Welcome ISS!

- Maine Hub 1: York
- Maine Hub 2: Cumberland
- Maine Hub 6: Central
- Maine Hub 7: Penquis
- Maine Hub 9: Aroostook
- Montana Statewide
- Little Rock/Central Arkansas CoC
- Indiana BOS Bloomington
- Buffalo/Niagara Falls/Erie
- Stockton/San Joaquin County
- Pasadena County
- Metro Denver
- West Palm Beach/Palm Beach County CoC
- Wayne Metropolitan Community Action Agency
- Clackamas County

May 2022 Learning Session

COMMUNITY SOLUTIONS

Objectives

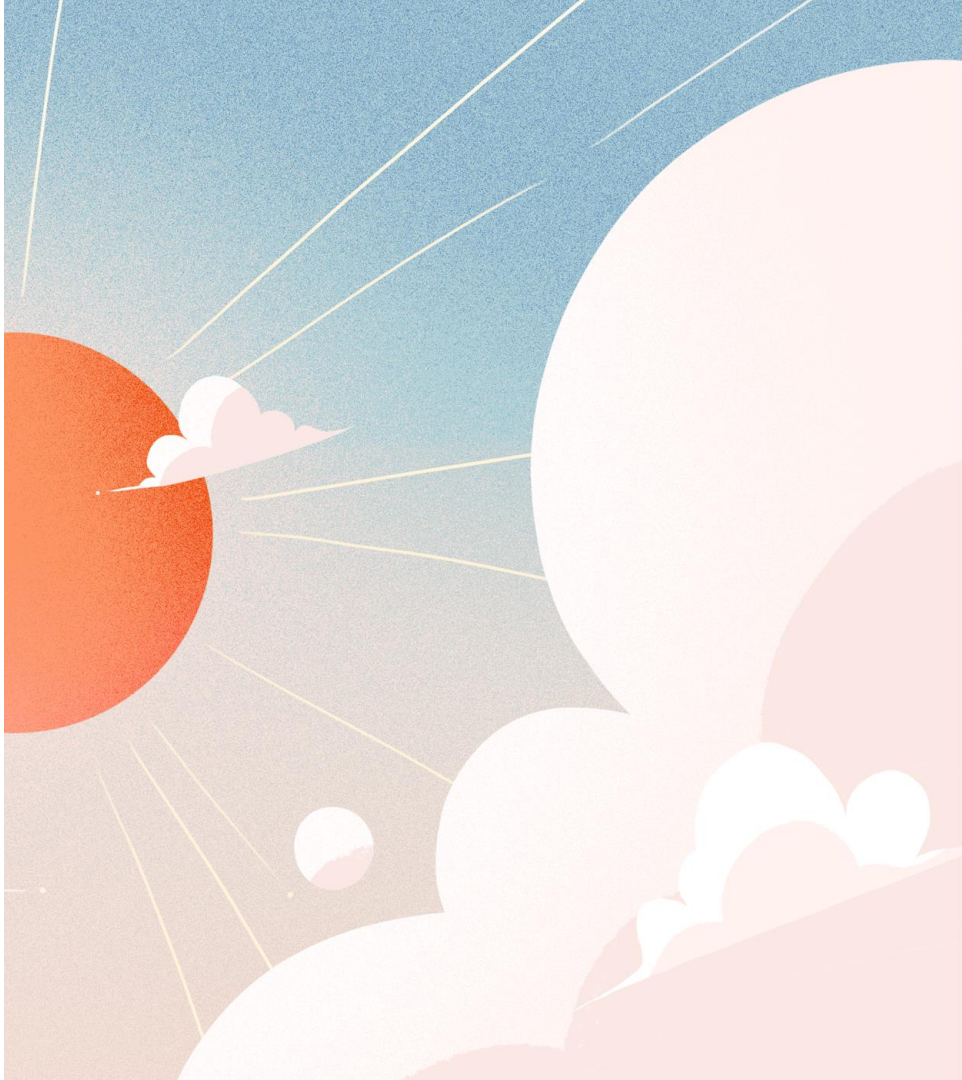
- ➔ *Understand the current journey that a person experiencing homelessness takes through your system.*
- ➔ *Identify areas for improvement and possible tests to improve this journey.*
- ➔ *Familiarize yourselves with the BFZ data metrics and reporting structure.*
- ➔ *Establish your community's All Singles Scorecard baseline.*

Agenda

- Scorecard overview
- Scorecard sections
  - Data Contribution
  - Data Infrastructure
  - Race Equity
- Scenarios
- Planning to get to yes
- Take the scorecard!

Scorecard Overview

- What is the All Singles Scorecard?
- Why do we use it?
- How do we engage with it?



Elements of the Single Adults Scorecard

Data Contribution

1 Documented, coordinated outreach
2 Provider participation and common assessment
3 Able to account for all known single adults
4 Inactive policy
5 Tracking without full assessment

Data Infrastructure

6 Policy for data quality and completeness
7 Tracking homeless status
8 Unique identifier
9 Tracking newly identified people
10 Tracking returns to homelessness
11 Tracking outflow
12 Tracking population based status changes over time

Race Equity

13 Use your list to assess equity in system outcomes

A Note Before We Begin

"Able to" ≠ Currently Applicable

"Able to" = Could be done if necessary

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Question #3C

Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals in transitional housing, including VA-funded Transitional Housing?

Tools & Artifacts

- BNL Template

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Question #3C

How does your community define homelessness? Do individuals in transitional housing meet this definition?

Is your by-n… …tly homeless single adults in your community, including …ousing, including VA-funded

If a new Veteran TH project was funded tomorrow, would your BNL be ready to begin accepting data from the program? Would the veteran's situation be accurately captured by by the data elements and options in your BNL?

How are individuals who move into TH treated by your BNL?

Tools & Artifacts

- BNL Template

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Question #1A

Is the geographic coverage of your outreach clearly mapped out, informed by your data and regularly assessed, to ensure you are able to reach all unsheltered individuals within your community.

Tools & Artifacts

- Outreach Policy/Manual

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Question #1A

Is the geogr … mapped out, informed by your data and regularly assessed, to ensure … sheltered individuals within your …

Does your community have a visual representation of outreach coverage in the area?

Does your community have a process by which outreach coverage is regularly re-evaluated and adjusted in order to meet the needs of people experiencing homelessness? How is data used in this process?

Is there agreement among your Improvement Team and outreach providers about the geographic boundaries that should be served by outreach?

Tools & Artifacts

- Outreach Policy/Manual

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Question #7

Does your community's by-name list track the 'homeless / housed status' of all individuals, including the date each status was last changed and the previous status? Homeless status fields should include at minimum: homeless, inactive and permanently housed.

Tools & Artifacts

- BNL Operations Manual

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Question #7

Are previous status' overwritten if an individual returns to active homelessness?

Does your c…ess / housed status of all individuals, including the date each status …revious status? Homeless status …imun…

If a client is enrolled in multiple programs at once (emergency shelter, coordinated entry, and rapid rehousing) does your community have a system for determining which program status is considered the 'source of truth' for the individual's homeless status?

At what stage does an individual show up or get entered onto the list?

Tools & Artifacts

- BNL Operations Manual

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Question #7

August 2021

Entered shelter as actively homeless for the 1st time

October 2021

Left shelter before obtaining housing

January 2022

Moved to inactive due to not receiving services for 90 days

March 2022

Returned to shelter, but hasn't agreed to an assessment yet

How does this person show up on your BNL in April 2022?
Can you see their previous active status and their move to intactive?

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Race Equity

13 Use your list to assess equity in system outcomes

Question #11A

Does your community's by-name list track individuals as they move out of active homeless status, including those who move into permanent housing?

Tools & Artifacts

- Service termination procedures
- Client exit protocols

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Question #11A

What exit destinations does your community consider to be a permanent housing destination?

Does your community track the date an individual exits active homelessness into permanent housing (is this date based on housing approval or housing move in)?

st trac

move out of active homeless status, including those who move into permaner

If a client is enrolled in multiple programs at once (emergency shelter, coordinated entry, and rapid rehousing) does your community have a system for determining which program status is considered the 'source of truth' for the individual's homeless status?

& Artifacts

ervice termination procedures

lient exit protocols

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Question #11A

December 2021

Entered active homelessness for the 1st time

February 2022

Approved for housing and received keys

March 2022

Moved into permanent housing

How does this client show up on your BNL as outflow to permanent housing?

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Elements of the Single Adults Scorecard

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Race Equity

13 Use your list to assess equity in system outcomes

How do we get to YES?

Seats at the table

- CoC level staff
- Data/HMIS team
- Provider level staff
  - Coordinated Entry
  - Outreach
  - Emergency Shelter
  - Housing
- People with lived experience of homelessness (PLEH)

Those who can, do

The scorecard demonstrates that you **CAN**

Monthly reporting demonstrates that you **DO**

Tools & Artifacts

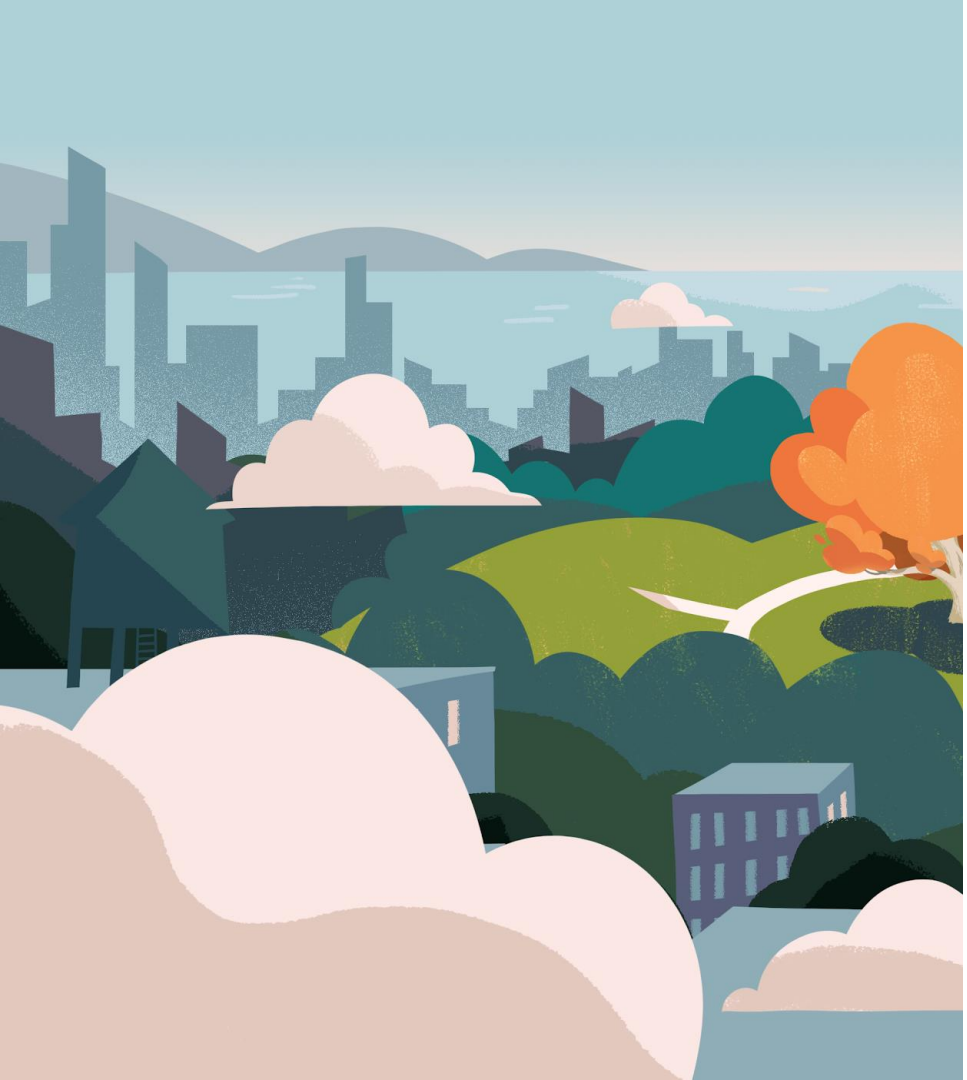
Written
&
Approved

How
&
What

Programs
Reports
Data fields

Scenarios

- Start where you are!
- What can you use?
- What are you missing?
- Ask for help!



Scorecard Next Steps

During the Learning Session

- Take the scorecard!
- Review the scenarios in your handout
- Work with the BfZ Data Team on Day 2 at the BfZ Data Help Desk (Breakout Session 2:15p-4:30p)

Post Learning Session (May and June)

- Take the scorecard back to your local team (be prepared to flip some yesses back to no)
- Participate in data system mapping with the BfZ Data Coaching Team
- Begin reporting data
- Check-in with your Data Coach and System Improvement Advisor as needed

Questions?

Take the Cohort Session Survey

http://s.alchemer.com/s3/Cohort-Rapid-Feedback-May-2022

BFZ Reporting Orientation
COMMUNITY
SOLUTIONS

The Data Coaching Team.

Lauren D'Amico
Strategy Lead
Data Coaching & Capacity Building *she/her/hers; they/them*

Jane Moy
Data Coaching & Performance Manager
she/her/hers

Tia Lurie
Data Coaching & Performance Advisor
she/her/hers

Tori Morris
Data Coaching & Performance Advisor
she/her/hers

Built For Zero. COMMUNITY SOLUTIONS

Agenda

I. Overview of BFZ Reporting
II. Why is BFZ Reporting Important?
III. What is Quality Data?
IV. BFZ Monthly Reporting Metrics
V. Next Steps

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Overview of BFZ Reporting.

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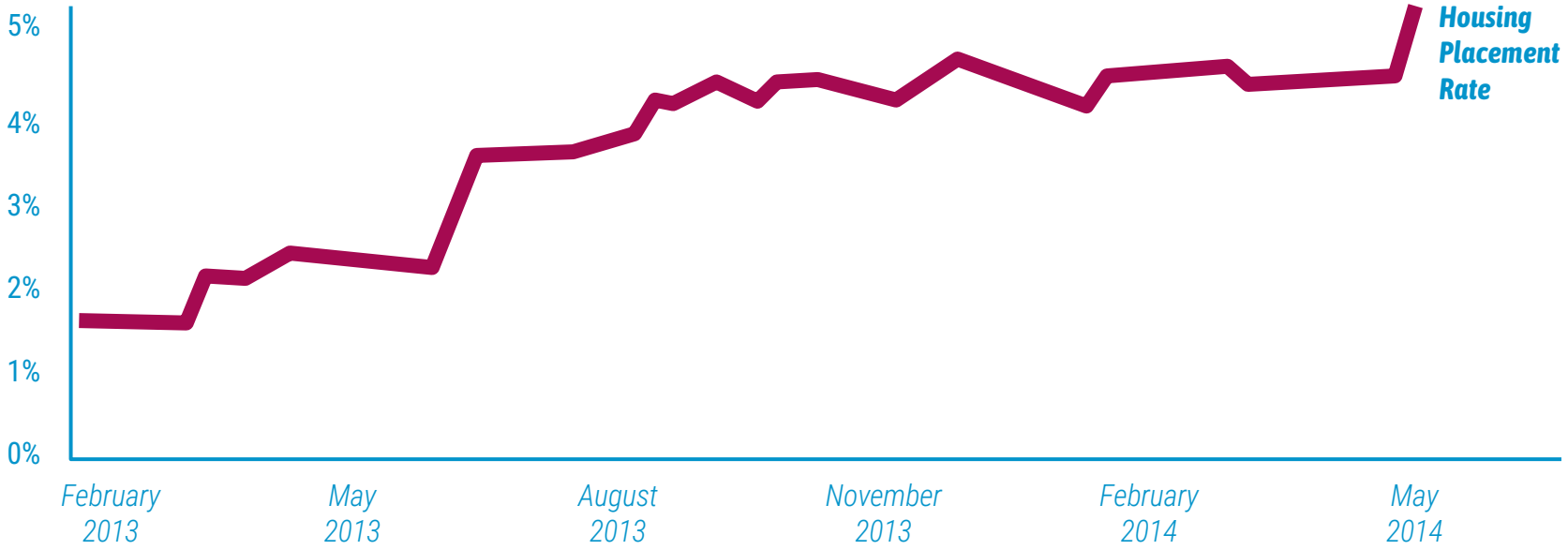
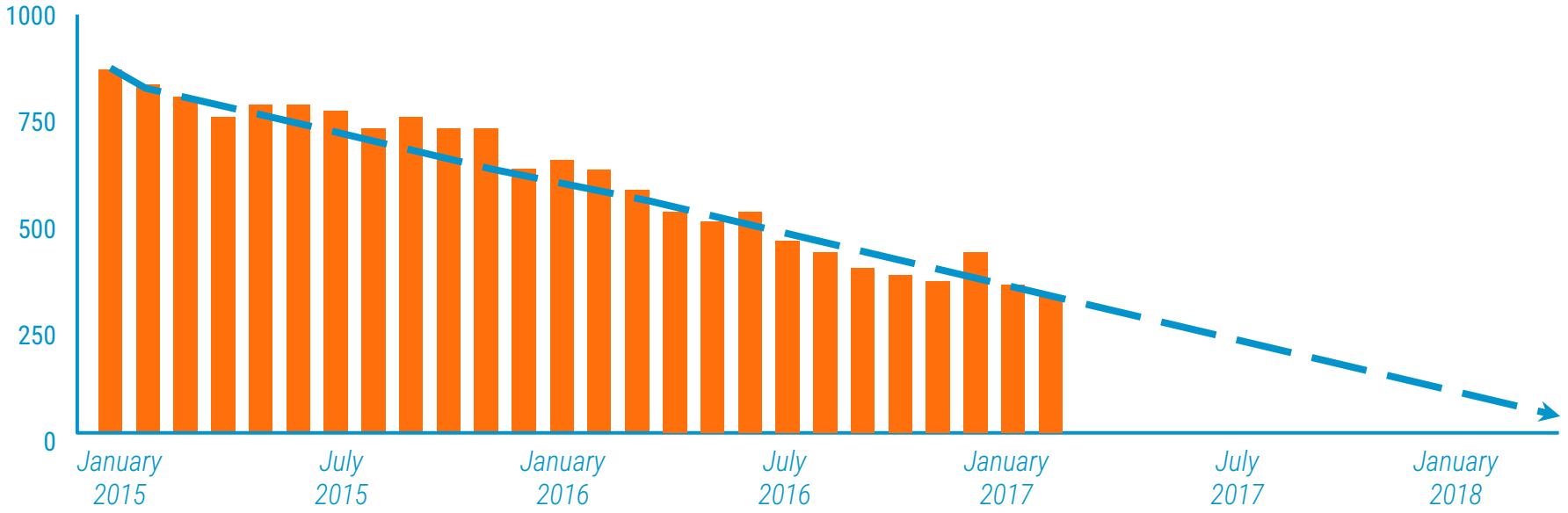
The Key Lesson of 100K Homes

The 100,000 Homes Campaign proved that communities could increase their housing placement rates, but this did not automatically reduce homelessness.



The Challenge of Counting Down

Built for Zero is designed to help communities **count down to zero** —
a more complex challenge that requires a clearly defined end state for communities to shoot for.



Racial Equity Indicators

INDICATORS

SYSTEM DECISION-MAKING POWER

Black, Indigenous, and People of Color (BIPOC) at all levels of the homeless response system have decision-making power to influence the design of the system.

LIVED EXPERIENCE

BIPOC receiving services from the homeless response system have experiences that preserve their dignity and have their needs met in a timely manner.

QUALITY DATA

All people experiencing homelessness have access to the system and are known by name in real-time. Communities accurately collect data around race and ethnicity.

SYSTEM OUTCOMES

Communities close all racial/ethnic disproportionality in housing placements, returns to homelessness, and the average length of time from identification to housing by improving outcomes for BIPOC who experience homelessness.

Why is BFZ Reporting Important?

...and what will it help us understand?

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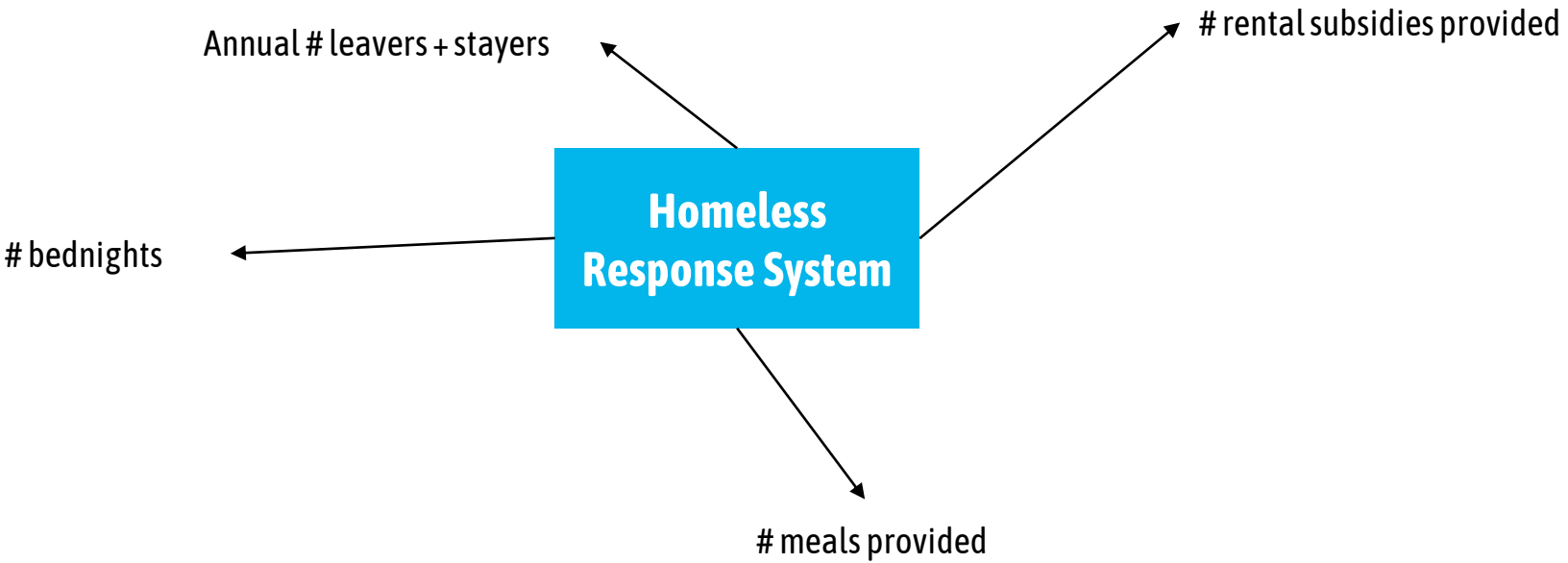
Why is BFZ Reporting Important?



Moving from Outputs...

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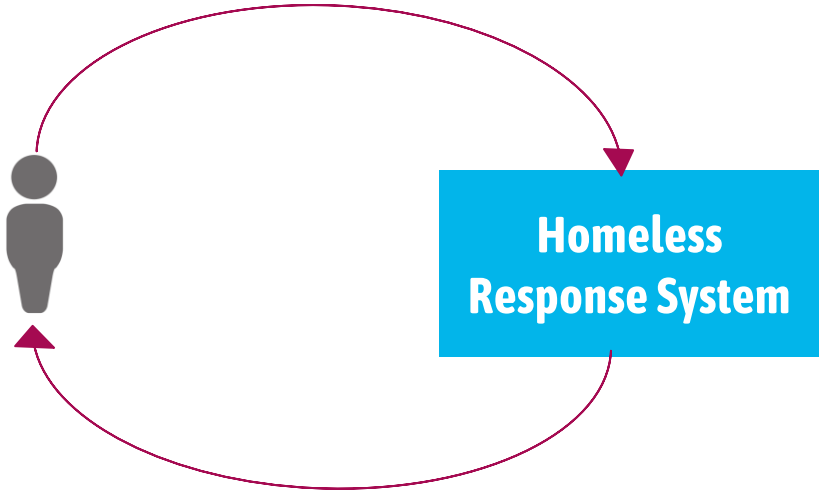
Why is BFZ Reporting important?



To Outcomes.

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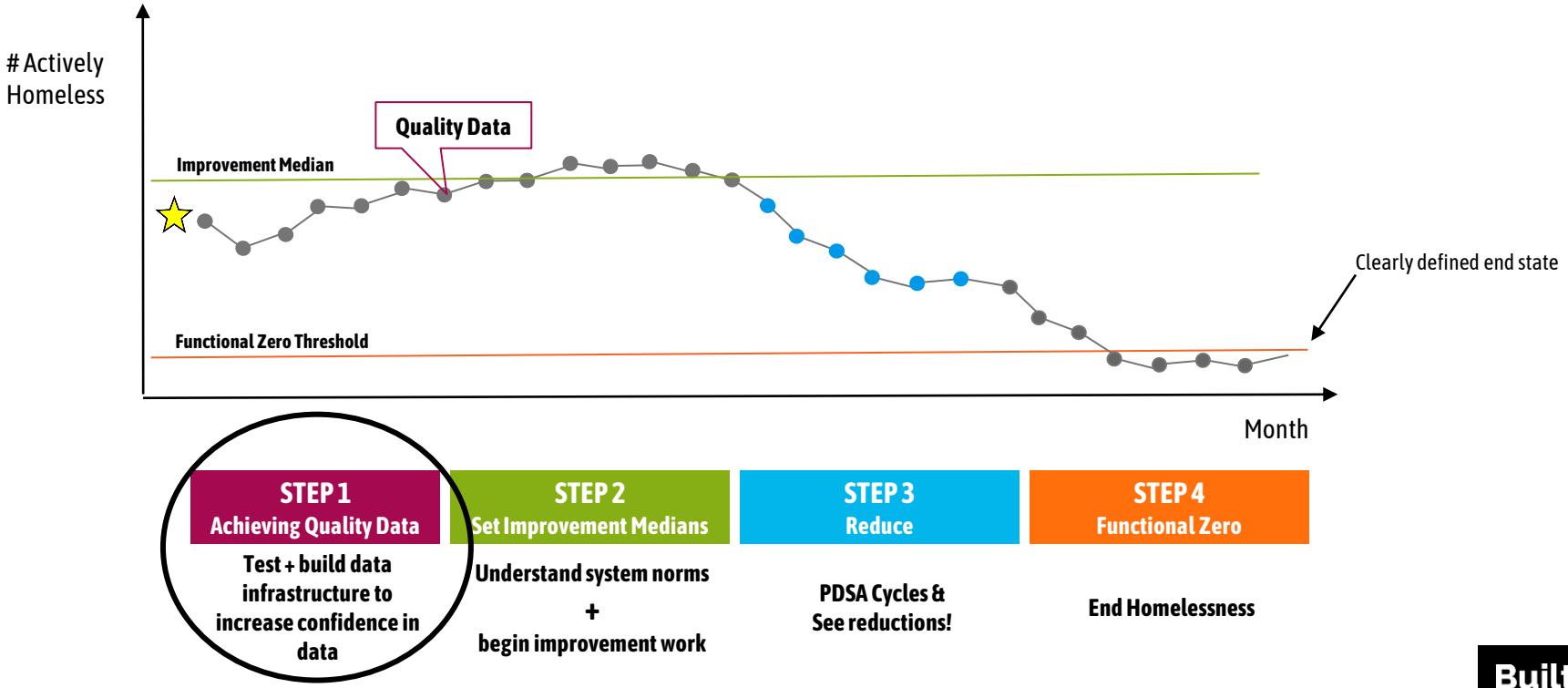
Why is BFZ Reporting important?



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Turn and talk to your neighbor! (2 min)

In what ways do you think BFZ reporting could be helpful for your community?

What does Quality Data mean?

...and how do we achieve it?

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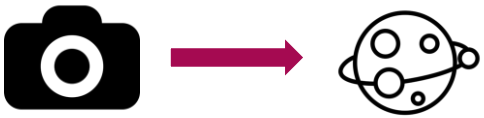
What do you mean “By Name Data”?



BNL Data Set

Case conferencing list/ BNL/Active List

BFZ Monthly Metrics

Historical view of system

Disaggregate to look for disparities over time

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Getting from Data to Quality Data?

FULL COVERAGE

- All agencies and programs are represented (linked systems involved)
- List includes households sleeping in shelters, on the streets and/or in unsafe/unstable living conditions
- Comprehensive geographical reach
- Strives to account for/include everyone no matter how they show up in your system

PERSON-LEVEL DATA

- Each household has an entry that includes their name, history, health and housing needs
- Each household and person can be followed through the system
- Demographic level data is collected through self-determination

RELIABILITY

- Data balances month over month, just like your checkbook
- Changes in actively homeless numbers are accounted for in inflow + outflow

REGULAR UPDATES

- List is updated monthly, at a minimum (goal of real-time)
- As household's housing and population status changes, so do their list entries

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How do we Assess if Communities have Quality Data?

Two components:

Qualitative Measure

(Perfect Score on BNL Scorecard)

All items on the scorecard have a “Yes” response

Quantitative Measure

(Reliable/Balanced Data)

This requires a minimum of 4 months of reported data to calculate

3-month data reliability within +/- 15% margin

BFZ Monthly Reporting Metrics:

The 8 Data Points to Track

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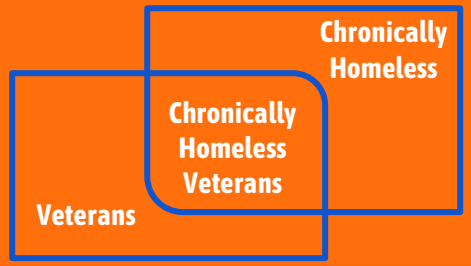
BFZ Reporting Populations

All Single Adults

All single adults age 25 & older experiencing homelessness



+

Families

All families with minor youth under 18 experiencing homelessness (includes unsafe/unstable)

Includes:

- **Veteran** family households
- Family households experiencing **chronic homelessness**

+

Youth

All unaccompanied youth under the age of 25 experiencing homelessness (includes unsafe/unstable)

All People Experiencing Homelessness in Your System

The unduplicated count of individuals actively experiencing homelessness, regardless of population.

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Your BNL data set should be able to track…

Demographics (Race, Ethnicity, Gender, and more)

STATUS	POPULATIONS (household type)	SUBPOPULATIONS (special markers)
Active	Single Adults	Veteran
Inactive	Families	Chronic
Housed	Youth <25	

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Monthly Reporting: 8 Data Points to Track

FOR EACH POPULATION:

INFLOW: NEWLY IDENTIFIED

INFLOW: RETURNED FROM HOUSING

INFLOW: RETURNED FROM INACTIVE

OUTFLOW: HOUSING PLACEMENTS

OUTFLOW: MOVED TO INACTIVE

OUTFLOW: NO LONGER MEETS CRITERIA

LENGTH OF TIME FROM IDENTIFICATION TO HOUSING

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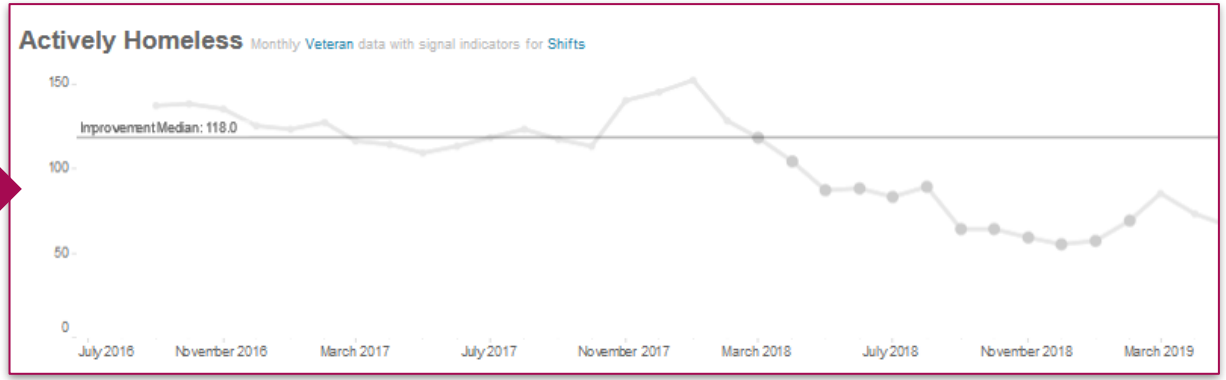
Monthly Reporting: Actively Homeless

ACTIVELY HOMELESS



DEFINITION: As of the ***last day*** of the reporting month, the number of actively homeless households on your By-Name List

NOTES:

- Actively homeless households may reside in shelter, transitional housing, or in a location not meant for human habitation (on street, beach/riverbed, in car, etc.).
- Actively homeless households may have received a voucher or subsidy. However, if they have not yet moved into a permanent housing unit, they should still be counted as actively homeless.

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Talk with your team (10 minutes)

INFLOW: NEWLY IDENTIFIED

INFLOW: RETURNED FROM HOUSING

INFLOW: RETURNED FROM INACTIVE

OUTFLOW: HOUSING PLACEMENTS

OUTFLOW: MOVED TO INACTIVE

OUTFLOW: NO LONGER MEETS CRITERIA

LENGTH OF TIME FROM IDENTIFICATION TO HOUSING

- What questions do you need answered before you can start reporting?
- What data points do you think you could start reporting right away?
- What data points do you think may be more of a challenge?

Next Steps.

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Our Reporting Ask.

Let's build your reporting muscle!

Report at least one month of the actively homeless number for your target population before July using the **BFZ Reporting Form**.

The goal: to start seeing how your data systems function and start reporting monthly by-name data.

BFZ Reporting Google

BFZ Monthly Data Reporting Form.

Built for Zero Monthly Data Reporting Form

Thanks for submitting your monthly Built for Zero reporting data. Reporting your community's real-time data provides a crucial and important foundation to tracking an end to homelessness. Each data point you share contributes to a national knowledge base and movement comprised of more than 80 communities learning how to end homelessness together.

We're asking for data on populations beyond veterans and individuals experiencing chronic homelessness, but It's okay to start small, especially if you're a new BFZ community. Submit what you can for now, and don't worry if you can't report on all of the other populations yet.

Please submit reporting data on the 15th of every month, for the prior month (ex: November data by December 15th)!

If you have any questions regarding this form, please refer to the BFZ Reporting Reference Guide: https://goo.gl/kRnF3R

Feel free to reach out to the BFZ Data Team if you have any questions: bfzdatasupport@community.solutions

Do you just love reporting?
BFZ Reporting Orientation on **6/7**
(2:00-3:30 pm EST)

Register here

Questions?

Thank You
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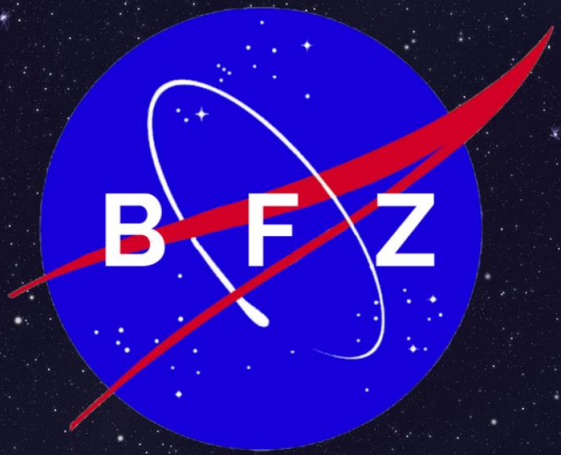

ISS=

Improvement System Shaper

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ISS Shared Aim:

We will complete 80% of the data infrastructure questions, 80% of the data contribution questions, and 100% of the race equity questions by December 15, 2022.

Initial Shared Goal:

We will report our first month of Built for Zero data no later than July 15, 2022.

Big Rock: Identify a Data Lead

Lever: Have HMIS team member attend coordinated entry meetings/case conferencing

Dependency: Skilling up, capacity

Indicator: Report BFZ metrics from our by name dataset.

We'll be able to reach our aim if we

Identify a Data Lead

But we might be able to get unstuck if we

Have HMIS team member attend coordinated entry meetings/case conferencing

In order to move forward

The Data Lead needs to receive additional training or the Data Lead needs to have increased capacity.

If we're successful, we'll { see an increase in / be able to

Report BFZ metrics from our by name dataset.

Next Steps in Summary

1. Please take the survey!
2. Look for a follow up e-mail that will include:
    a. Slides
    b. Links to your digitized Process Maps
    c. Reminders to:
        i. Take the scorecard (in your project portfolios) as a team
        ii. Data Mapping Exercise (we will send you sign ups)
        iii. Start reporting! (May/June data by July 15th)
        iv. (Optional but recommended) Reporting Orientation (6/7/22)
        v. Survey for calendaring

Take the Cohort Session Survey

http://s.alchemer.com/s3/Cohort-Rapid-Feedback-May-2022

Thank You
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