



Applying for BFZ-C - Information Webinar

April 30, 2019



Agenda



Marie Morrison
Director, Built for Zero Canada
&
Today's Webinar Host

1. Seeking New Communities to Join Built for Zero Canada – a bit of history on how we got here
2. Overview of Application Process
3. Pause for Questions
4. Walk Through Questions & What To Expect if Join Built for Zero Canada
5. Questions
6. Further information on Key Mindsets (time permitting)

Housekeeping

1. Today's webinar is being recorded:
 - Recording will be sent out later today to all those registered
 - Will also be posted at www.bfzcanada.ca under "News" April 23 Post re: Applications
2. Everyone is muted
3. Ask questions throughout
 - Type in question box
 - Raise your hand if you wish to be unmuted to ask your question



How We Got Here



Based on Success and Learning from the US



**100,000
HOMES**

2010-2014

[Year 1 Video](#)

[Year 2 Video](#)

[Final Year Video](#)



Zero: 2016
from Community Solutions

2015-2016



**Built
For
Zero.**
COMMUNITY
SOLUTIONS

2016-Present

[Ending Veteran Homelessness – It’s Happening!](#)

[What It Takes To End Homelessness](#)

[How This Community Ended Homelessness](#)

Progress and Learning in US BFZ

10 COMMUNITIES
ENDED VETERAN
HOMELESSNESS

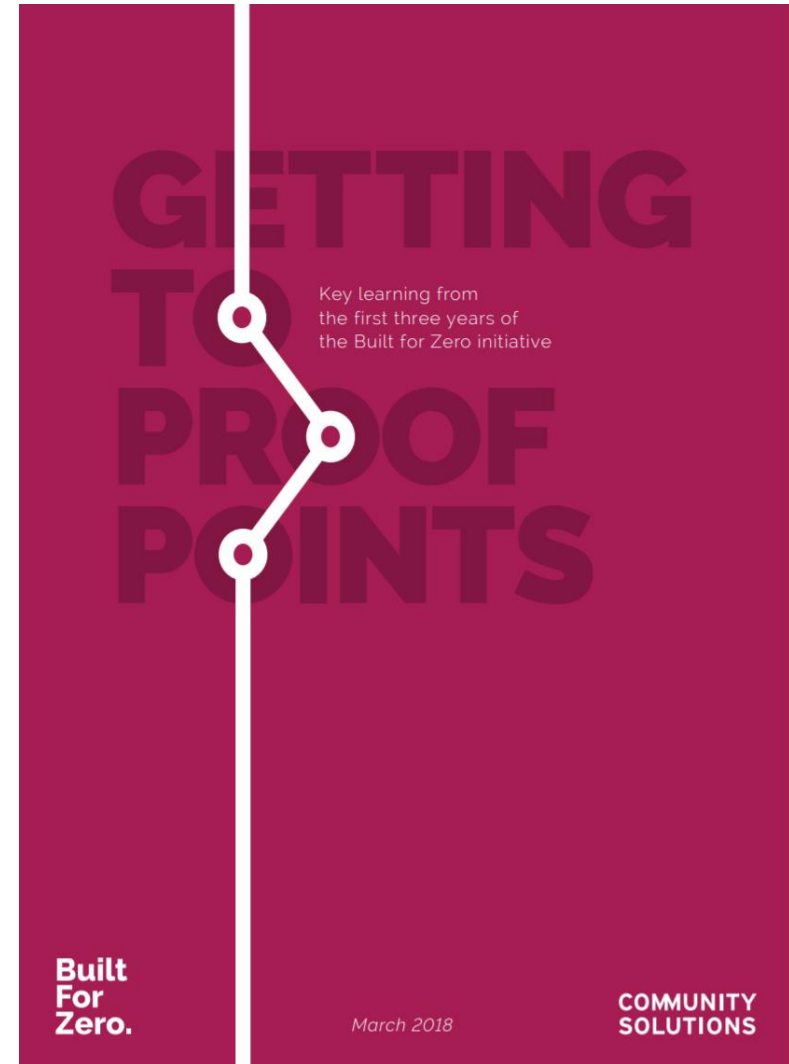
3 COMMUNITIES
ENDED CHRONIC
HOMELESSNESS

39 COMMUNITIES
HAVE ACHIEVED MEASUREABLE
REDUCTIONS IN ACTIVE
HOMELESS NUMBERS

74 COMMUNITIES
WITH QUALITY
BY-NAME LIST

105,000 TOTAL
PEOPLE
HOUSED

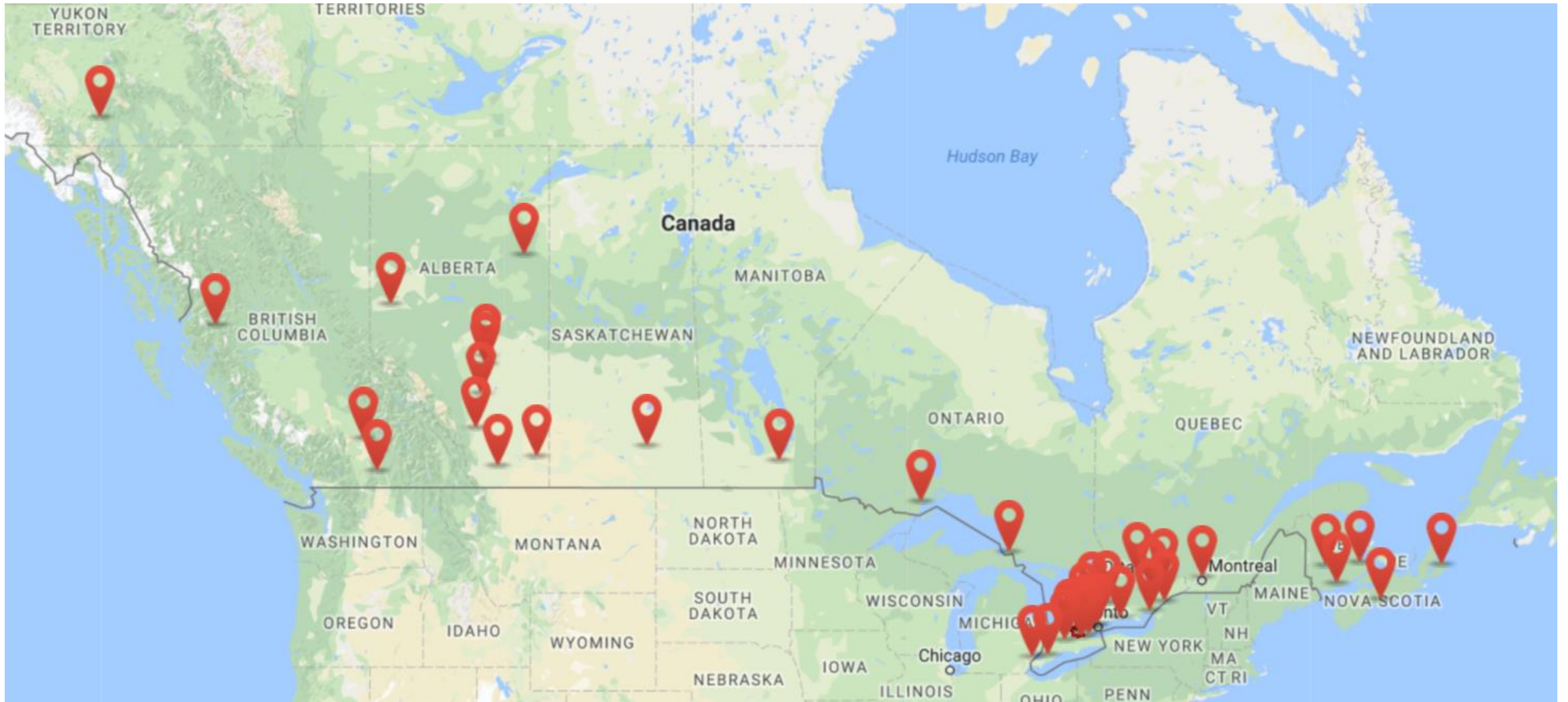
60-90% FUNCTIONAL ZERO
COMMUNITIES
SUSTAINING GOAL



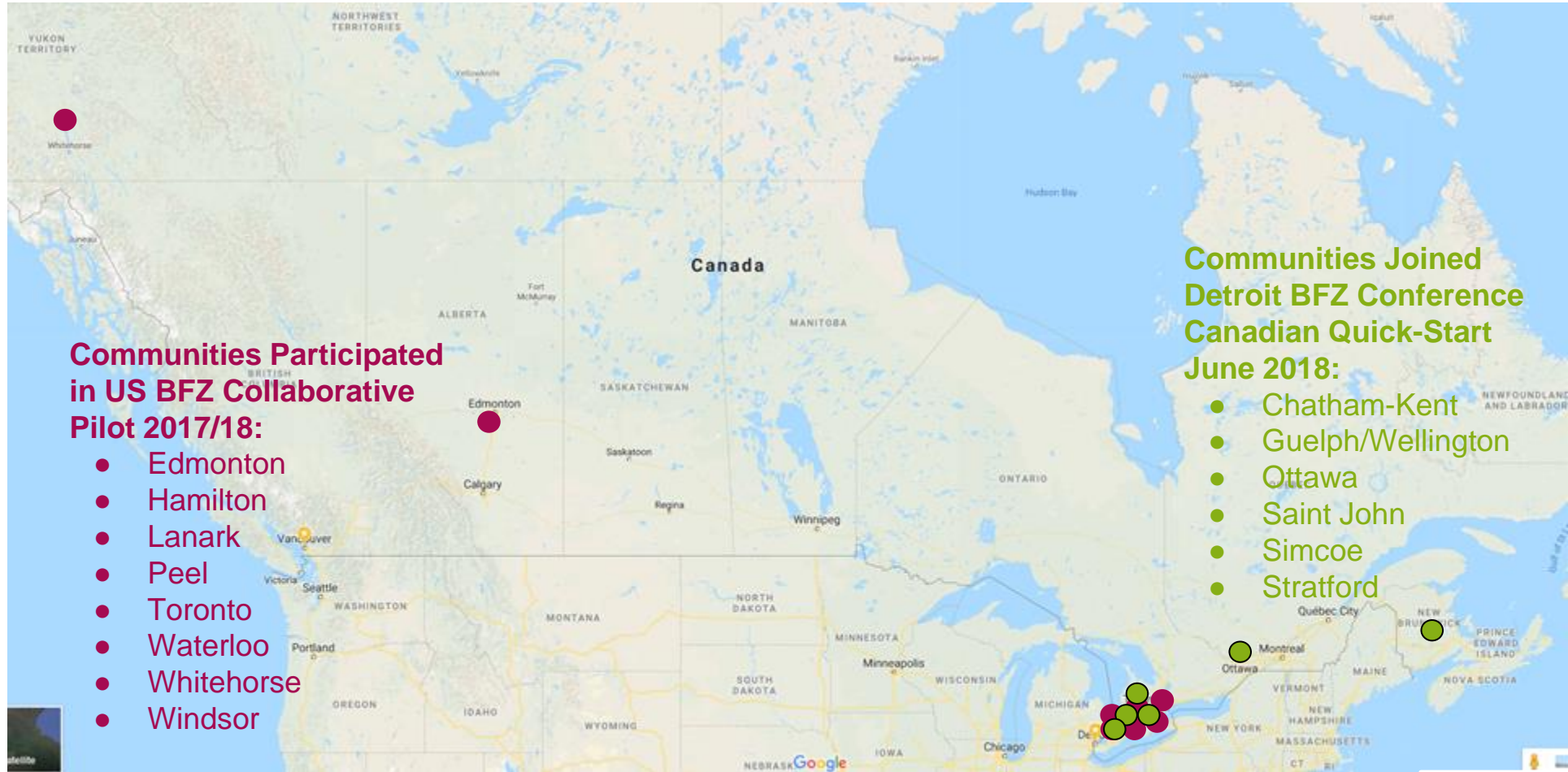
20/20/20

End chronic homelessness in **20** communities and house **20,000** of Canada's most vulnerable homeless people by July 1, **2020**.

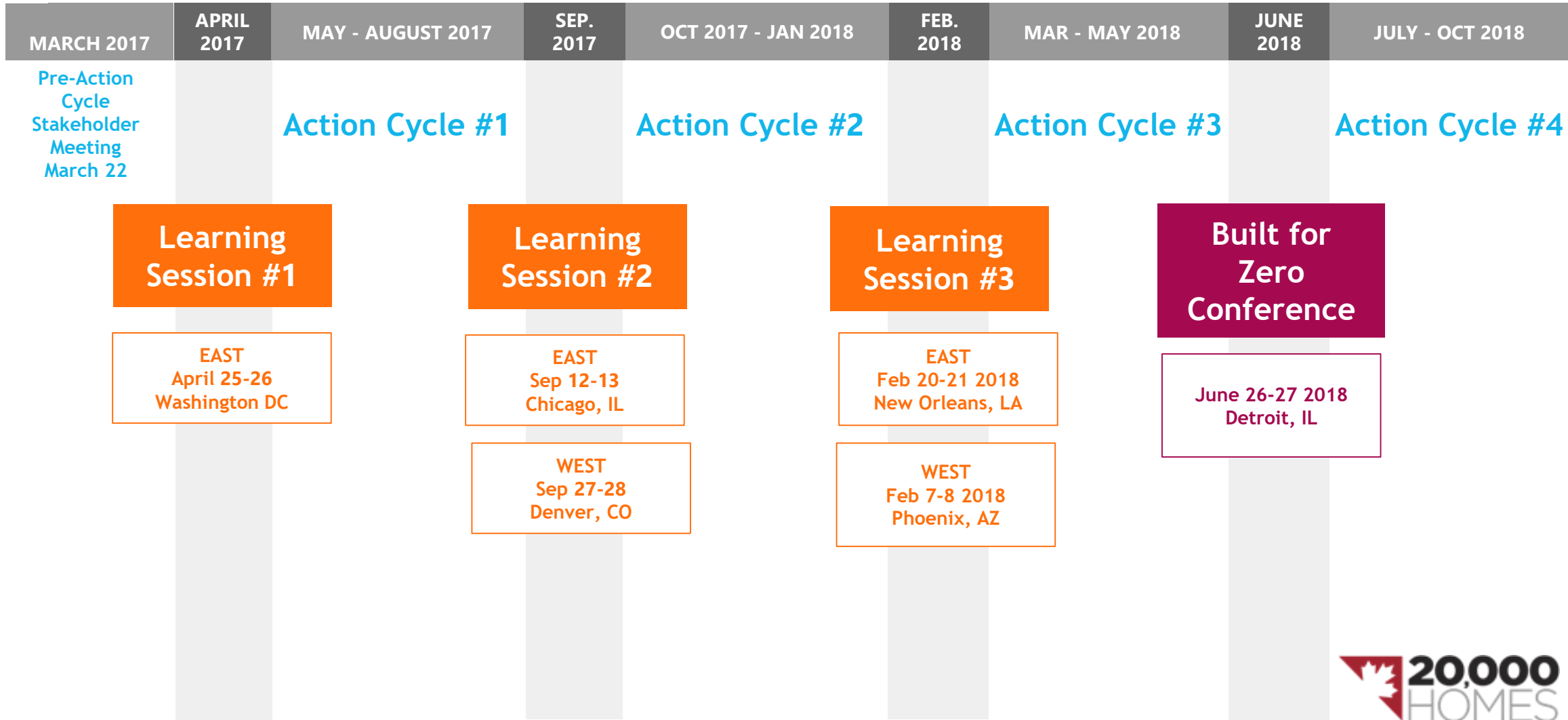
44 Communities Across Canada Signed-Up for 20K Homes



Fourteen 20KHomes Communities Participated in the US Built for Zero Collaborative



2017/18 US BFZ Collaborative Timeline



20KHomes Support Sign-Up (July-Sept 2018) Results

Total Campaign Communities: 38

Total 20KHomes Collaborative Communities: 24

**IN-PERSON
COLLABORATIVE 20**

Brantford Chatham-Kent Dufferin Edmonton Fort McMurray Guelph-Wellington Halifax Hamilton Kawartha-Haliburton Medicine Hat	Moncton Peel Peterborough Red Deer Saint John Stratford Toronto Waterloo Whitehorse Windsor
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**VIRTUAL 4
COLLABORATIVE**

Sault Ste. Marie Simcoe Sudbury Ottawa

**14
SELF-DIRECTED**

Calgary Cape Breton Grande Prairie Halton Kingston Kamloops Leduc Lanark London Montreal Northumberland Penticton Regina Winnipeg
--

**NOT 6
CONTINUING
FOR NOW**

Brockville Fredericton Lethbridge Renfrew Terrace Thunder Bay
--

20KHomes Staff Team Hired September 2018



Ashley Van Der Mark
Improvement Advisor



Kerri Kightley
Improvement Advisor



Jessica Brunet
Data Advisor



Randalin Ellery
Data Impact Lead

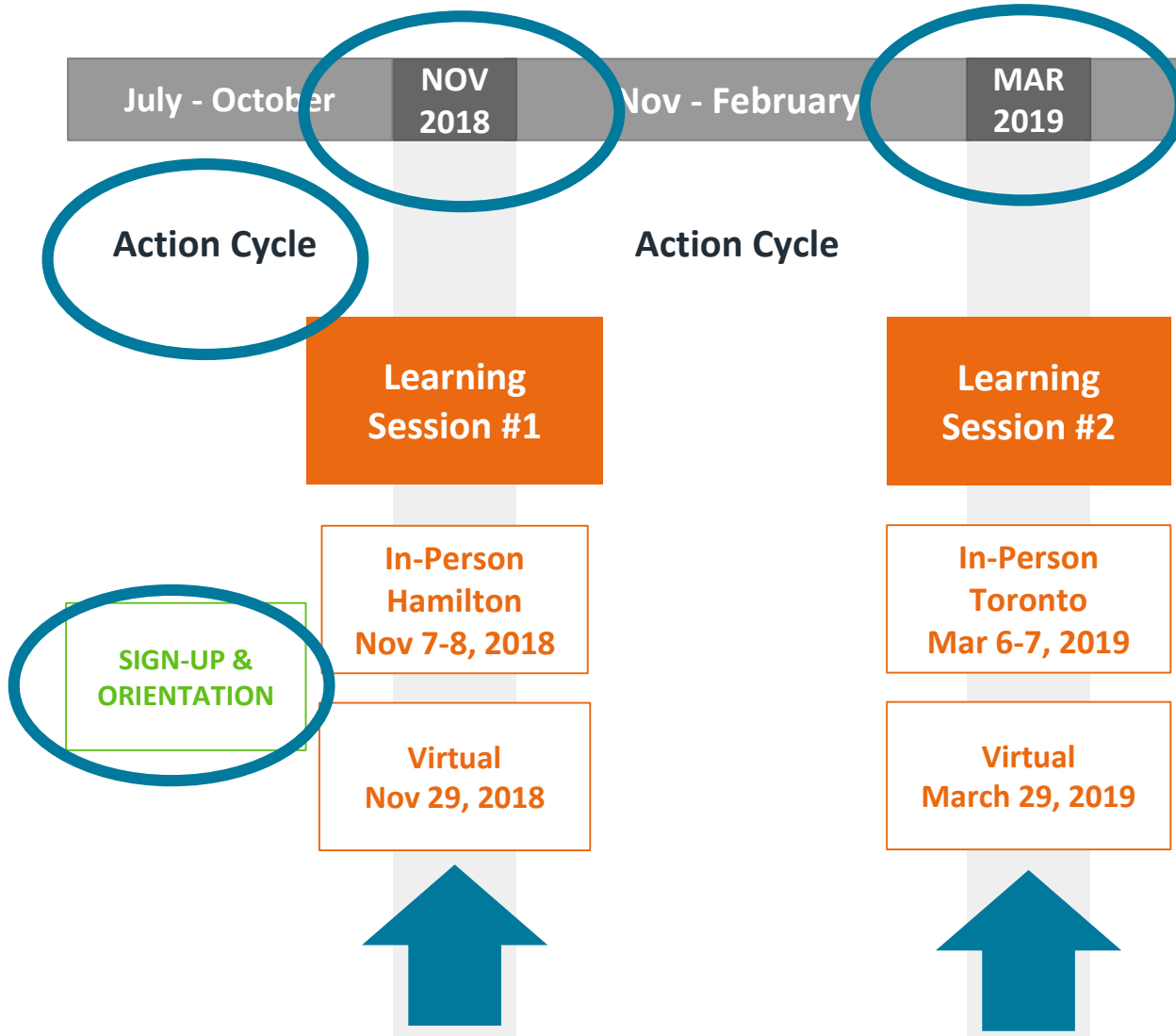


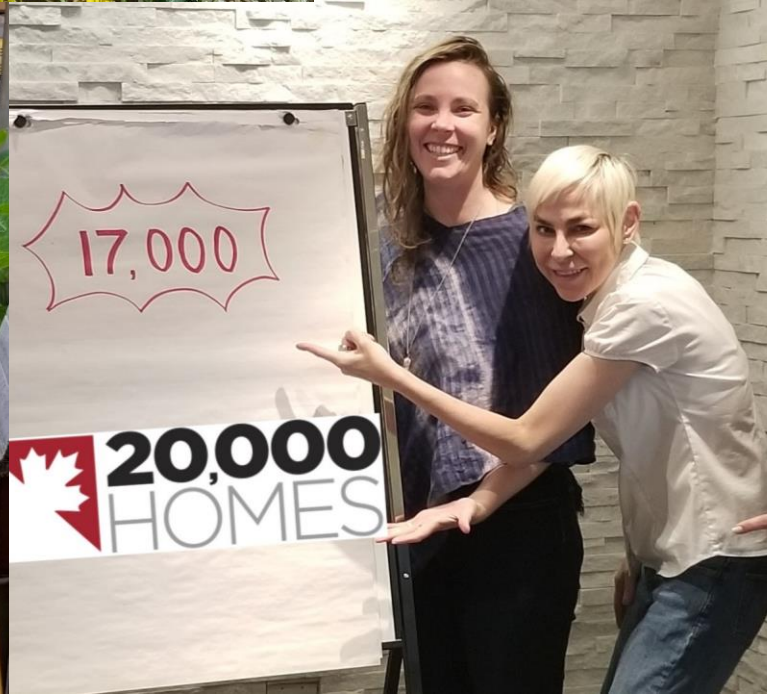
Debbie Harrison
Campaign Coordinator



Stefania Seccia
Communications Advisor

Canadian Collaborative Timeline 2018/2019









Between June 2015 and February 2019, 38 communities participating in the 20,000 Homes Campaign house 21,254 of the most vulnerable people experiencing homelessness

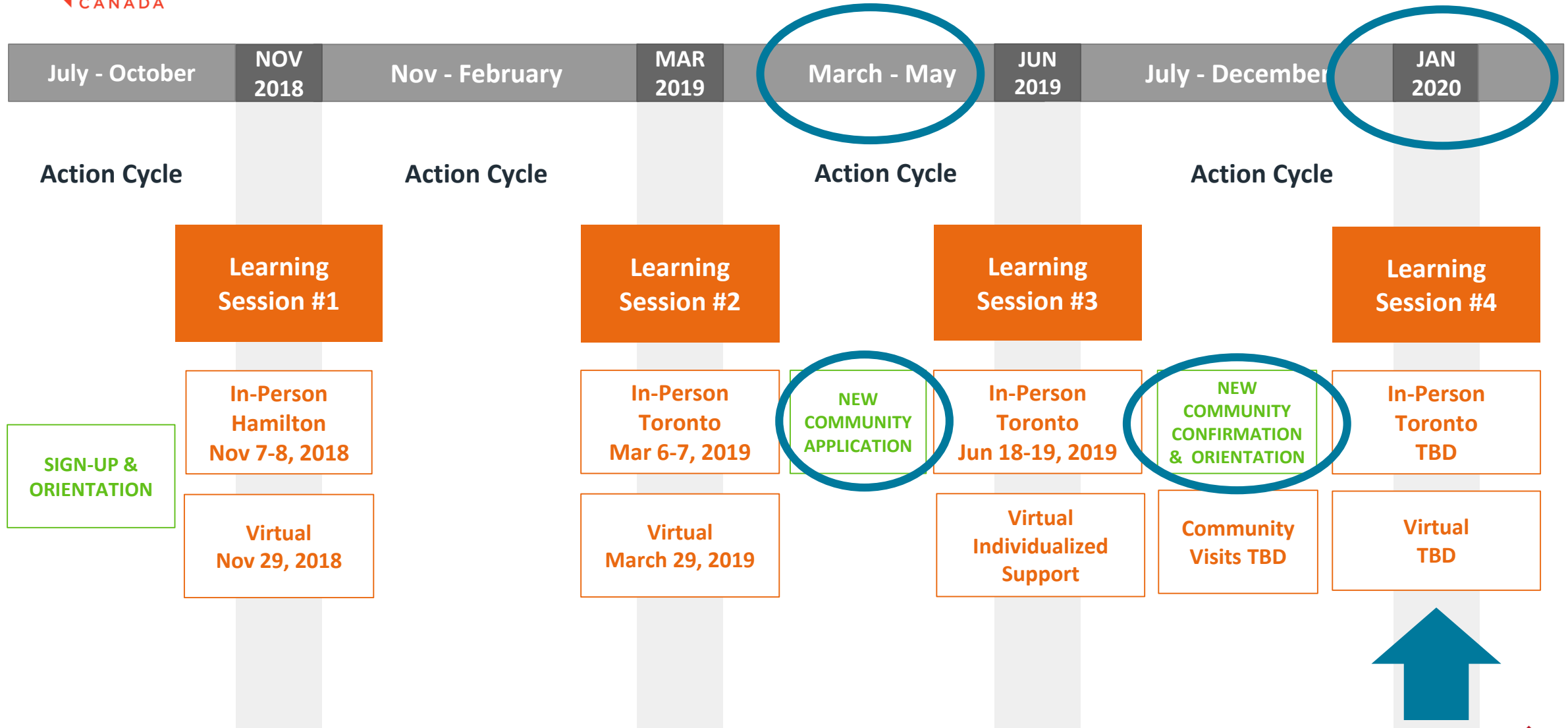
On March 6, 2019 20KHomes relaunched as Built for Zero Canada

- [20,000 Homes Campaign beats goal to house 20,000 of Canada's most vulnerable homeless people](#)
- [20KHomes Results Infographic](#)
- [On March 6th Built for Zero Canada launches after communities house 21,254 of Canada's most vulnerable homeless population](#)



Built for Zero Canada is an ambitious national change effort helping a core group of leading communities end chronic homelessness – a first step on the path to eliminating all homelessness in Canada.

Collaborative Timeline 2018 & 2019



Built for Zero Application Process



Application Process Highlights

- [Applications](#) due June 28 submitted to marie@caeh.ca
- Applications consist of a Word document (link in PDF) with seven questions requiring written explanations and two questions requiring you to check boxes:
 - #8 indicating inclusion of completed scorecards and data
 - #9 indicating your understanding and/or commitment to a number of items
- Decisions will be made by the CAEH team and communities informed by July 19 – up to 8 new communities are anticipated to be added to the BFZ-C Collaborative
- Agreement signed by Sept 1 and payment by Sept 30 to confirm spot – agreement for Sept 1, 2019 – June 30, 2020. Ability to renew for July 2020 to March 2022
- Orientation and on-boarding will take place over the fall of 2019
- First Learning Session January 2020

Who is Eligible to Apply

- Canadian communities 😊
- Communities who have been part of 20KHomes/BFZ-C – Self-Directed Option
- Communities who were part of the 20KHomes Campaign at one point and then decided to step out for the time-being
- Communities who are brand new to 20KHomes/BFZ-C
- A body that has a lead role in organizing their communities efforts towards ending homelessness

What Are We Looking For?

- Communities that know what they are getting into with BFZ-C – and still want to be involved
- Communities that want to focus on ending chronic homelessness & want to use the BFZ-C functional zero chronic definition to measure their progress (for the purposes of BFZ-C)
- Communities who are really excited about being part of BFZ-C – learning from and sharing with other BFZ-C communities, using a structured approach that begins with achieving a quality By-Name List, using and having access to the BFZ-C tools, resources and coaching supports
- Preference for communities that are already undertaking strong efforts to end homelessness can become early proof-points showing that reductions and an end to chronic homelessness is possible – as the beginning of the end of all homelessness in Canada.
 - Leading communities - early adopters looking to accelerate their change efforts – those who have been implementing promising practices e.g. Registry Weeks, By-Name Lists, Coordinated Access, Housing First, Diversion, HMIS etc. - becoming housing-focussed and data-informed systems.
 - Communities with strong and clear leadership
 - Communities that are ready to go by end of September

Costs

- Same participation cost for the first two years regardless of when started
- Sliding scale based on community size:
 - Communities with population's of 500,000+ who are Reaching Home largest funded communities (e.g., Calgary, Montreal, Vancouver, Winnipeg) - \$15,000
 - Communities with populations of 350,000+ (e.g., Halton Region, London, and others) - \$7,500
 - Communities with populations of less than 350,000 (e.g., Cape Breton, Grande Prairie, Kamloops, Kingston, Regina, and others) - \$2,500
 - Communities who are not yet Reaching Home designated (e.g., Lanark County, Leduc, Northumberland County, Penticton, and others) - \$0
- Covers a fraction of the costs for participating
- In the US – pay \$10,000 US/per year regardless of size – still a fraction of the cost
- Must pay own travel, accommodations and dinners for Learning Sessions
- Time
- Commitment now guarantees a spot for 2020-2022 should you be fully participating and wish to continue

What You Receive Through Collaborative

Orientation & Quick Start (Fall 2019)

- Orientation for you and your community to BFZ-C
- Support plan developed over the fall of 2019
- Start working on By-Name List and Coordinated Access tailored to your community

Learning Sessions (2020)

- 2 Learning Sessions – Jan and June 2020
- Knowledge for Improvement training
- Experts, partners, coaches, peer learning
- Goal setting and action planning

Action Cycles (Feb-May & July-October)

- 2 Action Cycles in 2020
- Virtual Coaching – individual and group
- Webinars
- Data support

Exclusive Access to Tools

- BFZ-C Change Package
 - ✓ Community Hub with all your materials in one place
 - ✓ Complex problem solving Toolkit
 - ✓ Learning Session and Action Cycle Materials
 - ✓ Coaching Sign-Up
- Performance Management Tracker
- Improvement Portfolio
- Weekly BFZ-C Updater Newsletter

Questions?



Question #1 – Explain why interested

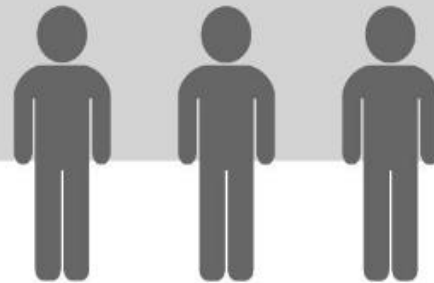
- Why interested in joining BFZ-C?
- Interest and commitment to get to functional zero chronic?
- Interest and commitment in starting with a By-Name List?

Functional Zero Chronic Homelessness

**3 OR LESS
CHRONIC
HOMELESS
OVER
3 MONTHS +** = **Functional
Zero**

[BFZ-C Functional Zero Q&A
Document](#)

[By-Name List & Functional
Zero Chronic Video](#)



Structured Process - Campaign Milestones

By-Name List

Achieve a comprehensive, real-time, quality By-Name List that produces reliable data

11/11
BNL SCORECARD

+

RELIABLE BNL DATA

+

BASELINE

Reduce to Zero

Drive monthly reductions in your active chronic homeless number

COORDINATED
ACCESS & SYSTEM
IMPROVEMENTS

|

MONTHLY
REDUCTIONS

|

HOME STRETCH

Zero for All

Sustain your gains while expanding to new populations

CONFIRM ZERO

+

SUSTAIN ZERO

+

EXPAND TO NEW
POPULATIONS

LEADERSHIP, LOCAL TEAM, BUILDING THE WILL

Build and Activate Your Local Team

LEADERSHIP, LOCAL TEAM, BUILDING THE WILL

Goal: Identify stakeholders and partners in your community that are focused on ending chronic homelessness and are committed to working together to get to functional zero

Experience: In your community:

1. Rally stakeholders around Built for Zero
2. Introduce concepts:
 - [By-Name Lists](#)
 - [Coordinated Access](#)
 - [Functional Zero](#)

What You'll Get from Us:

1. Recommendations on who to have form your “away team” and “home team”
2. Tools to identify and engage key stakeholders
3. Leadership support

While this is the first step in your BFZ-C journey, this process begins before the Learning Sessions and will be ongoing throughout your time in BFZ-C

Achieve a Quality By-Name List

Goal: Score a 11/11 on the By-Name List Scorecard 2.0, submit BNL Scorecard Worksheet, report at least three consecutive months of reliable By-Name List measures data and set your local baseline.

Why: The crown jewel of your coordinated access system and providing essential system-level data for setting goals and monitoring progress and to allocate and advocate for the resources necessary for ending chronic homelessness.

Experience:

1. Take the By-Name List Scorecard with your local team to assess where you are at
2. At the Learning Session, set a goal to get towards or to achieve a quality By-Name List and create an action plan for achieving your goal
3. Work with your broader local home team to implement your plan

What You'll Get from Us:

1. Change Package
2. The By-Name List Scorecard, Guide, Worksheet, Data Balancing Workbook and other tools
3. Planning tools to be used at the Learning Session and during the Action Cycle
4. A Performance Management Tracker to show your progress on your By-Name List scorecard score, check the reliability of your BNL data, and visualize BNL data once you begin to report it
5. Targeted support for building your action plan at the Learning Session
6. Group and 1x1 coaching during the Action Cycle

By-Name List

Achieve a comprehensive, real-time, quality By-Name List that produces reliable data

11/11
BNL SCORECARD

+

RELIABLE BNL DATA

+

BASELINE

What Make a By-Name List Quality?

Full Coverage

- All agencies and programs are represented
- List includes people sleeping in shelters, streets, and provisionally accommodated

Real-time Updates

- List is updated monthly, at a minimum
- As people's housing status changes, those changes are reflected on the list

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 to ensure they get the help they need
- You can pull the six key aggregate data points for system monitoring

Reliability

- Data balances month over month, just like your chequebook

Communities Who Have Achieved a Quality By-Name List

- Chatham-Kent
- Edmonton
- Guelph-Wellington
- Hamilton
- Kawartha-Haliburton
- Lanark (youth)
- **Medicine Hat**
- Ottawa
- Peel Region
- Waterloo Region
- Windsor



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

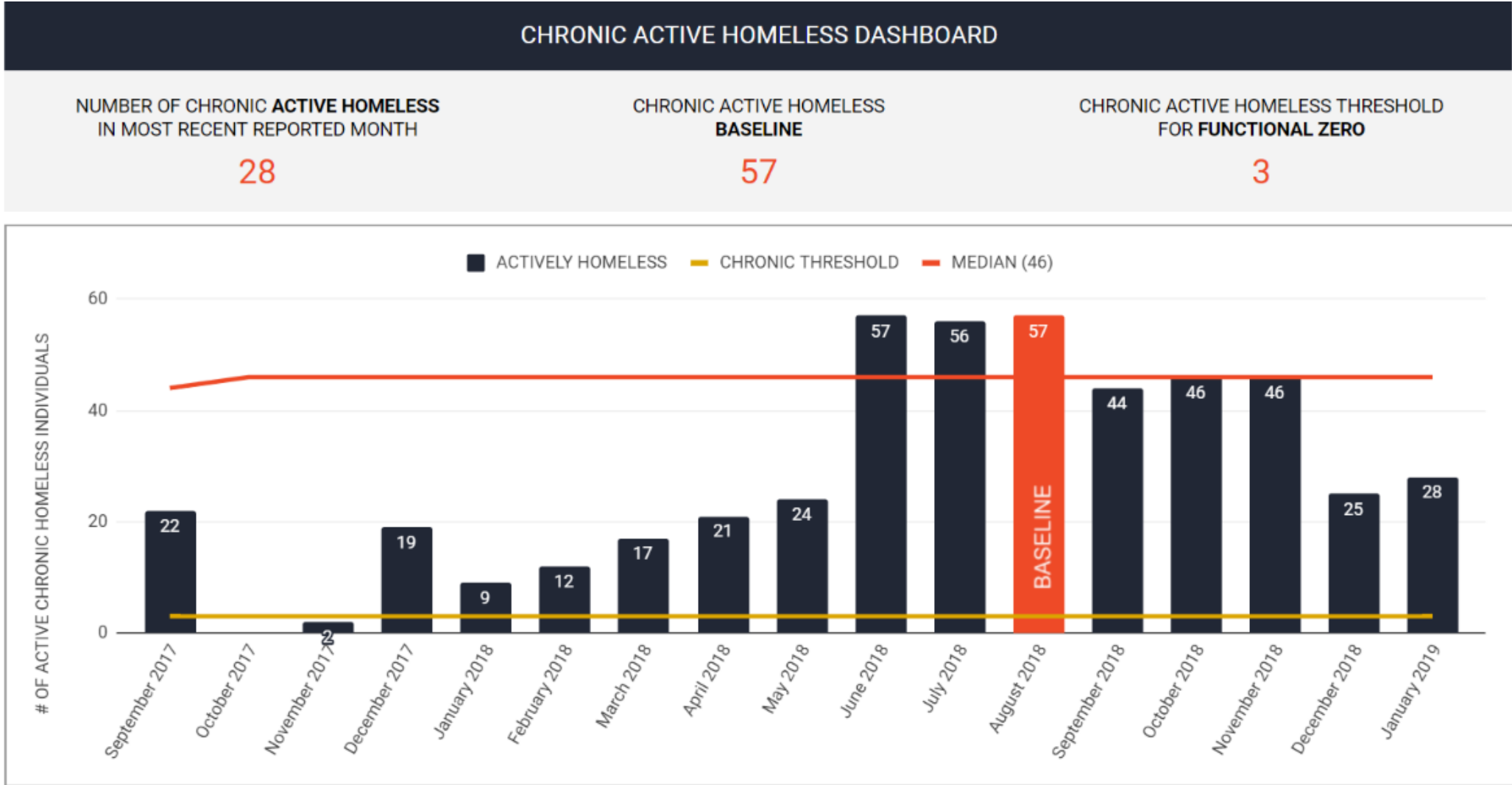
Improved Systems

- 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

Measuring Reductions



Reduce to Zero on Chronic Homelessness

Goal: Reduce your By-Name List's actively homeless number, and/or achieve functional zero for people experiencing chronic homelessness.

Experience:

1. Begin work within the Reduce Cohort of communities, all with a quality BNL
2. Set a goal to reduce active chronic homelessness on your By-Name List at the learning session
3. Continue to refine your system and complete Basic Quality on the Coordinated Access System Scorecard

What You'll Get from Us:

1. Reduce Description
2. The Change Package
3. Training/support on: Quality Improvement, Leadership Development, Coalition Building, Design Thinking, Data Analytics, Facilitation and Meeting Design
4. A Performance Management Tracker to visualize your data and reduction targets
5. Help to chart progress towards functional zero and extra support during the Home Stretch to bust through barriers
6. Targeted support for building your action plan at the Learning Session
7. Group and 1 x 1 coaching during the Action Cycle

Reduce to Zero

Drive monthly reductions in your active chronic homeless number

COORDINATED ACCESS & SYSTEM IMPROVEMENTS

MONTHLY REDUCTIONS

LAST MILE

Sustain and Zero for All

Two Goals after confirming: 1) Sustain Zero for chronic homelessness; 2) Expand those gains to other populations.

Experience:

1. Complete the confirmation process with the BFZ-C Team
2. Move to a new cohort in the Collaborative, working with other communities who have achieved functional zero
3. Set a sustaining goal at the Learning Session
4. Focus on strengthening your system and working with other systems for new populations and leaning into prevention

What You'll Get from Us:

1. The Change Package
2. Additional Quality Improvement training
3. A Performance Management Tracker to visualize BNL data and show your community sustaining an end to homelessness
4. Targeted support for building your action plan at the Learning Session
5. Group and 1 x 1 coaching during the Action Cycle

Zero for All

Sustain your gains while expanding to new populations

CONFIRM ZERO

+

SUSTAIN ZERO

+

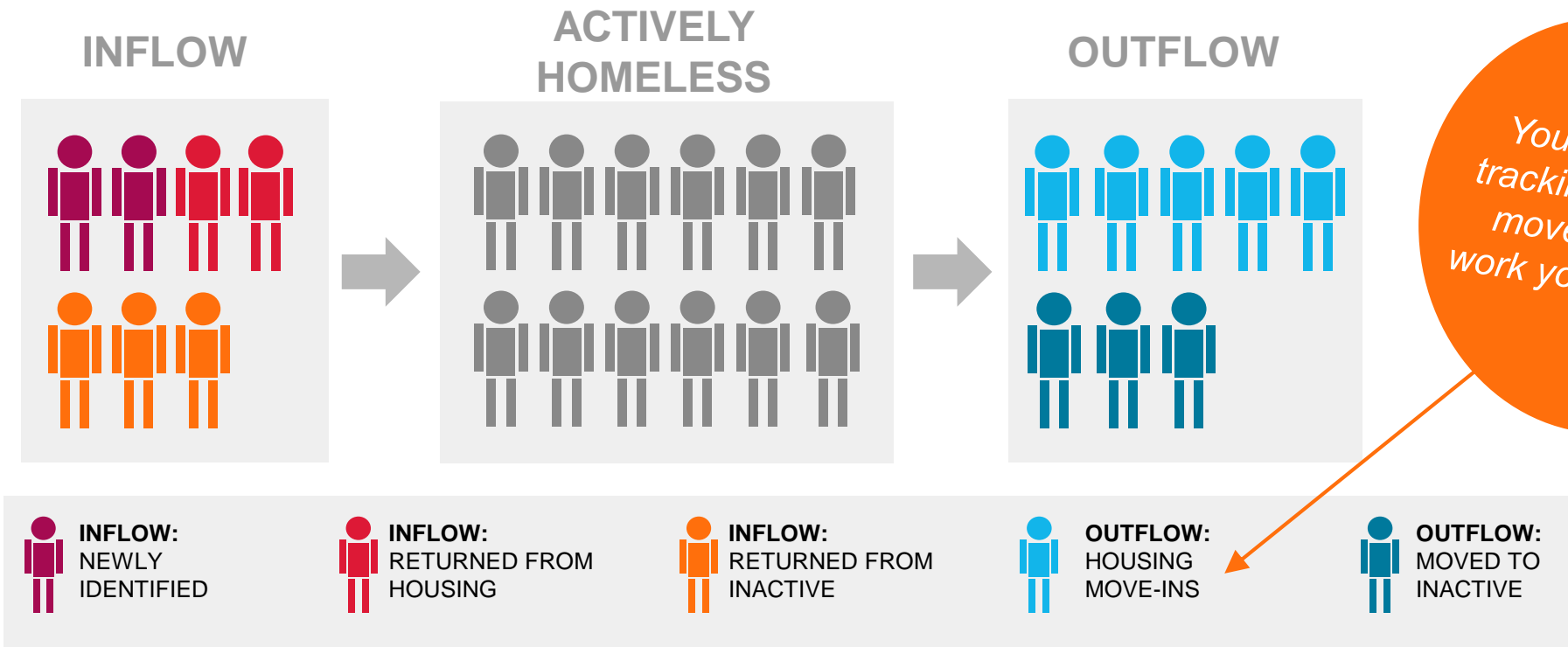
EXPAND TO NEW POPULATIONS

Question #2 – Benefits from Activities

- Submitting monthly data?
- Submitting quarterly BNL and CAS Scorecards?
- Sharing your progress and data on the BFZ-C website?

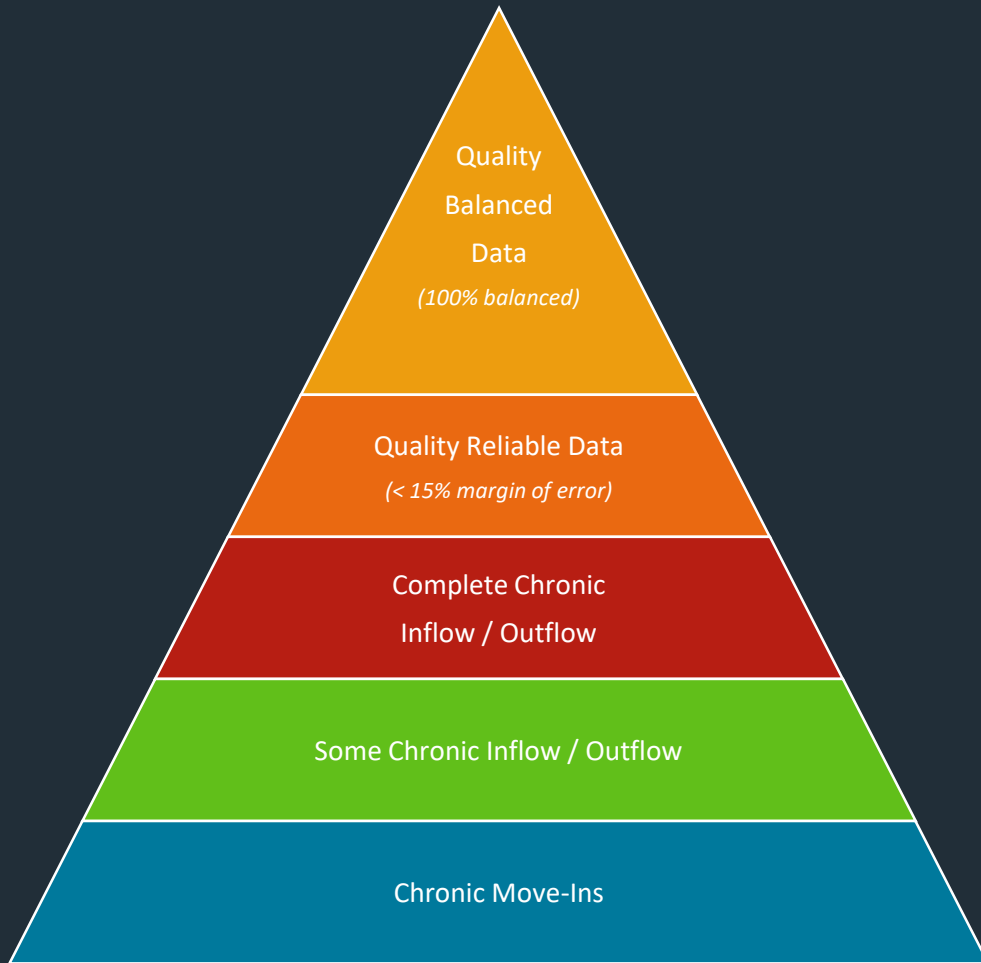
Monthly Data Submissions

Start by tracking monthly housing move ins. As your community builds a real-time, by-name list, you'll track and respond to a more dynamic picture of your full systems.



You'll start by tracking housing move-ins and work your way up!

Monthly Reporting Rulers



Monthly Reporting Rulers: January 2019		Working Towards a Quality By-Name List			Quality By-Name List	
Community	Chronic Move-ins	Some Chronic Inflow / Outflow	Complete Chronic Inflow / Outflow	Quality Reliable Data	Quality Balanced Data	
				< 15% margin of error	100% balanced	
Calgary						
Cape Breton						
Chatham-Kent						
Edmonton						
Fort McMurray						
Grande Prairie						
Guelph/Wellington						
Halton Region						
Hamilton						
Kawartha Lakes and County of Haliburton						
Kingston						
Lanark County						
Leduc						
London						
Medicine Hat						
Moncton						
Northumberland County						
Ottawa						
Peel Region						
Penticton						
Red Deer						
Regina						
Saint John						
Sault Ste. Marie						
Simcoe						
Stratford						
Sudbury						
Toronto						
Waterloo Region						
Whitehorse						
Windsor						
	31	22	20	11	9	

Quarterly Scorecard Submissions

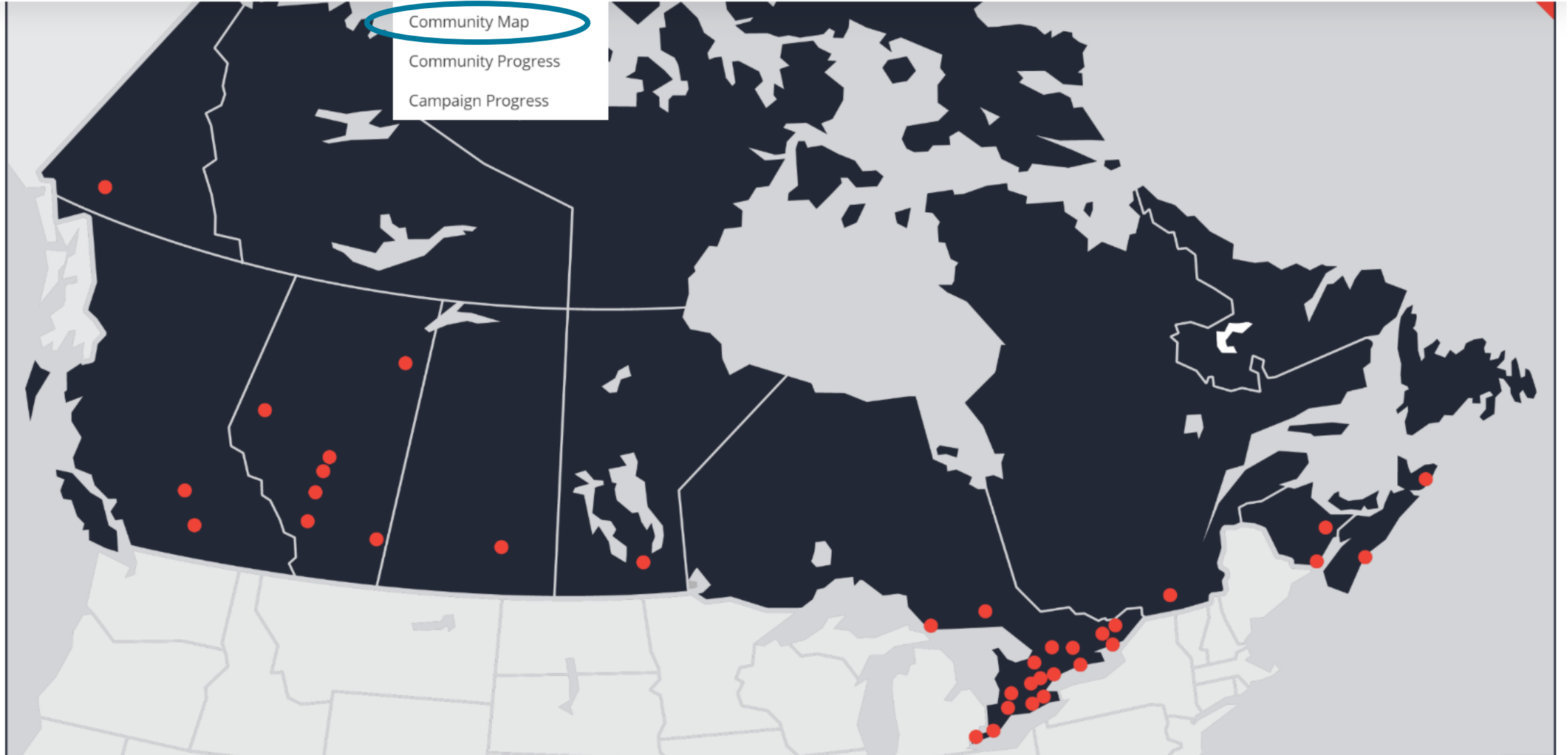
QUESTION #	BNL SCORECARD BASIC QUESTIONS	CURRENT RESPONSE
1	Maximize provider participation	Yes
2	Reach unsheltered homeless	Not yet
3	List all known homeless	Yes
4	Inactivity policy	Yes
5	Track without assessment	Yes
6	Timely updates	Yes
7	Unique identification	Yes
8	Track populations and changes over time	Yes
9	Track inflow	Yes
11	Homeless status and outflow	Yes
12	Track time on list	Yes

QUESTION #	CAS SCORECARD	CURRENT RESPONSE
1	Governing body	Yes
2	Documented policies and procedures	Yes
3	Annual evaluation	Yes
4	Documented and trained assessors	Yes
5	Full coverage	Yes
6	Outreach protocol	Yes
7	Access for emergency services after hours	Yes
8	Marking and access to vulnerable populations	No
9	Diversion and prevention	Yes
10	Safety	Yes
11	Standardized assessment	Yes
12	Prioritization policy	Yes
13	Uniform referral policy	Yes
14	Vacancies filled according to prioritization	Yes
15	Vacancy updates	Yes
16	Housing navigation support	No
17	Reduced barriers	Yes
18	Client choice	Yes
19	Agency accountability	No
20	Privacy and security	Yes
21	Client-centered assessment	Yes
22	Chronic homeless prevention	No
23	Case conferencing	No

Community Map

Community Progress

Campaign Progress



Dashboards by Province

Alberta

COMMUNITY	DATA DASHBOARD	CHRONIC MOVE-INS	QUALITY BY-NAME LIST	QUALITY COORDINATED ACCESS SYSTEM	BELOW CHRONIC BASELINE	REDUCED CHRONIC BY 50%	HOME STRETCH	REACHED FUNCTIONAL ZERO CHRONIC	SUSTAINING FUNCTIONAL ZERO CHRONIC
Calgary	n/a	1,618	In Progress	In Progress					
Edmonton	Link	3,330	Yes	In Progress					
Fort McMurray	Link	74	In Progress	In Progress					
Grande Prairie	n/a	109	In Progress	In Progress					
Leduc	n/a	117	In Progress	In Progress					
Medicine Hat	Link	91	Yes	In Progress	Yes	Yes	Yes		
Red Deer	n/a	257	In Progress	In Progress					

British Columbia

Manitoba

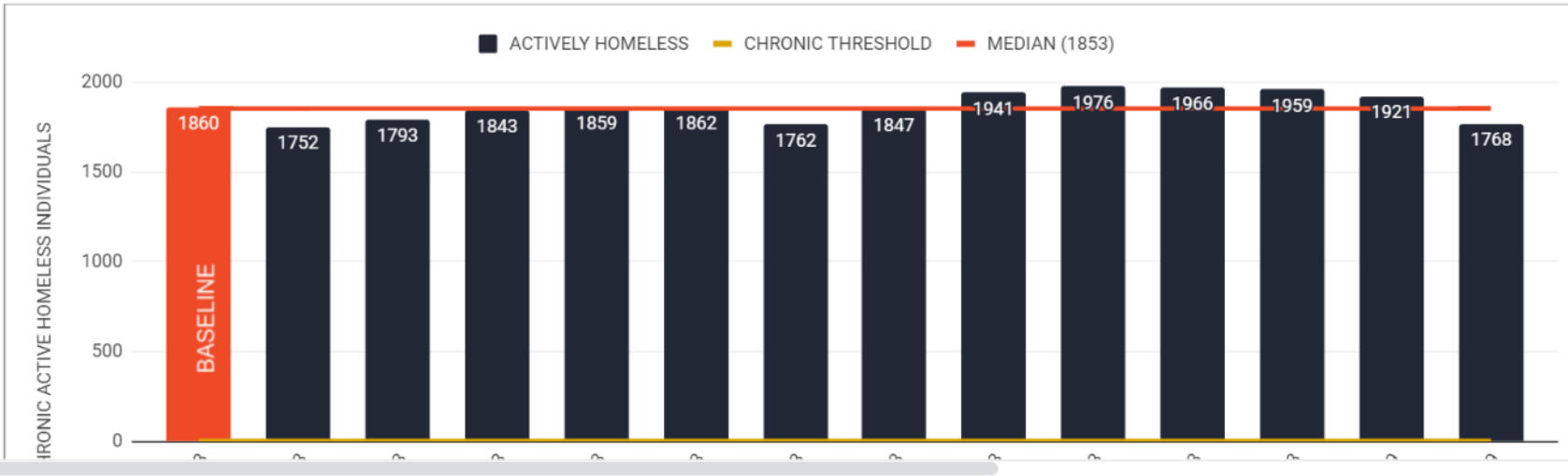
New Brunswick

Contact and Data on Website

EDMONTON: COMMUNITY PROGRESS INDICATORS

DATE JOINED CAMPAIGN	COHORT	QUALITY BY-NAME LIST	COORDINATED ACCESS SYSTEM	COMMUNITY CONTACT
JUNE 2015	REDUCE	YES	IN PROGRESS	SUSAN MCGEE 780-496-2630 SMCGEE@HOMEWARDTRUST.CA

CHRONIC ACTIVE HOMELESS DASHBOARD		
NUMBER OF CHRONIC ACTIVE HOMELESS IN MOST RECENT REPORTED MONTH	CHRONIC ACTIVE HOMELESS BASELINE	CHRONIC ACTIVE HOMELESS THRESHOLD FOR FUNCTIONAL ZERO
1768	1860	3



MY COMMUNITY

SELECT YOUR COMMUNITY IN THE LIST BELOW TO ACCESS YOUR DASHBOARD

[Brantford](#)[Chatham-Kent](#)[Dufferin](#)[Edmonton](#)[Fort McMurray](#)[Guelph-Wellington](#)[Halifax](#)[Hamilton](#)[Kawartha-Haliburton](#)[Medicine Hat](#)[Moncton](#)[Ottawa](#)[Peel Region](#)[Peterborough](#)[Red Deer](#)[Saint John](#)

Question #3 – Benefits from Support

- Learning
- Coaching
- Peer Support

Solving Complex Problems



Behaviours for Solving Complex Problems

Complex problems can't be solved by a static set of interventions.

Communities need a **problem-solving system** that can flex as the problem evolves.



DATA ANALYTICS

Use data for improvement



HUMAN-CENTERED DESIGN

Engage people experiencing the problem to surface ideas



QUALITY IMPROVEMENT

Test and evaluate each idea with objective data



FACILITATION & MEETING DESIGN

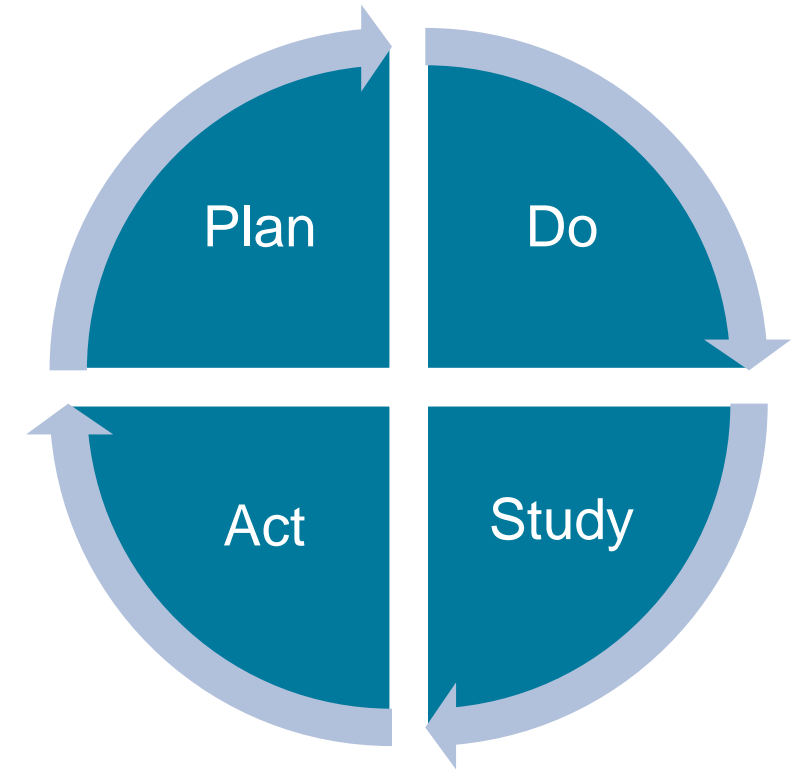
Create the conditions for groups to innovate collaboratively

Model for Improvement

**Aim: What are
we trying to
accomplish?**

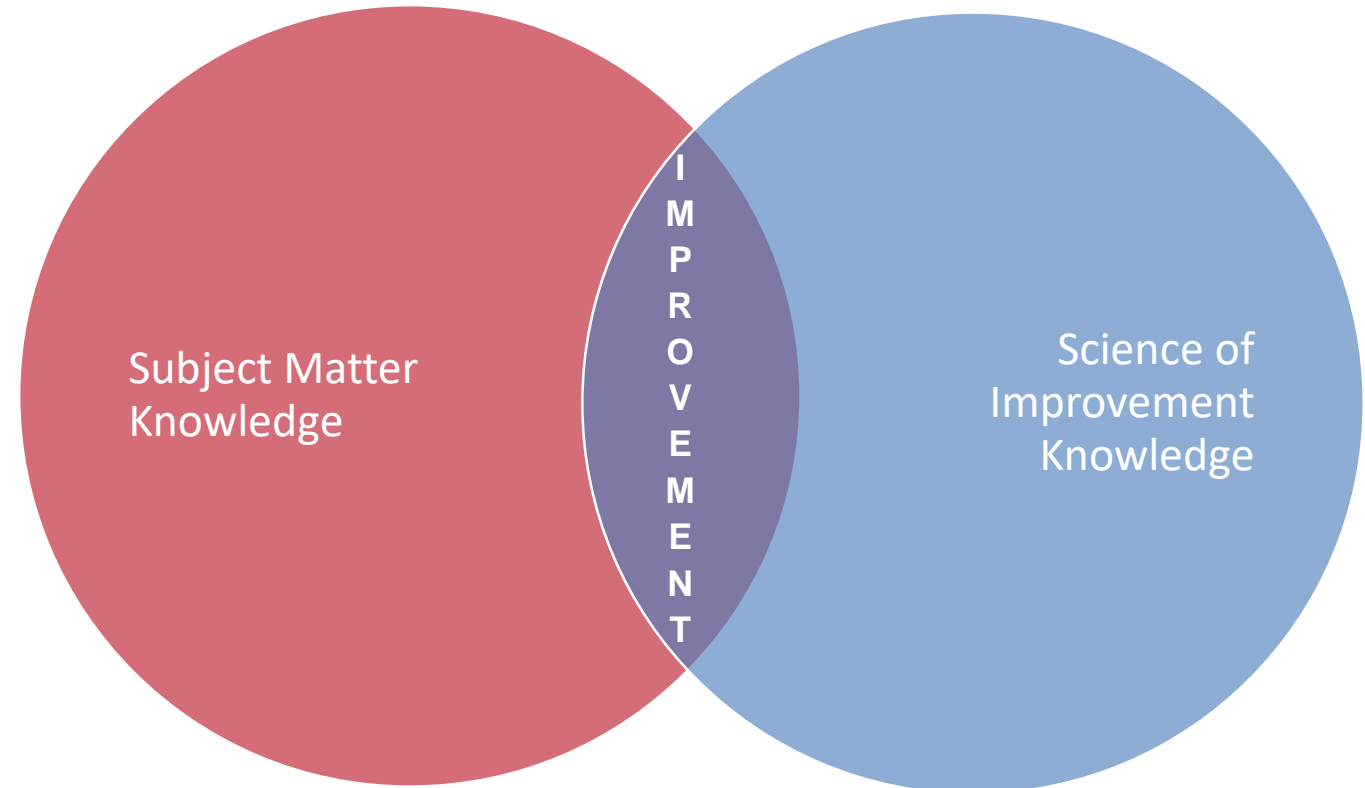
**How will we
know a
change is an
improvement?**

**What change
can we make
that will result in
improvement?**



Knowledge for Improvement

Learn to combine subject matter knowledge and Science of Improvement knowledge in creative ways to develop effective changes for improvement.



Learning Venues

- Learning Sessions
- Webinars
- Coaching
- On-Line (walk through)
 - www.bfzcanda.ca
 - www.changepackage.bfzcanada.ca

Sample Learning Session Agenda

Day 1

Time	Activity	Location
8:00-9:00	Registration and Breakfast	Outside Mandarin Ballroom
9:00-9:30	Opening Plenary	Mandarin Ballroom
9:30-10:45	Scorecard 2.0 Review/Final Test	Mandarin Ballroom
10:45-12:00	Break and Story Board Activity	Toronto/Victoria Rooms
12:00-1:00	Lunch – Reaching Home Update	Toronto/Victoria Rooms
1:15-2:30	Choose Your Own Adventure #1: 1. Getting started - Tracy 2. Prioritization/Matching/Referral - Iain 3. Case Conferencing - Marie 4. Stakeholder Engagement (Kerry/Ashley)	Mandarin A Toronto Victoria Mandarin B
2:30-3:00	Break	Outside Mandarin Ballroom
3:00-5:00	Improvement Planning Breakout	Mandarin A & B
5:30-7:00	Happy Hour Jay's Game – lobby 6:30 – game 7pm	Ottawa Room

Day 2

Time	Activity	Location
8:00-9:30	Breakfast	Outside Mandarin Ballroom
8:00-9:15	Leaders Session	Victoria Room - Breakfast
9:30-10:30	Improvement Planning Breakout	Mandarin A & B
10:30-11:00	Break	Outside Mandarin Ballroom
11:00-12:00	Choose Your Own Adventure #2: 1. Privacy Session 2. Ask Me Anything Session 3. Work on Own – Improvement Planning Time	Toronto Victoria Mandarin A/B
12:00-1:00	Lunch – Partner Update	Toronto/Victoria Rooms
1:00-3:00	Improvement Planning Breakout	Mandarin A/B
3:00-3:30	Break	Outside Mandarin
3:30-4:30	Closing Plenary	Mandarin Open

Coaching - Examples

- 1:1 Community Coaching Calls
- Group Community Coaching Calls
- Pre- and Post-Implementation HIFIS 4 with ACRE
- Data Networking Calls
- Leadership/Implementation Calls with OrgCode
- Home Stretch Command Centre
- Leaders Circle
- Individual sessions with Tim, Stefania, OrgCode, ACRE
- Some on-site
- Other – evolving to meet needs

Peer Support & Partners/Resources



Question #4 – Identify Leads

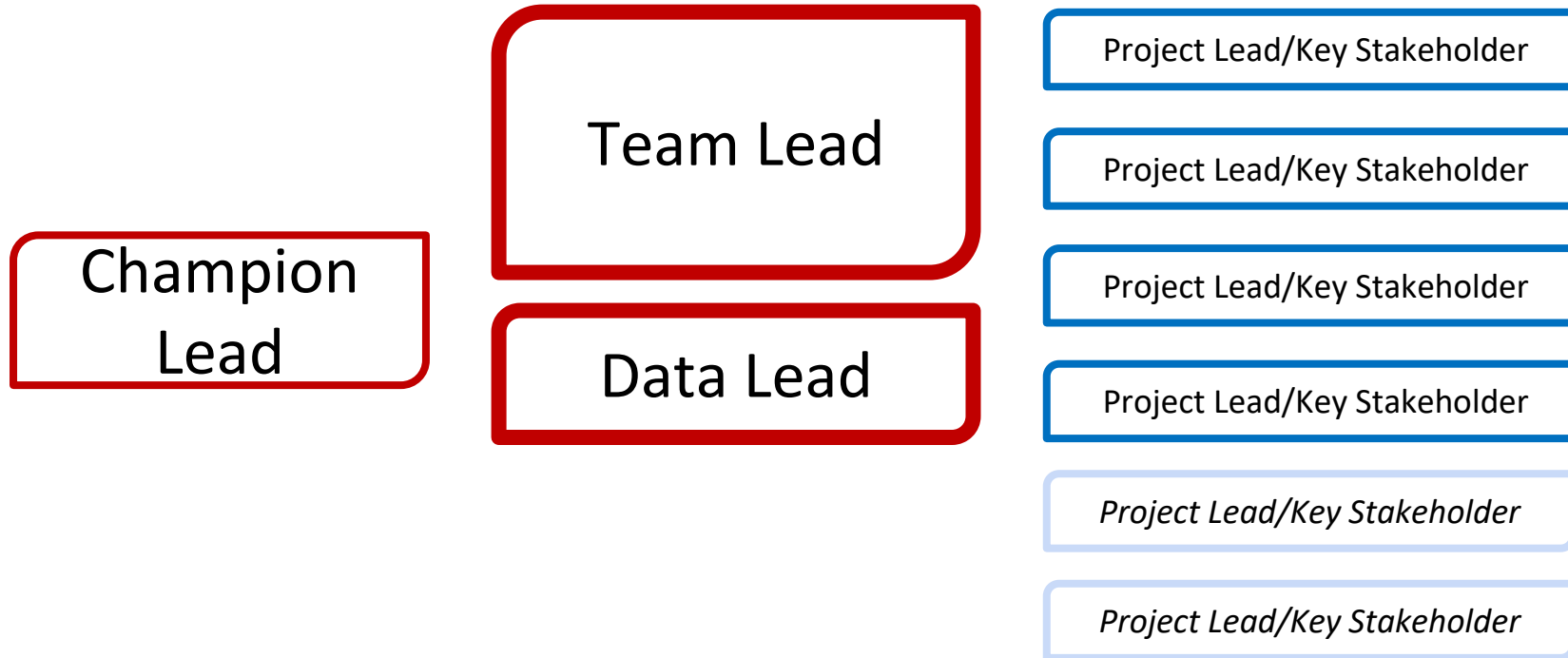


[Leadership Role Description](#)

Question #5 – Away Team/Home Team

Away Team	Home Team
Attends the Learning Session (a subset of the Home Team)	May be the same people as the away team or may not be – always includes the Away Team
May be the same people each time or may change – based on needs and projects (always includes Lead and Data Lead)	May be an existing group or a new one that is created on-going or ad-hoc per project
Creates projects and either leads or can assign projects	Helps further develop and/or leads and/or participates in projects from Learning Session
Brings ideas back to develop at next Learning Session	Helps generate future improvement project ideas

Away Team



Question #6 - Website



[Getting to Zero](#) [Track Our Progress](#) [Resources](#) [Get Involved](#) [About](#)



[FRANÇAIS](#)

[DONATE](#)

[CHANGE PACKAGE](#)

BUILT FOR ZERO CANADA

BEGINNING THE END OF HOMELESSNESS IN CANADA

11

COMMUNITIES WITH QUALITY REAL-TIME DATA

3

COMMUNITIES REDUCED CHRONIC HOMELESSNESS

0

COMMUNITIES REACHED FUNCTIONAL ZERO CHRONIC

0

COMMUNITIES SUSTAINING FUNCTIONAL ZERO CHRONIC

Built for Zero Canada is an ambitious national change effort helping a core group of leading communities end chronic homelessness - a first step on the path to eliminating all homelessness in Canada.

Ending homelessness is possible and we will do whatever it takes to achieve **our goal**. BFZ-C and the communities we support aim to kickstart and build a foundation for national



Question #7 – Resources to Share



Getting to Zero Track Our Progress Resources Get Involved About

FRANÇAIS

DONATE

CHANGE PACKAGE

- [By-Name List Update Form](#)
- [DOOR Agency Checklist](#)
- [Prioritization Meeting Tool](#)

Hamilton's Coordinated Access Materials:

- [Hamilton BNL Briefing Note](#)
- [Hamilton Common Intake Form](#)
- [Hamilton Common Assessment Policy](#)
- [Hamilton Coordinated Access Action Bulletins – March & May & June & August \(2018\)](#)

Kawartha-Haliburton Coordinated Access Materials:

- [Kawartha-Haliburton Coordinated Entry System Process Guide](#) (including lots of sample documents)
- [Coordinated Entry System – Video](#) (4 min – animated)
- [Coordinated Entry System – One Page Flyer](#)
- [Coordinated Entry System – Diagram](#)
- [Coordinated Entry System – 7 Steps](#)
- [Coordinated Entry System – Process Map](#)

Kingston's Coordinated Access Materials:

- [CAS Intake Protocol](#)
- [Common Consent and CAS Intake Interview](#)
- [Assessment Policy for HF and RRH](#)
- [Eligibility and Prioritization Policy for HF and RRH](#)
- [CAS Scorecard Recorded Webinar](#) (2 hours) ([PowerPoint PDF](#)) (Feb 2019) – featuring Kingston's CAS.

Peterborough Materials:

- All materials in google drive at www.bit.ly/PTBO_homelessness including:



Question #8 – Submitting Materials

1. [By-Name List Scorecard Worksheet](#)
2. [Coordinated Access System Scorecard Worksheet](#)
3. Data
 - Existing BFZ-C Self-Directed Communities – Monthly Data Submission Form
 - New Communities – [Data Balancing Workbook](#)

Question #9a – Mindsets

Bias for Action	You favour progress over perfection and focus on what you <u>can</u> do rather than on what you <u>can't</u> do. You start where you are, use what you have, and do what you can. You test ideas quickly in the field, focusing on executing, learning and improving. You recognize this quality improvement approach helps groups get unstuck and inspires new thinking.
Fail Forward	You move forward despite the possibility of failure. You celebrate failures as points of learning and use that learning as stepping stones towards success.
Growth Mindset	You see problems as challenges we just haven't figured out " <u>YET</u> ". You believe that with continued effort and learning, anything is possible. You welcome feedback and new ideas.
Abundance Not Scarcity	You believe there is the potential for more of everything in life and enough to go around. You see hope and opportunity in every situation and gifts and potential in every person. You share what you have and celebrate the success of others.
Mission Focussed	You are focussed on your goal and will do whatever it takes to get there. You are not overly focused on models, plans, or strategy or worried about blame or who gets credit. You are focused on the end-state and you are willing to innovate, disrupt, and change in order to achieve your mission. You know your "why" and you have grit.

Question #9b-g – Checking Agreement

- b) Committed to ending chronic according to the BFZ-C Functional Zero Chronic definition
- c) Committed to the five key activities: By-Name List, Coordinated Access, Monthly Reporting, Learning Sessions and Action Cycles, Driving Reductions in Chronic Homelessness
- d) Committed to learning with others, utilizing supports and resources, and sharing your skills, knowledge and input.
- e) Sharing community name, progress and data included on the BFZ-C website (if you are participating in BFZ-C).
- f) Working in a Google Apps Environment.
- g) Signing Agreement by September 1st e and paying participating fee by September 30

Questions?





Thank You

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Bias for Action





Life is what happens to
you while you're busy
making other plans.

-John Lennon, "Beautiful Boy"

Homelessness is what happens
while you're busy making a 10
year strategic plan to end
homelessness.

*-Fictional John Lennon, Agile Problem Solving
Expert*

“Impossible” Game-Changers

- Four Minute Mile
- Sending a Man to the Moon
- Eradicating Smallpox
- Saving the Southern White Rhinoceros
- Global Action to protect the Ozone
- Cutting Global Infant Mortality in Half since 1990

A black rectangular box containing a handwritten quote in white ink. The text reads: "IT ALWAYS SEEMS IMPOSSIBLE UNTIL IT'S DONE." followed by "-NELSON MANDELA". A small white laurel wreath is drawn to the right of the text.

IT ALWAYS
SEEMS
IMPOSSIBLE
UNTIL
IT'S DONE.
-NELSON MANDELA

Cultivating a Bias Toward Action

Just Start...

- Despite Outstanding Research
- Despite Unanswered Questions
- Because you can learn/fail your way into a solution
- Because what you come up with will be better than what currently exists

Cultivating a Bias Toward Action

Don't...

- Set goals you know you can achieve
- Worry about getting buy-in from everyone
- Let policy makers do everything







Fail Forward



Fail Forward



Fail Forward



Fail Forward



Fail Forward





Fail Forward



Fail Forward



Video – [Famous Failures](#) (4 min – animated)



Failing Forward Vs. Simply Failing

CHARACTERISTIC	FAILING	FAILING FORWARD
Motto	Get it right the first time.	Experiment – fail quickly and improve. Success is a collection of well curated failures.
World View	Solving problems is like baking bread.	Solving problems is like raising a child.
When Faced with a Difficult Problem	Shut down – give up. This is impossible – its too hard to tackle right now.	Get curious. I wonder what it would take? How might we...?
Beginning Premise	If we plan enough, we can get it right.	We can figure it out over time. We keep testing ideas and working through an improvement process.
Implementation Protocol	Follow the long-range plan or work plan.	Long term goals – short term planning. Test the idea, improve as needed, chart a new course if called for.
Use of Data	Data is used for judgement - to report on past activities.	Data for improvement – to test ideas, guide activities, inform decisions.
When Things Go Wrong...	Hide mistakes and/or blame others.	Share mistakes, celebrate them as a lesson learned, refine initial ideas or develop new ideas
Follow-up From Mistakes	Increase intensity, continue doing the exact same thing or stop doing it.	Next steps is dependent on lessons learned.

Growth Mindset



Carol Dweck's 4 Question Test

1. Your intelligence is something very basic about you that you can't change very much.
2. You can learn new things, but you can't really change how intelligent you are.
3. No matter how much intelligence you have, you can always change it quite a bit.
4. You can always substantially change how intelligent you are.

Carol Dweck's 4 Question Test

Fixed
Mindset

Your intelligence is something very basic about you that you can't change very much.

You can learn new things, but you can't really change how intelligent you are.

No matter how much intelligence you have, you can always change it quite a bit.

Growth
Mindset

You can always substantially change how intelligent you are.

Carol Dweck's Growth Mindset Research

- Students' mindsets—how they perceive their abilities—play a key role in their motivation and achievement
- Students who believe their intelligence could be developed (a growth mindset) outperform those who believe their intelligence is fixed (a fixed mindset)
- Focusing on the **process** that leads to learning (like hard work or trying new strategies) fosters a growth mindset and resulting benefits

Fixed Mindsets in Our World May Sound Like...

“I’m just not good at public speaking”

“I’m not a ‘Data Person’”

“Coordinated Entry doesn’t really work for our agency”

“That agency is not homeless funded, they’ll never give us their data”

“Everyone is too busy doing their work to care about data quality”

“Persuading people to do something is really not my thing”

Tips and Tricks for Cultivating a Growth Mindset

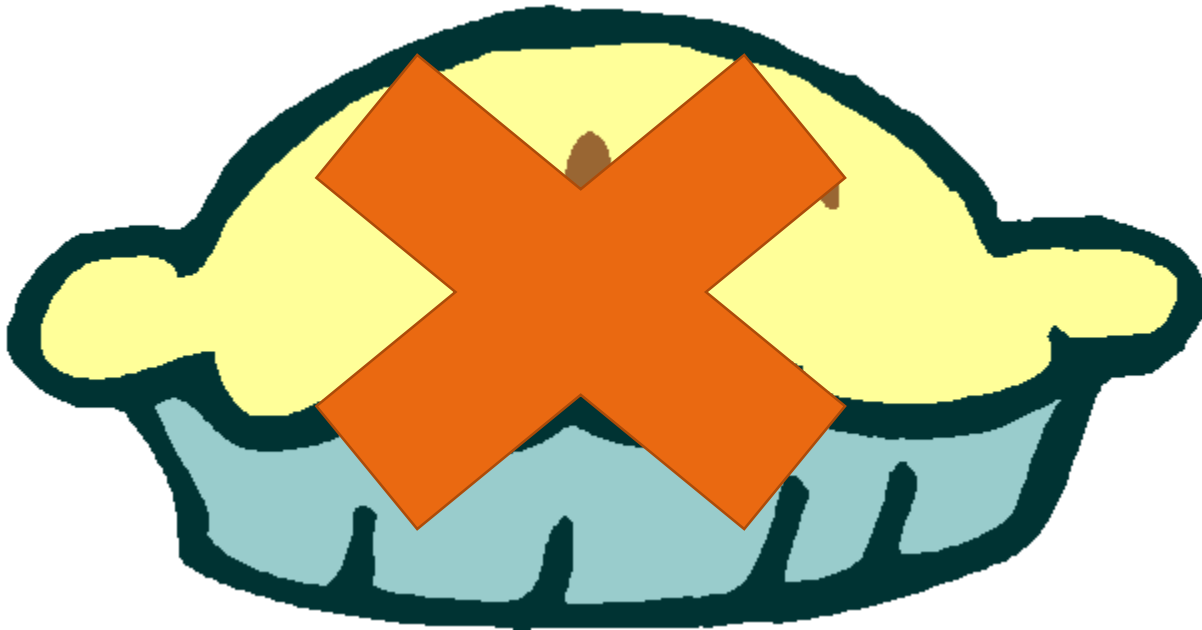
- Learn to hear a fixed mindset in yourself and others
- Make an effort to add “yet” to statements that otherwise end in failure (e.g. instead of “I can’t figure out how this works” reframe as “ I haven’t **YET** figured out how this works”
- Remember something you couldn’t do (or do well) in the past that now you are good at
- Make your feedback to others related to process, effort and growth and not about genius or other “innate” abilities
- Remember that groups who believe they can improve, are more able to stick with a challenging problem and are resilient in the face of setbacks
- Remember that the power of a growth mindset is supported by science

Video
[Growth Mindset](#)
(3 min – animated)

Abundance Over Scarcity



See Resources and Opportunities More Like a Garden Than a Pie



[10 Steps to Develop an Abundance Mindset](#)



Work With and Steal Shamelessly From Others (and Give Them Credit)

- Likely someone from your sector has solved the problem or a piece of it
- If not, likely someone from your sector is currently trying to solve the problem
- If not, likely someone from your sector has tried to solve the problem and has failed (and you can learn from them and/or work with them)
- If not, someone from an adjacent sector has worked to solve a similar problem
- If not, someone from a completely different sector has worked to solve a problem that could be helpful with the problem you are facing
- We NEVER need to work in isolation!



Know Your Why



Video:
[What's Your Why?](#) (5 min)
(intro from Iain DeJong & leaders
share their why)

Simon Sinek - Start With Why - TED Talk Short Edited

Simon Sinek – 5 minute TED Talk – click picture to link to video

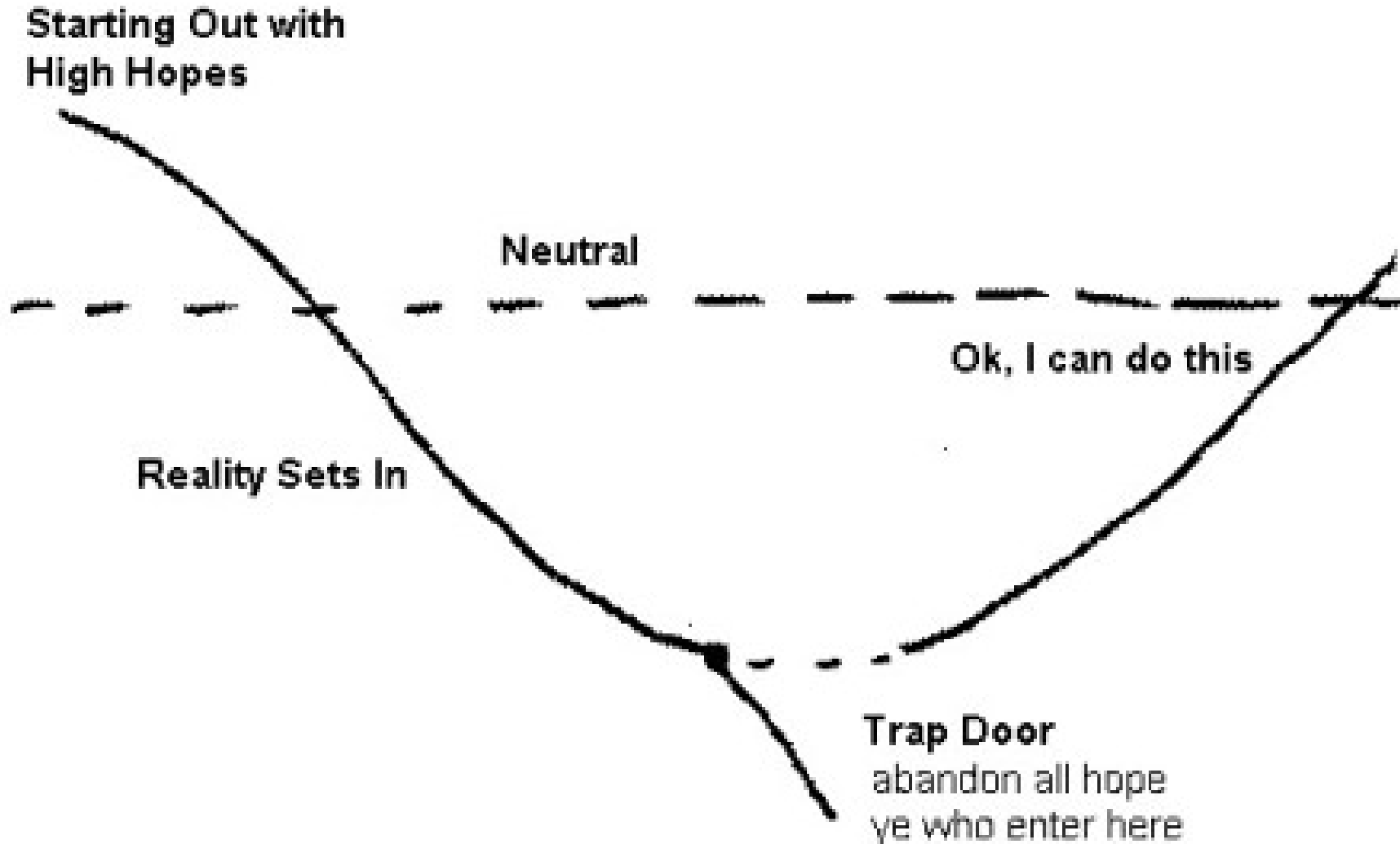


If it is important to you, you will
FIND A WAY
— if not you will find an —
EXCUSE



Productivity & Working Hours Quality via Geography

IDEO's Tackling Difficult Problems Curve



Video:
[How to Increase Your Grit](#)
(2.5 min – animated)



When you have exhausted all possibilities, remember this: **YOU HAVEN'T !!** THOMAS A. EDISON

@woodard_julie

IT'S GOING TO BE HARD
BUT HARD IS NOT
IMPOSSIBLE

Videos:

- [Never Give Up Race](#) (3 min)
- [Never Give Up Pig](#) (funny - 3.5 min – animated)