

A person is sitting on a sidewalk in a city street, leaning against a wall. The background is blurred, showing a busy street with pedestrians, a person on a red motorcycle, and cars. The scene is lit with warm, golden light, suggesting late afternoon or early evening. A large, semi-transparent pink banner is overlaid on the image, containing white text.

**Built for Zero Getting Started
New Communities
October 21, 2019**

Built for Zero Collaborative Team

Anna



Asma



Chela



Dawn



Eddie



Garen



Habiba



Julia



Nate



Ramina



Sandy



Starr



Built for Zero Team Members

Aly



Aras



Lindsey



Lauren



Meg



Melanie



COMMUNITY
SOLUTIONS

Built For Zero.
COMMUNITY SOLUTIONS



Community Solutions is the team behind the *100,000 Homes Campaign* and the ongoing *Built for Zero* initiative. The White House, the United Nations and the World Economic Forum have each recognized our fun, user-driven approach to helping communities end homelessness.

Welcome New Communities!

Albuquerque, NM	Nevada County, CA
Clackamas County, OR	Newark/Essex County, NJ
Eugene, Springfield/Lane County, OR	North Central Florida
Fremont County, CO	Northern CO (Weld & Larimer Counties)
Grand Valley, CO	Pikes Peak (El Paso County), CO
McHenry County, IL	Pitkin, Garfield & Eagle Counties, CO
Mid-Willamette Valley Homeless Alliance (Marion & Polk Counties, OR)	Saint Johns County, FL
Nassau & Suffolk Counties, NY	Washington County, OR

Today's Objectives

- Start getting to know each other
- Understand the 'scorecard' and data reporting basics
- Map out your next steps to solidify your team, craft your aim, and use the scorecard to drive progress
- Get excited about connecting with your peers, learning and planning together over the next 3 days.

AGENDA: Part 1

Welcome + Icebreaker (20 minutes)

Intro to Built for Zero (20 minutes)

All Singles Quality By-Name List (40 minutes)

Break at 2:30 (15 minutes)

AGENDA: Part 2

Take the Scorecard (30 minutes)

Aim-Setting and Team Building (15 minutes)

What Comes Next? (10 minutes)

Closing Activity (20 minutes)

Case Conferencing Connections



When you see this image on a slide, think about whether you can make a “case conferencing” connection to your current system.

Note any connections on a post-it!

Find Someone Who...

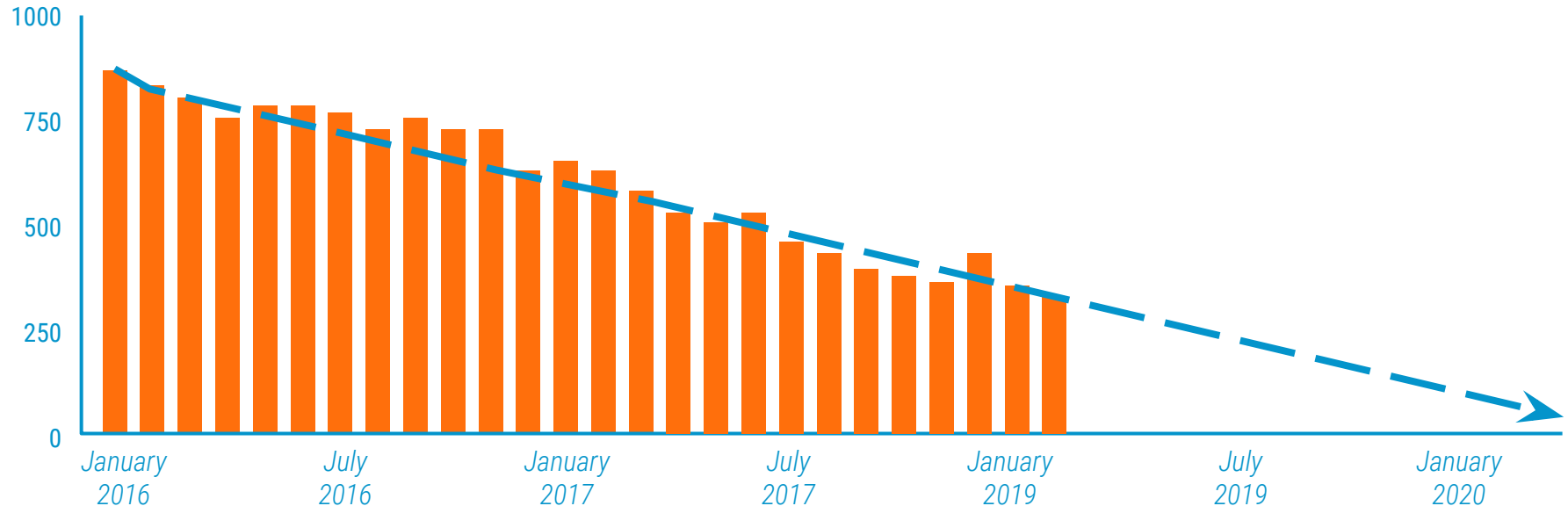


- Take a sheet - write your name & community on the top
- Let's mingle! When you find someone who matches a box, note their name/community
- Must be from another community
- Must be a different person in each box

Built for Zero Overview: Your Improvement Journey

Getting to Zero: Counting Down

Built for Zero is designed to help communities **count down to zero** — a complex challenge that requires a clearly defined end state “functional zero” for communities reach. - starting with Chronic and Veterans.



Built for Zero Framework: A New Problem-Solving Toolkit

Complex social problems can't be solved only through better technical solutions. Communities need new skills for more flexible and collaborative problem solving.



DATA ANALYTICS

Zoom in on the heart of the problem



HUMAN-CENTERED DESIGN

Engage people experiencing the problem to surface ideas



QUALITY IMPROVEMENT

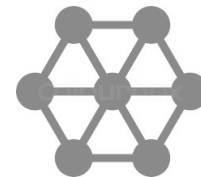
Test and evaluate each idea with objective data



FACILITATION

Create the conditions for groups to innovate collaboratively

WHAT IS BUILT FOR ZERO?



Progress

Your community will set and reach sustainable stretch goals to reach a Quality By-Name list within 12 months!

By-Name List

QUALITY, REAL-TIME
BY-NAME DATA FOR
ALL SINGLES

+

RELIABLE BNL DATA

Reduce to Zero

LEADERSHIP + CES



REDUCE MONTHLY



LAST MILE

Zero for All

SUSTAIN ZERO

EXPAND TO NEW
POPULATIONS

What does it mean to end homelessness?

Our mission is to **achieve a lasting end to homelessness that leaves no one behind.**

An end to homelessness means that every community will have a **systematic response in place** that ensures homelessness is prevented whenever possible or is otherwise **a rare, brief, and non-recurring experience.**

THE RESULTS TO DATE

Success in Built for Zero communities*

10 COMMUNITIES
ENDED VETERAN
HOMELESSNESS

3 COMMUNITIES
ENDED CHRONIC
HOMELESSNESS

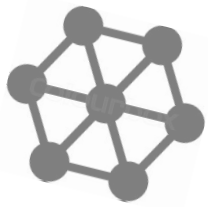
43 COMMUNITIES
HAVE ACHIEVED A
MEASURABLE REDUCTION

73 COMMUNITIES
HAVE ACHIEVED QUALITY REAL-TIME
DATA ON HOMELESSNESS

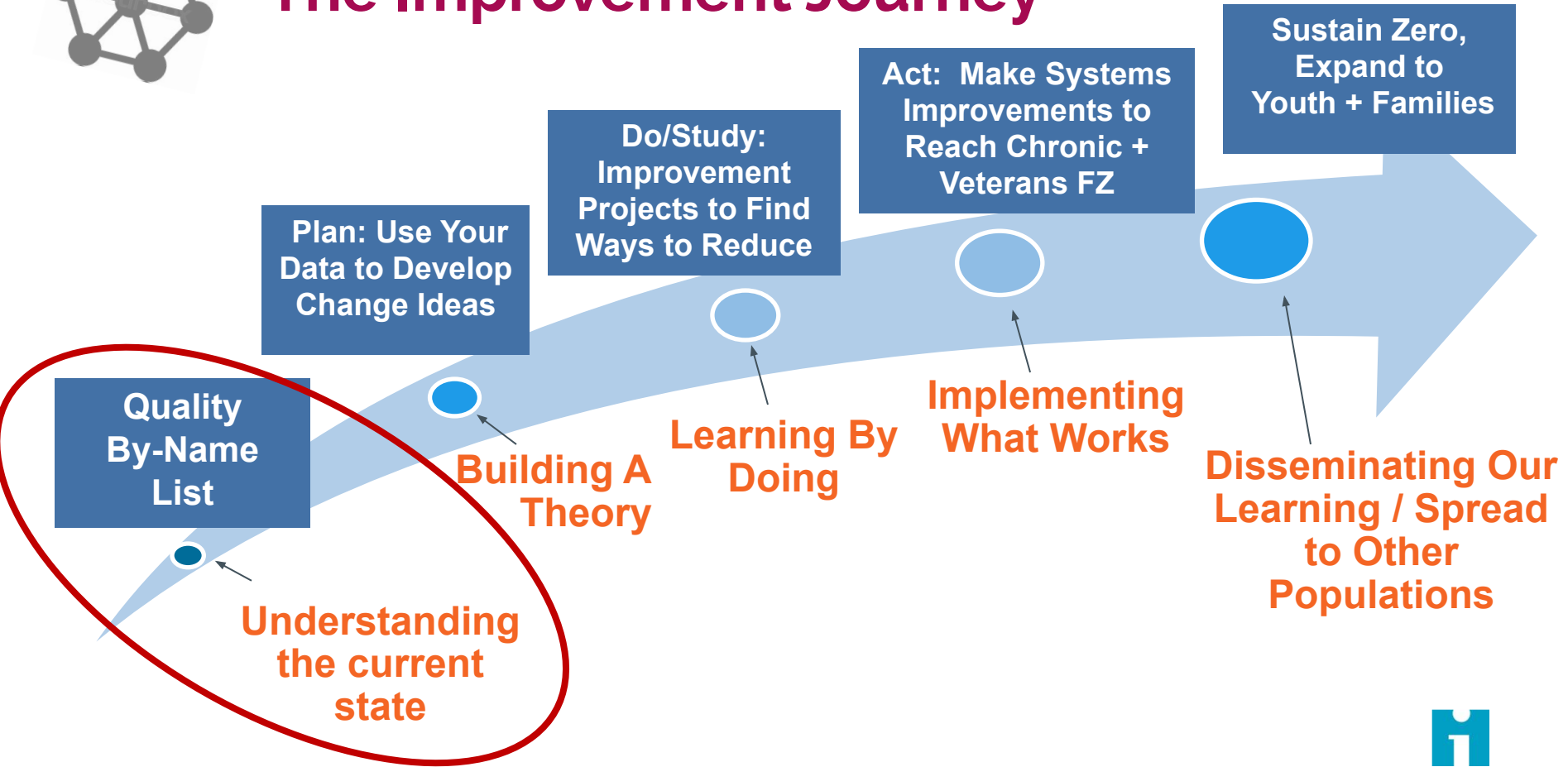
77% FUNCTIONAL ZERO
PROOF POINTS
SUSTAINING GOAL

112,636 TOTAL
PEOPLE
HOUSED

**Built for Zero communities use the Built for Zero standard for ending veteran homelessness, a single measure that provides a higher, more measurable bar than the federal criteria and benchmarks. We eagerly support communities in meeting the criteria and benchmarks on their way to the BfZ standard.*



The Improvement Journey



Mindsets to Tackle Complex Problems



Growth Mindset - We can figure it out! We don't yet know how to solve the problem.



Bias Towards Action - Just start!



Failing Forward - fail quickly and often in pursuit of improvement!

Pulse Check

Grab some stickies and respond to the following:

- What excites you about this work?
- What concerns you about this work?



Reaching New Standards By-Name List Scorecard

FUNCTIONS

OF A BY-NAME LIST.

1

Backbone of
Coordinated Entry System

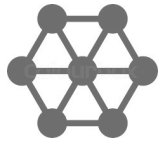
2

Housing Priority List

3

Data for Improvement

Benefits of a By-Name List



SMARTER TRIAGE

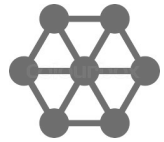
- Target limited housing resources to the most vulnerable individuals and families
- Stretch resources further by connecting people to the most cost effective support to meet their needs

IMPROVED SYSTEMS

- Use aggregate data to see trends, flag bottlenecks, and identify improvement opportunities across your system
- Test new strategies and know quickly whether your efforts are reducing homelessness

RESOURCE ADVOCACY

- Ground your advocacy in concrete data
- Use monthly data trends to make stable projections and quantify your projected resource gaps



Situating Your Single Adults By-Name List

Master List for Coordinated Entry System
[Total Universe] (1,000 people)

Single Adults By-Name List(s)
including all Chronic + Veterans
(300 people)

List of Single
Adults **not
assessed/
refusing
services**

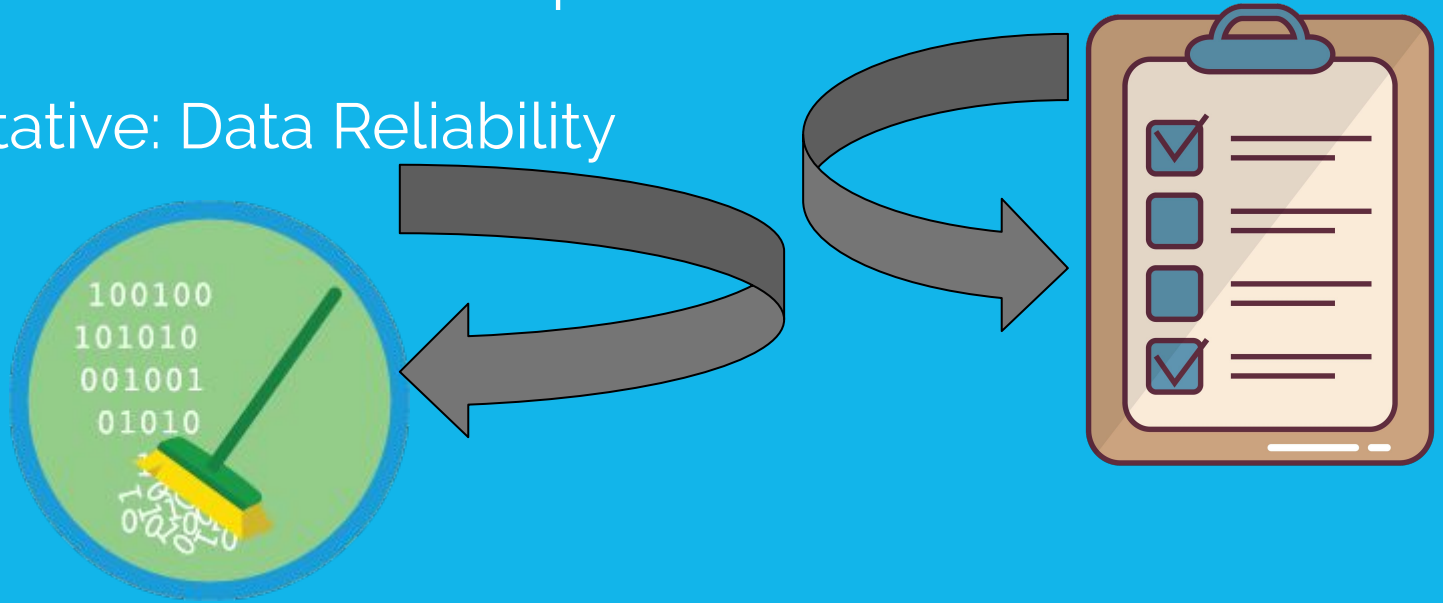
List of Single
Adults
inactive

Single Adult Chronic
Single Adult Veterans
Housing Priority List(s)
(200 people)

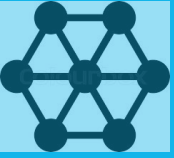
VI- SPDAT Score, SPDAT Score, Chronic,
Unsheltered, Length of Homelessness, Touched
System Last 30 Days, Hospital History... etc

Two Key Indicators of Quality Data

1. Qualitative: Scorecard/Improvement Framework
2. Quantitative: Data Reliability



Scorecard: Qualitatively assessing your list



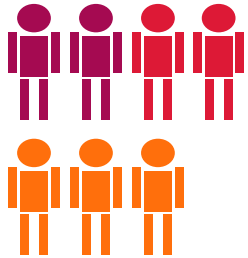
A framework for measuring the quality of your community's data and improvements over time

COMMUNITY PARTICIPATION & COVERAGE	POLICIES & PROCEDURES	DATA INFRASTRUCTURE	
1. Outreach coverage	4. Inactive policy	7. Tracking homeless status	10. Tracking returns to system
2. Providers reporting data	5. Tracking without full assessment	8. Unique identifier	11. Tracking outflow
3. Tracking all homeless individuals	6. Timely/accurate data updates	9. Tracking newly identified people	12. Tracking population status 13. Tracking population status over time

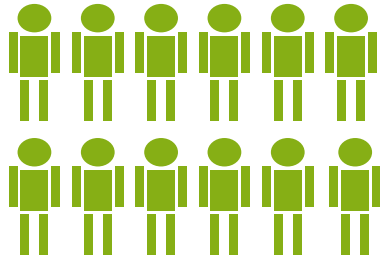
**Plus reporting 4 months of data and reaching the 3-month reliability threshold!

Key Data Points: Shift from Program to System

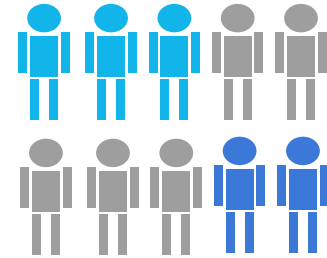
INFLOW



ACTIVELY HOMELESS



OUTFLOW



INFLOW:
NEWLY
IDENTIFIED



INFLOW:
RETURNED
FROM HOUSING



INFLOW:
RETURNED
FROM INACTIVE



OUTFLOW:
HOUSING
PLACEMENTS

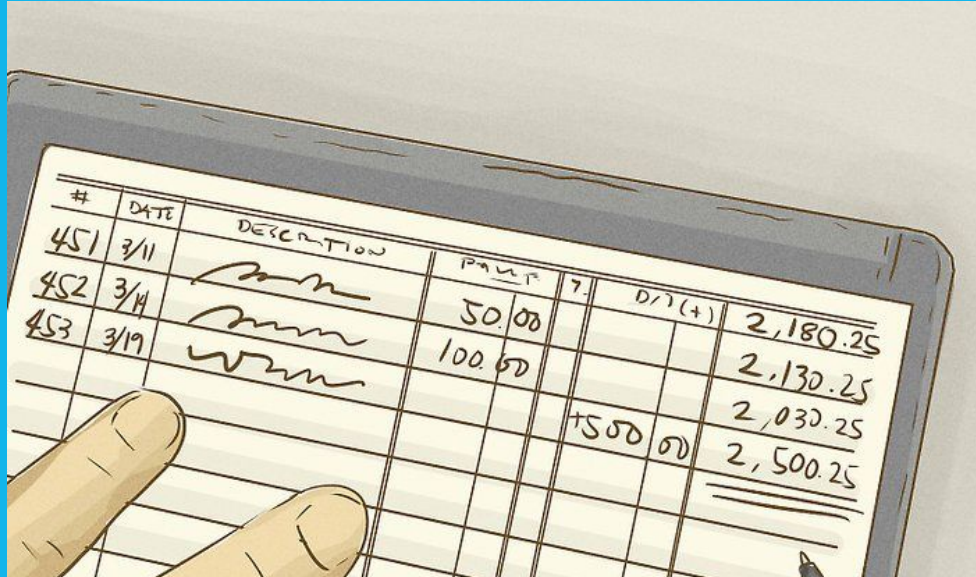


OUTFLOW:
MOVED TO
INACTIVE



OUTFLOW:
NO LONGER
MEETS POP
CRITERIA

Reliable Data: Quantitatively assessing your list



#	DATE	DESCRIPTION	PAID	D/T (+)	
451	3/11	<i>[Handwritten]</i>			
452	3/14	<i>[Handwritten]</i>	50.00		2,180.25
453	3/19	<i>[Handwritten]</i>	100.00		2,130.25
					2,030.25
			1500.00		2,500.25

- Inflow/outflow data matches changes in actively homeless number month-to-month
- Combined with a score of 28 (perfect score) on the By-Name List Scorecard, reliable data can provide confidence that your data is good enough to track progress toward ending homelessness.

Data Reliability Check

Your data is **balanced** if the change in your active homeless number from one month to the next is the same as the difference between your inflow and your outflow:

	ACTIVELY HOMELESS	HOUSING PLACEMENTS	MOVED TO INACTIVE	NO LONGER MEETS CRITERIA	NEWLY IDENTIFIED INFLOW	RETURNED TO ACTIVE FROM HOUSING	RETURNED TO ACTIVE FROM INACTIVE	NET MONTHLY CHANGE	BALANCE CHECK
January 2020	200	35	5	0	30	3	1	-6	Yes
December 2019	206								

$$206 - (35 + 5 + 0) + (30 + 3 + 1) = 200$$

Active Homeless in
DECEMBER

MONTHLY
OUTFLOW

MONTHLY
INFLOW

Active Homeless in
JANUARY

How Good Is Good Enough: 15% 3-month Data Reliability Threshold

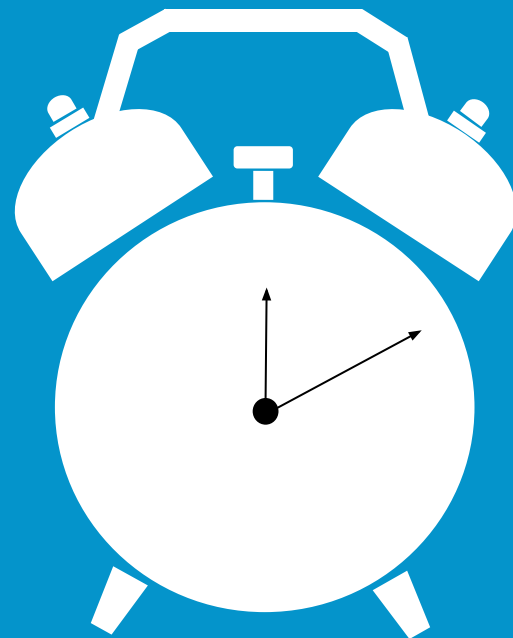
	Actively Homeless Number	3 Mo Outflow Total	3 Mo Inflow Total	3 Mo Data Reliability
September 2019	76	26	30	3%

Month, Year of Month	Actively Homeless Number	Housing Placements	Moved To Inactive Number	No Longer Meets Population Criteria	Newly Identified Number	Returned To Active List From Housing N..	Returned To Active List From Inactive N..	1 Mo Net Change	1 Mo Data Reliability
September 2019	76	6	3	0	14	0	0	5	0%
August 2019	71	3	1	0	7	0	3	6	1%
July 2019	64	10	3	0	2	1	3	-7	2%
June 2019	70	7	8	0	10	0	0	-5	1%
May 2019	74	9	7	0	6	0	1	-9	0%

Real-time Data for Improvement

Use your by-name list to collect and track quality data in a consistent and timely way so that you can:

- More clearly see the needs of people experiencing homelessness in your community in real-time (and the gaps);
- Identify which steps in your processes to test changes.
- Measure your progress toward reducing the number of people who are actively homeless in your community.



Scorecard & Data Quality Trivia Game

We'll learn by practicing mindsets to solve complex problems:

- Bias toward action
- Failing Forward (together)
- Growth Mindset

...and hopefully have some fun!

Game Instructions

- Two rounds of questions
- Use one answer sheet for each round
- Work as a team to answer
- Open-book: browse the Scorecard for answers!
- After answers are turned in, we'll review answers together
- Winning team will be announced after the break and get...



Starbucks gift cards!!

Trivia Round 1

Q1. Name the five living situations in which a single adult is considered literally homeless, and should be counted on your list.

(1 point for EACH category named; Max 5 points)

Trivia Round 1

Q2. True or False: To reach the scorecard standard, you are expected to coordinate your outreach teams so they are deployed at locations and times most likely to engage unsheltered individuals and minimize duplication between providers.

(1 point)

Trivia Round 1

Q3. True or False: Your outreach workers need to cover every square mile within your geography every week to check off scorecard item 1a.

(1 point)

Trivia Round 1

Q4. True or False: Only individuals who are assessed and accept services need to be included on your BNL.

(1 point)

Trivia Round 1

Q5. Name types of homeless service providers that should contribute to your by-name list.

(1 point for each provider type; Max 5 points)

Trivia Round 1

Q6. If you have an existing multi-agency case conferencing or a coordinated entry meeting, name some ways you could use it to work toward a QBNL.

(*if you don't yet have such a meeting, what are some initial actions you'd take to get multi-agency case conferencing started)

(1 point for each answer; Max 5 points)

That was round 1!

While you bring up your first answer sheet trivia sheet, here are your answers...

Now for Round 2: Data Reporting & Reliability!

Trivia Round 2

Q1. Name the 3 groups that need to be included in your monthly outflow reporting.

(1 point for each group named; Max 3 points)

Trivia Round 2

Q2. Name the 2 groups that need to be included in your monthly inflow beyond “newly identified” individuals.

(1 point for each group named; Max 2 points)

Trivia Round 2

Q3. Name the 3 homeless status fields that your By-Name List should include at a minimum. (BONUS: list up to 3 more status fields that ideally would also be tracked in your BNL).

(1 point for each field named; Max 6 points)

Trivia Round 2

Q4. A BNL should account for two key changes in population-based status that can occur after someone has been added to your list/system. What are those two types of status change?

(1 point for each status change; Max 2 points)

Trivia Round 2

Q5. TRUE or FALSE: Once you have checked “yes” for all 28 components of the single adult scorecard, you have quality data.

(1 point)

Trivia Round 2

Q6. What is the percentage threshold that your data must be below to be considered 'reliable' and 'balanced'?

(1 point)

Trivia Round 2

Q7. How many months of data need to be reported before we can establish 'reliability'?

(1 point)

That was round 2!

While you bring up your answer sheets, here are answers for that round...

BREAK TIME!

Back in 15

Hey, Garen!



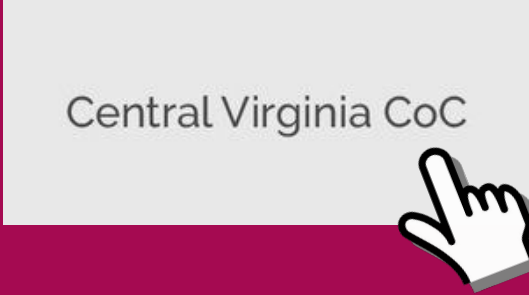
Your Scorecard (in your Project Portfolio)

Go to:

www.bfzchangepackage.org

Password: **shiftshappen2019**

1. Find your community name
2. Click on Project Portfolio
3. Single Adults Scorecard tab



Central Virginia CoC

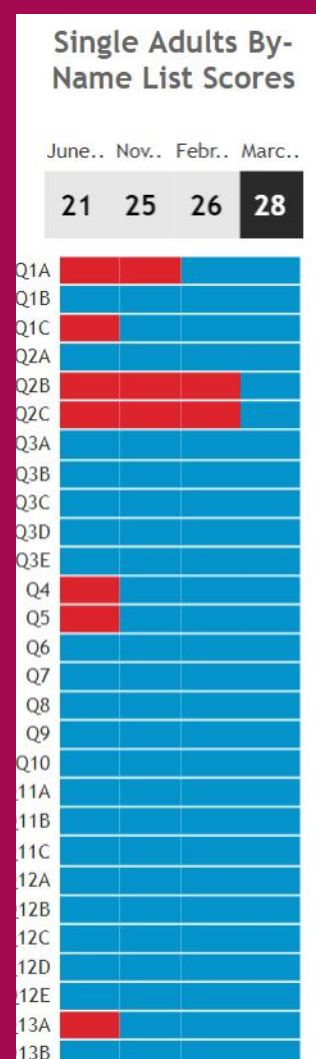


**PROJECT
PORTFOLIO**

Tracking Progress Over Time.....

Take the Scorecard each time you improve!

Update your scorecard every month, to re-assess your priorities and progress.



Rapid Response: Preliminary Aim Setting

- Perfect Score
- 1st Month Data Reporting
- QBNL

General Timelines to reach QBNL

(depends on baseline, actively homeless population and other factors)

- *3-6 months - accelerated!*
- *6-12 months - on target*

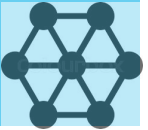
Do you have who you need on your team to reach a Quality By-Name List?

Improvement team builds the will among community leaders toward your shared aim for each milestone!

Achieve a **real-time, by-name list** of people experiencing homelessness



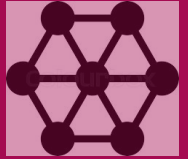
Drive **monthly reductions** in your actively homeless number



Achieve a **measurable zero** in your community

Solidify a **system** to sustain zero and expand to other populations

Your Improvement Team Meeting



- Confirm team membership/meeting frequency
- Review/Re-take the scorecard
- Identify priority action areas
- Confirm aim

Hold your first meeting by November 15th!

High performing team + data leads huddle weekly.

*Your team should plan to meet at least once a month.
(can combine with other meetings!)*

Additional Data Coaching Support!

- Learning more about Data Reporting and the Data Points
- Understanding your current technical capacity and system
- New community Data Orientation Calls:
 - October 30th 2:00-3:30 PM (EST)
 - November 8th 1:00-2:30 PM (EST)

What to Expect this “Action Cycle”

- **By the end of November:** Data Orientation Group Calls, Tech Assessment, 1st Coaching Call with BFZ Improvement Advisor (IA)
 - **Before the next Learning Session:**
 - 4-6 Coaching Calls with IA and/or Data Coach
 - 2-3 Peer Group Coaching Calls
-  Use your existing multi-agency case conferencing or a coordinated entry meeting to work toward a QBNL

Closing

Imagine waking up tomorrow morning with the knowledge that your community has ended chronic and veteran homelessness.

What are you thinking, feeling, and doing?

What are the clients you've served feeling, thinking, and doing?

How is your work being celebrated on a local and national level?

In recognizing the **humanity**
of our fellow beings, we pay
ourselves the **highest tribute.**

– Thurgood Marshall



Feedback

Session: “New Community Orientation”

Survey Link:

<http://bit.ly/bfzrapid>

