Bergen County CoC *

Functional Zero for Chronic Homelessness

August 2016

Built For Zero.

COMMUNITY SOLUTIONS

Bergen County CoC

Community Lead: Julia Orlando

Data Lead: Mary Sunden

CoC Lead: Angela Drakes and Robert Esposito

County Executive: James Tedesco III

Mayor: John Labrosse

CoC Street Outreach Lead: Candida Wiltshire

CoC Board Consumer Representative: P. Nickels

PHA Lead: Lynn Bartlett
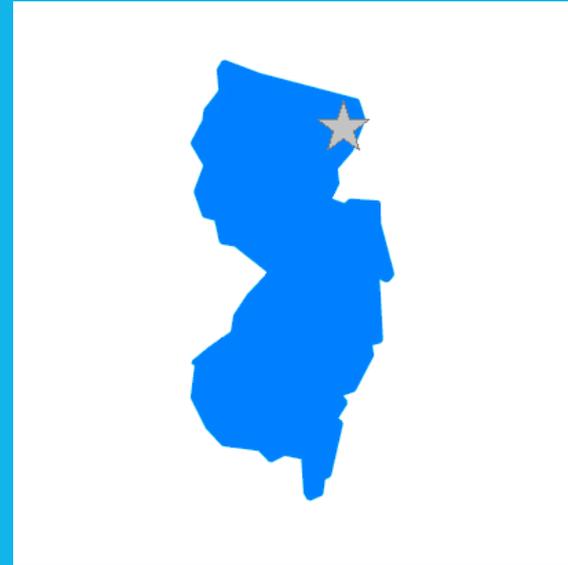
Bergen County CoC

VA Representative: Vic Carlson

HMIS Lead: Susan Nottingham

County Vets Lead: Ariel Lead

Built for Zero Coach: Jillian Fox

Built for Zero Data Coach: Julia Parshall
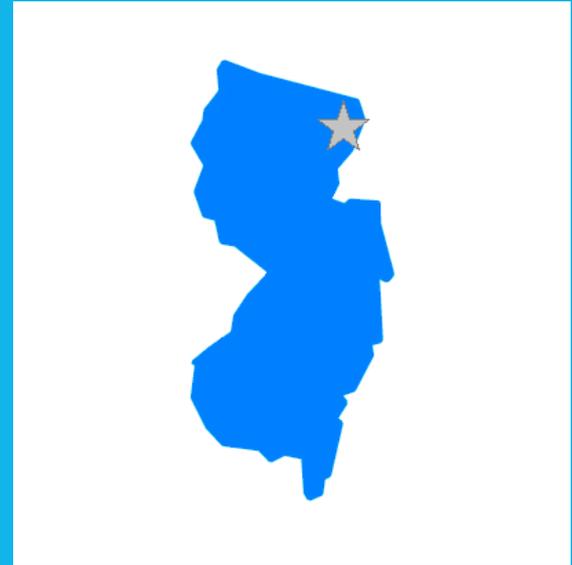
Bergen County CoC

Progress to Date

10 COMMUNITIES ENDED VETERAN HOMELESSNESS

3 COMMUNITIES ENDED CHRONIC HOMELESSNESS

39 COMMUNITIES HAVE ACHIEVED A MEASURABLE REDUCTION

68 COMMUNITIES HAVE ACHIEVED QUALITY REAL-TIME DATA ON HOMELESSNESS

70% FUNCTIONAL ZERO PROOF POINTS SUSTAINING GOAL

107,391 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.

Built for Zero Communities
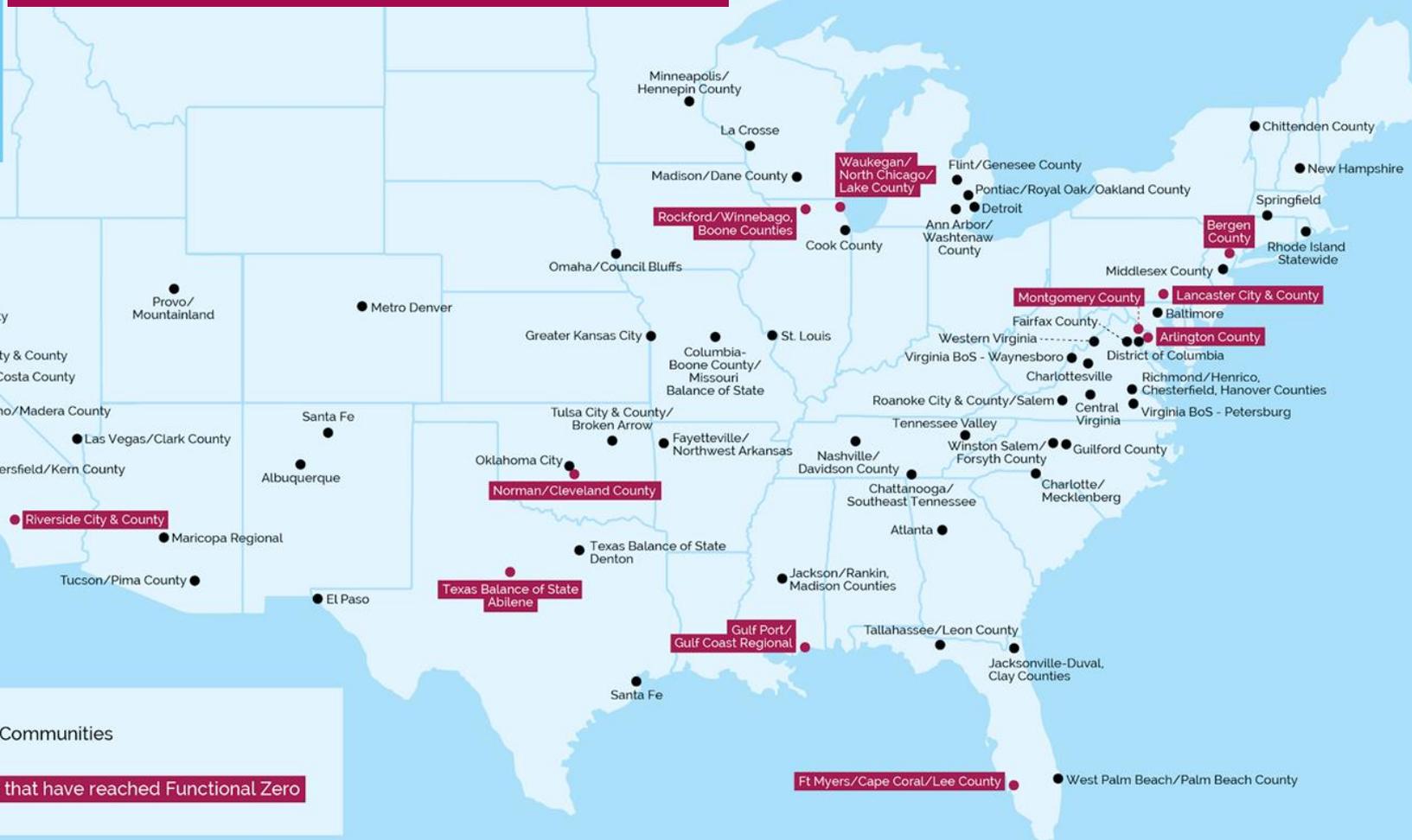
Anchorage

Minneapolis/Hennepin County
La Crosse
Chittenden County
Madison/Dane County
New Hampshire
Waukegan/North Chicago/Lake County
Flint/Genesee County
Springfield
Pontiac/Royal Oak/Oakland County
Detroit
Rockford/Winnebago, Boone Counties
Ann Arbor/Washtenaw County
Bergen County
Rhode Island Statewide
Cook County
Middlesex County
Omaha/Council Bluffs
Placer County
Provo/Mountainland
Metro Denver
Montgomery County
Lancaster City & County
Baltimore
Greater Kansas City
St. Louis
Fairfax County
Marin County
Sacramento City & County
Western Virginia
Arlington County
Richmond/Contra Costa County
Columbia-Boone County/Missouri Balance of State
Virginia BoS - Waynesboro
District of Columbia
Charlottesville
Richmond/Henrico, Chesterfield, Hanover Counties
Fresno/Madera County
Santa Fe
Tulsa City & County/Broken Arrow
Roanoke City & County/Salem
Central Virginia
Virginia BoS - Petersburg
Watsonville/Santa Cruz City & County
Las Vegas/Clark County
Fayetteville/Northwest Arkansas
Tennessee Valley
Bakersfield/Kern County
Albuquerque
Oklahoma City
Nashville/Davidson County
Winston Salem/Forsyth County
Guilford County
Riverside City & County
Norman/Cleveland County
Chattanooga/Southeast Tennessee
Charlotte/Mecklenberg
Maricopa Regional
Atlanta
Tucson/Pima County
El Paso
Texas Balance of State Denton
Jackson/Rankin, Madison Counties
Honolulu
Texas Balance of State Abilene
Gulf Port/Gulf Coast Regional
Tallahassee/Leon County
Santa Fe
Jacksonville-Duval, Clay Counties
Ft Myers/Cape Coral/Lee County
West Palm Beach/Palm Beach County

● Built For Zero Communities

● Communities that have reached Functional Zero

Functional Zero for Chronic Homelessness

Bergen County has met their functional zero threshold of less than 4!
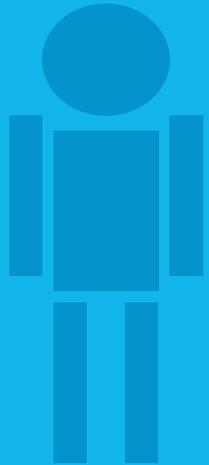
Actively Homeless People Experiencing Chronic Homelessness $\leq$ [0.1% of your most recent total homeless individual PIT Count] OR [3 people]

Whichever is greater

Bergen County, NJ
BY-NAME, REAL-TIME DATA

COMMUNITY
SOLUTIONS

Defining a Quality By-Name List

Bergen County, NJ has met all of the quality and reliability thresholds.

FULL COVERAGE	- All agencies and programs are represented - List includes people sleeping in shelters and on the streets
PERSON-LEVEL DATA	- Each person has an entry that includes their name, history, health and housing needs - Each person can be followed through the system
RELIABILITY	Data balances month over month, just like your checkbook
REGULAR UPDATES	- List is updated monthly, at a minimum - As people's housing status changes, so do their list entries

Q1

Q2

Q3

Q4

Q5

Q6

Q7

Q8

Q9

Q10

Qualitatively Assessing your list

Bergen County reached a perfect score on the chronic scorecard in February 2016, successfully meeting the framework below to produce their chronic by-name list. This ensures that Bergen County has reached quality data to measure improvements over time.

COMMUNITY PARTICIPATION & COVERAGE	POLICIES & PROCEDURES	DATA INFRASTRUCTURE
1. Tracking all homeless individuals	**2.** Inactive policy	**3.** Tracking homeless status
4. Outreach coverage	**8.** Tracking without full assessment	**6.** Unique identifier
5 Providers reporting data		**7.** Tracking newly identified people
9. Including veterans experiencing chronic homelessness		**10.** Tracking returns to system
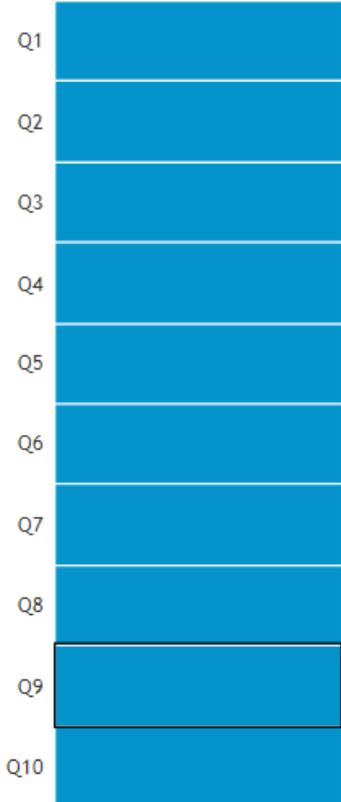
Key Data Points

Bergen County is consistently reporting these key data points for people experiencing chronic homelessness monthly.

INFLOW
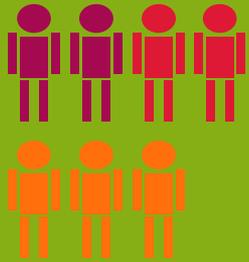
ACTIVELY HOMELESS
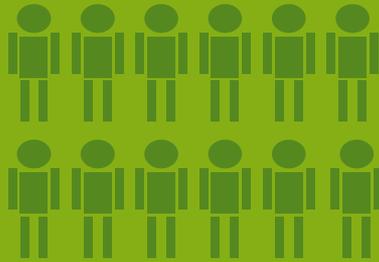
OUTFLOW
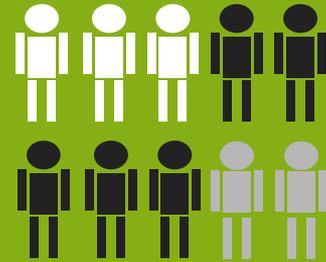
INFLOW: NEWLY IDENTIFIED

INFLOW: RETURNED FROM HOUSING

INFLOW: RETURNED FROM INACTIVE

OUTFLOW: HOUSING PLACEMENTS

OUTFLOW: MOVED TO INACTIVE

OUTFLOW: NO LONGER MEETS POP CRITERIA

Bergen County CoC Engines for Chronic

	Actively Homeless Number	3 Mo Outflow Total	3 Mo Inflow Total	3 Mo Data Reliability
Feb 2017	0	0	0	0%

| 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
February 2017	0	0	0		0	0	0	0	0%
January 2017	0	1	0		0	0	0	-1	0%
December 2016	1	0	0		0	0	0	0	0%
November 2016	1	0	0		1	0	0	1	-100%
October 2016	1	0	0		0	0	0	0	0%
September 2016	1	0	0		0	0	0	0	100%
August 2016	0	0	0		0	0	0	0	0%
July 2016	0	1	0		0	0		-1	0%
June 2016	1	1	0		0	0		-1	100%
May 2016	1	1	0		0	0		-1	0%
April 2016	2	0	1		0	0		-1	-50%
March 2016	4	1	0		0	0		-1	0%
February 2016	5	0	0		0	0		0	0%

Data Reliability

Data for Bergen County is perfectly balanced (0% data reliability) meaning that changes in actively homeless numbers are accounted for in inflow and outflow. This signals that data management practices are robust and efficient and that data is being tracked in a consistent manner.

Actively Homeless - Monthly Chronic Data

Feb 2016: Community achieved quality data
- *Perfect score on chronic scorecard*
- *0% data reliability for 3+ months*

Aug 2016: Functional zero for chronic homelessness

Quality improvement continues...
- *Monitoring the system to sustain functional zero*
- *Keeping leadership engaged*
- *Responding to changes*

January 2016   July 2016   January 2017   July 2017   January 2018   July 2018
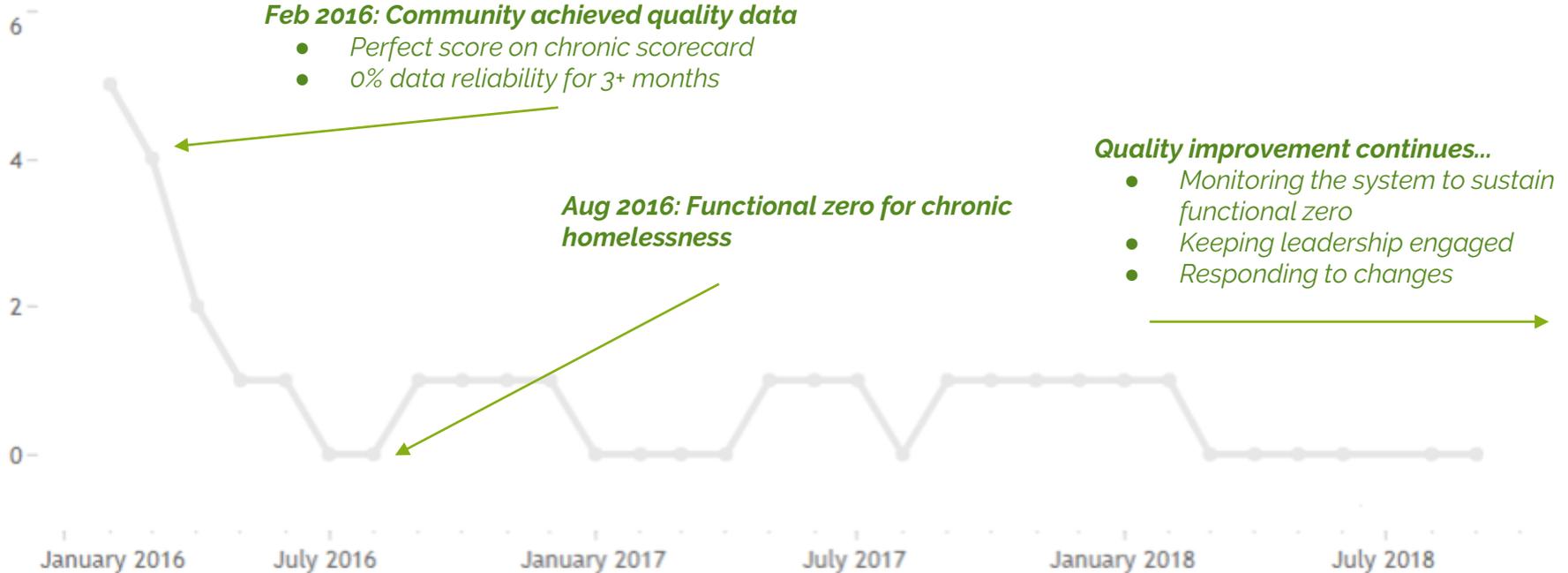
Actively Homeless - Monthly Chronic Count
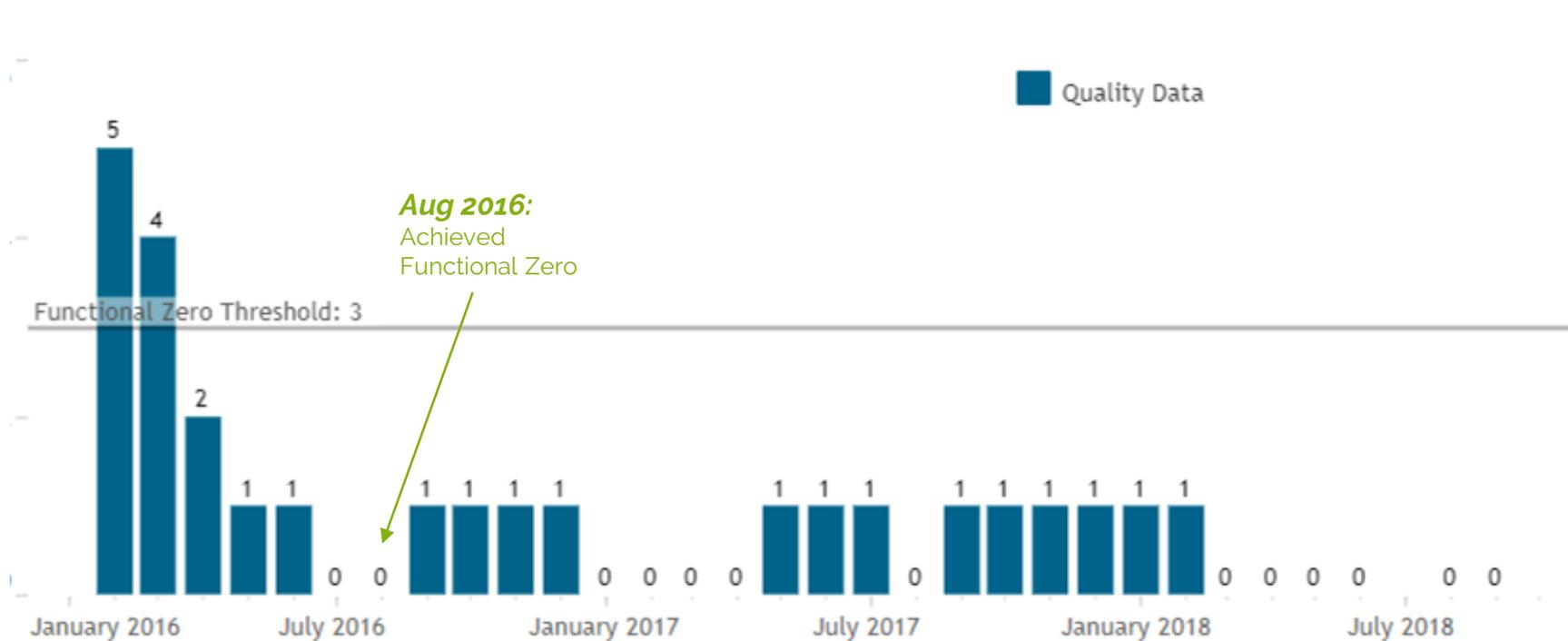
Monthly Inflow & Outflow
Red square at bottom indicates **Inflow** exceeded **Outflow**
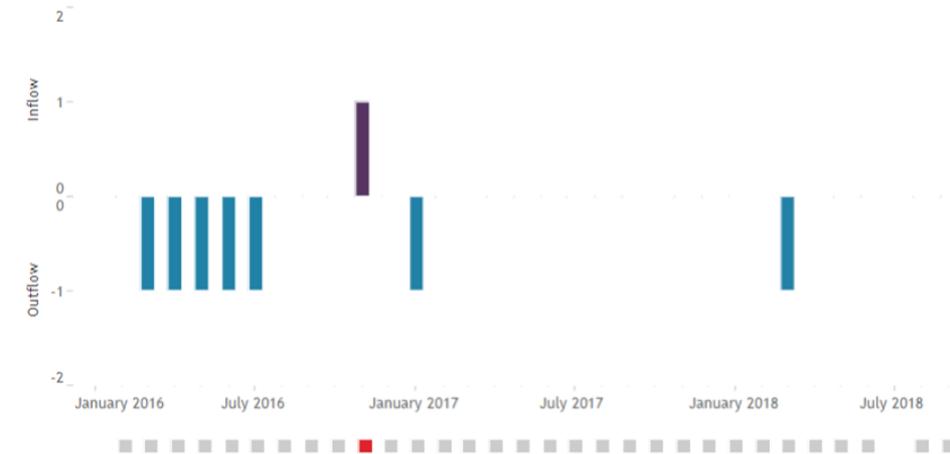
Upstream Strategies:

- Improved outreach by convening a broad, cross-sector group of stakeholders to share data and add people to the BNL

- Single point of entry ensures data is comprehensive and includes unsheltered and sheltered locations

- Incorporated diversion and prevention as part of intake procedures system-wide

Downstream Strategies:

- Housing Navigators allowed to go "above and beyond" and be flexible with program rules to house the community's most vulnerable
- Regular, cross-sector case conferencing to identify permanent housing opportunities

Inflow Total
Use drop-down at right to adjust metric displayed

Outflow Total
Use drop-down at right to adjust metric displayed
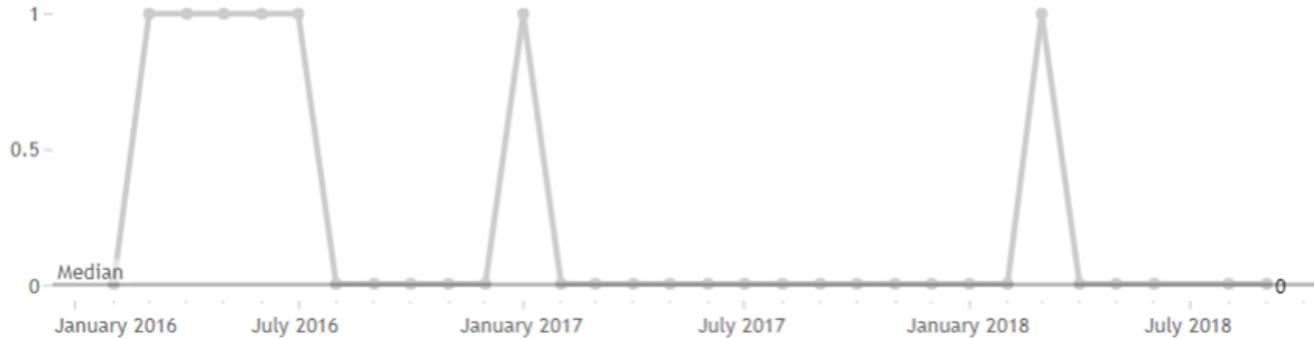
Notes on housing placements:

- Low-barrier programs optimize choice in housing and services

- PHA commits 20% of vouchers to people experiencing homelessness. Only accepts referrals from the single point of entry

Housing Placements
Use drop-down at right to adjust metric displayed
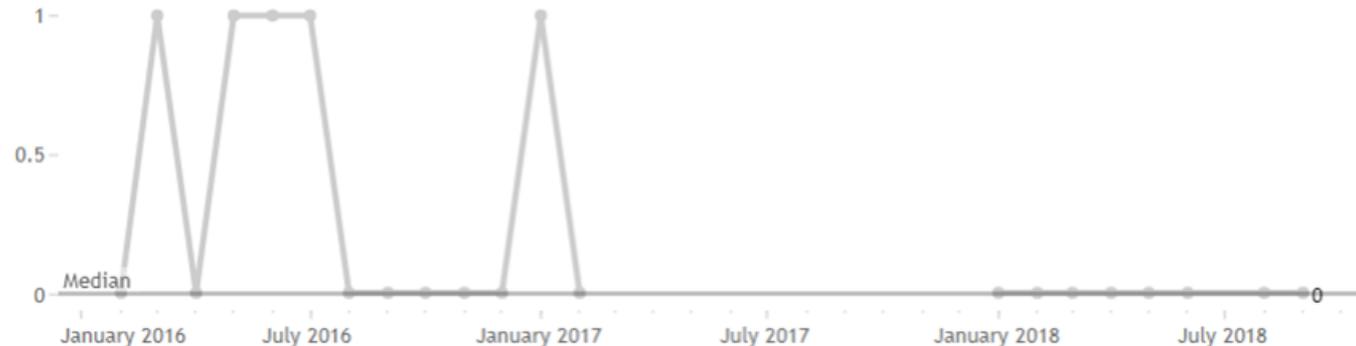
Bergen County, NJ: Timeline in Brief

2009
- Established a Single Point of Entry model Coordinated Entry System
- Adopted an early model of a By-Name List to provide individualized housing assistance

2013
- Change Point-in-Time (PIT) Count methodology to rely on HMIS for the sheltered count, freeing up staff to conduct a more thorough unsheltered census count.

2015
- Bergen County joins the Built for Zero movement to focus on ending homelessness among people experiencing chronic homelessness

2016
- February- Reached perfect score on the chronic homeless BNL scorecard
- August - Bergen County ended chronic homelessness!

Looking Forward
- Sustain functional zero for people experiencing chronic homelessness
- Spread and scale approach to end homelessness among veterans in 2017!

BERGEN COUNTY, NJ:
SUSTAINING FUNCTIONAL ZERO

Bergen County, NJ:
Possible Barriers to Sustaining

- Ensuring community collaboration and processes are implemented permanently across the system

- Potential Departure of Community and Data Lead; need for succession planning

- Ongoing community commitment to prioritization of housing resources through objective processes and standard assessment tool (VI-SPDAT)

- Continued partnership with the Bergen County PHA and voucher dedication and funding and demand fluctuate.

Bergen County: Community Strengths

- Coordinated Entry System (CES) uses a single point of entry model
- Barrier-free emergency shelter that is well connected with permanent housing programs
- PHA Leadership at the table and open to adopting community goals
  - Provides leadership for initiative, services co-located with Bergen County Housing, Health and Human Services Center
  - Commits 20% of vouchers to people experiencing homelessness
  - Only accepts referrals from the single point of entry
- Driven, committed leadership that were allowed time to pursue community-wide directives
- Community-wide involvement in pursuing common goals
- Bias toward action
- Deep understanding of community systems

Key milestones toward ending homelessness

Bergen County has met the key milestones to achieve Functional Zero for Chronic Homelessness, and is ready to sustain and expand to Veterans!

Build the will among community leaders and develop a shared aim

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