

Bergen County CoC *

Functional Zero for Veteran Homelessness

April 2017

Bergen County CoC

Community Lead: Julia Orlando

Data Lead: Mary Sunden

CoC Lead: Angela Drakes

County Executive: James Tedesco III

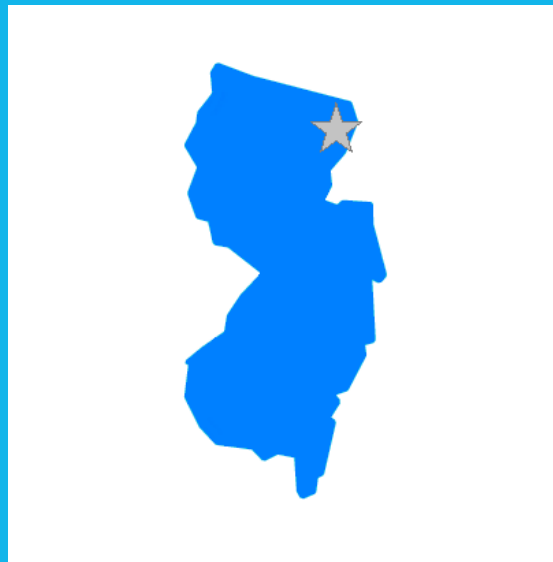
Mayor: John Labrosse

VA Representative: Vic Carlson

PHA Lead: Lynn Bartlett

Built for Zero Coach: Jillian Fox

Built for Zero Data Coach: Meghan Arsenault



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

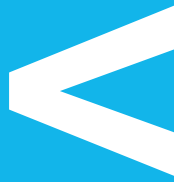


Functional Zero for Veterans

Bergen County has met their functional zero threshold of less than 4!



Actively
Homeless Veterans



6-Mth Avg.
Housing Placement Rate

Bergen County, NJ

BY-NAME, REAL-TIME DATA



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

February 2016

10

Qualitatively Assessing your list

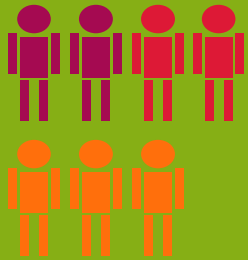
Bergen County reached a perfect score on the veterans scorecard in February 2016, successfully meeting the framework below to produce their veterans by-name list. This ensures that Bergen County has reached quality data to measure improvements over time.

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 veterans 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 Veteran

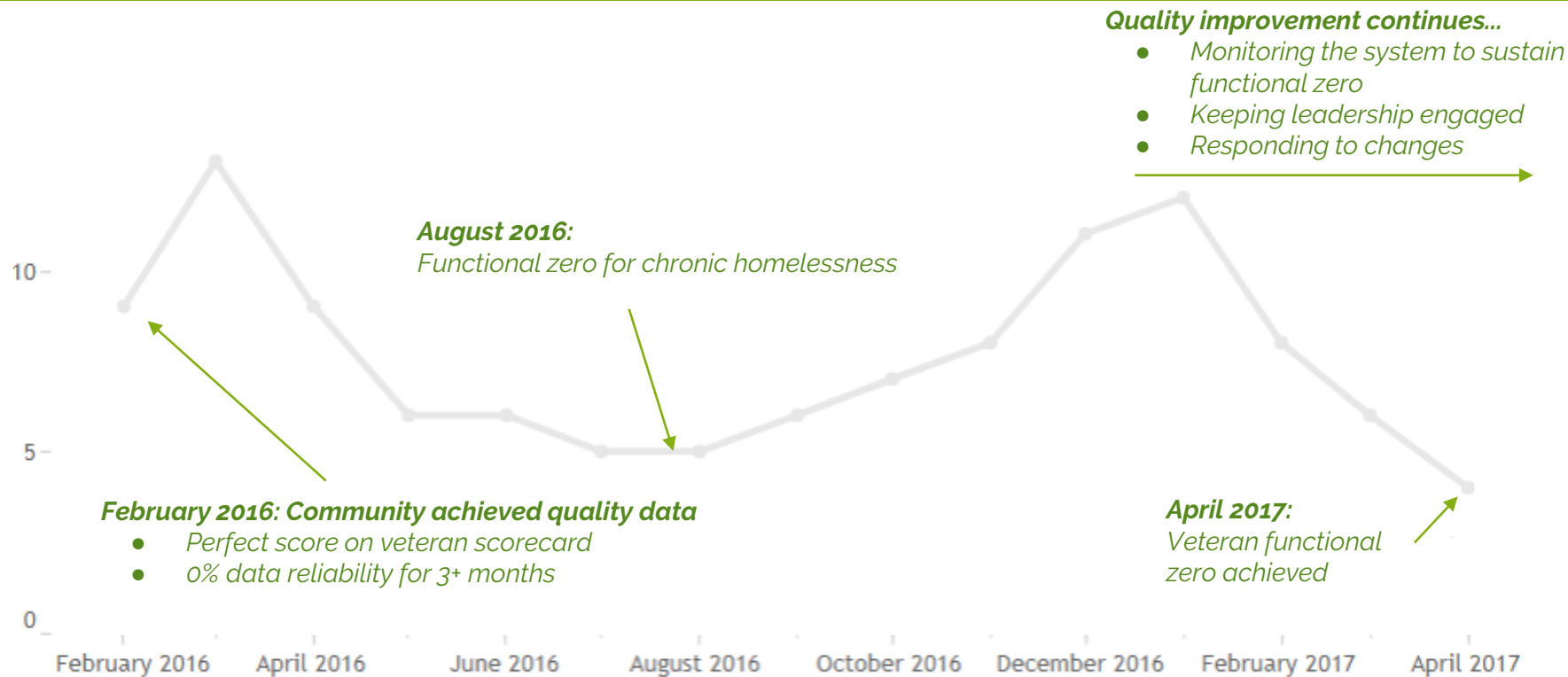
	Actively Homeless Number	3 Mo Outflow Total	3 Mo Inflow Total	3 Mo Data Reliability
April 2017	4	5	2	0%

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
April 2017	4	3	1		2	0		-2	0%
March 2017	6	5	0		3	0		-2	0%
February 2017	8	5	0		1	0		-4	0%
January 2017	12	3	1		5	0		1	0%
December 2016	11	1	0		4	0		3	0%
November 2016	8	2	0		3	0		1	0%
October 2016	7	2	0		2	1	0	1	0%
September 2016	6	1	0		2	0	0	1	0%
August 2016	5	3	0		3	0	0	0	0%
July 2016	5	4	0		1	2		-1	0%
June 2016	6	1	1		1	1		0	0%
May 2016	6	6	0		3	0		-3	0%
April 2016	9	1	3		0	0		-4	0%
March 2016	13	3	0		7	0		4	0%
February 2016	9	3	2		2	0		-3	0%

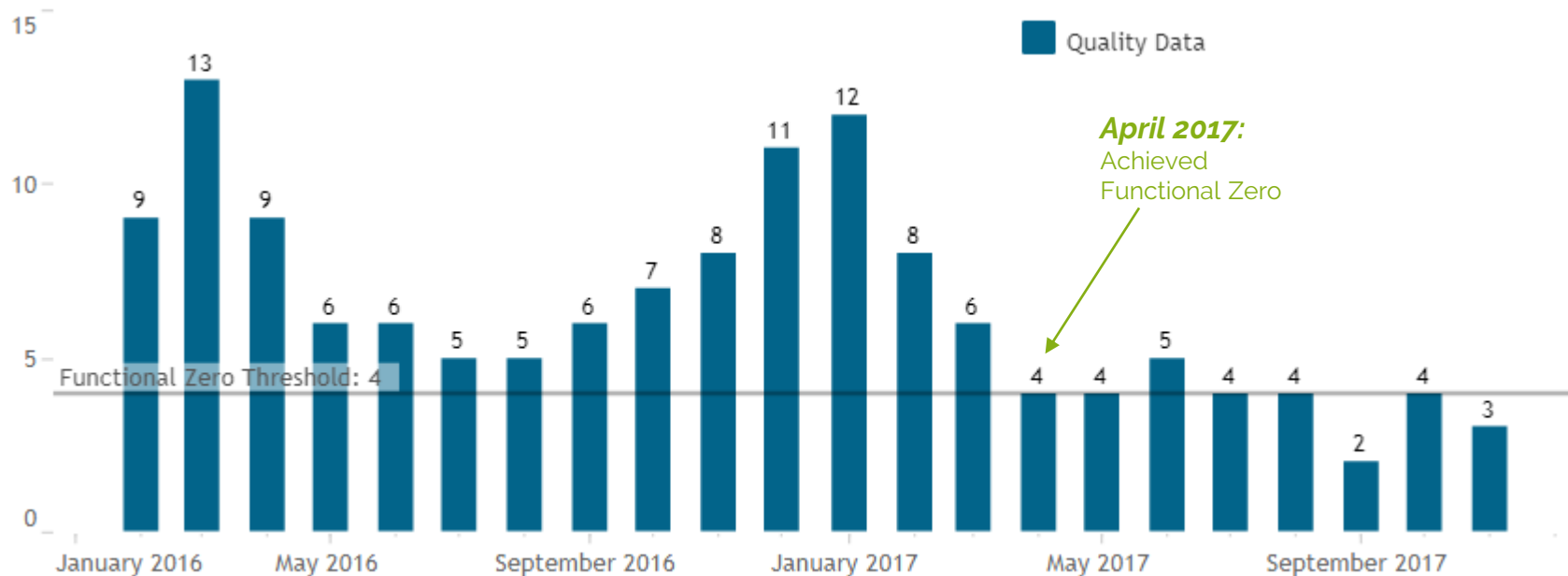
Data Reliability

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.

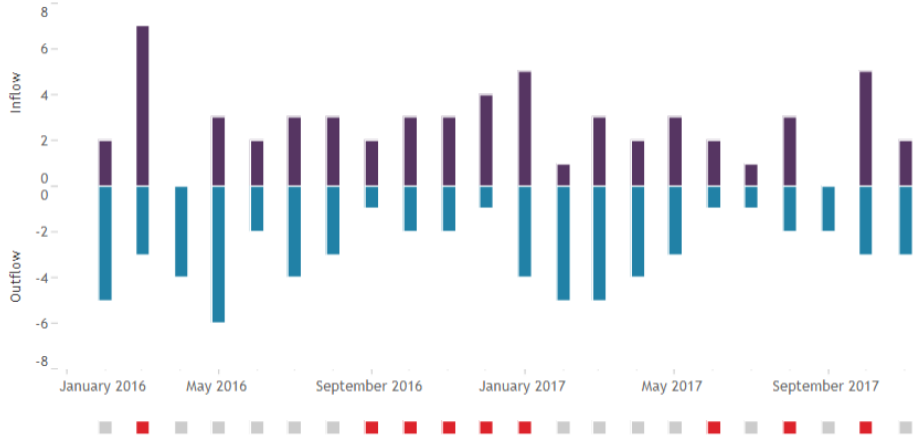
Actively Homeless - Monthly Veteran Data



Actively Homeless – Monthly Veteran Count



Monthly Inflow & Outflow Red square at bottom indicates Inflow exceeded Outflow



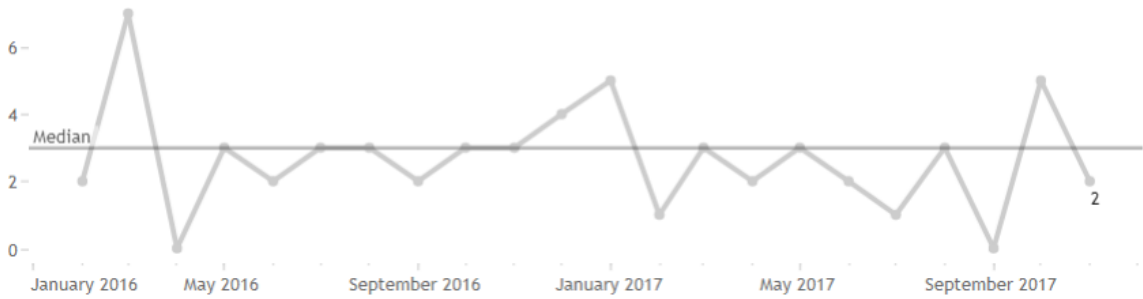
Upstream Strategies:

- Improved outreach by convening a broad, cross-sector group of stakeholders to share data and add veterans to the BNL
- Single point of entry ensures data is comprehensive and includes unsheltered and sheltered locations

Downstream Strategies:

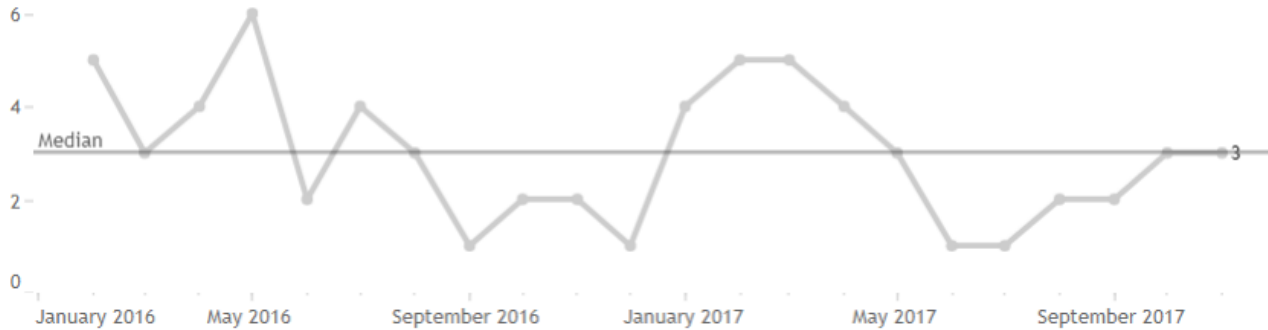
- Housing Navigators allowed to go “above and beyond” and be flexible with program rules to house the community’s most vulnerable
- Veterans not eligible for VA programs, are prioritized for other CoC and PHA resources.

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



Outflow Total

Use drop-down at right to adjust metric displayed



Notes on inactivity policy/ or other outflow:

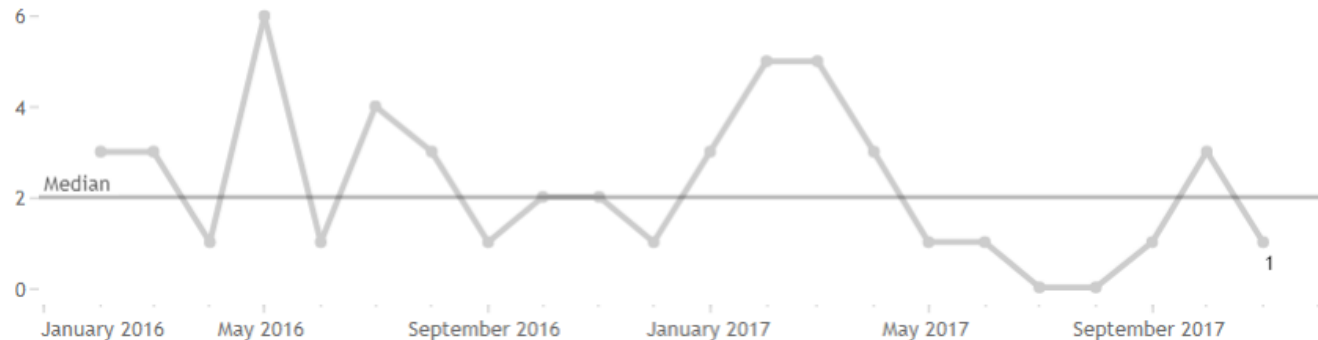
- 90 days inactivity threshold, at which point individuals are moved to an inactive list until contact is restored or outcome confirmed.

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 and veteran BNL scorecard!
- August - Bergen County ended chronic homelessness!

2017

- April - Bergen County ended veteran homelessness!

Looking
Forward

- Sustain functional zero for people experiencing chronic homelessness and veterans
- Spread and scale approach to end homelessness for all!



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 use of data to understand system performance and gaps to inform community allocation of resources across all partners, including GPD and SSVF resources
- 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
- GPD Leadership at the table and open to adopting community goals
 - Formally adopted bridge housing with approval from the VA
 - All veterans in GPD have a housing plan
 - Veterans receive individualized service plans, with a focus on permanent housing
- 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 Veterans, and is ready to sustain and expand to other populations!

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