metaimpact

the **Indianapolis Foundation**

CASE STUDY

How the Indianapolis Foundation is Building the Case for the Best Way to End Homelessness

OVERVIEW

The Indianapolis Foundation is leading a systems-level shift in how their city addresses homelessness. Their thesis? That permanent housing with direct supportive service – all backed by a unified vision, focused data, shared knowledge, and human stories that drive action, will unlock long-term impact.

With Metaimpact as their multi-stakeholder operating system, they've built the clarity, credibility, and collaborative infrastructure to turn that bet into a movement—starting with an initiative called Housing to Recovery, and now scaling across their broader equity strategy.

When the Vision is Bold, but the System is Broken

The Indianapolis Foundation is a civic backbone organization advancing equity across four key pillars: housing, economic opportunity, environment, and health equity.

Their journey with Metaimpact began within the Housing Equity pillar, through a catalytic initiative called **Housing to Recovery**—a collaborative effort to track not just housing placements, but provide a model and resources for the wraparound services required for individuals and families to stay housed. For over two years, the Indianapolis Foundation used Metaimpact to manage Housing to Recovery reporting and storytelling, enabling:

Transparent tracking of housing placements and stability

Visibility into mental health, medical services, and case management

A single source of truth for funding and outcomes, giving partners and supporters visibility into where dollars flowed—and the impact they created.

The success of this early partnership didn't just improve a single initiative. It laid the groundwork for something bigger: a shared platform to manage and advance all four equity pillars. **But executing that broader vision came with familiar roadblocks:**

Critical data scattered across city systems, partners and service providers, and grantee organizations

A complex web of stakeholders without a shared space to align

Stories funders believed in—but couldn't clearly see

And with major efforts on the horizon like Streets to Home Indy—an initiative to eliminate chronic homelessness in the city—they couldn't afford to stay siloed. **To move foward, they needed to bring it all together:**

Housing Inventory

Subsidy/Rental Assistance Supply

Service Provider Networks

And most importantly, a shared story for funders, the board, the public—and ultimately, other communities addressing this in a similar fashion across the country.

THE SOLUTION

The Operating System for Shared Progress

Metaimpact became the central hub to align, act, and demonstrate progress—not just for Housing to Recovery, but for a growing set of citywide initiatives. **Together, we:**

Unified fragmented data
from four different systems into a centralized view of Indianapolis' supportive housing inventory—something that had never existed before, and now on track to represent the full landscape.

Activated shared workspaces
that brought the Indianapolis Foundation, CHIP (Coalition for Homelessness Intervention and Prevention), the City of Indianapolis, and over 15 service providers into one coordinated environment to align goals, share insights, and coordinate action across the entire ecosystem.

Used Metaimpact's narrative tools
to create compelling stories that combine data and lived experience—powering reports for funders, civic leaders, and internal teams alike.

Began building a next-generation permanent supportive housing management system
where organizations will soon report unit availability and service readiness—all within one shared platform.

What started as a project-level use case has now evolved into a long-term strategy—one that replaces reactive reporting with real-time visibility and shared accountability.

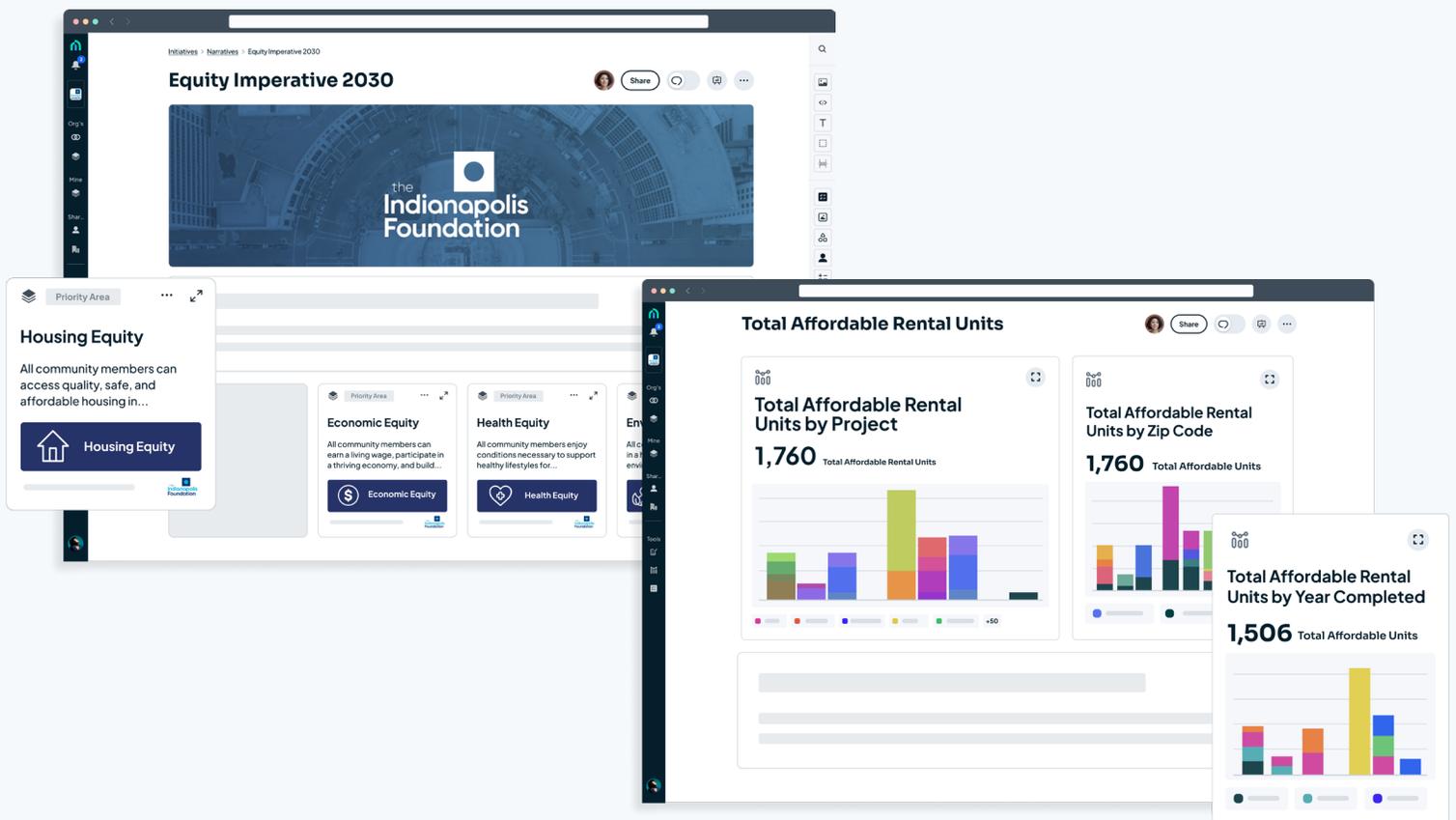# From Fragmented Effort to Collective Momentum

The Indianapolis Foundation isn't just running a program. They're shaping a policy narrative.

Many distinct service providers now operate in a shared environment, coordinating services, exchanging insights, and learning from one another in real time.

A unified housing inventory is now providing unprecedented visibility into the city's permanent supportive housing landscape — with a clear line of sight toward representing nearly 100% of all available units.

Best practices are flowing between stakeholders, aligning funders, city leaders, and frontline organizations around what works—and what the state needs to see.

A credible narrative now exists, grounded in shared data, not speculation— ready to inform decisions from the city to the statehouse.

The Bottom Line

The Indianapolis Foundation is working to influence a systems-wide shift—where permanent supportive housing becomes policy and has dedicated funding due to its proven outcomes, not just preference or once thought to be a good idea.

And with Metaimpact, they're not just advocating for change—they're equipping their partners, their funders, and others communities across the country with the evidence to make it real.

"Tracking the data and communicating the impact of our homelessness initiatives was siloed and cumbersome—until we started using Metaimpact. Now, we seamlessly gather data from multiple sources, integrate it with other reporting tools, and weave it into a compelling, data-driven story.

The ability to pair dynamic visualizations with qualitative narratives helps us give stakeholders a real-time understanding of what the outcomes are and how their investments are changing systems and saving lives. And because everything lives in one platform, sharing these insights is effortless, looks great, keeps expectations aligned, is far-reaching and moves our community's collective mission forward. Metaimpact is so much more than a data consolidation IT vendor, they become true partners in our work to solve significant problems."

Rob MacPherson

VP for Advancement, Center for Racial Equity and Economic Opportunity, The Indianapolis Foundation

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