

A photograph of a person sitting on a sidewalk at night, leaning against a wall. The person is wearing blue jeans and dark shoes. The background is a blurred city street with lights and other people. A magenta banner is overlaid on the image.

Built for Zero Learning Session

Denver, CO || October, 2019

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Opening Plenary:

Welcome!

Our Communities



WELCOME to Built for Zero

California

- ❑ Nevada County, CA

Colorado

- ❑ Fremont County, CO
- ❑ Grand Valley, CO
- ❑ Pikes Peak [El Paso County/Colorado Springs], CO
- ❑ Pitkin/Garfield/Eagle Counties, CO
- ❑ Northern Colorado [Weld/Larimer Counties]

Florida

- ❑ North Central Florida [Gainesville], FL
- ❑ St. John's County, FL

Illinois

- ❑ McHenry County, IL

New York

- ❑ Nassau/Suffolk Counties, NY

New Jersey

- ❑ Newark/Essex County, NJ

New Mexico

- ❑ Albuquerque, NM

Oregon

- ❑ Clackamas County, OR
- ❑ Lane County, OR
- ❑ Mid-Willamette Valley Homeless Alliance [Marion/Polk Counties, OR]
- ❑ Washington County, OR





Liberated Spaces

Liberated Spaces

“A liberated space is a space grounded in community and love. It is a space where we are free (libre) to be human along with one another. And since to be human is to err, a Liberated Space is a space where a mistake, or a transgression will not cost us our freedom. That being said, in a Liberated Space, we will process whatever intentional and unintentional hurt/pain is caused by our words/actions...”

A Liberated Space is a space in which everyone works as a team to restore that which has been broken. We all play a part in doing so. In a Liberated Space, we all hold each other accountable for doing so. We protect each other.”

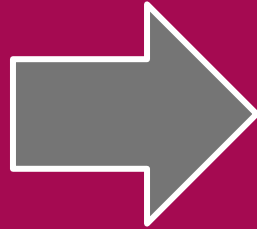
- Martin Urbach

In Liberated Spaces we...

Grounded in **community**
and **love**

Look out for each other
and **protect** each other

Work as a team **to**
restore that which has
been broken



Free to **bring all of**
ourselves

Free to **take risks** and
make mistakes

Free to be
uncomfortable, to **hold**
tension in life giving
ways

In what way will you commit to
bringing more of yourself, holding a
liberated space this
Learning Session?

FEDERAL PARTNERS



BUILT FOR ZERO PARTNERS



BUILT FOR ZERO CORE PARTNERS

Quicken Loans®

ballmer
GROUP



+ a b | e a u
FOUNDATION


KAISER PERMANENTE®

DENVER LEARNING SESSION EVENT SPONSORS



Built for Zero Team





Kaitlyn Ranney

*Marketing and Engagement
Manager*



Kavya Beheraj

Data Systems Coordinator



Lauren D'Amico

Data Coaching, Data Team



John Gauthier

*Project Manager, Strategic
Partnerships*



Maya Acharya

*Social and Press
Coordinator*



Reagan Harvey

*Project Coordinator,
Large-Scale Change
and Strategic
Communities*

Community Support Team





Starr Smith

Portfolio Coordinator, Built for Zero

where's the fun?

Race Equity Station

Facilitation Instructions:

- Feel free to leave any thoughts or reactions you have under any of the categories
- In particular, if your community has wrestled with any of these issues already or you have **bright spots** you'd to surface, let us know
- In particular, if you have any ideas about **how to measure** any of the categories, that would be greatly appreciated

Built for Zero Learning Session

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Opening Plenary:

Why are we here?

Our Mission:

To achieve a lasting end to homelessness that leaves no one behind.

Our Aim:

to end chronic and veteran homelessness.

Our Aim:

to end chronic and veteran homelessness.

And then **all homelessness.**

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.*



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Opening Plenary:

Celebrating Progress

25 & Under Club

Veteran

Burlington/Chittenden County CoC

Charlottesville CoC

Fayetteville/Northwest Arkansas CoC

Flint/Genessee County CoC

Guilford County CoC

Pontiac/Royal Oak/Oakland County CoC

Virginia Balance of State - Waynesboro

Washtenaw Co. CoC

Chronic

Bakersfield/Kern County CoC

Guilford County CoC

Texas Balance of State CoC - Abilene

Winston-Salem/Forsyth County CoC

10 & Under Club

Veteran

Springfield CoC

Tennessee Valley

Chronic

Arlington County CoC

Central Virginia CoC

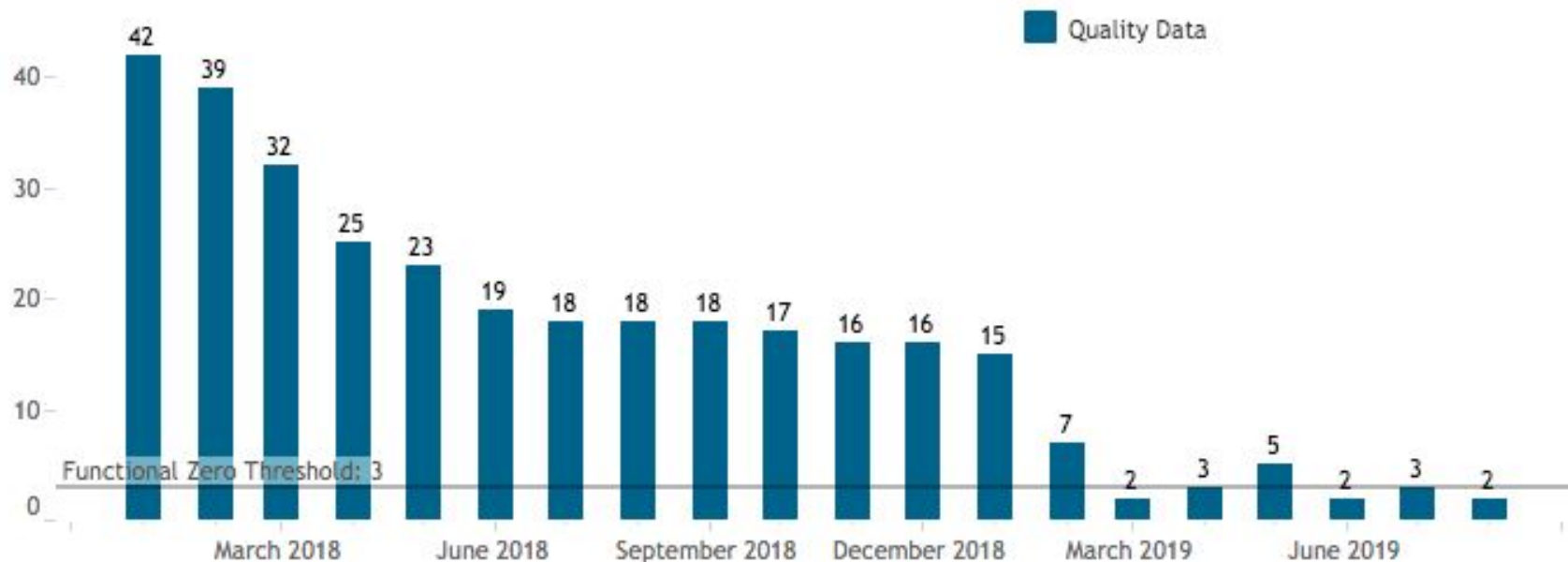
Montgomery County CoC

the journey to zero.

Gulf Coast/Gulfport, MS

Ending Chronic Homelessness

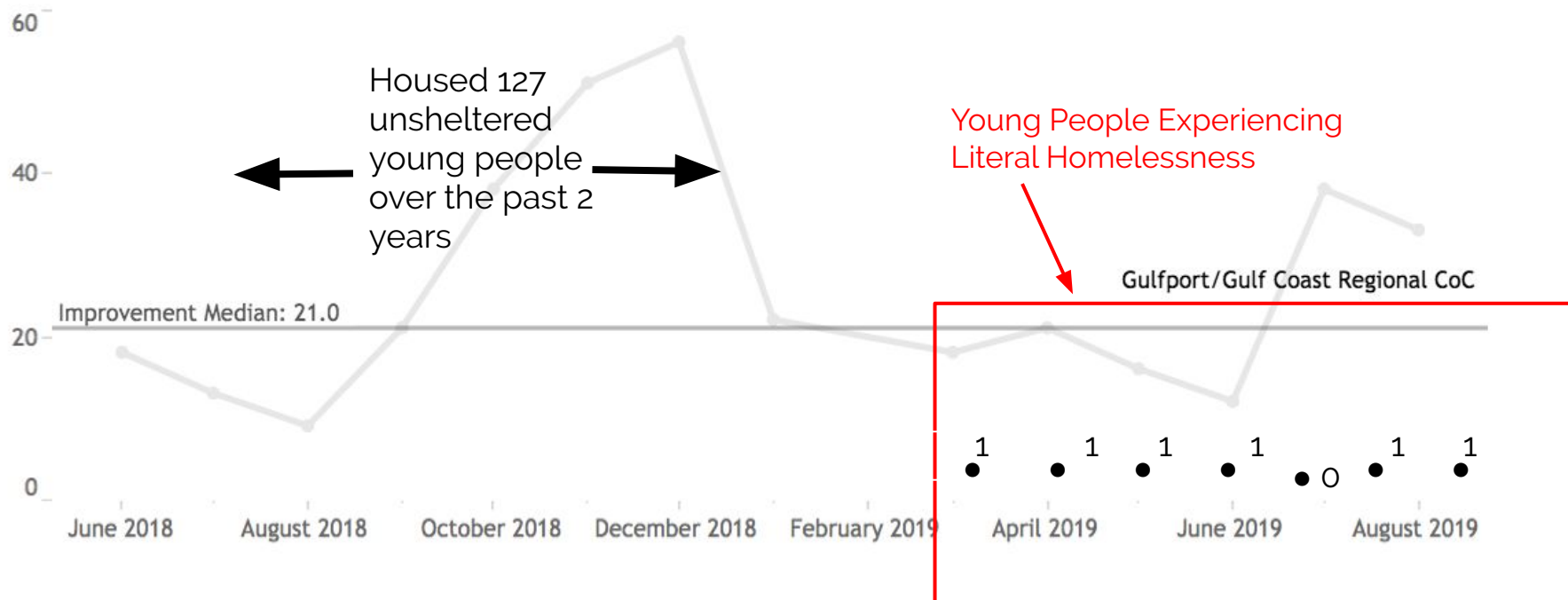
Actively Homeless Population Monthly count for Chronic subpopulation(s)



Gulf Coast/Gulfport, MS

Ending Sheltered & Unsheltered Homelessness for Youth & Young Adults

Actively Homeless Monthly Youth data with signal indicators for Shifts



Gulf Coast/Gulfport, MS

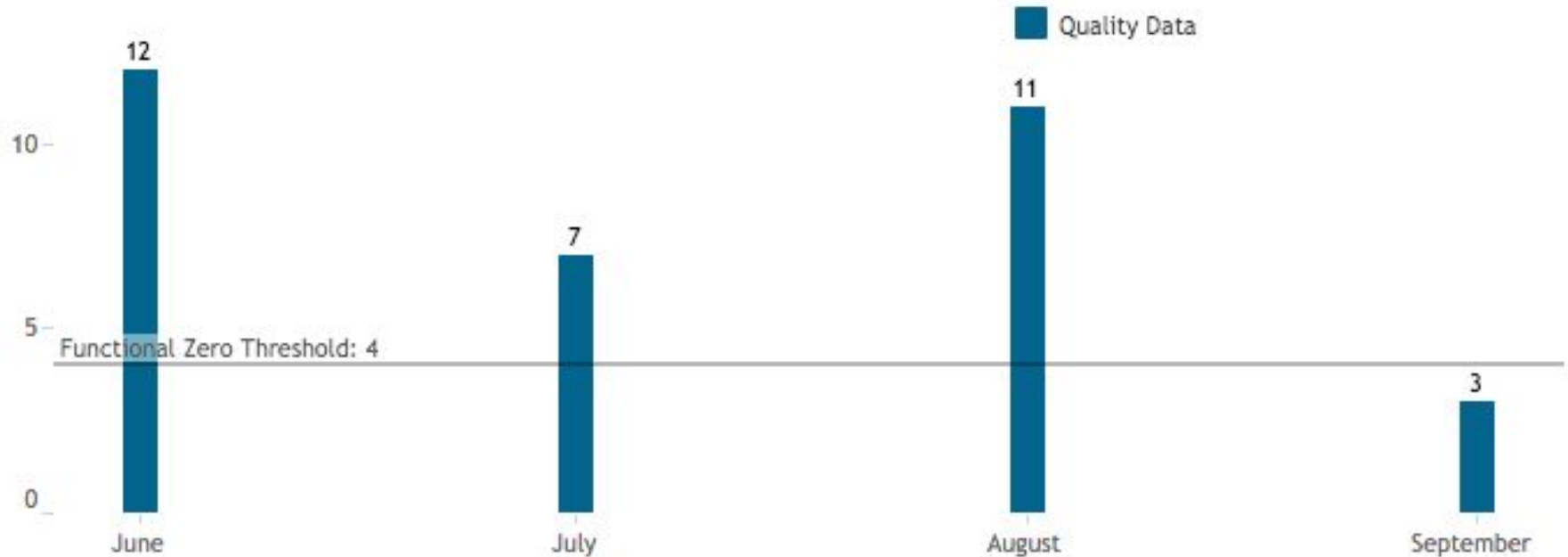
*Ending **Literal Homelessness** for Youth*

Tennessee Valley

Ending Veteran Homelessness

Actively Homeless Population

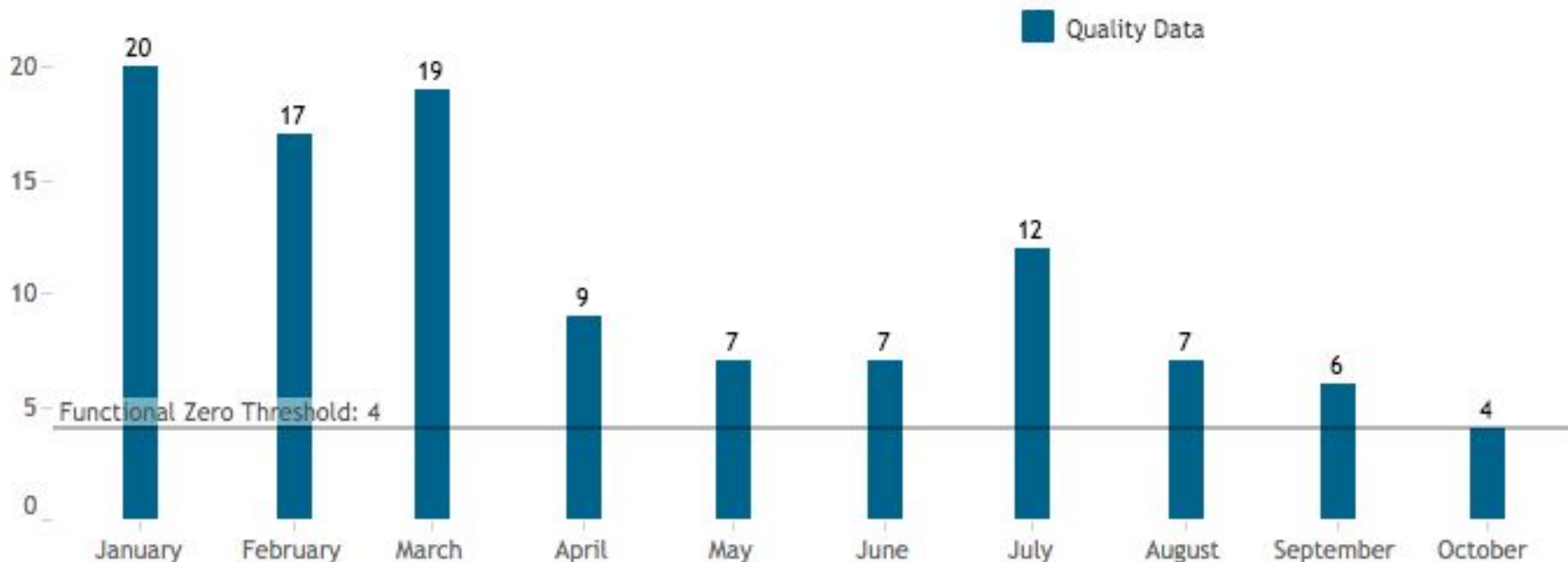
Monthly count for Veteran subpopulation(s)



Central Virginia

Ending Veteran Homelessness

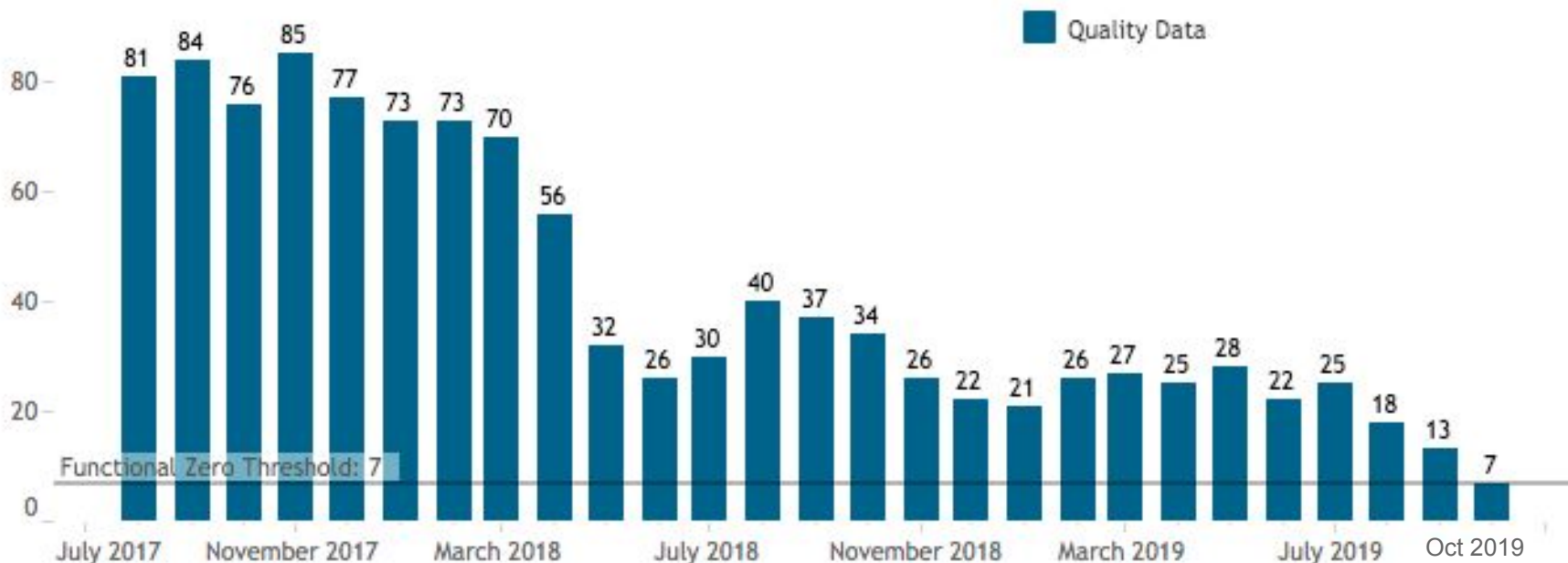
Actively Homeless Population Monthly count for Veteran subpopulation(s)



Chattanooga/Southeast TN CoC

Ending Veteran Homelessness

Actively Homeless Population Monthly count for Veteran subpopulation(s)



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Opening Plenary:

Being Transformed By Our Work
Interviews with Leaders in BFZ

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Emma Beers

Chattanooga/Southeast TN CoC, TN



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Bobbin Paskell

Middlesex County CoC/Coming Home, NJ



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Shantae Smith

Phoenix, Mesa/Maricopa County, AZ



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Opening Plenary:

Keynote Address

Soma Saha

Institute for Healthcare Improvement





100 Million
Healthier Lives

Being willing to be changed on
the path of creating equitable
change

Somava Saha, MD MS Vice President, Institute for Healthcare Improvement
Co-Executive Lead, 100 Million Healthier Lives



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**Institute for
Healthcare
Improvement**



Varqa Foundation, Rupununi Region of Guyana



- 16,000 people
- 33,000 sq miles
- No roads, communication, electricity
- 5th grade education
- Subsistence economy



Unlocking the trapped and untapped potential of people



HIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz



A Powerful Way of Being and Doing

48



- From “me” to “we”
- From isolation to interconnectedness
- From pathology to vision
- From poverty to potential
- From scarcity to abundance
- From having answers to asking questions
- From perfect planning to learning and failing forward
- Embracing system transformation

Health Outcomes as a System Property That Begins in Childhood

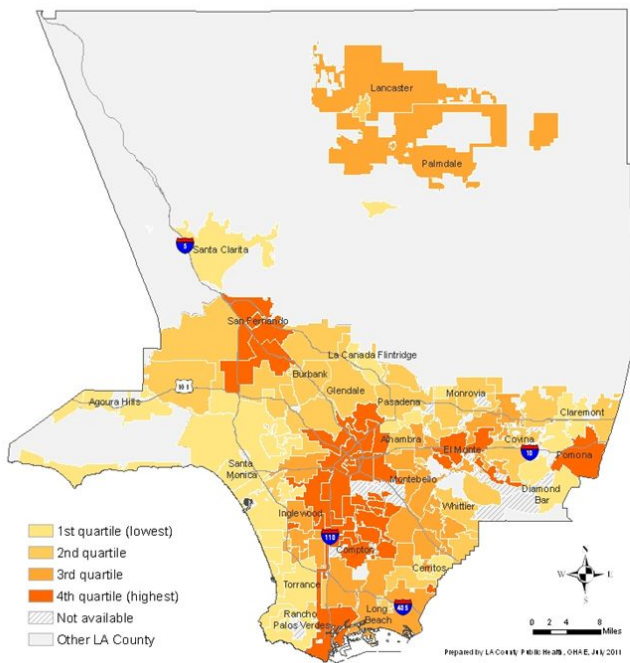


<https://wsvn.com/news/us-world/color-blind-boys-scheme-to-get-same-haircut-to-trick-teach>

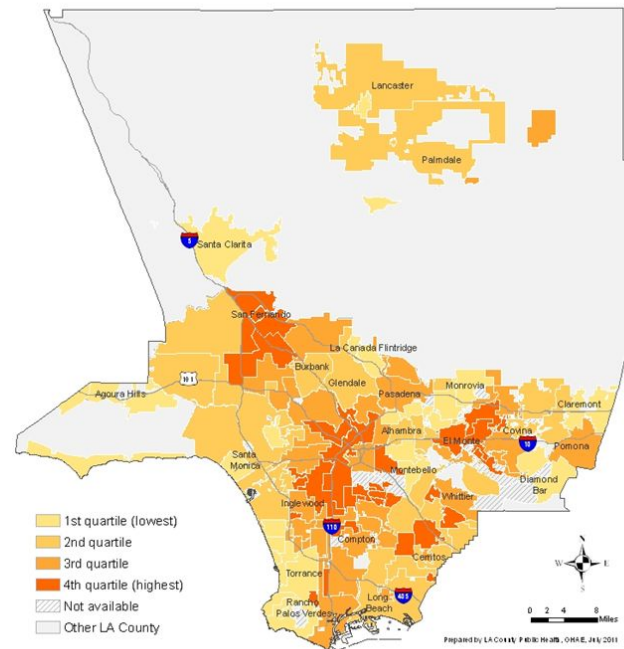
Health and Social Inequity are Interconnected 50



Economic Hardship Index by City/Community, Los Angeles County, 2000



Prevalence of Childhood Obesity by City/Community, Los Angeles County, 2005

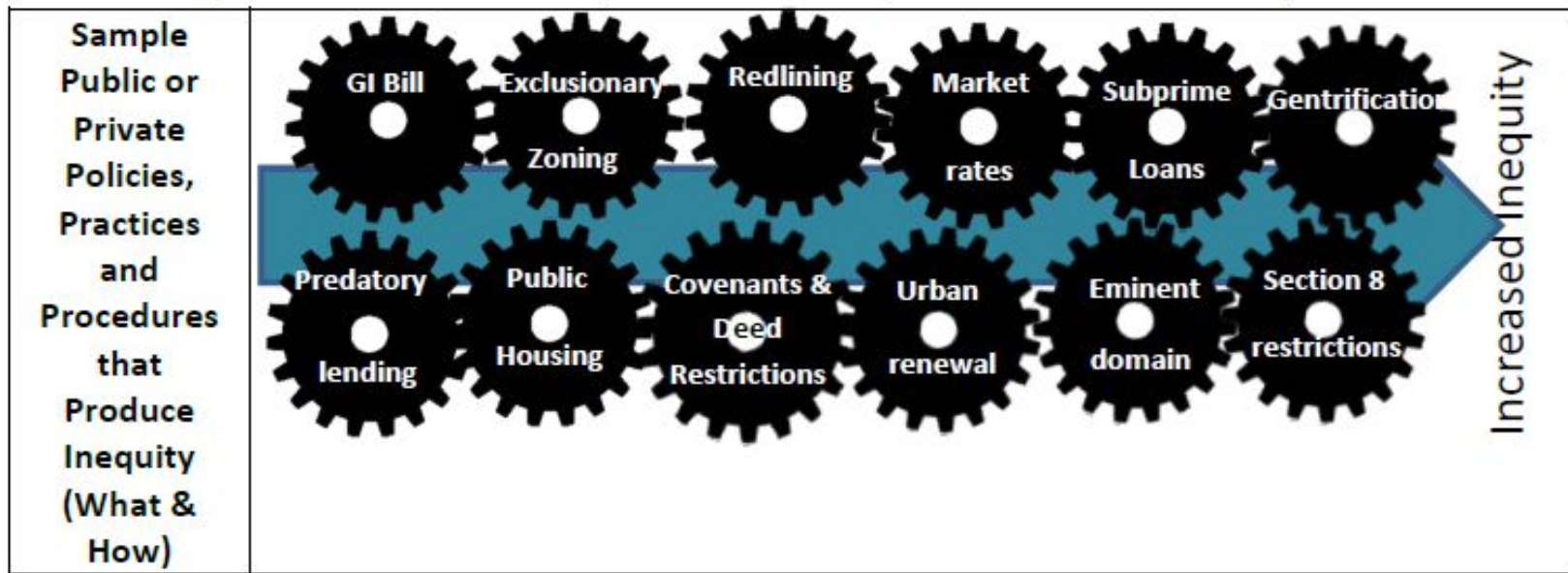


The well-being and inequity inherent in places created by structural racism

51



Housing: The Production of Inequities and Consequences at the Community Level

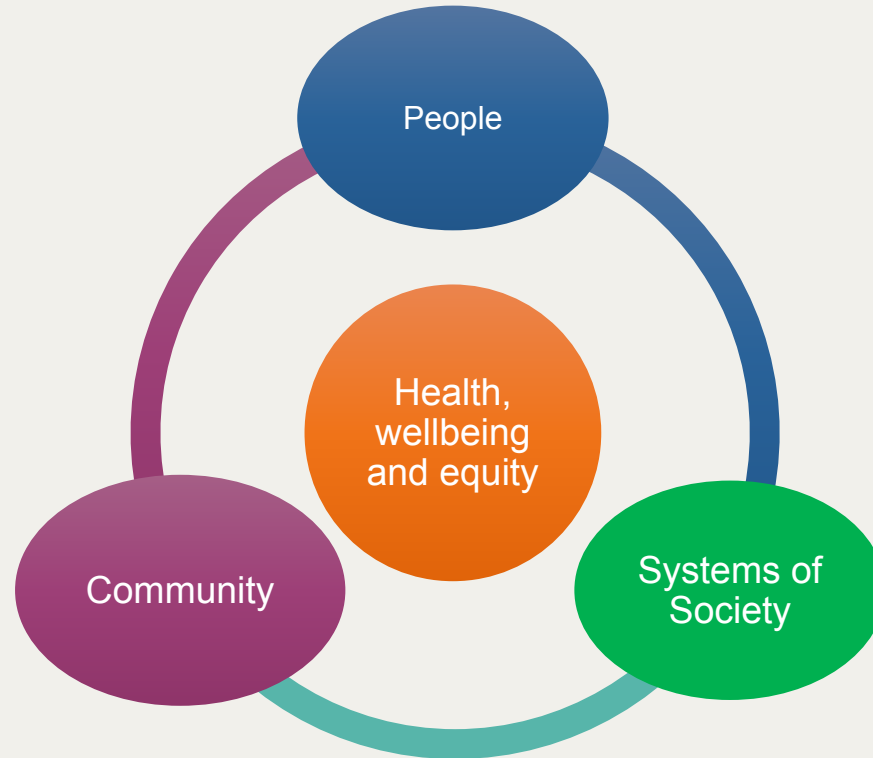


“Countering the Production of Health Inequities” Report from the Prevention Institute



Photo courtesy of Kaique Rocha. Metaphor courtesy of Camara Jones and Natalie Burke

Interrelationship between the health, wellbeing and equity of people, communities and populations



100 Million Healthier Lives



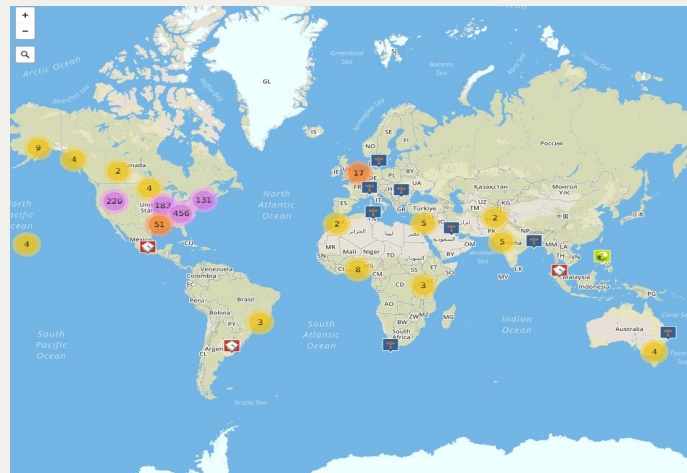
Who: An unprecedented collaboration of change agents pursuing an unprecedented result:

100 million people living healthier lives by 2020

Vision: to fundamentally transform the way we think and act to improve health, wellbeing and equity.

Equity is the price of admission.

www.100mlives.org



>1850+ partners reaching >500 million people in 30+ countries

5 key shifts we need to make

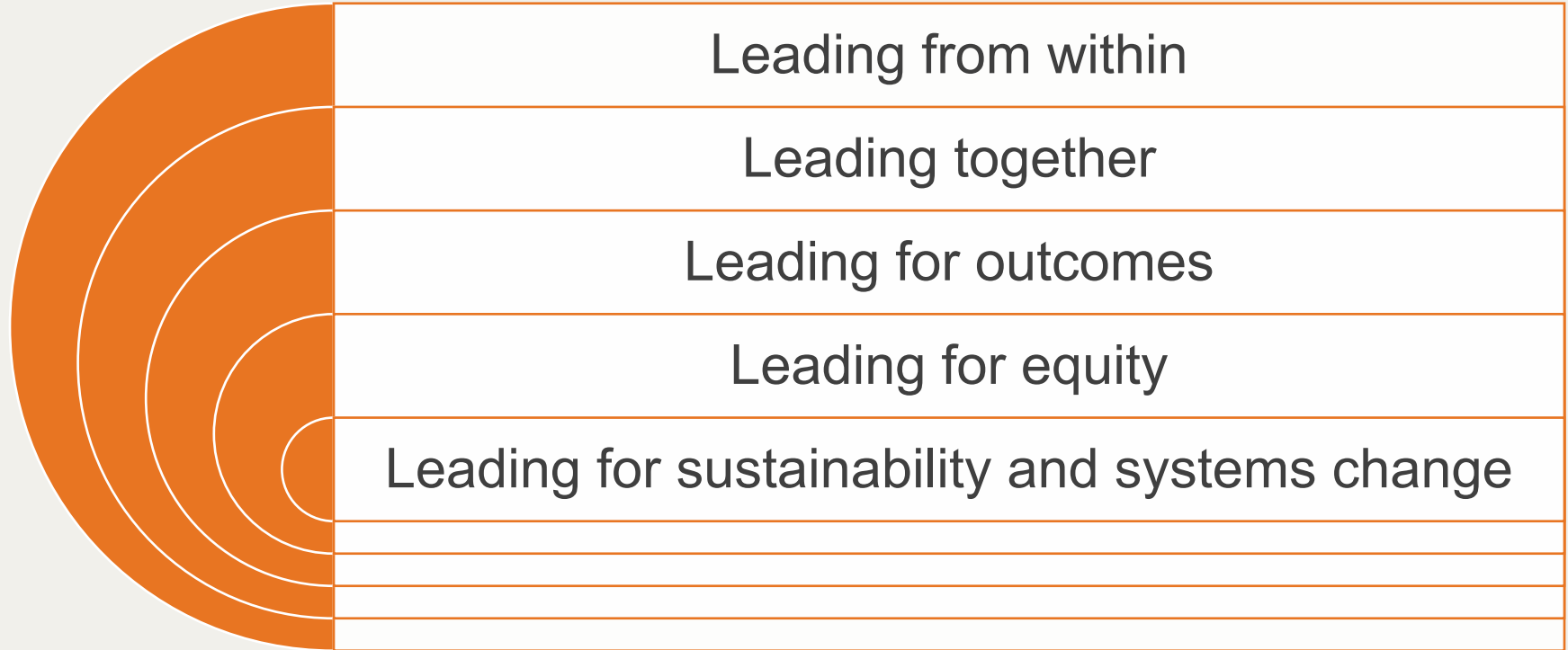
55



1. From a “health care system” to a “health and wellbeing system”
2. See work on addressing inequity as doing good to a recognition that we are interconnected and cannot afford the price of untreated poverty in terms of lost human and community potential or cost
3. From “me” to “we”, from silos to interconnectedness
4. From pathology to vision, from scarcity to abundance
5. From people and communities in poverty to people communities of solutions with trapped and untapped potential

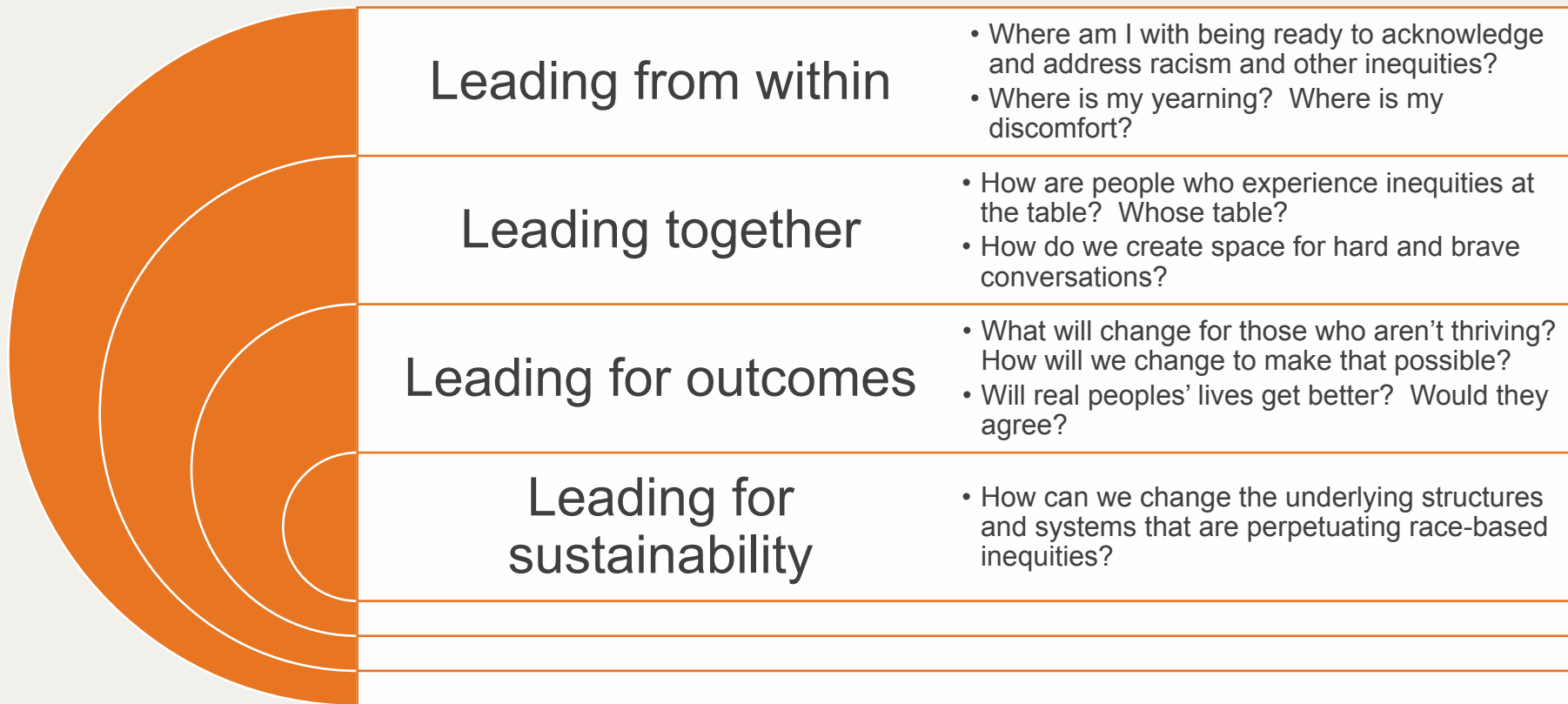
Creating Communities of Solutions Requires that We be Willing to Change

56



Being willing to be changed: where are you on the equity journey?

57



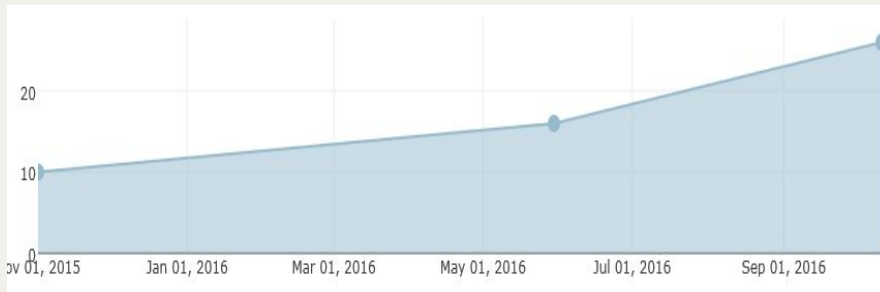
When Homeless Women Adapt an “Evidenced Based Diabetes Program”: Downtown Women’s Center Results



Figure 1. % of people suffering



Figure 2. % of people thriving



Leading indicators:

84% improvement
in healthier lives

92% improved
blood pressure

44% improved A1C

Family Independence Initiative - what is poverty is escapable?

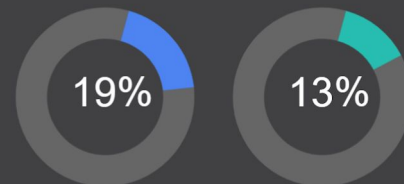
59



Average increase in monthly income

↓ 42%

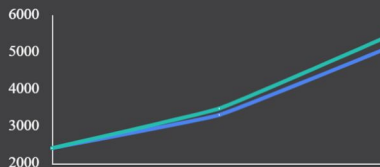
Average decrease in subsidies such as TANF and SNAP



19% of FII Families are entrepreneurs vs. 13% of Americans



% of their students have excellent, good or improved grades



Families grow their yearly income by 2.4x and their assets by 1.7x the initial \$2,400 investment

\$18,306,275

Total estimated amount FII families have exchanged through social capital activities

Laramie County, Wyoming

60





The Health Advocates In-Reach and Research Campaign (HAIR)



St Ninian's



“Are you willing to be changed?”

Father Greg Boyle, Founder Homeboy Industries

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“Compassion is our willingness to look inwards.” If we do not understand our own wounds, we harm those on the margins. Stop trying to reach them. Can you be reached by them? I don’t think we go to the margins to make a difference...you’re not fixing anybody, you’re not rescuing anybody. So instead, you go “will I allow my heart to be altered by these folks?...Stop trying to reach them. Instead, return these people to themselves by getting rid of the things in their lives that stop others from seeing who they truly are.

...“Love is the answer but community is the context and tenderness is really the methodology”

Father Greg Boyle, quotes from two interviews

1. <https://www.aldacommunicationtraining.com/podcast/father-greg-boyle-compassion-kinship-real-ways-help-others/>

2. <http://www.bcgavel.com/2019/04/28/in-the-light-of-kinship-father-greg-boyle-shares-his-inspiring-mission/>

A large, textured orange watercolor splash shape on the left side of the slide, with various shades of orange and brown, creating a painterly effect.

Bringing it back home: being willing to be changed by my community, in tenderness

- I didn't really know how to lead racial equity work—but others could show me and I could create the space for their leadership.
- I am still learning how to sustain a mindset of abundance while creating a sense of boundedness that is needed for safety.
- I am learning that my greatest strengths and my greatest weaknesses are but two sides of the same coin.
- I am learning how to not be afraid to be imperfect, to see the beauty in my own growth—and how that can create the space for others to grow.

How have you changed through this Built for Zero journey?

64



1. How have I experienced change or growth through being a part of Built for Zero/my local work to end to end homelessness?
2. Where do I anticipate needing to change or grow next as a leader?



100 Million Healthier Lives

Join us!

www.100mlives.org
[@100MLives](https://twitter.com/100MLives)

Somava Saha, MD MS

somastout, ssaha@ihi.org



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Institute for
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5

Opening Plenary:

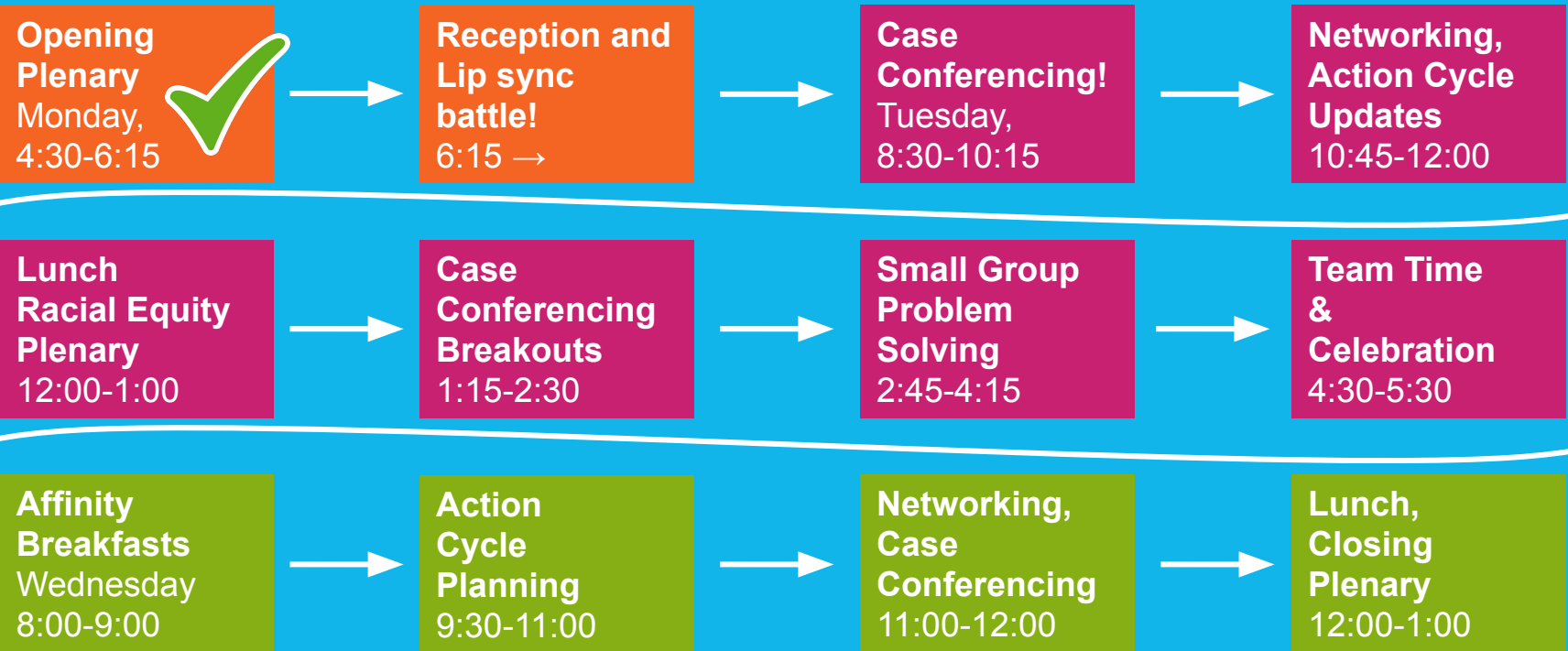
What's Ahead

Garen Nigon

*Strategy Lead,
BFZ Collaborative*



Our journey, now through Wednesday



END OF OPENING PLENARY SLIDES

Built for Zero Learning Session

Denver, CO || October, 2019



Opening Plenary:

Welcome!

Feedback

Session: “Opening Plenary: Celebrating Community Progress and Those Leading the Work”

Survey Link:

<http://bit.ly/bfzrapid>



Where do I anticipate needing to change or grow next as a leader?



Built for Zero Learning Session

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Morning Plenary:

Our Objective, Your Objective,

How We'll Get There

Garen Nigon,

Strategy Lead, BFZ Collaborative



Our journey, now through Wednesday

Our journey, now through Wednesday

**Opening
Plenary**
Monday,
4:30-6:15



Our journey, now through Wednesday

**Opening
Plenary**

Monday,
4:30-6:15



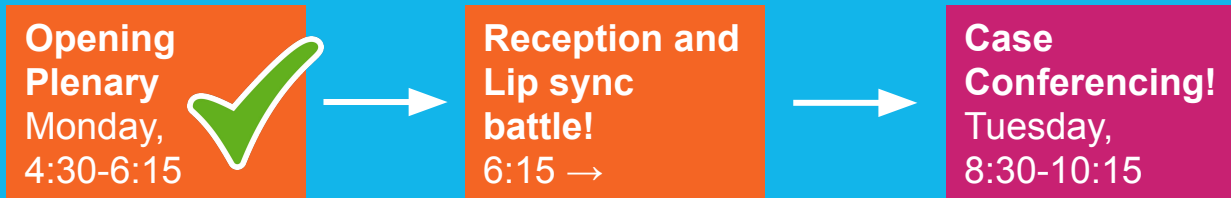
**Reception and
Lip sync
battle!**

6:15 →

Our journey, now through Wednesday



Our journey, now through Wednesday



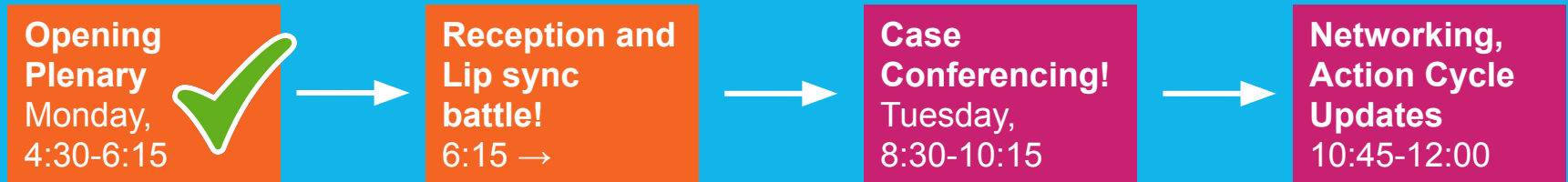
Rational Objectives:

- Highlight case conferencing as the epicenter of your local improvement system.
- Identify 2-3 high impact changes to your case conferencing practice, that you're confident will move the needle when you get back home.

Experiential Objectives:

- Feel ready and excited to make tangible changes to your case conferencing practice, with a firm belief that these changes will be impactful.
- See your improvement efforts coalesce around case conferencing.
- Make meaningful connections with improvers from other teams.

Our journey, now through Wednesday



Our journey, now through Wednesday

**Opening
Plenary**
Monday,
4:30-6:15



**Reception and
Lip sync
battle!**
6:15 →



**Case
Conferencing!**
Tuesday,
8:30-10:15

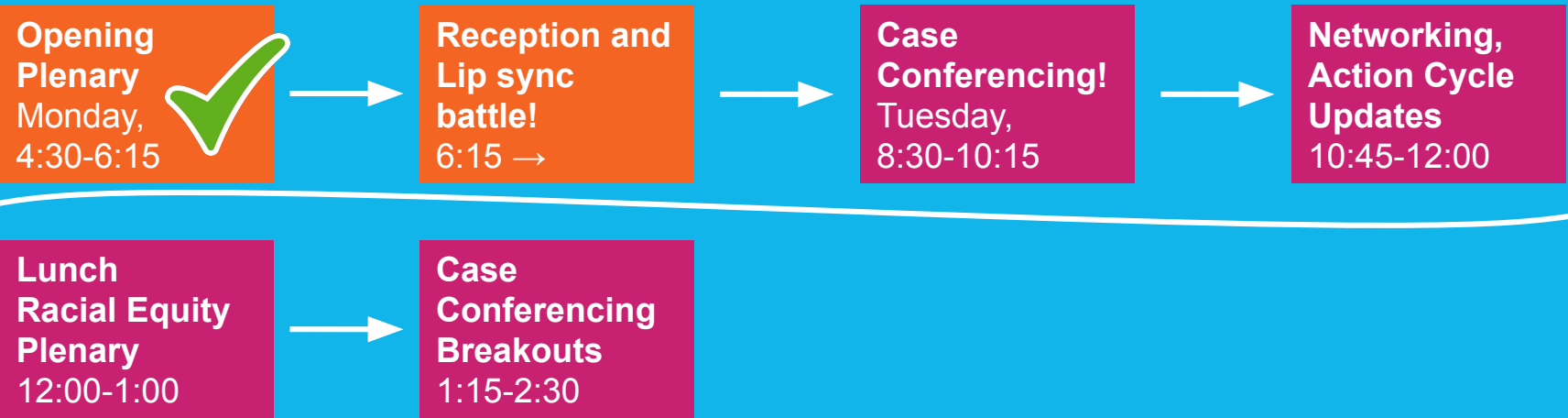


**Networking,
Action Cycle
Updates**
10:45-12:00

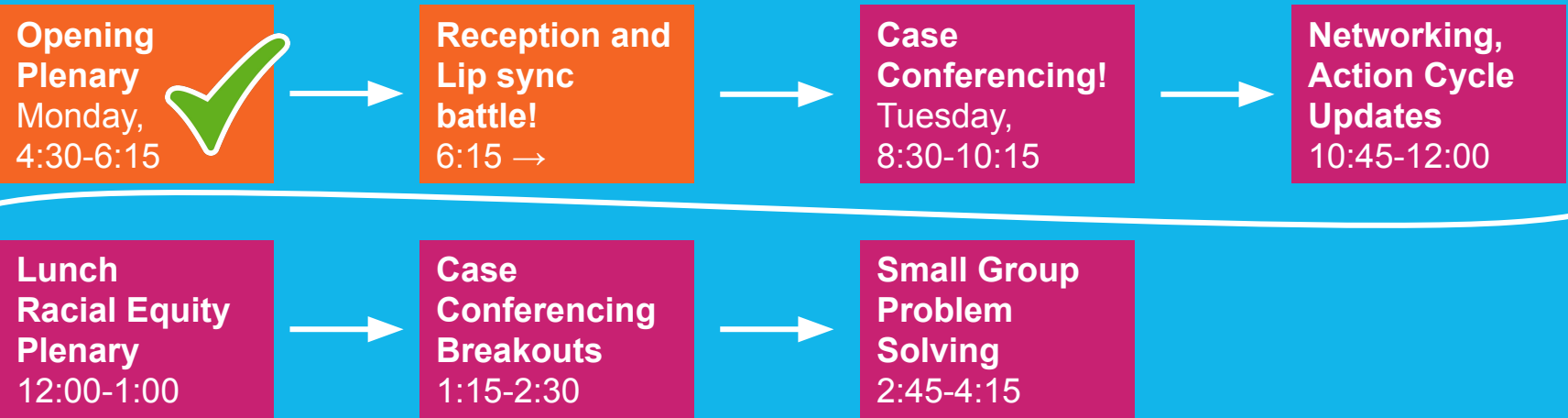
**Lunch
Racial Equity
Plenary**
12:00-1:00



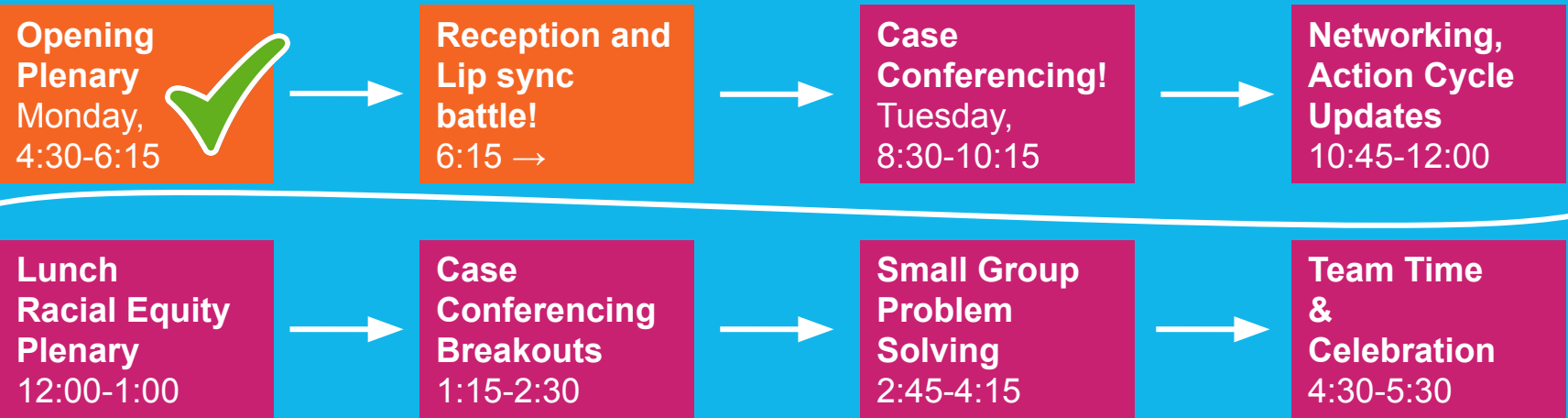
Our journey, now through Wednesday



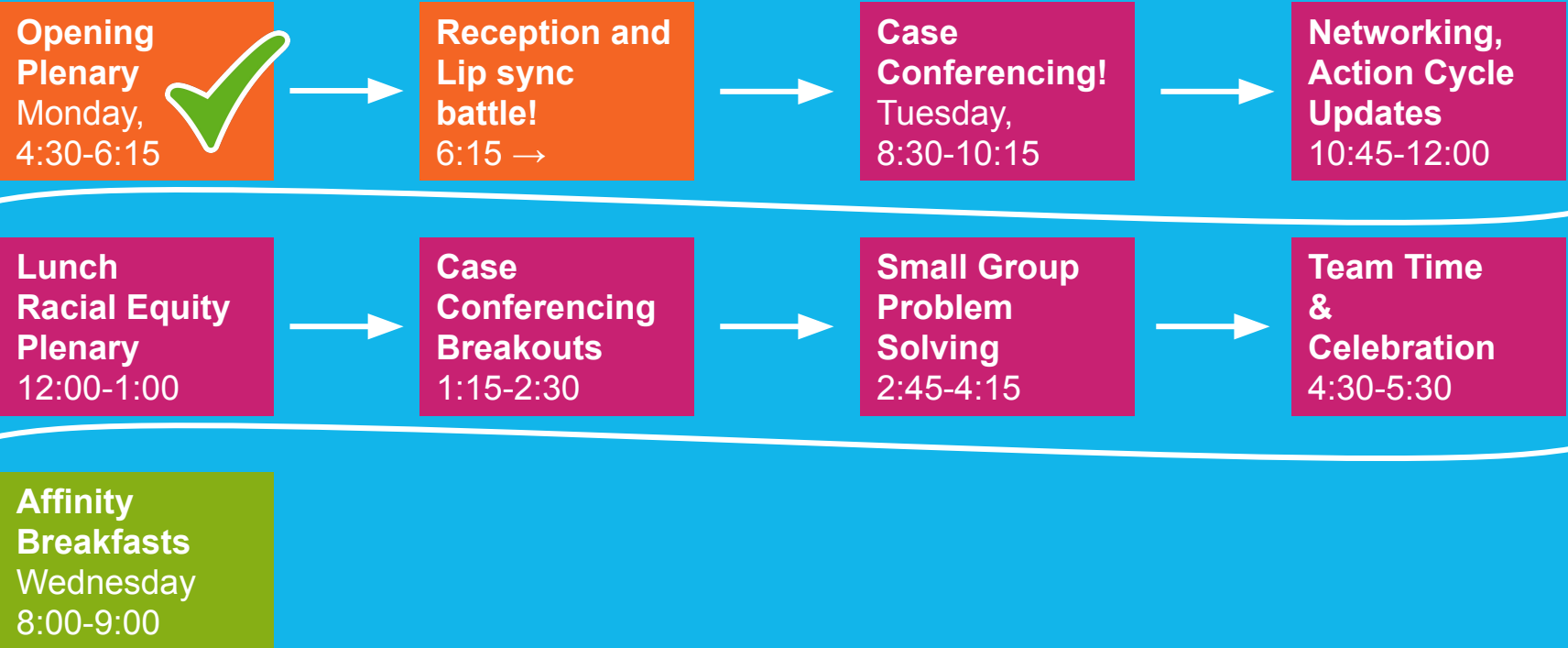
Our journey, now through Wednesday



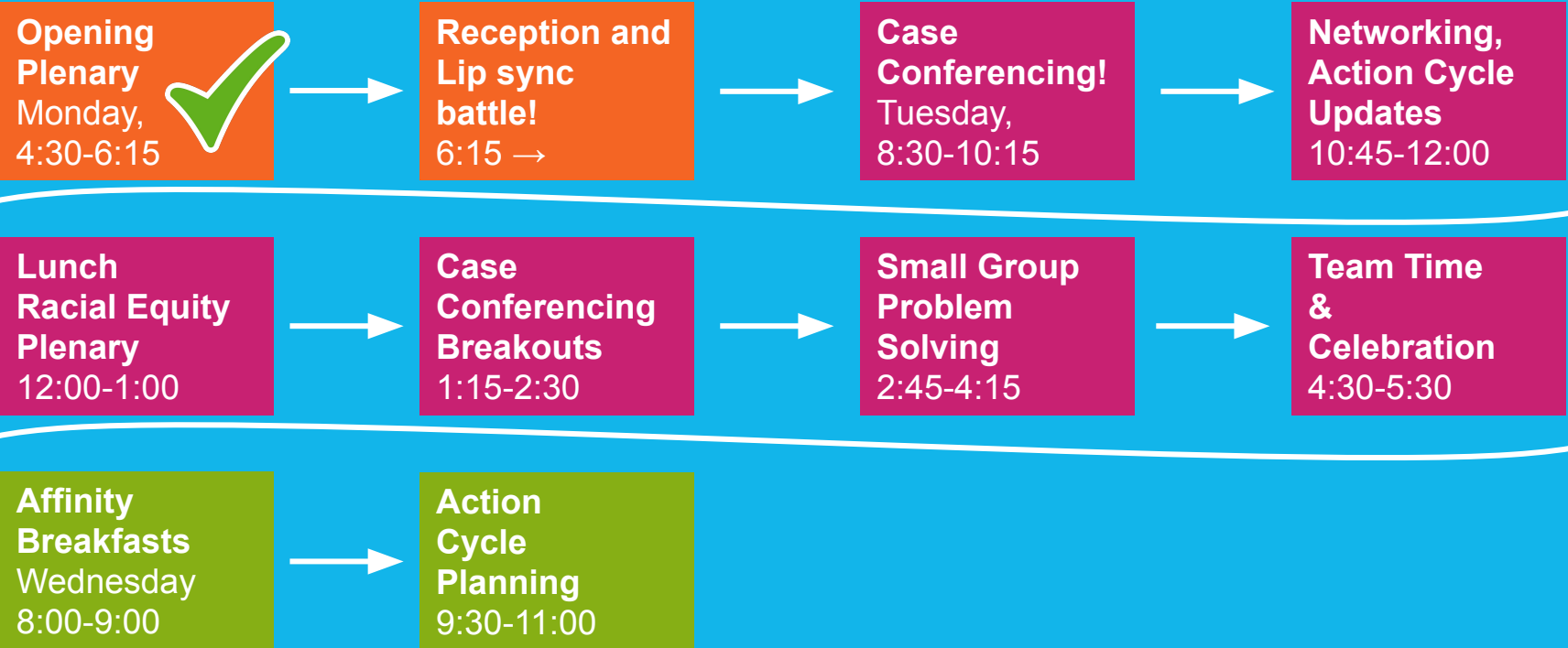
Our journey, now through Wednesday



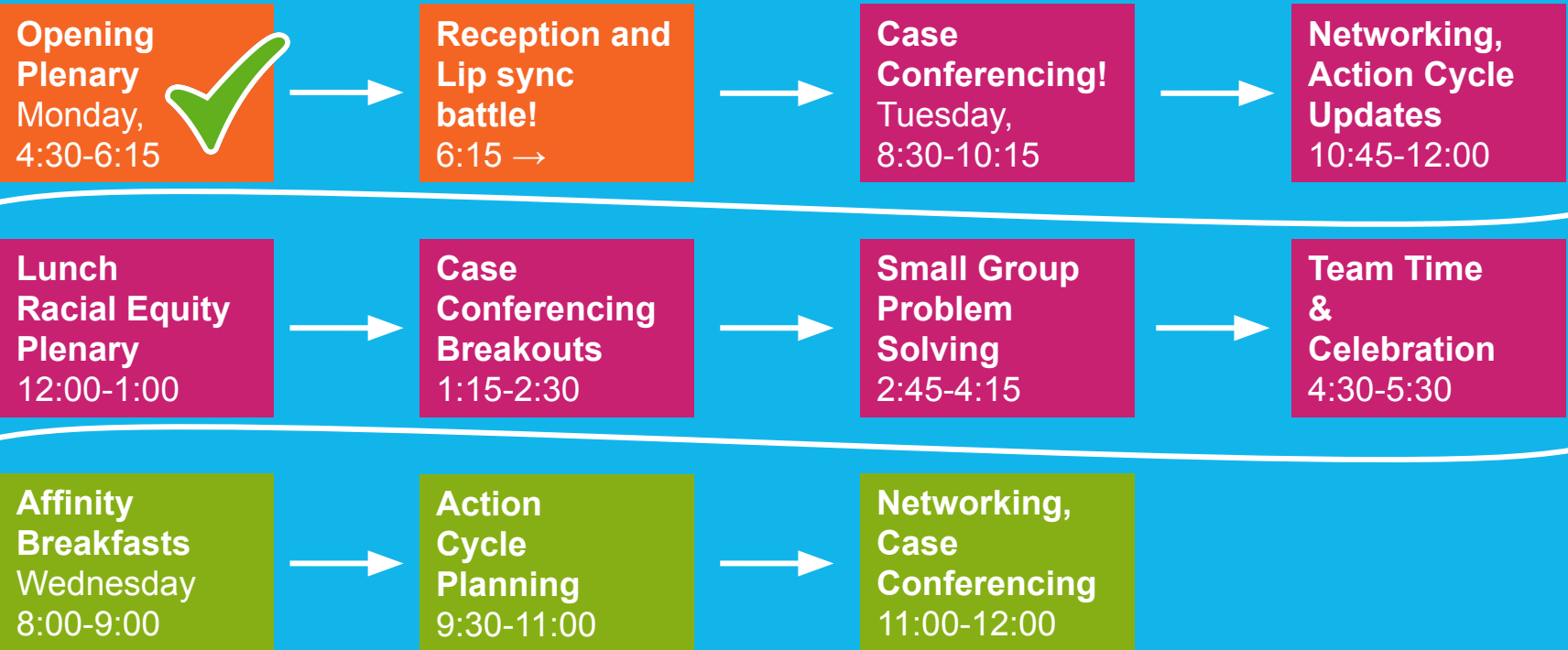
Our journey, now through Wednesday



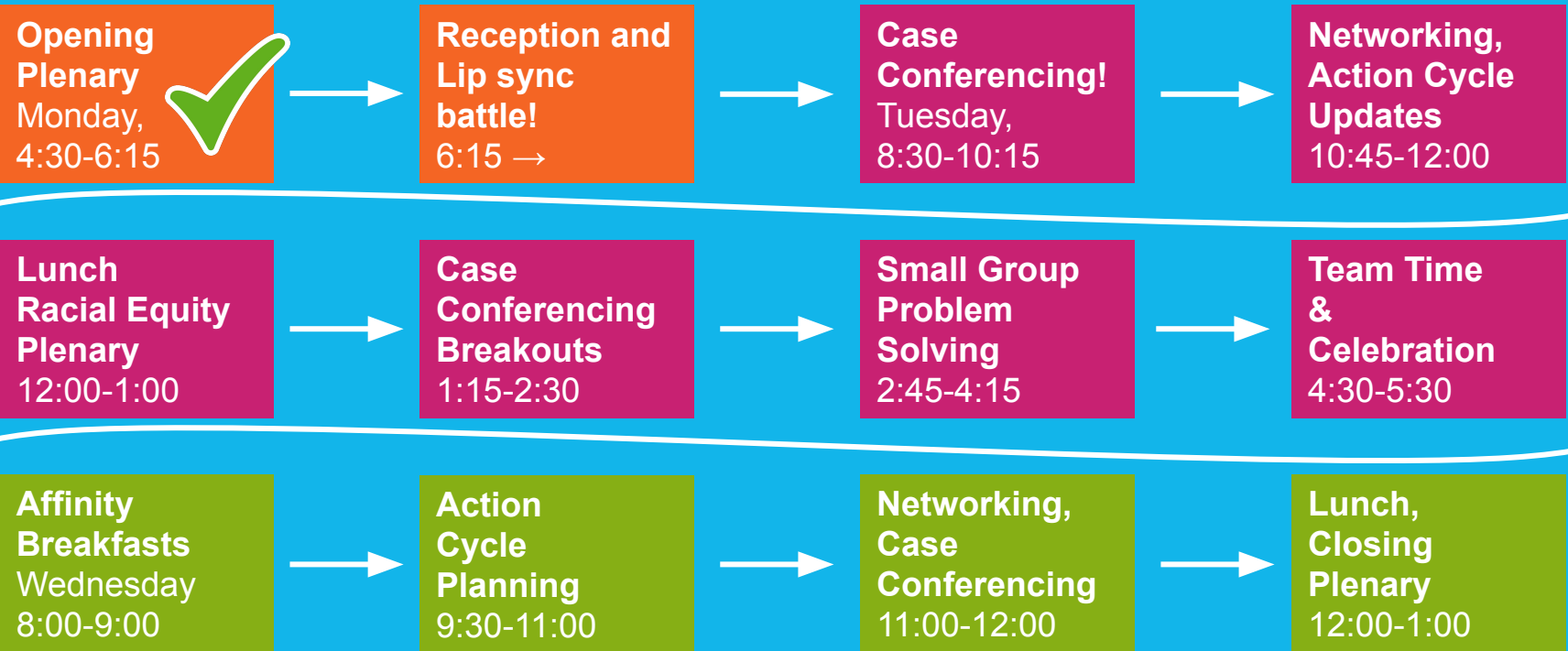
Our journey, now through Wednesday



Our journey, now through Wednesday



Our journey, now through Wednesday



Rational Objectives

- Highlight case conferencing as the epicenter of your local improvement system.
- Identify 2-3 high impact changes to your case conferencing practice, that you're confident will move the needle when you get back home.

Experiential Objectives

- Feel ready and excited to make tangible changes to your case conferencing practice, with a firm belief that these changes will be impactful.
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Rational Objectives

- Highlight case conferencing as the epicenter of your local improvement system.
- **Identify 2-3 high impact changes to your case conferencing practice, that you're confident will move the needle when you get back home.**

Experiential Objectives

- **Feel ready and excited to make tangible changes to your case conferencing practice, with a firm belief that these changes will be impactful.**
- See your improvement efforts coalesce around case conferencing.
- Make meaningful connections with improvers from other teams.

How are we going to do this?

In ten easy steps!

Step 1: set up

Step 1: set up



Tuesday

- Opening Plenary
- Networking pt. 1
- Breakouts
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Tuesday

- Opening Plenary
- Networking pt. 1
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- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment 

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- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess

Tuesday

- Opening Plenary
- Networking pt. 1
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- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess



Tuesday

- Opening Plenary
- Networking pt. 1
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Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess

Step 4: meet some friends

Tuesday

- ~~Opening Plenary~~
- Networking pt. 1
- Breakouts
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess

Step 4: meet some friends

Tuesday

- ~~Opening Plenary~~
- Networking pt. 1
- Breakouts
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess

Step 4: meet some friends

Step 5: learn some skills

Tuesday

- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- Breakouts
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess

Step 4: meet some friends

Step 5: learn some skills

Tuesday

- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- Breakouts
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess

Step 4: meet some friends

Step 5: learn some skills

Step 6: test those skills

Tuesday

- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- ~~Breakouts~~
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 1: set up

Step 2: assessment

Step 3: your first guess

Step 4: meet some friends

Step 5: learn some skills

Step 6: test those skills

Tuesday

- Opening Plenary
- Networking pt. 1
- Breakouts
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 7: refine your plan

Tuesday

- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- ~~Breakouts~~
- ~~Small Group Problem Solving~~
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 7: refine your plan



Tuesday

- Opening Plenary
- Networking pt. 1
- Breakouts
- Small Group Problem Solving
- Team Regroup

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 7: refine your plan

Step 8: lock in your plan

Tuesday

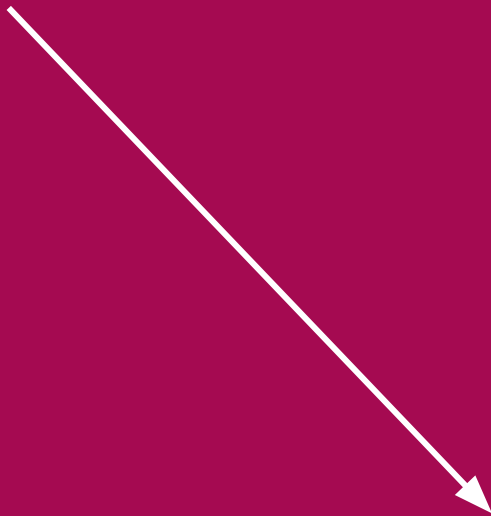
- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- ~~Breakouts~~
- ~~Small Group Problem Solving~~
- ~~Team Regroup~~

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 7: refine your plan

Step 8: lock in your plan



Tuesday

- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- ~~Breakouts~~
- ~~Small Group Problem Solving~~
- ~~Team Regroup~~

Wednesday

- Action Cycle Planning
- Networking pt. 2

Step 7: refine your plan

Step 8: lock in your plan

Step 9: pressure test it

Tuesday

- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- ~~Breakouts~~
- ~~Small Group Problem Solving~~
- ~~Team Regroup~~

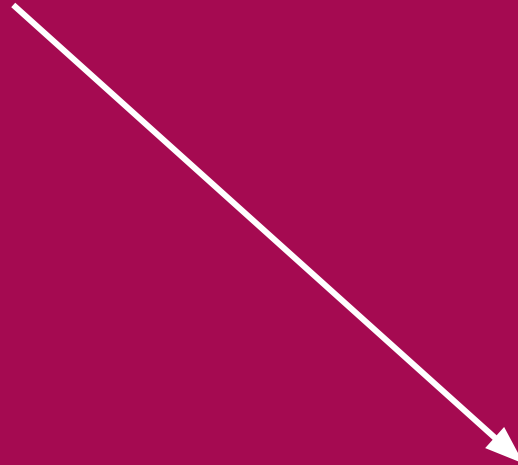
Wednesday

- ~~Action Cycle Planning~~
- Networking pt. 2

Step 7: refine your plan

Step 8: lock in your plan

Step 9: pressure test it



Tuesday

- ~~Opening Plenary~~
- ~~Networking pt. 1~~
- ~~Breakouts~~
- ~~Small Group Problem Solving~~
- ~~Team Regroup~~

Wednesday

- ~~Action Cycle Planning~~
- Networking pt. 2

Step 7: refine your plan

Step 8: lock in your plan

Step 9: pressure test it

Step 10: try it out!

~~Tuesday~~

- ~~● Opening Plenary~~
- ~~● Networking pt. 1~~
- ~~● Breakouts~~
- ~~● Small Group Problem Solving~~
- ~~● Team Regroup~~

~~Wednesday~~

- ~~● Action Cycle Planning~~
- ~~● Networking pt. 2~~

Step 7: refine your plan

Step 8: lock in your plan

Step 9: pressure test it

Step 10: try it out!
(this step happens at
home)

~~Tuesday~~

- ~~● Opening Plenary~~
- ~~● Networking pt. 1~~
- ~~● Breakouts~~
- ~~● Small Group Problem Solving~~
- ~~● Team Regroup~~

~~Wednesday~~

- ~~● Action Cycle Planning~~
- ~~● Networking pt. 2~~

Built for Zero Learning Session

Denver, CO || October, 2019

2

Morning Plenary:

Case Conferencing: **The Epicenter of Your Improvement Work**

Eddie Turner

Strategy Lead, Built for Zero Collaborative



**IN 3-5 WORDS, WHAT MAKES
FOR A BAD MEETING?**

**Text your answer right now:
(404) 663-4801**

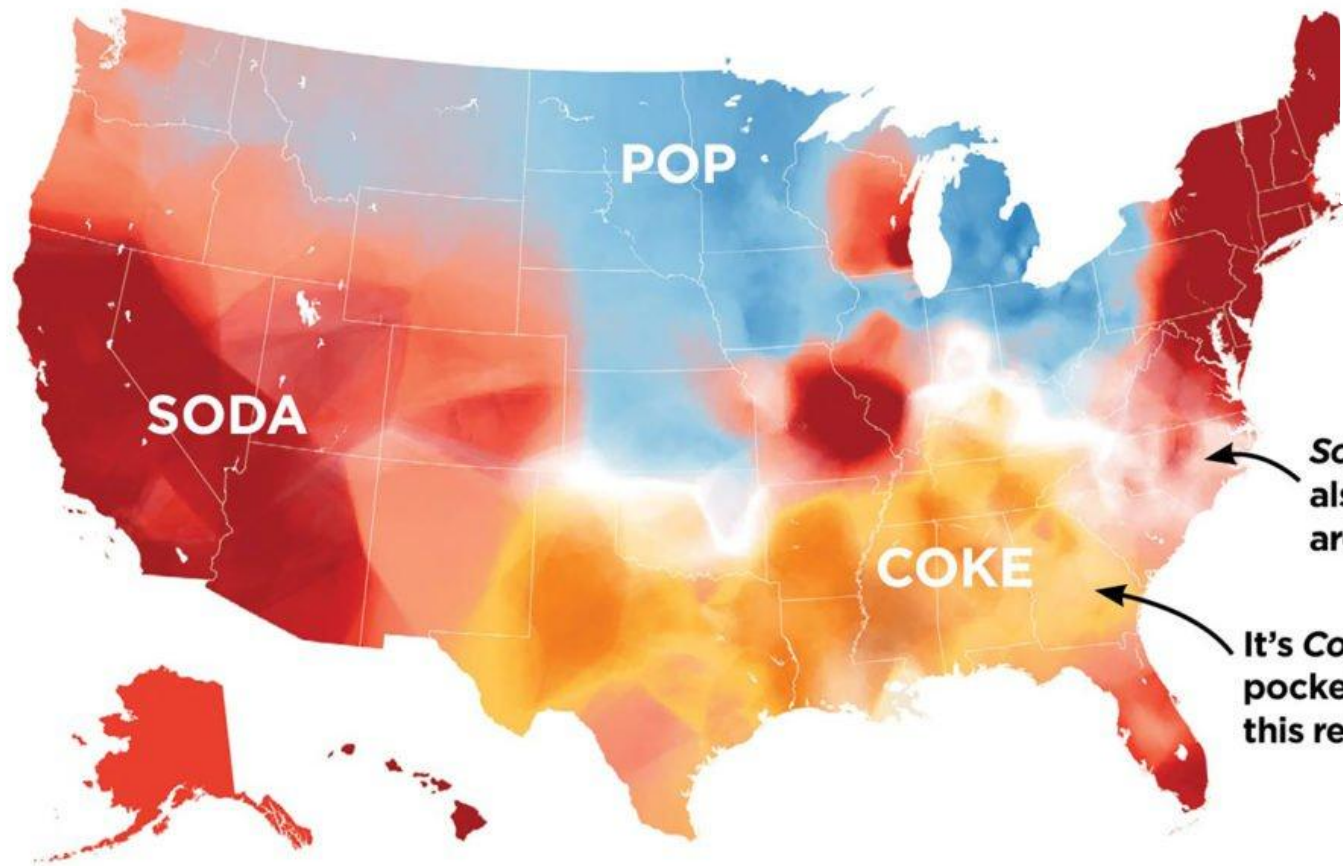
**Here's what you just texted me
about bad meetings**

Your case conferencing can do more





**What do we mean by
“case conferencing”?**



Soft drink is also popular around here.

It's Cocola in pockets of this region.



**When we say “case conferencing,”
we are talking about a meeting that is...**

- **Inter-agency**
- **Client-centered**
- **For line staff**



**Pick out a meeting and visualize it
each time we say “case conferencing”**

**Built for Zero has grown obsessed
with case conferencing**

We asked why people attend your **case conferencing** meeting

1. “They have to”

We asked why people attend your **case conferencing** meeting

1. "They have to"
2. House clients faster
3. Collaborate
4. Come up with new ideas or resources

What gets in the way:

It's mostly updates

What gets in the way:

Ideas get discussed... but not written down, followed up on, or checked at the next meeting

What gets in the way:

There's no clear, shared purpose

What gets in the way:

**There's no proof that the
meeting happened**

Your team has an opportunity here

Case conferencing is a platform

Key coordinated entry stakeholders

Case conferencing is a platform

Key coordinated entry stakeholders

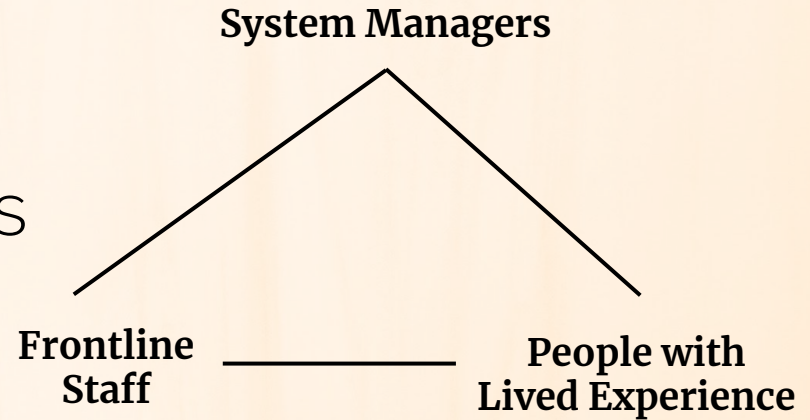
People best positioned to test new ideas

Case conferencing is a platform

Key coordinated entry stakeholders

People best positioned to test new ideas

Perfect conditions for
co-producing improvements



When you make the most of **case conferencing:**

- Organizes your improvement efforts
- Transforms your team culture

When you make the most of **case conferencing**, it becomes the most reliable way to house people faster and drive toward **functional zero**

Here's what changed in Tucson, AZ

Jocelyn Muzzin

COORDINATED ENTRY
SPECIALIST

Cliff Wade

OUTREACH WORKER

Habiba Rotter

BUILT FOR ZERO
IMPROVEMENT ADVISOR

Case Conferencing Action Pack

- ✓ House more clients
- ✓ Learn and improve on the system level
- ✓ Transform team culture



CASE CONFERENCING ACTION PACK

Change ideas and practical advice to make
your case conferencing action-oriented

Developed with Built for Zero communities

HOW TO USE THE ACTION PACK

- Inside is a collection of methods pulled from Built for Zero Collaborative communities that will help you run an action-oriented case conferencing meeting—one that moves your team from thinking in terms of “my client” to “our clients.” Wherever you’re starting from, you’ll find an idea to improve your effort.
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This print version is a partial selection of our change ideas; find the full resource online at <https://changeapackage.org>

Case Conferencing Action Pack

1 Align participants in a shared purpose of case conferencing

Key change idea:

Set objectives as a team, record them, and track your success

Case Conferencing Action Pack

2 Optimize your by-name list for case conferencing

Key change idea:

Add these fields—

- This Week's Obstacle
- Next Step, By When
- Target Move-In Date

Case Conferencing Action Pack

3 Facilitate for action

Key change idea:

Set a target move-in date for each client

Ask questions that move to action

WHAT WAS THE LAST "NEXT STEP"?

WHAT HAPPENED SINCE THEN?

WHAT'S THE BIGGEST OBSTACLE THIS WEEK?

WHAT'S YOUR NEXT STEP, BY WHEN?

WHAT'S THEIR TARGET MOVE-IN DATE NOW?

Case Conferencing Action Pack

4 Measure the effectiveness of your practice

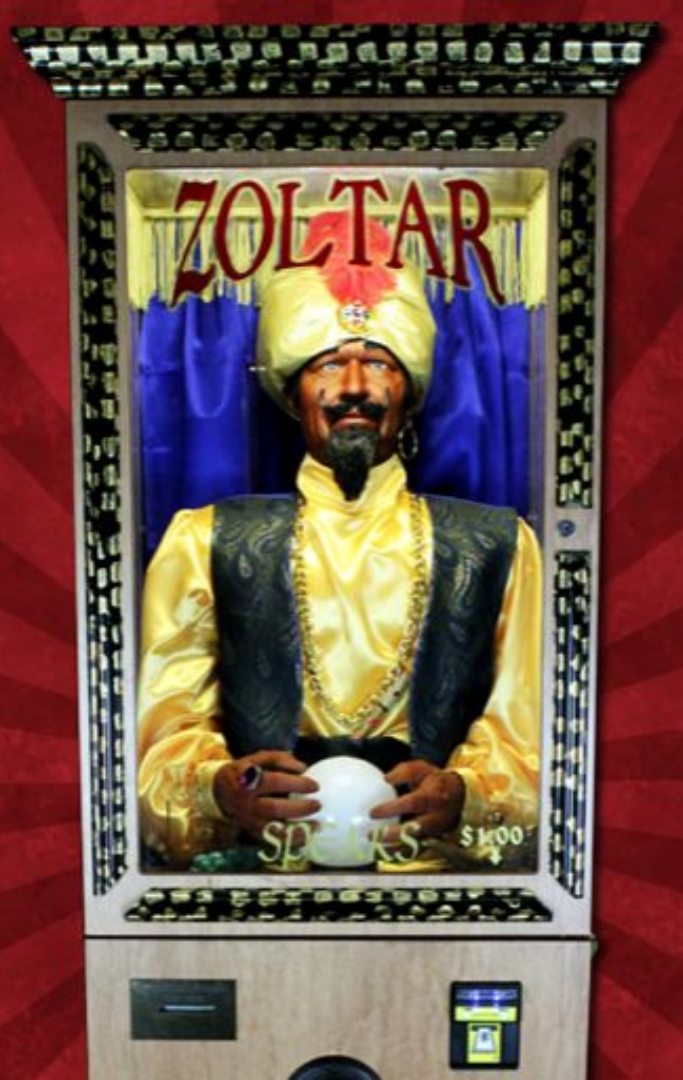
Key change idea:

Count how many “next steps” were made today (or how many were executed from last time)

Cas

5

Key cho
Let it



Action Pack

ur



Case Conferencing Action Pack

5 Center case conferencing in your improvement and learning

Key change idea:

Let it tell you the next improvement project

Which of these meetings are you running?

A Case Conferencing Assessment



For those following along at home, look for the sheet that looks like this.

Question 1: Does your community conduct at least one meeting per month that is:

- **Inter-agency** - i.e. it involves more than one provider, **AND**
- **Client-centered** - i.e. the purpose of the meeting is to discuss the users of your homeless response system, **AND**
- **For line staff** - i.e. those working directly with people experiencing homelessness are the primary participants at the meeting?

If your answer to Question 1 is no, look at the back of this

Question 1: Does your community conduct at least one meeting per month that is:

- Inter-agency
- Client-centered
- For line staff?

Question 1: Does your community conduct at least one meeting per month that is:

- Inter-agency
- Client-centered
- For line staff?

If your answer is no.

You're at the **Beginning of your Journey!**

Spend the next
24 hours figuring
out your first
step.

(page 2→)



Question 2: Are you using your by-name list to generate the agenda for the meeting?

Question 2: Are you using your by-name list to generate the agenda for the meeting?

If your answer is no.

I bet you're running a **“Clinical” case conferencing meeting.**

Build on the hard work you've done to get people in the room.

(page 4→)



Question 3: Are you generating housing related next steps for all (or most) of the clients you discuss in your case conferencing meeting?

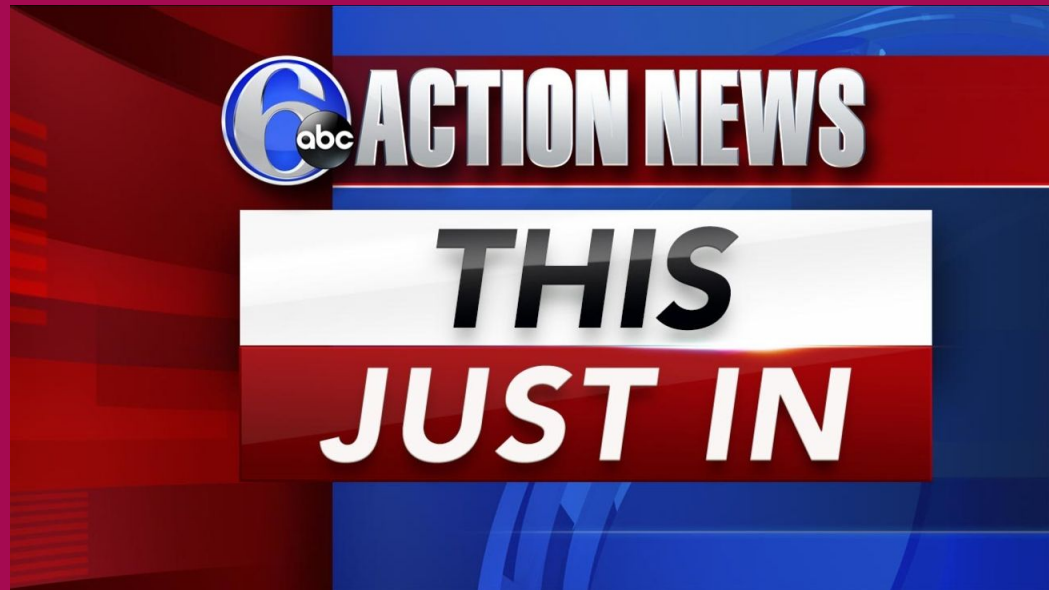
Question 3: Are you generating housing related next steps for all (or most) of the clients you discuss in your case conferencing meeting?

If your answer is no.

This sounds like an **Updates Meeting**.

What do you need
to do to center
housing in the
conversation?

(page 6→)



Question 4: Do you keep people accountable to the next steps that you identify?

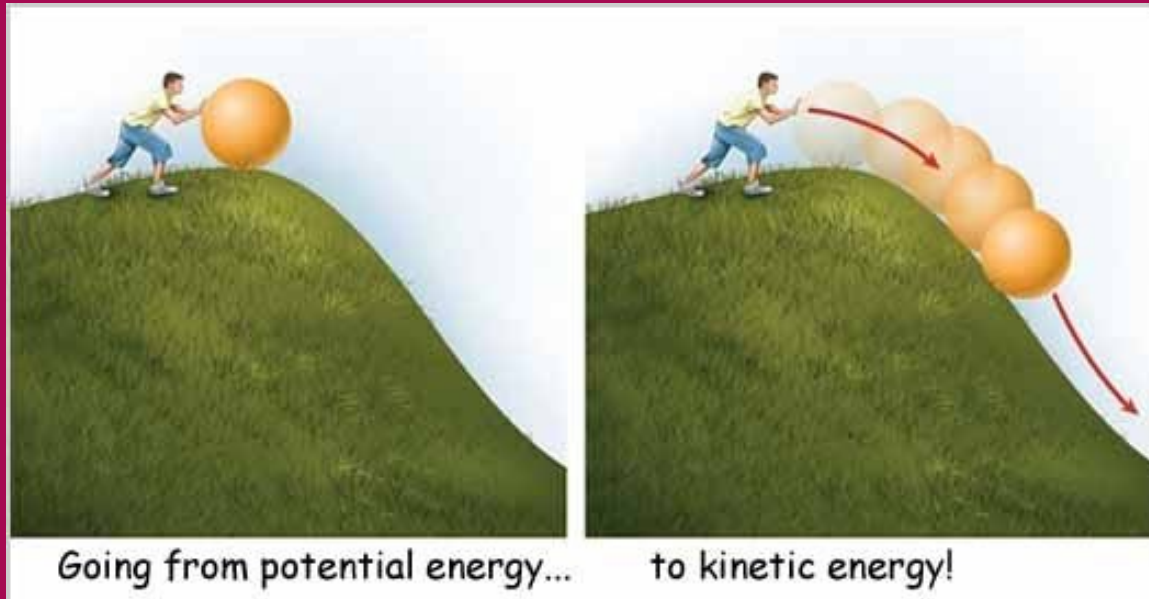
Question 4: Do you keep people accountable to the next steps that you identify?

If your answer is no.

You have some **untapped potential**.

Accountability
will get the ball
rolling.

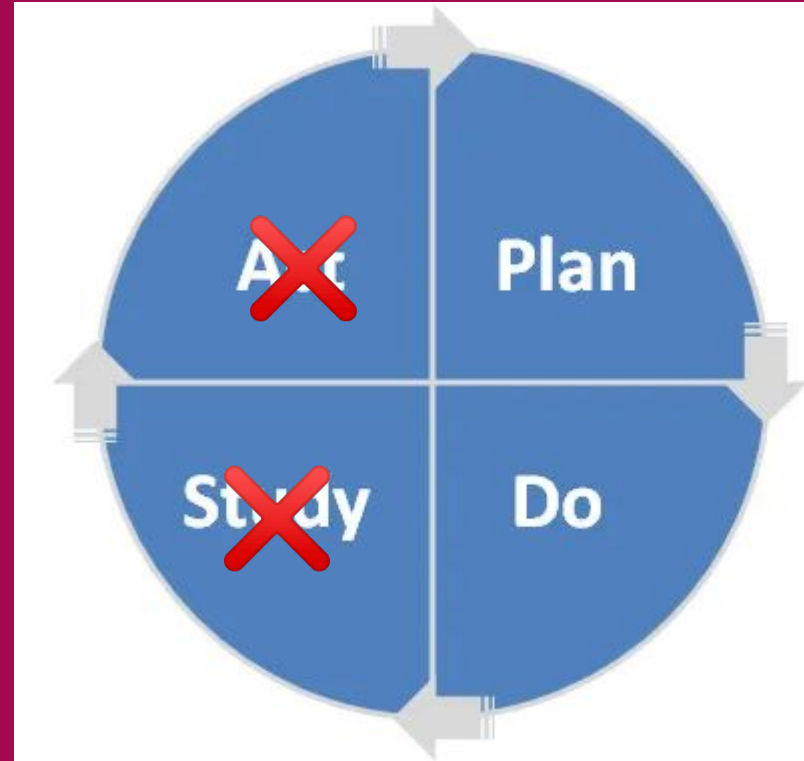
(page 8→)



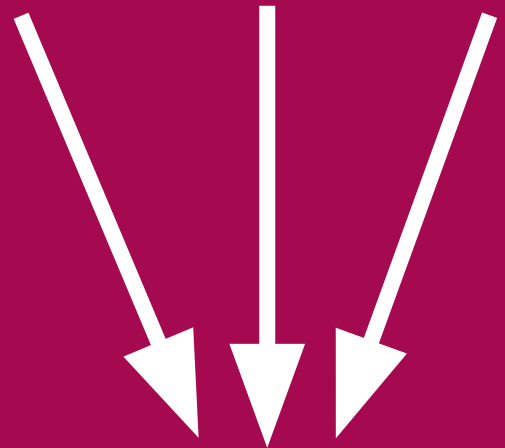
You have some **untapped potential**.

Accountability
will get the ball
rolling.

(page 8→)



Question 4: Do you keep people accountable to the next steps that you identify?



*If your answer is **yes**.*

Your meeting is **solid**.

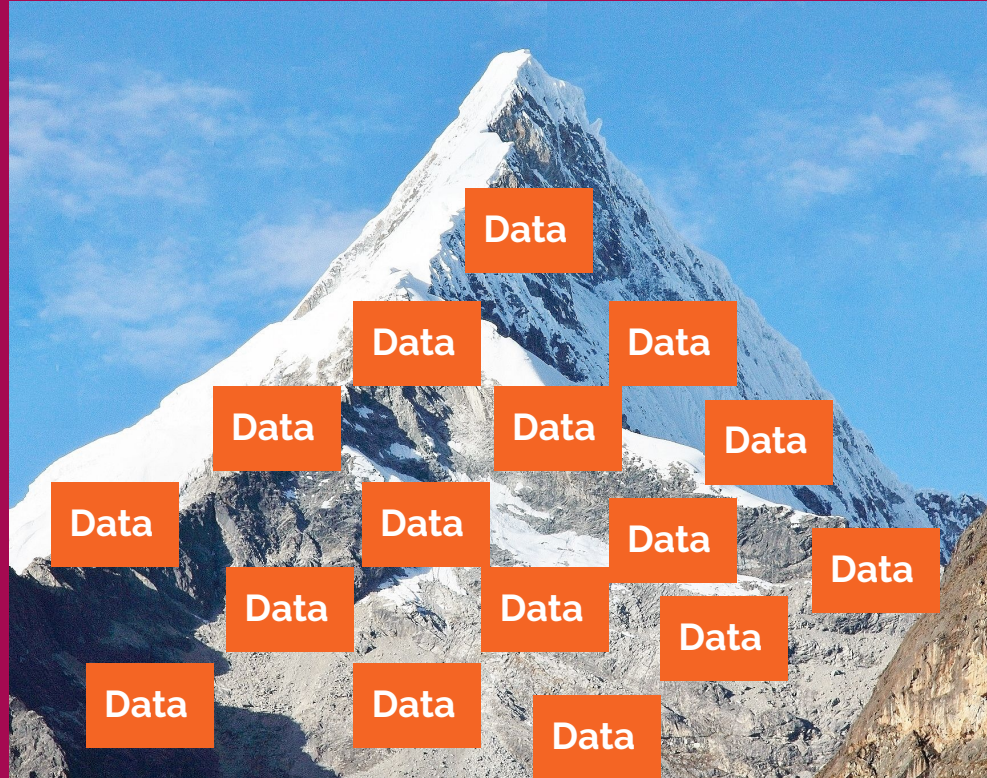
You can still kick it
up a notch.

(page 9→10)



Question 5: How is your case conferencing practice connected to the broader improvement system in your community?



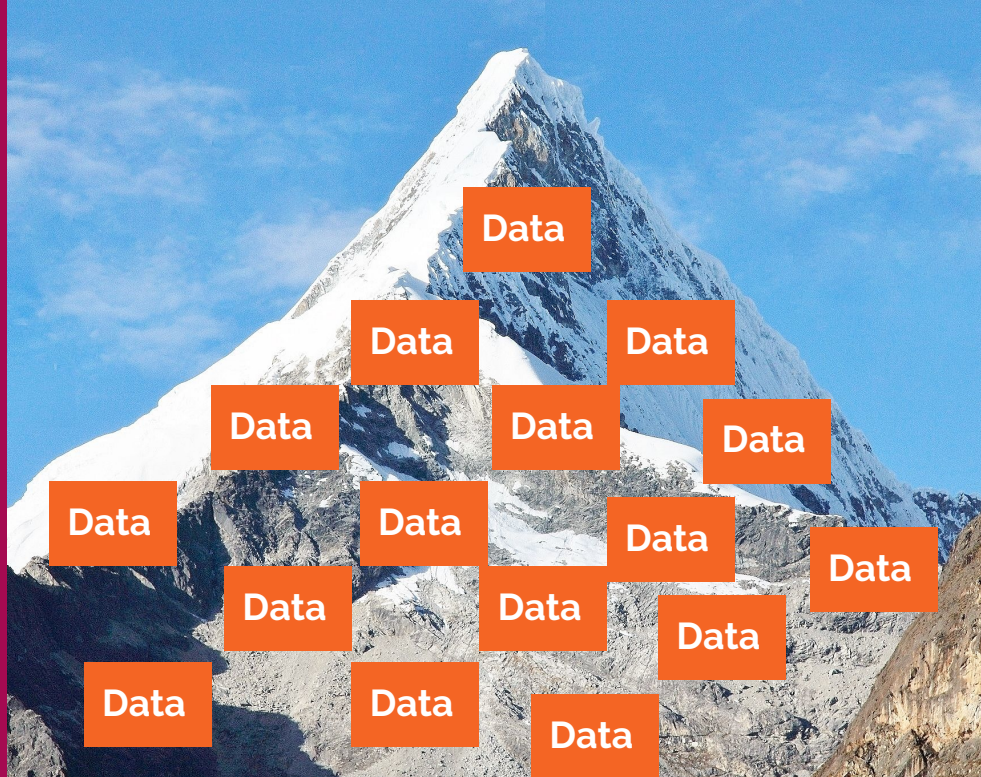


Outcome data:

Who's getting housed?

Who's getting housed quickest?

Which target dates are being met?

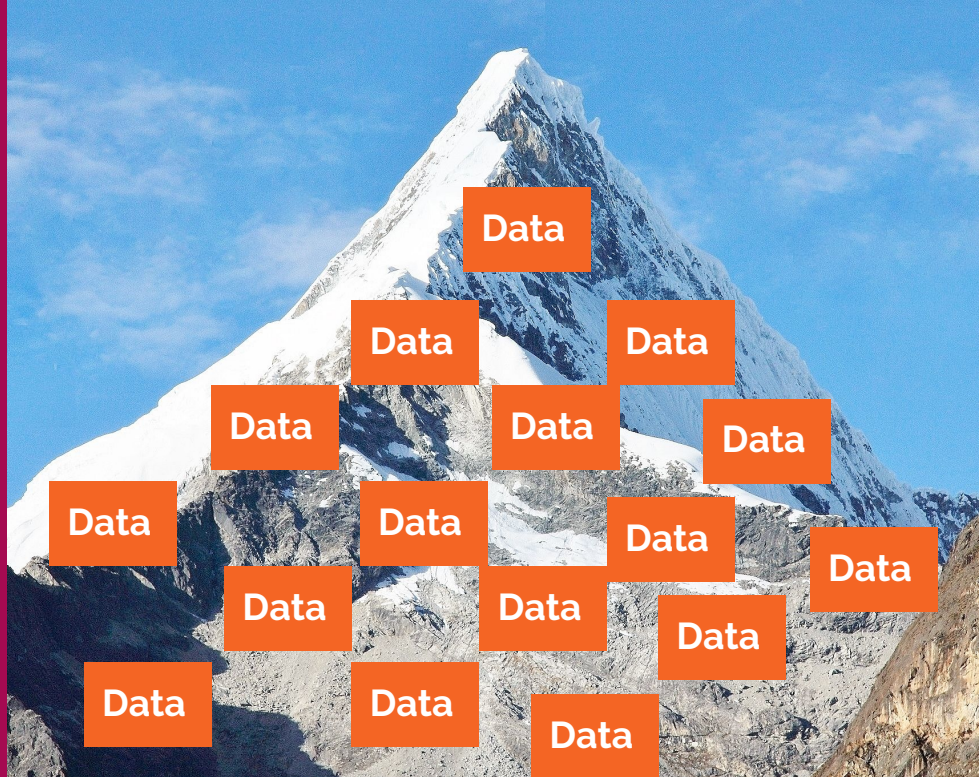


Outcome data:

Who's getting housed?

Who's getting housed quickest?

Which target dates are being met?



Process data:

What next steps are more and less likely to be completed?

What next steps are more and less likely to produce outcomes?

What do you do with these data?

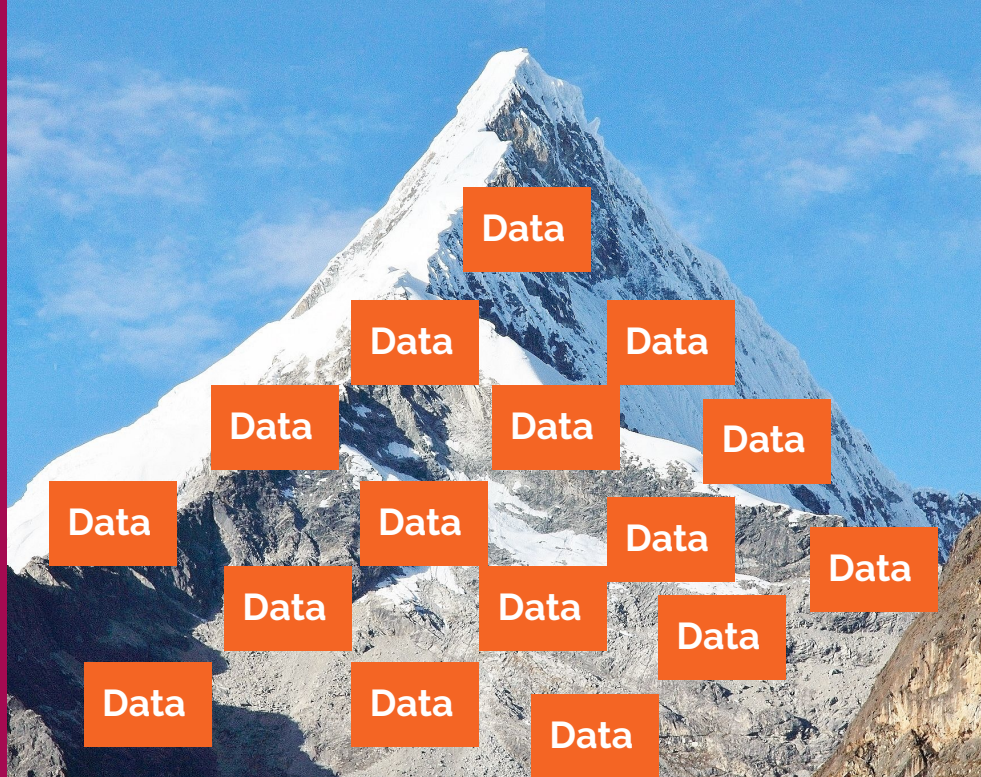
How do they affect your system level strategy?

Outcome data:

Who's getting housed?

Who's getting housed quickest?

Which target dates are being met?



Process data:

What next steps are more and less likely to be completed?

What next steps are more and less likely to produce outcomes?

Charlottesville

Anthony and Cecelia

Charlottesville

Clinical case conferencing

Charlottesville

Clinical case conferencing

Updates meeting

Charlottesville

Clinical case conferencing

Updates meeting

Untapped potential

Charlottesville

Clinical case conferencing

Updates meeting

Untapped potential

Solid

For the next 30 minutes

Have these open side by side.

Question 1: Does your community conduct at least one meeting per month that is:

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- **For line staff** - i.e. those working directly with people experiencing homelessness are the primary participants at the meeting?

If your answer to Question 1 is no, look at the back of this



CASE CONFERENCING ACTION PACK

Change ideas and practical advice to make your case conferencing action-oriented

Developed with Built for Zero communities

HOW TO USE THE ACTION PACK

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For the next 30 minutes

Use the assessment to tell you **where to go first.**



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For the next 30 minutes

Use the action pack to pick **change ideas**.



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By the end of this session

Develop your working theory for what you need to change about case conferencing. You'll test that theory over the next 24 hours.

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Jot down notes in your project portfolio

www.bfzchangepackage.org

Password: shiftshappen2019

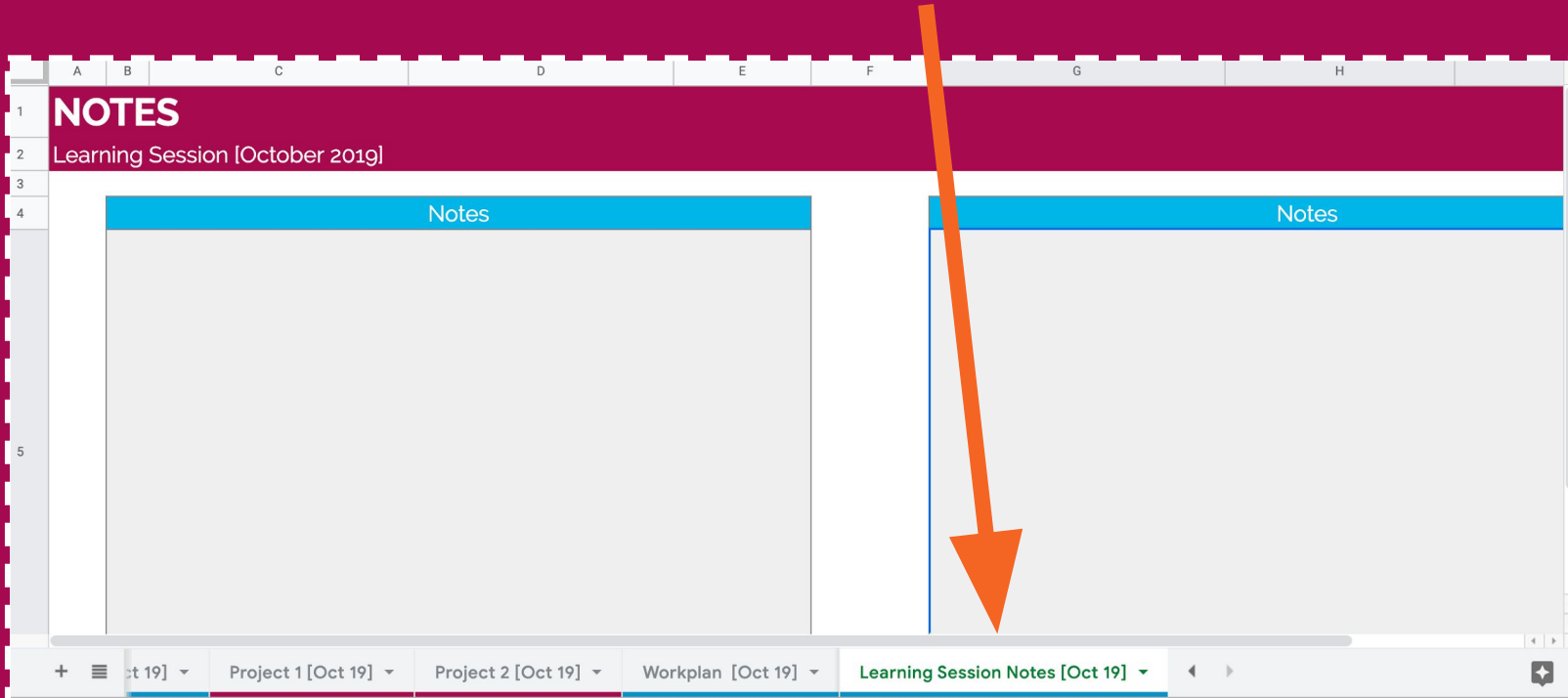
Click your community name

Scroll down to the blue button called “project portfolio.”

(These instructions are at the bottom of your printed agenda)

Project Portfolio

Find the tab called “Learning Session Notes [Oct 19]”



By the end of this session

Develop your working theory for what you need to change about case conferencing. You'll test that theory over the next 24 hours.

Review the assessment. Dig into the action pack. Jot down some notes.

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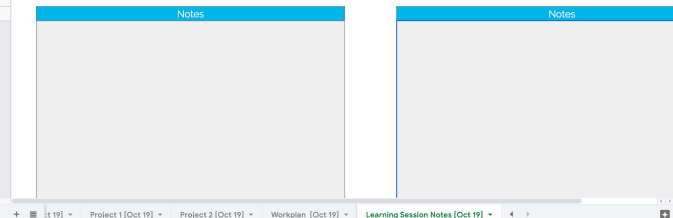
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NOTES

Learning Session (October 2019)



Feedback

Session: "Plenary: Case Conferencing, the Epicenter of your Improvement Work"

Survey Link:

<http://bit.ly/bfzrapid>

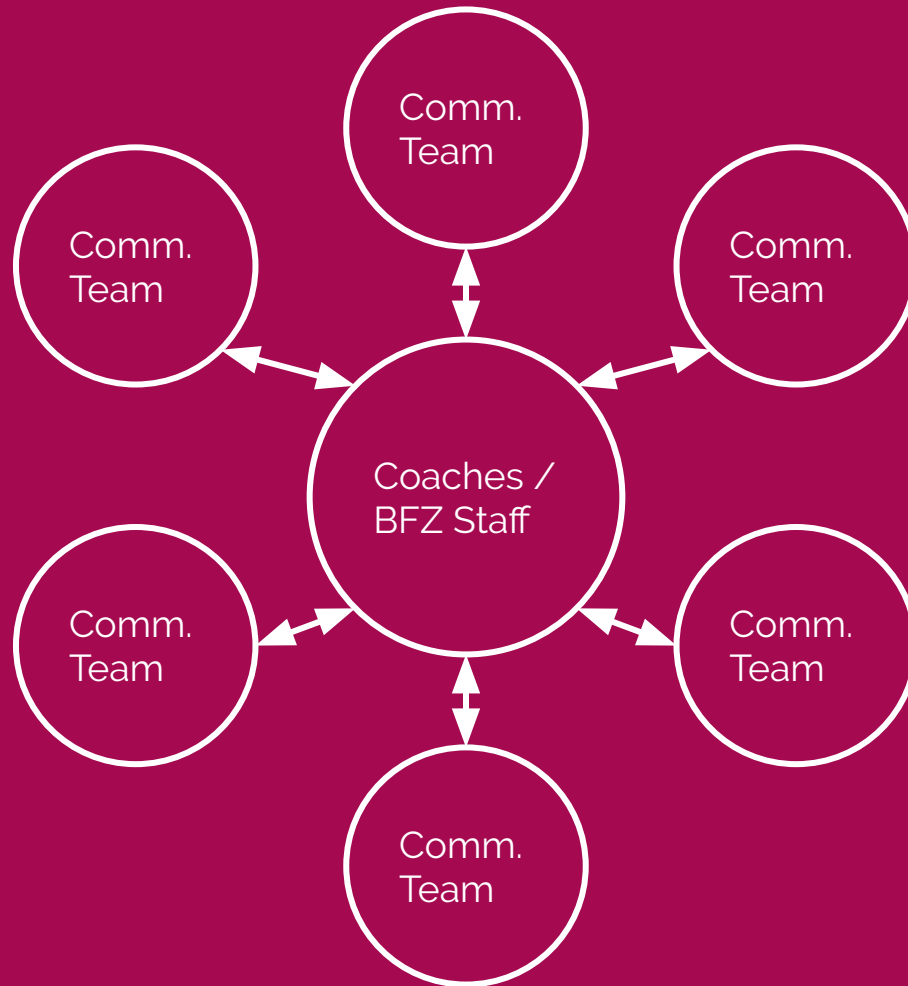


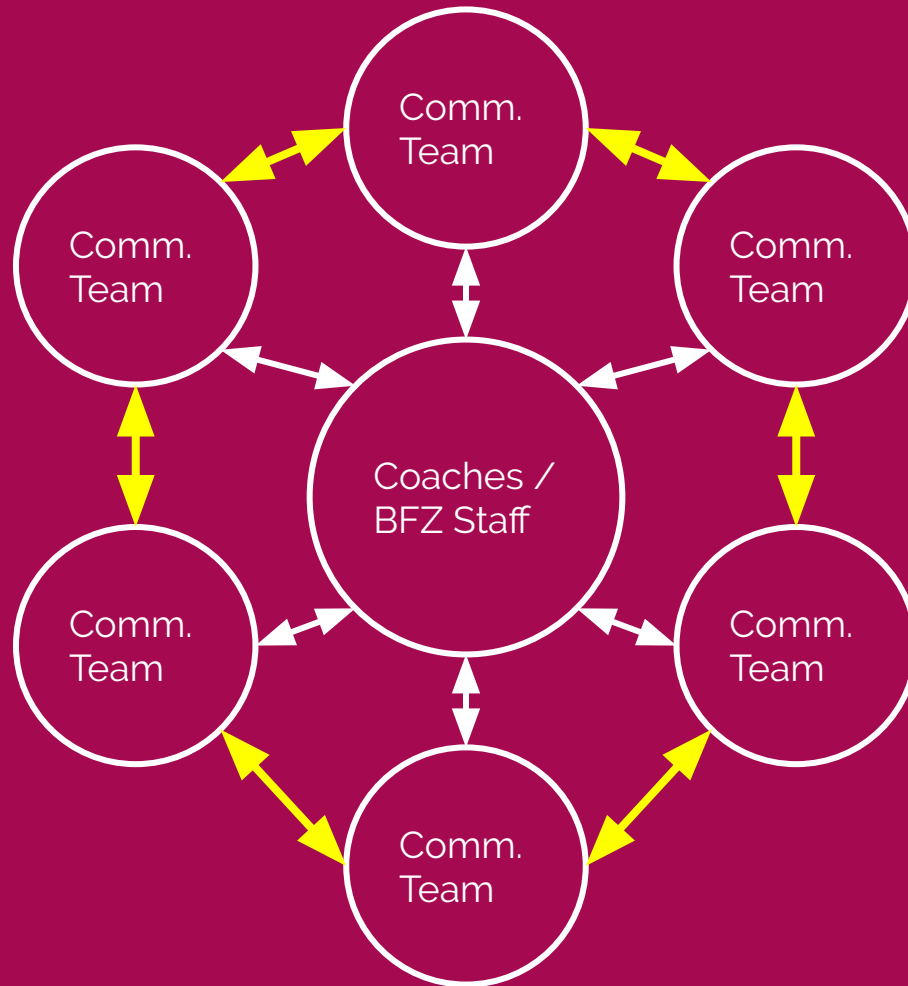
Built for Zero Learning Session

Denver, CO || October, 2019



Networking!





Networking

What you get out of it

Networking

What you get out of it is what you put in.

Networking

What you get out of it is what you put in.

Be curious, find the answers your seeking.

Networking

What you get out of it is what you put in.

Be curious, find the answers your seeking.

But also **be generous**.

Changes from last time:

- 1) Headlines!
- 2) Online version
- 3) New approach

1) Headlines!

2) Online version

3) New approach

1) Headlines!

2) Online version

3) New approach



1) Headlines!

2) Online version

3) New approach



Some case conferencing highlights!

Western Virginia: We started case conferencing and now we have a by-name list!

Tallahassee: Our Case Conferencing Rocks! We meet for 2 hrs every 2 weeks and cover every Vet on the BNL. Our BNL is ordered and color coded by program.

Columbia-Boone County: NEW Bi-Weekly Veteran BNL Case Conferencing is a Slam Dunk!

Baltimore: Improved Veteran Case Conferencing by focusing on coordinated access.

Some case conferencing highlights!

Central Virginia: We increased our veteran functional zero threshold by convening a separate veteran case conference.

Burlington: We improved our identification of veterans & individuals at risk of chronic homelessness through case conferencing.

Sacramento: We figured out how to use HMIS to run our Veteran BNL, and are using Case Conferencing to drive our decisions!

Tucson/Pima County: 52 housed, 23 more to go! Ending Chronic Veteran Homelessness by revamping Case Conferencing!

Some other gems

Petersburg: Sometimes the wrong choices brings us to the right places and people. SQUAD GOALS!

Marin County: We turned prioritization on its head after analyzing race/ethnicity.

Fremont County: **(New Community!!!!!!!!!!)** Results through coffee and collaboration.

Mid-Willamette Valley Homeless Alliance: **(New Community!!!!!!!!!!)**
Regional Implementation of Coordinated Entry: Shaking up the Status Quo

I don't have favorites but...

I don't have favorites but...

Metro Denver:

HMIS = How Messy It Started
to

HMIS = Helpful Management of Information Streamlined

1) Headlines!

2) Online version

3) New approach

1) Headlines!

2) Online version

3) New approach





1) Headlines!

2) Online version

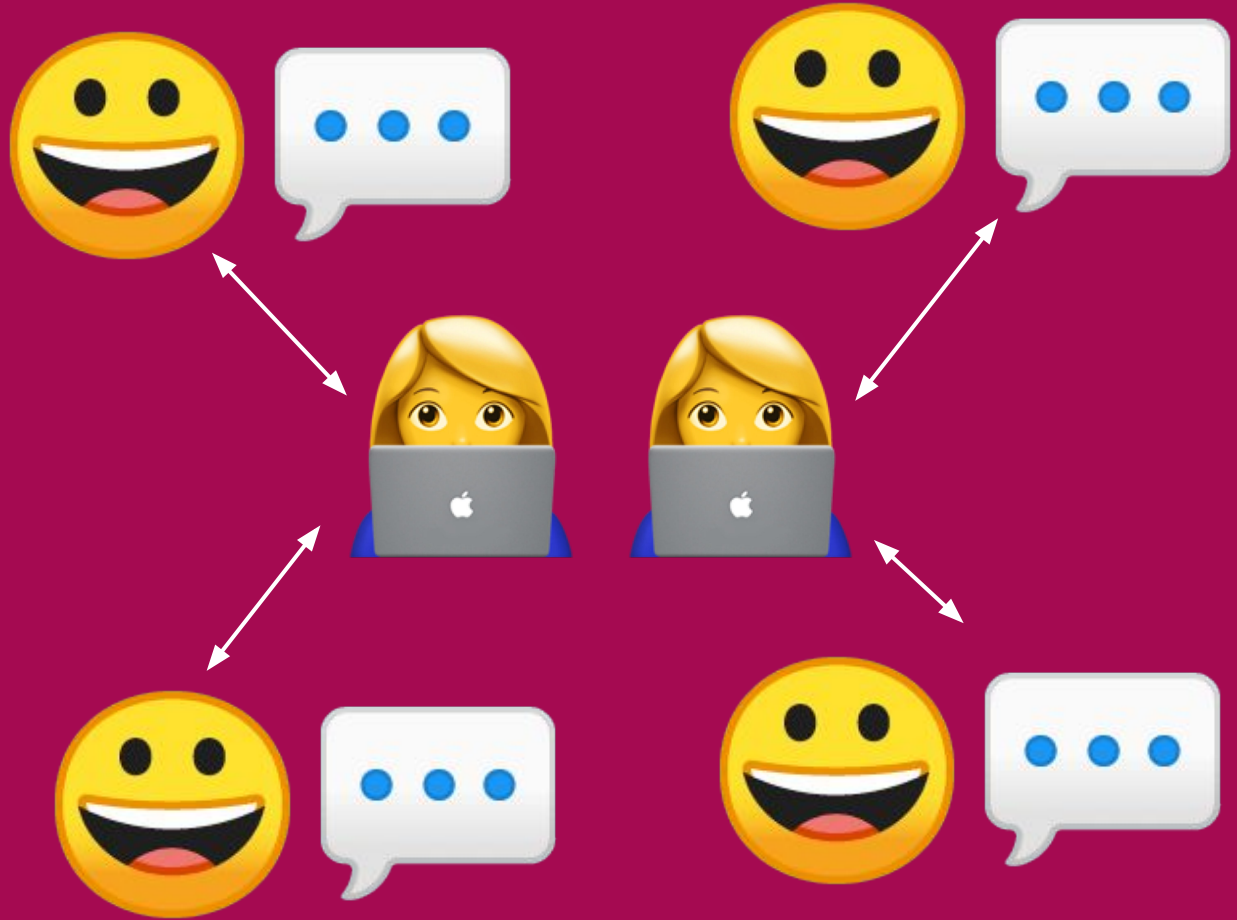
3) New approach



1) Headlines!

2) Online version

3) New approach



1) Headlines!

2) Online version

3) New approach

If there are two people on your team, pick one person to stand at the poster, and one person to circulate.

Feel free to trade off whenever you want!

If there are three or more people on your team:

1) Headlines!

Pick one to stand by the poster.
Split the rest of the group in half.

2) Online version

3) New approach

Half the group will circulate, the other half will comb through the online version and give instructions to folks who are circulating.

Trade off whenever you want!

To find the online version:

Go to

bfzchangepackage.org/learning-session-materials

The password is: shiftshappen2019

Click the link: **“Digital Community Storyboards.”**

If there are three or more people on your team:

1) Headlines!

Pick one to stand by the poster.
Split the rest of the group in half.

2) Online version

3) New approach

Half the group will circulate, the other half will comb through the online version and give **instructions** to folks who are circulating.

Trade off whenever you want!

Examples of instructions

“Go talk to Waynesboro, we should find out how they got buy-in for case conferencing.”

“Go talk to Albuquerque, let's find out more about their coordinated outreach.” (**new community!!**)

“Go talk to Bakersfield, we need to do better at landlord engagement.”

At the end we will attempt to regroup for 10 minutes so you can share what you learned with your team.

Ready, Set, Go!

If there are two people on your team, pick one person to stand at the poster, and one person to circulate.

Feel free to switch off whenever you want!

<https://www.bfzchan.gepackage.org/learning-session-material>

If there are three or more people on your team:

Pick one to stand by the poster. Split the rest of the group in half.

Half the group will circulate, the other half will comb through the online version and give instructions to folks who are circulating.

Switch off whenever you want!

Regroup with your team

10 minutes

What did you learn?

Who did you talk to?

What are your next steps?

Feedback

Session: "Storyboard Networking Session 1:
Action Cycle Updates"

Survey Link:

<http://bit.ly/bfzrapid>



END OF MORNING PLENARY SLIDES

The background of the slide features a blurred photograph of people at a session. In the upper right, the back of a person's head with dark curly hair is visible. In the lower right, a person's face is partially seen in profile. The overall scene suggests a professional gathering or conference.

Built for Zero Learning Session,

Denver, CO || October, 2019,

Lunch Plenary:

Working towards racial equity

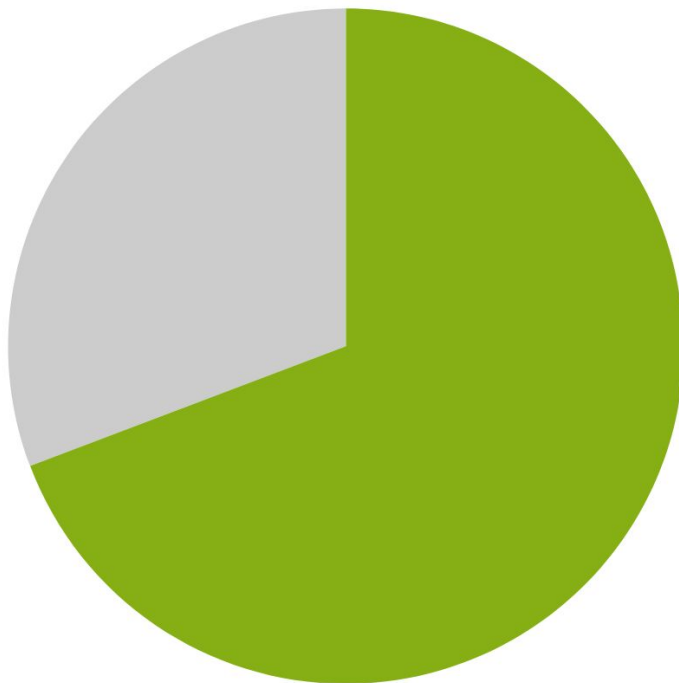
Racial Equity Survey Results

% of respondents who think addressing racial equity in their community is a priority

● 4 and above
● 3 and below

31%

do not think it's
a priority



69%
do think it's a
priority

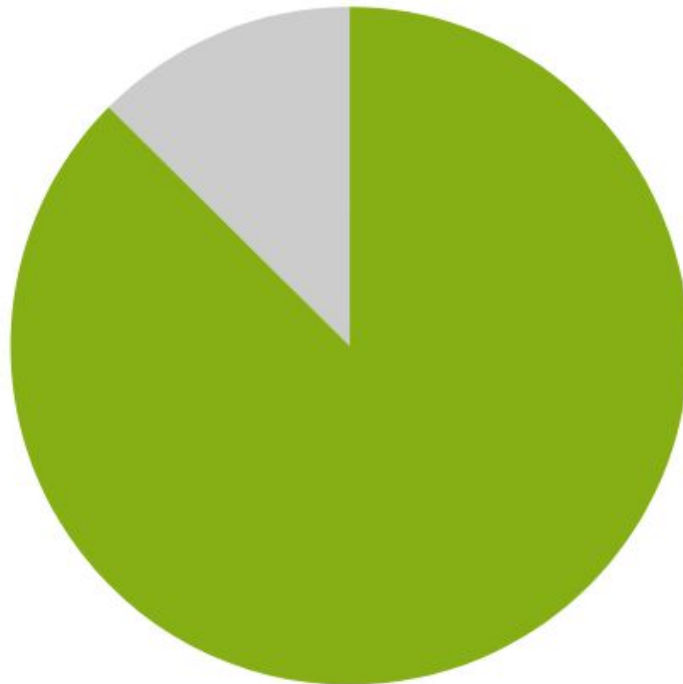
Racial Equity Survey Results

% of respondents interested in receiving support in race equity work

● 4 and above
● 3 and below

13%

not interested in
receiving
support



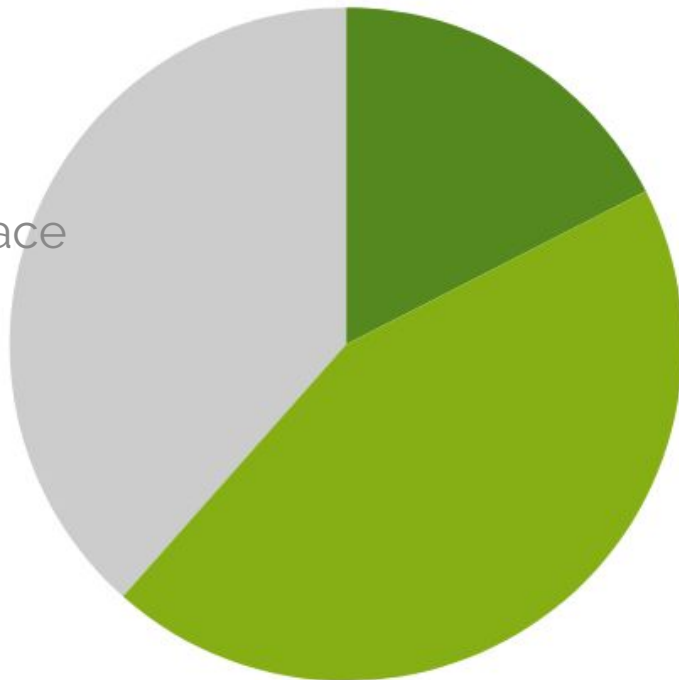
87%
interested in
receiving
support

Racial Equity Survey Results

% of respondents collecting data on race/ethnicity

38%

do not collect race
equity
data



17%

collect and utilize
race equity data

44%

collect but do not
utilize data

Racial Equity Survey Results

of communities interested in engaging to learn more about race equity data

50

communities interested in
engaging with BFZ
to learn more about their
race/ethnicity data
collection and practices

Dr. Jennifer Eberhardt



A social psychologist at Stanford University, Jennifer Eberhardt investigates the consequences of the psychological association between race and crime. Through interdisciplinary collaborations and a wide ranging array of methods—from laboratory studies to novel field experiments—Eberhardt has revealed the startling, and often dispiriting, extent to which racial imagery and judgments suffuse our culture and society, and in particular shape actions and outcomes within the domain of criminal justice.

BIASED

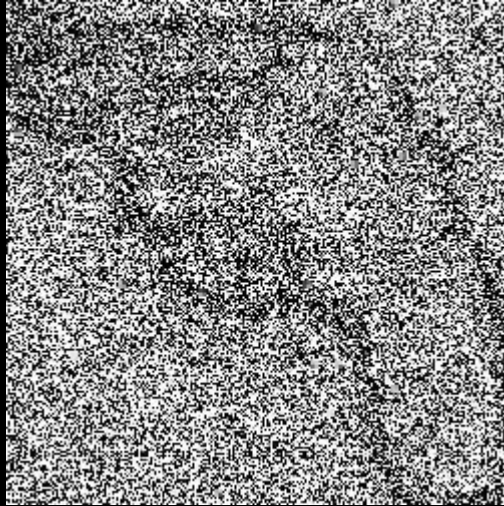
Uncovering the Hidden Prejudice That Shapes
What We See, Think, and Do

Jennifer L. Eberhardt
Stanford University

Built for Zero
Conference
Community
Solutions
Denver CO
October 22, 2019

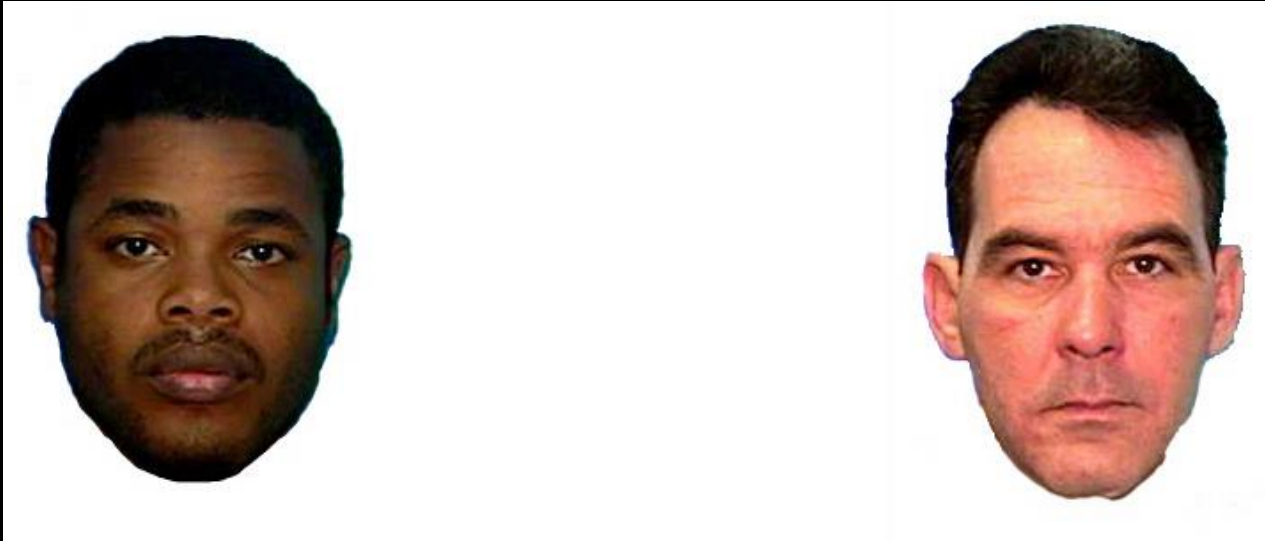


how we see



Eberhardt, Goff, Purdie, & Davies : *Journal of Personality & Social Psychology*

where we look



Eberhardt, Goff, Purdie, & Davies : *Journal of Personality & Social Psychology*



perceiving five-year olds

Todd, Thiem, & Neel: *Psychological
Science*









who teachers discipline



Okonofua & Eberhardt: *Psychological Science*

how we live

Bad Schools

Bonam, Bergsieker, & Eberhardt: *Journal of Experimental Psychology: General*

selling space



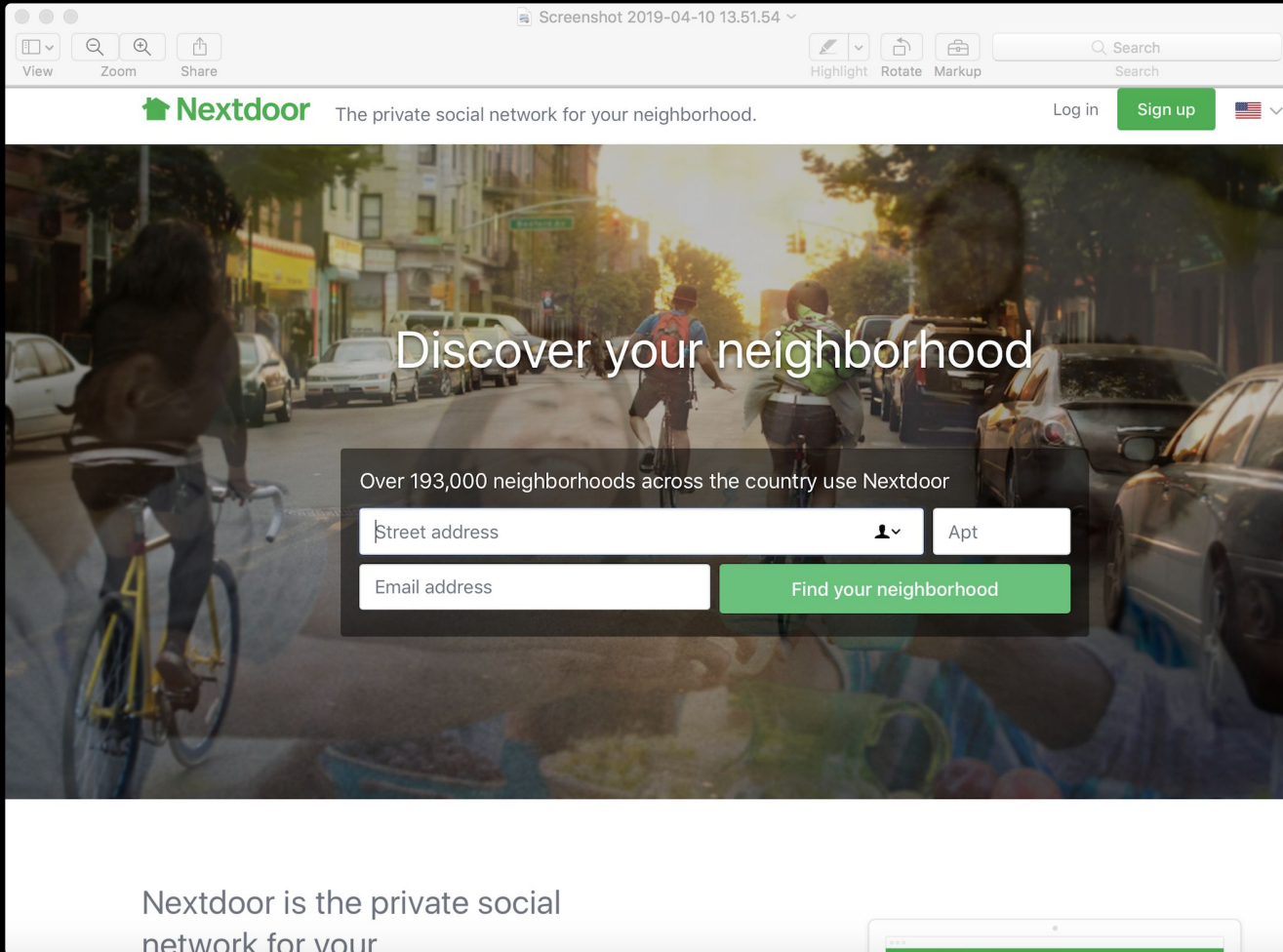
Property owners: Thomas family
Years in residence: 11.5
Investments in property: replaced
roof, remodeled bathrooms
Email: thomfam@thomfam.com
Phone: 732-4942 (9 AM - 7 PM)



HOUSE FOR SALE







nextdoor.com

Search Nextdoor

+100

J

Home

Stanford Campus

Map

Neighborhood

Recommendations

For Sale & Free

Events

Real Estate

Crime & Safety

Lost & Found

Documents

General

Interests

All Interests New

Golden State Warriors

Directories

Neighbors

Pets

Crime & Safety

Add new

Post a message

Posting about suspicious activity is tricky, we can help.

Follow these tips to make sure all your neighbors feel safe and respected.

☒

Focus on behavior. What was the person doing that concerned you, and how does it relate to a possible crime?

☒

Give a full description, including clothing, to distinguish between similar people. Consider unintended consequences if the description is so vague that an innocent person could be targeted.

☒

Don't assume criminality based on someone's race or ethnicity. Racial profiling is expressly prohibited.

Cancel

Got it!

8

2

15h ago

Alert

Linda Goffinet, Stanford Campus · Found Car and House keys with small cloth coin purse at California Ave & Birch St. Now in Starbucks L & F.

3


0

6d ago

Sheriff's Office Teen Academy - 2019

West Valley Patrol, Santa Clara County Sheriff · Teen Police Academy

The Sheriff's Office Teen Police Academy is a free program designed t



Tips & Resources

Keep Stanford Campus safe by staying informed. Use this section to share local safety resources with your neighborhood.

Provide local safety information like:

- Contact information for local police and fire departments
- Neighborhood watch groups
- Online crime and safety resources like police station websites, blotters or blogs, and emergency preparedness websites

Maintained by [Stanford Campus leads](#)

intelligence-led stop?

☒ Yes

☐ No

- ☐ Daily Bulletin
- ☐ Communications Order
- ☐ Civilian Notification
- ☐ Law Enforcement Notification
- ☐ Recent Crime Trends & Patterns
- ☐ Weekly Priorities
- ☐ Investigative Follow-up
- ☐ Other

police intervention:

slow down

use objective standards

increase accountability

improve training

adjust incentives



teacher empathy intervention

What leads to misbehavior?

How can I effectively discipline?

This afternoon, 1:15-2:30

This afternoon

1. Build your next improvement project in case conferencing

Practice methods to use case conferencing notes + the BNL to determine your team's next high-value improvement project

Colorado A-F

This afternoon

2. Align participants with shared purpose of case conferencing

Gain skills to implement action-oriented case conferencing that fosters teamwork and moves the needle.

Denver 1-3

This afternoon

3. Creative Problem Solving Strategies

Reflect on common stuck points in this work. Learn a technique to generate and evaluate ideas, and solve challenges.

Denver 4-6

This afternoon

4. Dynamic Prioritization

Learn about the framework and concept. Point to bright spots in the field using this framework and getting results. Learn how this can be applied through case conferencing. Plan next steps with other communities.

Colorado G-H

Divide and conquer!

1. Build your next improvement project in case conferencing
2. Align participants with shared purpose of case conferencing
3. Creative Problem Solving Strategies
4. Dynamic Prioritization

You'll learn skills / gain insights that we hope you'll apply during the next set of breakouts.

After you divide and conquer

Small Group Problem Solving, 2:45-4:15

To figure out where to go for this breakout please see this handout.

Where am I going?

Small Group Problem Solving:
Tuesday, October 22nd, 2:45-4:15

Albuquerque, NM	Denver 1-3
Anchorage CoC	Denver 1-3
Atlanta CoC	Denver 4-6
Bakersfield/Kern County CoC	Denver 4-6
Baltimore CoC	Colorado A-F
Bergen County CoC	Colorado A-F
Burlington/Chittenden County CoC	Colorado I-J
Central Virginia CoC	Denver 1-3
Charlotte, Mecklenburg CoC	Denver 4-6

Feedback

Session: "Working Towards Racial Equity"

Survey Link:

<http://bit.ly/bfzrapid>



END OF LUNCH PLENARY SLIDES

Built for Zero Learning Session

Denver, CO || October, 2019



Closing Plenary:

Wrapping Up the Day

*(Please sit with the leaders from your **own** communities)*

Project Portfolio

www.bfzchangepackage.org

Password: shiftshappen2019

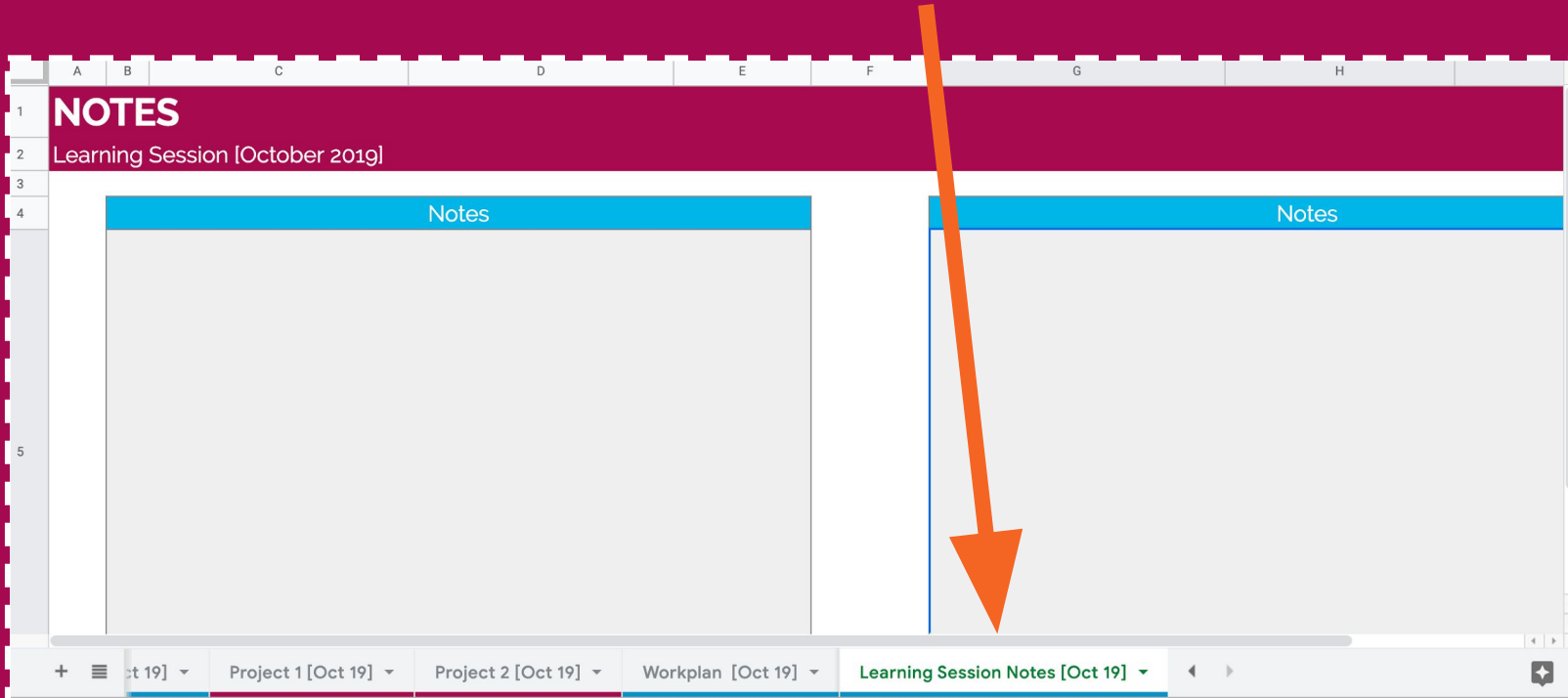
Click your community name

Scroll down to the blue button called “project portfolio.”

(These instructions are at the bottom of your printed agenda)

Project Portfolio

Find the tab called “Learning Session Notes [Oct 19]”



Team Regroup (30 minutes)

Share some insights that you gained today.


How do these modify your initial theory for what needs to change about case conferencing?

In your project portfolio, log 2-3 change ideas that you'd like to implement for case conferencing.


Getting to a Quality By-Name List



Citizens Rejoice!

A horizontal scroll of aged, yellowed parchment with frayed edges, unrolled to reveal text.


Fairfax County, VA

A horizontal scroll of aged, yellowed parchment with frayed edges, unrolled to reveal text.


Baltimore, MD

A horizontal scroll of aged, yellowed parchment with frayed edges, unrolled to reveal text.

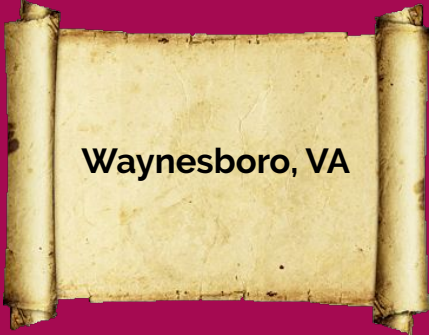
**Minneapolis/
Hennepin County,
MN**

A horizontal scroll of aged, yellowed parchment with frayed edges, unrolled to reveal text.

Placer County, CA

A horizontal scroll of aged, yellowed parchment with frayed edges, unrolled to reveal text.

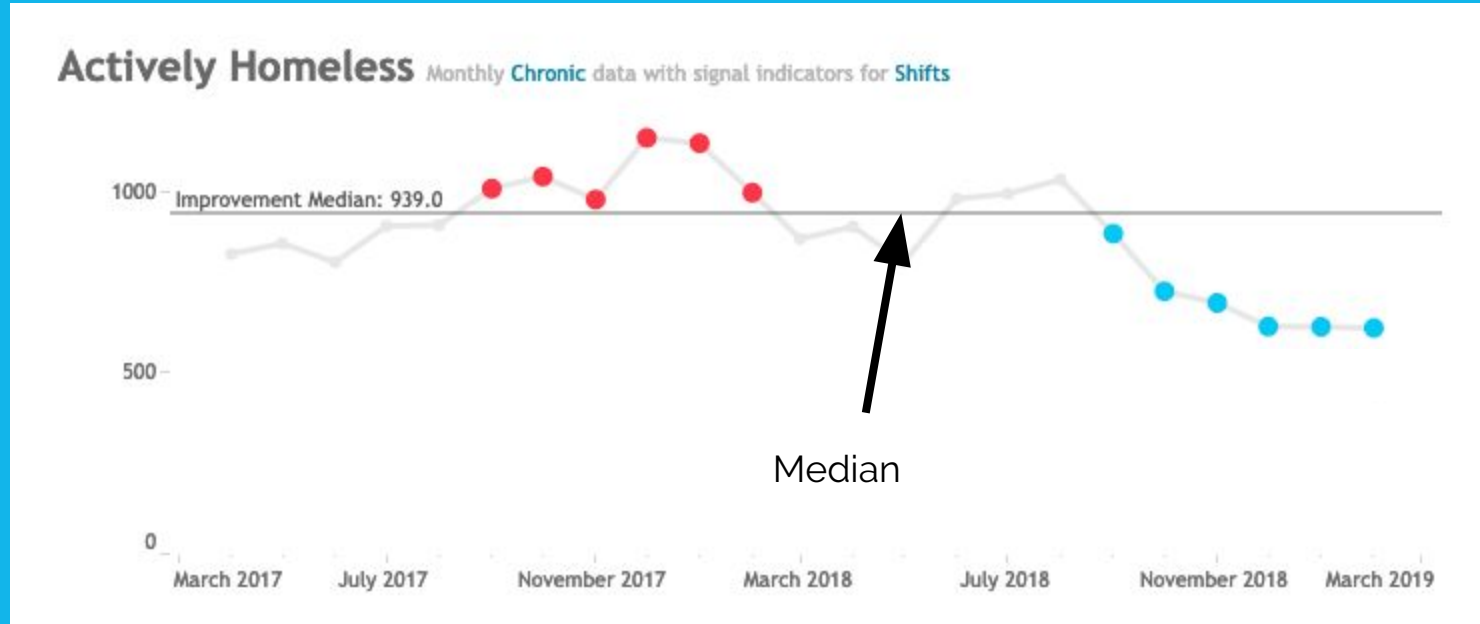
Nashville, TN

A horizontal scroll of aged, yellowed parchment with frayed edges, unrolled to reveal text.

Waynesboro, VA

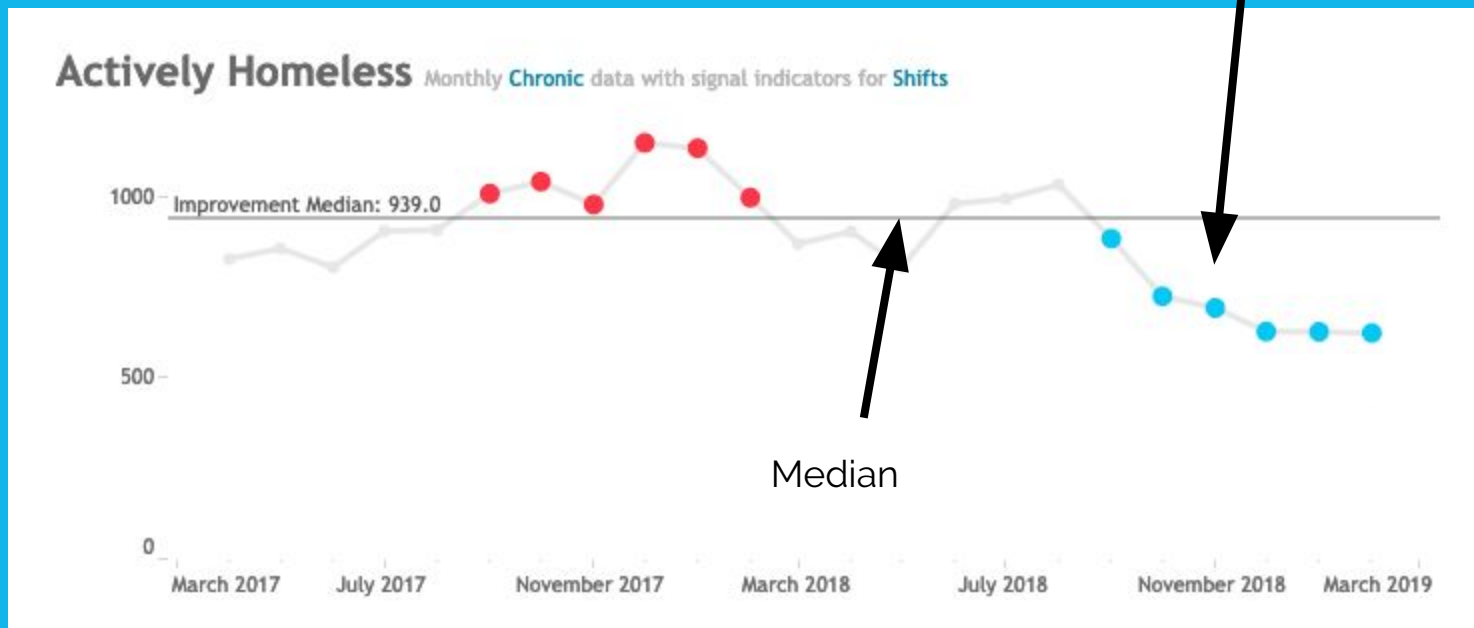
you make shifts happen.
[13 shifts this action cycle!]

This is the shift.



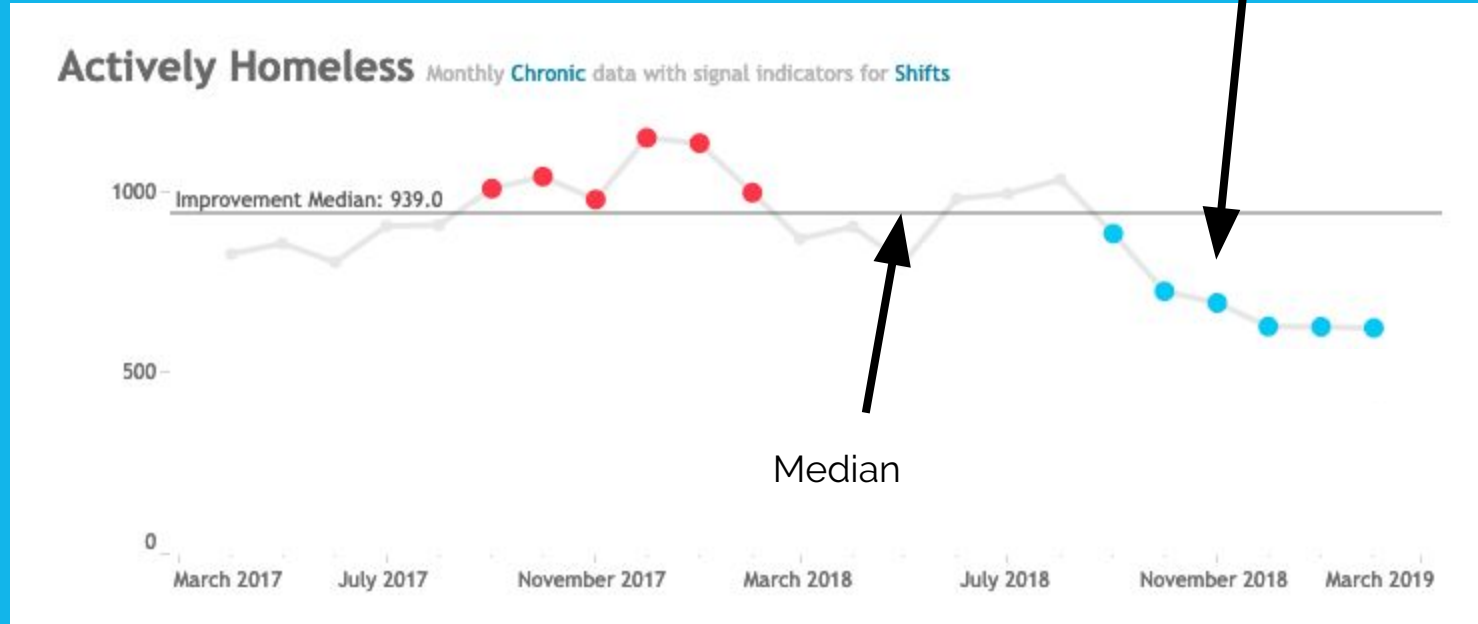
This is the shift.

6 or more points below the median



This is the shift.

Shift = a change across
your system



Arlington County CoC

Actively Homeless

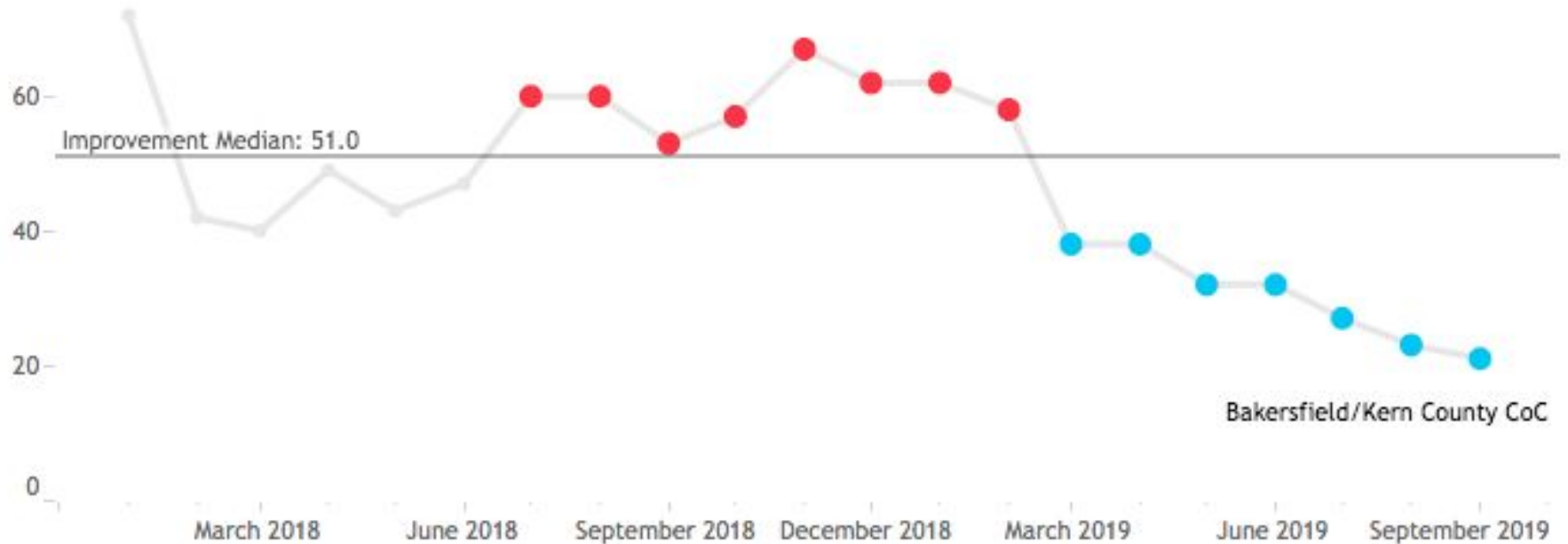
Monthly Chronic data with signal indicators for Shifts



Bakersfield/Kern County CoC

Actively Homeless

Monthly Chronic data with signal indicators for Shifts

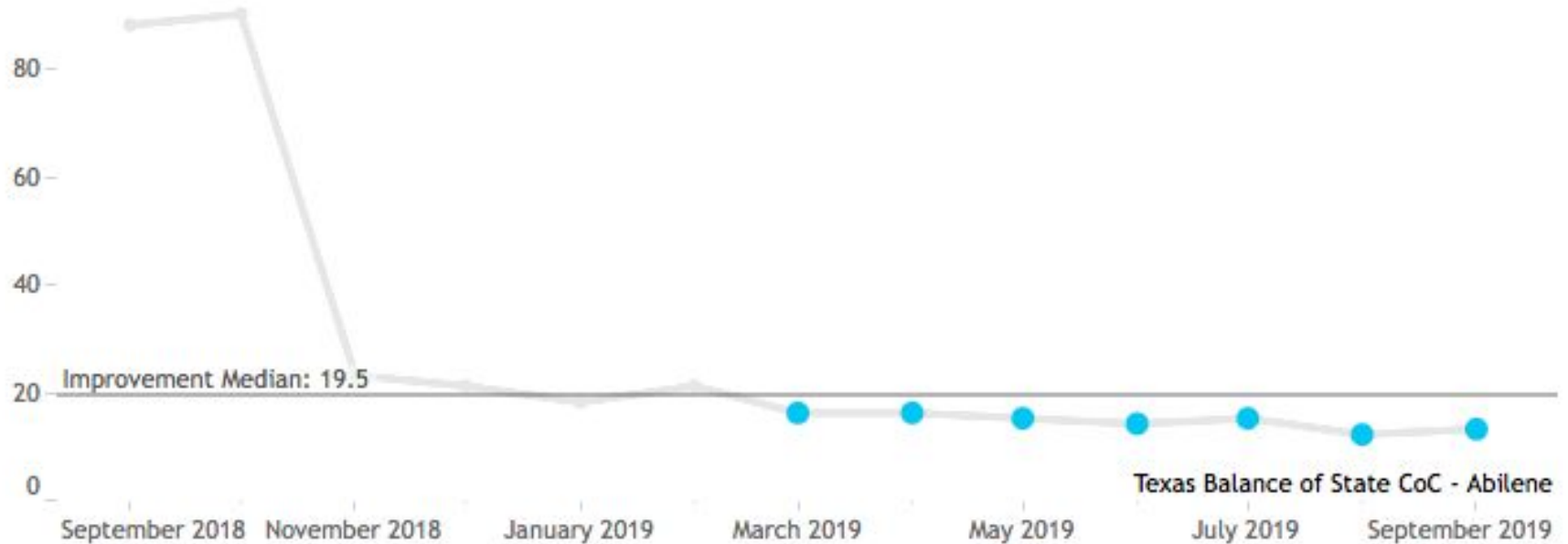


Bakersfield/Kern County CoC

Texas Balance of State CoC - Abilene

Actively Homeless

Monthly Chronic data with signal indicators for Shifts

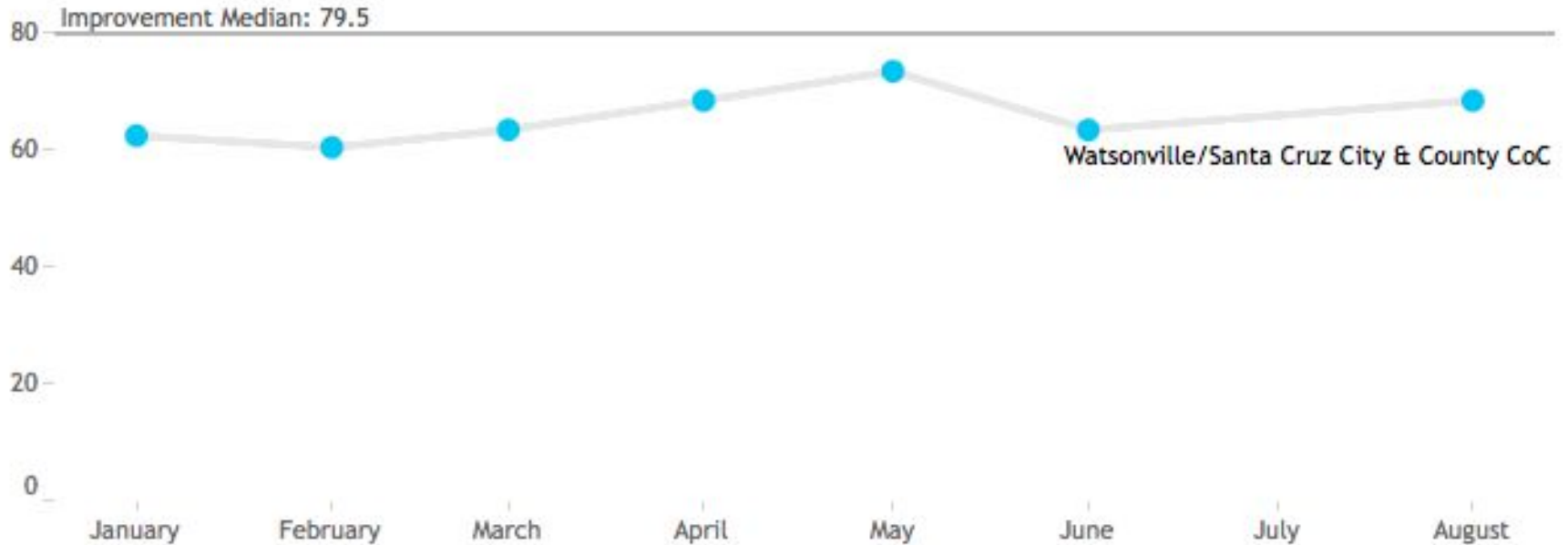


Texas Balance of State CoC - Abilene

Watsonville/Santa Cruz City & County CoC

Actively Homeless

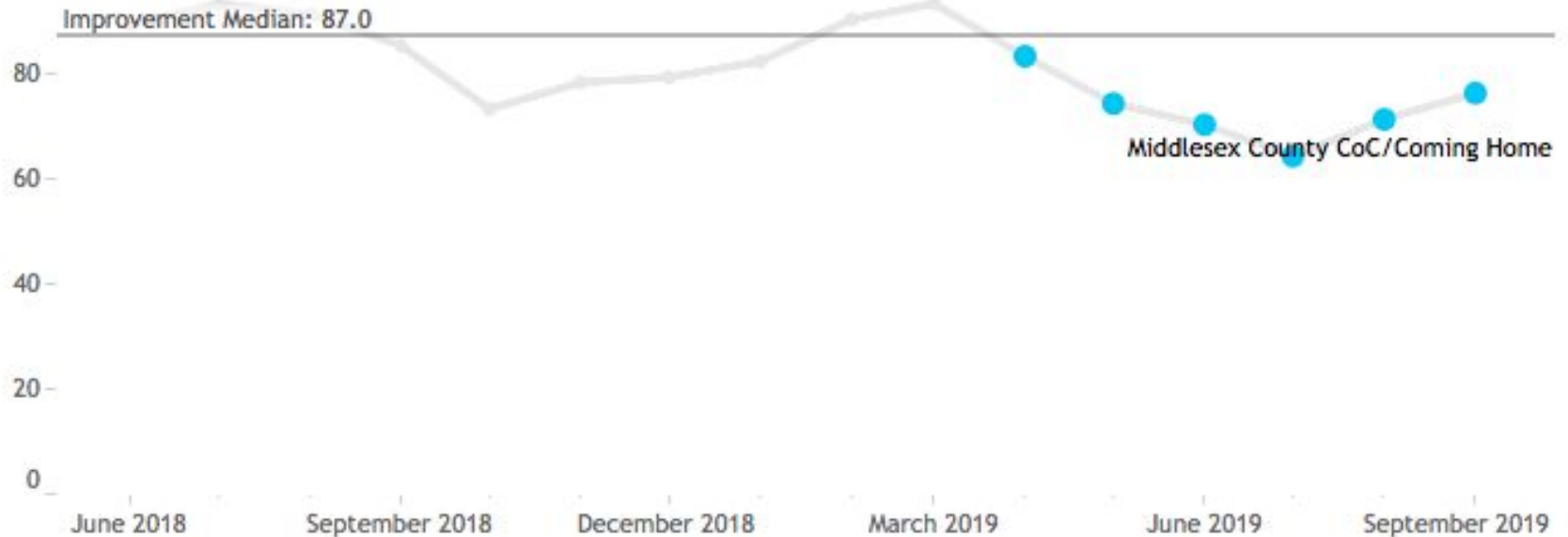
Monthly Veteran data with signal indicators for Shifts



Middlesex County CoC/Coming Home

Actively Homeless

Monthly Chronic data with signal indicators for Shifts



you made shifts happen again.

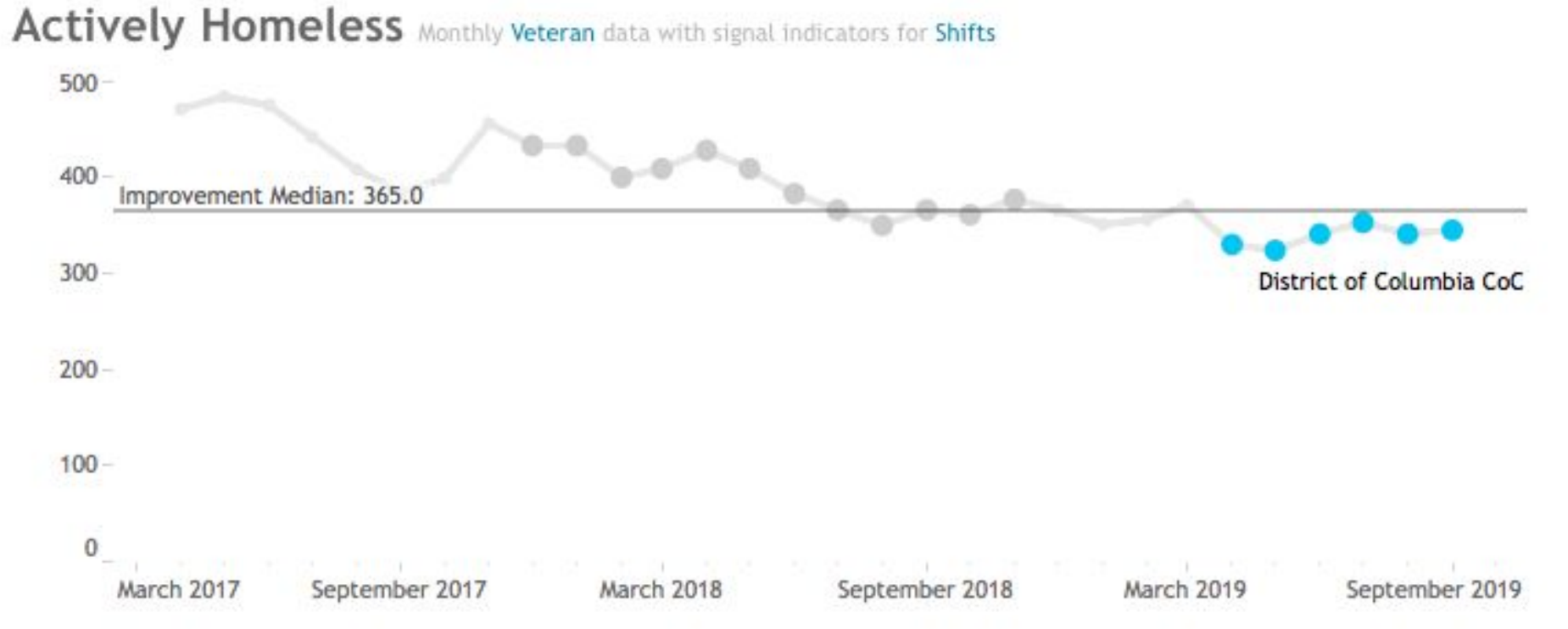
Chattanooga/Southeast Tennessee CoC

Actively Homeless

Monthly Veteran data with signal indicators for Shifts



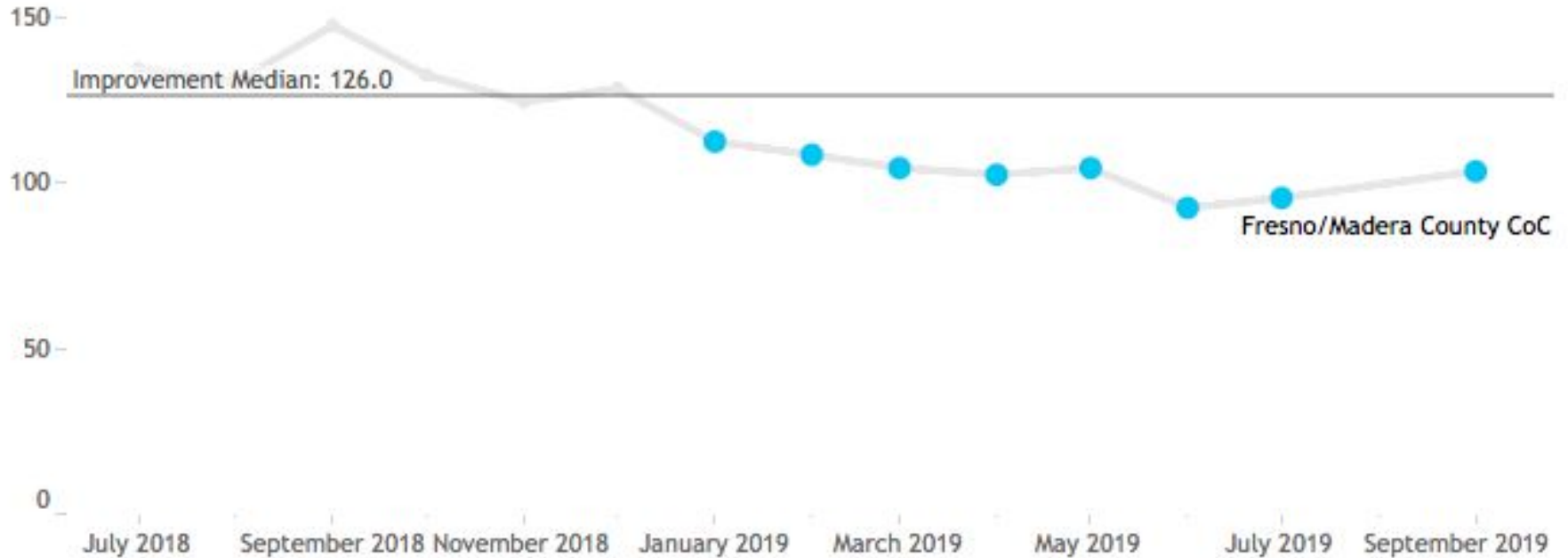
District of Columbia CoC



Fresno/Madera County CoC

Actively Homeless

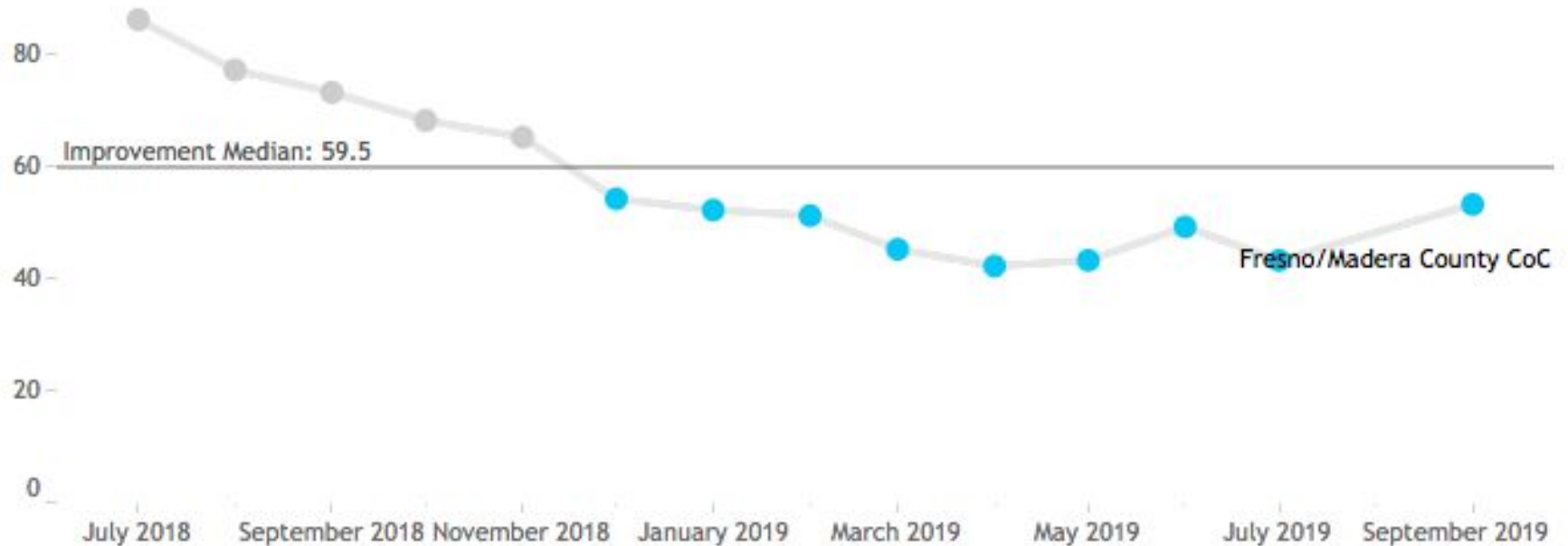
Monthly Veteran data with signal indicators for Shifts



Fresno/Madera County CoC

Actively Homeless

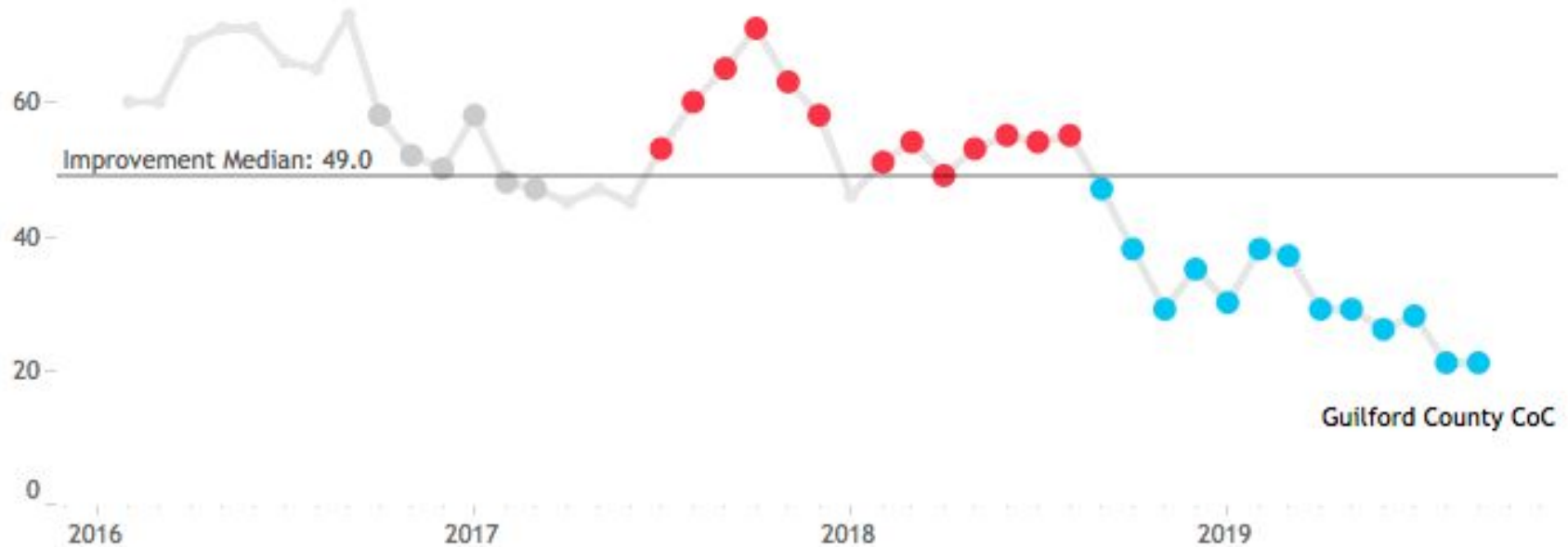
Monthly Chronic data with signal indicators for Shifts



Guilford County CoC

Actively Homeless

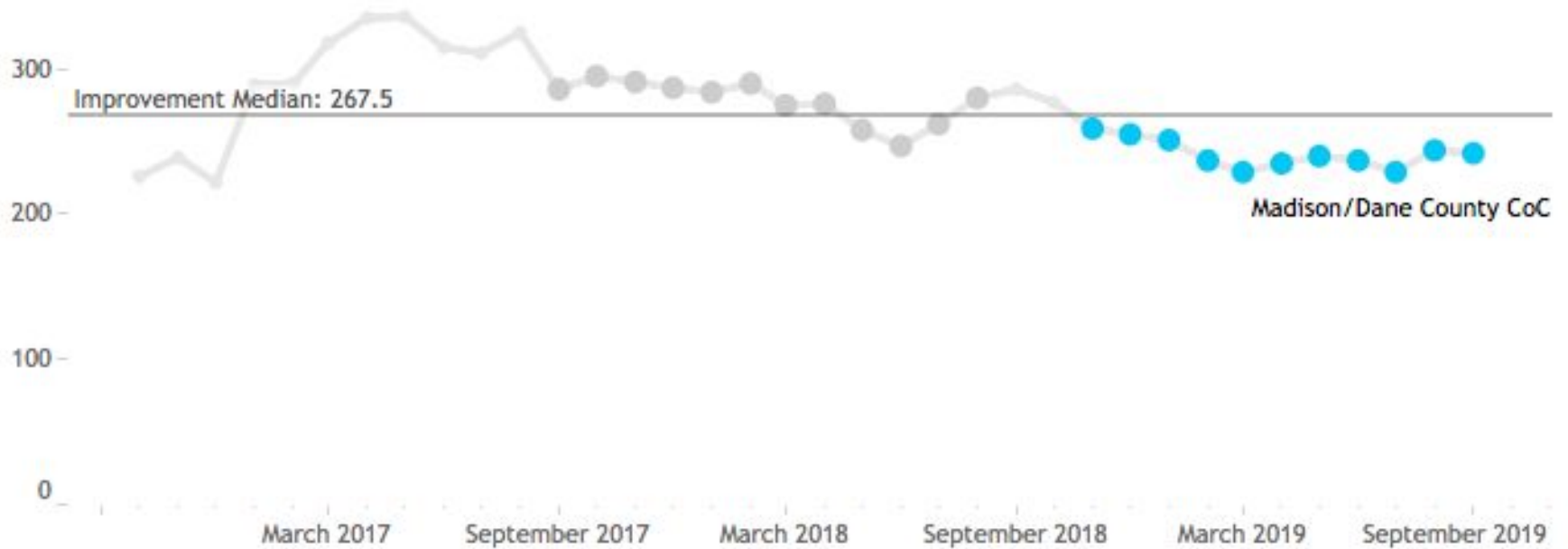
Monthly Veteran data with signal indicators for Shifts



Madison/Dane County CoC

Actively Homeless

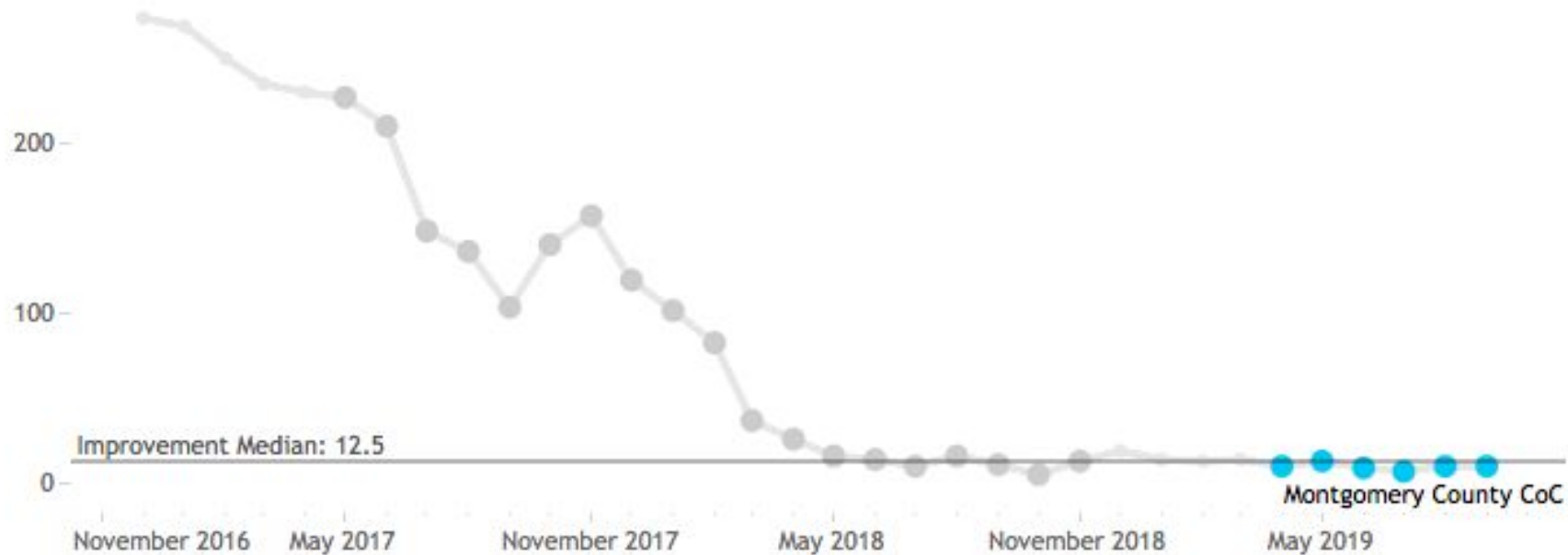
Monthly Chronic data with signal indicators for Shifts



Montgomery County CoC

Actively Homeless

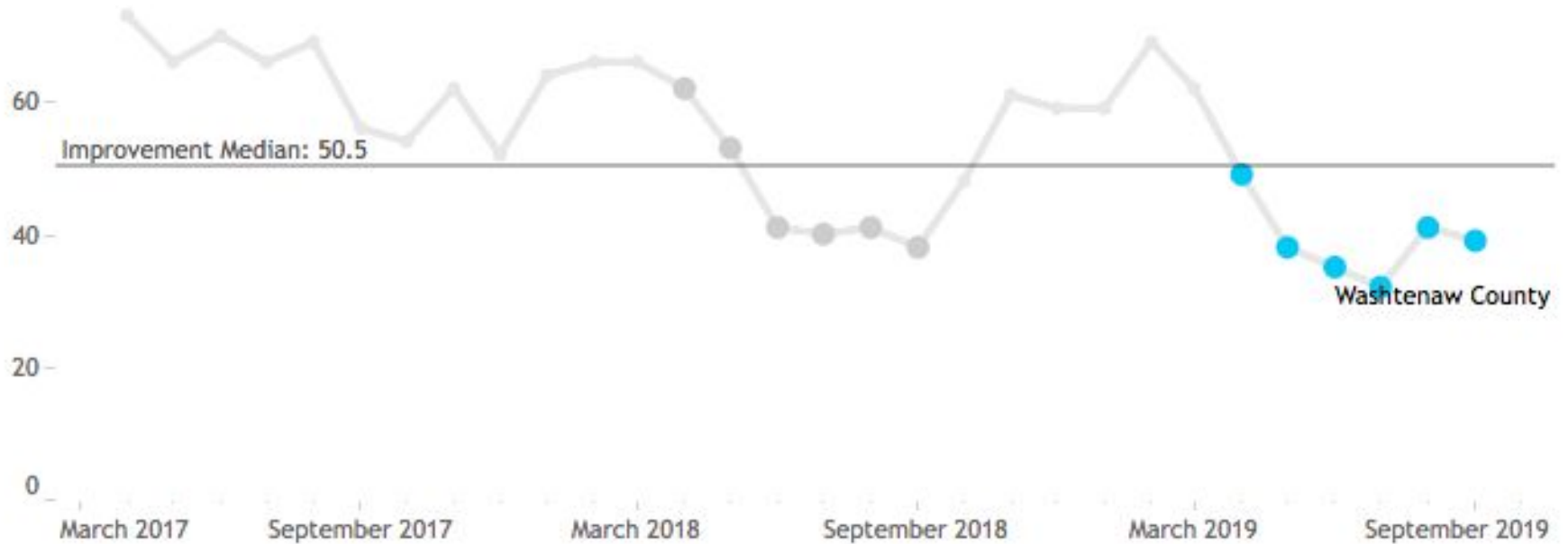
Monthly Chronic data with signal indicators for Shifts



Washtenaw County

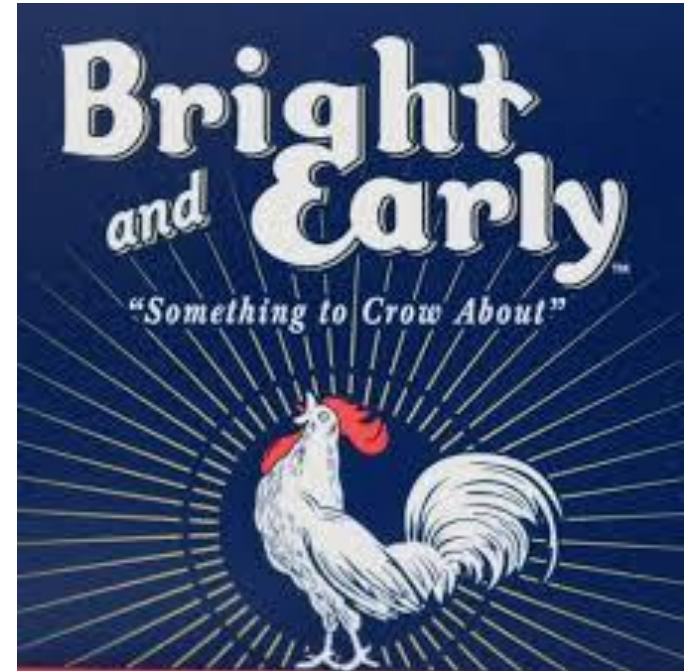
Actively Homeless

Monthly Chronic data with signal indicators for Shifts



Breakfast Huddles @ 8 a.m.

- Team Leads Huddle
- Data Leads Huddle
- Front-Line Huddle



Feedback

Session: “Community Team Regroup and Celebration”

Survey Link:

<http://bit.ly/bfzrapid>



END OF CLOSING PLENARY SLIDES

Feedback

Session: “Affinity Group Breakfast Meeting –
(team lead / front line staff / data lead)”

Survey Link:

<http://bit.ly/bfzrapid>



Built for Zero Learning Session

Denver, CO || October, 2019



Tuesday Opening Plenary:

Getting Down to Business

*(Please sit with the leaders from your **own** communities)*

Community Planning Time

Objectives:

1. Identify the changes you'll make to 'next level' your case conferencing process and document in your portfolio tool and flip chart
2. Work plan the next 2-4 weeks of activities to move these projects and changes forward
3. Scope and shape a 6-month aim and additional improvement projects you're team will execute

Step 1: Review your notes from the Learning Session

NOTES

Learning Session [October 2019]

Notes - veteran case conference

Question 1: Strengths - Veteran By Name List is established. The VA is able to review the data to verify veteran status and VA eligibility. If a veteran is not VA eligible that allows us to look at other housing options quickly. We have all levels of housing available for veterans (emergency shelter, transitional housing, permanent supportive housing, permanent housing). CVAF is the homeless veteran POC. How we can build on these: Start internal conversations with GPD case management and VA social workers to identify each partners

Notes - CH Case Conference

1. MTD Case Conference-all agencies plus client that are currently working to house the client. Also include any family that the client is comfortable with sharing info for support. *ROI*
2. Move the meetings to the Mission, have both case managers and uppeer level subject matter experts in the room so all resources are discussed and explored.
3. Agencies need to send ALL case managers who have a client on the list that's being discussed.

Step 1: Review your notes from the Learning Session

What are the 1-2 changes that would take our case conferencing to the next level?

NOTES

Learning Session [October 2019]

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3. Agencies need to send ALL case managers who have a client on the list that's being discussed.

Convert these into Improvement Projects

IMPROVEMENT PROJECTS						
In the space below, please record the details of the new ideas you are planning to test to improve your system this action cycle						
	PROJECT NAME	PROJECT LEAD	START DATE	END DATE	CHANGE IDEA	PREDICTED IMPACT
	Name of your project	Name of person leading this project.			What are you doing differently to drive systems improvement?	How will this project help you create your by-name list or reach quality data or drive reductions to homelessness?
1						
2						
3						



What are the 1-2 changes that would take our case conferencing to the next level?

Convert these into Improvement Projects

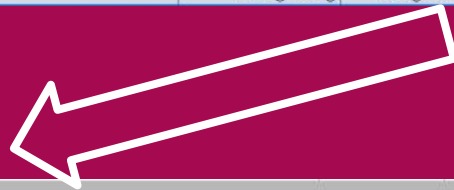
	PROJECT NAME	PROJECT LEAD	START DATE	END DATE	CHANGE IDEA	PREDICTED IMPACT
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1	Improve Case Conferencing	Ramon	10/23/2019	11/22/2019	Add target housing placement dates and process barriers to BNL	Improve veteran housing placement rate from 7/month to 12/month
2	Improve Case Conferencing	Jazelle	10/23/2019	1/29/2020	Document action steps and hold each other accountable to these at each meeting.	Improve veteran housing placement rate from 7/month to 12/month



What are the 1-2 changes that would take our case conferencing to the next level?

Document the next actions you'll take

	PROJECT NAME	PROJECT LEAD	START DATE	END DATE	CHANGE IDEA	PREDICTED IMPACT
	<i>Name of your project</i>	<i>Name of person leading this project.</i>			<i>What are you doing differently to drive systems improvement?</i>	<i>How will this project help you create your by-name list or reach quality data or drive reductions to homelessness?</i>
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WORKPLAN					
Project	Population	To-Do Activity	Next Milestone	Who?	When?

Write these changes on a flip chart

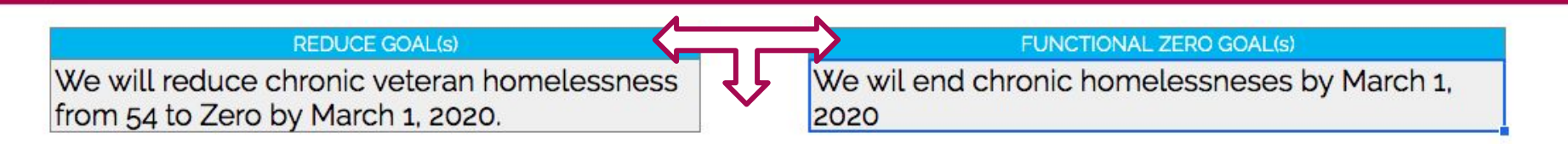
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Flip Chart

Bonus Points: Set an Aim and define other projects

PROJECTS OVERVIEW



IMPROVEMENT PROJECTS						
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	PROJECT NAME	PROJECT LEAD	START DATE	END DATE	CHANGE IDEA	PREDICTED IMPACT
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2	Improve Case Conferencing	Jazelle	10/23/2019	1/29/2020	Document action steps and hold eachother accountable to these at each meeting.	Improve veteran housing placement rate from 7/month to 12/month
3	Test Dynamic Prioritization	Monte	10/23/2019	11/29/2019	House 5 lower acuity chronic veterans with SSVF subsidies	Improve chronic housing placement rate

Community Planning Time

Step by Step:

1. As a community team, review the notes you took this week
2. Identify 1-2 changes to your case conferencing process that will 'level up' from your current state
3. Define improvement projects around these in your 'projects overview' tab
4. Plan next steps to move these changes forward in your 'workplanning' tab
5. Write these changes down on your flip chart
6. **BONUS:** Scope a 6-month aim and additional improvement project that you believe will help you get you there.

Networking Round 2!

1. Pick someone to stand by your storyboard (make a plan to rotate out).
2. Circulate, and see what everybody's cooking up related to case conferencing.
 - a. Be curious, e.g. "How did you pick that project? Why those next steps?"
 - b. Be generous, e.g. "We tried that last year, this is what we learned. What do you think of this approach?"

Feedback

Session: “Welcome Back + Community Planning Time”

Survey Link:

<http://bit.ly/bfzrapid>



END OF DAY 2 OPENING PLENARY SLIDES

Built for Zero Learning Session

Denver, CO || October, 2019



FINAL Plenary:

Exciting Things Coming Up!

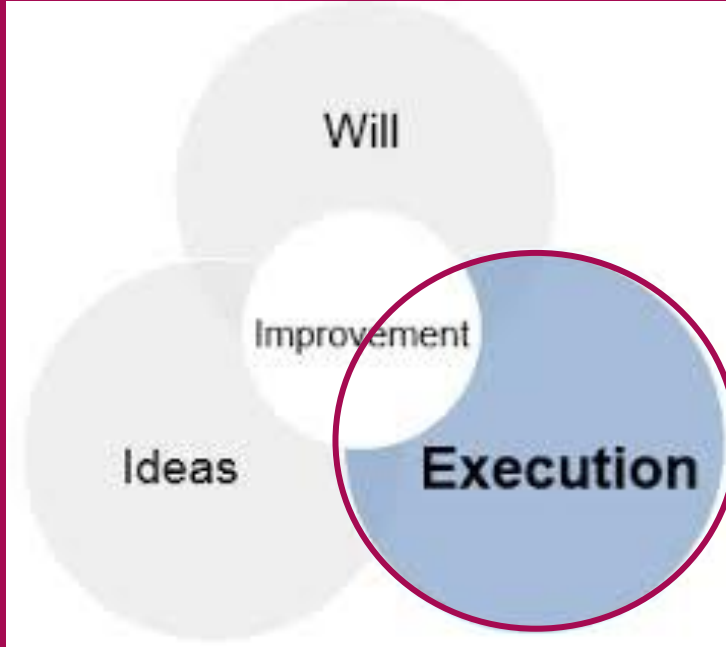
*(Please sit with the leaders from your **own** communities)*

Where do i see/anticipate that I need to grow next as a leader?

the action cycle is the anchor



Greatest predictor of team success?



Teams that take action on ideas/projects between the end of the Learning Sessions and the next coaching call

JOIN

MY COMMUNITY



Built For Zero.
COMMUNITY SOLUTIONS

THE APPROACH

PROGRESS

NEWS & EVENTS

RESOURCES

Built for Zero has a New Website!

WE CAN END HOMELESSNESS!

JOIN A MOVEMENT OF COMMUNITIES



Extreme Makeover - ~~Home~~ Website Edition

- New & improved design
- Community log-in
- Peer dashboards
- Improved change-package



Built For Zero.

COMMUNITY SOLUTIONS

JOIN

MY COMMUNITY

THE APPROACH

PROGRESS

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WE CAN END HOMELESSNESS!

JOIN A MOVEMENT OF COMMUNITIES



LOGIN

Content on Built For Zero is available to members only.

Please enter your login credentials below to view content on the site.

Not a member? [Join Now!](#)

Username

Select

Password

[Lost your password?](#)

JOIN

MY COMMUNITY

Built For Zero.
COMMUNITY SOLUTIONS

THE APPROACH

PROGRESS

NEWS & EVENTS

RESOURCES

NEW LOOK, SAME PASSWORD!

Not a member? [Join Now!](#)

Username

Select ▼

Password

[Lost your password?](#)

REDUCE PHASE

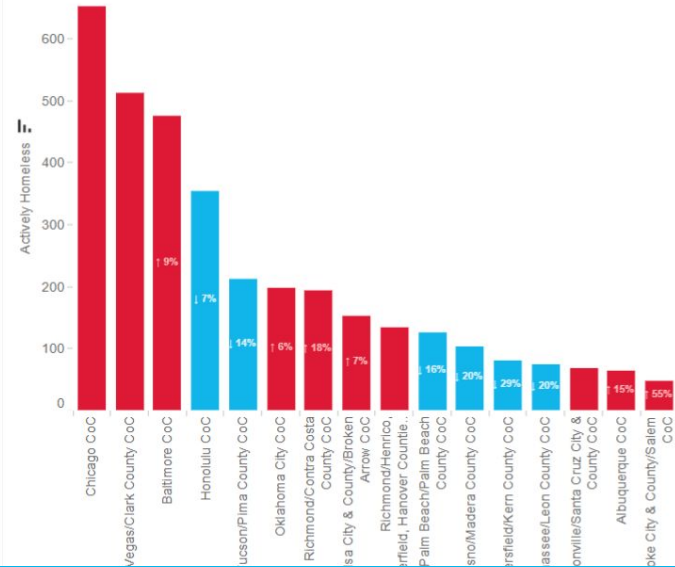
35 communities working on reducing their **Veteran** Actively Homeless Number

Subpopulation

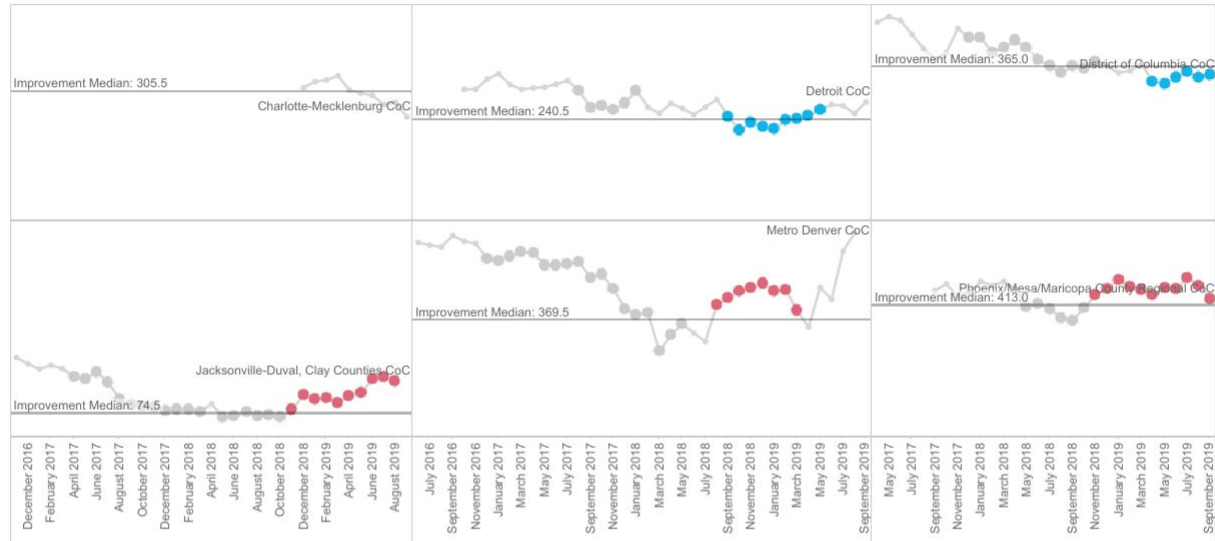
Veteran

Veteran Actively Homeless Number

Select a community's bar to see its run chart below. Percentages reflect changes in a community's current Actively Homeless number against a December 2018 baseline.



Veteran Actively Homeless Number



BY-NAME LIST PHASE

13 communities working on quality Veteran data

Select a Subpopulation

Veteran

All Singles BNL Scores

5
Communities have a Perfect BNL Score
and are working on Data Reliability

"Yes" Responses on each BNL Question

Hover over a bar to see which communities have responded "Yes" to a question.

Question

1A

1B

1C

2A

2B

2C

3A

3B

3C

3D

3E

4

5

6

7

8

9

10

11A

11B

11C

13

9

6

6

6

8

12

12

13

11

11

10

6

6

11

11

8

8

10

9

9

Anchorage CoC

El Paso City and County

Fairfax County CoC

Greater Kansas City CoC

Jackson/ Rankin, Madison

Middlesex County CoC/CoC

Minneapolis/Hennepin CoC

Placer County

Santa Fe City

St. Louis City/St. Louis CoC

Virginia Balance of State

Virginia Balance of State

Western Virginia CoC

22

10

28

12

16

25

28

28

21

23

28

28

2

Welcome to the new Change Package!

- Maintains prior navigation structure, but with a cleaner Theory of Change!
- Advanced search capability!
- Resource quality improvement!
- Easier-to-read and access formatting!
- And more!

New Change Package Preview



Resources

Sample information about Resources can go here.

Search and Filter Resources

Phase Driver Type

Find Resources By Phase

Are you a community member unsure of your current phase? Log into [your dashboard](#) to view your current status.

Problem Solving



You'll learn the four problem-solving methods you need to move your community toward ending homelessness.



Quality By-Name List (BNL)



Work with our coaching team to build a comprehensive real-time, by-name list of all single adults experiencing homelessness in your community.

Reduce to Functional Zero



You'll learn the science of testing improvement ideas in rapid cycles to drive monthly reductions in homelessness.



Sustaining Functional Zero



Learn how to sustain your progress, once you end homelessness for a population.



Zero for All



Expand your focus to new target populations, to drive toward ending all homelessness.



New Change Package Preview

Reduce to Functional Zero / Decrease Inflow / Bright Spot

BRIGHT SPOT: ARLINGTON, VA | HOMELESSNESS PREVENTION SCREENING TOOL

September 20, 2019

Coordinate the shared use of a diversion screening tool to implement standard protocols across all agencies serving as system access points

CHECK OUT THIS BRIGHT SPOT IF...

- You want to implement processes to prevent homelessness earlier in the system
- You want to try it!

SUMMARY

Arlington's diversion program changes the direction of an individual or family from homelessness to housing through an alternative intervention. The specific intervention for each individual/household is chosen through screening tools and assessments.

Before Arlington County began its diversion program, many individuals and households who needed only a simple, short-term housing intervention were unnecessarily entering the homeless system. The community found that by offering diversion and prevention services they could dramatically reduce the number of individuals and households entering their coordinated entry system.

New Change Package Preview

Built For Zero.
COMMUNITY SOLUTIONS

MY COMMUNITY

THE APPROACH

PROGRESS

NEWS & EVENTS

RESOURCES

JOIN

VA NOTIFICATION: GPD MODEL TRANSFORMATION SUMMARY

September 24, 2019

Optimize VA Transitional Housing

Meet with GPD agency-level leadership to hear their concerns about changing program models or repurposing VA Transitional Housing funding

[SEE ON VA'S WEBSITE](#)

COMING SOON

11/4/2019

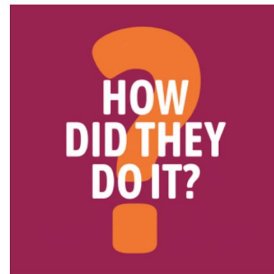
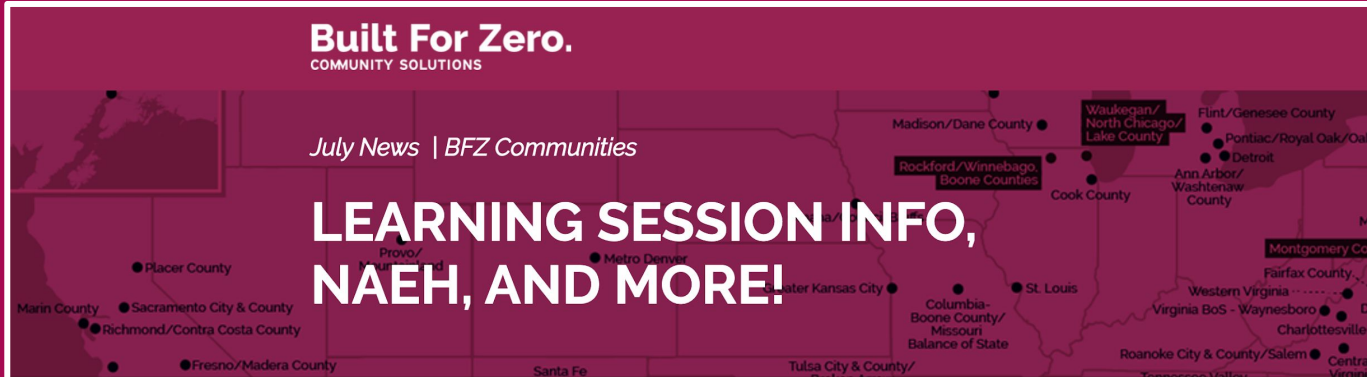
www.bfzchangepackage.org

Built for Zero Communications

You'll receive emails with...

- Bright spots across Built for Zero
- Important announcements and information
- New resources and content
- And more!

Built for Zero Communications



Lake County, Illinois Reaches Functional Zero

They have become the 11th community to end veteran homelessness as a part of Built for Zero

On July 2, Lake County, Illinois, announced that they have reached both Functional Zero and met federal benchmarks and criteria for ending veteran homelessness. They

Stay Connected: Facebook Hub

 The Hub for Ending Homelessness - USA 

 Nate [Home](#) [Create](#)     

The Hub for Ending Homelessness - USA

🔒 Private group

- About
- Discussion**
- Members
- Events
- Videos
- Photos
- Files
- Group Insights
- Recommendations
- Moderate Group
- Group Quality

Search this group 



[Joined ▾](#) [✓ Notifications](#) [➦ Share](#) [⋮ More](#)

 [Write Post](#)  [Add Photo/Video](#)  [Live Video](#) [⋮ More](#)

 Write something...

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MEMBERS

2,106 Members

Afternoon Sessions

- Last Mile Session
- Zero for All Session
- KP Communities



Three Commitments in 30 Days

BFZ Commitments:

- Your BFZ coach will contact you within in 1 week to schedule your next coaching call.
- Follow up email will go out with links to the Learning Session content [materials, slides, handouts] and other important information.
- Send out a Save the Date for our next Learning Session in 2020 [Likely March or April]

Community Commitments:

- Take action on the changes you've identified prior to the next coaching call
- Set a draft 6-month goal for your team aligned to your next milestone [i.e. BNL, Reduction/Shift, Functional Zero]
- Participate in at least 1 coaching call in the next month

Feedback

Session: “Lunch / Closing Plenary”

Survey Link:

<http://bit.ly/bfzrapid>



thank you

Overall Learning Session Feedback

Survey Link:

<http://bit.ly/BFZOCT>

Thank you!



END OF FINAL PLENARY SLIDES

Slide Container

Quality
By-Name
List!

Functional
Zero!

Sustaining!

Quality
By-Name
List!

process
measures,
improvement
projects, PDSA's
etc.

Functional
Zero!

Sustaining!

Quality
By-Name
List!



Functional
Zero!

Sustaining!

Introducing... the shift.

Quality
By-Name
List!

Shift!

Functional
Zero!

Sustaining!

13%

26%

40%

Poverty rates alone do not explain
the over-representation of Black
people in the homelessness
system.

Racial equity is essential to any strategy for ending homelessness

For the next year, Community Solutions will focus on equipping ourselves to learn with and support you in creating more racially equitable systems.

AIM: By February 2020, BFZ will be ready to operationalize a racial equity strategy to build and improve more equitable homeless response systems with participating BFZ communities

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CLARIFY THE END STATE

Conceptual framework for racially equitable homeless system co-designed with partners, communities, + users of the system

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BFZ communities + partners accept the moral + functional case for race equity as an essential part of any strategy to end homelessness

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DEVELOP A FEEDBACK LOOP

Communities are tracking and reporting real-time, reliable data on racial equity

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EQUIP TO CLOSE THE GAP

BFZ team and community leaders have increased capability to implement racial equity work

Rational

By the end of this Learning Session, teams will create next steps related to **will, ideas, and execution** in their communities, in order to make gains in the coming Action Cycle.

Broad shared enrollment in the goal of reaching Functional Zero.

Precise problem identification

Strong practices and processes to manage change and improvement

“Silent gratitude isn’t very much use
to anyone”

- Gertrude Stein

Take a moment to appreciate
someone from your community for a
unique talent or perspective they
bring to your effort to reduce and
end homelessness.

Our Objectives

Rational

By the end of this Learning Session, teams will create next steps related to **will, ideas, and execution** in their communities, in order to make gains in the coming Action Cycle.

Experiential

By the end of this Learning Session, every person in this room will have found 2-3 allies **from other communities**, who can help break through barriers, and brainstorm answers to their most burning questions.

Feedback: Overall Learning Session



Survey Link:

<http://bit.ly/bfzmarch>

**Should only take 5-10 minutes