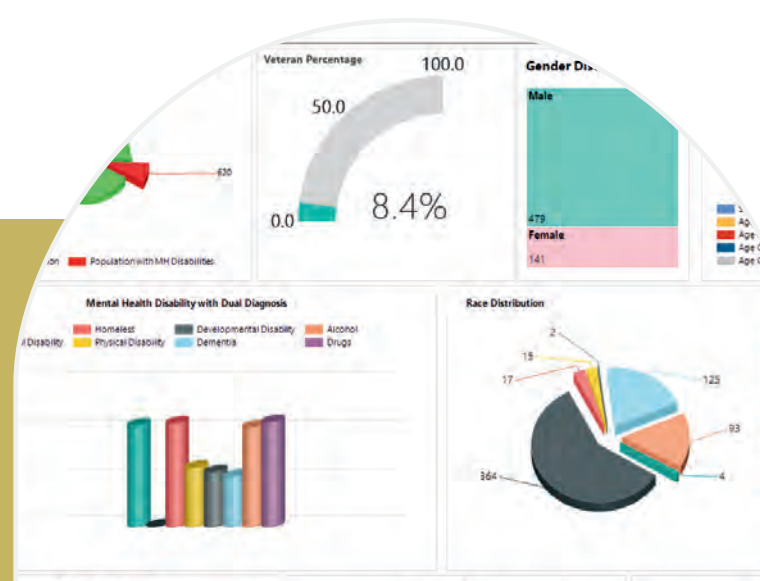


MENTAL HEALTH: HOMELESSNESS

**PERSON-CENTRIC, DATA-DRIVEN
TRANSFORMATION**

How the Philadelphia Department of Behavioral Health and Intellectual disability Services improved population health by reducing homelessness by 22% and decrease prison recidivism by 27% within the 1st year with a data-driven & person-centric approach.



CHALLENGE

For twelve years, the Philadelphia Department of Behavioral Health & Intellectual Disability Services (DBHIDS) grappled with the complex challenges inherent in addressing homelessness. Despite dedicated efforts and multiple initiatives, DBHIDS saw limited progress due to systemic barriers.

- **Data Silos:** Critical insights were trapped within disparate systems, obscuring the bigger picture.
- **Service-Driven Focus:** Intervention programs were isolated, failing to address the unique needs of individuals.
- **Missed Early Intervention:** Lack of granular data limited the ability to identify and support at-risk individuals.
- **Ineffective Decision-Making:** Resource allocation decisions could not be effectively targeted due to a lack of understanding regarding population demographics and program impact.

AT A GLANCE

Challenges

- Data Quality & Consistency
- Data Privacy & Security
- Inter-Agency Collaboration
- User Adoption & Training
- Cost & Sustainability

Benefits

- Holistic Understanding
- Targeted Resource Allocation
- Improved Service Coordination
- Early Intervention & Prevention
- Measurable Outcomes

KEY TAKEAWAY

Mercurio D4 empowered Philadelphia to enact a data-driven, person-centric approach to homelessness. The platform's ability to integrate insights, support proactive intervention, and drive measurable results represents a transformative model with widespread potential for addressing social challenges.

“...ability to define, collect, and communicate metrics, paired with... the vision situated Philly’s Behavioral Health system to be amongst the best in the country, if not the world.”

David T. Jones
fmr. Commissioner



SOLUTION

DBHIDS partnered with Mercurio to implement the D4 platform, empowering DBHIDS to shift its approach to social challenges. Mercurio D4 addressed the limitations head-on:

- **Data Integration:** D4 seamlessly pulled data from multiple agencies, creating a comprehensive view of individuals across health, housing, and other critical services.
- **Person-Centric Approach:** D4 facilitated tailored interventions by revealing each person's background, needs, and potential barriers to success.
- **Data-Driven Decision Making:** The platform's in-depth analytics exposed population-level trends and the true impact of programs, informing strategic funding decisions.
- **Proactive Intervention:** D4 identified individuals at high risk of homelessness, allowing for early intervention to prevent crisis situations.

THE RESULTS

The Mercurio D4 platform delivered tangible improvements for Philadelphia:

- **Enhanced Service Coordination:** Agencies achieved a shared understanding of individuals' journeys, breaking down silos & avoiding duplication of effort. Streamlining of communication across departments & agencies, enabled the critical continuum of care and successful reintegration for previously incarcerated individuals.
- **Personalized Support:** Interventions became more effective due to the ability to tailor support based on unique needs.
- **Optimized Resource Allocation:** Leaders made informed funding decisions focused on addressing the root causes of homelessness, leading to greater impact.
- **Measurable Reduction in Homelessness:** DBHIDS achieved an remarkable 20% reduction in homelessness within the first year of implementation, and an impressive 40% reduction over five years.