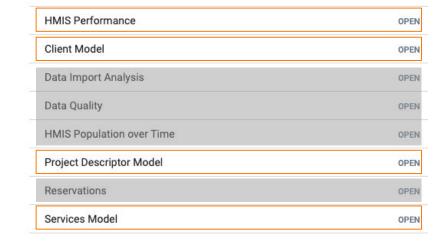


#### **Looker Models**

"A model is a customized portal into the database, designed to provide intuitive data exploration for specific business users."

- Looker's Knowledge Base

#### **EXPLORE**





### Commonly used Looker models

#### HMIS Performance

- Generally the right choice
- Clients must have an enrollment to appear

#### Client Model

Clients *do not* need to have an enrollment to appear

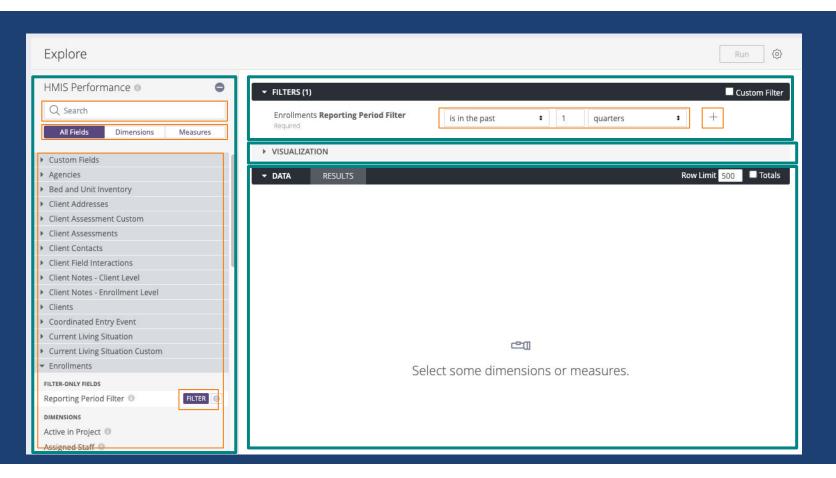
#### Services Model

 Gives you access to data about services provided

#### Project Descriptor

 Gives you information about your project setup, bed inventory, and staff







#### **Dimensions vs. Measures**

#### **Dimensions**



- An attribute or characteristic used to group data
- Example
  - Clients Unique Identifier
  - Enrollment Project Start
     Date

#### Measures



- Ways to group dimensions
- Examples:
  - Count of Clients
  - Average Income Change



## How many clients fled domestic violence into our project last month?

#### Who

#### How will we identify the clients?

- Clients Unique Identifier
- Clients Personal ID
- Clients Full Name

#### What

## What are we interested in about our group?

Entry Screen
 Currently Fleeing
 Domestic Violence

#### When

#### What is our reporting period?

- Enrollments Reporting Period = anytime
- Project Start Date = 7/1/2019 6/30/20 (7/1/20)

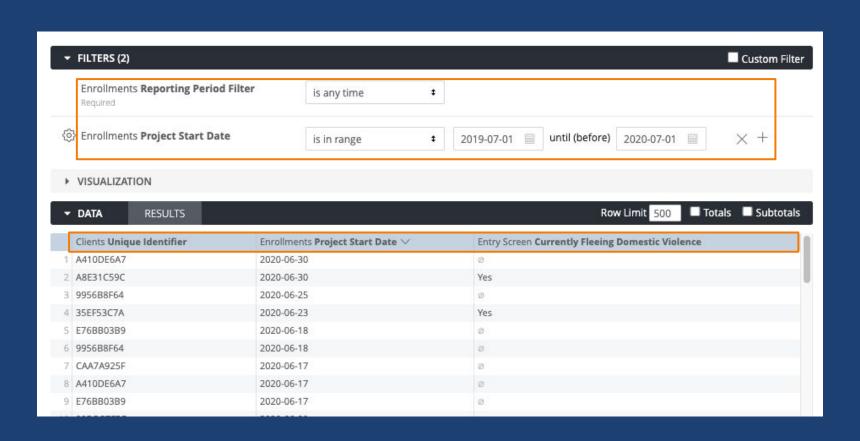


#### Screen Specific Fields

- Clients: Generally from Profile Screen
- Entry Screen: HUD Standard Fields On Entry Screen
- **Entry Custom:** Custom Fields on Entry Screen
- Update/Exit Screen: HUD Standard Fields on Status Update, Annual Assessment, or Exit Screen
- Update/Exit Screen Custom: Custom Fields on Status Update, Annual Assessment, or Exit Screen

Clients Unique Identifier Enrollments Project Start Date V Entry Screen Currently Fleeing Domestic Violence

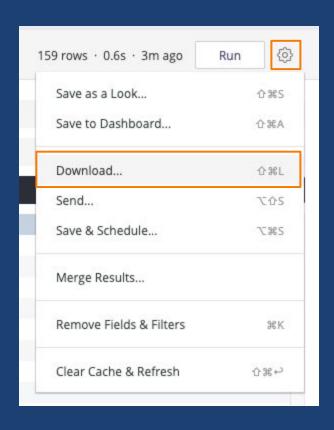
You can identify a field's section by looking at the non-bold part of the field description once you've added it to the data pane.



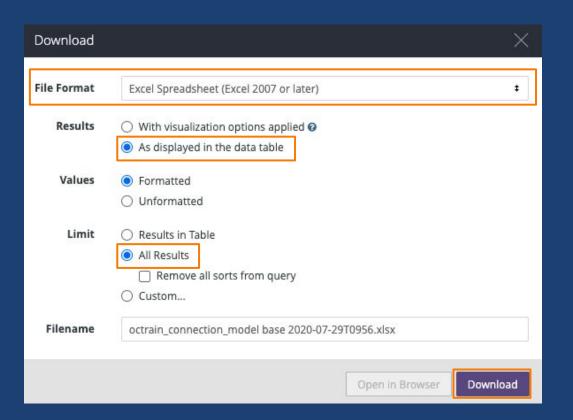


# Exporting From Looker







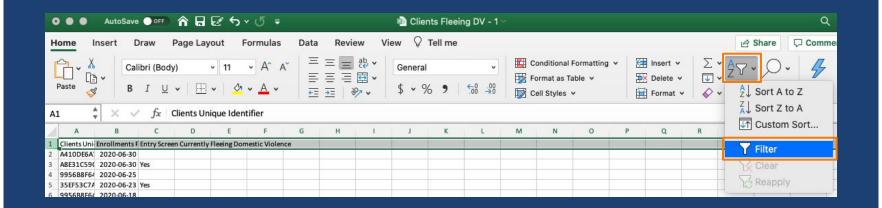




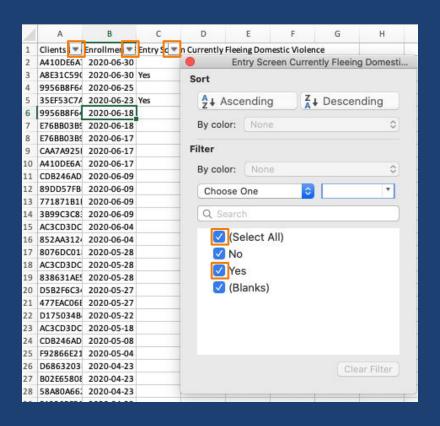
# Excel Basics

Filtering & PivotTables





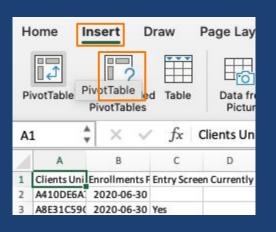




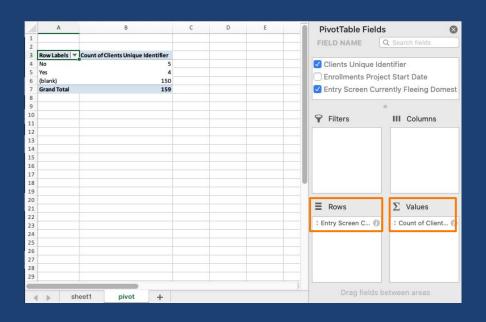


| A   | А           | В           | С            |
|-----|-------------|-------------|--------------|
| 1   | Clients ( ▼ | Enrollmen 🔻 | Entry Sc-T n |
| 3   | A8E31C590   | 2020-06-30  | Yes          |
| 5   | 35EF53C7/   | 2020-06-23  | Yes          |
| 134 | 6BC15BC91   | 2019-09-30  | Yes          |
| 135 | 4F7A69CDI   | 2019-09-30  | Yes          |
| 161 |             |             |              |





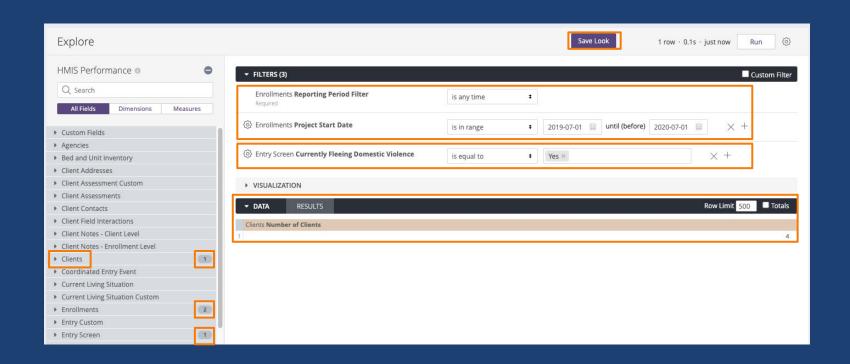






# That was a lot of steps...lets pivot back to Looker







# Thank you!

If you have general questions please let us know in the chat box!

If you have questions about a specific report you've created, please submit a ticket to the HMIS Help Desk.

