



Virginia BoS CoC - Petersburg “Crater Region”^{*}

Functional Zero for Veteran Homelessness

February 2021

Virginia BoS CoC - Petersburg "Crater Region"

Community/Vet Team Lead: Erica Holmes (St Joseph's Villa)

Data Lead: Jackie Kent (St Joseph's Villa)

Veteran Improvement Team: Kristin Dibler (St Joseph's Villa), Amanda Browder (St Joseph's Villa), Keke Cody (CCC), Brooke Pendleton (VA), Matt Leslie (VVFS, Virginia Dept of Veteran Services), Rashad Webb (VSH, SSVF), Laquisha Roach (VSH, SSVF), Ashley Collins (VSH, SSVF)

CoC Champion Lead: Ara Mendoza

BFZ Improvement Advisor: Shantae Smith and Garen Nigon

CoC Region Geography:

City/Cities: 2;

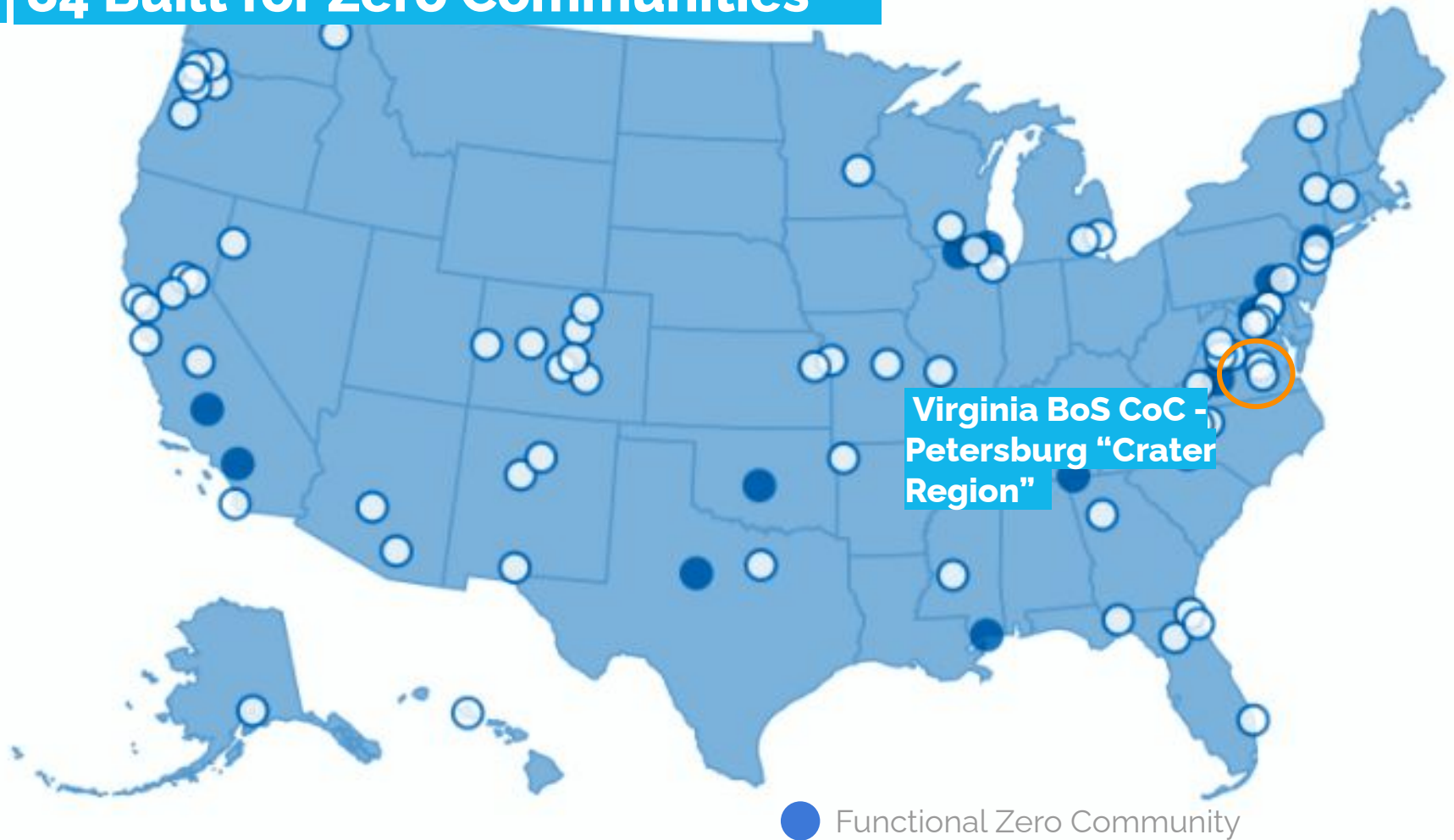
Total Population: 31,362





Virginia BoS CoC - Petersburg "Crater
Region"

84 Built for Zero Communities



Progress to Date as of April 2021

*Virginia BoS CoC - Petersburg
"Crater Region" will make 14!*

13

COMMUNITIES
ENDED VETERAN
HOMELESSNESS

5

COMMUNITIES
ENDED CHRONIC
HOMELESSNESS

46

COMMUNITIES
HAVE ACHIEVED A
MEASURABLE REDUCTION

80

COMMUNITIES
HAVE ACHIEVED QUALITY REAL-TIME
DATA ON HOMELESSNESS

12

FUNCTIONAL ZERO
PROOF POINTS
SUSTAINING GOAL

131,424

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

As of February 2020, Virginia BoS CoC - Petersburg "Crater Region" has met their functional zero threshold of less than or equal to 3!



Actively
Homeless Veterans

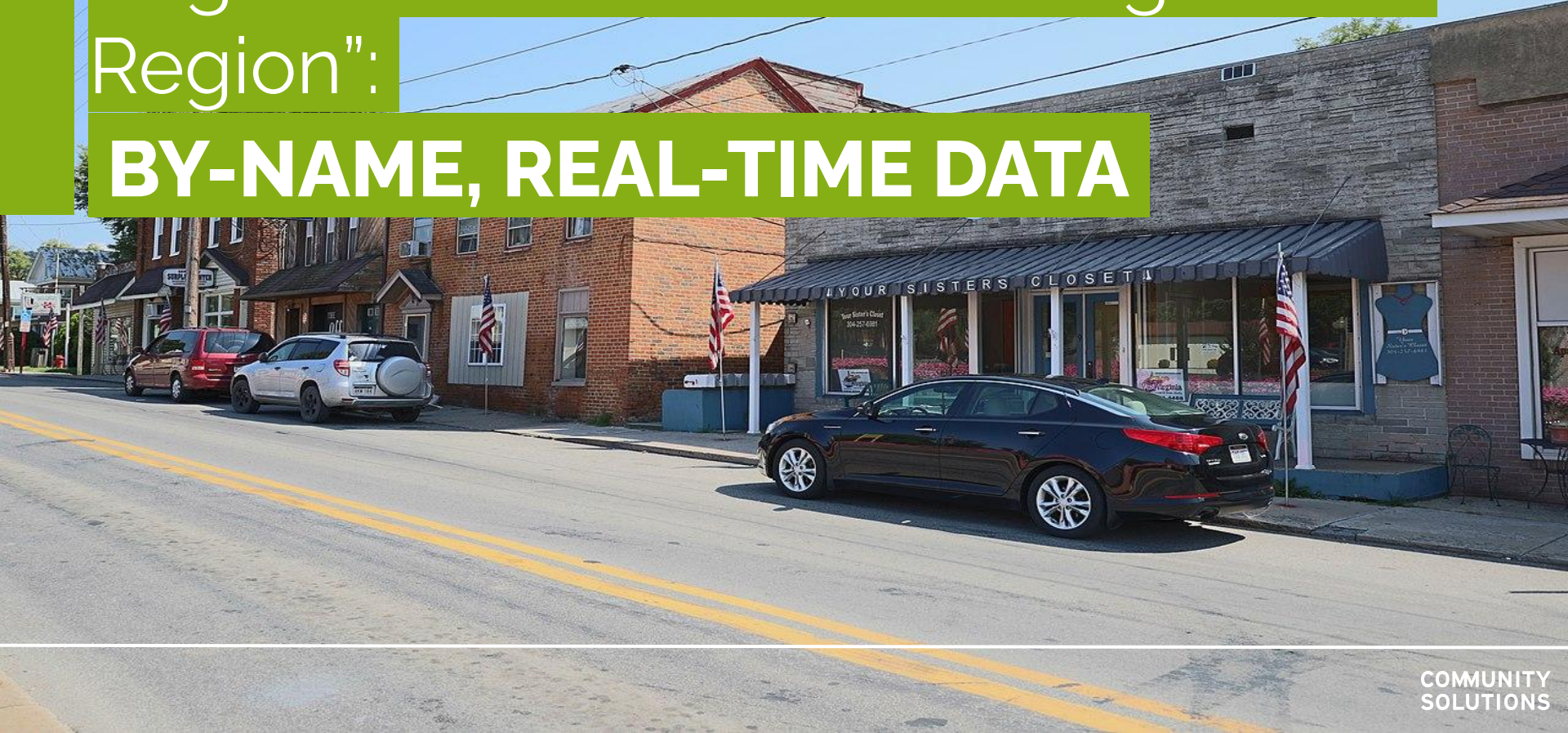
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6-Mth Avg.
Housing Placement Rate or 3
Veterans (whichever is greater)

Virginia BoS CoC - Petersburg "Crater Region":

BY-NAME, REAL-TIME DATA



Defining a Quality By-Name List

Virginia BoS CoC - Petersburg "Crater Region" 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

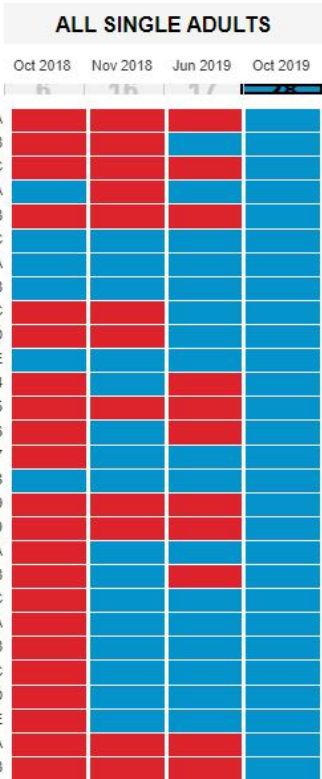
- Each person has an entry that includes their name, history, health and housing needs
- Each person can be followed through the system

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



Qualitatively Assessing a BNL

Virginia BoS CoC - Petersburg "Crater Region" reached a perfect score on the All Single Adult scorecard in October 2019 successfully meeting the framework below to produce their veterans by-name list. They also reached the quality data threshold in **October 2019**. This ensures that Virginia BoS CoC - Petersburg "Crater Region" 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

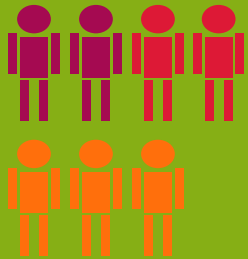
7. Tracking newly identified people

10. Tracking returns to system

Key Data Points

Virginia BoS CoC - Petersburg "Crater Region" is consistently reporting these key data points for veterans monthly.

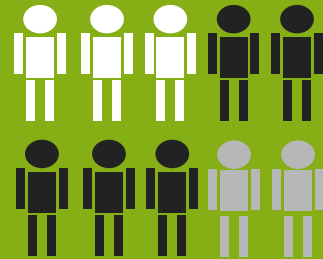
INFLOW



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

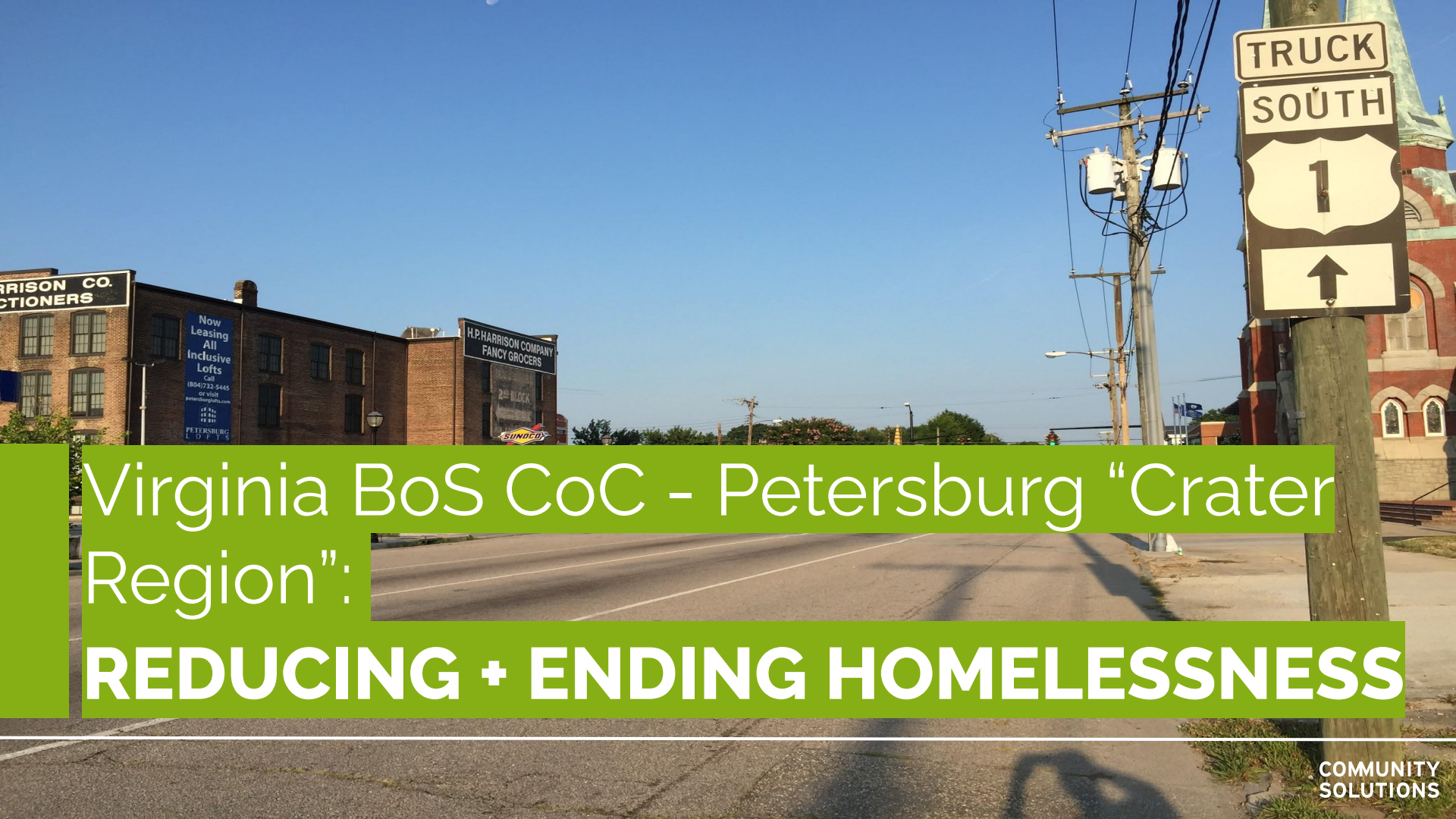
Data Reliability

Virginia Balance of State - Petersburg Engines for Veteran

	Actively Homeless Number	3 Mo Outflow	3 Mo Inflow	3 Mo Data Reliability
February 2021	3	3	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 Number	Returned To Active List From Inactive Number	1 Mo Net Change	1 Mo Data Reliability
November 2020	4	0	0	1	1	0	0	0	0%
October 2020	4	2	1	1	1	0	1	-2	0%
September 2020	6	0	0	0	2	0	0	2	0%
August 2020	4	3	0	0	1	0	1	-1	-25%
July 2020	6	1	1	1	1	0	1	-1	-17%
June 2020	8	1	2	0	2	0	0	-1	0%
May 2020	9	5	1	0	0	1	1	-4	33%
April 2020	10	7	1	0	3	0	0	-5	50%
March 2020	10	6	1	0	0	0	6	-1	-40%
February 2020	15	4	1	0	2	1	5	3	-27%
January 2020	16	2	0	0	3	1	5	7	-19%
December 2019	12	2	0	0	5	0	1	4	17%
November 2019	6	1	1	0	0	0	0	-2	-17%

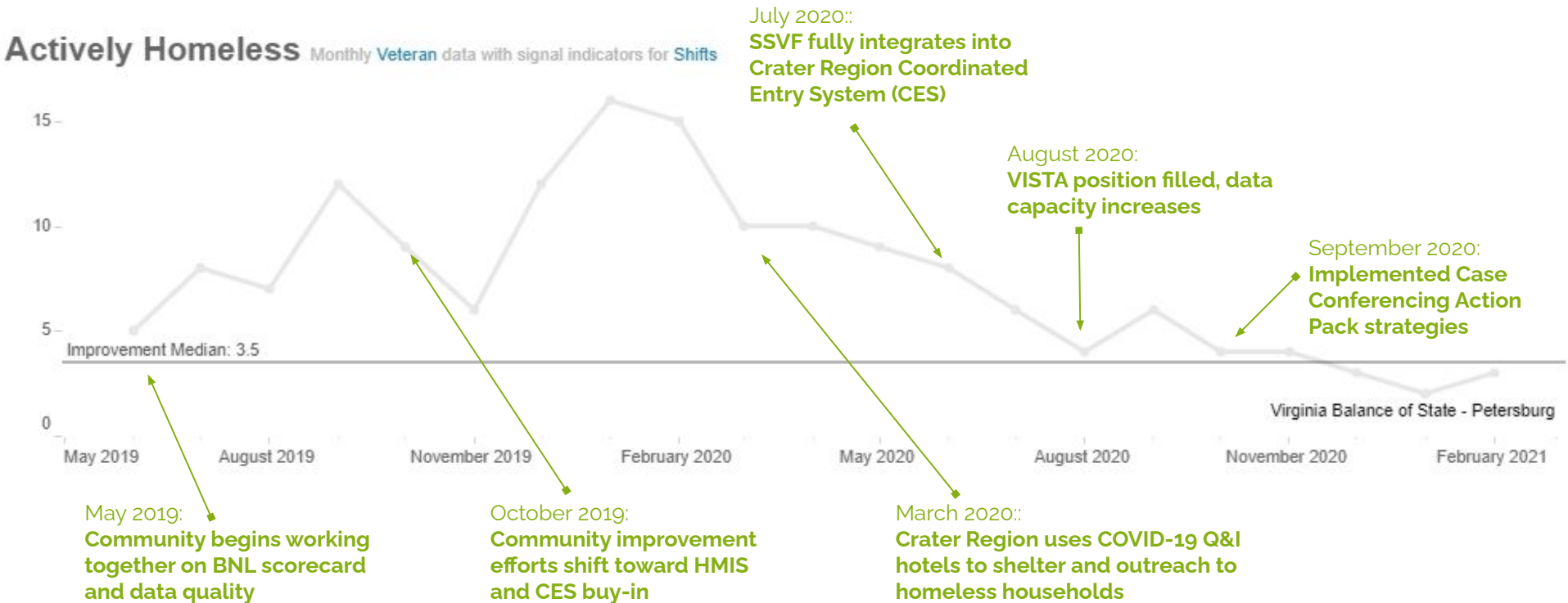
Data for Virginia BoS CoC - Petersburg "Crater Region" is perfectly balanced (0% data reliability) meaning that changes in actively homeless numbers are accounted for in inflow and outflow. This signals that data management practices are robust and efficient and that data is being tracked in a consistent manner.



Virginia BoS CoC - Petersburg "Crater
Region":

REDUCING + ENDING HOMELESSNESS

Actively Homeless - Monthly Veteran Data



Reductions in Actively Homeless Veterans- Successful Improvement Strategies

1. **Uniting around Coordinated Entry** | Jul 2020

- Crater Region invested time and energy into provider outreach to ensure all people experiencing homelessness were accounted for on the by-name list.
- Impact: **Within 3 months, all providers were represented in HMIS. The community saw inflow numbers decrease as they learned to work together to prevent homelessness.**

2. **VISTA Position Focused on Data Quality** | Aug 2020

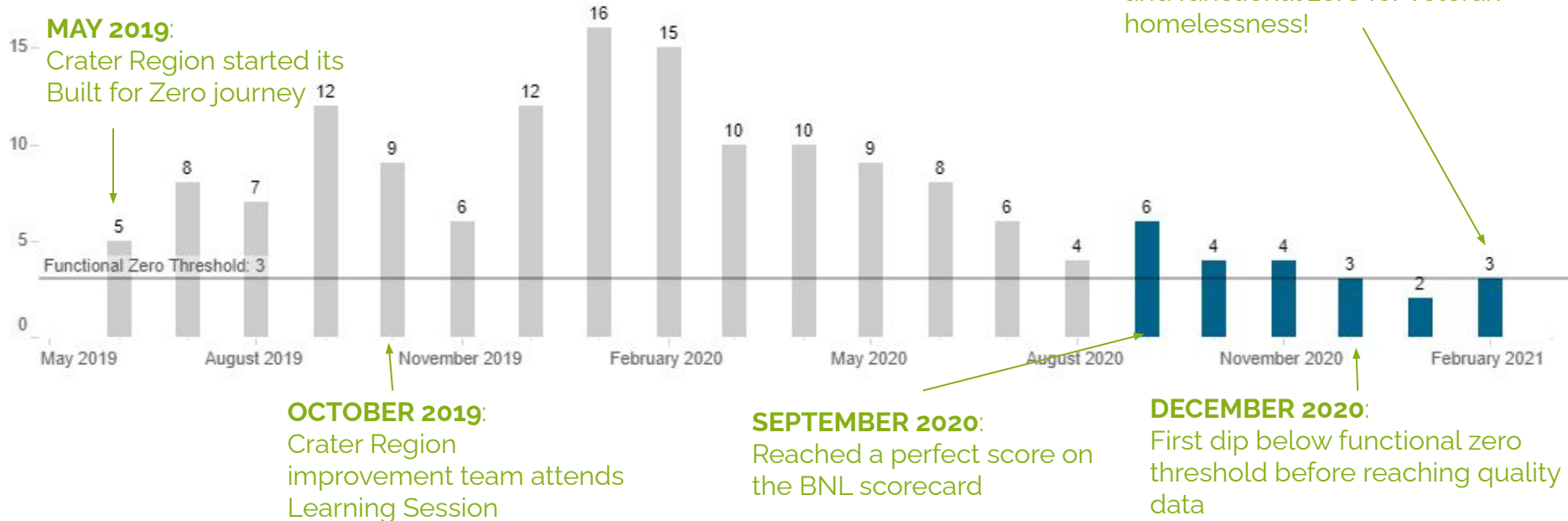
- Braiding together local funding, Crater Region acquired an AmeriCorps VISTA position to help boost by-name list data quality.
- Impact: **Crater Region improved their data quality, discovering they were actually already at functional zero!**

3. **Case Conferencing** | Nov 2020

- Crater Region Improvement Team attended the BfZ Case Conferencing summit and implemented the action-oriented strategies they learned.
- Impact: **Housing placements for veterans and other populations accelerated.**

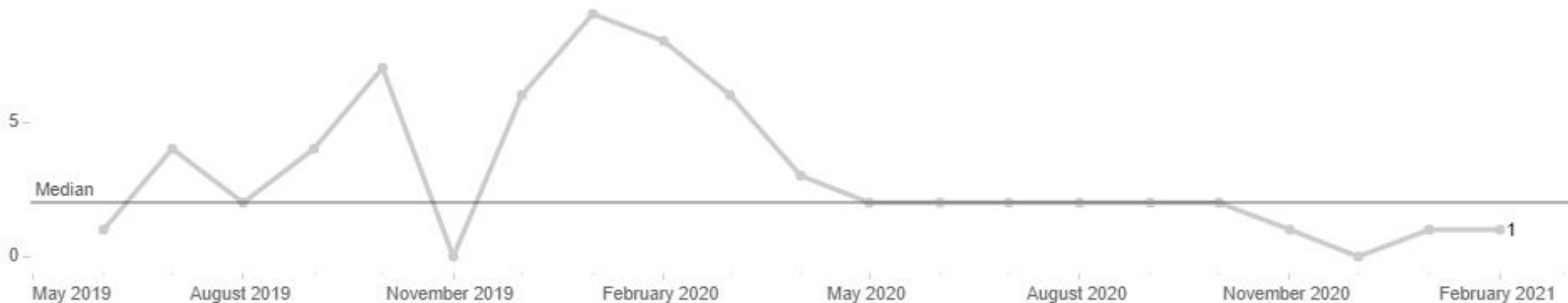
Actively Homeless - Monthly Veteran Count

Actively Homeless Population Monthly count for Veteran subpopulation(s)



Inflow Total

Use drop-down at right to adjust metric displayed

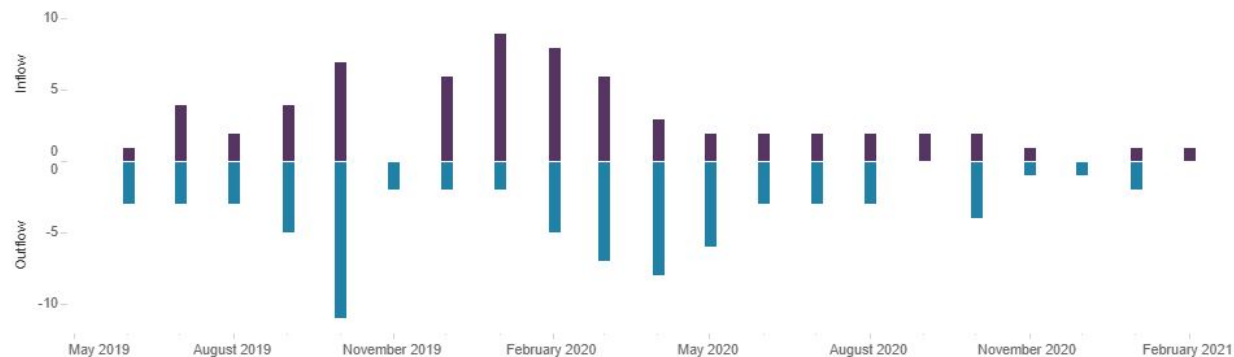


Notes on Inflow:

Crater Region worked hard to get all providers entering into their Coordinated Entry System and By-Name List. Once all providers were represented in the data, they were better able to triage and divert clients before they became homeless.

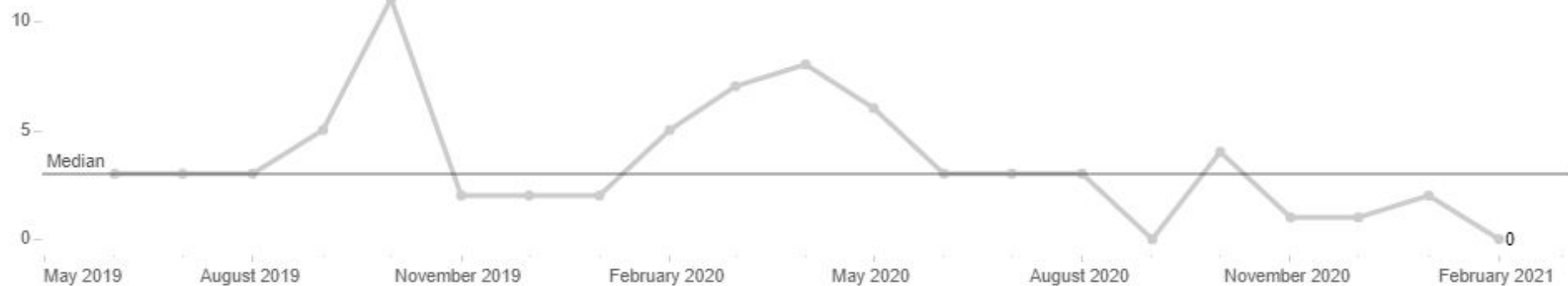
Monthly Inflow & Outflow

Red square at bottom indicates Inflow exceeded Outflow



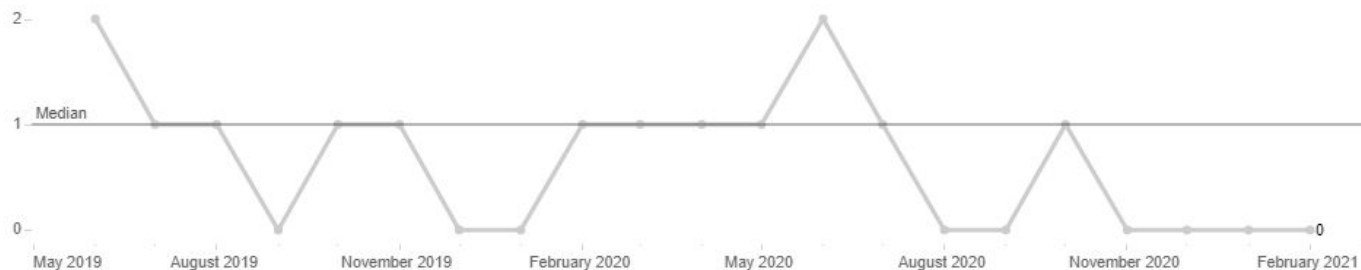
Outflow Total

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



Moved to Inactive

Use drop-down at right to adjust metric displayed



Outflow Notes:

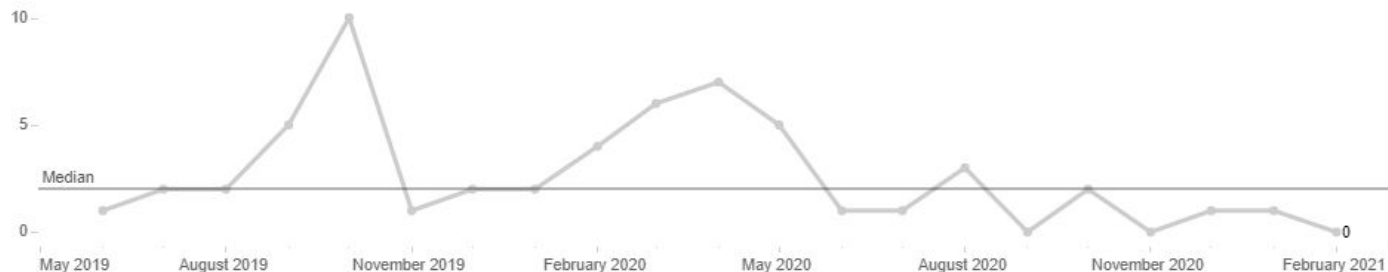
Crater Region's VISTA position added needed data capacity to track clients as they moved into housing or moved to the inactive list, boosting their data quality.

Notes on housing placements:

Crater Region implemented the action-driven strategies from the BfZ Case Conferencing Summit, improving how organizations worked together to house veterans.

Housing Placements

Use drop-down at right to adjust metric displayed



Timeline in Brief

2019

- MAY: Crater Region joins the Built for Zero movement and begins working toward the By-Name List scorecard and quality data.
- OCTOBER:
 - Achieved a perfect score on the by-name list scorecard
 - Attended the Learning Session and shifted improvement focus to data quality buy-in.

2020

- SPRING: COVID-19 response required Crater Region to work together as never before. Providers capitalized on expanded shelter capacity due to Q&I hotels to engage people experiencing homelessness.
- JULY: All providers integrated into the Crater Region Coordinated Entry System (CES)
- AUGUST: Crater Region brings AmeriCorps VISTA onboard to accelerate progress toward quality data

2021

- FEBRUARY: Crater Region reached functional zero for veteran homelessness!

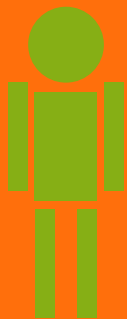


Virginia BoS CoC - Petersburg "Crater
Region":

SUSTAINING FUNCTIONAL ZERO

COMMUNITY
SOLUTIONS

Sustaining: A Working Definition



**# actively homeless
veterans when
functional zero
reached**



**# actively homeless
veterans**

(or 3 veterans, whichever is greater)

Community Strengths

- Good communications from leadership generated buy-in for ending homelessness throughout the community, even among non-veteran providers.
- Crater Region built a network of support for one another during the height of COVID-19 response and beyond. People could transparently communicate when they needed extra help.
- Intentionally celebrated the contributions of staff, paying special attention to lift up the efforts of staff of color.
- Started with an integrated approach to ending homelessness; veteran case conferencing was part of mainstream case conferencing, making the effort to end veteran homelessness salient to everyone.
- Harnessed the power of local grassroots and faith-based organizations.

Possible Barriers to Sustaining

- Lack of affordable housing; 3% vacancy rate statewide.
- Expiration of the CDC Eviction Moratorium.
- Maintaining proactive outreach to community partners and landlords.
- Accessing funding for continuing VISTA and CoC Coordinator positions
- Staff capacity to maintain data quality and infrastructure as the community scales the efforts to additional populations.

Key milestones toward ending homelessness

Virginia BoS CoC - Petersburg "Crater Region" has met the key milestones to achieve Functional Zero for Veterans, and is **ready to sustain and expand to Youth and Families!**

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