

Andrea Miller, Lead Consultant

Andrea has 20+ years experience as a creative, compassionate health and human services professional whose passion is applied research, program evaluation and data analysis/management, all in the service of effecting change for persons and communities who are underrepresented, disenfranchised, poor, or otherwise marginalized.

A pragmatic idealist, Andrea believes in our capacity as communities and as human beings to make a difference, especially when we are armed with the information and knowledge we need to see where we've been, look ahead to where we hope to be, and track our progress along the way.

Waypoints Consulting Core Services	
Impact	Program evaluation from concept to implementation and followup including logic models, development of indicators, benchmarking. Process and outcomes measurement including data collection plans, survey design and implementation, focus groups and content analysis. Alignment of metrics to vision and strategy.
Collective Accomplishments	HEARTH performance measurement including integration of systems measures with provider-based program measures. HEARTH data collection and data analysis plans. Development of QM plans for CoCs and for organizations, to allow ongoing assessment and improvement of programs.
Knowledge Production	Descriptive and statistical analysis to inform operations, planning, program evaluation, and trends analyses. Time series and cost analyses. Data integration and data quality reporting to optimize the use of HMIS and other data. Data visualization and tailored data-enlivened communications to engage your constituents and stakeholders.
Planning and Programs	Grant writing including LOIs, needs assessments, lit reviews, organizational and program narratives, logic models, eval plans, timelines, budgets. Gaps analyses. Program development and related strategic planning . Fidelity assessments of programs engaged in evidence based practices.

Extensive experience in writing and coordinating public and private grants and getting them funded.

Recent funded proposals include submissions to:

- U.S. Department of Housing and Urban Development
- U.S. Substance Abuse and Mental Health Agency
- Department of Housing and Community Development
- Department of Public Health
- Philanthropic foundations
- Community foundations and United Ways

Ranging in size from \$5K to \$1.3M per year, these grants fund a range of services and programs for low income families, LGBTQ youth, chronically homeless individuals, and families affected by mental health and substance abuse issues, among others.

Digital Toolkit

From project management to document sharing to storytelling, digital tools allow us to be efficient while innovating. Many are free or open source.

Digital Toolkit		
Project management, tracking and billing		Realtime tracking of project components allows us to continually align funding with CoC priorities, respond immediately to requests for time studies or cost/benefit analyses, and generate project, activity, and staff-level reports for the HMIS project.
Project collaboration and team-based task management		Projects task lists, deadlines, and pertinent files are gathered in a virtual work space that includes team assignment(s) and within-project email. Integration with project billing software and our reports calendar lets us achieve high levels of collaboration and coordination.
Online meetings and webinars		We can provide virtual HMIS trainings, case by case troubleshooting, and web-based meetings for end users through online meeting software available to providers at no cost.
Online event calendar		A customized online calendar is available to the CoC and its providers, marked with important dates, events, recurring meetings, APR and other HUD deadlines, and data reporting activities. Users can set up email or text reminders and can themselves post events.
Online surveys, needs assessments and feedback forms		An online survey tool enables us to collect information, conduct polls and needs assessments, and solicit feedback from providers with maximum coordination and efficiency. Recently we collected point in time data, housing inventory information, and HMIS training evaluation forms through online surveys.
Embedded visual communications		We use LookBooks to create visually engaging communications to providers. The LookBooks can be embedded in emails and webpages; they include analytics so that we can track engagement levels and continually tailor our messaging strategies to increase engagement.
Electronic newsletter		Monthly HMIS email newsletters, consisting of tips and techniques, reporting procedures, training calendars and the like can be distributed to CoC members, providers and/or end users. The newsletter can be modified or expanded to include CoC news, activities and announcements.
Interactive dashboards		At the direction of the CoC, interactive dashboards are assembled consisting of PIT data, AHAR data, APR outcomes, HEARTH outcomes, GIW information, etc. The dashboards can be embedded into CoC or sponsors' websites.
Infographics		Infographics featuring CoC data, issues and ideas can be created using a template-driven online tool that provides canned components while allowing customization, keeping time and costs low while making the point in a visually friendly way.
Office tools		Additional web-based strategies are used to optimize the CoCs time and enhance the quality of work that gets done. Tools like Google docs, eFax, Dropbox and Slideshare move CoC activities to the cloud.

For more information, staff resumes, work samples, privacy practices etc., contact wma.waypoints@gmail.com.