

# Texas Balance of State CoC Abilene

Functional Zero for Veteran Homelessness

\*

**November 2018**

# Texas Balance of State CoC - Abilene

**Community Leads:** John Meier and Katherine Bisson

**Community Organizer:** Michelle Parish, Community Foundation of Abilene

**CoC Lead:** Tiffany Hart and Sophia Checa

**Jurisdictional Executive:** Mayor Anthony Williams

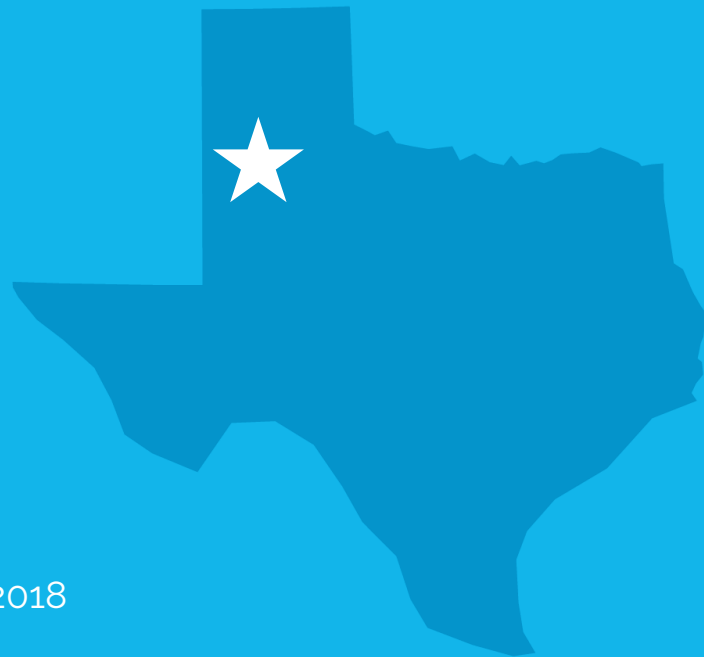
**VA Representative:** Nicki Starkey

**PHA Lead:** Abilene Housing Authority

**Built for Zero Coach:** Dawn Moskowitz

**BFZ Onsite Coach:** Eddie Turner/Caitlin Bayer

**Attended BFZ Learning Sessions:** February, June, October 2018



# Texas Balance of State CoC - Abilene



# Built for Zero Communities



★ Welcome to our Newest Communities!

● Built For Zero Collaboratives

● Communities that have reached Functional Zero

# Progress to Date

*Texas BoS CoC Abilene will make 9!*

8

COMMUNITIES  
ENDED VETERAN  
HOMELESSNESS

3

COMMUNITIES  
ENDED CHRONIC  
HOMELESSNESS

33

COMMUNITIES  
HAVE ACHIEVED A  
MEASURABLE REDUCTION

64

COMMUNITIES  
HAVE ACHIEVED QUALITY REAL-TIME  
DATA ON HOMELESSNESS

60%

FUNCTIONAL ZERO  
PROOF POINTS  
SUSTAINING GOAL

98,200

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.*

# Functional Zero for Veterans

Texas Balance of State - Abilene has met their functional zero threshold of less than 8!



# Actively  
Homeless Veterans

<



6-Mth Avg.  
Housing Placement Rate



# TEXAS BOS- ABILENE BY-NAME, REAL-TIME DATA



# Defining a Quality By-Name List

Texas Balance of State - Abilene 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



## Veteran By-Name List Scores

February  
2018

April 2018

8

10

Q1

Q2

Q3

Q4

Q5

Q6

Q7

Q8

Q9

Q10

# Qualitatively Assessing your list

**Texas Balance of State - Abilene reached a perfect score on the veterans scorecard in April 2018** successfully meeting the framework below to produce their veterans by-name list. This ensures that Abilene has reached quality data to measure improvements over time.

## COMMUNITY PARTICIPATION & COVERAGE

1. Tracking all homeless individuals

4. Outreach coverage

5 Providers reporting data

9. Including veterans experiencing chronic homelessness

## POLICIES & PROCEDURES

2. Inactive policy

8. Tracking without full assessment

## DATA INFRASTRUCTURE

3. Tracking homeless status

6. Unique identifier

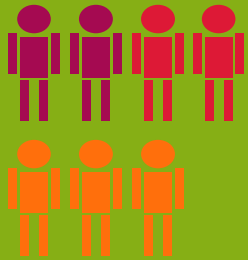
7. Tracking newly identified people

10. Tracking returns to system

# Key Data Points

Texas Balance of State - Abilene 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

## Texas Balance of State CoC - Abilene Engines for Veteran

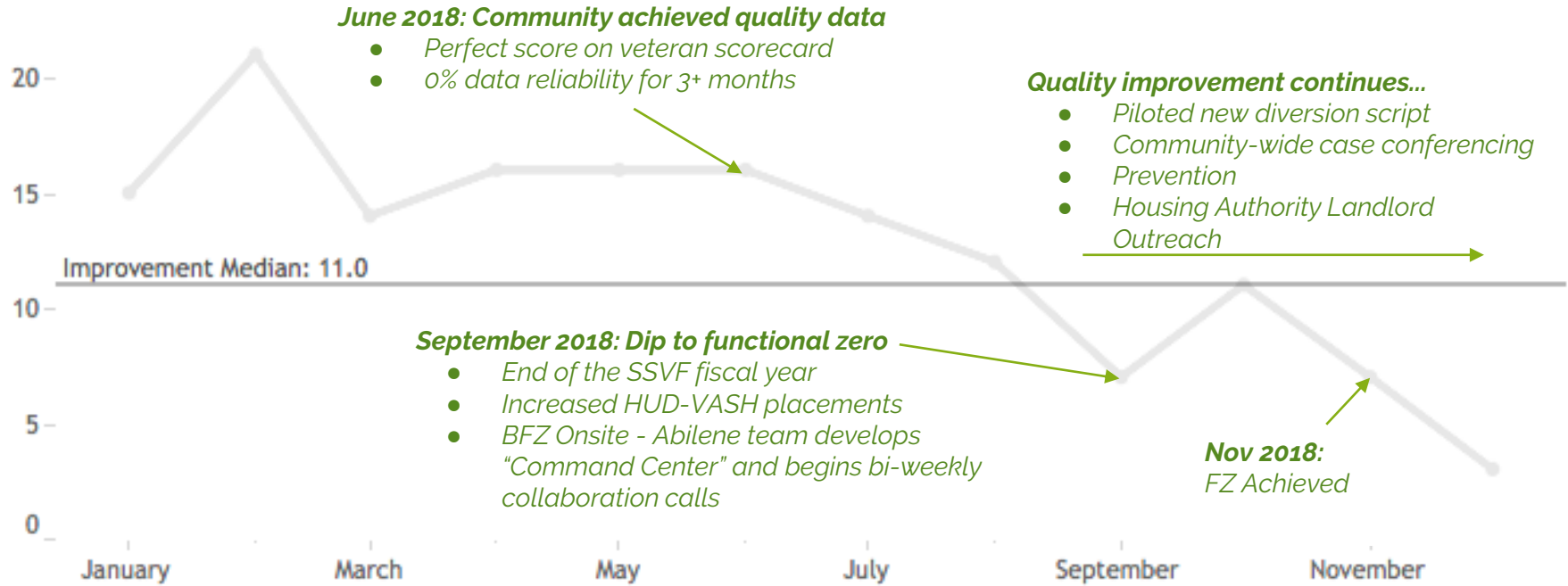
	Actively Homeless Number	3 Mo Outflow Total	3 Mo Inflow Total	3 Mo Data Reliability
December 2018	3	27	23	0%

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..	Net Change	Monthly DR along Table (Down)
December 2018	3.00	12.00	0.00	0.00	4.00	4.00	0.00	-4.00	0%
November 2018	7.00	8.00	1.00	0.00	3.00	2.00	0.00	-4.00	0%
October 2018	11.00	5.00	1.00	0.00	9.00	1.00	0.00	4.00	0%
September 2018	7.00	5.00	1.00	2.00	3.00	0.00	0.00	-5.00	0%
August 2018	12.00	15.00	0.00	1.00	14.00	0.00	0.00	-2.00	0%
July 2018	14.00	7.00	1.00	0.00	4.00	2.00	0.00	-2.00	0%
June 2018	16.00	7.00	1.00	2.00	4.00	6.00	0.00	0.00	0%
May 2018	16.00	7.00	0.00	1.00	6.00	2.00	0.00	0.00	0%
April 2018	16.00	7.00	2.00	1.00	8.00	4.00	0.00	2.00	0%
March 2018	14.00	17.00	0.00	1.00	8.00	3.00	0.00	-7.00	0%
February 2018	21.00	6.00	0.00	0.00	9.00	3.00	0.00	6.00	0%
January 2018	15.00	5.00	0.00	0.00	6.00	4.00	0.00	5.00	

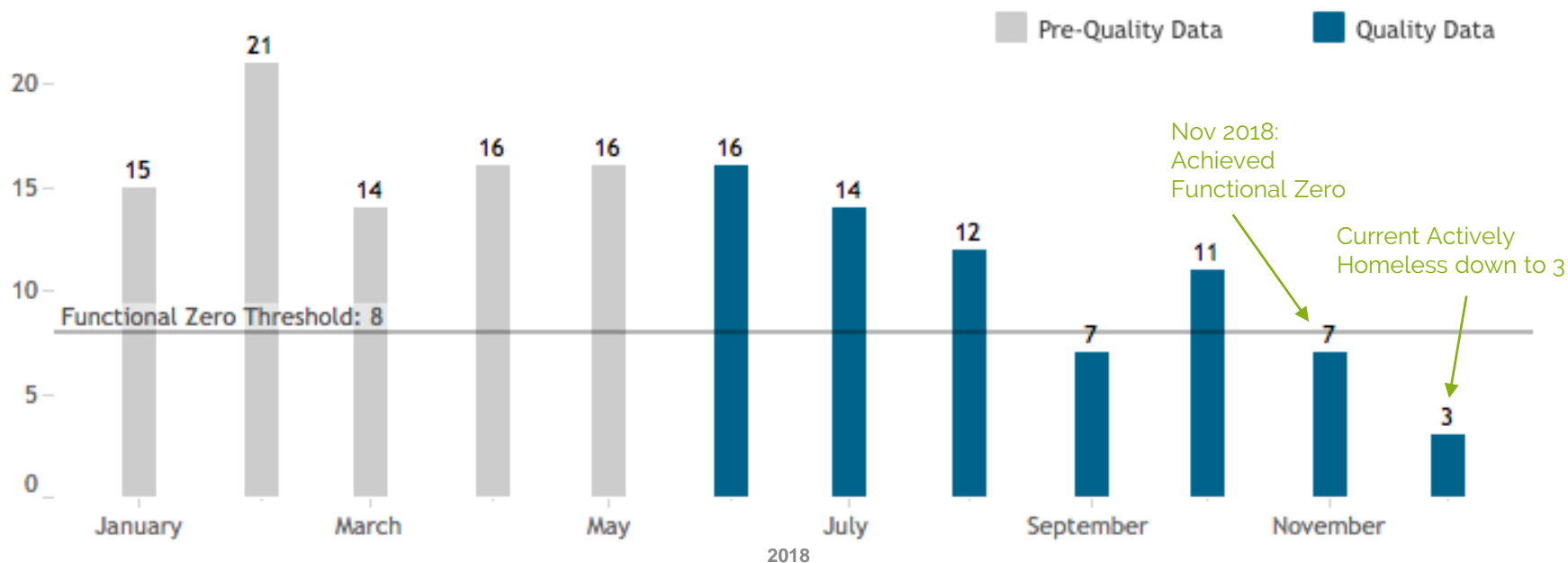
# Data Reliability

Data for Texas BoS Abilene 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

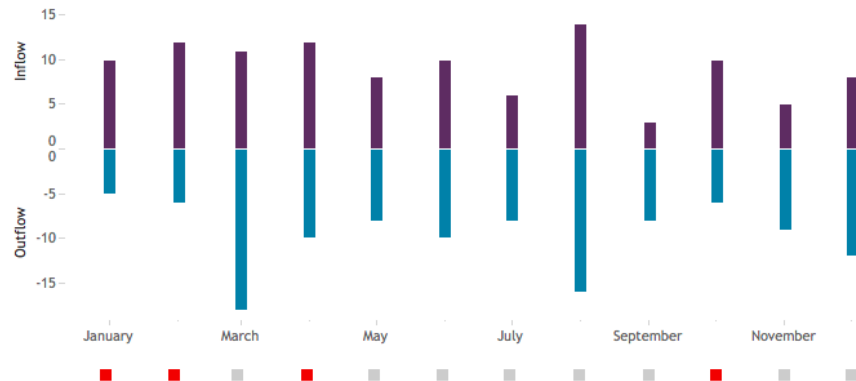


# Actively Homeless - Monthly Veteran Count



## Monthly Inflow & Outflow

Red square at bottom indicates Inflow exceeded Outflow



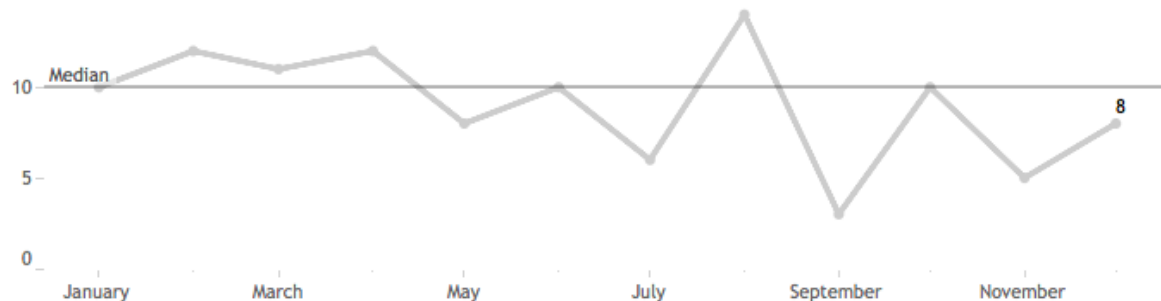
## Upstream Strategies:

- Implemented a new script and process for diversion
- 2-1-1 included as part of Coordinated Entry (CE)
- Improved outreach coverage for the BNL by integrating with CE outreach efforts
- Exploring prevention program
- Analyzing returns from housed

## Downstream Strategies:

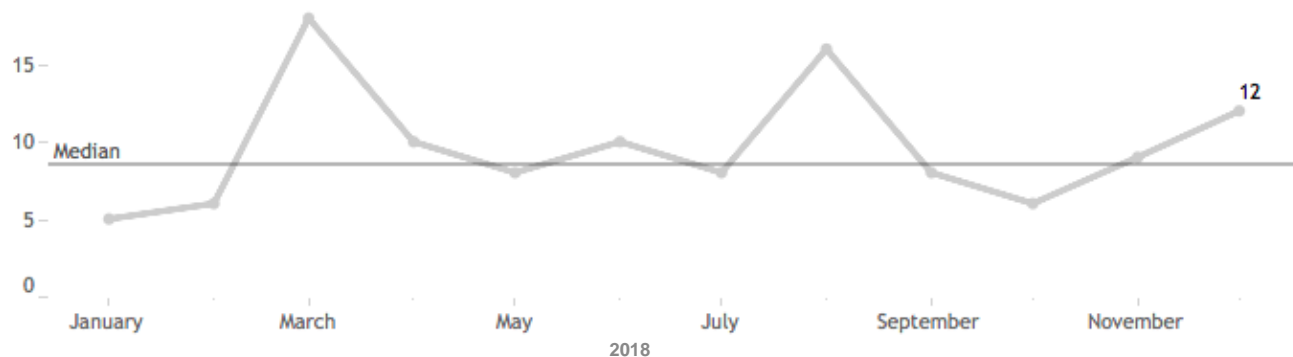
- Brought BNL to CE case conferencing meetings
- Landlord outreach/unit coordination with PHA
- PHA implemented a homeless preference
- "Command Center" bi-weekly collaboration calls

## Inflow Total





## Outflow Total



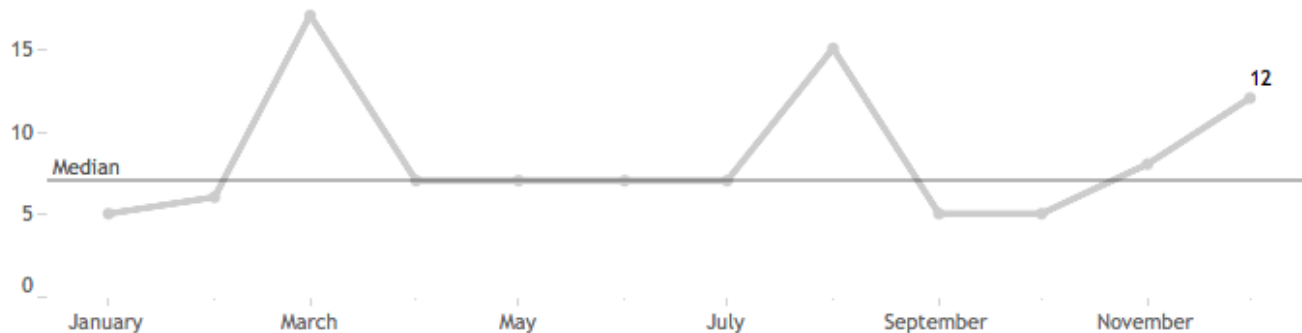
## Notes on inactivity policy/or other outflow:

- Often there is a significant lag between HUD-VASH issuance and lease up

## Notes on housing placements:

- Coordination with PHA and landlord outreach with ADRC

## Housing Placements



# Texas BOS - Abilene: Average Length of Time from Identification to Housing Placement

Average Length of Time From Identification To Housing Placement



# Texas BOS-Abilene: Timeline in Brief

2015	<ul style="list-style-type: none"><li>• Began keeping a BNL . Changed with the USICH format (1st format released).</li></ul>
2017	<ul style="list-style-type: none"><li>• New CoC Program-funded RRH grant in operation, increased focus on housing in the community</li><li>• Oct- Began planning for 100-Day Challenge to implement Coordinated Entry</li></ul>
2018	<ul style="list-style-type: none"><li>• Jan-May- Abilene held a 100-Day challenge to house 50 of their most vulnerable neighbors<ul style="list-style-type: none"><li>◦ Implemented Coordinated Entry</li></ul></li><li>• Feb- Texas Balance of State CoC - Abilene joined Built for Zero, Set baseline score for veteran scorecard, implemented Inactive policy</li><li>• April - Reached perfect score on scorecard!</li><li>• June - Reached 3-month data reliability!</li><li>• July - Built for Zero - Last mile conference call - leadership team began targeting FZ</li><li>• Aug- Reached functional zero threshold for the first time!</li><li>• Sept- Built for Zero Onsite meeting to build will and prioritize projects.</li><li>• Oct 23 - Launch 100-day Mayor's Challenge to reach Functional Zero by 1/31/19</li><li>• Nov- Confirmed as reaching functional zero, applied for USICH recognition</li></ul>
Looking Forward	<ul style="list-style-type: none"><li>• Shift to chronic</li><li>• Focus on sustaining FZ for veterans, prevention and diversion.</li></ul>



# TEXAS BOS - ABILENE: SUSTAINING FUNCTIONAL ZERO

# Texas BOS - Abilene:

## Possible Barriers to Sustaining

- Reliance on PHA voucher dedication and maintaining SSVF funding at level
- HUD-VASH staff turnover and housing retention (preventing returns)
- Interim staff and timing for filling positions (PHA + HUD-VASH)
- Maintaining "Command Center" multi-agency leadership and momentum to sustain once certified for FZ + USICH
- Funding for prevention (applying for spring 2019) and continuous improvement of diversion to reduce returns from housed and monthly inflow
- Need to ensure accurate and timely status updates on BNL to respond quickly to any changes in inflow or outflow.
- Balancing continued focus on veterans, while increasing focus on chronic

# Texas BOS - Abilene: **Community Strengths**

- Community persistence, focus and commitment - as reflected in the two 100-day sprint campaigns conducted within the year.
- Active, engaged PHA
- Driven, committed leadership that were allowed time to pursue community-wide directives
- Community-wide involvement and experience in pursuing common goals
- Veteran-minded community
- High BfZ involvement
- High CoC Support
- Laser-focus on data
- Bias toward action
- Deep understanding of community systems



# Key milestones toward ending homelessness

Texas Balance of State - Abilene has met the key milestones to achieve Functional Zero for Veterans, and is ready to sustain and expand to Chronic!

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

# Texas BOS - Abilene: **Media Coverage**

- [Abilene's Top 10 Positive Stories of 2018](#) 12/28/18 (Big Country)
- [Mayor's Challenge: 13 Veterans Housed](#) 12/14/18 (Fox West Texas)
- [100 Day Challenge Houses 18 Homeless Veterans](#) 11/29/18 (Big Country)
- [#Abilanthropy Story: James and His New Home](#) 11/26/18 (Community Foundation of Abilene)
- More coverage on [West Texas Homeless Network Facebook](#)