

Waukegan/North Chicago/ Lake County^{*} CoC

Functional Zero for Veteran Homelessness

December 2018

Waukegan/North Chicago/Lake County CoC

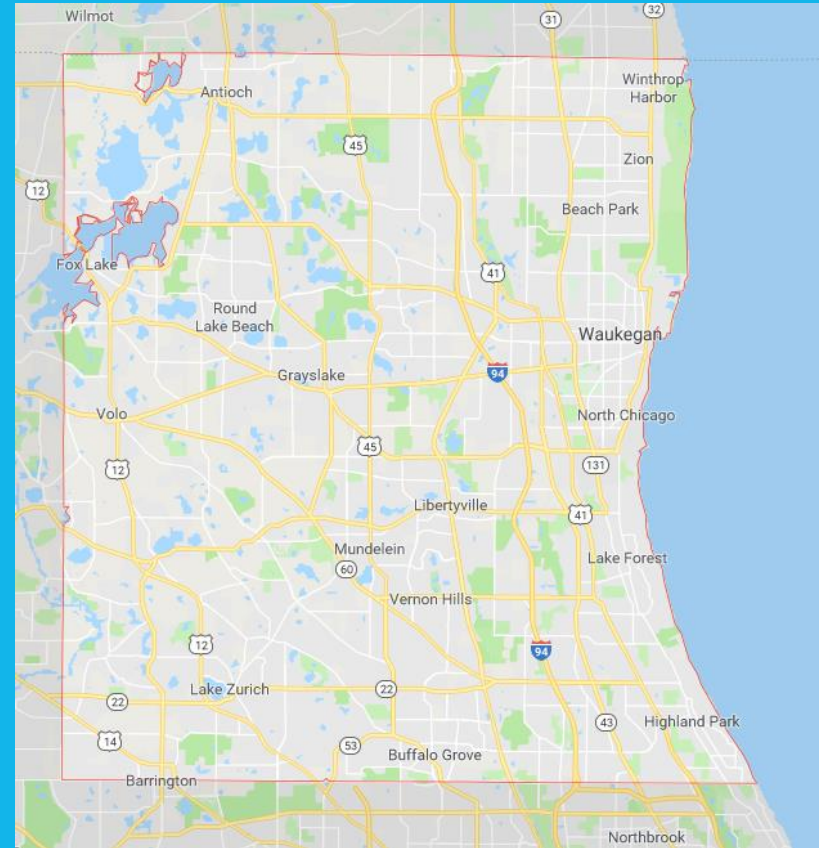
Community Lead: Brenda O'Connell

Data Lead: Yareli Salgado

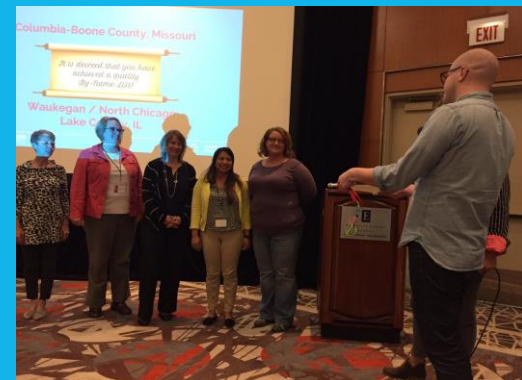
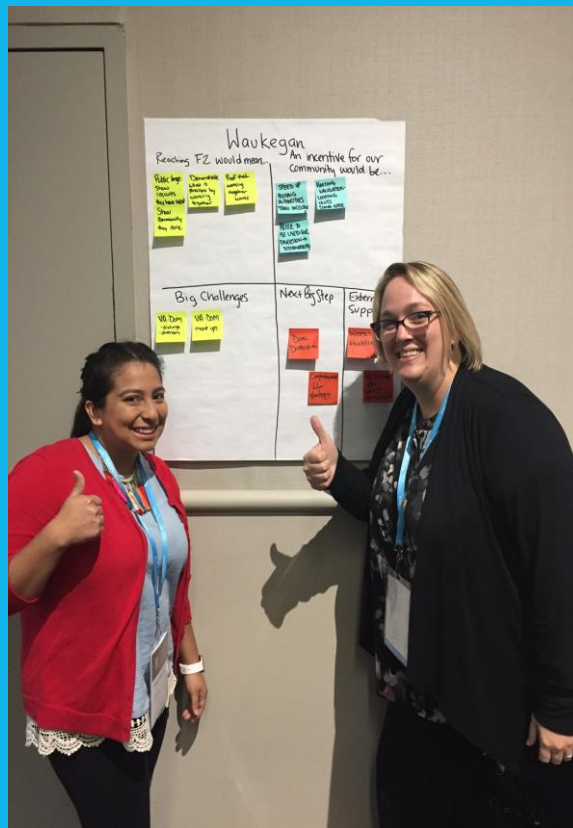
Veteran Workgroup: Jenny King (HCHV),
Jennifer Olden (VAMC Domiciliary), Kari Pierre (VASH),
Lillie Prince (HCHV, Homeless Walk-in Center)

CoC Champion: Meghan Powell-Filler

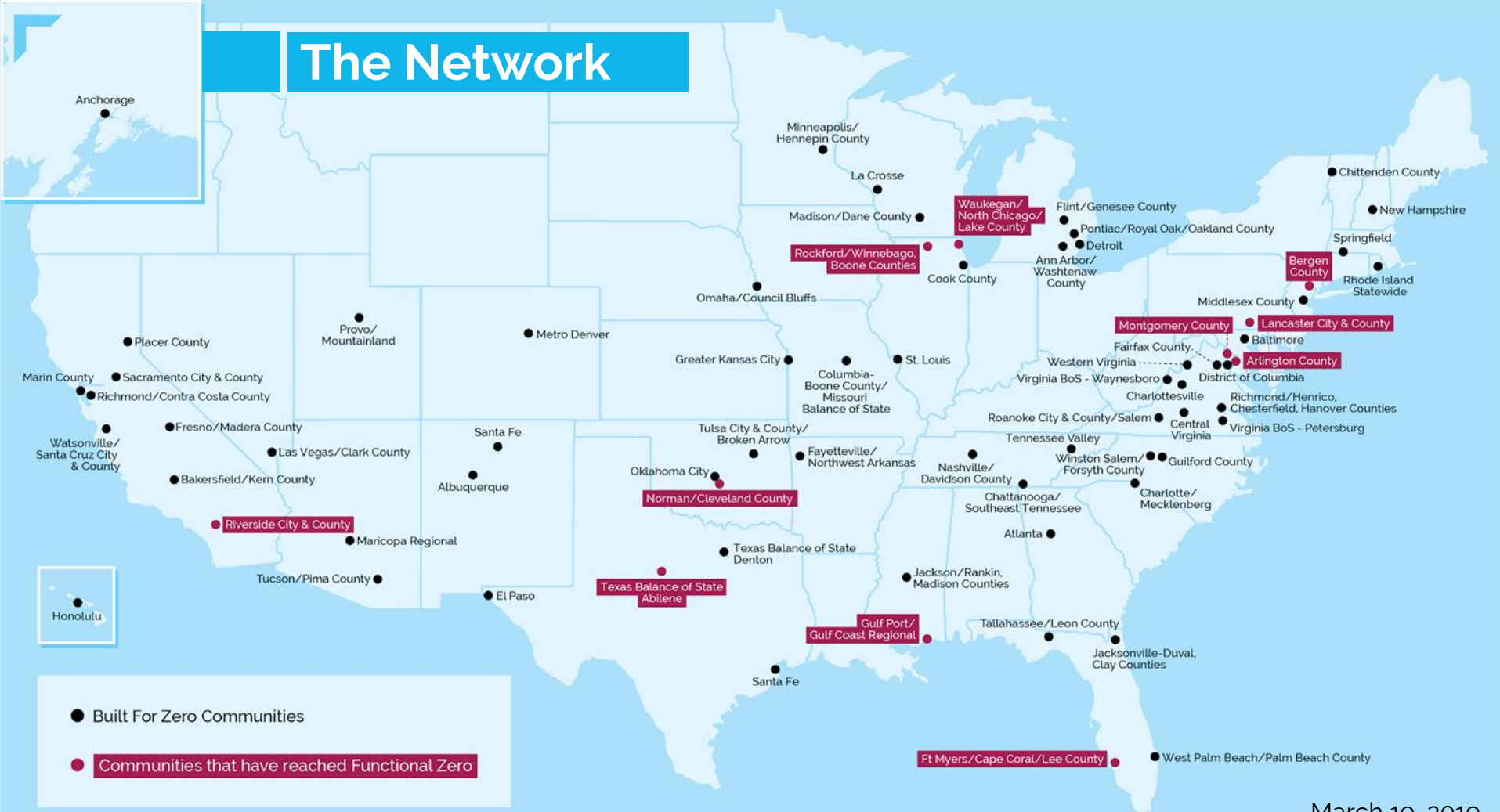
BFZ IA and Onsite Facilitator: Eddie Turner



Waukegan/North Chicago/Lake County CoC



The Network



March 19, 2019

Progress to Date

Waukegan/North Chicago/Lake County CoC will make 10!

9

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

Lake County, IL has met their functional zero threshold of less than or equal to 5!



Actively
Homeless Veterans



6-Mth Avg.
Housing Placement Rate

WAUKEGAN/NORTH CHICAGO/ LAKE COUNTY COC: **BY-NAME, REAL-TIME DATA**



Defining a Quality By-Name List

Waukegan/North Chicago/Lake County CoC 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

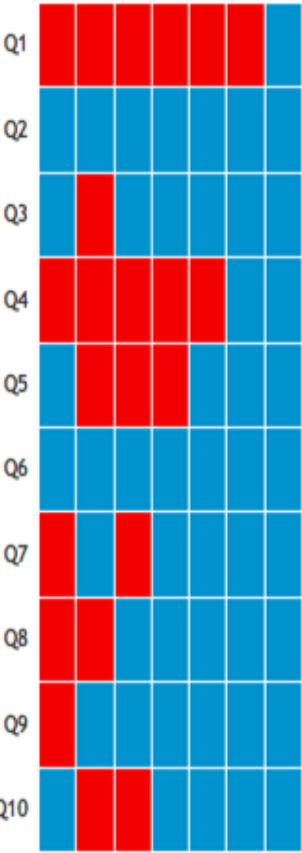
RELIABILITY

- 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

Lake County, IL set a baseline of 5 on the veteran scorecard in Feb 2016. They achieved a perfect score in Aug 2017



Qualitatively Assessing your list

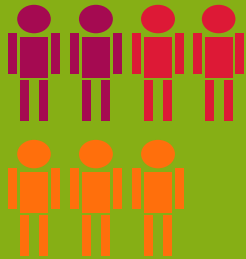
Waukegan/North Chicago/Lake County CoC reached a perfect score on the veteran scorecard in August 2017 successfully meeting the framework below to produce their veterans by-name list. This ensures that Lake County, IL has reached quality data to measure improvements over time.

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

Waukegan/North Chicago/Lake County CoC is consistently reporting these key data points for veterans monthly.

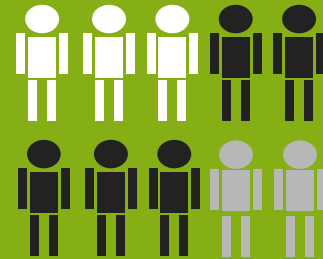
INFLOW



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

Waukegan/North Chicago/Lake County CoC Engines for Veteran

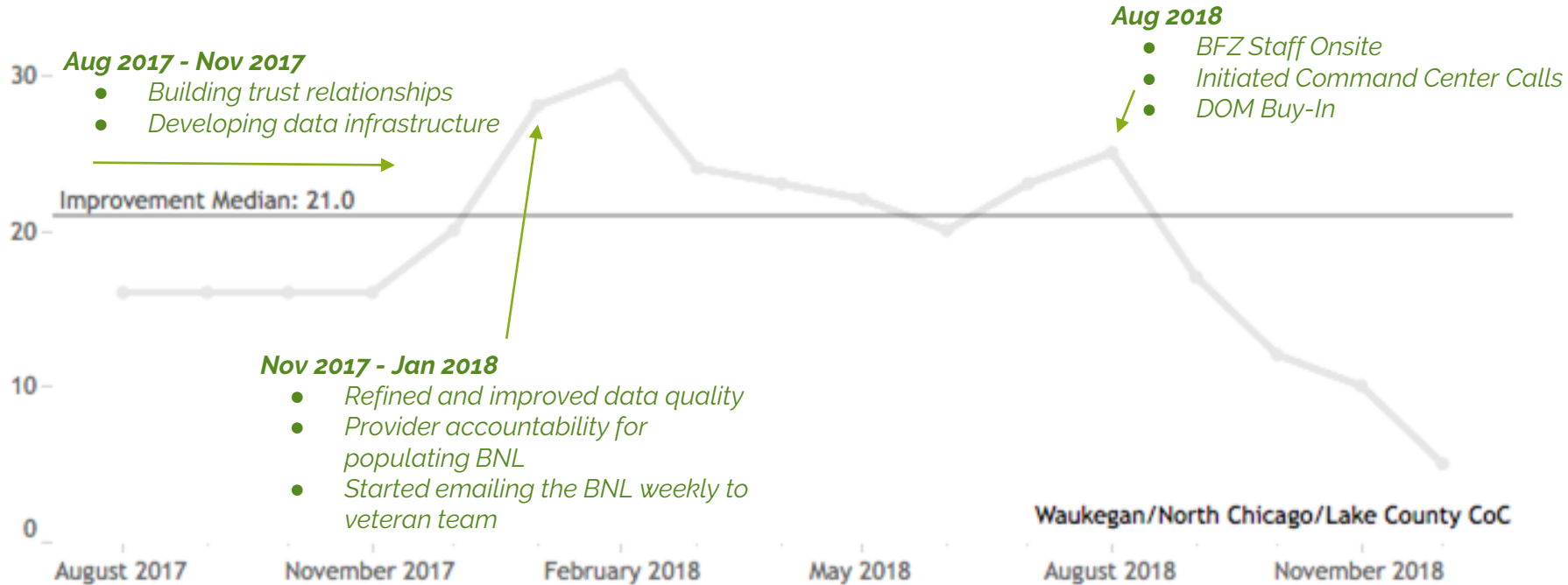
	Actively Homeless Number	3 Mo Outflow Total	3 Mo Inflow Total	3 Mo Data Reliability
December 2018	5	17	5	0%

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
December 2018	5	7	0	0	2	0	0	-5	0%
November 2018	10	2	0	1	1	0	0	-2	0%
October 2018	12	1	4	2	2	0	0	-5	0%
September 2018	17	10	1	2	5	0	0	-8	0%
August 2018	25	5	1	0	8	0	0	2	0%
July 2018	23	2	1	0	5	1	0	3	0%
June 2018	20	6	0	1	5	0	0	-2	0%
May 2018	22	6	0	0	5	0	0	-1	0%
April 2018	23	5	1	0	5	0	0	-1	0%
March 2018	24	7	1	0	1	1	0	-6	0%
February 2018	30	2	1	0	5	0	0	2	0%
January 2018	28	5	0	0	11	2	0	8	0%
December 2017	20	4	0	0	8	0	0	4	0%
November 2017	16	6	1	0	7	0	0	0	0%
October 2017	16	3	2	0	5	0	0	0	0%
September 2017	16	4	2	0	6	0	0	0	0%
August 2017	16	3	0	0	7	0	0	4	0%

Data Reliability

Data for Waukegan/North Chicago/Lake County CoC 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.

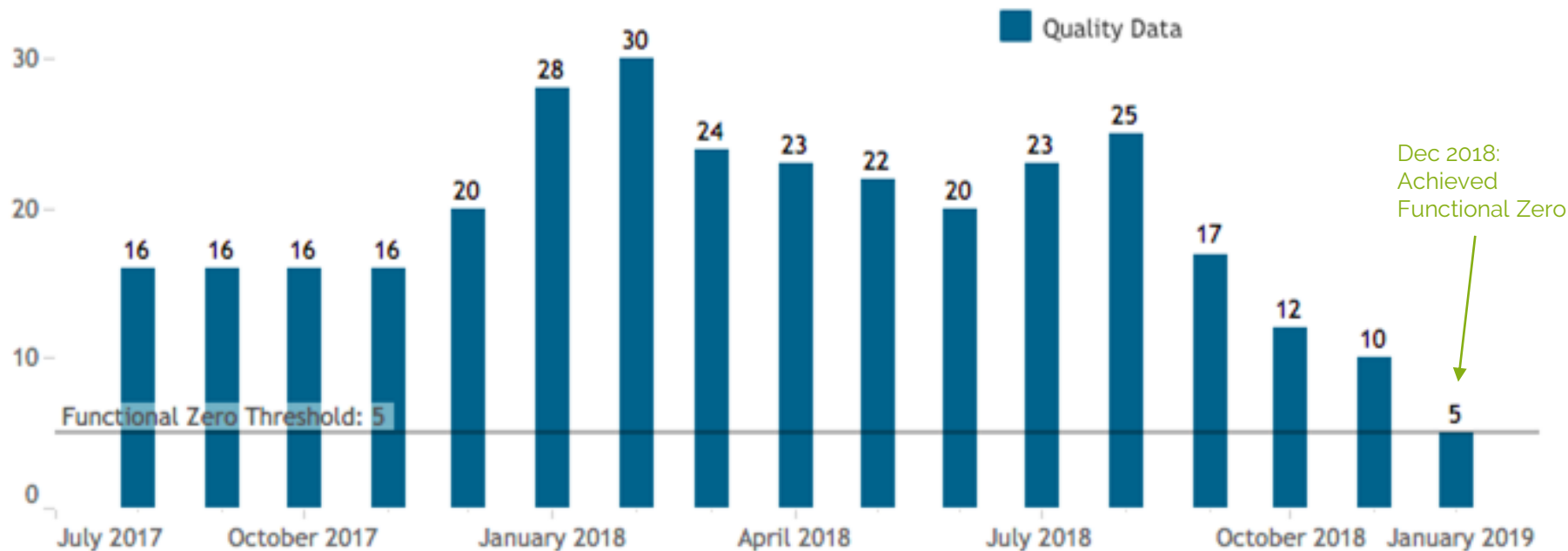
Actively Homeless - Monthly Veteran Data



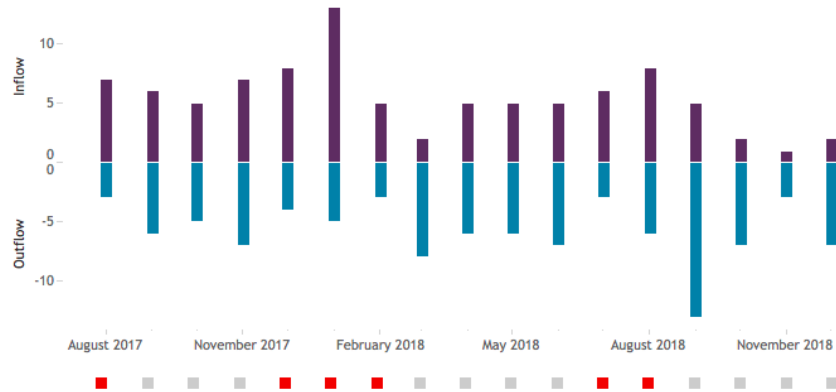
Reductions in Actively Homeless - Successful Improvement Projects

1. *Nov '17: Improving data quality. Predicted Impact: Reduction in Outflow - "no longer meets population criteria" and reduction in Inflow.*
 - a. *Flowchart tool developed and implemented at VA DOM to help data entry staff enter veterans with accuracy*
2. *Aug '18: Reduce length of stay in VA DOM. Predicted Impact: Increase in Outflow - "Housed". Decreased length of time from assessment to housing placement.*
 - a. *Inserted housing-focused services directly into VA DOM facility*
 - b. *Provided transportation for housing search to veterans at the VA DOM*
 - c. *Supported VA DOM-generated diversion change ideas*
 - d. *Addressed programmatic barriers, e.g. access to dental care without VA DOM residency and access to HUD-VASH vouchers while in VA DOM.*
3. *Sep '18: Increase collaboration and momentum. Predicted Impact: Increase in Outflow - "Housed"*
 - a. *Initiated 20-min, weekly "Command Center" calls with Improvement Advisor*
 - b. *Morale-boosting communications during final push to functional zero*
 - c. *Use of commonly understood data points in communications.*

Actively Homeless - Monthly Veteran Count



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



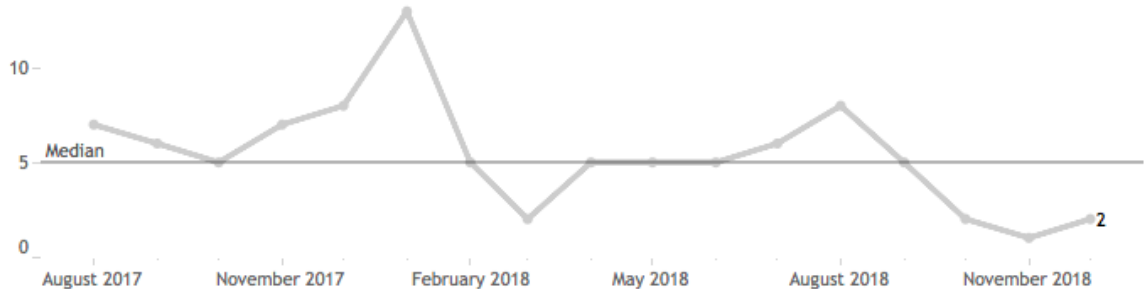
Upstream Strategies:

- Diversion at the VA-DOM

Downstream Strategies:

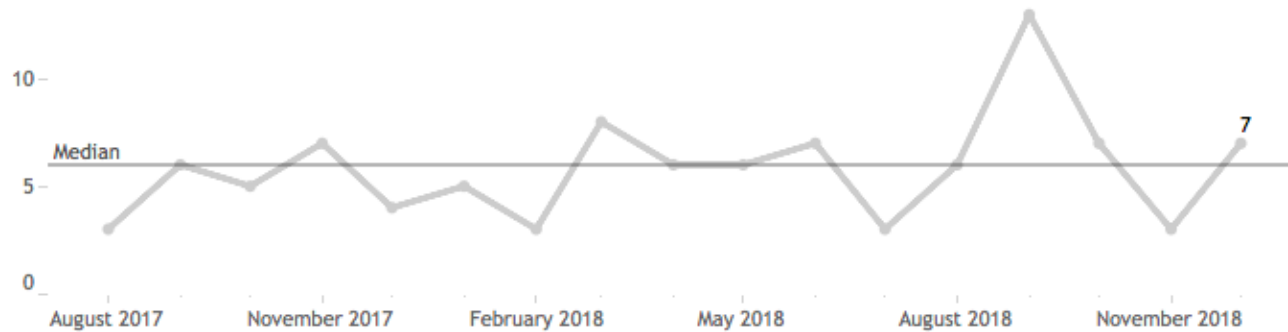
- VA-DOM average length of stay decreased
- "Command Center" calls
- Targeting of long-term stayers
- Email countdown
- VASH process improvement
- Emphasis on creating housing plans

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:

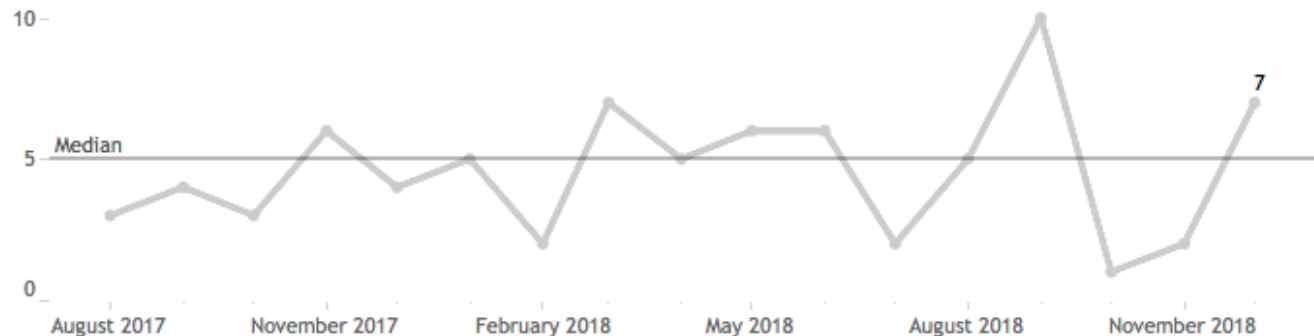
- At the end of 2018, they shortened their inactivity policy to 30 days because they were confident in their outreach strategy

Notes on housing placements:

- Housing programs maintained their pace in efficiency while new programs made short term improvements.

Housing Placements

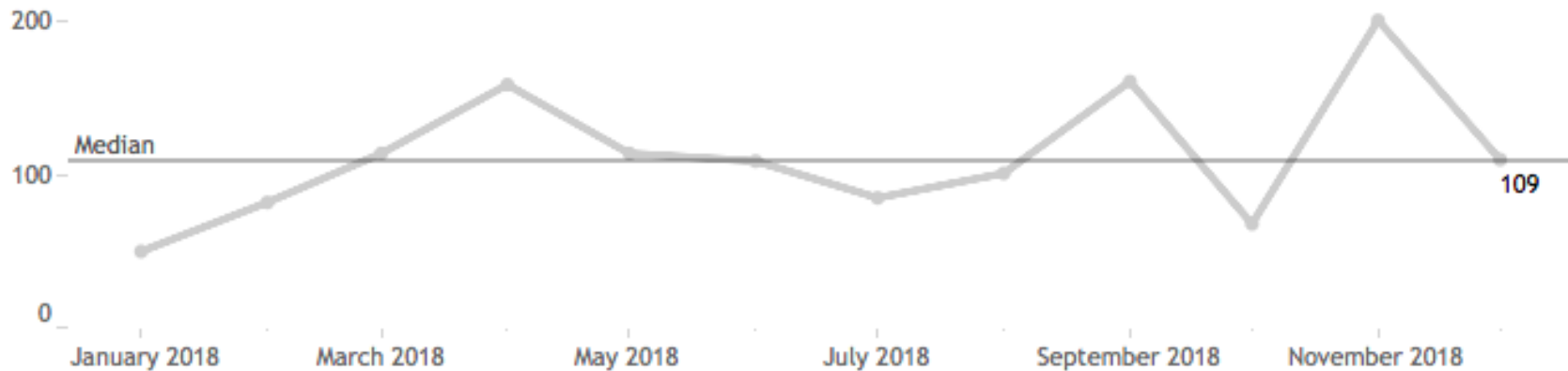
Use drop-down at right to adjust metric displayed



Waukegan/North Chicago/Lake County CoC: Average Length of Time from Identification to Housing Placement

Average Length of Time From Identification To Housing Placement Use

drop-down at right to adjust metric displayed



Waukegan/North Chicago/Lake County CoC: Timeline in Brief

2017

- Fall - Worked to build strong, trusting relationships in the community. Developed data infrastructure
- August - Established a high quality by-name list

2018

- January - Strong advocate at the VA DOM improved referral process to the BNL
- August - BFZ Staff onsite; set realistic goals to reach functional zero by the new year at the Built for Zero Learning Session and began new cycle of testing
- August - Implemented a diversion practice at the VA DOM, and piloted strategies to reduce length of time veterans resided in VA DOM



WAUKEGAN/NORTH CHICAGO/
LAKE COUNTY COC:
SUSTAINING FUNCTIONAL ZERO

Waukegan/North Chicago/Lake County CoC: **Possible Barriers to Sustaining**

- Managing HUD-VASH Resources - need to maintain funding at least at-level on PHA voucher dedication and maintaining SSVF funding at level
- Maintaining momentum in the Veteran Command Center Call once functional-zero attention dies down and their Improvement Advisor steps out
- Continued culture change at the DOM to focus on reducing barriers, decreasing length of stay and increased housing placement

Waukegan/North Chicago/Lake County CoC: Community Strengths

- Improvement Team was 100% bought in and fiercely pursued the goal of reaching functional zero for veteran homelessness
- Invested in relationship-building and long-term strategy
- TeamLeader created an atmosphere of trust among stakeholders
- Conscientious, detail-oriented data lead that effectively messaged insight from the data
- Strong Quality Improvement practicing team: executed rapid cycle testing, failing forward, excitement in the experimentation phase
- Supportive and engaged VA and Department of Defense
- Exceptional outreach team member; part of the reason why the community is confident that the list is accurate
 - Assertive in advocating for people experiencing homelessness in leadership meetings
- Centered clients in case conferencing meetings, acknowledging their humanity

Key milestones toward ending homelessness

Waukegan/North Chicago/Lake County CoC 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

Communication: **Next Steps**

- Will celebrate at Atlanta Learning Session on March 27
- Public announcement to go out week of April 22
- Anna Kim leading CS communications coordination with Brenda; plan in development
- Case study added to bfzchangepackage.org and all BFZ materials (maps, high level numbers etc) updated March 14