

# Built for Zero Collaborative

Communities Sustaining an End to Homelessness Over Time

Built for Zero is a movement of 70 US communities working to **end chronic and veteran homelessness.**



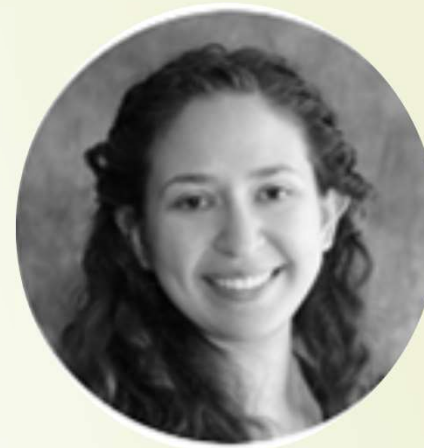
Increasing Capacity &  
Building Connections:  
**Bridging to the Future**



## **Presenters**



**Julia Parshall**  
**Data Coaching Manager and**  
**Improvement Advisor**  
**Community Solutions, Built for Zero**



**Caitlin Bayer**  
**Knowledge Manager**  
**Community Solutions, Built for Zero**  
**Twitter: @caitbayer**

# Built for Zero Communities





## Success in Built for Zero communities

**10** COMMUNITIES  
ENDED VETERAN  
HOMELESSNESS

**3** COMMUNITIES  
ENDED CHRONIC  
HOMELESSNESS

**39** COMMUNITIES  
HAVE ACHIEVED A  
MEASURABLE REDUCTION

**65** COMMUNITIES  
HAVE ACHIEVED QUALITY REAL-TIME DATA  
ON HOMELESSNESS

**70%** FUNCTIONAL ZERO  
PROOF POINTS  
SUSTAINING GOAL

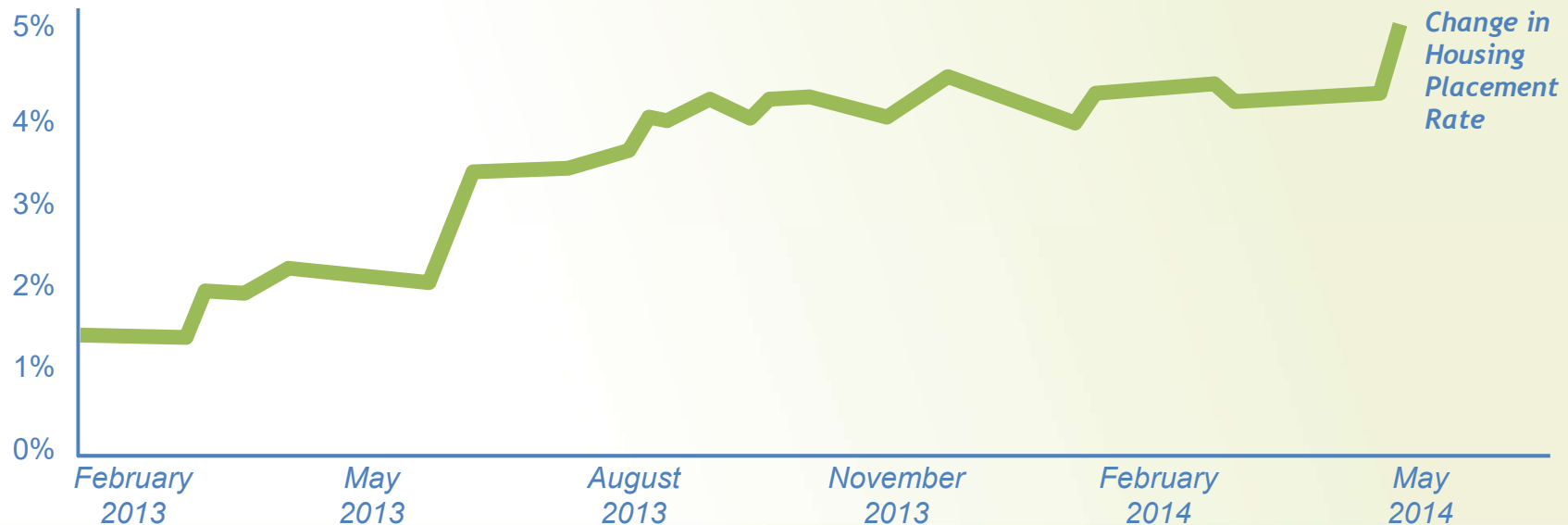
**104,853** TOTAL  
PEOPLE  
HOUSED

*\*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.<sup>4</sup>*



# A Movement Built on Counting Up

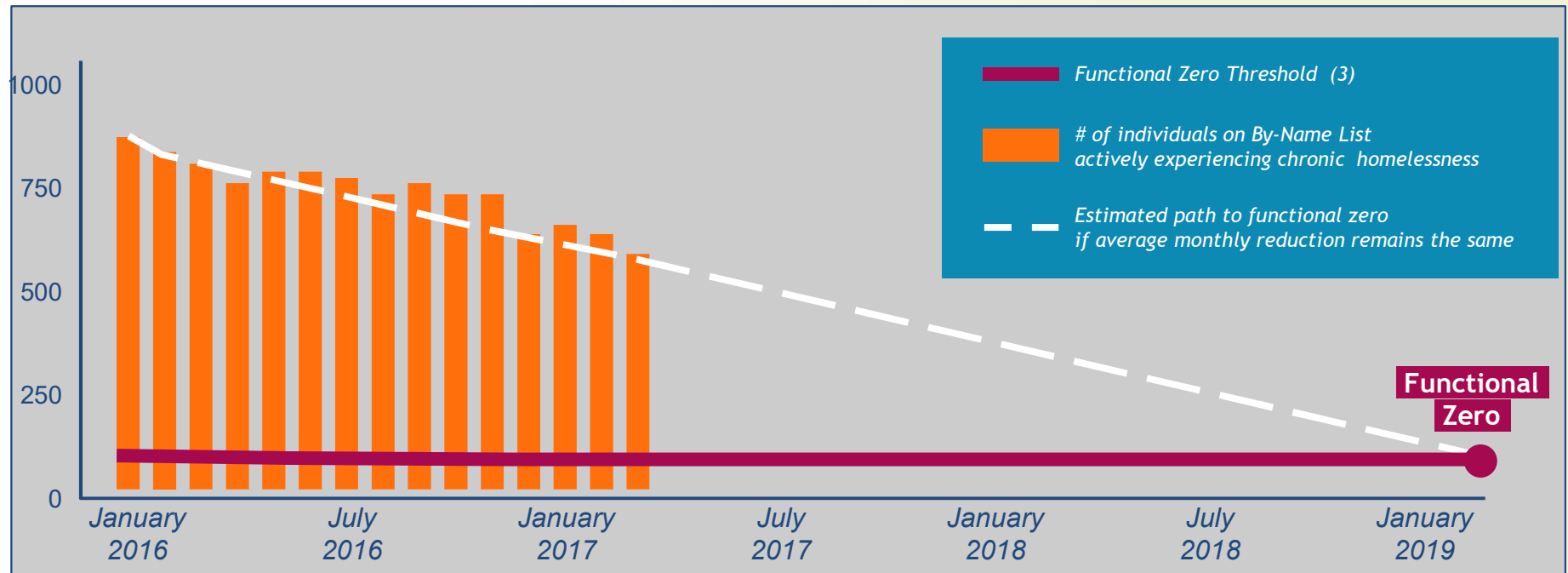
We designed the 100,000 Homes Campaign to help communities reach a large, aggregate housing total together. **Only one metric mattered: monthly housing placements.** The 100,000 Homes Campaign proved that communities could increase their housing placement rates, but this did not automatically reduce homelessness.





# The Pivot to Counting Down

You can't measure an end to homelessness by counting up. Instead, focus on the outcome measure (ex: # of people experiencing homelessness) and **count down**.

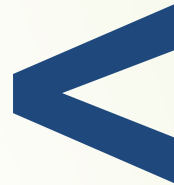




# Functional Zero for Veterans



# Actively  
Homeless Veterans



6-Mth Avg. Housing  
Placement Rate



# Functional Zero Definition for Chronic Homelessness


$$\leq \left[ \begin{array}{c} 0.1\% \text{ of} \\ \text{individual} \\ \text{PiT Count} \end{array} \right] \text{ or } \left[ \begin{array}{c} 3 \text{ people}^* \end{array} \right]$$

*\*Whichever is greater*





# Key milestones toward ending homelessness!

Form your improvement team, **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



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**April 15-17, 2019**

# BY-NAME, REAL-TIME DATA



# Defining a Quality By-Name List

## 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, not PIT
- As people's housing status changes, so do their list entries

# Benefits of a By-Name List

## SMARTER TRIAGE

- Target limited housing resources to the most vulnerable individuals and families
- Stretch resources further by connecting people to the most cost effective support to meet their needs

## IMPROVED SYSTEMS

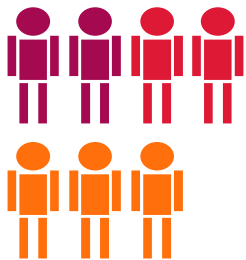
- Use aggregate data to see trends, flag bottlenecks, and identify improvement opportunities across your system
- Test new strategies and know quickly whether your efforts are reducing homelessness

## RESOURCE ADVOCACY

- Ground your advocacy in concrete data
- Use monthly data trends to make stable projections and quantify your projected resource gaps

# Key Data Points: Shift from Program to System

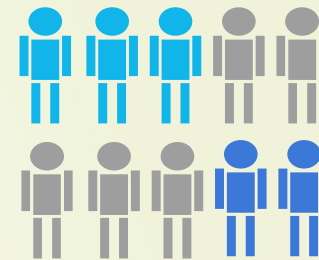
## INFLOW



## ACTIVELY HOMELESS



## OUTFLOW



 **INFLOW:**  
NEWLY  
IDENTIFIED



**INFLOW:**  
RETURNED FROM  
HOUSING



**INFLOW:**  
RETURNED FROM  
INACTIVE



**OUTFLOW:**  
HOUSING  
PLACEMENTS



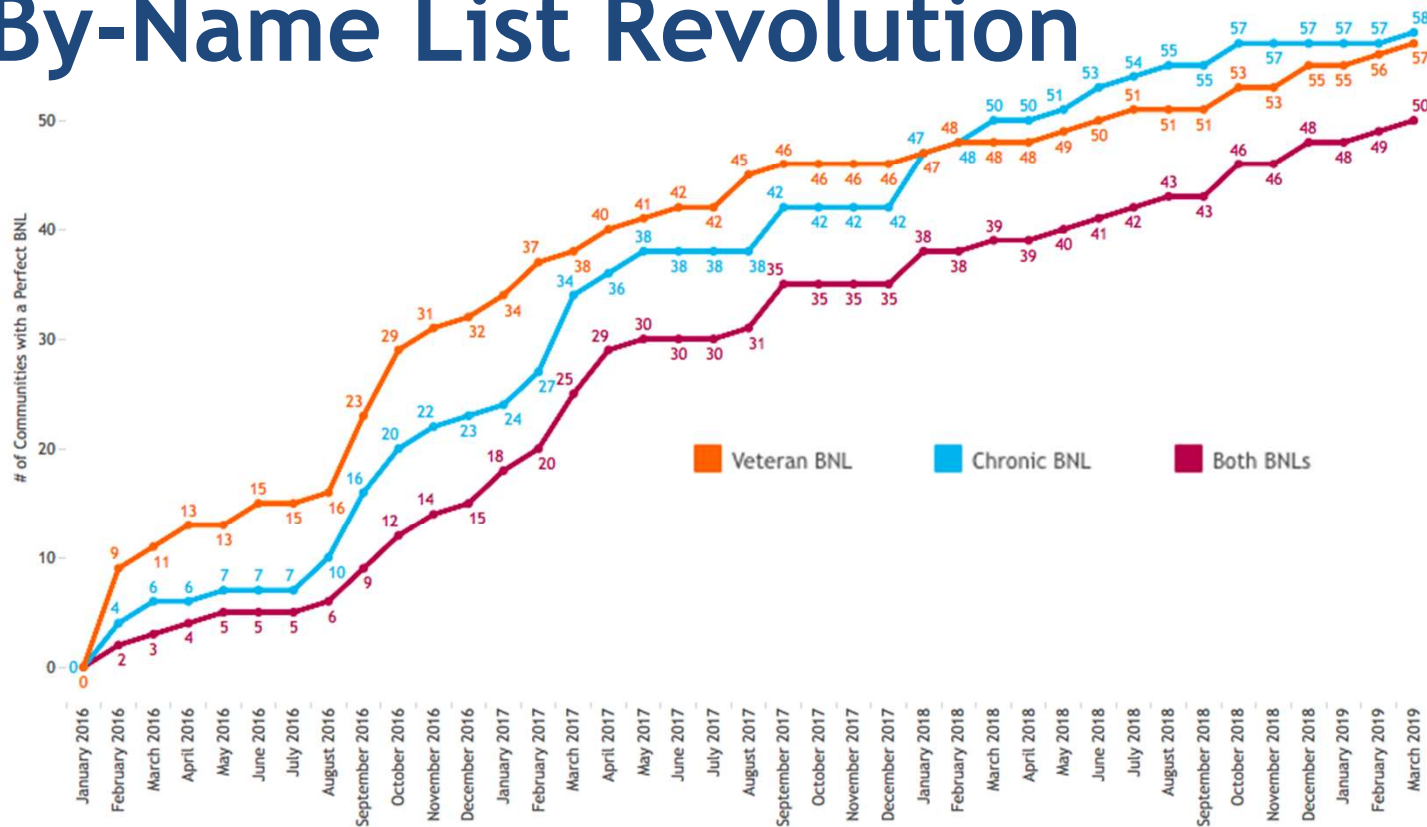
**OUTFLOW:**  
MOVED TO  
INACTIVE



**OUTFLOW:**  
NO LONGER  
MEETS POP  
CRITERIA



# The By-Name List Revolution





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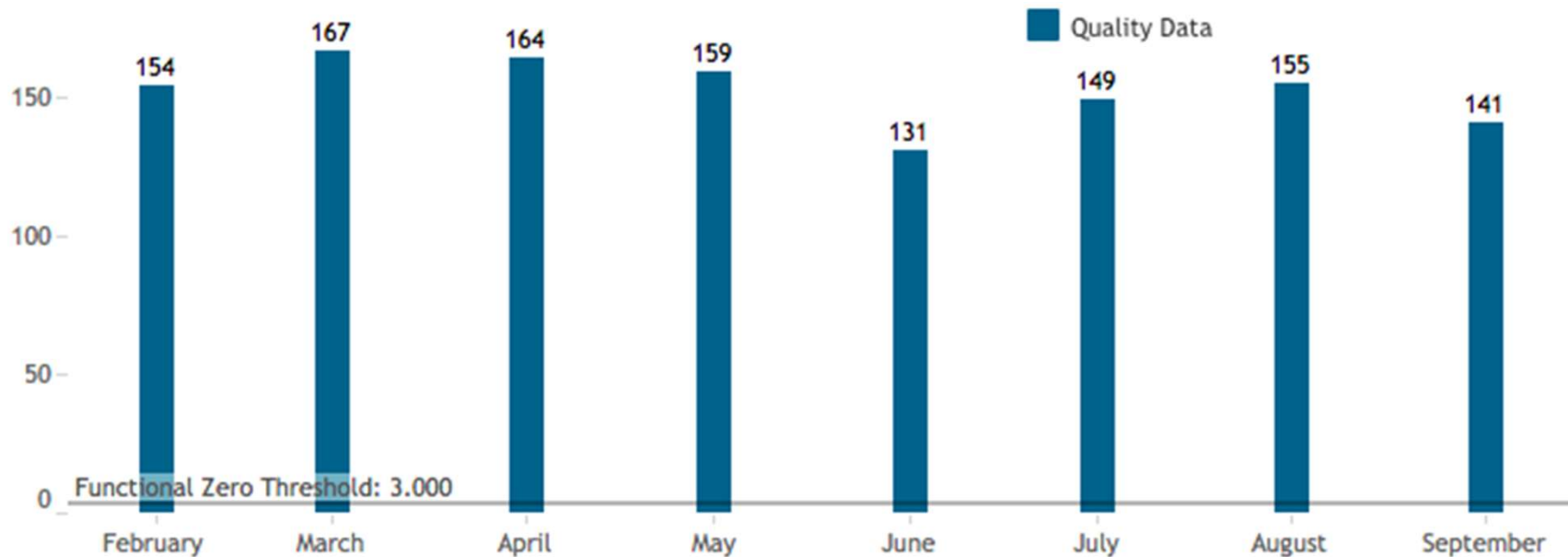
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# **DRIVING MEASURABLE REDUCTIONS**

Sponsored by the National Human Services Data Consortium

# Tracking Actively Homeless Numbers

## Actively Homeless Population Monthly count for Chronic subpopulation(s)



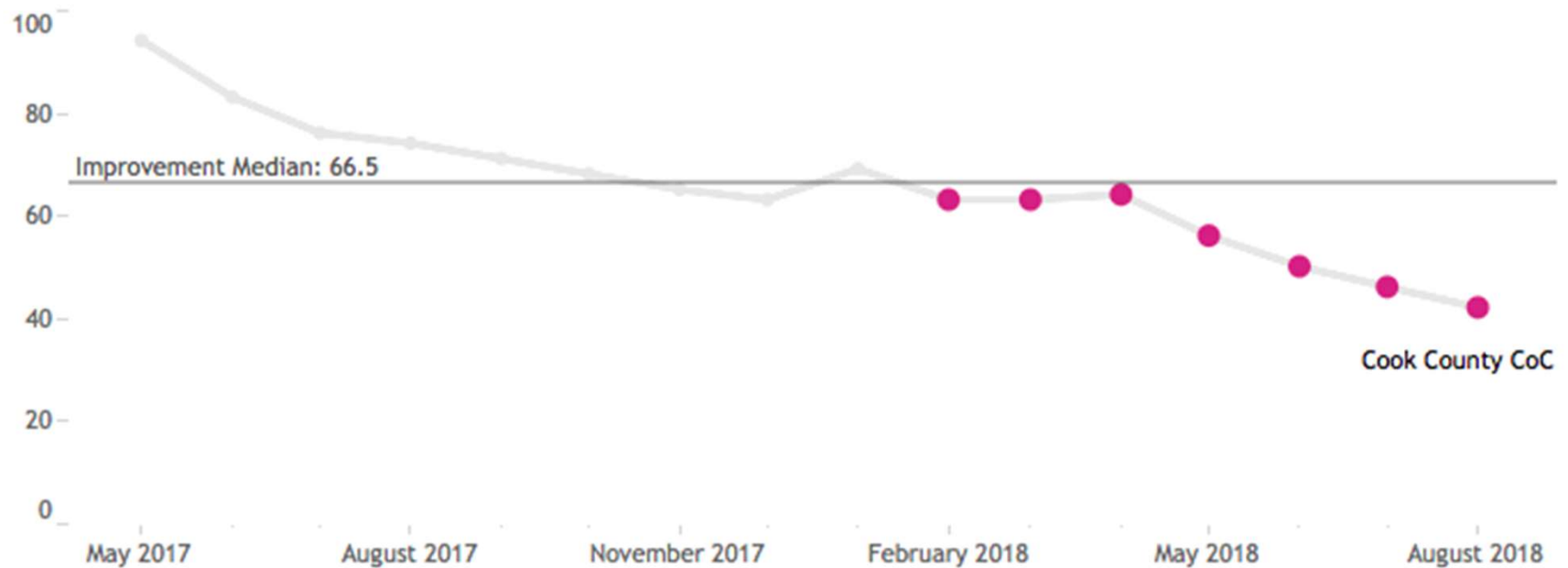




# Cook County CoC - VETERAN SHIFT

1x1 Call July + Sept

**Actively Homeless** Monthly **Veteran** data with signal indicators for **Shifts**





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# **BUILDING A NEW DISCIPLINE FOR SUSTAINABILITY**

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# Ending Homelessness: 13 Proof Points

## Veteran

Arlington County, VA

Bergen County, NJ

Ft. Myers/Cape Coral/Lee  
County, FL

Gulfport/Gulf Coast, MS

Lake County, IL

Montgomery County, MD

Norman/Cleveland  
County, OK

Riverside, CA

Rockford/Winnebago/Bo  
one Counties, IL

Texas Balance of State,  
Abilene

## Chronic

Bergen County, NJ

Lancaster, PA

Rockford, IL



# Sustainability: A Working Definition



<=

# actively homeless  
vets when functional  
zero reached

Veteran



<=

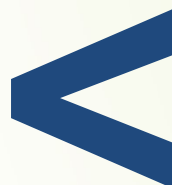
3 chronic or .1% of  
individual PiT count

Chronic

# Functional Zero for Veterans



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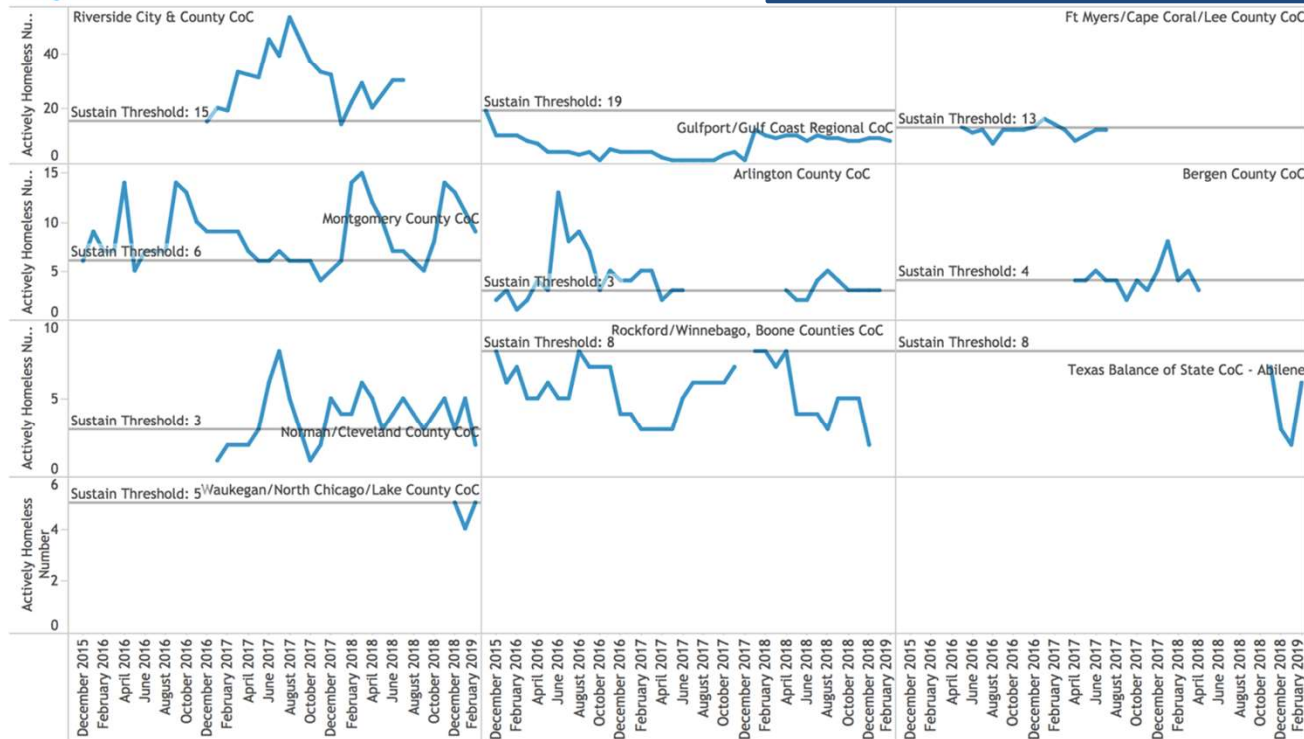


# Measuring Sustainability

## Sustaining Functional Zero for **Veteran** (First month displayed is month reached Functional Zero)



### Sustaining Functional Zero for **Veteran** (First month displayed is month reached Functional Zero)



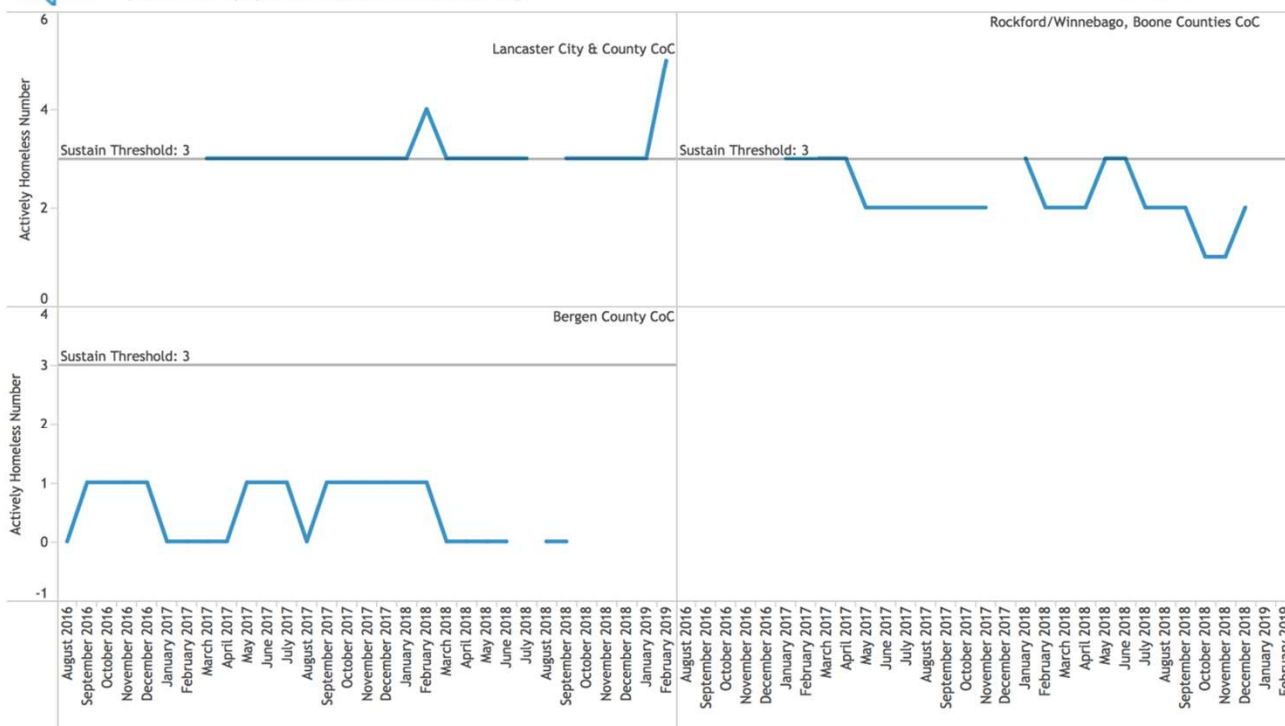


# Measuring Sustainability

## Sustaining Functional Zero for Chronic (First month displayed is month reached Functional Zero)



### Sustaining Functional Zero for Chronic (First month displayed is month reached Functional Zero)



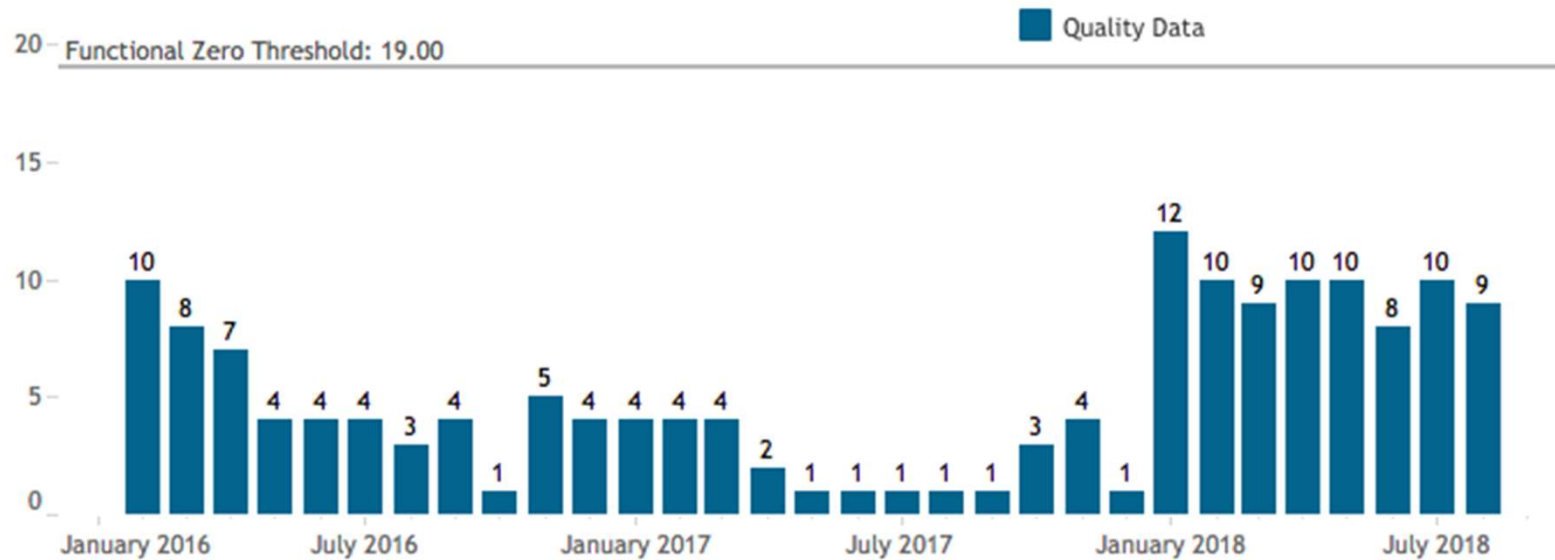




# Gulf Coast, MS

Achieved an end to  
veteran homelessness  
in September 2015!

## Actively Homeless Population Monthly count for Veteran subpopulation(s)



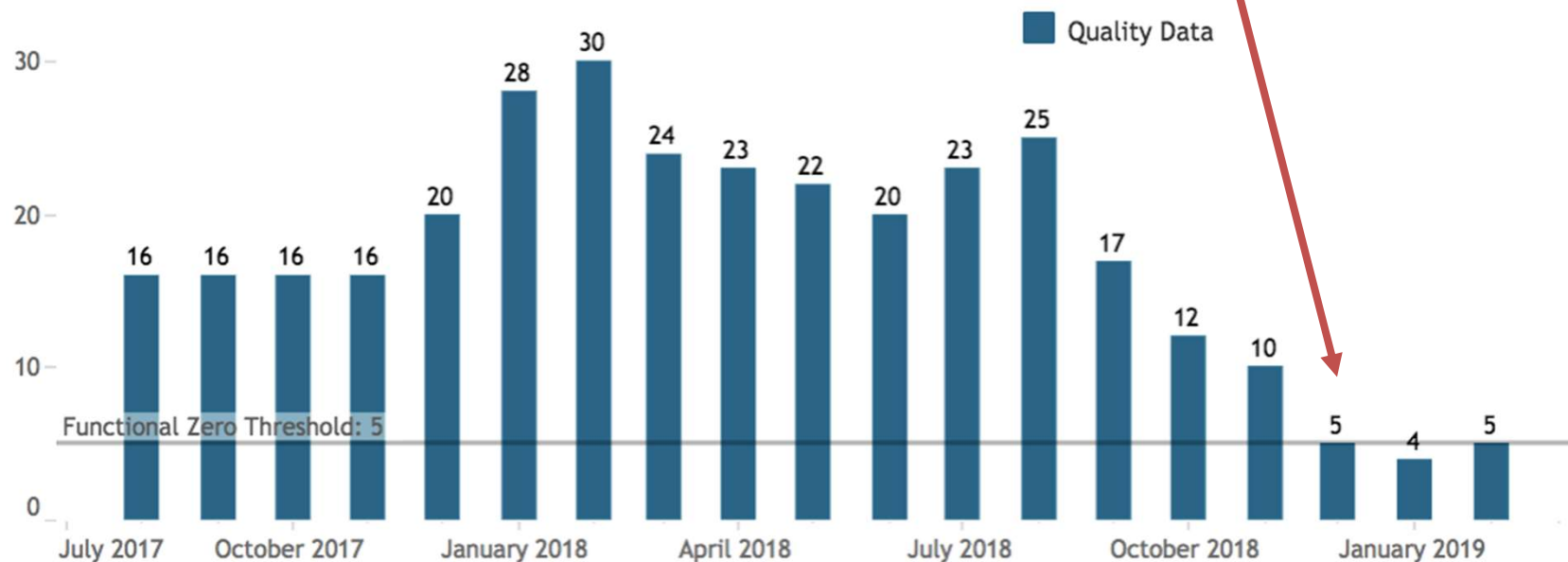


# Lake County, IL

Achieved an end to  
veteran homelessness  
in December 2018!

## Actively Homeless Population

Monthly count for Veteran subpopulation(s)

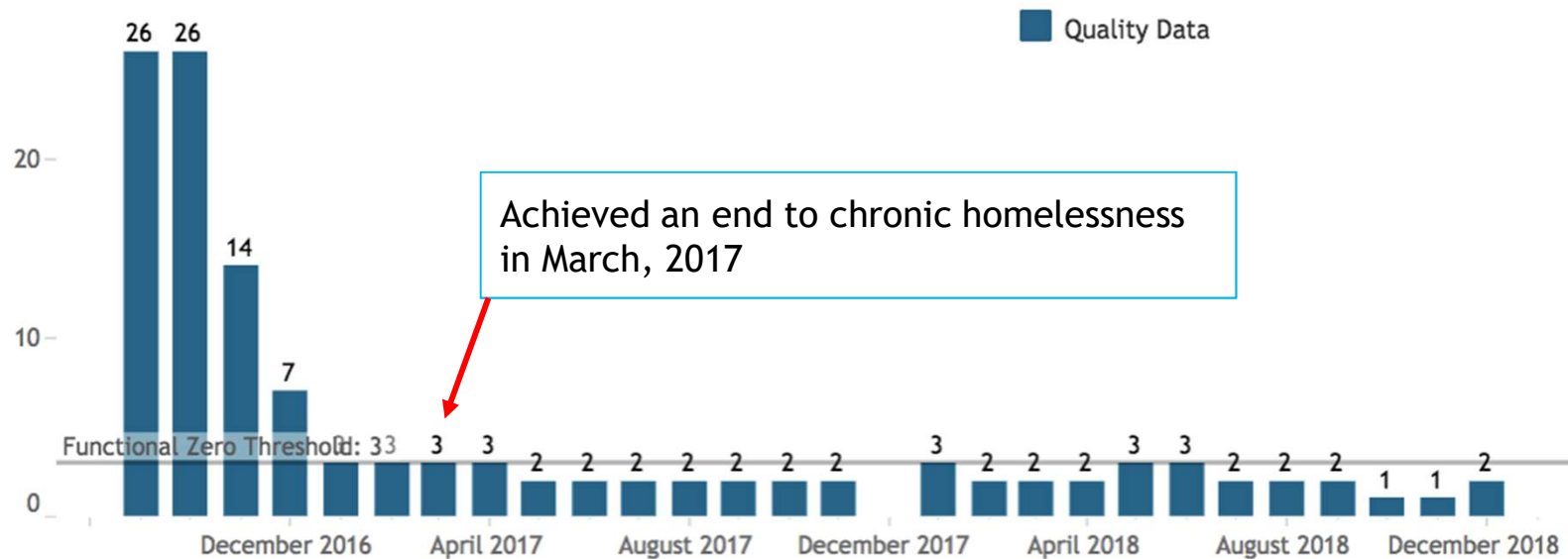




# Rockford, IL

## Actively Homeless Population

Monthly count for Chronic subpopulation(s)





# Why Study Sustainability?

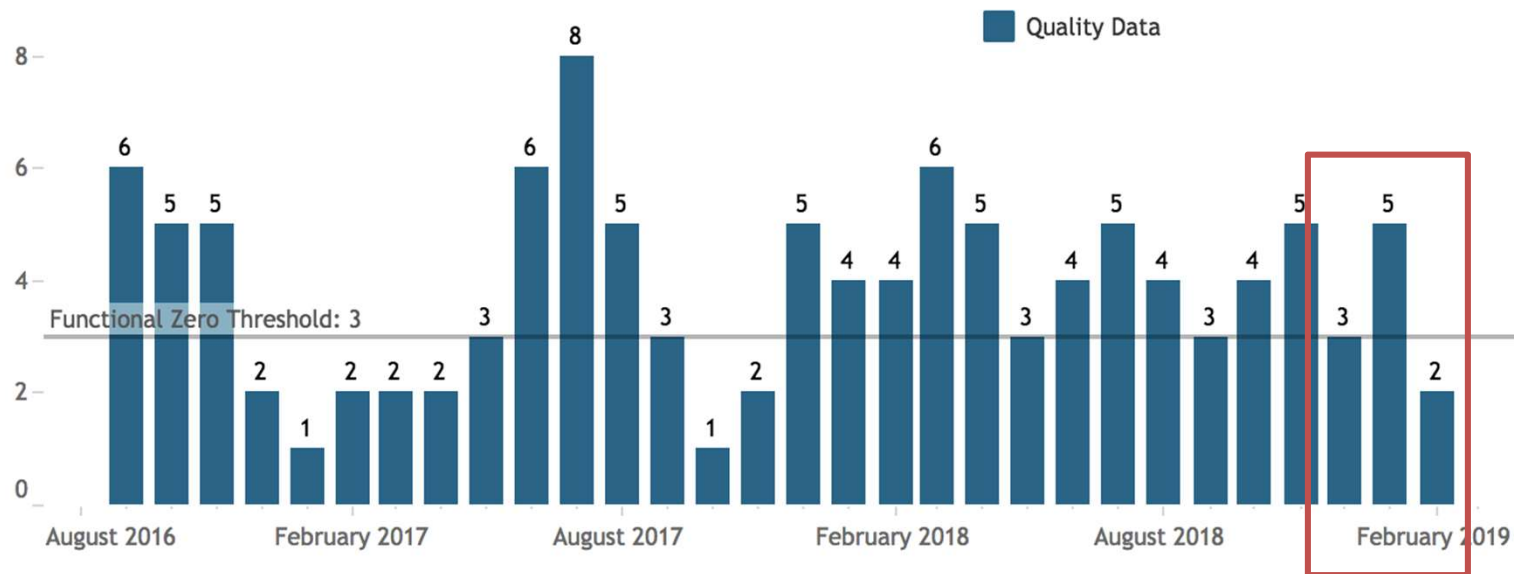
- Identify ongoing resource investments needed to maintain an end to homelessness over time
- Quantify the value of doing systems work
- Understand nature of inflow
- Test how homelessness might be ended for multiple populations at once
- Help the public believe an end to homelessness is really possible



# Emerging Considerations

A 3 month look-back period could provide a more detailed picture:

## Actively Homeless Population Monthly count for Veteran subpopulation(s)

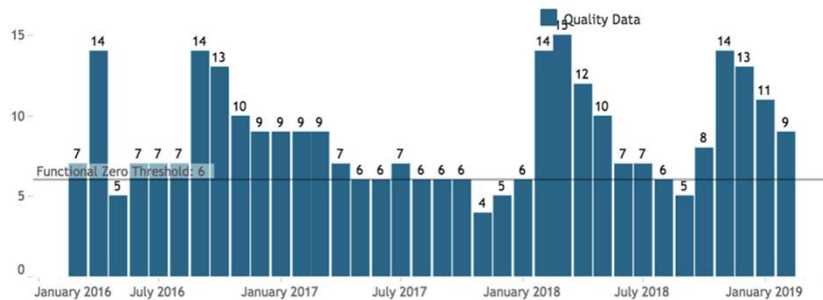




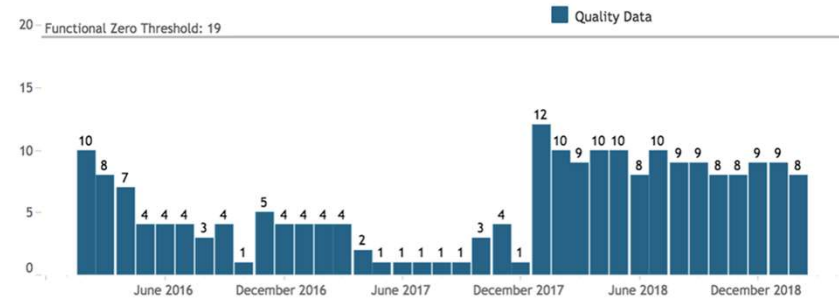
# Emerging Considerations

How does length of time from ID to housing figure in?

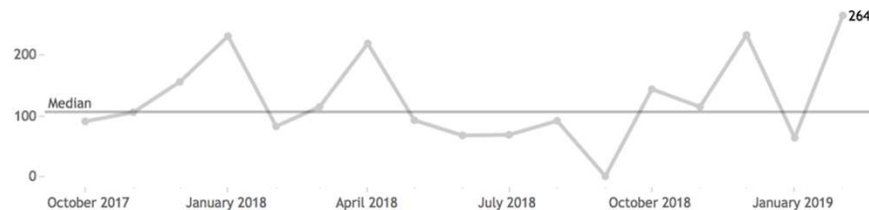
**Actively Homeless Population** Monthly count for Veteran subpopulation(s)



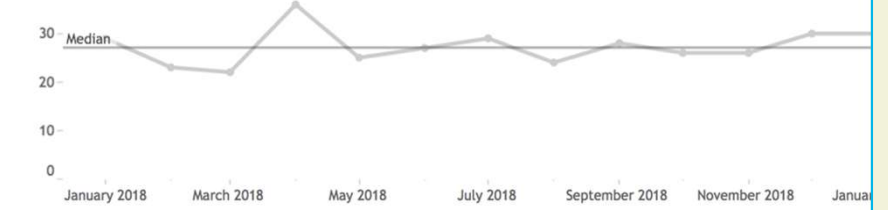
**Actively Homeless Population** Monthly count for Veteran subpopulation(s)



**Average Length of Time From Identification To Housing Placement** Use drop-down at right to adjust metric displayed



**Average Length of Time From Identification To Housing Placement** drop-down at right to adjust metric displayed

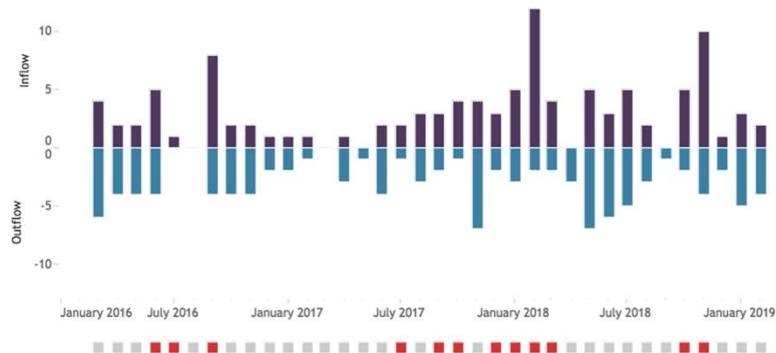




# Emerging Considerations

## Balancing responsiveness with a low active homeless number

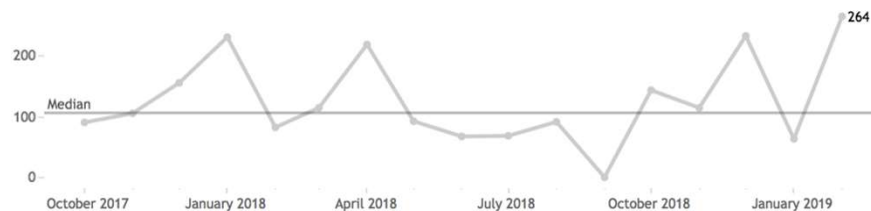
**Monthly Inflow & Outflow** Red square at bottom indicates Inflow exceeded Outflow



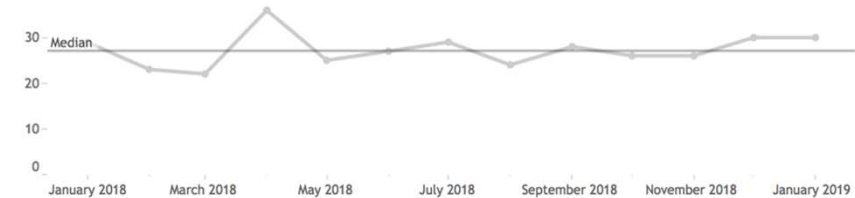
**Monthly Inflow & Outflow** Red square at bottom indicates Inflow exceeded Outflow



**Average Length of Time From Identification To Housing Placement** Use  
drop-down at right to adjust metric displayed



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## Primary activities of sustaining

- Ensuring housing retention
- Tracking when temporary subsidies expire, accounting for resources to transition to permanent for some
- Progressive engagement
- Maintain relationships with landlords, property managers, etc.
- Ensuring flexibility to absorb unexpected inflow for veterans
- Managing at “at-risk” list for chronic, enacting related policies
- Plan for resource needs based on current stability and expected inflow





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# Questions?

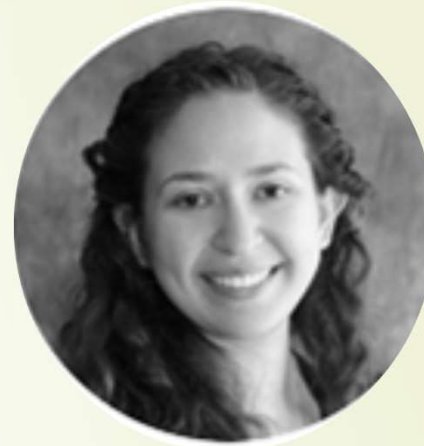
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# Thank you!



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**Community Solutions, Built for Zero**



**Caitlin Bayer**  
**Knowledge Manager**  
**Community Solutions, Built for Zero**



## Situating Your Single Adults By-Name List

Master List for Coordinated Entry System  
[Total Universe] (1,000 people)

Single Adults By-Name List(s)  
including your Chronic + Veterans  
(300 people)

Single Adults  
(including Chronic + Veterans)  
Housing Priority List(s)  
(200 people)

VI- SPDAT Score, SPDAT Score, Chronic,  
Unsheltered, Length of Homelessness, Touched  
System Last 30 Days, Hospital History... etc

List of  
Single  
Adults  
not  
assessed  
/refusing  
services

List of  
Single  
Adults  
inactive