

# BFZ Reporting Manual

BFZ Monthly Metrics | May 2025

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## Introduction

Welcome to the Built for Zero (BFZ) Reporting Reference Guide, an essential resource for communities participating in the BFZ initiative. This guide provides detailed instructions and clear definitions to support accurate, consistent, and timely monthly data reporting. By aligning with BFZ's measurement and Quality Data framework, communities can effectively and confidently track progress toward achieving Functional Zero across all populations and subpopulations.

This guide is designed to ensure communities can:

- Understand and implement BFZ's population and subpopulation definitions.
- Report on key metrics, including actively homeless, inflow, and outflow numbers.
- Utilize data to identify trends to support data-informed resource allocation and improvement projects.
- With an emphasis on real-time, actionable data, this reference guide equips communities with the tools needed to optimize their homeless response systems and drive meaningful progress toward reducing and ending homelessness.

This manual is not only a step-by-step guide for monthly data reporting but also a reference document for terms and definitions. Regular updates will be made to ensure it remains a current and valuable resource. For additional support, the System Infrastructure team at BFZ Data Support ([bfzdatasupport@community.solutions](mailto:bfzdatasupport@community.solutions)) is always available to assist.

# BFZ Population & Subpopulation Definitions

## Why Track Populations and Subpopulations?

Built for Zero uses two key categories in its measurement framework: **populations** which refer to household type, and **subpopulations** which refer to veterans, chronically homeless, and chronic veterans categories. Tracking these at the individual level lets communities:

- Understand homelessness at the system level,
- Design interventions and measure outcomes through a population or subpopulation specific lens, and
- Match individuals and households experiencing homelessness to appropriate resources with greater efficiency.

### A note about population definitions vs program eligibility:

While tracking population and subpopulation status is vital for effective resource matching, these categories may not always align exactly with program eligibility criteria and case conferencing lists. For example, while everyone in a veteran household would likely be eligible for veteran resources, only the veteran themselves should be included in the veteran subpopulation for BFZ reporting.

Our approach has evolved to recognize that there are multiple viable pathways to ending homelessness in a community. While successfully ending homelessness for a specific subpopulation—such as veterans—can offer one such path to test and find success before scaling, it is not the only path to success. Many communities also work toward ending homelessness systemwide, which remains the ultimate goal. We acknowledge that transforming homelessness systems is complex and requires time; thus, focusing on smaller, measurable progress—whether by population, system component, or intervention strategy—is essential to achieving sustainable, long-term outcomes.

Communities report aggregate monthly data for these categories, which are analyzed and shared through the [Performance Management Tracker \(PMT\)](#). (See [Appendix G](#) for directions on how to report this data) This dashboard provides real-time insights into system-level homelessness trends, key drivers of inflow and outflow, and actionable feedback to refine interventions.

The framework aligns with federal and HUD Homeless Management Information System (HMIS) definitions. Communities can source by-name datasets (BND) directly from HMIS, provided all data on sheltered and unsheltered individuals is included.

## Population Definitions

### SINGLE ADULTS POPULATION

This population includes all individuals aged 25 and older experiencing homelessness, and encompasses single adults who are:

- Single adults (i.e. no other people in the household)
- Adult-only households (all household members are  $\geq 25$  years old)
- Households with at least one adult  $\geq 25$  years old, and all remaining household members are  $\geq 18$  years old

The Single Adults population includes veterans\*, chronically homeless, or non-veteran/non-chronically homeless persons and households that fall under the above description of Single Adults.

#### REPORTING NOTES:

- For multi-person **Single Adults** households, ***each person within the household should be counted individually.*** (ex. A two parent household with two adult children aged 19 and 21 in the household should count as **four** people towards the total Single Adults population in the reporting month.
- See [this reporting note](#) about how to account for **veterans**

### FAMILY POPULATION

This population accounts for households with more than one person, and at least one minor (under 18) experiencing homelessness, and encompasses the following:

- Households with an adult ( $\geq 25$  years old) and at least one minor (under 18)
- Households with a young adult (18-24 years old) and at least one minor (under 18).
- Pregnant or Parenting Youth & Young Adult households: Individuals aged 24 or younger who are pregnant or parenting minor children.

The Family population includes veterans (see [reporting note](#)), chronically homeless, or non-veteran/non-chronically homeless persons and households that fall under the above description of families. Communities may elect to include Pregnant or Parenting Youth & Young Adult households within this population (see [reporting note](#) under Youth & Young Adults).

#### REPORTING NOTES:

- The family population requires a total count at **both** the individual and household level:
  - ◆ **Actively Homeless Households** = A deduplicated total count of family *households*. (ex. A family of 5 = 1 family household)
  - ◆ **Actively Homeless Individuals in Families** = A deduplicated total count of each person in family households (ex. A family of 5 = 5 individuals in families)
- See [this reporting note](#) about how to account for **Veteran families**

## YOUTH & YOUNG ADULTS POPULATION

This population accounts for individuals aged 24 or younger who are experiencing homelessness and encompasses:

- Youth: Unaccompanied minors under the age of 18 (i.e. who are not part of a household with at least one member over the age of 24).
- Young Adults: Unaccompanied transitional aged youth 18-24 (i.e. who are not part of a household with at least one member over the age of 24 and not part of an adult-only household).
- Pregnant or Parenting Youth & Young Adults: Individuals aged 24 or younger who are pregnant or parenting minors.

The Youth & Young Adults population includes veterans\*, chronically homeless, or non-veteran/non-chronically homeless persons and households that fall under the above description of youth and young adults.

#### REPORTING NOTES:

- **Pregnant or Parenting Youth & Young Adults:** Communities should reach a consensus on where this group should be counted based on system optimization. Communities may choose to -
  - ◆ Only include within the larger Youth & Young Adults population
  - ◆ Only include within the Family population

- ◆ Include in **both** the Youth & Young Adults AND Family populations
- Although it is not required, we encourage communities to be able to track ***pregnant or parenting youth & young adults*** separately for system improvement.

## Subpopulation Definitions

### VETERAN SUBPOPULATION

This reporting category should include any person (≥ 18 years old) who meets HUD's definition of veteran as described below:

- Anyone who has ever been on active duty in the armed forces of the United States, regardless of discharge status or length of service.
  - Army, Navy, Air Force, Marine Corps, and Coast Guard: active duty begins when a military member reports to a duty station after completion of training.
  - Reserves and National Guard: active duty is any time spent activated or deployed, either in the United States or abroad, Or
  - Anyone who was disabled in the line of duty during a period of active duty training, Or
  - Anyone who was disabled from an injury incurred in the line of duty or from acute myocardial infarction, a cardiac arrest, or a cerebrovascular accident during a period of inactive duty training.

The veteran subpopulation ***includes chronically homeless veterans***. (See the [chronic veteran subpopulation](#) section)

#### REPORTING NOTES:

To align with USICH's Federal Criteria and Benchmarks for Ending Veteran Homelessness -

- All **Veterans** *regardless of household composition* should be counted within the **Single Adults** population. (ex. A 35 year old veteran in a household with their 30 year old non-veteran partner should be included in the Single Adults population AND the veteran subpopulation while the 30 year old non-veteran should only be included in the Single Adults population).
- **Veteran families**
  - ◆ Any literally homeless veteran should be counted in the Veteran subpopulation *regardless of household composition*.

- ◆ Veterans in households with minors (under 18) should also be included in the **Family** population.

Ex. A 40-year old veteran in a household with two children - ages 10 and 17 - will count under the Family population (1 family household; 3 individuals in families), and the Veteran subpopulation (1 veteran). Non-veteran family members will be reported in the Families population, but not under Veteran.

→ **Veteran Young Adults**

- ◆ A young adult (18-24) who is also identified as a veteran is counted in both the **Veteran** subpopulation and the **Youth & Young Adults** population.

## CHRONIC VETERAN SUBPOPULATION

The **chronic veteran** subpopulation is a *subset of the total veteran population*, and should include any veteran who also meets HUD's definition for chronically homeless.

### REPORTING NOTE:

Communities focused on their chronically homeless or veteran subpopulations are recommended to be able to drill down and report the monthly actively homeless number of **chronic veterans** in their homeless response systems. This ensures accurate tracking of their movement within the system while maintaining their inclusion in both relevant subpopulations for analysis and prioritization.

Communities can think about the **chronic veteran** category in the following way:

→ [chronic veterans] + [non-chronic veterans] = All veterans in the community

## CHRONICALLY HOMELESS SUBPOPULATION

This reporting category should include an **individual** that falls under the Single Adults population definition and HUD's chronically homeless (CH) definition. As per HUD's final rule on chronic homelessness<sup>1</sup>, an individual is considered chronically homeless if they meet the following criteria:

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<sup>1</sup> [Defining "Chronically Homeless" Final Rule](#)

- **Disabling Condition:** The individual has a diagnosed disabling condition that is documented by a licensed professional and is one or more of the following:
  - A physical, mental, or emotional impairment that is expected to be long-term or indefinite and impedes the individual's ability to live independently.
  - A developmental disability.
  - A chronic substance use disorder.
- **Homelessness Duration:** The individual meets the length of time spent in a homeless situation requirement:
  - Continuously homeless for 12 months or more, OR
  - Homeless on four or more separate occasions in the past three years, with the combined length of homelessness totaling at least 12 months.
    - i. Key Point on "Occurrences": Breaks between homelessness episodes must last at least seven consecutive nights during which the person was housed (not in a sheltered or unsheltered situation).
- **Living Situation:** During periods of homelessness, the individual must have resided in one or more of the following:
  - A place not meant for human habitation (e.g., streets, vehicles, encampments).
  - Emergency shelter or safe haven.
  - Transitional housing counts only if the person was chronically homeless immediately before entering and the program does not count as permanent housing.
    - i. **For Chronic Veterans-** The U.S. Department of Veterans Affairs, in collaboration with HUD, has clarified how transitional housing programs, such as Grant and Per Diem (GPD), align with the definition of chronic homelessness. Veterans residing in transitional housing (typically GPD) retain their chronic homelessness (CH) status for program eligibility as long as they were designated as CH at the time of entry<sup>2</sup>. Although the days spent in transitional housing do not count toward meeting the CH duration criteria, their CH status remains unchanged during their stay in these programs.

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<sup>2</sup> [Chronic Homeless Status- CoC At A Glance- Virtual Binders](#): "The veteran or veteran household qualified as chronically homeless at the time of entry into VA homeless services and were served in a VA-funded TH program such as GPD. They would be eligible for both HUD-VASH and PSH".



## REPORTING NOTES:

For the chronic population, it is essential to accurately track individuals meeting HUD's definition of chronic homelessness, including those with a disabling condition and the required duration of homelessness. Communities should ensure that all individuals in this population are included in the actively homeless number while maintaining documentation of their chronic status for prioritization in housing and support services.

When reporting, note that:

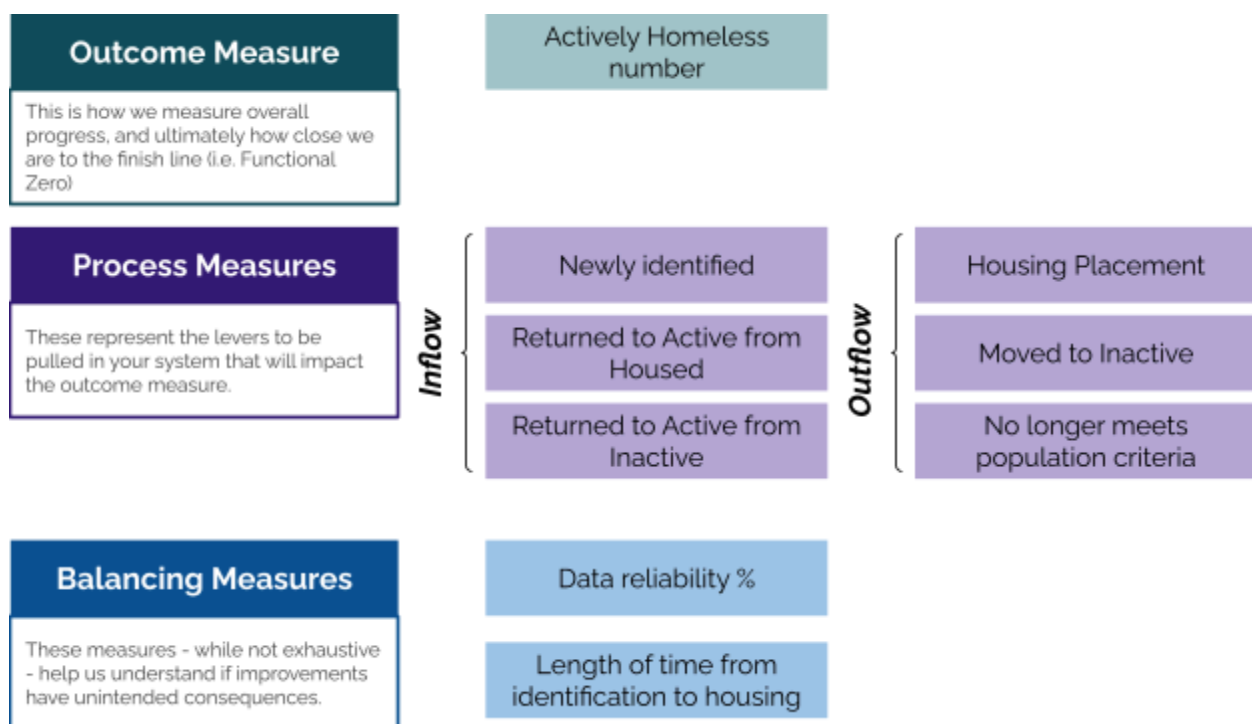
- **Transitional Housing (TH):** Individuals residing in transitional housing retain their chronic status if they were chronically homeless at the time of entry, though the time spent in TH does not count toward the duration requirements for chronic homelessness. (See [HUD guidance here](#))
- **Breaks in Homelessness:** Ensure data reflects any breaks in homelessness that meet HUD's criteria (e.g., seven or more consecutive nights of staying in anything other than a literal homeless situation).
- **Accuracy and Updates:** Regularly review and update by-name data to ensure chronic status designations remain consistent with documented evidence, including disabling conditions and verified durations of homelessness.

## BFZ Measurement Framework Definitions

The Built for Zero (BFZ) model leverages eight key data points to deepen a community's understanding of movement in and out of the homeless response system, and between populations. The eight data points are the actively homeless number, newly identified, returned to active from housing, returned to active from inactive, housing placements, moved to inactive, no longer meets population criteria, and length of time from identification to housing. Reporting and tracking these metrics on a monthly basis helps communities take action by identifying what levers to focus on for improvements, and providing a direct line of sight into the results of change ideas being implemented for a specific group. Having real-time, comprehensive and accurate data on at least this monthly cadence to pull these metrics from is critical to surfacing actionable insights.

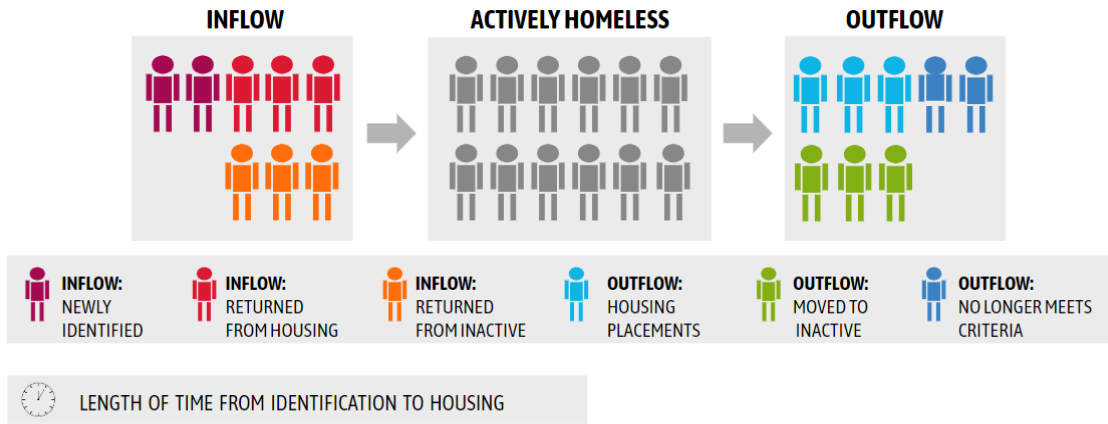
The BFZ measurement framework is organized into outcome, process, and balancing measures. The outcome measure - the monthly actively homeless number - provides a mechanism to assess a community's overall progress towards

ending homelessness. Process measures - inflow and outflow - offer big picture insights into movement in and out of the homeless response system, and trends over time can reveal opportunities for improvement work. Additionally, the framework includes two balancing metrics which provide a more comprehensive understanding of the system. Length of time from identification to housing metric looks at the efficiency of the homeless response system in connecting individuals and families to permanent housing. Data reliability is an indicator that each person's movement in and out of the homeless response system is accounted for. Together, these metrics allow for a more holistic and actionable view of a community's homeless response system.



## Monthly Reporting: Data Points to Track

FOR EACH POPULATION:



## Actively Homeless Number

### DEFINITION

The actively homeless number is the outcome metric used to measure a community's progress towards functional zero, and provides a comprehensive, real-time view of homelessness. If a community has achieved Quality Data, this number should reflect a comprehensive count of everyone experiencing homelessness (i.e. actively homelessness) known to the homeless response system for a specific population or subpopulation. This metric is a snapshot view that is measured as of the last day of the reporting month as recorded in a community's by-name dataset. Individuals and households that roll up under this metric should meet the Department of Housing and Urban Development (HUD)'s Category 1: Literally Homeless<sup>3</sup>, or Category 4: Fleeing or Attempting to Flee Domestic Violence<sup>4</sup> definitions.

### DATA COLLECTION GUIDANCE

To ensure comprehensive and accurate data collection, communities should consider the following: 1) data sources, 2) the homeless situation of an individual or household.

<sup>3</sup> HUD's [Literal Homeless definition](#).

<sup>4</sup> HUD's [Fleeing/Attempting to Flee Domestic Violence definition](#).

**Data sources:** Communities should include people from any lists or databases used to track people experiencing homelessness. This may include data from:

- Homeless Management Information System (HMIS)
- Outreach spreadsheets used to track engagements with unsheltered populations that have not yet signed releases of information to be tracked in HMIS
- Comparable databases
- Agency specific databases and rosters of program participants

**Homeless situations:** Communities should generally include people experiencing homelessness in both unsheltered and sheltered situations, those in transitional housing, and anyone who is enrolled into a housing program that has not yet moved into permanent housing in their **actively homeless number** as defined below:

1. **Unsheltered Situations:** Places not meant for human habitation, such as streets, encampments, vehicles, or abandoned buildings. Tracking this group is critical for understanding the scale of unsheltered homelessness and addressing immediate housing needs.
2. **Sheltered Situations:** Emergency shelters, safe havens, hotels/motels paid for with a subsidy, or seasonal overflow beds. This should also include transitional housing programs, victim service provider shelters, or any institutional situations if staying for 90 or fewer days. Accurate data from these facilities provides a clearer picture of temporary crisis housing utilization.

#### REPORTING NOTES:

Additional population and subpopulation guidance around including people in **transitional housing** programs -

→ **Veterans**

- ◆ Transitional housing includes *Grant and Per Diem (GPD)* programs.

→ **Youth & Young Adults**

- ◆ Youth & Young Adults residing in transitional housing should be included in the actively homeless number to ensure comprehensive data collection. ***Tracking this number is a requirement for functional zero confirmation.*** However, these individuals will not be counted toward the community's functional zero (FZ) threshold, recognizing that transitional housing serves as an interim step toward permanent housing rather than a resolution to homelessness.

Additional population and subpopulation guidance around including people in VSP/DV programs -

→ **Families**

- ◆ Families residing in Victim Service Provider beds should be included in the actively homeless number to ensure comprehensive data collection. ***Tracking this number is a requirement for functional zero confirmation.*** However, these individuals will not be counted toward the community's functional zero (FZ) threshold, recognizing that these programs serve as an interim safety resource rather than a resolution to homelessness.

## UNSHELTERED NUMBER

The unsheltered number is a subset of the actively homeless number for each population and subpopulation. This means that individuals identified as being in unsheltered situations —living in places not meant for human habitation, such as streets, encampments, vehicles, or abandoned buildings—should be categorized within their respective population groups (e.g., Single Adults, Veterans, Chronically Homeless, Chronic Vets, Families, Youth & Young Adults).



The unsheltered homeless number is a subset of the overall actively homeless number.

Communities with an unsheltered focus should be able to report both the total actively homeless number as well as the portion of their actively homeless number that are in an unsheltered situation as of the last day of the reporting month for any populations they are targeting. Tracking this group is critical for understanding the scale of unsheltered homelessness in a community and being able to assess how shelter capacity within a community matches to the need at the population level.

## Inflow Metrics

**Inflow** metrics track the number of people experiencing homelessness who have entered a community's homeless response system in the reporting month, and provide insights into who is new vs returning.

To accurately measure inflow, communities must establish consistent and timely data collection practices across all providers and outreach teams. This includes regular updates to the by-name dataset and collaboration between shelters, transitional housing programs, and outreach services to ensure no entry point is missed. By aggregating data from three key indicators within the Built for Zero (BFZ) model—Newly Identified, Returned to Active from Housing, and Returned to Active from Inactive—communities gain valuable insights into the drivers of homelessness, enabling the development of targeted prevention strategies and refinement of housing interventions.

### DATA COLLECTION GUIDANCE FOR INFLOW

- Ensure all providers, especially those serving as the community's "front door" such as access points, outreach teams, shelters, and other service providers, contribute to identifying people entering the homeless response system.
- Cross-check data with existing records to avoid misclassification of returning individuals as newly identified.

### NEWLY IDENTIFIED

The **newly identified** metric represents the total count of people experiencing homelessness who have *newly* entered your homeless response system *at any point* during the reporting month within a specific population or subpopulation. Generally, these are people who have not been previously recorded in the community's by-name dataset (BND) or Homeless Management Information System (HMIS).

**Note:** Defining who is considered "new" is dependent on the community coming to agreement on a "look back" period to be used (see [Reporting Note on defining a lookback period](#)), as well as tracking a person's movement between different subpopulations and populations over time.

## THE WHY BEHIND THE METRIC

From a birds-eye view, tracking newly identified individuals across all populations helps communities understand the rate of first-time homelessness and/or identify factors contributing to people entering homelessness for the first time within a community.

At a more granular level, understanding trends in newly identified individuals in specific populations and subpopulations can illuminate movement between them and invite opportunities for further exploration. A couple examples of this are:

- Identifying the portion of single adults already experiencing homelessness who are timing into the chronic subpopulation due to remaining actively homeless can explain an increase in monthly chronic numbers and prompt an effort targeted at that group to curb inflow into overall chronic numbers.
- Understanding the number of young adults experiencing homelessness that are aging into the single adult population might be an opportunity to think creatively about what transition-aged specific supports are needed to resolve homelessness.

### REPORTING NOTES:

Newly identified individuals and households may include those who are new to the system, those transitioning from one population to another, and those who newly meet the criteria for a specific subpopulation. To ensure accurate tracking of population and subpopulation changes, communities should consider whether identifying someone as newly entering a population should also trigger their removal from another population.

For **veterans** - newly identified should include:

- Veterans entering a community's response system for the first time in the reporting month, AND
- Single adults or young adults who may have been identified by the community already as currently experiencing homelessness in a previous reporting month, and this month they have been identified as a veteran.

For **chronic** - newly identified should include:

- Single adults entering a community's response system for the first time in the reporting month who also meet HUD's chronically homeless definition upon being identified, AND
- Single adults who may have been identified by the community already as experiencing homelessness in a previous reporting month, and this month

has met (i.e. timed into or been confirmed) HUD's chronically homeless definition in the current reporting month.

For **single adults** - newly identified should include:

- Single adults entering a community's response system for the first time in the reporting month, AND
- Unaccompanied young adults who may have been identified by the community already as experiencing homelessness in a previous reporting month, and this month have turned 25, AND
- Any adult aged 25 or older who was previously identified by the community as experiencing homelessness as a family in a household with minor children, but is no longer considered a family due to the dissolution of the family unit.

For **youth and young adults** - newly identified should include:

- Youth and young adults entering a community's response system for the first time in the reporting month, AND
- Unaccompanied youth and young adults who may have been identified by the community as already experiencing homelessness in a previous reporting month as part of a family household, and this month are seeking housing separately from their previous family household.

For **families** - newly identified should include:

- Family households entering a community's response system for the first time in the reporting month, AND
- Single adults who may have been identified by the community already as experiencing homelessness in a previous reporting month as a single adult, and this month their household meets the definition for the family population due to a minor (<18 years old) joining the household.

## RETURNED TO ACTIVE FROM HOUSED

The metric **returned to active from housed** (also referred to as "returned from housed") includes individuals and households who were previously housed after a period of homelessness and have since returned to homelessness. Their most recent exit from the system was to a permanent housing destination, and they are now recorded as homeless again during the reporting month.

### THE WHY BEHIND THE METRIC



Tracking trends in returns from housing highlights challenges in sustaining permanent housing solutions and helps identify support gaps that may lead to housing instability.

#### DATA COLLECTION GUIDANCE

- Include those individuals whose most recent exit destination was permanent housing (e.g., rental housing, supportive housing, with or without a subsidy).
- Consider how to account for rapid-rehousing (RRH) enrollments where a household has a housing move-in date, and then exits the program to a homeless destination when thinking about returns from housed.
- Record the date and circumstances of their return to homelessness to analyze patterns and inform preventative measures.

#### RETURNED TO ACTIVE FROM INACTIVE STATUS:

The metric **returned to active from inactive** (also referred to as "returned from inactive") includes individuals and households who were previously designated as "inactive" by the community but who have since reappeared or re-entered homelessness during the reporting month. These individuals were last exited to inactive status due to loss of contact or unverified housing but are now actively engaging with the homeless response system again.

#### THE WHY BEHIND THE METRIC

Capturing returns from inactive status helps communities understand re-engagement patterns and potential gaps in follow-up strategies.

#### DATA COLLECTION GUIDANCE

- Clearly define the criteria for inactive status in community policies (e.g., no contact for a specified period).
- Ensure robust processes to identify and verify individuals re-engaging with the system.

#### REPORTING NOTES:

- **Defining a look back period:** Each community has the discretion to define the lookback window for designating an individual as a returnee or newly identified. For instance, only individuals that have been active within the past two years might be considered returnees; all others would be considered newly identified.

Communities may want to consider adopting HUD's System Performance Measures (SPM) language as a guide.

## Outflow Metrics

**Outflow** measures the number of individuals exiting the homeless response system during a reporting period. Drilling down into specific outflow metrics allows visibility into the system's overall capacity to house people each month, and a glimpse into who becomes disengaged from the system and movement between populations. The total outflow number is calculated by summing data from three key indicators: Housing Placements, Moved to Inactive, and No Longer Meets Population Criteria. Each of these indicators is detailed below to ensure accurate and comprehensive reporting.

### HOUSING PLACEMENTS

The **housing placements** indicator captures the total number of individuals or households experiencing homelessness who moved into permanent housing during the reporting month.

#### THE WHY BEHIND THE METRIC

The number of housing placements per month indicates whether or not a system can functionally end homelessness by measuring the capacity to exit people from homelessness.

#### DATA COLLECTION GUIDANCE

- Include the following permanent housing placements: rental housing with or without a subsidy, permanent supportive housing, housing with family or friends, documented as a permanent arrangement.
- Ensure accurate and timely documentation of housing placements, including move-in dates and permanent housing type.
- Collaborate with service providers to track housing outcomes and verify the sustainability of placements.

## REPORTING NOTE:

Individuals categorized as being in "housing navigation" should be included in the [active homeless number](#). These individuals are still considered actively homeless as they have not yet moved into permanent housing, despite being in the process of securing housing with support from navigation services. Including them ensures an accurate representation of the actively homeless population within the community's reporting.

## MOVED TO INACTIVE

The **moved to inactive** metric counts the number of individuals or households who moved from active status to inactive over the course of the reporting month. This category includes individuals or households who are no longer considered "active" in the system due to being uncontactable or having extended stays in institutions. The inactive status is applied after a specified period of no contact, typically 90 days, or based on local community policies.

## THE WHY BEHIND THE METRIC

Tracking inactive cases ensures the by-name dataset: 1) accurately reflects who is currently engaged and in contact with the homeless response system to keep the matching to resources process quick and efficient, and 2) is able to keep tabs of trends in who becomes inactive, and how many people become inactive over time.

## DATA COLLECTION GUIDANCE

- Maintain clear documentation of attempts to contact individuals before assigning inactive status.
- Establish processes for reactivating individuals if they reappear or re-engage with the system.

Communities must develop clear policies to define and manage inactive status for individuals on the by-name dataset. Detailed information on things to consider when developing an inactive policy can be found [here](#).

## NO LONGER MEETS POPULATION CRITERIA

The **no longer meets population criteria** metric counts the total number of persons experiencing homelessness who no longer meet the criteria for their respective subpopulation or population designation in the reporting month.

### THE WHY BEHIND THE METRIC

This metric has two main purposes. First, it is designed to ensure that everyone is accounted for as they inflow and outflow of specific population categories, and that monthly numbers can remain “balanced” (i.e. data reliability). It also enables communities a mechanism to monitor movements between populations to support effective service delivery.

### DATA COLLECTION GUIDANCE

- Document all changes in subpopulation or population status, including reasons for the change.
- Update the by-name dataset promptly to maintain data accuracy and consistency.

#### REPORTING NOTES:

Communities should consider whether or not moving an individual or household to outflow via **no longer meets population criteria** for one population should be accompanied by counting them towards inflow as **newly identified** and/or **actively homeless** in another.

For example: An unaccompanied young adult turning 25 this month would be captured as the following:

- Youth & Young Adult → Outflow - no longer meets population criteria
- Single Adult → Inflow - newly identified, AND
- Single Adult → Actively homeless number

Accurately tracking these statuses is important for creating a trustworthy system and is a key step toward using data to improve the system. Detailed information about tracking list statuses including actively homeless number, newly identified, returned to active from housing, returned to active from inactive, housing

placement, moved to inactive, and no longer meets population criteria can be found [here](#).

## LENGTH OF TIME FROM IDENTIFICATION TO HOUSING

This metric represents the average duration from when an individual or household is first identified as experiencing homelessness to the point when they move into permanent housing during the reporting month. This measurement applies across all populations, including single adults, families, and youth & young adults. It is important to note that this metric reflects the time from identification to housing placement, and is not necessarily the same as the total length of time the person or household has experienced homelessness.

The 'Date of Identification' is defined as the day that an individual or household first appears on the By-Name Dataset. This occurs when they have indicated they are experiencing homelessness, or it is apparent that they are homeless even if they were unable or unwilling to disclose their status. This date may not coincide with the day they were evaluated with a common assessment tool.

Please see [Appendix C](#) for more information on the calculation for this measure.

## System-Wide Reporting

Built for Zero's (BFZ) **system-wide** (also referred to as the "all population") category is designed to empower communities to measure and track progress toward a functional end to homelessness in their community. It provides a clear and actionable view of the overall scope of homelessness within a community's homeless response system regardless of population or subpopulation.

A monthly deduplicated count of all households actively experiencing homelessness includes:

1. A deduplicated count of all individuals within the community system.
2. Deduplicated counts of inflow and outflow activity, capturing the movement of individuals and households into and out of homelessness.

The **system-wide or "All Populations"** reporting category represents a comprehensive and deduplicated total count of all individuals experiencing homelessness within the community system **across all population and subpopulation categories**.

**REPORTING NOTE:**

The **no longer meets population criteria** metric may not be applicable to all communities at the **system-wide or "All Populations"** level. Communities are encouraged to clearly define and document their shared understanding of this metric if it is utilized.

## APPENDIX A: Reporting Matrices

### Single Adults | Population & Subpopulation Reporting Matrix

| Monthly Reporting Metric                   | Single Adults  | Veterans  | Chronic  |
|--|--|---|--|
| <b>Actively Homeless</b>                   | Number of adults 25 and older experiencing homelessness as of the last day of the reporting month.                           | Number of veterans experiencing homelessness as of the last day of the reporting month.                           | Number of adults 25 and older experiencing chronic homelessness as of the last day of the reporting month.   |
| <b>Housing Placements</b>                  | Total number of adults 25 and older who moved into permanent housing during the reporting month.                             | Total number of veterans who moved into permanent housing during the reporting month.                             | Total number of adults 25 and older experiencing chronic homelessness who moved into permanent housing during the reporting month.                             |
| <b>Moved to Inactive</b>                   | Total number of adults 25 and older who became "inactive" in the by-name dataset during the reporting month.                 | Total number of veterans who became "inactive" in the by-name dataset during the reporting month.                 | Total number of adults 25 and older experiencing chronic homelessness who became "inactive" in the by-name dataset during the reporting month.                 |
| <b>No Longer Meets Population Criteria</b> | Total number of adults 25 and older who lost their "population" status during the reporting month.                           | Total number of veterans who lost their "subpopulation" status during the reporting month.                        | Total number of adults 25 and older experiencing chronic homelessness who lost their "subpopulation" status during the reporting month.                        |
| <b>Newly Identified</b>                    | Total number of adults 25 and older who were new to your by-name dataset during the reporting month.                         | Total number of veterans who were new to your by-name dataset during the reporting month.                         | Total number of adults 25 and older experiencing chronic homelessness who were new to your by-name dataset during the reporting month.                         |
| <b>Returned from Housed</b>                | Total number of adults 25 and older who were previously housed and have returned to homelessness during the reporting month. | Total number of veterans who were previously housed and have returned to homelessness during the reporting month. | Total number of adults 25 and older experiencing chronic homelessness who were previously housed and have returned to homelessness during the reporting month. |
| <b>Returned from Inactive</b>              | Total number of adults 25 and older who were previously inactive but returned to homelessness during the reporting month.    | Total number of veterans who were previously inactive but returned to homelessness during the reporting month.    | Total number of adults 25 and older experiencing chronic homelessness who were previously inactive but returned to homelessness during the reporting month.    |

|  |   |  |   |
|--|---|--|---|
|  |   |  | during the reporting month.   |
| <b>Length of Time from ID to Housing</b> | For those adults 25 and older who moved into housing during the month, calculate the average number of days from the 'Date of Identification' to Housing Placement. | For those veterans who moved into housing during the month, calculate the average number of days from the 'Date of Identification' to Housing Placement. | For those adults 25 and older experiencing chronic homelessness who moved into housing during the month, calculate the average number of days from the 'Date of Identification' to Housing Placement. |

## Family and Youth & Young Adults | Population Reporting Matrix

| Monthly Reporting Metric                   | Families   | Youth & Young Adults   |
|--|--|--|
| <b>Actively Homeless</b>                   | Total number of families experiencing homelessness as of the last day of the reporting month.  | Total Number of youth and young adults experiencing homelessness as of the last day of the reporting month.  |
| <b>Housing Placements</b>                  | Total number of families experiencing homelessness who moved into permanent housing during the reporting month.  | Total number of youth and young adults who moved into permanent housing during the reporting month.  |
| <b>Moved to Inactive</b>                   | Total number of families experiencing homelessness who became "inactive" in the by-name dataset during the reporting month.                              | Total number of youth and young adults who became "inactive" in the by-name dataset during the reporting month.  |
| <b>No Longer Meets Population Criteria</b> | Total number of families experiencing homelessness who lost their "population" status during the reporting month.  | Total number of youth and young adults who lost their "population" status during the reporting month.  |
| <b>Newly Identified</b>                    | Total number of families experiencing homelessness who were new to the by-name dataset during the reporting month.                                       | Total number of youth and young adults who were new to the by-name dataset during the reporting month.   |
| <b>Returned from Housed</b>                | Total number of families who were previously housed and have returned to homelessness during the reporting month.  | Total number of youth and young adults who were previously housed and have returned to homelessness during the reporting month.                                  |
| <b>Returned from Inactive</b>              | Total number of families who were previously inactive but returned to homelessness during the reporting month.   | Total number of youth and young adults who were previously inactive but returned to homelessness during the reporting month.                                     |
| <b>Length of Time from ID to Housing</b>   | For those families who moved into housing during the month, calculate the average number of days from the 'Date of Identification' to Housing Placement. | For youth and young adults who moved into housing during the month, calculate the average number of days from the 'Date of Identification' to Housing Placement. |



## System-Wide | All Populations Reporting Matrix

| Monthly Reporting Metric          | All Populations<br>(Unduplicated count of All Single Adults, Veteran, Chronic, Family, and Youth & Young Adults)   |
|-----------------------------------|--|
| Actively Homeless                 | Total number of unduplicated individuals experiencing homelessness as of the last day of the reporting month.  |
| Housing Placements                | Total number of unduplicated individuals experiencing homelessness who moved into permanent housing during the reporting month.  |
| Moved to Inactive                 | Total number of unduplicated individuals experiencing homelessness who became "inactive" in the by-name dataset during the reporting month.                              |
| Newly Identified                  | Total number of unduplicated individuals experiencing homelessness who were new to the by-name dataset during the reporting month.                                       |
| Returned from Housed              | Total number of unduplicated individuals who were previously housed and have returned to homelessness during the reporting month.  |
| Returned from Inactive            | Total number of unduplicated individuals who were previously inactive but returned to homelessness during the reporting month.   |
| Length of Time from ID to Housing | For those unduplicated individuals who moved into housing during the month, calculate the average number of days from the 'Date of Identification' to Housing Placement. |

## APPENDIX B: Reporting Tools and Updates

Monthly data should be submitted by the 15th of every month. You can access the monthly reporting form at this [link](#).

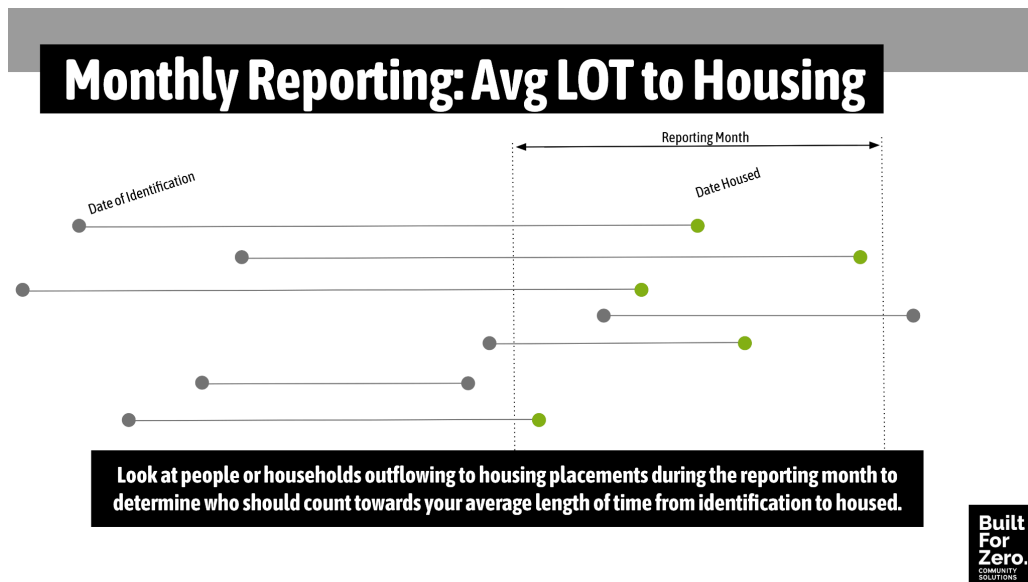
To track your community's progress, visit your Performance Management Tracker Dashboard [here](#).

For more information regarding building a By-Name List from community Homeless Management Information System (HMIS) software, please refer to the information highlighted in this [document](#).

If you have any questions or need additional support, please contact the System Infrastructure team at [BFZ Data Support](#)

## APPENDIX C: Length of Time from Identification to Housing Calculation

This metric represents the average length of time (LOT) from identification to placement in permanent housing for individuals and households experiencing homelessness within each population or subpopulation. This measurement applies across all populations, including single adults, families, and youth & young adults.



This measure can be calculated by following these steps:

1. **Identify your universe:** This should include all individuals or households in a specific population or subpopulation who have transitioned into permanent housing during the reporting month.
2. **Calculate the duration from identification to housing:** Subtract the identification date from the housing move-in date for each individual or household to obtain the number of days from identification to housing.
  - a. **Date of Identification:** The day that the individual and/or household first became known to your system and/or are being newly added to the dataset (i.e., this is the first time their name has been included in the By-Name Dataset for this episode of homelessness); and either indicated they were experiencing homelessness, or it was clear that the individual was experiencing homelessness (if they were unable/unwilling to indicate their status).

3. **Add up the total number of days:** This should be the sum of the number of days from identification to housing.
4. **Determine the average length of time:** Divide the total number of days by the number of clients to obtain your average length of time from identification to housing.

## APPENDIX D: Glossary of Terms

**Active** - Individuals and households who are experiencing literal homelessness as of the last day of the month.

**Adult** - Any person  $\geq 25$  years of age.

**By-Name Dataset**- By-name data (sometimes referred to as a by-name list) is a comprehensive data source of every person in a community experiencing homelessness, updated in real time. Using information collected and shared with their consent, each person on the list has a file that includes their name, homeless history, health, and housing needs. This data is updated monthly, at minimum.

**Family Population** – Includes households with multiple members and at least one member under the age of 18.

**Housed** – The status used to identify any person who was experiencing homelessness and was permanently housed during the reporting month. This includes people who were housed through the homeless response system as well as people who self-resolved their housing crisis. We recommend that communities identify which of the HMIS exit destinations (Universal Data Element 3.12 – Destination) indicates a permanent housing destination locally.

**Inactive** – The status used to identify any person who was experiencing homelessness but as of the last day of the month is no longer known to be experiencing homelessness in the area, per the community's inactive policy.

**Inflow** - The status that identifies an individual or household who entered the homeless response system during a specific month or who was newly identified as part of a population or subpopulation during the month. Inflow includes newly identified, returned from housing, and returned from inactive.

**Minor** - Any person under the age of 18 who may be part of a household or unaccompanied. (See [unaccompanied minor](#))

**Newly Identified** - The status used to identify any individual or household who first began experiencing homelessness in a community during the month or who met the criteria for a

specific population during the month (i.e., became chronically homeless after entering homelessness as not chronic).

**No Longer Meets Population Criteria** – This status is used to identify when a person's population or subpopulation status changed over the course of the month and often indicates a change to their unique characteristics or housing situation.

**Outflow** – The statuses that identify an individual as no longer active within your community's geographic region, or as no longer part of a population or subpopulation during a specific month. Includes housed, inactive, or no longer meeting the population criteria of a specific population or subpopulation.

**Population Status** – Sometimes referred to as household type, this status includes single adults, youth, and families.

**Returned to Active from Housed** – The status used to identify any person who first began experiencing homelessness during the month and who was previously housed within your community's geographic region.

**Returned to Active from Inactive** – The status used to identify any person who first began experiencing homelessness during the month and who was previously experiencing homelessness within your community's geographic region, but became inactive.

**Single Adults Population** – Includes households with at least one member age 25 and older and all other members age 18 and older.

**Subpopulation Status** – This status includes individuals who are veterans and/or chronically homeless.

**Unaccompanied Minor** – A person who is under the age of 18 and not part of a household.

**Unsheltered** – The National Alliance to End Homelessness (NAEH) understands people as experiencing unsheltered homelessness<sup>5</sup> "when they live outside or in places not meant for human habitation, like a car, tent, or other abandoned building."

**Young Adult** – Any person age 24-18

**Youth** – Any person under the age of 18

**Youth & Young Adults Population** – Includes households in which all members are age 24 and under.

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<sup>5</sup>National Alliance to End Homelessness [unsheltered homeless definition](#)

## APPENDIX E: BFZ & Federal Definitions Comparison

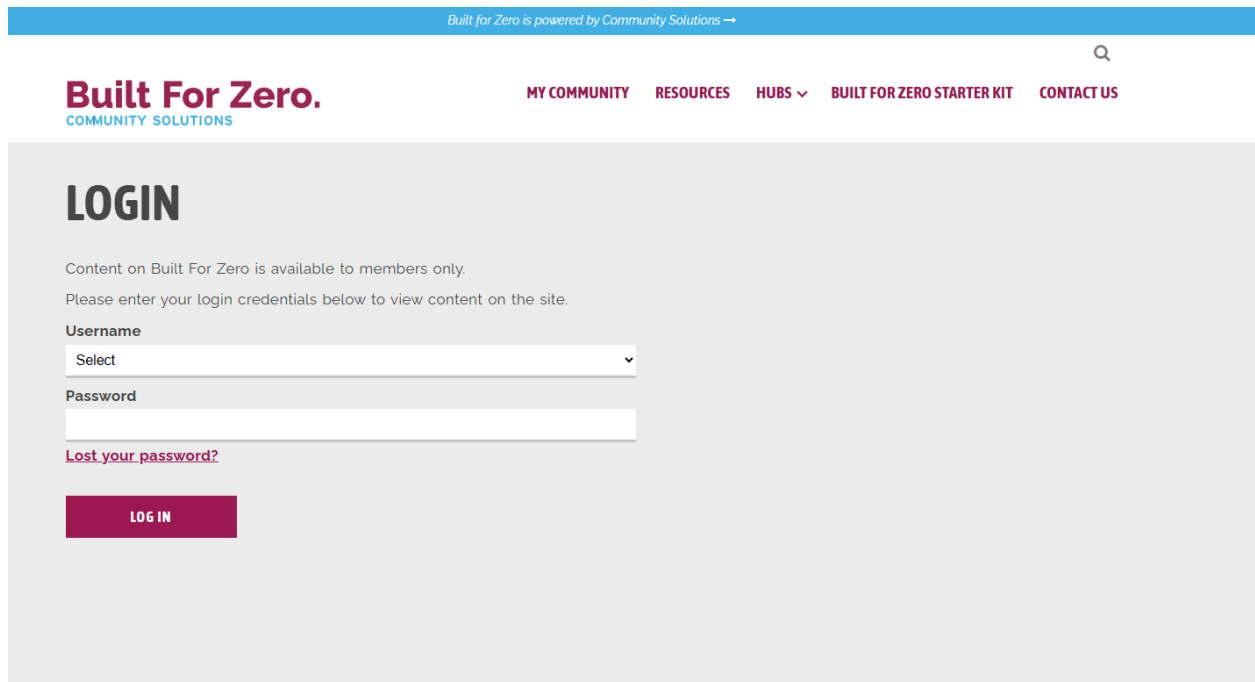
|                                 | HUD   | USICH   | Other  |
|---------------------------------|---|---|--|
| <b>Veteran</b>                  | <a href="#">Aligned</a><br>BFZ, USICH, and HUD define a veteran as anyone who has served at least one day of active duty, regardless of their discharge status.                           | <a href="#">Aligned</a><br>BFZ, USICH, and HUD define a veteran as anyone who has served at least one day of active duty, regardless of their discharge status. | <a href="#">VA - Not Aligned</a><br>The VA does not include veterans with any discharge status other than honorable in their definition.   |
| <b>Chronic</b>                  | <a href="#">Aligned</a>   | <a href="#">Aligned</a>   |  |
| <b>Single Adults</b>            | Unclear<br>HMIS data standards recognize households where all members are 18 or older as adult only households.<br><br>HUD recognizes people under the age of 25 as unaccompanied minors. | Unclear<br>USICH does not clearly define 'adult' but distinguishes single adult from unaccompanied minors (age 18-24) in <a href="#">this report</a> .          |  |
| <b>Youth &amp; Young Adults</b> | <a href="#">Aligned</a><br>HUD recognizes people under the age of 25 as unaccompanied minors.   | <a href="#">Aligned</a><br>USICH recognizes people under the age of 25 as youth and young adults.   | <a href="#">DHHS - Not Aligned</a><br>"The term "homeless", used with respect to a youth, means an individual—<br>(A) who is—<br><br>(i) less than 21 years of age, or, in the case of a youth seeking shelter in a center under part A, less than 18 years of age, or is less than a higher maximum age if the State where the center is located has an applicable State or local law (including a regulation) that permits such higher maximum age in compliance with licensure requirements for child-and youth-serving facilities; and<br><br>(ii) for the purposes of part B, not less than 16 years of age and either—<br><br>(I) less than 22 years of age; or<br><br>(II) not less than 22 years of age, as of the |

|               |  |  |   |
|---------------|--|--|---|
|               |  |  | <p>expiration of the maximum period of stay permitted under section 11222(a)(2) of this title if such individual commences such stay before reaching 22 years of age;</p> <p>(B) for whom it is not possible to live in a safe environment with a relative; and</p> <p>(C) who has no other safe alternative living arrangement.”</p> |
| <b>Family</b> | <p><u>Not Aligned</u></p> <p>HUD recognizes any household with multiple members as a family.</p> | <p><u>Aligned</u></p> <p>USICH recognizes any household with children under the age of 18 as a family.</p> |   |

# APPENDIX F: How to log into the Performance Management Tracker (PMT)

To log into the PMT:

- 1.) Navigate to <https://login.builtforzero.org/login/>

The screenshot shows the login page for Built For Zero. At the top, a blue banner reads "Built for Zero is powered by Community Solutions" with a right-pointing arrow. Below this is a navigation bar with the "Built For Zero. COMMUNITY SOLUTIONS" logo on the left and links for "MY COMMUNITY", "RESOURCES", "HUBS" (with a dropdown arrow), "BUILT FOR ZERO STARTER KIT", and "CONTACT US" on the right. A search icon is also present. The main content area is titled "LOGIN" and contains a message: "Content on Built For Zero is available to members only. Please enter your login credentials below to view content on the site." There are two input fields: "Username" with a dropdown menu currently showing "Select" and a small downward arrow, and "Password" with a text input field. Below the password field is a link that says "Lost your password?". At the bottom of the form is a red button with the text "LOG IN" in white capital letters.

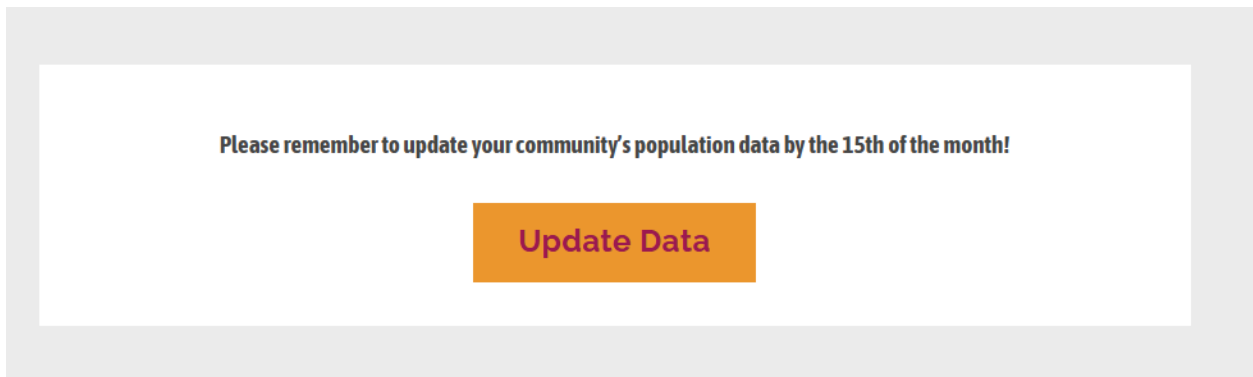
- 2.) Select your community from the dropdown menu under **Username**
- 3.) Enter *shiftshappen2019* as the **Password**



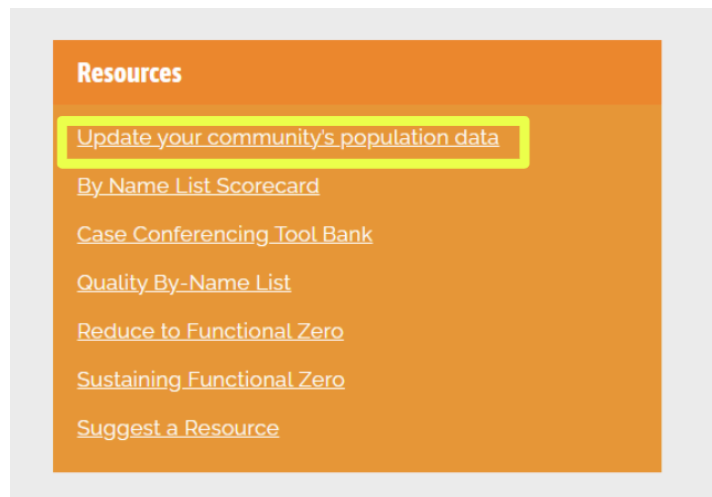
## APPENDIX G: How to report data into the Performance Management Tracker (PMT)

Once you have logged in to the PMT, you can report your monthly data.

- 1.) Select "Update Data" at the top or bottom of the page
  - a.) Top of the page



- b.) Bottom of the page



- 2.) Enter your community information to include
  - a.) Reporting community = your community name
    - i.) The form will autopopulate to the community you are logged in as
  - b.) Month = reporting month
    - i.) The month will autopopulate to the most current reporting month
  - c.) Year = Reporting Year
    - i.) The year will autopopulate to the most current reporting year
  - d.) Your Name = name of person reporting data
  - e.) Your Email Address = email address of person reporting data
  - f.) Your Organization = the name of the organization the person reporting data is affiliated with

### POPULATION 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 100+ 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](#)

Feel free to reach out to the BFZ System Infrastructure team if you have any questions:

[bfzdatasupport@community.solutions](mailto:bfzdatasupport@community.solutions)

**Community Info**  
Please select your community and the month you are reporting for

Reporting Community \*

Colorado BoS Chaffee, Creek, Custer, Lake, Park, Teller

Month \*

April

Year \*

2025

Your Name \*

Your Email Address \*

Your Organization \*

- 3.) Enter each metric for the population you are reporting. Metrics left blank will be classified as 'null.'
- a.) Complete the section for each population you are submitting data for, and leave the other population reporting sections blank.

**Veteran Population**

Please report data regarding veterans (chronic and non-chronic) experiencing homelessness.

For more information, please refer to the [BFZ Reporting Reference Guide](#)

Actively Homeless Number

Unsheltered Homeless Number

Average Length of Time from Identification to Housing Placement

days

**Outflow**

The following three questions ask for data regarding the number of veterans coming off of your By-Name List this month.

Housing Placements

Moved to Inactive

No Longer Meets Population Criteria

**Inflow**

The following three questions ask for data regarding the number of veterans coming on to your By-Name List this month.

Newly Identified Number

Returned to Active List from Housing Number

Returned to Active List from Inactive Number

- 4.) Once you have completed the box associated with each population you are submitting reporting for, scroll to the bottom of the page and select "submit."

**Note about making corrections:** If you discover an error in your submitted data, you may resubmit your metrics. However, when correcting a mistake, you must resubmit *all* data points for the affected population or subpopulation—not just the data point being corrected. This ensures your submission is complete and prevents any blank fields from being overwritten as 'null.'

- Example: You submit data for three groups: single adults, chronically homeless, and veterans. After submitting, you realize the actively homeless number for veterans was mistakenly entered as 75 when it should have been 57. To correct this, you must resubmit *all* metrics for the veteran population. There is no need to resubmit data for single adults or chronically homeless, as long as their entries are correct.