Built for Zero

All Single Adults By-Name List Scorecard Explainer

Built for Zero is a movement of 70 US communities working to end homelessness.
Elements of a Quality All Single Adults By-Name List

1. Documented, coordinated outreach
2. Provider participation and common assessment
3. Able to list all known single adults
4. Inactive policy
5. Tracking without full assessment
6. Policy for data quality and completeness
7. Tracking homeless status
8. Unique identifier
9. Tracking newly identified people
10. Tracking returns to homelessness
11. Tracking outflow
12. Tracking population based statuses
13. Tracking changes after initial entry

13+ Use your list to generate quality data
Elements of a Quality By-Name List

It’s a list

7 Tracking homeless status
8 Unique identifier
9 Tracking newly identified people
10 Tracking returns to homelessness
11 Tracking outflow
12 Tracking population based statuses
13 Tracking changes after initial entry

It’s a system

1 Documented, coordinated outreach
2 Provider participation and common assessment
3 Able to list all known single adults
4 Inactive policy
5 Tracking without full assessment
6 Policy for data quality and completeness

It’s a tool

13+ Use your list to generate quality data
ALL SINGLES BY-NAME LIST

VETERANS  CHRONIC  OTHER SINGLE ADULTS*  YOUTH  FAMILIES

*NON-VETERAN + NON-CHRONIC
PART 1: Community Participation and Coverage

QUESTION 1:

A. Is the geographic coverage of your outreach clearly mapped out, informed by your data and regularly assessed, to ensure you are able to reach all unsheltered individuals within your community?

B. Have you coordinated your outreach, ensuring that your outreach teams are deployed at the locations and the times that they are mostly likely to effectively engage with unsheltered homeless individuals, while minimizing duplication between providers?

C. Do you have a documented outreach policy that clearly states how your outreach teams will be deployed and how they work with each other to swiftly connect individuals to housing? *
PART 1: Community Participation and Coverage

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A. Is the geographic coverage of your outreach clearly mapped out, informed by your data and regularly assessed, to ensure you are able to reach all unsheltered individuals within your community?

B. Have you coordinated your outreach, ensuring that your outreach teams are deployed at the locations and the times that they are most likely to effectively engage with unsheltered homeless individuals, while minimizing duplication between providers?

C. Do you have a documented outreach policy that clearly states how your outreach teams will be deployed and how they work with each other to swiftly connect individuals to housing? *

What do we want to know?

This item is assessing whether you have made informed decisions about coordination and outreach coverage in your whole geography, and documented those decisions. You should also have a regular feedback loop to respond to new information.
PART 1: Community Participation and Coverage

QUESTION 2:

What is the level of participation of homeless service providers in your community in reporting data into your by-name list, using a common assessment tool. Responses should take into account outreach providers, emergency shelters, transitional housing programs (including VA-funded transitional housing), domestic violence providers, day / drop-in centers, seasonal overflow beds, hotels paid for by a homeless provider, permanent housing providers and VA medical centers.

a.) Are 90% or more of CoC funded providers, serving homeless single adults, reporting data into your by-name list?

b.) Are 90% or more of non-CoC funded providers, serving homeless single adults, reporting data into your by-name list?

c.) Approximately what percentage of currently homeless single adult individuals are served by the providers reporting into your by-name list?
   - [ ] 90 to 100%
   - [ ] Below 90%
PART 1: Community Participation and Coverage

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c.) Approximately what percentage of currently homeless single adult individuals are served by the providers reporting into your by-name list?

☐ 90 to 100%
☐ Below 90%
PART 1: Community Participation and Coverage

QUESTION 3:
Is your by-name list prepared to collect data on all currently homeless single adults in your community, including:

- Unsheltered individuals living in a place not meant for human habitation (e.g. street, cars, campsites, beaches, deserts or riverbeds)
- Individuals in shelters, safe havens, season overflow beds, hotels paid for by homeless providers or Health Care for Homeless Veterans (HCHV) beds
- Individuals in transitional housing, including VA-funded Transitional Housing
- Individuals on your list who are entering an institution (e.g. jail or hospital) where they are expected to remain for 90 days or fewer
- Individuals fleeing domestic violence
PART 1: Community Participation and Coverage

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Is your by-name list prepared to collect data on all currently homeless single adults in your community, including:

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- Individuals in shelters, safe havens, season overflow beds, hotels paid for by homeless providers or Health Care for Homeless Veterans (HCHV) beds
- Individuals in transitional housing, including VA-funded Transitional Housing
- Individuals on your list who are entering an institution (e.g. jail or hospital) where they are expected to remain for 90 days or fewer
- Individuals fleeing domestic violence

What are we looking for?

This item now include individuals fleeing domestic violence. We want to be sure that through the different homeless service providers and processes, you are including all single adults who are literally homeless.
PART 2: Policies and Procedures

QUESTION 4:

Has your community established a written policy that specifies the number of days of inactivity (i.e. the person cannot be located) after which a person’s status will be changed to “inactive,” and which includes protocols to attempt to locate an individual before they are moved to inactive status?
PART 2: Policies and Procedures

QUESTION 4:
Has your community established a written policy that specifies the number of days of inactivity (i.e. the person cannot be located) after which a person’s status will be changed to “inactive,” and which includes protocols to attempt to locate an individual before they are moved to inactive status?

What are we looking for?
Do you have an inactive policy, and the process, procedures and practice to ensure that the inactive status is updated in a timely, consistent way, in accordance with your policy and that you continue to engage with individuals before they reach the inactive threshold.
PART 2: Policies and Procedures

QUESTION 5:

Does your community have a way to track actively homeless individuals who have not consented to services and/or assessment at this time?
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What are we looking for?

1) Are you able to include people who have not consented to an assessment or services in your active homeless number. (They might not actually be on your "list," there might be a separate process that you use to track them, but you should still be counting them.)

2) Do you have a process for continuing to engage them, so that when they’re ready to be assessed / receive services, you’re there to provide that.
PART 2: Policies and Procedures

QUESTION 6:

Does your community have policies and protocols in place for keeping your by-name list up to date and accurate, including timelines for provider data submission and ongoing quality assurance protocol?
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Why are we asking this?

To maintain a quality BNL, and to have timely and useful data for improvement, you need to ensure that you have these policies, protocols and practices in place.
PART 3: Data Infrastructure

QUESTION 7:

Does your community’s by-name list track the 'homeless / housed status' of all individuals, including the date each status was last changed and the previous status? Homeless status fields should include at minimum: homeless, inactive and permanently housed.
PART 3: Data Infrastructure

QUESTION 7:

Does your community’s by-name list track the ‘homeless / housed status’ of all individuals, including the date each status was last changed and the previous status? Homeless status fields should include at minimum: homeless, inactive and permanently housed.

Why are we asking this?
To have timely and useful data for improvement, it’s critical to know the current status, and the date of any status changed. This is essential to understand your outflow and inflow. Understanding length of time from ID to housed, as well as returns from housed or inactive relies on these status fields.
PART 3: Data Infrastructure

QUESTION 8:

Does your community’s by-name list include a unique identifier (e.g. an HMIS ID) for each individual to prevent duplication of client records and facilitate coordination between providers?
QUESTION 9:

Does your by-name list track the total number of newly identified (not necessarily assessed) individuals experiencing homelessness every month? This figure represents a portion of your monthly inflow.
PART 3: Data Infrastructure

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Does your by-name list track the total number of newly identified (not necessarily assessed) individuals experiencing homelessness every month? This figure represents a portion of your monthly inflow.

Why are we asking this?

To accurately capture your actively homeless number and your inflow.
PART 3: Data Infrastructure

QUESTION 10:

Does your community’s by-name list track individuals returning to active homelessness within the past month?
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Why are we asking this?
To accurately reflect your actively homeless number and inflow, and to provide critical data for improvement connected to your outflow and inflow.
PART 3: Data Infrastructure

QUESTION 11:

Does your community’s by-name list track individuals as they move out of active homeless status, including:

- those who move in to permanent housing
- those who become inactive, per your inactive policy
- those who no longer meet the population criteria of single adult
QUESTION 11:

Does your community's by-name list track individuals as they move out of active homeless status, including:

- those who move in to permanent housing
- those who become inactive, per your inactive policy
- those who no longer meet the population criteria of single adult

**Why are we asking this?**

To have accurate outflow information, and useful data for improvement.
PART 4: Population Status Data

QUESTION 12:

Does your by-name list track population-based statuses, including:

- current chronic homelessness
- veteran status
- age to indicate adult status
- household size to indicate single status
- multiple population-based statuses (e.g. chronic homeless status AND veteran status)
QUESTION 12: Does your by-name list track population-based statuses, including:
- current chronic homelessness
- veteran status
- age to indicate adult status
- household size to indicate single status
- multiple population-based statuses (e.g. chronic homeless status AND veteran status)

Why are we asking this?
To be sure your by-name list accurately accounts for all single adults, and the Chronic and Veteran sub-populations. This is essential for the federal criteria and benchmarks as well.
PART 4: Population Status Data

Question 13

Can your list account for changes in population-based status after someone has already been added to your system, specifically:

A. Individuals who become chronically homeless after they are added to your all singles list?

B. Individuals who are initially assigned chronic or veteran status when they enter your system but later do not meet the criteria for these population statuses?
PART 4: Population Status Data

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Can your list account for changes in population status after someone has already been added to your system, specifically:

A. Individuals who become chronically homeless after they are added to your all singles list?

B. Individuals who are initially assigned chronic or veteran status when they enter your system but later do not meet the criteria for these population statuses?

Why are we asking this?

So that you can have an accurate chronic count.